



9-1-1 PSAP Coordinator Document

NOC: Network Operations Center

The Network Operations Center (NOC) is manned 24/7, 365 days a year. This is the hub for all GHC 9-1-1 related service requests and communication.

- You can contact the NOC via phone, email, or Bomgar.

Contact Information:

- Phone: 832-237-1911
- Email: noc@911.org
- Bomgar: Application available from the start menu on a 9-1-1 console.
- [GHC Status Portal](#): This is a URL link posted on the GHC Training and Update Page

Anything that affects 9-1-1 service should be reported to the GHC NOC immediately. Some examples include:

- Any issues or concerns with the 9-1-1 equipment room (e.g., noises, alarms, temperature)
- Any 9-1-1 equipment or console issues/concerns
- Agency remodels or new building construction
- Anything regarding power maintenance for your building.

Please be sure to share the contact methods with those at your center who would need to report items to the NOC. The main number located on the GHC 911 website is not manned 24/7.

If your center is being remodeled or intends to do upgrades requiring the movement of 9-1-1 equipment, please email the NOC immediately with all details. We request that you provide at least three weeks' notice for these types of incidents.

When contacting the NOC via phone, you will be asked several questions. You will need to provide the following information:

1. Issue Description: Describe the issue in detail.
2. Location: Specify where the issue is occurring, including which console is affected and who is logged into it.
3. Timing: Provide the date and time the issue occurred. Indicate if it has occurred more than once and how long it has been happening.



****Note**:** If you choose to email the NOC, include the same information listed above in your email.

Bomgar: Someone on a 9-1-1 workstation can initiate a Bomgar session with the NOC by clicking on the application from their start menu. The screen will prompt them to describe their issue before connecting with the NOC. Bomgar allows the NOC to remote into the 9-1-1 workstation.

The NOC creates a ticket and assigns it to the appropriate personnel. A confirmation email is sent to the reporting party stating that a ticket has been made for the incident reported.

It is important that agencies reporting incidents to the NOC pass this information down to other shifts within their center.

We recognize that PSAP Managers and Supervisors are not always on duty when an incident occurs. Please share this information with those who might report an incident to the GHC NOC.

Account Creation:

Requesting Accounts/Name Changes: (9-1-1, Aware Map & Smart Transcription)

- The 9-1-1 Coordinator will need to request this through the [GHC status portal](#), using the same credentials as Analytics.

Removal of Account: (9-1-1, Aware Map & Smart Transcription)

- The 9-1-1 Coordinator will need to request this through the GHC status portal, using the same credentials as Analytics.

- Your agency Admin will need to remove access to the RapidSOS portal.

All Users must be assigned to one of the following groups listed below:

User Group-

Citizen Input request and share media.
Smart Transcript use the audio playback feature.
Smart Transcript Monitor tab access.
Smart Transcript Share Calls.

Trainer Group –

This group includes all options above plus:
Smart Transcription Search Tab Access
Join & Monitor Function in Vesta
Access to the Training and Updates page of the Training Portal and the ability to register other students for courses.



Supervisor Group –

Everything listed in the groups above plus:

Aware Historical Map Data view and export

Audit being able to look to see who shared what data and who they shared it to, as well as if it was opened.

Citizen Input Download Media

Citizen Input Supervisor

Smart Transcript Download Call files/audio.

Situational Awareness Portal Access

Situational Awareness Portal access can be given to others if requested.

GHC Status Portal:

The GHC [Status Portal](#) enables users to create support tickets for services and technology needs. Additionally, the portal facilitates requests for new user setup, user modifications, and user removals. Users can also view open and closed tickets specific to their center and access the schedule for 9-1-1 test calls. This link can only be accessed from a GHC white listed computer.

RapidSOS

This is an enhanced data application found under the enhanced data button. Login information for RapidSOS is controlled by each PSAP manager, who acts as the Admin for their RapidSOS accounts within their agency.

Each agency has at least one admin account. If the admin leaves, and you need to change the admin account to another user, contact support@rapidsos.com. All other user additions/removals must be done by the agency admin.

Training is available online through the RapidSOS training portal, including admin training. Any issues or errors with RapidSOS should be reported to support@rapidsos.com.



Records:

Recordings

Recordings must be pulled by the owning PSAP. Due to the chain of custody, we will not pull recordings for the agencies. Recordings are pulled from [Smart Transcription](#) and are only held for 366 days. Instructions can be found on the GHC Training updates page of the Training Portal.

AWARE Historical Map

[Aware](#) Historical Map data is kept for 13 weeks from the date of call. Can be accessed with those who have supervisor rights.

Citizen Input Multimedia

Stored for 366 days. Can be accessed with those who have supervisor rights.

Text/MMS Transcripts

- Text transcripts are pulled through an Agent 511 Admin Portal, with the link available through the training portal on the Training and Updates Page. Training documents for pulling sessions are also available. You can only search in 90-day increments.

SLA & Analytics

The service level for each agency is displayed and discussed in our monthly board meeting. The service level for the district is 90% of all 9-1-1 calls answered within 15 seconds, including Text to 9-1-1 and abandoned calls.

The service level timer begins when the call hits the GHC 9-1-1 System. The ringing cycle time is based on the duration of one internal ring (generally 5-6 seconds, consisting of 2 seconds of ringing and 4 seconds of silence). To meet the 15-second standard, calls should be answered in 2 rings or less.

An SLA report for the previous week is automatically emailed to the distribution email on file for your agency. All call details for 9-1-1 calls can be pulled through Analytics. Usernames and passwords for accessing the site can be received by contacting the NOC. Training for this solution can be found online through our [training portal](#).

Contingencies

Alternate Route



If all consoles at your center are logged off or a failure occurs, 9-1-1 calls will automatically re-route to your alternate route location. This is chosen by you and is updated and confirmed via DocuSign yearly.

Evacuations

GHC has an alternate route in place for each agency. Notify the NOC immediately if you have to evacuate your center.

Mitel

These are backup 9-1-1 phones located behind your console. They should not be used unless notified by GHC 9-1-1 to do so.

MCU Laptops

These are mobile 9-1-1 call-taking stations that can be logged into anywhere. They include all setup instructions and a FirstNet hotspot. Ensure the hotspot is turned off when not in use.

Each agency has at least one MCU. It must be utilized on the call floor or plugged into the 9-1-1 cabinet at their center to receive updates from GHC. If your agency intends to use them full-time on the call floor, notify the NOC so a hardwire connection can be used instead of the hotspot.

We encourage agencies to practice rolling out these MCUs 1 to 2 times per year with different call takers. Due to their size, the call taker will need to toggle between the map and the Vesta screen. The MCU has all the capabilities of a Vesta Station. The rollout and training material can be found on the GHC training portal under the Training and Updates page.

The MCU holds recordings for 6 months, which can be pulled from Smart Transcription. During emergencies, requests for more MCUs can be made to the NOC by email. MCUs operate off the cellular network.

Magnum Map

The back up mapping solution can be found under the windows start menu. When the internet connection has gone down this will be the back up solution for mapping. Training can be found in the 9-1-1 workbook under the Training and Updates page of the Training portal.

Loss of Data or Voice Connection

The system is designed such that when there is a loss of data or voice connection to a console with an active 9-1-1 call, the call will queue and ring in on another connected console.

OTHER

Distribution Email

With the high turnover rate in this industry, we ask each agency to provide a distribution email for all contact from 9-1-1. This ensures communications from our district are received regardless of internal personnel changes. If you need to add/delete personnel from this group, contact your IT or notify whoever controls this group. We use this group for important communications with each agency.

PSAP Ops Meetings

PSAP Operations meetings are held quarterly at our locations. We ask that at least one person from each agency attends. These meetings include updates on 9-1-1 applications, mapping enhancements, training, public education, and general PSAP functions. From this assembly, GHC 9-1-1 developed a PSAP Operations Working Group to help test and provide feedback on 9-1-1 technology and applications. The Working Group is voted in by their peers for a term of 2 years. The Working Group requirements, members, and functions are available on the Training and Updates Page of the Training Portal.

Notices are sent to the distribution emails on file, and an RSVP is required for those planning to attend for headcount purposes.

Training Portal

- Website: ghc911training.org

All training courses GHC offers are posted here.

Managers have access to the Training and Updates page, where GHC posts training documents and information for easy retrieval. To give a supervisor or training coordinator manager rights, email the NOC with your request.

Users with manager rights can sign multiple students up for courses, add users, and make payments for others. A how-to video for course registration is available on the Training and Updates page of the portal. The My Account page, viewable by any user upon login, displays their account information, orders, and courses taken or enrolled in. Managers must keep their student list up to date. GHC will do an annual account purge based on the Vesta user list provided by you.



The GHC Training and Technical Bulletin is shared monthly with the agency's distribution email. This Bulletin contains training on 9-1-1 technology. We ask that you share it with all call takers.

GHC hosts several courses throughout the year. Most courses are offered for TCOLE credit. All courses must be paid for in advance. All registrations are handled through the GHC [Training Portal](#).

Please be sure to read the GHC Training Rules/Information page regarding taking courses with GHC.

Provisioning Policy

The board-approved provisioning policy for 9-1-1 call-taking stations can be found on the GHC 9-1-1 [Training Portal](#), under the Training and Updates Page. Requests for additional positions should be submitted by email to the NOC.

IP Phones

Agencies can request an IP Phone by emailing the NOC. This phone can answer incoming 9-1-1 calls without needing a full 9-1-1 position. The phones do not have a computer monitor attached and do not plot 9-1-1 calls on the map but do plot on the RapidSOS portal. They can rebid, but it must be done manually. IP Phone training is provided online through the GHC Training Portal. If your agency does not do IP-level recording, the phone is not recorded. A manual can also be found on the Training and Updates page.

Headsets

GHC only approves one headset for use on the 9-1-1 system: the Plantronics HW 520. You will need to purchase these and the A10 Cord Direct Cable 662868-03 for your agency. If you want GHC to test another headset, open a ticket with the NOC and supply the headset for testing.

Alternate Route Locations, Non-Emergency MOUs, Vesta/Aware User Lists

GHC will request this information be updated one to two times throughout the year.

Information Pass-Along

GHC communicates with the PSAP Coordinator, Directors, and Managers of area Emergency Call Centers. The PSAP manager is the point of contact for other entities and agencies with a vested interest in emergency calls for service. We ask that each center maintains open communication with other entities regarding NG 9-1-1 emerging technologies.

Dial Directory

Requests for additional contacts to the dial directory should be made via email to the NOC. GHC will vet the entry to make sure there is a 9-1-1 need before adding.



GHC Situational Awareness Portal

Link is located on the GHC Status Portal. The [Situational Awareness Portal](#) allows the agency 9-1-1 calls that have rerouted from their agency or their partner alternate route agency. It also allows the user to view contact information for agencies within GHC 9-1-1 servicing area.

Address Verifications

For residents needing an address for a location, GHC 9-1-1 is not the addressing authority. Direct them to the GHC 9-1-1 Responder Map on <https://911.org/> to determine if the location is in Harris County, Houston, or Fort Bend County. If in Houston, email the City of Houston at PDaddressing@houston.tx.gov. If in Harris County, email CenterPoint at mapsandrecords@centerpointenergy.com. If in unincorporated Fort Bend County, email CenterPoint at mapsandrecords@centerpointenergy.com.

Community Outreach

GHC 9-1-1 has a very active public education outreach program. Staff, volunteers, 9-1-1 call center personnel, and public safety educators distribute 9-1-1 education materials year-round at various events throughout GHC 9-1-1's territory. All materials are designed, developed, and distributed by GHC 9-1-1 through collaborative efforts with many partner associations and public safety agencies.

To order complimentary 9-1-1 educational materials for an upcoming event in your community: <https://911.org/en/community-support/public-education-program/>

For over three decades, 9-1-1 mascots appealing to children in schools and other venues have been used to educate school-aged children about when and how to call 9-1-1. Cell Phone Sally, created by Public Educators of Texas, is a part a bilingual educational video and printed materials. The Cell Phone Sally video (on Youtube) and costume request form can be found: <https://911.org/en/community-support/public-education-program/>

Social Media

In addition to the traditional forms of public awareness methods (community outreach and media campaigns), GHC 9-1-1 is active on social media pages. GHC 9-1-1 utilizes social media to educate residents and partner agencies about the proper use of 9-1-1, provide an overview of GHC 9-1-1 services, share info about current relevant news to 9-1-1 and emergency communications. Social media is also used to promote the valuable work of the PSAP professionals who answer and dispatch emergency calls.

GHC 9-1-1 encourages 9-1-1 agency personnel to follow, like and share 9-1-1 messages on social media. This is especially helpful during contingency situations such as extreme weather events



when urgent messages are shared with the public. Currently, **GHC 9-1-1 is on Facebook, X, Instagram, LinkedIn and Next door.**

GHC 9-1-1 YouTube Page:

All GHC 9-1-1 public awareness videos are available for viewing on the GHC 9-1-1 Youtube channel. Videos include public education messages on when and when not to call 9-1-1, and Telecommunicator Recruitment videos. https://youtube.com/@greaterharriscounty9-1-1em2?si=DsdG-2WevACaq_lc

Careers

GHC 9-1-1 promotes telecommunicator job openings. To ensure your agency's telecommunicator job openings are viewed, be sure the job openings are current on your jurisdiction's career website landing page. Available job openings within the GHC 9-1-1 service area are shared here: <https://911.org/en/call-centers/area-job-openings/>.