



# Greater Harris County 9-1-1 Emergency Network

***For Immediate Release***

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***Tropical Storm Imelda Reminders: High Call Volume at 9-1-1 Call Centers***

Houston 9-1-1, Harris County Sheriff's Office and other 9-1-1 centers are experiencing EXTREMELY high call volume during this storm. The 9-1-1 call takers are processing calls as quickly as possible in the order they are received. 9-1-1 systems are WORKING.

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 REAL life-threatening emergencies—such as rescues, police, fire, medical. If you need immediate emergency assistance, contact 9-1-1, and DON'T hang up. Be patient. 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.

Non-emergency calls can delay citizens with REAL life-threatening emergencies getting the response they need. Do not call 9-1-1 to check on the status of the weather, flooded roads, road closures, power outages or other non-emergency inquiries. These calls are delaying help to true emergencies.

**If you have an emergency:**

- 1) Call 9-1-1, stay on the line and DON'T HANG UP until your call is answered
- 2) Answer all questions and follow all instructions
- 3) 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.

It is best to stay informed by local authorities for weather, flooding and traffic updates: Harris County Emergency Information: <https://www.readyharris.org/> Harris County Flood Warning System ([harriscountyfws.org](http://harriscountyfws.org)), Houston TranStar ([houstantranstar.org](http://houstantranstar.org)), and the National Weather Service Houston/Galveston Forecast Office ([weather.gov/hgx](http://weather.gov/hgx)).

**END**