



PRESS RELEASE: November 3, 2017

For Immediate Release

Contact: Doug Allison
Cowley County Emergency Communications
(620)221-5447
dallison@cowleycounty.org

RE: Cowley County Emergency Communications to start accepting Text-to-911 Calls

On November 3, 2017, Cowley County Emergency Communication in conjunction with the Kansas 911 Coordinating Council are pleased to announce the availability of Text-to-911 during an emergency. Text-to-911 service will be available for those individuals who cannot safely make a voice call to 911 in an emergency. This will be a valuable service to the deaf and hard of hearing community.

At this time, Text-to-911 may be limited in the Cowley County area as cellular providers are still configuring local routing of text messages to the communications center. If a text is made to 911 where that service is not available, a message will be sent back to the phone advising the customer to make a voice call.

Some situations when Text-to-911 is appropriate:

- Deaf, hard of hearing callers, or individuals with a speech disability
- A caller who is unable to speak due to a medical or other condition
- Emergency situations that would put the caller in danger if making a voice call
- Examples include abduction, domestic violence or active shooter situation

When texting to 911, follow these guidelines

- Provide your exact address or location
- Explain the type of emergency or help that is being requested
- Be prepared to answer any questions that the 911 telecommunicator texts back.
- Use plain language; do not use abbreviations, symbols, emoticons, or photos.
- Messages should be brief and concise



Texting 911 can be done by typing “911” in the field for a phone number. No other numbers need to be used. Texting should be done through your wireless phones text messaging service and not from a third party texting applications. Text-to-911 does require an active telephone service plan with data or it will not work.

Remember, the best way to contact 911 is by making a voice call. Please only utilize this service in emergency circumstances where a voice call is not possible or safe.

Cowley County Emergency Communications and the Kansas 911 Coordinating Council are excited to offer Text-to-911 service to the citizens of Cowley County.

Remember: CALL if You Can, TEXT if You Can’t!