

How To Use

Type "911" in the "To" field.

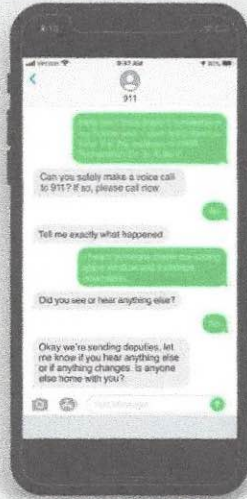
Include your location in your first text.

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.



Text-to-9-1-1 is now available in Placer County, providing a life-saving option to speech- and hearing-impaired residents, and individuals in situations where a voice call is too dangerous. Credit: Courtesy of Rocklin Police Department Facebook

Text-to-9-1-1 now available in Placer County



Stacey Adams Oct 02, 2020 5:00 AM

Sending a text to 911 is now available in Placer County.

Text-to-9-1-1 is available to Placer residents and individuals traveling through the county.

According to the Placer County Sheriff's Office, the text function provides a life-saving option to speech- and hearing-impaired residents, and individuals in situations where a voice call is too dangerous.

Messages should be a brief description of the type of help needed and the location of the emergency. The message will then be routed to a nearby dispatch center, allowing dispatchers with the Sheriff's Office and Auburn Police Department to communicate via text to ask questions and provide instructions.

Currently, there is no language interpretation available and texts sent to 911 must be in English. The Sheriff's Office reported language interpretation is still in development. Emojis and abbreviations, like LOL and OMG, should not be included in texts sent to 911. Additionally, videos and photos cannot be sent to 911 via text, as they currently cannot be received at the dispatch center.

The Sheriff's Office shared additional aspects to know when texting 911:

- If text is not available in the area or at the time you text 911, you will receive a message advising, "Text is not available please make a voice call to 9-1-1."
- A text or data plan is required to text 911.
- The text option will not be available if the wireless carrier cannot determine a location of the device sending the message.
- The texting option is not available if you are roaming.

launched last July

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