



Text to 911 Talking Points
911 Program Office
Pierce County Emergency Management

When texting 911, remember "**Call when you can, text when you can't.**" Texting should only be used when you are unable to make a voice call to 911.

Here are a few things to know if you need to text an emergency to 911:

- Don't send a test text to 911.
- 911 needs to know your location and type of help needed.
- Text in full words – avoid abbreviations.
- Be prepared to answer questions and follow instructions from the 911 call taker.
- Like all long texts, messages can take longer to receive, messages can get out of order or your message may not be received at all.
- To learn how to text to 911, general information and facts about Text to 911, go to:
<https://www.nena.org/page/911GeneralInfo#text>

