

Media Release

Yavapai County Sheriff's Office

Scott Mascher – Sheriff

255 E. Gurley Street, Prescott, AZ 86301

Dwight D'Evelyn – Public Affairs Supervisor



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“Call if you can – Text if you can’t” – Announcing Text to 9-1-1 Service



The Yavapai County Sheriff's Office and our law enforcement partners throughout Yavapai County are excited to announce that Text-to-9-1-1 service is now available countywide. Partnering agencies include police departments in Clarkdale, Jerome, Prescott, Prescott Valley, Chino Valley, Cottonwood, Sedona, Yavapai Tribal-Prescott, Yavapai Tribal-Apache, Yavapai College along with the Camp Verde Marshal's Office and Prescott National Forest Law Enforcement.

This new technology means all 9-1-1 Public Safety Dispatch Centers in Yavapai County are equipped to receive and respond to mobile phone Text-to-9-1-1 messages from our community. These texts will be routed to the appropriate 9-1-1 center, based on jurisdiction, when sent within Yavapai County. ***Please review all information thoroughly to understand how the system works and its limitations.***



Individuals who are deaf and hard of hearing members of the community, or those in a situation where it is too dangerous to dial 9-1-1, will have another option to call for help in an emergency, Text-to-9-1-1. The benefits to our citizens are significant, especially in cases when the caller cannot communicate verbally. Examples include not only the hard of hearing, but also when a crime is in progress, the caller is facing domestic abuse, the caller is injured and cannot speak, or other similar scenarios.

Even where text-to-9-1-1 is available, if you can make a voice call to 9-1-1, please call instead of texting.

How to text 9-1-1 in an emergency:

- Enter the numbers “911” in the “To” field;

- The first text message to 9-1-1 should be brief and contain the location of the emergency and type of help needed;
- Push the “Send” button.
- Be prepared to answer questions and follow instructions from the 9-1-1 call taker.
- Text in simple words – do not use abbreviations.
- Keep text messages brief and concise.

The following guidelines are provided regarding Text to 9-1-1. If you use a wireless phone or other type of mobile device, make sure to do the following in an emergency:

- If you can, always contact 9-1-1 by making a voice call, **“Call if you can – text if you can’t.”**
- If you are deaf and hard of hearing and Text-to- 9-1-1 is not available, use a TTY or telecommunications relay service, if available.
- If you text 9-1-1 and text is not available at that time or in your area, you will receive a bounce back message advising “text is not available please make a voice call to 9-1-1.”
- Location accuracy varies by carrier and should not be relied upon. Be prepared to give your location.
- Text-to-9-1-1 service will not be available if the wireless carrier cannot ascertain a location of the device sending the message.
- Text-to-9-1-1 is not available if you are roaming.
- A text or data plan is required to place a text to 9-1-1.
- Photos and videos cannot be sent to 9-1-1. They cannot be received at the 9-1-1 center currently.
- Text messages should be sent in plain language and not contain popular abbreviations (SMH, LOL, ICYMI) or emojis, which will not be recognized.
- Text-to- 9-1-1 cannot be sent to more than one person. Do not send your emergency text to anyone other than 9-1-1.
- Texts must be in English only. There currently is no language interpretation for text available. This is still in development.

If you have further questions about the Text-to-911 program, please contact the 9-1-1- Center for your jurisdiction:

Prescott Regional Communications Center for the Town of Prescott Valley, City of Prescott, Yavapai Tribal Police, Yavapai College Police and U.S Dept. of Veteran Affairs. Call 928-777-1900.

Yavapai County Sheriff’s Office for the Town of Chino Valley and all unincorporated areas in Yavapai County. Call 928-771-3260.

Cottonwood Police Department for the City of Cottonwood. Call 928-634-4246.

Camp Verde Marshal’s Office for the Town of Camp Verde, Town of Clarkdale and Jerome. Call 928-554-8300.

Sedona Police Department for the City of Sedona. Call 928-282-3100.

Citizens can contact the Yavapai County Sheriff’s Office with information or questions at 928-771-3260

or the YCSO website: www.ycsoaz.gov