GHC TRAINING AND TECHNICAL BULLETIN

CALL 911 EMERGENCY
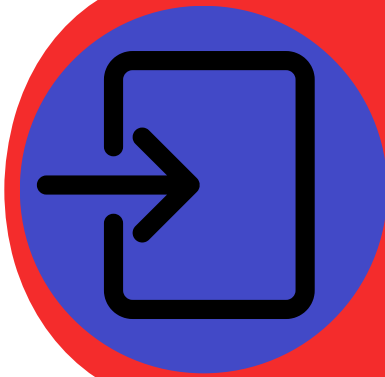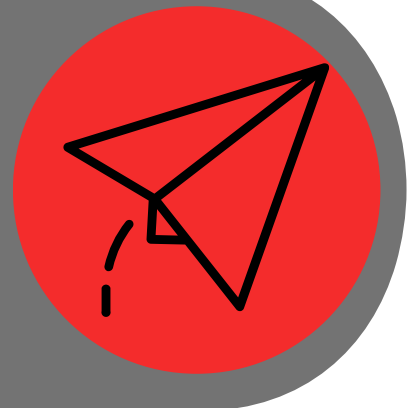
New Applications

Begining Janaury 2025 GHC will start rolling out new features for 9-1-1. Shared Responder, Citizen Input, and new mapping features.

Public Messaging

GHC is currently working on public messaging for the ability to send MMS to 9-1-1. We will be releasing the approved messaging soon.

SLA Changes

Sometime in 2025 reports will be reconfigured to account for hold times when calculating service level for a ring all site.

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 November.

CyFair VFD	98.70%	Memorial Village PD	100.00%
Deer Park PD	99.50%	Missouri City PD	98.90%
EHCCOM	99.10%	Pasadena PD	98.30%
ESD100	99.60%	Pearland PD	99.80%
ESD11	99.70%	Rosenberg PD	99.90%
Friendswood PD	99.60%	Seabrook	99.20%
Harris County SO	99.40%	South Houston PD	99.30%
HCCOMC	99.50%	South Side Place	100%
HEDWIG VILLAGE	98.40%	Stafford PD	99.50%
Hedwig Village	98.40%	Sugarland PD	99.70%
Humble	99.40%	TECC	99.60%
Jersey Village PD	99.40%	Tomball PD	99.20%
Katy PD	99.80%	Webster PD	99.60%
La Porte PD	99.25%	West University PD	98.00%
League City PD	99.70%		

Congratulations to Memorial Villages and South Side Place for 100% SLA for the month of November.

Greater Harris County 9-1-1 presents

Wellness Wednesdays

with Boudreaux 2.0 Counseling & Consulting

JOIN US

Join GHC 9-1-1 for Wellness Wednesdays, an initiative aimed at connecting you with fun interactive mental health and wellness group. Learn ways to cope with anxiety and stress as a 9-1-1 telecommunicator. This program also encourages connections among peers who share similar experiences and comprehend the demands of the 9-1-1 telecommunicator role.

Tammy J Boudreaux, LCSW

Laura P Boudreaux, LPC, NCC

Event Highlights

- Meet the Clinicians
- Breakout Sessions
- Networking Opportunity

All Telecommunicators are invited.

Wednesday, January 29, 2024 | **9AM - 12PM** | **Lunch provided.**

GHC 9-1-1. 10220 Fairbanks N Houston, Houston, TX 77064

Register at ghc911training.org

GHC 9·1·1 Emergency Network GOLF TOURNAMENT
Benefitting 9-1-1 Telecommunicators
TRAINING, EDUCATION, & WELLNESS INITIATIVES

Details about sponsorship opportunities will be available soon.

Save the Date

THURSDAY, SEPTEMBER 18, 2025

GOLF CLUB OF HOUSTON
5860 WILSON RD, HUMBLE, TX 77396

TEXAS PUBLIC SAFETY CONFERENCE
Serving Texas and the International Border Regions
hosted by TX APCO and TX NENA

SAVE THE DATE

April 2-5, 2025
McAllen Texas

Award Nominations are now open.

December 2024

Command Central Applications

GHC will be rolling out several new 9-1-1 features in January 2025.

- **Shared Responder**
- **Citizen Input**
- **Marks Ups**
- **9-1-1 Assist**

Shared Responder **is a part of Smart Transcription and will allow 9-1-1 calls takers to share the call card transcription and audio via text or email.**

The *Citizen Input* **feature will enable 9-1-1 call takers to initiate a request for the caller's location or start a live video session. Additionally, this feature will allow the call taker to share the live video feed with a third party via text message.**

The *Mark-Ups* **feature in the mapping solution will enable users to highlight specific areas within their PSAP/SSAP that require special attention for events such as fairs, parades, or controlled burns.**

9-1-1 Assist **integrates medical data for Android devices, Smart Transcription for live calls, and the mapping solution into a single, unified screen for improved efficiency and situational awareness.**

✓ GHC Status Portal NEW FEATURES

The GHC Status Portal now allows PSAP's/SSAP's to submit tickets AND make user requests or edits, while also being able to view open and closed tickets and test calls for their site. Contacts for Shared Responder and Citizen Input can also be added via the GHC Status Portal.

While the NOC can still be reached via phone, email, and BOMGAR sites are encouraged to use the GHC Status Portal when available.
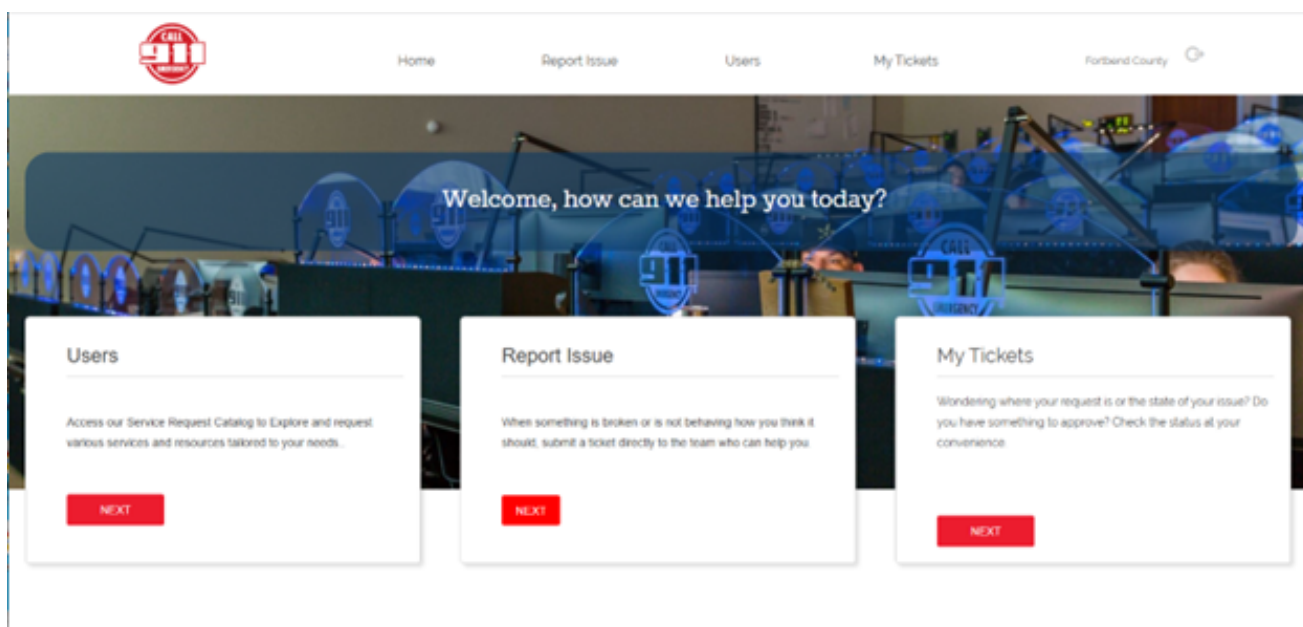
User name and PW for each agency can be obtained from the PSAP/SSAP Manager.
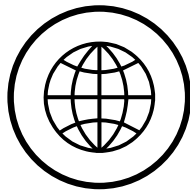
VOIP NOMADIC

```
H1-000 ESN=23 001
(832) 299-3174 09:19 12/14/2024

VOIP NOMADIC CALL XY ONLY
22113873 VOIP
HARRIS CO TX


ALT#= TELCO=LEVEL
X=-095.175912 CNF=0
Y=+029.786896 S=000 D=000
Z= Z-UNC=
HARRIS COUNTY SHERIFF
HOUSTON FIRE
HOUSTON EMS
```

GHC is currently investigating VOIP Nomadic calls.

We are currently in talks with other 9-1-1 Districts on what they are seeing come into their system with this class of service and the location that is being provided.

It is important to verify the location the help is needed with VOIP classes of service.

The term "VoIP Nomadic" refers to Voice over Internet Protocol (VoIP) phone services where the user can make calls from virtually any location with an internet connection.

It is distinct because the VoIP device or service is not tied to a fixed physical address (unlike traditional landline services). This mobility creates challenges for accurately determining the caller's location during a 9-1-1 emergency call.

Nomadic VoIP allows the user to move their VoIP-enabled device (e.g., a softphone, VoIP adapter, or app) between locations.

Location Information: Unlike fixed VoIP, where the address is static, nomadic VoIP relies on user-provided location data, which may not always be current or accurate.