

CAL FIRE NEWS RELEASE

California Department of Forestry and Fire Protection



San Mateo & Santa Cruz Unit

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CAL FIRE CZU Announces Text to 911

Felton – CAL FIRE CZU’s Emergency Command Center is proud to provide a Text to 9-1-1 option for San Mateo and Santa Cruz Counties. The texting service is for emergencies when people cannot safely call 9-1-1, and for those with hearing and/or speech impairment.

Please note that only SMS text messages will be accepted; Videos, Photos, or MMS messages are not supported.

The CAL FIRE Text to 911 project is in cooperation with the California Governor’s Office of Emergency Services, 9-1-1 Emergency Communications Branch. Initial funding for the Text to 911 infrastructure was provided by the 9-1-1 Emergency Communications Branch.

When texting 9-1-1, the initial message should include the location and type of emergency. Examples of the primary usage of the Text to 9-1-1 service are as follows:

- When someone is in a situation where it is not safe to place a voice call to 9-1-1
- When an individual is deaf, hard-of-hearing, or has a speech impairment
- When a medical emergency arises that renders the person incapable of speaking
- Poor cellular service that might only allow you to text and not make a voice call in an emergency

For additional information on how Text to 911 works, visit [Text to 911: What You Need To Know | Federal Communications Commission \(fcc.gov\)](#)

