



Press Release

El Paso County 911 District
6055 Threadgill Ave.
El Paso, Texas 79924

Text to 9-1-1 is now available in El Paso County. In an emergency wireless customers can now send a text to 9-1-1.

The El Paso County 9-1-1 system has added Text to 9-1-1 as another way to request emergency assistance. Text to 9-1-1 should only be used in an emergency when placing a voice call is not possible: For instance, if the caller is deaf, hard-of-hearing, speech impaired, or when speaking out loud would put the caller in danger.

How to text 9-1-1:

- Enter the numbers “911” in the “To” field;
- Type the location of the emergency and why help is needed. Text in whole words, do not use abbreviations or slang.
- Push the “Send” button.
- Be prepared to answer questions and follow instructions from the 9-1-1 call taker.

**9-1-1: Call if You Can, Text if You Can't
Voice Calls to 9-1-1 Are Still the Best and Fastest Way to Contact 9-1-1**

Things to know about texting to 9-1-1

- Text location information is not equal to current 9-1-1 voice call location technology. Be prepared to give the location where assistance is needed.
- As with all text messages, 9-1-1 messages *can* take longer to receive, can get out of order or may not be received.
- Text-to-9-1-1 is not available if you are roaming.
- A text or data plan is required to place a text-to-9-1-1.
- If texting to 9-1-1 is not available in your area, or if it is temporarily unavailable, you will receive a bounce-back message from your carrier indicating that texting 9-1-1 is not available and to contact 9-1-1 by other means, such as making a voice call or using telecommunications relay service (for persons who are deaf, hard of hearing or have a speech disability). Bounce-back messages are intended to minimize your risk of mistakenly believing that a text to 911 has been transmitted to an emergency call center.
- Photos and videos cannot be sent to 9-1-1 at this time, nor can emoji's, gifs, or other non-text communications.
- Texts-to-9-1-1 cannot include more than one person. Do not send your emergency text to anyone in addition to 9-1-1 (no group messaging). Also, text messaging apps which only support

texting with other app users or texting via social media are not required to support text-to-911, and so may not work in an emergency.

- If you do not receive a text response from 9-1-1, Contact 9-1-1 another way.

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