

Minnesota Department of Public Safety Emergency Communication Networks



Text-to-911 in Minnesota:

- 911 call center infrastructure is in place to accept text.
- Projected statewide launch in 2017.
- Text-to-911 may be used when individuals are unable to make a voice call or when it is unsafe to do so.
- Individuals who are deaf, hard-of-hearing, or speech disabled may use Text-to-911 as the first contact option.

Text-to-911 can be used when:

- The reporting party cannot speak.
- A crime is in progress (i.e. domestic abuse or home invasions).
- The reporting party must remain quiet in order to maintain safety.

A few things to know if you need to text 911:

- Location is not as precise with text as it can be with a wireless voice call.
- Language translation for non-English speaking callers is not yet available.
- As with all text messages, 911 messages can take longer to receive, can get out of order or may not be received.
- A 911 call-taker is unable to hear background noise or obtain cues from voice inflection that are present with voice calls.
- Text-to-911 is not available when roaming.
- A text or data plan is required to place a text to 911.
- If text to 911 is not available, you will receive a message asking you to contact 911 by other means.
- Do not send your text to 911 to more than one person.
- Do not text and drive!

Questions?

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