



# Greater Harris County 9-1-1 Emergency Network

**FOR IMMEDIATE RELEASE**

April 9, 2021

## Contact

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

**NATIONAL 9-1-1 EDUCATION MONTH\***  
**"We Are Here for You - Help 9-1-1 Help You"**  
**9-1-1 TELECOMMUNICATOR WEEK – APRIL 11-17, 2021**

(HOUSTON, TX) Greater Harris County 9-1-1 Emergency Network (GHC 9-1-1) announces that **9-1-1 Telecommunicator week** is April 11-17, 2021. The month of **April is National 9-1-1 Education Month**—a time to emphasize the importance of utilizing 9-1-1 for emergency assistance—for police, fire or medical help.

Public safety telecommunicators are the “unseen first responders” who remain calm and professional while using their decision-making skills to address the needs of callers during their specific emergency. They are skilled in multitasking, and respond rapidly to each situation. These telecommunicators provide a calm, reassuring voice to callers who are often upset, panicked or confused. Over the last year, we have faced unprecedented challenges due to the COVID-19 pandemic. Public safety telecommunicators have worked especially hard, continuing their dedication to serve their residents and public safety responders while incorporating new safety protocols. There are over 1,200 dedicated 9-1-1 calltakers working in 35 different 9-1-1 call centers throughout Harris and Fort Bend Counties.

“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 especially during this last year during the COVID-19 pandemic,” said Lavergne Schwender, 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.”

**April is 9-1-1 Education Month**—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 over 12,000 calls placed to 9-1-1 everyday throughout the GHC 9-1-1 service area and over 89% are from wireless phones, which take longer to process.

It is common for 9-1-1 call centers to receive calls that should have gone to a different service. Inappropriate calls to 9-1-1 such as reports of power or water outages, lost dogs or keys locked in cars can tie up valuable resources and may delay service for real emergencies. GHC 9-1-1 is promoting proper usage of 9-1-1 on its social media pages during April and will be airing TV and radio ads in its upcoming media campaign to remind the public the purpose and proper use of 9-1-1. To see the TV spots: [https://www.youtube.com/results?search\\_query=ghc911](https://www.youtube.com/results?search_query=ghc911)

Our message is **Help 9-1-1 Help You** and we are urging the public to remember:

- 9-1-1 is **ONLY** for emergencies—police, fire or medical
- Answer all questions
- Follow all instructions
- Know your location
- Call if you can, text if you can't

GHC 9-1-1 is the largest 9-1-1 system in Texas administering the 9-1-1 telecommunications and technology infrastructure for 49 cities wholly or partially within Harris and Fort Bend Counties. For more information and to order 9-1-1 educational materials: [www.911.org](http://www.911.org). Follow us: [GHC 911 Facebook Page](#), [GHC Twitter Page](#)

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