Why isn’t texting to 9-1-1 available at UC Santa Cruz?

- Text location information is not equal to current cellular phone call location technology.
- As with all text messages, messages to 9-1-1 may not be received, can get out of order, or can take longer to receive.
- Text to 9-1-1 is not available if you are roaming.
- A text or data plan is required to place a text to 9-1-1.
- Photos and videos cannot be sent to 9-1-1.
- Language translation services for 9-1-1 text messages has not been established.
- A ‘bounce-back’ message (as seen above) will display if text to 9-1-1 is attempted.

Texting to 9-1-1 is currently unavailable in most areas, including the UC Santa Cruz campus. Until the technology has been further developed to ensure safety for the campus community, reporting an emergency is able to be completed by dialing 9-1-1 from any phone.

The 9-1-1 industry is committed to working with wireless carriers and the FCC to implement text to 9-1-1 throughout the country in the next few years. The FCC website offers additional information at: www.fcc.gov