



GHC TRAINING AND TECHNICAL BULLETIN



Dial Directory

GHC's dial directory is a robust list of contacts built into our 9-1-1 system. It allows the call taker to place calls or make transfers with the ease of pushing a single contact. A Call Taker will find that the Dial Directory reflects the same name scheme and agencies you will find in your mapping solution. This is why it is crucial to perform transfers based off the map.

Direct Connect

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.



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 February 2024.

Bellaire	98.68%	League City PD	99.63%
CyFair VFD	99.32%	Memorial Village PD	100%
Deer Park PD	99.40%	Missouri City PD	99.73%
EHCCOM	98.69%	Pasadena PD	98.61%
ESD100	98.92%	Pearland PD	99.65%
ESD11	99.29%	Richmond PD	98.01%
Friendswood PD	99.21%	Rosenberg PD	99.86%
Fort Bend County SO	98.78%	South Houston PD	98.38%
Harris County SO	99.49%	South Side Place	100%
Hedwig Village	99.04%	Stafford PD	99.41%
Humble	98.94%	Sugarland PD	99.72%
Jacinto City PD	98.45%	TECC	98.67%
Jersey Village PD	99.81%	Tomball PD	99.46%
Katy PD	99.90%	Webster PD	100%
La Porte PD	99.04%	West University PD	98.95%

Congratulations on 100% to Memorial Villages, South Side Place, and Webster!



Carrier Outages & Contingencies

Wireless providers have network towers all over the world. These providers like AT&T and Verizon maintain their own towers. This is why some areas may have better service for specific providers.

When you call someone from your wireless device a signal releases in a cone shape to find its way to the closest wireless tower that your provider owns or is sharing network capabilities on that tower.

When a 9-1-1 call is made all wireless providers in our area are using something called Location Based Routing (or Geospatial Routing/ LBR). The call is being routed off the XY coordinates of the device itself to the serving PSAP for that jurisdiction.

When the call taker views the CID window for the 9-1-1 call, they are looking at the ALI of the wireless tower used to send the call, and will continue to be. The XY being provided and the 9-1-1 plot on the map is the location of the handset placing the call.

When there is no network coverage on your phone and the user is trying to make an emergency call the FCC requires that wireless providers transmit all 9-1-1 calls to a PSAP regardless of whether the caller is their subscriber or not.

If a provider such as Verizon has a tower outage, and their subscribers cannot place calls to their friends and families, the caller should still be able to place calls to 9-1-1 only.

Due to that FCC requirement the phone will go into roaming to look for other provider towers that their provider may partner or share networks with during these types of events.



Carrier Outages & Contingencies

If none of those partners have a tower available to send the call, then ANY available tower regardless of who it belongs to will transmit the emergency call to a PSAP. Again, this only applies to Emergency Calls.

Requirement: 47 U.S.C. § 151

④ 47 CFR § 9.4 - telecommunications providers must transmit all 911 calls to a PSAP (public safety answering point), to a designated statewide default answering point, or to an appropriate local emergency authority.

If there is absolutely no network coverage at all, such as a remote location or a catastrophic event and network coverage is wiped out; there is an additional possibility of satellite usage to send your call.

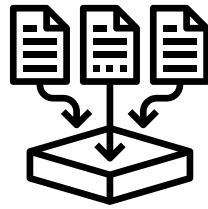


Late February AT&T experienced a large scale outage.

This affected many cellular users ability to place calls.

However, in GHC 9-1-1 servicing area there were no reports of citizens unable to contact 9-1-1.

The district saw a large increase in 9-1-1 calls during this time. This in turn caused several of our sites to put out public information messages notifying citizens not to test their wireless devices by calling 9-1-1 or to inquire about the outage.



Enhanced Data

Each PSAP/SSAP is responsible for maintaining their 9-1-1 calls takers logins to the Rapid SOS portal.

These logins provide the 9-1-1 call taker with access to their portal through the Enhanced Data Window on the 9-1-1 console.

At the time of a 9-1-1 call the supplemental information found in this window can be invaluable when seconds matter.

When logging in to the 9-1-1 console for your shift you should always immediately log into the Enhanced Data window as well.

Rapid SOS offers valuable training for their features available in the portal. The call taker can access it by clicking on the menu option in the top right of the portal and clicking on training.

(This can not be done on a 9-1-1 console. It requires internet connection.)

There are several new features/partnerships coming to Rapid SOS and we recommend all call takers take some refresher training.

At minimum we recommend taking the following courses:

- **What's New**
- **Rapid SOS Basic's**
- **User Training**

GHC will also be hosting webinars on portal training. Dates are TBD.

Registration for the Webinar's will be handled via the [GHC 9-1-1 Training Portal](#).