

Inclement Weather Reminders from GHC:

1. Test your generators-full load.
2. GHC has many contingencies in place for 9-1-1 calls. Be sure to test your contingencies. Documentation for all of these can be found on the Training Portal.
 - a. Mitel Phones
 - i. These phones are used as a backup for the Vesta System. They should only be logged on when directed to do so by GHC.
 - b. Alternate Routes
 - i. 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.
 1. All consoles for that agency are logged out.
 2. All lines for that agency are occupied.
 - ii. Create a plan with your alternate route on what to do when this happens. Make sure to check in when you know an event is looming.
 - c. MCU Laptops
 - i. 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 it is important to make sure it is powered down when not in use.*
 1. Test rolling out the MCU's. Make sure Telecommunicators can do this themselves without direction from administration. If your MCU is deployed on the floor be sure to keep the bag, hot spot, and documentation near and available in case the need arises to roll it out or move to another location. If you have a weather event that is heading your way you can always request more MCU's if available.
 - d. System Selector
 - i. 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.
 - e. Mangum Map
 - i. Back up map when internet connection fails. Can be found under the windows start menu.
 - f. Facility Assistance
 1. GHC can aid such as backup generators, AC units, Tom Bass as backup location if needed.

3. Be aware of contingencies for wireless phone providers should the wireless network experience an outage. (Should certain carriers experience tower loss remember the “All Calls Rule” and how cellular calls should function for 9-1-1 calls.)
4. Be aware that we have contingencies in place should an internet/data outage occur. Know how the console will function if there is an active 9-1-1 call when this happens.
 - a. If the console loses connection while on an active 9-1-1 call the call will re-queue and be sent to a connected console to process.
5. The NOC is 24/7 you can contact them by phone, Bomgar, email, and even open tickets through the GHC status portal for equipment or technical issues. (Phone: 832-237-1911- number not available to the public)
6. GHC does not dispatch during a weather event. We will wait to dispatch supplies or aid/equipment until it is safe to do so. Pre-staging can be done if there is a need, and the equipment is available. Anything item that can be addressed via remote capabilities will be.
7. Be aware of social media messages that are being posted during the event verify and check for accuracy.
8. Please do not hesitate to reach out to GHC if you have any questions or need any assistance.

