

# 9-1-1: It's more than just 3 numbers


Greater Harris County 9-1-1  
Providing advanced 9-1-1 services  
and much more!

# Service Area

- **Largest 9-1-1 regional system in Texas and one of the largest in U.S.**
- **49 cities, two counties Harris and Fort Bend Counties, 5.6 million residents**
- **20% of Texas population**

# Greater Harris County 9-1-1

- Responsible for administering the 9-1-1 emergency communications and technology infrastructure for cities in and around Harris and Fort Bend Counties and some surrounding areas.
- Provide 24/7 support of 9-1-1 systems
- Monitor related legislation
- Disseminate education to promote appropriate use of 9-1-1
- Provide training to emergency telecommunicators, supervisors and trainers
- Coordinate with jurisdictions, public safety agencies, and multiple wireline and wireless providers
- Participate and collaborate with industry associations, industry partners and more.

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- **Over 12,000 calls a day**
  - **Over 88% from wireless phones alone!**

# Know how to dial 9-1-1 with the Phone You Own!

- Landline phones – provide location and phone number of the call
- Wireless phones
  - Routed to the 9-1-1 call center closest to the cell tower near the wireless phone.
  - Location of caller is provided to the call takers on a map, but it is ONLY a general location—not always EXACT location
  - Calls may need to be routed to the proper 9-1-1 call center.
  - It is very important to be aware of location of the emergency.



## Texting to 9-1-1

- Provides a new way for callers who cannot make a voice call to contact emergency services.
- Deaf and hard-of-hearing callers
- Callers who are not safe

## Challenges

- Voice calls are still the fastest and best way to reach 9-1-1
- Texting takes 3-5 times longer to handle than a voice call

**9-1-1**

**CALL**  
IF YOU CAN

**TEXT**  
IF YOU CAN'T

Follow Us On



**TEXT TO 9-1-1  
SERVICE IS  
AVAILABLE FOR:**

**DEAF, HARD OF HEARING OR  
SPEECH IMPAIRED PERSONS**

**AN EMERGENCY WHEN  
YOU CAN'T SPEAK**

*Voice calls are still the fastest  
and best way to contact 9-1-1*

**9-1-1**

**CALL IF YOU CAN**

**TEXT IF YOU CAN'T**





# When call 9-1-1

- **9-1-1 is Only for Emergencies – police, fire or medical situation where help is needed right away.**
- **Remember to contact other services who can best help you:**
  - **Power company**
  - **Water company**
  - **Non emergency phone number for police**

# How to Call 9-1-1

- **Answer All Questions**
- **Know Your Location**
- **Follow Instructions**
- **Call When You Can, Text When You Can't**

# Help 9-1-1 Help You!

## IMPORTANT 9-1-1 TIPS :



- **9-1-1 IS ONLY FOR EMERGENCIES  
POLICE, FIRE OR MEDICAL**
- **STAY ON THE LINE DO NOT HANG UP  
IF YOU ACCIDENTALLY DIAL 9-1-1**
- **ANSWER ALL QUESTIONS AND  
FOLLOW INSTRUCTIONS**
- **VOICE CALLS ARE THE FASTEST  
WAY TO CONTACT 9-1-1**
- **CALL IF YOU CAN, TEXT IF YOU CAN'T  
ONLY WHEN IT'S NOT SAFE TO TALK**

[www.911.org](http://www.911.org)



# Emergency Profile Sign up Service



- Tell us about you, your home, and your loved ones so emergency call-takers can better help you WHEN you have an emergency
- **To sign up:**  
<https://www.911.org/community/sign-up-for-services/>

# Who Can Participate?


- All residents within GHC 9-1-1 territory
  - Two Counties – Harris and Fort Bend
  - 49 cities

**Help 9-1-1 Help You!**

**SIGN UP FOR YOUR FREE EMERGENCY PROFILE**


Provide information about your family or home to help police, fire or ambulance **WHEN** you have an emergency

This service is available for residents in Harris and Fort Bend Counties and some surrounding areas.

To sign up visit, [911.org](http://911.org) 

- Do your family members speak any other language besides English?
- Is anyone deaf, hard of hearing, have any medical conditions or need special help?
- Is there a gate code or locked entrance that first responders need to know about?

Your information is safe, secure, and will not be shared

[www.911.org](http://www.911.org) 

# Emergency Profile Topics

- Residents with Special Needs
- Vehicle descriptions
- Description of the home
- Medical information
- Languages spoken
- Pets
- Etc

# Kari's Law - Direct Access

## 9-1-1

- Requires direct access to 9-1-1 service from a telephone system that provides outbound dialing, without the user having to first dial an initial number, digit, prefix or other access number or code before dialling 9-1-1.
- Requires MLTS, to be programmed to send notification of a 9-1-1 call to a central location on the premises of the site the 9-1-1 call is placed, and, per the rule, optionally to an additional location.
- MLTS that cannot meet these requirements without the business service user incurring unduly and unreasonable costs, a **one-year waiver**
- **Deadline is September 1<sup>st</sup> of each year**

# Accidental calls to 9-1-1

- What's wrong with giving your old cell phone to kids to play with?
- Accidental calls to 9-1-1 delay calls from real emergencies.
- Steps to take if you accidentally call 9-1-1
  - Don't Hang up!
  - Tell the 9-1-1 Operator it was a mistake



# Is it better to use an app to get help?

- Not all emergency apps work the same everywhere.
- Apps may or may not go directly to a 9-1-1 call center. Some apps dial a third party call center instead of the 9-1-1 call center or route to a nonemergency administrative line and not a 9-1-1 call center.



**Questions?**