



News Release

Local Area 911 Agencies Launch Text-to-911 Service

911: Call if You Can, Text if You Can't

The Portland Dispatch Center Consortium which includes Clackamas County 911, Clark Regional Emergency Services Agency (CRESA) in SW Washington, Columbia County 911, Lake Oswego 911, and Portland 911, together with Astoria 911 and METCOM 911, announced today that they have begun accepting Text-to-911 messages in response to emergencies. Text-to-911 coverage area includes greater Marion County, the Portland Metro area, the Northern Oregon Coast and the Columbia River Corridor.

Text-to-911 is a new, important service. It is intended to benefit people that may not be able to speak due to an emergency such as a home invasion, or abusive partner, as well as individuals that are deaf, hard of hearing, or have speech disabilities.

A few things you should know about how Text-to-911 works currently

- When texting to 911 for an emergency, we will ask you to confirm the location of the emergency (including city) and the type of emergency help needed (police, fire, or medical).
- Keep text messages brief and concise; using full words.
- Stay with your phone, be prepared to answer questions and follow instructions from the 911 call taker.
- Photos, videos and emoji cannot be sent to 911 as they could corrupt the message.
- You cannot include 911 in a group text message or while roaming.

Text-to-911 service is not yet available state-wide in Oregon or Washington. If you send a text to 9-1-1 from a wireless carrier or a city/county without Text-to-911 service, you should receive a message saying that there is no text service to 911 available at this time.

For more details and updates about Text-to-911 go to www.metcom911.com

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