



KENSINGTON POLICE DEPARTMENT

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Chief of Police

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NEWS RELEASE

Text to 911

Our dispatch center has recently announced the ability to receive 911 texts from Kensington residents. The recommendation is that residents in need of emergency services should "call if you can and text if you must." This system allows for residents to send text messages to "911". Basic guidelines for use of the Text-to-911 system:

When should I text 911?

- When the safety of yourself or another would be in jeopardy by placing a voice call.
- If you are speech or hearing impaired.

How do I text 911?

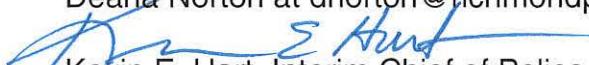
- Put "911" where you would normally place a number when creating a new text message.
- Give the location/address where you need help. This is the most important information.
- The dispatcher will ask questions, just like a voice call. Answer the questions as quickly and accurately as possible.

Text-to-911 limitations

- Text-to-911 does not accept picture messages, video messages, or sound bites.
- Text-to-911 does not have the ability to utilize a translation service. If you do not speak English, call 911 and a translator will be obtained.

Please note this is a new service and requires proximity to a cell tower. In the event that Text-to-911 does not work on your cell phone, you will receive a reply text advising that text to 911 is not available. We expect the functionality and reliability of this service to improve as usage of this system increases.

Any questions regarding this system can be directed to Communications Shift Supervisor Deana Norton at dnorton@richmondpd.net.


Kevin E. Hart, Interim Chief of Police