# 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 familar with contingencies and how they function.

Jurisdictional Popup

The information located in the Jurisdictional pop-up will continue to change and be different for each call taker. This pop-up is very dynamic and depends on where the call taker is zoomed in, at what level, what layers they have turned on, and what can be found in the area that the call taker is zoomed into.
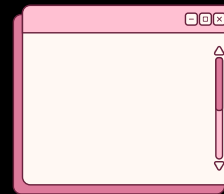
Coming Soon

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

June 2024

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 May 2024.

Agency	Service Level
Bellaire	99.37%
Deer Park	99.25%
EHCCOM	98.46%
ESD100	99.49%
ESD11	99.49%
Friendswood	99.89%
Harris County SO	98.59%
Hedwig Village	98.26%
Humble	98.72%
Jersey Village	98.58%
Katy	99.71%
La Porte	99.29%
League City	99.77%
Memorial Village	98.78%
Missouri City	99.84%
Pearland	99.85%
Rosenberg	99.78%
Seabrook	99.12%
South Houston	98.64%
Southside Place	100%
Stafford	99.23%
TECC	98.48%
Village Fire	99.69%
Webster	99.93%

Congratulations on 100% to Southside Place

Smart Transcription Monitor

LIVE: All users of Smart Transcription will be able to view active call transcripts for the entire PSAP.

Prior to this rollout, only supervisors could view call transcripts via the Monitor Tab.

GHC envisions this new feature will allow a new level of situational awareness within all sizes of 9-1-1 centers.

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. 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. Back up generators, AC units, Tom Bass as backup location.

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
@ 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.

GHC Status Portal

To request a new user, delete a user, or change a role, please use the GHC Status Portal.

The login for your agency is the Analytics username and password. (PSAP/ not needed)

The GHC Status Portal will also allow you to view open and closed NOC tickets for your site. Test call schedules are also shown here. The NOC will no longer be calling your site daily to notify you of test calls. Any other items can still be reported to the NOC via email or voice call.

The PSAP Manager will have the Analytics login information for each PSAP (HEC and HCSO have their own generic login).

This must be done on a whitelisted computer (one that can already access Analytics). If you need a computer whitelisted, contact the NOC with the IP address of the computer.

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!

SCAN ME

OR GO TO WWW.911.ORG TO REGISTER