

Text-to-911 Now Available in Cache County

The county-wide public safety dispatch center located at the Logan City Police Department is excited to announce that citizens in Cache County can now text “911” on their cell phones in an emergency and be connected with a 911 dispatcher. This is a valuable service to our deaf and hard of hearing community, as well as for others who cannot safely make a voice call to 911 in an emergency.

Situations when using 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 emergency, or other condition
- Emergency situation where the caller would be in more danger if making a voice call
 - Examples include abduction, domestic violence victim or active shooter situation

When sending a text to 911, follow these guidelines:

- Provide your exact address or location
- Briefly explain the type of emergency
- Be prepared to answer any questions that the 911 telecommunicator texts back
- Use plain language; no abbreviations, symbols, emoticons or photos
- Messages should be brief and concise

Remember, the best way to contact 911 is by making a voice call. Please only utilize this service in emergency circumstances where a voice call is not possible or safe.



All Cache County residents are also encouraged to sign up for Smart911. This free service allows citizens to provide critical time saving information that is ONLY displayed to 911 professionals when you CALL or TEXT 911. Visit 911.loganutah.org for more information.