

Text to 9-1-1
“Call when you can, text if you must!”

“Text to 9-1-1” is available for Broomfield residents and is an option for assistance when safety is a concern.

A text sent to 9-1-1 will go to emergency dispatchers who are logged in to a secure website to see the message. If you are in a service area where texting is not available, you will be sent a bounce-back text alerting you. At that point, you will need to call 9-1-1.

Like cell phone calls to 9-1-1, dispatchers will not know your exact location. The location service for texting is even broader than with cell phones, which makes pinpointing an exact location more difficult. So, if you are texting your emergency, it is important to include your location and the nature of your emergency as part of the first message.

While calling 9-1-1 is the preferred method of contact, making “Text to 9-1-1” available is important for when calling is not a viable or safe option. This service will be very useful to those who are hard of hearing, deaf, or speech-impaired.

Additional examples are:

- The caller is facing a threatening situation and a voice call could increase the threat.
- The caller is injured or suffered a medical condition and cannot speak.
- The caller is in a remote location and can only send out text messages.
- Phone lines and cell phone towers are overwhelmed and only a text message can get through.

Texts are limited to 160 characters; avoid using slang and abbreviations; photos and videos cannot be received. These limitations may change as technology advances. Since not all cellular companies offer this, it is important to check with your cellular phone provider to see if they offer the service prior to attempting to use it.