

NEED 9-1-1?

Call if you can, Text if you can't.

Text-to-9-1-1 is available in Placer County! Mobile phone users living in or traveling through Placer County have the ability to send text messages to 9-1-1. This new function gives hearing and speech impaired residents, or people in situations where it is too dangerous to talk, a potentially lifesaving option. **Texts will be routed to a nearby 911 dispatch center the same way a 911 call is routed.**

How To Use

Type "911" in the "To" field.

Include your location in your first text.

Keep texts brief and concise.

Write in plain English with no abbreviations or emojis.

Write in English only, interpretation is not yet available.

Send your text to 911 only, do not send to multiple people.



The smartphone screen displays a text message conversation with 911. The messages are as follows:
User: Help! I think there's someone at my house and I don't want them to hear me. My address is 2929 Richardson Dr. in Auburn.
911: Can you safely make a voice call to 911? If so, please call now.
User: No.
911: Tell me exactly what happened.
User: I heard someone break our sliding glass window and footsteps downstairs.
911: Did you see or hear anything else?
User: No.
911: Okay we're sending deputies, let me know if you hear anything else or if anything changes. Is anyone else home with you?

When To Use

You're deaf, hard of hearing, or have a speech disability. 

You're in a situation where it's not safe to call 9-1-1 for help. 

You're having a medical emergency and cannot speak on the phone. 



HERE'S HOW IT WORKS:

- Enter "911" in the "To" field of your text message.
- The first text message to 9-1-1 should be brief and contain the location of the emergency and type of help needed.
- Be prepared to answer questions and follow instructions from the 9-1-1 call taker.
- **Texts must be in English only.**

WHAT YOU NEED TO KNOW:

- Photos and videos cannot be sent to 9-1-1.
- Text messages should be sent in plain language and not contain popular abbreviations (i.e. "OMG") or emojis, which will not be recognized.
- Text-to-9-1-1 cannot be sent to more than one person. Do not send your emergency text to anyone other than 9-1-1.

WHAT YOU NEED TO KNOW:

- If you are deaf or hard of hearing and Text-to- 9-1-1 is not available, use a TTY or telecommunications relay service, if available.
- If you text 9-1-1 and text is not available at that time or in your area, you will receive a bounce back message advising "text is not available please make a voice call to 9-1-1."
- Location will not come through for dispatch. Be prepared to give your location.
- Text-to-9-1-1 service will not be available if the wireless carrier cannot ascertain a location of the device sending the message.
- Text-to-9-1-1 is not available if you are roaming.
- A text or data plan is required to place a text to 9-1-1.
- **REMEMBER, CALL IF YOU CAN TEXT IF YOU CAN'T!**