



PRESS RELEASE

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Media Statement: Text to 9-1-1

Recent media reports have announced that Text-to-911 service is available in some parts of the country. Text to 9-1-1 service is not yet available in the El Paso County 911 District area; the District and the area's public safety answering points (PSAPS) are actively preparing to implement this service.

We will provide updates as we move forward with Text-to-911 for El Paso and we expect to have the required equipment in place by the end of this year.

For now, if someone tries to text to 9-1-1, they will receive a bounce-back message advising them to make a voice call to 911 as texting is not yet available. TDD services and Texas Relay remain available for persons who are deaf, hard of hearing, and/or speech impaired.

When Text-to-911 is available in El Paso, the public will be reminded to: **Call if you can; text if you can't.**

How to Contact 911

In an emergency, call 9-1-1 immediately from any wired or wireless phone:

- A voice call to 911 will always be the best way to request emergency responders
- If you are deaf, hard of hearing, or have a speech disability, use a TTY Device or a Relay service
In Texas, relay service is available by dialing 7-1-1 or 800-RELAY TX (735-2989).
- Remember – in most parts of the country, you cannot now reach 9-1-1 by sending a text message.

The FCC keeps an updated list of where text-to-911 is currently available (<http://transition.fcc.gov/cgb/text-to-911-deployments.pdf>).

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The El Paso 911 District provides 911 services for the more than 800,000 citizens living and working in El Paso County. Created in 1987, the District's mission is to provide our community with the critical infrastructure --equipment, connectivity, software, maintenance and support-- used by Public Safety entities to receive 911 calls and dispatch emergency responders.

www.elpasocounty911.org
