

Portland / Multnomah County 911

*Providing the vital
connection between the
community and
emergency service
responders by answering
9-1-1 and non-emergency
public safety calls,
triaging for proper
response, and
dispatching appropriate
resources in Multnomah
County.*

Portland Bureau of Emergency Communications 9-1-1
P.O. Box 1927
Portland, OR 97207



Text-to-911 Services





**Call if you can,
Text if can't.**
**Remember, your voice is
always best, if possible.**

What is Text-to-911?

Text to 911 is the ability to send text messages to local 911 dispatch centers during an emergency.

Text messaging is one of the primary ways people communicate today, especially younger people and members of the deaf and hard of hearing and speech disabilities communities.

How does it work?

Your wireless carrier sends your text messages to a "Text Control Center" which then forwards them to local 911 centers. Portland / Multnomah County 911 receives your information via an internet-based application. If, for some reason, the internet is down, you will receive a message telling you that text-to-911 is currently not available.

To use text to 911 in an emergency, you simply open up your text messaging screen, enter "911" (with no dashes or spaces) in the "TO" field, type your message, and hit "SEND".

Do NOT send your message to multiple people in a group text, because this will stop the message from reaching the 911 dispatcher.

If you are within an area that does NOT yet offer text to 911 services, you will receive a return message that states services are not available. If that happens, place a voice call to 911 to report your emergency.

Will the 911 Dispatcher Know My Location?

Most likely, no. It's important that you ALWAYS know your location to provide to 911 dispatch.

Things to Remember

- ✓ Voice is always best, if possible.
- ✓ Know your location.
- ✓ Text to 911 can only receive words and punctuation. 911 CANNOT receive emoticons, emoji, pictures or videos.
- ✓ Your message may not be interpreted correctly if you use "text speak" or abbreviations. Examples of these types of abbreviations are: "TTYL", "SMH", or "AFK".
- ✓ Please text in English only. At this time, interpreting service isn't available for text. 911 dispatchers will do their best to assist you if you aren't able to text in English.
- ✓ Text to 911 service doesn't raise your wireless bill. It's funded by an existing fee that is already included in your phone service fees.
- ✓ You must have text messaging included on your wireless plan with a participating carrier to use text to 911 services.

Contact Us

Portland Bureau of Emergency
Communications
P.O. Box 1927
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www.portlandoregon.gov/911

Call if You Can / Text if You Can't to 9-1-1 Save a Life, Report a Fire, Stop a Crime