

911 – Call if you can, Text if you can't

The Cortez 911 Communications Center has added the ability to receive text messages for reporting emergencies. The Cortez 911 Communications Center handles 911 calls for Montezuma and Dolores counties. Currently, cell phone carriers with the local ability to Text to 911 include; AT&T, Verizon and Sprint. Remember a voice call to 911 is more efficient; however, you can Text 911 if you cannot call.

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.

Below are a few things to know if you need to text 9-1-1:

- Text location information is not equal to current location technology, so providing your exact location is critical.
- As with all text messages, 9-1-1 messages can take longer to receive, can get out of order or may not be received.
- 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
- If texting to 9-1-1 is not available in your area, or is temporarily unavailable, you will receive a message indicating that texting 9-1-1 is not available and to contact 9-1-1 by other means.
- Text-to-9-1-1 cannot include more than one person. Do not send your emergency text to anyone other than 9-1-1.
- **Do not text and drive!**