



News Release

West Covina Police Department

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"9-1-1 Call if you can...Text if you can't" **system now operational**

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The West Covina Police Department is pleased to announce its participation in new technology that permits people to Text 9-1-1 messages in cases of emergencies. Starting today, December 1, 2017, mobile users in Los Angeles County will now have the ability to send text messages to 9-1-1, giving hearing and speech impaired residents, or those in situations where it is too dangerous to dial 9-1-1, a potentially lifesaving option.

"Call if you can -- text if you can't" is the slogan developed by the Federal Communications Commission (FCC) as the new technology makes its debut in the most populous county in the United States.



"This technology can save lives and meets the needs of a growing population that relies on text messaging as a key form of communication," said Mark Ghilarducci, Director of the California Governor's Office of Emergency Services.

The West Covina Police Department, along with most Los Angeles County dispatch centers, are now equipped to receive and respond to mobile phone SMS Text to 9-1-1 messages. This service is available for everyone, and is especially for use by the deaf, hard of hearing, or speech impaired, and/or in situations where it is too dangerous to make a voice call to 9-1-1.

Remember, it is always best to Call (9-1-1) if you can, but Text if you can't.

Approved by _____ Date: _____