



Press Release

13 January 2015

Text to 9-1-1

Text to 9-1-1 will become available in Eagle County by the end of January 2015. Citizens will be able to text directly to 9-1-1 from their cellular phones. Eagle County will join Pitkin and Larimer Counties as the only counties in Colorado currently providing Text to 9-1-1 service. Text to 9-1-1 will be accessible through the four major carriers: AT&T, Verizon, T-Mobile, and Sprint.

If service is not yet possible for a particular carrier, a bounce-back message will be sent stating that the service is not available and to please make a voice call.

Text to 9-1-1 is a useful resource, but it is not always the best tool. A voice call is always preferred. However, if it is unsafe or not possible to make a voice call, then send a text to 9-1-1. When texting 9-1-1, please do not use abbreviations. The most important information to include when contacting 9-1-1, by any method, is the location of the emergency. If necessary, translation for texts in Spanish will be done through an online translation service.

Text to 9-1-1 for Eagle County comes at no cost to the taxpayers.

For further information, contact Jennifer Kirkland at Vail Public Safety Communications Center at 970-477-3413.