



Greater Harris County 9-1-1 Emergency Network

FOR IMMEDIATE RELEASE

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Contact

Sonya Clauson Public Information Officer, 832-237-9911 or (713) 806-9495 cell

APRIL IS NATIONAL 9-1-1 EDUCATION MONTH*
9-1-1 TELECOMMUNICATOR WEEK – APRIL 10 – 16, 2022
“Will You Answer the Call?” Campaign

(HOUSTON, TX) Greater Harris County 9-1-1 Emergency Network (GHC 9-1-1) announces the “Will You Answer the Call?” social media campaign during the month of April for **National 9-1-1 Education Month**. Also, **9-1-1 Telecommunicator week** is April 10 – 16, 2022—a week of recognition of 9-1-1 professionals who answer emergency calls.

During the month of April social media users will begin seeing different 9-1-1 Telecommunicator Recruitment ads throughout Harris and Fort Bend Counties. The “Will You Answer the Call?” ads will run across Facebook and Instagram social media platforms through April 30th and will inform residents about current 9-1-1 telecommunications officer open positions across 9-1-1 call centers throughout the Greater Houston area. There will also be 9-1-1 emergency tips on social media ads during the month of April.

“GHC 9-1-1 Board and Staff are grateful for the efforts by all 9-1-1 telecommunicators at each of our 9-1-1 call centers,” said Stan Heffernan, executive director. “A resolution was signed by the GHC 9-1-1 Board of Managers recognizing **9-1-1 Telecommunicator Week**, and shared with the 9-1-1 call centers and their jurisdictions.”

Public safety telecommunicators are the “unseen first responders” who remain calm and professional to address the needs of callers during their specific emergency. These telecommunicators provide a calm, reassuring voice to callers who are often upset, panicked or confused. Over the last two years, we have faced unprecedented challenges due to the COVID-19 pandemic, the major weather events. Through it all, public safety telecommunicators have worked especially hard, continuing their dedication to serve their residents and connect them with emergency responders.

Click here to view the “Will You Answer the Call?” Telecommunicator Recruitment Videos

<https://youtu.be/gbtFjdiXcxY>

<https://youtu.be/mfl6eBnealA>

The qualities of a 9-1-1 telecommunicator include the ability to multi-task and prioritize, maintain composure in emergency situations, have self-confidence and decision-making skills, ability to listen and communicate clearly both verbally and in writing, and have a high moral character with integrity and compassion for others. GHC 9-1-1 job postings from agencies throughout the area are listed on 911.org and can be found by visiting: <https://www.911.org/call-centers/area-job-openings/>

9-1-1 Education Month is a time to emphasize the importance of the number 9-1-1 for emergency assistance from police, fire or medical responders. Adults and children of all ages save lives every day by contacting 9-1-1 by a voice call or by text. There are approximately 11,000 calls placed to 9-1-1 everyday throughout the GHC 9-1-1 service area and 89% are from wireless phones, which take longer to process.

During 9-1-1 Education Month, we are reminding the public also on social media ads:

- 9-1-1 is **ONLY** for emergencies—police, fire or medical
- Answer all questions – the questions asked by 9-1-1 **ARE VERY** important to ensuring the proper response.
- Know your location – callers can help 9-1-1 by help them by providing detailed location information.

For more information www.911.org. Follow us: [GHC 911 Facebook Page](#), [GHC Twitter Page](#)

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