

For Immediate Release

October 30, 2019

Text to 9-1-1 is now Online in Plano

Text to 9-1-1 has been implemented in Plano. The Public Safety Communications Department (Plano 9-1-1) made the announcement during its overview to City Council. The ability to text messages will assist our citizens who are hearing impaired, providing equal access to 9-1-1. It can also be used in circumstances where it is unsafe for the caller to physically make a voice call to 9-1-1.

We remind our citizens if 9-1-1 is needed, “Call if you can, text if you can’t.”

Text to 9-1-1 is not available in all cities. If you are in a city that does not accept text messages, you likely will receive a bounce-back message from your carrier, informing you to call 9-1-1.

Here are a few important tips to remember when texting to 9-1-1:

- SMS does not provide accurate location data. You must provide your location as soon as you text.
- No photos or videos, only text.
- No emoji’s.
- No abbreviations, spell things out. Be clear.
- Only text to 9-1-1 if you are unable to make a voice call.

Click on this link for more information on [Text to 9-1-1 in Plano](#).

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Editor’s Note: Go to the City’s [Media Center](#) for comprehensive information about the City of Plano.

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About Plano

Plano, Texas, is the largest city in Collin County with a population of 284,070 as of January 2019. Incorporated in 1873, the city is located 20 miles north of Dallas. Niche and AreaVibes recently named Plano as one of the Best Cities to Live in America. Forbes designated Plano one

of America's safest cities. The City offers a high quality of life that includes nationally recognized schools, award-winning parks, and sustainability initiatives and a wide variety of multi-cultural neighborhoods appealing to families, young singles and retirees. Plano is home to the headquarters or regional operations of major corporations such as Toyota, Liberty Mutual, JPMorgan Chase, Boeing Global Services, Fannie Mae, FedEx Office, JC Penney, Rent-A-Center, Cinemark Holdings, Denbury Resources and Alliance Data Systems. Our dynamic community features excellent restaurants, vibrant shopping and entertainment venues, a lively historic downtown district and active local arts scene. Easy access to DART light rail and major highways makes Plano a convenient place to live, work and visit. To learn more about Plano, go to our website at plano.gov.