



GHC TRAINING AND TECHNICAL BULLETIN

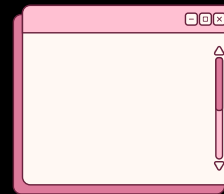


Hurricane Season

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 July 2024.

Bellaire	99.55%	Rosenberg	99.25%
Deer Park	99.26%	Seabrook	98.54%
Friendswood	99.39%	South Houston	98.15%
Humble	99.29%	Stafford	99.02%
Jersey Village	98.93%	Sugarland	99.50%
Katy	99.05%	Tomball	99.10%
La Porte	99.52%	Webster	99.67%
League City	99.52%	Cy Fair	99.02%
Memorial Village	99.43%	EHHCOM	98.21%
Missouri City	98.97%	ESD 100	99.44%
Pearland	99.81%	ESD11	99.31%



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!



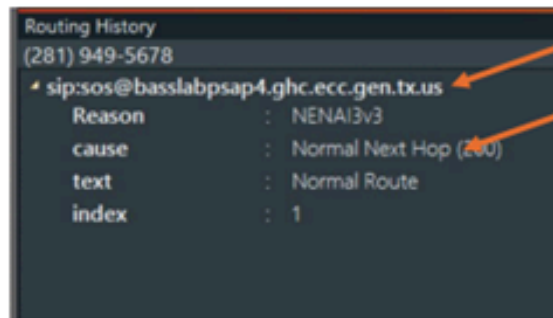
OR GO TO WWW.911.ORG TO REGISTER

Routing History Window

With the Route 2.X Upgrade call takers now will be able to see the routing history for a 9-1-1- call.

This is a picture of the Routing History window. The call taker will need to click on the Routing History Tab to view this information. When there is not an active call nothing will display in this window.

Below is a picture of a call that routed to the correct PSAP.



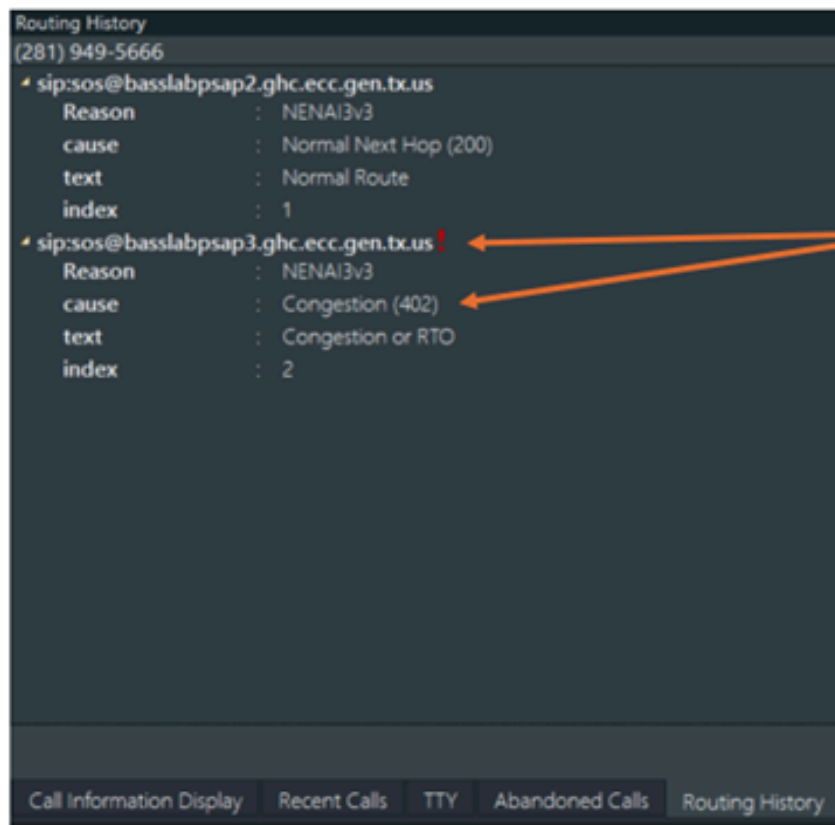
The screenshot shows the 'Routing History' window for call (281) 949-5678. It lists a single routing step with the following details:

Routing History	
(281) 949-5678	
• sip:sos@basslabpsap4.ghc.ecc.gen.tx.us	
Reason	: NENAI3v3
cause	: Normal Next Hop (200)
text	: Normal Route
index	: 1

Sip: Agency name will be displayed here.

Cause: If it displays normal then this call was not a reroute.

The picture below will show what a call looks like when it has been rerouted.



The screenshot shows the 'Routing History' window for call (281) 949-5666. It lists two routing steps. The first step is a normal route, and the second step is a reroute, indicated by a red exclamation point next to the SIP address and the word 'congestion' in the cause field.

Routing History	
(281) 949-5666	
• sip:sos@basslabpsap2.ghc.ecc.gen.tx.us	
Reason	: NENAI3v3
cause	: Normal Next Hop (200)
text	: Normal Route
index	: 1
• sip:sos@basslabpsap3.ghc.ecc.gen.tx.us !	
Reason	: NENAI3v3
cause	: Congestion (402)
text	: Congestion or RTO
index	: 2

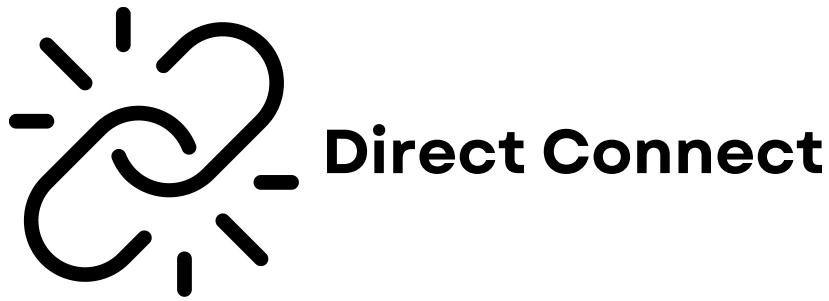
At the bottom of the window, there are tabs: Call Information Display, Recent Calls, TTY, Abandoned Calls, and Routing History (which is currently selected).

That call came into Bass Lab PSAP2 as a normal route.

The call was then rerouted to Bass Lab PSAP 3.

The red exclamation point, and the word congestion under cause means that it was a reroute.

Reminder: Reroutes can occur for several reasons. Follow your agency's policy and procedures on handling calls that have rerouted.



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.

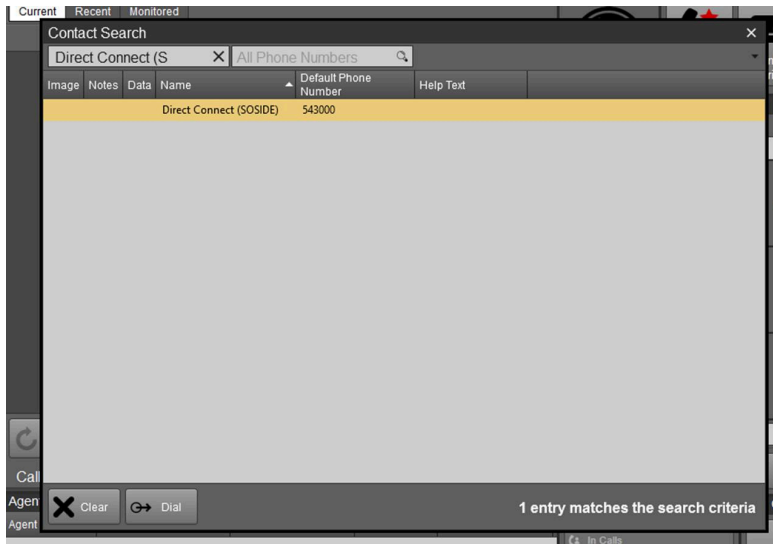
When another GHC agency is calling your center using this contact the line will ring into your center on the Direct Connect Tab. The line color will be purple. (See picture on next page)

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

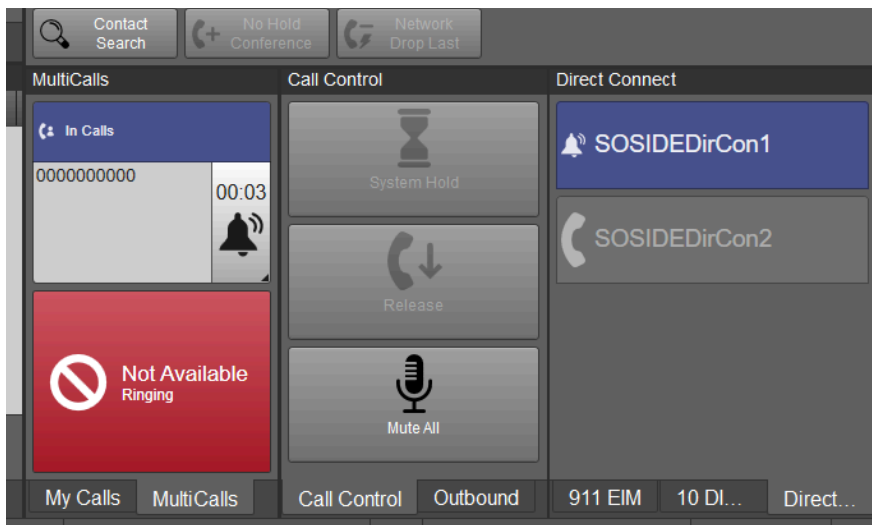
The call taker will still be able to answer the line like they have been on the Vesta Console. (F9, clicking on the line, clicking on the bell, using the key pads.)

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

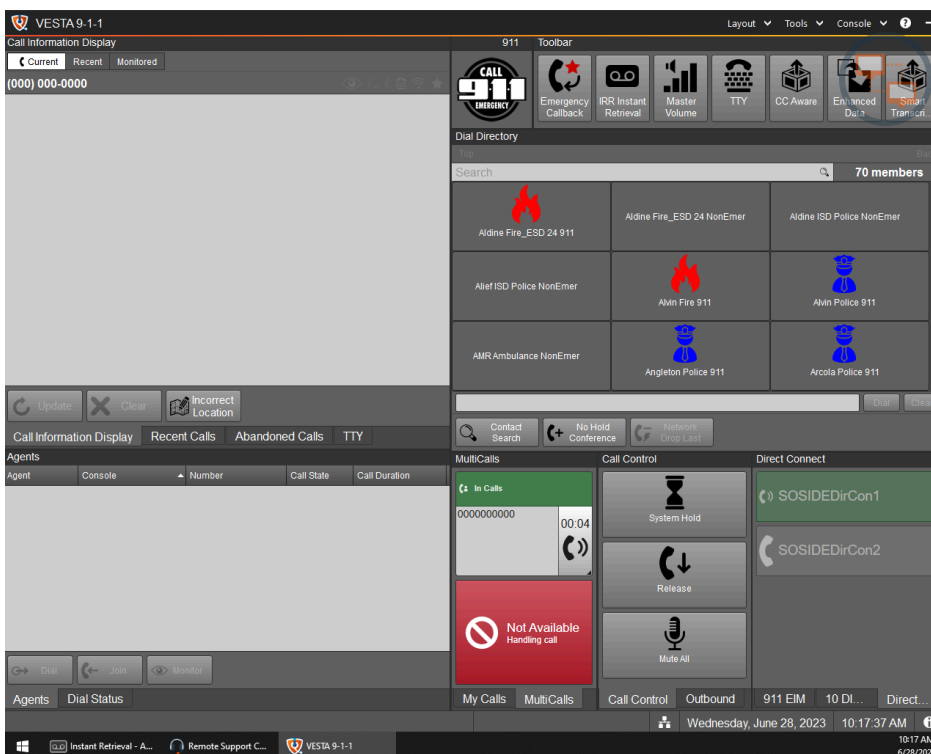
****Call takers will *not* be able to use this new contact to transfer a 9-1-1 caller. If the call taker attempts to use this contact with a 9-1-1 caller on the line the system will **NOT** perform the transfer.****



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

Please do NOT call 281.237.9911 to report any 9-1-1 related issues this number is not manned 24/7. The NOC contact should always be used.

**COMING
SOON**

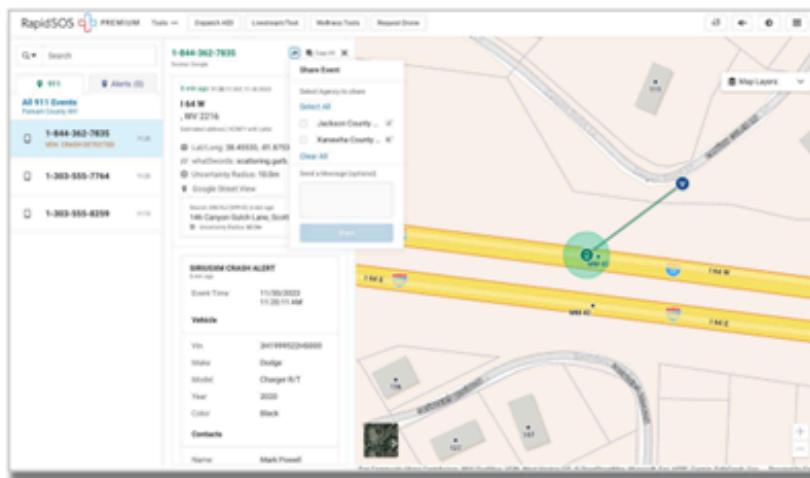
Rapid SOS Agency Share & Chat

Rapid SOS is currently working on rolling out an agency share and chat feature through their portal.

This feature is something that your Rapid SOS administrator will need to turn on and add the agencies you wish to share and chat with.

Confidential

What is Agency Share and Chat?



Agency Share and Chat allows paired ECCs to quickly share an incident with surrounding ECCs from directly inside RapidSOS.

After the incident is shared, paired ECCs can communicate through digital messaging inside RapidSOS.

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More information will be released soon in the Rapid SOS Training Portal.