



Kingman County Sheriff's Office

Randy L. Hill, Sheriff

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Text-to-911 service now available in Kingman County

The Kingman County Sheriff 911 Communications, in conjunction with the Kansas 911

Coordinating Council, is pleased to announce the availability of Text-to-911 during an emergency.



Text-to-911 service will be available for those individuals who cannot safely make a voice call to 911 in an emergency. This will be a valuable service to the deaf and hard of hearing community.

The county has completed testing for Text-to-911 and the service is available with plans from AT&T, Sprint, T-Mobile and Verizon Wireless. Text-to-911 may not be available outside of Kingman County. If a text is made to 911 where that service is not available, a message will be sent back to the phone advising the customer to make a voice call.

Some situations when Text-to-911 is appropriate:

- Deaf, hard of hearing callers, or individuals with a speech disability;
- A caller who is unable to speak due to a medical or other condition;
- Emergency situations that would put the caller in danger if making a voice call; examples include abduction, domestic violence or an active shooter situation.

When texting to 911, follow these guidelines:

- Provide your exact address or location.
- Explain the type of emergency or help that is being requested.

- Be prepared to answer any questions that the 911 telecommunicator texts back.
- Use plain language; do not use abbreviations, symbols, emoticons or photos.
- Messages should be brief and concise.

Texting 911 can be done by typing “911” in the field for a phone number. No other numbers need to be used. Texting should be done through a wireless phone’s text messaging service and not from third party texting applications. Text-to-911 requires an active telephone service plan with data or it will not work.

If you would like a short presentation on Text-to-911 for a group or organization, please email kmsinfo@kingmanlec.kscoxmail.com or call the Sheriff’s Office at 620-532-5133.

Remember, the best way to contact 911 is by making a voice call. Please only use the text service in emergency circumstances where a voice call is not possible or safe. Remember, “CALL if you can, TEXT if you can’t.”

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