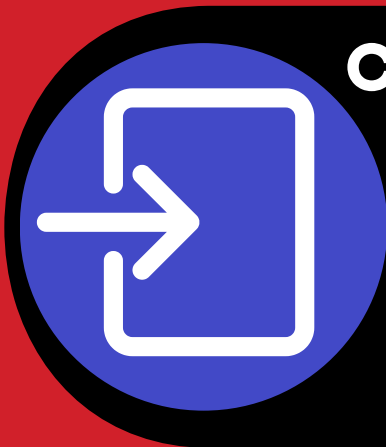




Greater Harris County 9-1-1



GHC Training and Technical Bulletin



Command Central Applications

The ability to share call cards/audio, live streaming, pictures/videos have been made available for all sites. We encourage you to share your SOP's on usage with other PSAPS/SSAPs as they are developed!

National Telecommunicator Week

NTW week is approaching we love to see how you celebrate your unsung hero's. Send photos to training@911.org for us to share on socials.



SLA Changes

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

April 2025



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 March.

BELLAIRE PD	99.30%	ROSENBERG PD	99.78%
DEERPARK PD	100.00%	SEABROOK PD	99.06%
FRIENDSWOOD PD	100.00%	SOUTHSIDE PLACE PD	100.00%
HCSO	99.11%	SPRING VALLEY PD	98.38%
HUMBLE PD	99.58%	SUGARLAND PD	99.55%
JERSEY VILLAGE PD	99.02%	TOMBALL PD	100.00%
KATY PD	99.32%	WEBSTER PD	99.21%
LA PORTE PD	98.72%	CY FAIR FD	98.68%
LEAGUE CITY PD	99.36%	EHCCOM	99.19%
MEMORIAL VILLAGE PD	99.50%	ESD100	99.32%
MISSOURI CITY PD	99.38%	ESD 11	99.76%
PEARLAND PD	99.97%	HCCOM	99.08%
		TECC	99.22%

Congratulations to Deer Park, Friendswood, Southside Place, and Tomball for 100% SLA for the month of March.

THANK YOU!

THANK YOU!

Thank You

Thank you

Thank You

Thank you

thank you!

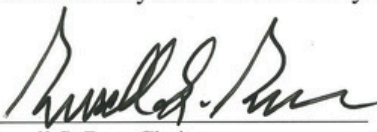


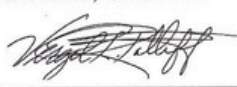
RESOLUTION


Public Safety Telecommunicator Week

- WHEREAS,** over 1,200 telecommunicators and dispatchers daily serve the residents of Harris and Fort Bend Counties by answering their calls for police, fire or emergency medical services, and by dispatching the appropriate assistance as quickly as possible; and
- WHEREAS,** public safety telecommunicators are the vital link between citizens and the emergency service they are in need of, whether it be police, fire, or emergency medical assistance; and
- WHEREAS,** telecommunicators are professionals whose multi-tasking, behind-the-scenes and often unrecognized actions are responsible for helping protect people and property; and
- WHEREAS,** professional telecommunicators work to improve the technology and operational capabilities through their leadership and participation in training programs to improve their skills and prepare for 9-1-1 calls from different devices; and
- WHEREAS,** the Greater Harris County 9-1-1 Emergency Network wishes to join with the State of Texas, and the Senate and the House of Representatives of the United States of America and other 9-1-1 Entities across the Country in setting aside the second week in April to recognize Telecommunicators for their crucial role they play in protection of life and property.

NOW, THEREFORE, BE IT RESOLVED, by The Greater Harris County 9-1-1 Emergency Network, this 26th day of February, 2025 that **NATIONAL PUBLIC SAFETY TELECOMMUNICATORS WEEK** be designated the week of April 13 - 19, 2025 in honor and recognition of our community's 9-1-1 professional telecommunicators for the vital contribution that they make to the safety and well-being of those in need of emergency services.


Russell S. Rau, Chairman


Vergil Ratliff, Member


Shawn Thompson, Member


William B. Anders, Secretary


Mark Denman, Member



Happy NTW and thank you for sharing..



Greater Harris County 9-1-1



GHC Challenge Coin Recipients



These 9-1-1 Call takers each played a critical role in life saving response (Citizen or First Responder) through use of their 9-1-1 Equipment and applications.

SLPD: Joshua Bailey, HEC: Jazzmin Hosea and Christine Vasquez, HCSO: Charles Thompson



Greater Harris County 9-1-1 presents

Wellness Wednesdays

with Boudreaux 2.0 Counseling & Consulting

JOIN US



Tammy J Boudreaux, LCSW

Laura P Boudreaux, LPC, NCC

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.

Event Highlights

- Learn Strategies
- Breakout Sessions
- Networking Opportunity



All Telecommunicators are invited.

Wednesday, May 7, 2025

8AM - 1PM

Lunch provided.

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

Register at ghc911training.org



Texas Public Safety Conference Congratulations to all..





Texas Public Safety Conference

GHC 9-1-1 Servicing Area TX Public Safety Conference Award Winners



**ESD 11 Christine Mangum APCO
Trainer of the Year**



**ESD 11 Harry Fair APCO GIS
Professional of the Year**



**FBCSO Brett Planka APCO
Telecommunicator of the Year**



2025 GHC 9-1-1 Coloring Contest



DOWNLOAD YOUR COLORING PAGE!



Join the **"What is an Emergency?"** Coloring Contest



How to Enter

1. **Scan QR code** or visit 911.org/coloringpage.
2. **Download** & print the coloring page.
3. **Be creative and color** the coloring page using markers, crayons, & colored pencils.
4. Submit by **Monday, May 5, 2025** at 11:59 PM CST

DOWNLOAD



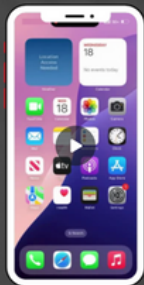
Public Messaging

KNOW YOUR PHONE

ESSENTIAL TIPS TO PREPARE YOUR
IPHONE FOR AN EMERGENCY

- ✓ Keep your phone's software up to date.
- ✓ Add your vital medical information to your Medical ID.
- ✓ Add your emergency contacts.
- ✓ Enable Medical ID sharing to 9-1-1 & first responders.

Contact 9-1-1 **ONLY** for life-threatening emergencies.



When texting 9-1-1 for a life-threatening emergency, you can notify and request to send the 9-1-1 call taker:



What's new
WITH 9-1-1 FEATURES WITHIN
HARRIS & FORT BEND COUNTY?

- Text-to-9-1-1
- Photos/Videos Capabilities
- Live Streaming
- Medical & Supplemental Data

Check with your local jurisdiction for more details on these new 9-1-1 features.





Greater Harris County 9-1-1

GHC Posted Courses

Heart Saver CPR

April 30, 2025

Wellness Wednesday

May 7, 2025

Handling Despondent or Suicidal Callers

May 9, 2025

9-1-1 Municipality Equipment Course

May 22, 2025

Lessons Learned from an Active Shooter

June 11, 2025

Building Your Peer Support Team

July 9, 2025

Basic TCOLE Instructor

July 21-25, 2025

Sharing the Road: Empowering Direct Reports

August 6, 2025

Handling Despondent or Suicidal Callers

September 3, 2025

9-1-1 Homicide Is The Caller The Killer?

October 28-29, 2025

More coming soon...

Must have a GHC 9-1-1 training portal account to register.

Visit ghc911training.org to register.