



# NEWS RELEASE

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Media Relations Director

January 5, 2021

## 9-1-1: CALL IF YOU CAN, TEXT IF YOU CAN'T

Text to 9-1-1 is now available in San Diego County. This includes the Sheriff's Department, all police and fire/Emergency Medical Services (EMS) agencies.

Calling is still the fastest way to reach 9-1-1. However, there are situations when texting may be the better option.

- You're deaf, hard of hearing, non-verbal or have difficulty speaking
- 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

How does Text to 9-1-1 work?

- Enter the numbers 911 in the "To" field
- Give the location and nature of your emergency
- Send the text message
- Respond to dispatcher questions and follow instructions

Watch our instructional video and public safety message by clicking on the photo to the right or scan the QR code at the bottom of this news release. To download an interview explaining the service and video for broadcast, visit

<https://spaces.hightail.com/space/hOTEr8sMNI>.



Data and message rates may apply. Do not use emojis, abbreviations and acronyms. Photos and videos cannot be sent to 9-1-1. Currently, the service is only available in English. Messages sent to 9-1-1 cannot include other people.

Similar to 9-1-1 calls, Text to 9-1-1 is for emergencies only. Intentional misuse of the system is a crime and is a punishable offense. If you accidentally sent a message, send a reply clarifying there is no emergency. Cell phone reception varies by location. If Text to 9-1-1 is not available, you will receive a bounce back message asking you to call 9-1-1.

Remember: Call if you can, Text ONLY if you can't.

For media inquiries, contact Melissa Aquino through the email address provided below.



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