

TEXT TO 9-1-1 IS LIVE IN PLACER COUNTY!

[City of Lincoln, Local Government](#)

Mobile phone users living in or traveling through Placer County now have the ability to send text messages to 9-1-1. Why, do you ask? 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.

PLEASE NOTE: Even where text-to-9-1-1 is available, if you can make a voice call to 9-1-1, please call instead of texting.

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. There currently is no language interpretation for text available. This is still in development.

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.

A few things you need to know if you need to text 9-1-1

- 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 accuracy varies by carrier and should not be relied upon. 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.
- Photos and videos cannot be sent to 9-1-1. They cannot be received at the 9-1-1 center currently.
- 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.

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.

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.

REMEMBER: CALL IF YOU CAN, TEXT IF YOU CAN'T.