

# Memorandum

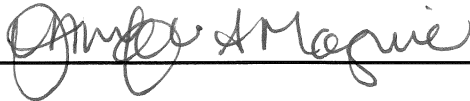
**TO:** HONORABLE MAYOR  
AND CITY COUNCIL

**FROM:** Robert Sapien, Jr.  
Edgardo Garcia

**SUBJECT:** ANNOUNCEMENT OF TEXT  
TO 9-1-1

**DATE:** September 23, 2019

Approved



Date

9/23/19

## INFORMATION

On Wednesday, September 25, 2019 at 10:30 AM, Santa Clara County 9-1-1 Communications along with the County of Santa Clara Board of Supervisors will announce the official launch of Text to 9-1-1 service within the County of Santa Clara, to include the City of San José and other participating jurisdictions.

Text to 9-1-1 enables San José Fire and Police Communications Centers the ability to receive text messages from a mobile phone or device for emergency services. This technology results in improved access to emergency services for the hearing impaired community and provides an alternate method of reporting emergencies in circumstances where voice communication is unsafe or otherwise disrupted.

San José Police Communications conducted a soft launch of its Text to 9-1-1 system on January 2, 2019, and thus far has engaged in approximately 511 Text to 9-1-1 sessions. San José Fire Communications performed a soft launch of Text to 9-1-1 on January 22, 2019, and thus far has engaged in three emergency Text to 9-1-1 sessions.

Depending on the mobile phone or device location, San José Police Communications or another Public Safety Answering Point (PSAP) will receive the initial Text to 9-1-1 message. If it is determined that fire or medical assistance is needed in the City of San José, the text session will be transferred to San José Fire Communications. Fire Department dispatchers will use existing protocols to gather information via text message, send help, and give appropriate instructions while help is on the way. Individuals who contact 9-1-1 through text will be encouraged to make a voice call to 9-1-1 if possible.

/s/  
ROBERT SAPIEN, JR.  
Fire Chief

/s/  
EDGARDO GARCIA  
Police Chief

For questions, please contact Fire Supervising Public Radio Dispatcher Jennifer Burnham at (408) 794-1284 or Police Communications Division Manager Joey McDonald, at (408) 537-1753.