



GHC TRAINING AND TECHNICAL BULLETIN

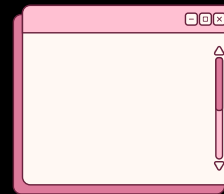


Hurricane Season

GHC has several contingencies in place for 9-1-1. Alternate Routes, System Selector, Mitel Phones, Magnum Map, and MCU's. Be sure to be familiar with contingencies and how they function.

MCU Laptops

Each agency has Mobile Contingency Units stationed at their location. These MCU's are Laptop Computers that turn into a 9-1-1 console. Instructions on roll out are located in each laptop case. The console works off cellular network connection (hot spot included)



Coming Soon

The mapping solution is working to get medical data and What Three Words data to spill over into the Map. Release date coming soon.



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 June 2024.

BELLAIRE	99.85	WEBSTER	99.34
DEERPARK	99.56	CY FAIR	99.24
FORT BEND COUNTY SO	98	EHCCOM	98.59
FRIENDSWOOD	99.88	ESD 100	99.68
HCSO	99.08	ESD 11	99.6
HUMBLE	99.28	HARRIS COUNTY COMM	99.22
JERSEY VILLAGE	99.4	PEARLAND	99.94
KATY	99.38	ROSENBERG	99.84
LA PORTE	98.48	SEABROOK	99.27
LEAGUE CITY	99.52	SOUTH HOUSTON	98.21
MEMORIAL VILLAGE	97.97	SOUTH SIDE PLACE	100
MISSOURI CITY	99.57	STAFFORD	99.61
PASADENA	98.32	SUGARLAND	99.81
		TOMBALL	99.8

Congratulations on 100% to Southside Place



Hurricane Beryl

On July 8, 2024, Hurricane Beryl caused significant disruptions in the Houston area, including widespread internet outages. Physical structure damages, power outages (facilities/towers etc.) , overloaded networks, and tower damages led to significant outages that not only affected internet services but also cellular communications.

The combination of these factors lead to widespread and intermittent internet outages during and after a hurricane like Beryl.

Recovery efforts typically involve repairing physical infrastructure, restoring power, and re-establishing connections, which can all take time depending on the severity of the damage.

Applications like Smart Transcription, Aware, RapidSOS Portal, and Agent 511 Portal rely on data connectivity. Despite these challenges, the 9-1-1 system remained 100% operational. Contingency plans were activated and proved to be effective.

During Hurricane Beryl four sites experienced generator failures. With the contingency plans we were able to reroute calls and relocate call takers until their centers could get back up and operational.



GREATER HARRIS COUNTY 9-1-1 GOLF TOURNAMENT



**BENEFITING 9-1-1 TELECOMMUNICATORS
TRAINING, EDUCATION, AND WELLNESS INITIATIVES**

Greater Harris County 9-1-1 Emergency Network is excited to announce our upcoming event- The GHC 9-1-1 Golf Tournament, September 12, 2024, at the very prestigious The Golf Club Of Houston.

100% of proceeds will go directly to 9-1-1 Telecommunicators who serve throughout the GHC 9-1-1 service area. The funds raised will contribute to initiatives to enhance training and wellness programs.

We hope to see you there!



OR GO TO WWW.911.ORG TO REGISTER

Thank you!

to the Thin Gold Line

On June 26, 2024 GHC was able to honor our local Telecommunicators who received a nomination or accolade for the 2024 Texas Public Safety conference.

As telecommunicators, you are often the first point of contact in a crisis, offering a calming presence and crucial guidance.

Your ability to remain calm under pressure, gather essential information swiftly, and coordinate emergency responses effectively makes a profound difference in the lives of countless individuals.

Your work is demanding, often challenging, and frequently underappreciated, yet you continue to perform your duties with unwavering commitment and professionalism.

We are honored to work along side such dedicated and inspiring individuals.







GHC Contingencies

It is Hurricane Season.. keep in mind that GHC has several contingencies in place for 9-1-1.

1.Mitel Phones

- a. These phones are used as a backup for the Vesta System. They should only be logged on when directed to do so by GHC.**

2.Alternate Routes

- a. GHC 9-1-1 provides each agency in our district an alternate route. The purpose of this is to make sure all 9-1-1 calls for service are answered. The system will auto reroute a call to agencies alternate route for two reasons.
 - i. All consoles for that agency are logged out.**
 - ii. All lines for that agency are occupied.****

3.MCU Laptops

- a. This is a mobile 9-1-1 call taking station, utilizing cellular connection. Each center has at least one stationed at their site. The purpose of this laptop is to allow a center to set up anywhere and take 9-1-1 calls. There are in depth instructions on setting up the laptop located in the black carrying case. Due to the size of a laptop screen the call taker will need to be in the MCU layout option before logging into the laptop with their Vesta credentials. All features available to the user on a Vesta Console are available on the MCU laptop. ** If using the hotspot its important to make sure it is powered down when not in use.****

GHC Contingencies

4. System Selector

- a. This feature can be found on all Vesta Consoles. It allows agencies to relocate to another GHC 9-1-1 center and login to their agencies 9-1-1 system.

5. Mangum Map

- a. Back up map when internet connection fails. Can be found under the windows start menu.

6. Facility Assistance

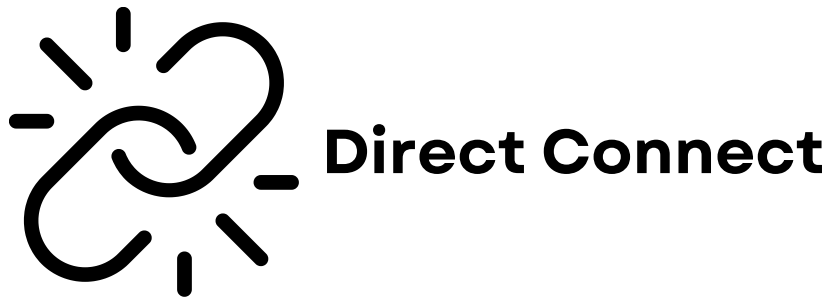
- a. GHC has several resources available for temporary backup needs. Back up generators, Spot cooler units, back up mobile shelter, and Tom Bass as backup location. ****Note: For safety we do not dispatch DURING the height of the event. Resources are at first come first serve or severity of need. Reach out the NOC for requests****

Another resource: Direct Connect

During a weather event centers may experience loss of administrative phone lines . Direct Connect can be utilized to call into a 9-1-1 centers Vesta Lines.

Remember: The NOC at GHC is available 24/7. There are multiple ways to reach a technician.

- o Voice call
- o Email
- o BOMGAR- from 9-1-1 console.



All sites within GHC servicing area are in the dial directory with the following naming convention: Direct Connect (Agency Name).

****There is also a “Group” added under your “Resource List” quick button.****

The use of this contact will allow our centers to dial directly into another GHC 9-1-1 center on the Vesta Console. GHC is adding these contacts to give our centers a level of interoperability that will not affect 9-1-1 calls.

What the call taker can expect:

A new tab will be added under the line type area. They will see EIM, EMER, AND the new Direct Connect tab.

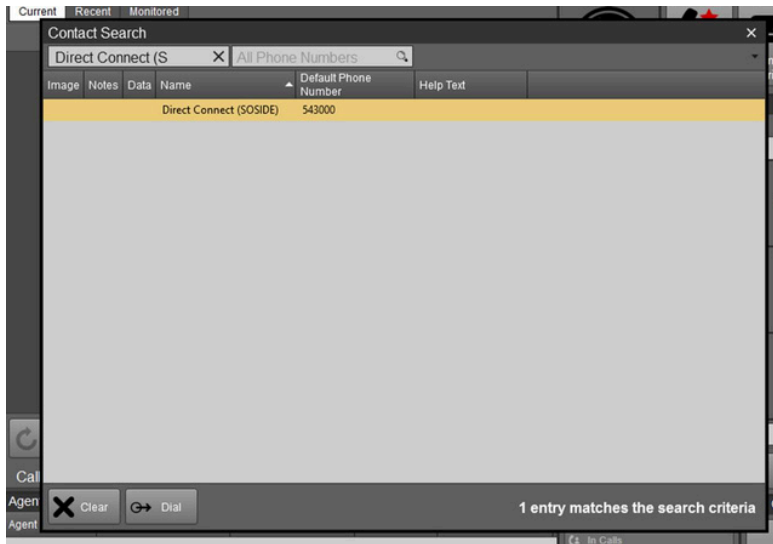
When another GHC agency is calling your center using this contact the line will ring into your center on the Direct Connect Tab. The line color will be purple. (See picture on next page)

****The ringer will be different than the 9-1-1 ring tone. ****

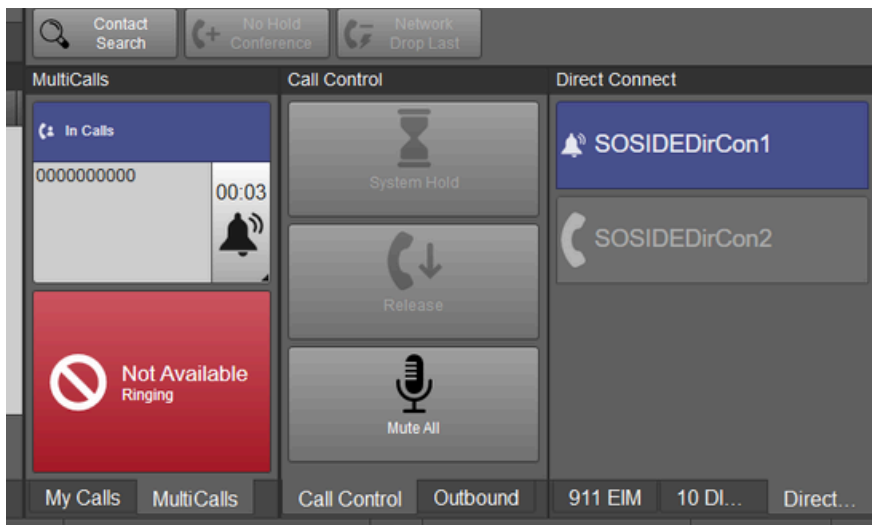
The call taker will still be able to answer the line like they have been on the Vesta Console. (F9, clicking on the line, clicking on the bell, using the key pads.)

The call taker who answers the line will **NOT** receive ANI or ALI. The call line ID will display all zeros.

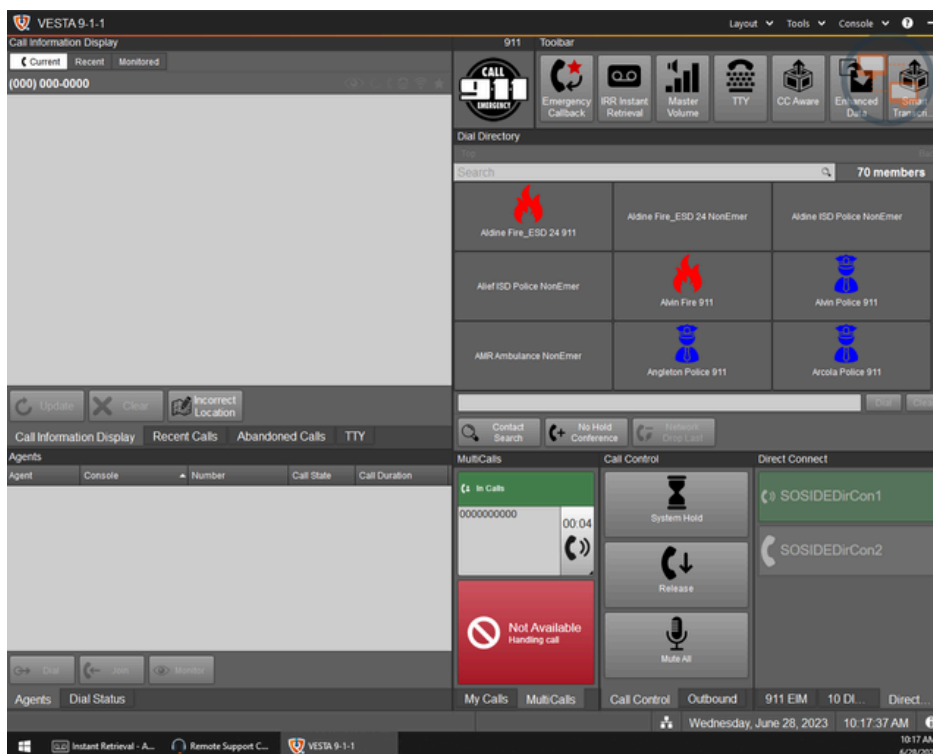
****Call takers will *not* be able to use this new contact to transfer a 9-1-1 caller. If the call taker attempts to use this contact with a 9-1-1 caller on the line the system will **NOT** perform the transfer.****



This is a screen shot of what the call taker will see for a direct connect contact in the contact search.



This is a screen shot of what the call taker will see when a line that comes in on direct connect. The line rings in on the direct connect tab and is purple.



This is a screen shot of what the call taker will see when a line that comes in on direct connect is answered. Notice it is on the direct connect tab and no ANI or ALI is given.



Communication & Contact

The GHC Network Operations Center is manned 24/7 to monitor the 9-1-1 Network and to provide support to our servicing area agencies.

If you are in need of assistance and it is 9-1-1 equipment or network related please submit a ticket request by email, phone, or Bomagar.

It is important to pass along ticket creation or updates to other shifts that may come in after you.

**noc@911.org
832.237.1911**

For any training needs, requests, or questions please feel free to reach out the training team directly at training@911.org.

Other Resources:

[The GHC Training Portal- Training and Updates Page.](#)

[GHC 9-1-1 Online Training Courses](#)