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.

- 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



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

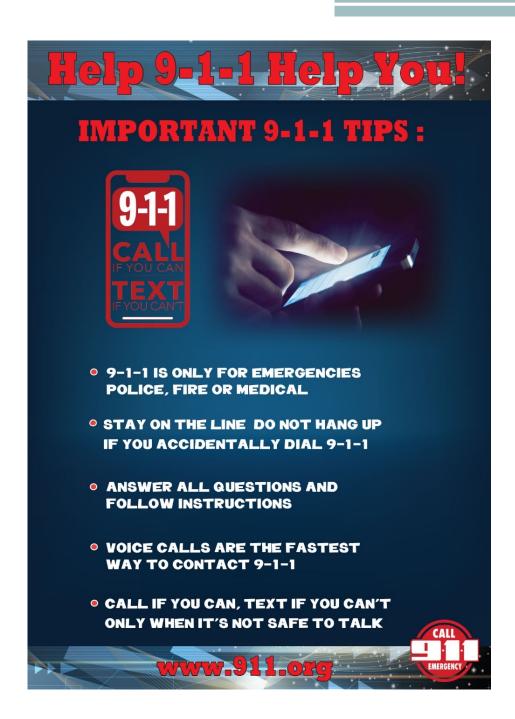


When call 9-1-1

- 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



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/com munity/sign-up-forservices/

Who Can Particpate?

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



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 <u>one-year</u> <u>waiver</u>
- Deadline is September 1st 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?