



Greater Harris County 9-1-1 Emergency Network

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For Immediate Release

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Greater Harris County 9-1-1 Emergency Network Offers Reminder Before, During and Following Hurricane Laura: 9-1-1 is **ONLY** for Emergencies

Greater Harris County 9-1-1 Emergency Network (GHC 9-1-1) reminds residents during and following a storm to **ONLY** contact 9-1-1 for in-progress emergencies for police, fire or medical assistance.

It's important not to overload the emergency call centers with non-emergency calls, especially during a storm. Non-emergency calls can delay citizens with **REAL** life-threatening emergencies getting the response they need. Do not contact 9-1-1 to check on the status of the weather, flooded roads, power outages or other nonemergency inquiries. It is best to stay informed by local authorities and media for weather, flooding and traffic updates.

During critical events it is always important not to overload the phone systems—wireless and wireline. Heavy call congestion on wireless, wireline phone networks and 9-1-1 centers could cause delay and/or prevent calls from being delivered.

If you have an emergency:

- Call 9-1-1, stay on the line and **DON'T HANG UP** until your call is answered. Your call is in the system—if you hang up, and try to call back, your call is now in the back of the line.
- Answer all questions and follow instructions
- **CALL IF YOU CAN, TEXT IF YOU CAN'T – ONLY TEXT 9-1-1 IF YOU CANNOT MAKE A VOICE CALL.** Voice calls are the fastest and best way to reach 9-1-1.

Finally, be sure to add charged cell phone and portables chargers to your preparedness kit. GHC 9-1-1 is responsible for providing the 9-1-1 telecommunications services for 49 cities and the unincorporated areas of two counties: Harris and Fort Bend: www.911.org.

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