

“Jessamine County Offers Text-to-911 Service”

“Texting is a part of our way of life, and now it’s part of our emergency services. I couldn’t be prouder of the way it is being done,” Jessamine County Judge/Executive David K. West said at a press conference announcing that text-to-911 services are now available in



Above: Jessamine County Dispatcher Megan Buchanan and Judge/Executive David K. West demonstrate how to text-to-911.

Jessamine, Fayette, Garrard and Lincoln County. Text-to-911 refers to the ability to send text messages to local 911 call centers during an emergency.

Judge West pointed out that the 27 Corridor is heavily used, making the collaborative text-to-911 effort between Fayette County, Jessamine, Garrard and Lincoln Counties extremely important. “These counties can now transfer calls and texts from one county to the other, when necessary,” he said.

The text to 911 service will be useful to all Jessamine County’s residents, including but not limited to the almost 8,000 who are deaf and hard of hearing and/or speech impaired.

“This is an initiative that will serve every single Jessamine County single and resident. Everybody can use this service,” Judge West explained. “But it is important to note that anyone contacting 911 in those counties should use text only if it isn’t possible to make a voice call to 911.”

“In addition to understanding what text-to-911 can do for us, it’s important to note what it cannot do. No photos or videos can be sent to text-to-911 at this time.”
--Judge/Executive David K. West

Users of the text-to-911 service are encouraged to text in simple words (no abbreviations or emojis) and keep text messages brief and concise. Once you have initiated a text-to-911 conversation, you should not delete the message or turn off your phone until the dispatcher tells you it is okay to do so.

“In addition to understanding what text-to-911 can do for us, it’s important to note what it cannot do,” Judge West said. “No photos or videos can be sent to text-to-911 at this time,” he explained. Text-to-911 cannot support messages in a foreign language. In addition, text-to-911 does not provide Call Takers with the caller’s location. For this reason, a person sending a text-to-911 must provide an accurate location as quickly as possible.

Top tier 911 providers support the text-to-911 service, including AT&T, Verizon, Sprint and T-Mobile. It is recommended that users dial from their phones primary texting application and not use a purchased or free downloaded app.

For more information, visit JessamineCo911.com, like “[Jessamine County, Kentucky](https://www.facebook.com/JessamineCountyKentucky)” on Facebook or call 859-887- 5447.