



Emergency Management  
Fax: (509) 628-2621

## BENTON COUNTY EMERGENCY SERVICES

651 Truman Avenue  
Richland, Washington 99352  
(509) 628-2600



Southeast Communications Center  
Fax: (509) 628-2622

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### For Immediate Release

Contact: Jim Barber  
Elizabeth Smith  
(509) 628-8470  
(509) 539-0312 (Cell)

#### **9-1-1 TEXTING CAPABILITIES NOT AVAILABLE IN BENTON COUNTY**

Richland WA: If you have an emergency, dial 9-1-1 from your phone rather than sending a text message.

Washington State's current 9-1-1 telephone system is designed around voice communications. Until upgrades are in place, Washington's 9-1-1 system cannot deliver text data to 9-1-1 centers around the state.

So for now, if you have an emergency, you must make a voice call to 9-1-1 and be ready to provide your name, location and type of emergency.

For more information on this subject, you are encouraged to contact Benton County Emergency Services.

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For further contact information please contact Jim Barber or Elizabeth Smith at Benton County Emergency Services. (509) 628-2600 or (509) 539-0312 (Cell).