



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 Storms: 9-1-1 is ONLY for Emergencies

Greater Harris County 9-1-1 Emergency Network (GHC 9-1-1) reminds residents before, 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 residents with REAL life-threatening emergencies getting the response they need.

Heavy call congestion on wireless, wireline phone networks and 9-1-1 centers could cause delay and/or prevent calls from being delivered. It is best to stay informed by TV, radio, social media or local authorities for weather, flooding and traffic updates. Sign up with your city or county alerts for updates. To sign up for alerts in Houston:

[Emergency Alerts – City of Houston Emergency Operations Center](#) . To sign up for Harris or Fort Bend Counties alerts:

<https://bit.ly/3A5QXUd> - Harris County

<https://bit.ly/3A5Kicp> - Fort Bend County

If you have an emergency and need police, fire or medical assistance:

- Call or text 9-1-1. Voice calls are best and fastest method. Only text if you CANNOT make a voice call.
- Answer all questions and follow instructions. Stay on the line and don't hang up.

Always make a plan for communications in case you need assistance.

- Make a list of important phone numbers for friends and relatives, city services, and utility companies.
- For local jurisdiction non-emergency phone numbers or to submit a nonemergency service report check the GHC 9-1-1 Responder Map: <https://tinyurl.com/yd5upf9c> .
- If you have VoIP/internet phone service, be aware that your phone service may not be available if you lose power.
- Keep your cellular phones fully charged as well as any extra portable chargers in case you need to use them for emergency assistance.
- Remember your battery power will decrease the more your cellular phone is used for communications, social media and internet usage.

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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