



GHC TRAINING AND TECHNICAL BULLETIN

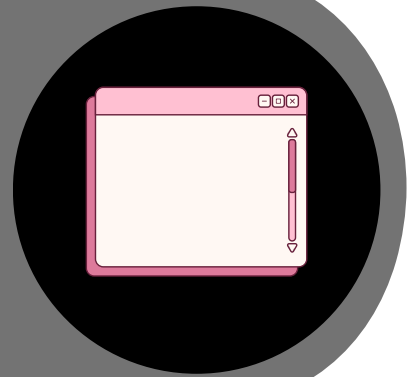


Smart Transcription

GHC will no longer maintain a backup recording system for PSAPs to pull audio recordings. However, supervisors and managers will be able to download an audio recording from Smart Transcription. (Instructions on the Training and Updates page of the Training Portal.) Retention: 365 days.

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.



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 April 2024.

Bellaire	100%	La Porte PD	99.31%
CyFair VFD	99.44%	League City PD	99.84%
Deer Park PD	99.54%	Memorial Village PD	98.10%
EHCCOM	99.55%	Missouri City PD	99.30%
ESD100	99.16%	Pasadena PD	98.08%
ESD11	99.67%	Pearland PD	99.96%
Friendswood PD	99.88%	Rosenberg PD	98.81%
Harris County Comm	99.15%	Seabrook	98.85%
Harris County SO	99.28%	South Houston PD	98.27%
Humble	98.26%	Stafford PD	99.56%
Jacinto City PD	98.78%	Sugarland PD	99.97%
Jersey Village PD	98.75%	TECC	99.79%
Katy PD	99.22%	Tomball PD	100%
		Village Fire	99.20%
		Webster PD	99.21%
		West University PD	98.48%

Congratulations on 100% to Tomball PD!

Texas Public Safety Conference Awards

Congrats!

Silent Hero

Winners

Summer Strickland Amarillo Emergency Communications Center	Veronica Manetti Brazos County 911 District	Lauren Alumbaugh Hewitt Police Department
Bonnie Bowers Collin County Sheriff's Office	James "JT" Thomas City of Irving Police Department	Meagan Rodriguez University of North Texas Police Dept.
Kristina Arnold Harris County Sheriff's Office	Angela Delgado Spring Valley Village Police Department	Joshua Box Kemah Police Department
Kristal Robinson League City Police Department	Samantha Roberson Denton County Sheriff's Office	Cheyenne Anderson The Colony Public Safety Dispatch
Carlos Avendao Pharr Public Safety Communications	Mark Gonzales Pearland Police Department	Oluwakemi Oniyitan City of Sugar Land Dispatch
Kerry Parsons Stephenville Police Department	Brandi Jarrell Fort Bend County Sheriff's Office	Morgan Heinrich McKinney Police Department
Cynthia Ritchie Denton Police Department	Catrina Kenny Denton Police Department	Paige Jimenez Dickinson Police Department

Silent Hero

Winners, cont.

Hayden Porter East Harris County Emergency Communications	Gilberto Espinoza East Harris County Emergency Communications	Raffaella Guirgis Houston Emergency Center
Rosalba "Rosie" Prada Galveston County Sheriff's Office	Mindy Sanchez Friendswood Police Department	Carol Ann Rives City of Baytown
Erin Harner Northwest Emergency Communications Center	Whitney Schultz Borger Regional Communications Center	Amanda Woods City of Lubbock Police Department
Emily Wesolic Fort Bend County Sheriff's Office	Julie Ferguson Williamson County Emergency Communications	

SILENT HEROES

Thank you for your
exceptional
professionalism and
inspiration in public safety
and emergency services!



Greater Harris County 9-1-1
Emergency Network



Smart Transcription Monitor

All users of Smart Transcription will be able to view active call transcripts for the entire PSAP. This feature will be rolled out in June 2024.

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.

Transcription

Recent

History

Monitoring

Search

Keywords detected

All

Active calls (26)

Choking

Fire (18)

Gate Code (3)

Hanging

License Plate (2)

Missing (2)

Robbery

Stroke

Unconscious (2)

Age

Ambulance (10)

Assault

Baby

Bleeding (2)

Conscious (6)

Drugs (2)

Police (34)

Stolen Vehicle (3)

Weapons (3)

Address (25)

Back Pain (2)

Breathing (10)

Drunk (2)

Hospital (2)

Information (2)

Intoxicated

Location (10)

Medical Assistance

Pain (6)

Phone Number (18)

Physical (2)

Pressure

Trailer

Shonta Wheeler, HEC009

Houston Emergency Center TX 911

(832) 643-9599 13:41 Non-Emergency May 28, 11:23:32

Police (11) Address (5) Phone Number Location (2)

B Fanestiel, BAYTWN005

BaytownPD TX 911

(281) 691-8888 06:28 Emergency May 28, 11:30:45

Choking Fire Stroke Ambulance (4) +5 more

Virginia Gaytan, HCNTL055

Harris County SO

(346) 303-6247 04:18 Emergency May 28, 11:32:56

Age Trailer Physical (2) Address (5) Location (2)

Krystal Blaze, FTBDSO010

Fort Bend County PSAP

(713) 483-8970 03:57 Emergency May 28, 11:33:17

Fire Unconscious (2) Bleeding +8 more

Multiple

Houston Emergency Center TX 911

(832) 872-3535 03:27 Emergency May 28, 11:33:46

Fire (3) Ambulance Police (4) Address Phone Number

Jacqueline Rubio, HEC073

Houston Emergency Center TX 911

(911) 654-5169 03:22 Emergency May 28, 11:33:55

Fire (2) Police (2)

Rayna Pardue, FTBDSO002

Fort Bend County PSAP

(713) 859-5919 03:16 Emergency May 28, 11:34:00

Fire Gate Code Bleeding Police Conscious (3) +3 more

Brett Planka, FTBDSO005

Fort Bend County PSAP

(346) 371-4482 02:54 Emergency May 28, 11:34:23

Gate Code (2) Drugs (2) Ambulance (2) Conscious +7 more

Ariana Castillo-Robles, HEC039

Houston Emergency Center TX 911

(832) 741-0284 02:52 Emergency May 28, 11:34:25

Fire Hanging Police Weapons (2) Address Phone Number

DLaike Lawson, HEC071

Houston Emergency Center TX 911

(832) 423-9653 02:30 Emergency May 28, 11:34:47

Fire Police Address Medical Assistance +2 more



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.