



South Bay Regional Public Communications Authority

4440 West Broadway • Hawthorne, California 90250



TEXT TO 9-1-1 FACT SHEET

Only use Text-to-9-1-1 as a last resort - **“Call if you can; Text if you can’t.”**

How to Text to 9-1-1 in an Emergency:

- Enter the numbers “911” in the “To” field.
- The first text message to 9-1-1 should be brief and contain the location of the emergency.
- Push the “Send” button.
- Be prepared to answer questions and follow instructions from the 9-1-1 call taker.
- Text in simple words – do not use abbreviations, acronyms or emojis.
- Keep the text message brief and concise.

Below Are a Few Things to Know If You Need to Text to 9-1-1:

- Text location information is not equal to current location technology.
- As with all text messages, Text-to-9-1-1 messages can take longer to receive, or may not be received at all, and they can get out of order.
- Text-to-9-1-1 is not available if your phone is roaming.
- A text or data plan is required to place a Text-to-9-1-1 message.
- If Text to 9-1-1 is not available in your area, or is temporarily unavailable, you will receive a bounce back message indicating that Text-to-9-1-1 is not available and advising you to dial 9-1-1.
- Photos and videos cannot be sent with Text-to-9-1-1 at this time.
- Text-to-9-1-1 cannot include more than one person. Do not send your emergency text to anyone other than 9-1-1.
- Language translation interpretation is not available with Text-to-9-1-1.

****DO NOT TEXT AND DRIVE!***
