

Pulaski County 9-1-1 Launches Text-to-911 Services

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

11/21/2024

Pulaski County 9-1-1 has announced the launch of its Text-to-911 service, enabling residents to send text messages to 911 in emergencies where making a voice call is not possible or safe.

While voice calls remain the preferred method of contacting 911, texting to 911 is intended for situations where speaking aloud could be dangerous, such as during a domestic violence incident or when someone is unable to speak.

This service is particularly beneficial for individuals who are deaf, hard of hearing or have speech impairments.

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

- Texting to 911 is intended to benefit people that may not be able to speak in an emergency. The key thing to remember is “Call if you Can, Text if you Can’t”
- When texting to 911 in an emergency, the first message should include the location of the emergency (including the 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 emojis cannot be sent to 911 at this time. Trying to send these will corrupt the text.
- You cannot include 911 in a group text

Text-to-911 service is not available statewide in Missouri. If you text 911 from a wireless carrier or a city/county without Text-to-911 service, you should receive a message saying there is no text service 911 available at that time.

For more details about Text-to-911, you may contact our 911 Communications Center at (573) 774-6341.