



# GHC TRAINING AND TECHNICAL BULLETIN



## Training Courses Posted

GHC has posted several training courses on the training portal. To request a course, complete the course request form also found on the training portal. Plenty of time to get your credit hours for this TCOLE cycle.

## Texas Public Safety Conference

This year's Texas Public Safety Conference is being held in Denton, Texas, April 21-24. Conference registration and hotels are now open for booking.



## 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 who had a service level of 98% or higher for the month of January 2024.**

**\*\* Last month Pearland PD was left off of the spreadsheet by mistake for the year end SLA totals. Pearland PD ended out the year with an average 99.85% SLA. \*\***

Bellaire PD	100%	League City PD	99.17%
Deerpark PD	99.88%	Memorial Village PD	98.42%
East Harris County Comm	98.37%	Missouri City PD	99.77%
ESD 100	99.15%	Pearland PD	99.85%
ESD 11	99.81%	Rosenberg PD	99.80%
Friendswood PD	99.60%	Seabrook PD	98.30%
Fort Bend County SO	98.28%	South Side PD	100%
Harris County SO	99.56%	Stafford PD	99.30%
Humble PD	98.42%	Sugarland PD	98.84%
Jersey Village PD	99.49%	TECC	98.32%
Katy PD	99.92%	Tomball PD	99.34%
Laporte PD	98.83%	Webster PD	99.64%

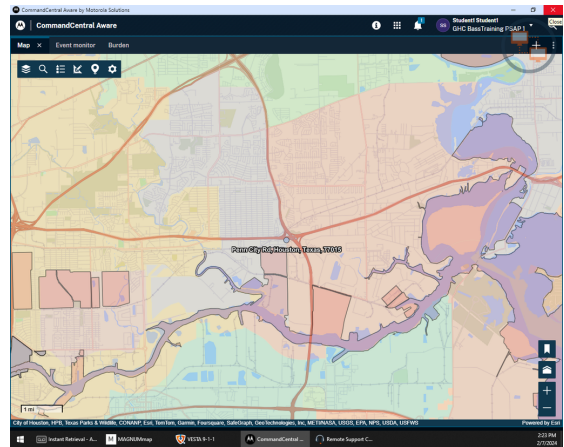
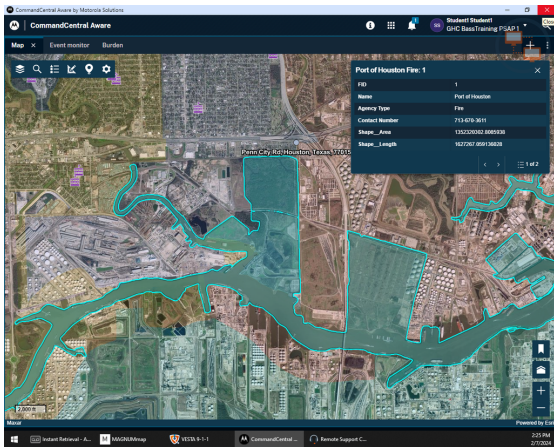
**Congratulations on 100% to Bellaire PD & South Side Place PD**



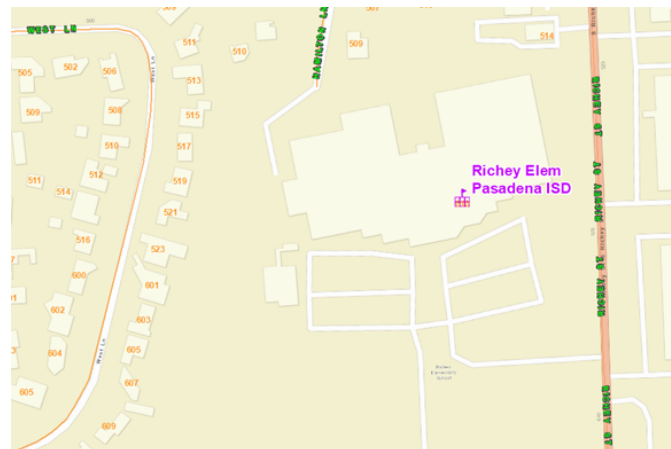
## Map Layers

GHC has added the Port of Houston Police and Fire Layer to the Aware map.

This layer can not be turned off, so the call taker will see their jurisdiction highlighted when they zoom in. (Below is the Streets and Hybrid Map view)



The Schools Layer also received a visual upgrade. When this layer is turned on, the call taker will see the school icon as well as the school name and ISD it belongs to. (Below is the Streets and Hybrid Map view)



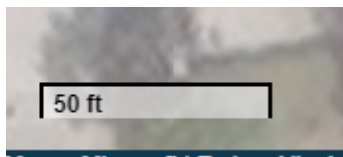


## More on Layers

**Layers are displayed at certain zoom levels that are preset by GHC based on priority.**

**The call taker can use the mouse roller ball to zoom in and out of the map to view different layers. (if the layers are turned on)**

**The bottom left of the map will display the zoom level they are at.**



**There are several layers that provide supplemental information to the call taker when turned on. Below you will find the supplemental layers offered and their zoom level.**

- **Bayou Gauge- ALL**
- **Commissioners Precincts- 5ft-10 miles**
- **Constables Precincts- 5ft-10 miles**
- **EMS Stations- 5ft- 2000 ft.**
- **Fire Stations-5ft- 2000 ft.**
- **Hospitals- 5ft- 1000 ft.**
- **Key Map - 5ft- 2000 ft.**
- **National Weather Service- ALL**
- **Police Stations- 5ft- 2000 ft.**
- **Schools-5ft- 2000 ft.**
- **Traffic- ALL**



## More on Layers

The address layer will always take top priority over any other supplemental layer.

### *What Does This Mean?*

If the call taker is zoomed in and the address point falls right where the school layer marker is the call taker may only view the address point.

That is what happened in the picture below. Which is why the school name and ISD is not displaying over the building. All you see is the icon and the orange address point.

