



Text to 9-1-1



The Piedmont Police Department is excited to announce that we will begin accepting Text-to-911 calls throughout Piedmont on August 31, 2020. Wireless customers can now send a text message to 911 in an emergency. It is important to note that Text-to-911 should only be used in an emergency when placing a call is not possible.

What the public should know about Text to 9-1-1

- Only use Text to 9-1-1 as last resort. ***“Call if you can; Text if you can’t”***
- Location accuracy varies by carrier and should not be relied upon. You should include your location/street address including city in your text.
- No language interpretation currently exists
- Text messages can take longer to send/receive
- Text to 9-1-1 service will not be available if the wireless carrier cannot ascertain a location of the device sending the message
- PSAP’s in California are not receiving pictures/video (multimedia) at this time
- If Text to 9-1-1 is not available or the message cannot be delivered the texting party will receive a bounce back message advising them to dial 9-1-1
- Text to 9-1-1 is not available if you are roaming
- Do not send acronyms, short code messages and no Emoji’s
- In order to Text to 9-1-1, you must have a current data plan
- Text to 9-1-1 cannot be sent as a group message
- Standard Text messaging rates apply
- **Text-to-911 is intended primarily for use in three emergency scenarios:**
 1. For an individual who is deaf, hard-of-hearing, or has a speech disability.
 2. For someone who is in a situation where it is not safe to place a voice call to 911.
 3. A medical emergency that renders a person incapable of speech.



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