



NEWS RELEASE

Department of Public Safety

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Material download links for media use at bottom of document.



Text-to-9-1-1 Option Available in South Dakota

PIERRE, S.D. – Text-to-9-1-1 is now available throughout South Dakota.

Wireless cell phone customers in South Dakota can text to 9-1-1 when they can't call in an emergency. The text, like a phone call, will be routed to a local 9-1-1 dispatch center.

“Text-to-9-1-1 should only be used in an emergency when you can't call 9-1-1,” said Craig Price, cabinet secretary for the South Dakota Department of Public Safety. “The Text-to-9-1-1 option would be good to use if speaking out loud would put the caller in danger or if the caller is deaf, hard-of-hearing or speech impaired.”

Text-to-9-1-1 is not yet 100 percent activated in Todd County. People texting 9-1-1 in that county will receive a message stating that text service is unavailable and they will be directed to make a 9-1-1 call instead.

People who are unable to call 9-1-1, should remember these steps about Text to 9-1-1:

- Don't text and drive.
- In the first text message, send the location and type of emergency.
- Text in simple words; keep the text message short without the use of abbreviations or slang.
- Be prepared to answer questions and follow instructions from the 9-1-1 call taker.
- Voice calls to 9-1-1 are still the best and fastest way to contact 9-1-1.
- Call 9-1-1 if you can, text if you can't.

For more information on the Text to 9-1-1 program in South Dakota, visit text911sd.com.

The state 9-1-1 Coordination Program is part of the South Dakota Department of Public Safety.

MATERIALS FOR MEDIA USE:

[Official Text to 9-1-1 Informative Videos](#)

[Logos, Graphics, FAQ's, and Poster](#) (click on I Agree to proceed to download option)

MEDIA NOTE: Secretary Price will be available to discuss the Text-to-9-1-1 program with interested media at 1 p.m. CDT TODAY. The contact information is 1.866.939.8416. Participant code 8383162#.