



# COUNTY OF YOLO

Office of the County Administrator

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## **Text-to-911 Now Available in Yolo County: Call if you can, text if you can't**

(Woodland, CA) – Yolo County residents needing emergency services are now able to text their situation to emergency dispatchers. Text-to-911 is intended primarily for use in specific emergency scenarios, such as:

- for individuals who are speech or hearing impaired
- for those unable to call 911 due to a medical emergency that renders them unable to speak
- in the event of a crime, such as a home invasion, where speaking might give away the location of a person hiding, or in an abduction situation
- in domestic violence situations where it's not safe to make a voice call

When determining whether to make voice call or send a text keep the following in mind:

- Callers should text 911 only when calling is not an option.
- Texting is not always instantaneous, which means it may take slightly longer to dispatch emergency services in a text-to-911 situation.
- Providing location information and the nature of the emergency in the first text message is imperative, since Yolo County 911 may not receive location information and will not be able to speak with the person sending the text.
- Those who use the system must have a cell phone that is activated and capable of sending text messages in order to reach 911 via text. There is no charge to the customer for sending a text to 911.

How to text 911 in an emergency:

- Enter the numbers "911" in the "To" field.
- First message should be brief and contain the location of the emergency and type of help needed.
- Push the "Send" button.

Tips:

- Be prepared to answer questions and follow instructions from the 911 call taker.
- Text in simple words – do not use abbreviations, slang or emojis.
- Do not send pictures or attachments.
- Keep text messages brief and concise.

We encourage anyone who has further questions to contact their dispatch center. For residents of unincorporated Yolo County and the cities of West Sacramento, Winters and Woodland, e-mail: [lgoodwin@yolo911.org](mailto:lgoodwin@yolo911.org); for city of Davis residents, e-mail [jlyon@cityofdavis.org](mailto:jlyon@cityofdavis.org); for those on UC Davis property, e-mail: [letgarcia@ucdavis.edu](mailto:letgarcia@ucdavis.edu).

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