GHC TRAINING AND TECHNICAL BULLETIN

Historical Map

The Map will now allow those users with supervisory access to view historical map data. This feature of the application allows the user to watch calls drop in real time and export the data using Google Maps.

GHC Contingency Map

The GHC Magnum Contingency Map will be rolling out to all agencies . This map will be a back up for when our current solution (AWARE) loses connection. The map can be found on all GHC consoles by clicking the Windows start menu. Training is available online.

Coming Soon- Date TBD

9-1-1 Timer: At the 4th quarter PSAP Ops Meeting the announcement that all 9-1-1 calls in GHC's servicing area will have a 36 second (6 ring) timer. Meaning a 9-1-1 call will ring for a total of 36 seconds at the PSAP/SSAP. If the call is not answered it will be automatically rerouted to the sites alternate route location.

SERVICE LEVEL SHOUT OUT

Metric: 90% of calls were answered within 15 seconds. This includes abandoned calls to 9-1-1, text messages, voice calls, and TTY calls.

Below you will find agencies final SLA average for the entire 2023 year.

Baytown	96.48%	ESD 11	99.23%	Pasadena PD	96.88%
Bellaire	98.61%	Hedwig Village	98.63%	Richmond PD	96.79%
CyFair FD	98.14%	HEC	84.03%	Rosenberg PD	99.64%
Deer Park	98.86%	Humble PD	97.99%	Seabrook PD	98.65%
EHCOMM	98.7%	Jacinto City	97.67%	South Hou.	97.34%
ESD 100	99.47%	Jersey Village	99.37%	South Side	97.95%
Friendswood	99.72%	Katy PD	99.53%	Spring Valley	95.83%
Fort Bend County	96.97%	La Porte PD	99.19%	West Univer	99.18%
Webster	99.44%	Village FD	99.56%	Stafford	99.59%
Galena Park	97.65%	League City	99.79%	Sugarland	99.76%
Harris Co Comm	96.88%	Memorial Village	99.42%	TECC	95.76%
Harris Co SO	98.37%	Missouri City	99.56%	Tomball	99.36%

Reporting Tools

Each agency within GHC's servicing area maintains their own audio recording records.

**GHC does not pull 9-1-1 call data or recordings for sites. **

- Analytics is used to pull 9-1-1 call information. This application has sets of pre-made reports to pull a combination of call center data.

- Agent 511 is used to pull all 9-1-1 text transcripts.

- MCU laptops, if not hard wired into the agencies recording system, the IRR on the laptop will hold for 30 days. However, recordings go back 6 months. GHC will instruct the agencies on how to pull recordings from the laptops should they be needed.

- IP Phones are only recorded if the agency has IP level recording.

If any information mentioned above is needed we ask that you ask the Emergency Communications manager for access to the data before emailing our NOC.

Texas Public Safety Conference

Registration for the state conference will be opening the week of January 8th.

The conference is hosted by APCO and Texas NENA Chapter. This years venue is in Denton, Texas April 21-24, 2024.

Nominations for awards have also been opened.

Visit https://www.txpublicsafetyconference.com/ for more information.

9-1-1 & Console Reminders

1. Do **not** plug any secondary devices into the 9-1-1 consoles. (USB's, phones, computers, devices etc)
2. Service Level metrics: 95% of calls answered within 15 seconds. This includes voice calls, text messages, and abandoned calls.
3. **Never** restart a 9-1-1 console unless directed by the NOC or a 9-1-1 Technician.
4. A call taker can not use another call takers map with their 9-1-1 login. The accounts are mapped and will not function correctly if not used in conjunction with each other.
5. There are **4** applications you should be opening after logging into 9-1-1. Agent 5-1-1, Enhanced Data Window (Login), CC Aware, and Smart Transcription.

Enhanced Data

The Enhanced Data Window allows call takers to sign into the Rapid SOS portal where vital supplemental call data can be viewed at the time of a wireless 9-1-1 call.

Supplemental information can include:
Additional location information
Alarm information
Medical information
Emergency Contract information

Managers/Coordinators for each Emergency Communications Center manage user names and logins for their personnel.

Training is done online through the portal and can be tracked by the agency manager.

Direct Connect

Direct Connect is live for all sites, with the exception of the Harris County Sheriffs Office.

Purpose: To allow another level of interoperability between GHC sites through via the Vesta Workstation, that will not affect the delivery of 9-1-1 calls.

A Direct Connect Group has been created and can be found behind the Resource Quick Button. All contacts can also be found under the Contact Search Button.

Reminder:
These contacts will not allow a user to transfer a call.
When these lines come into your center they will ring purple and provide no ANI, ALI, or the calling agencies name.

Public Education

GHC works throughout the year to create new and updated education for the public regarding the correct usage of 9-1-1.

Like and share our public education messages on social media. Help us extend our reach and get important messages out the public.

Long Distance Calling

The Dial directory is built into the system for all sites. If you get a long distance recording with a contact in the dial directory you will have to hang up and manually preform the transfer or call.

You will need to use a "1" before the phone number.