



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](mailto: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.

**March 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 January and February.**

	January	February		January	February
BELLAIRE PD	99.85%	98.45%	LAPORTE PD	99.55%	98.41%
CY FAIR VFD	98.74%	98.64%	LEAGUE CITY PD	99.78%	99.90%
DEERPARK PD	99.50%	99.35%	MEMORIAL CITY PD	99.90%	98.89%
ESD 11	99.70%	99.79%	MISSOURI CITY PD	99.46%	99.64%
ESD 100	99.61%	99.73%	PEARLAND PD	100%	99.92%
EAST HARRIS COUNTY COMM	99.09%	99.38%	ROSENBERG PD	99.94%	99.74%
FRIENDSWOOD PD		99.74%	SEABROOK PD	99.24%	99.46%
GALENA PARK	98.50%		SOUTH HOUSTON PD	99.29%	98.52%
HARRIS COUNTY COMM	99.45%	99.21%	SOUTHSIDE PLACE PD	100%	100%
HARRIS COUNTY SHERIFFS OFFICE	99.32%	99.56%	STAFFORD PD	99.53%	99.55%
HEDWIG VILLAGE PD	99.01%	95.65%	SUGARLAND PD	99.72%	99.80%
HUMBLE PD	98.93%	99.06%	TECC	99.60%	99.41%
JERSEY VILLAGE PD	99.41%	97.75%	TOMBALL PD	99.20%	99.81%
KATY PD	99.46%	99.90%	WEBSTER PD	99.64%	98.83%
			WEST UNIVERSITY PD	98.05%	99.16%

**Congratulations to Pearland PD and South Side Place PD for 100% SLA for the month of November.**

THANK YOU!

THANK YOU!

Thank You

Thank you

Thank You

Thank you

thank you!

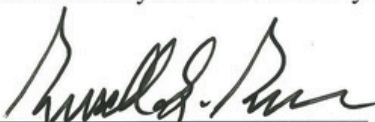


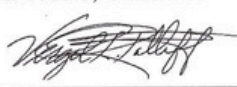
# RESOLUTION


## 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



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](https://ghc911training.org)





Greater Harris County 9-1-1

# 9-1-1 Goes to Washington

## 9-1-1 Saves Act

GHC representatives were able to attend the NENA 9-1-1 Goes to Washington Conference at the end of February.

Our participation plays a pivotal role in advocating for the 9-1-1 Saves Act, effectively highlighting the critical role and responsibilities of 9-1-1 Telecommunicators and the necessity of their recognition as first responders at the federal level.

We were fortunate to have Shelby Radford, with the Rosenberg Police Department, attend along side us to emphasize the essential nature of this reclassification and the profound impact it would have on the profession. Shelby provided valuable insights into the demanding job duties of 9-1-1 professionals, as well as the mental and emotional burdens they carry daily.

While in DC we were able to meet with several of our area representatives and look forward to seeing traction on the 9-1-1 Saves Act.





Greater Harris County 9-1-1



# Texas Public Safety Conference



The Texas Public Safety Conference is being held in McAllen Texas -April 2, 2025-April 5,2025.

Registration is open and hotel spots are limited.

We hope to see you there! The Awards Gala information is below we are looking forward to honoring our district Award Winners, Nominees, and Silent Hero's.

If you are attending from our district and would like to join the Group Me scan the QR code from your phone!





Greater Harris County 9-1-1



# Public Messaging



**As technology continues to advance, public expectations for 9-1-1 capabilities are evolving. The ability for 9-1-1 call takers to receive live streams, receive send pictures or videos, and transmit it all to first responders is being increasingly seen as a standard service.**

**Additionally, emergency features introduced by major smartphone manufacturers, such as Apple and Android, further drive public expectations by making these capabilities more widely accessible.**

**As these technologies become more prevalent, 9-1-1 must adapt to meet the growing demands of both the public and emergency responders.**

**GHC 9-1-1 servicing area has had the ability to receive pictures and videos via text since 2019. With Citizen Input (live stream/pictures/video and sharing) and Shared Responder (sharing audio) becoming available district wide in early 2025. It is time to work on public education and messaging.**

**With Apple launching their live stream emergency feature to the media as well as different vendors reaching out to jurisdictional representatives directly GHC has had several inquiries on 9-1-1 features and applications available in our service area.**





Greater Harris County 9-1-1



# Public Messaging



We wanted to share with you our public messaging that will be shared in regards to Citizen Input, Shared Responder, Texting to 9-1-1, and Medical Data. In the text of any social posts we will direct questions on usage back to each local agency.

**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.



**WHEN SHOULD YOU TEXT 9-1-1?**



*when you text 9-1-1...*


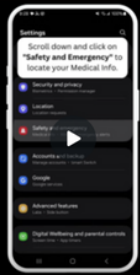
DO THIS	NOT THIS
Text the location of your emergency.	Text slang.
Ask for police, fire, or medical responder based on your emergency.	Send emojis or group text.
Answer all the calltakers questions.	Send a photo or video directly to 9-1-1.
Notify the calltaker if you have a photo or video of the emergency.	Stop texting 9-1-1 before the calltaker says it's ok.

*Call if you can, text if you can't.  
Contact 9-1-1 ONLY for emergencies.*



**SET UP YOUR MEDICAL INFO ON YOUR ANDROID TODAY!**  
It could save your life!

When you make a 9-1-1 call or send a text chat, your Medical Info stored on your phone is shared with the 9-1-1 telecommunicator to help during the emergency.



**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.



Thursday, December 21  
8:30

How to Text-to-9-1-1

**9-1-1**  
CALL IF YOU CAN  
TEXT IF YOU CAN'T



**WHEN TO TEXT 9-1-1**

NOT SAFE TO CALL

DEAF/HARD OF HEARING & SPEECH IMPAIRED

MEDICAL EMERGENCY HAS RENDERED SPEECH



**3 Reasons to Text-to-9-1-1**

NOT SAFE TO VOICE CALL 9-1-1

A MEDICAL EMERGENCY THAT RENDERED SPEECH


IF YOU ARE DEAF/HARD OF HEARING OR SPEECH IMPAIRED



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

A photo of the emergency

A video (less than 60 sec) of the emergency



**SET UP YOUR MEDICAL ID ON YOUR IPHONE TODAY!**  
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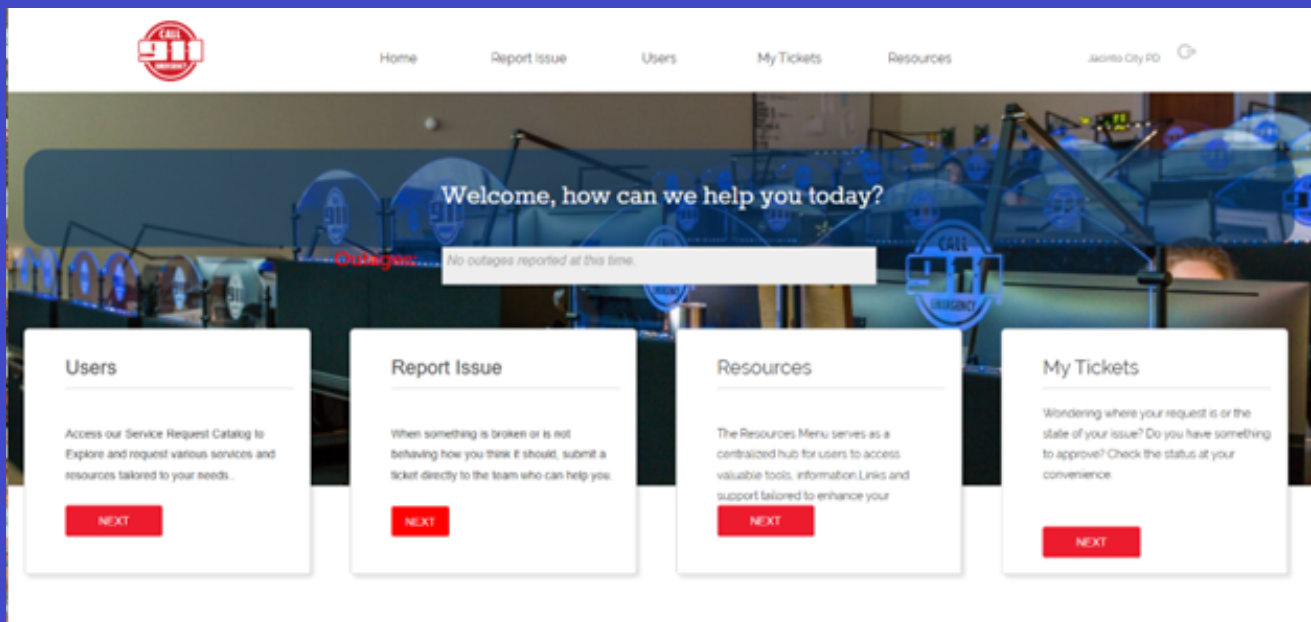
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# GHC Status Portal



**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. The home page allows the user to click on Users, Report Issue, Resources, and My Tickets.**



**User name and PW for each agency can be obtained from the PSAP/SSAP Manager.**



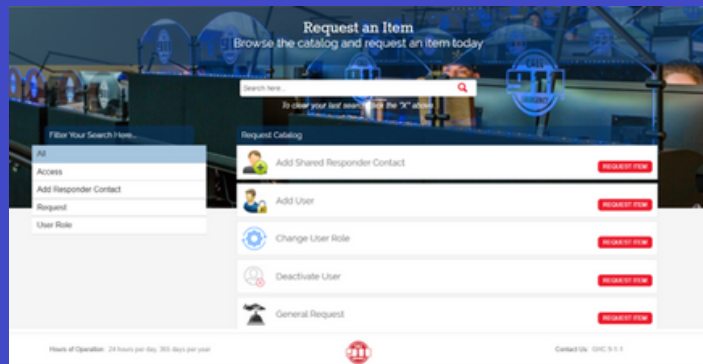
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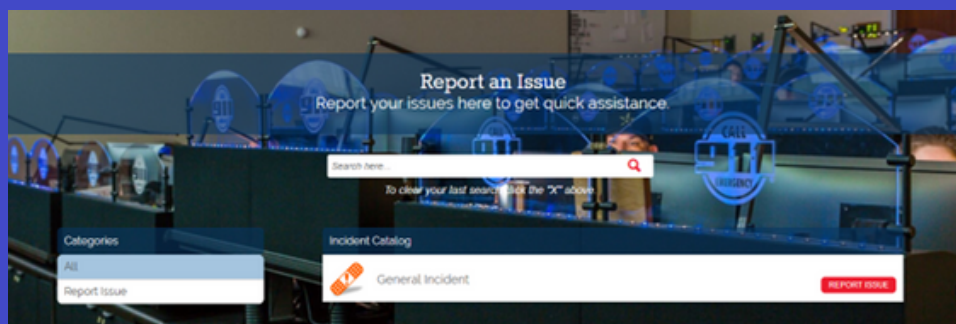
# GHC Status Portal



**The User section will allow you to request to add, remove, or change status of a user with 9-1-1 and Command Central Products. It will also allow you to submit a contact to be added to Shared Responder.**



**The Report Issue will allow the user to report a 9-1-1 equipment or service issue.**





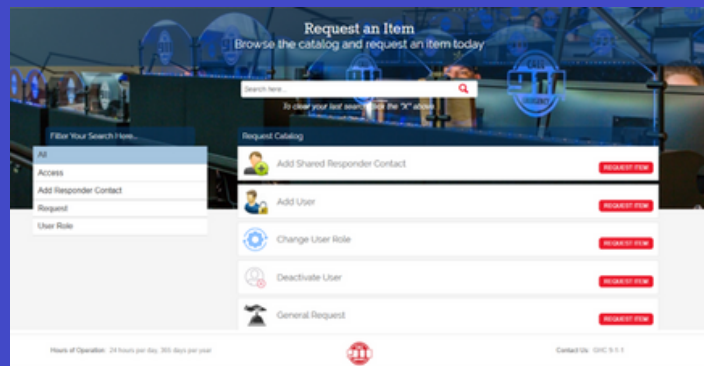
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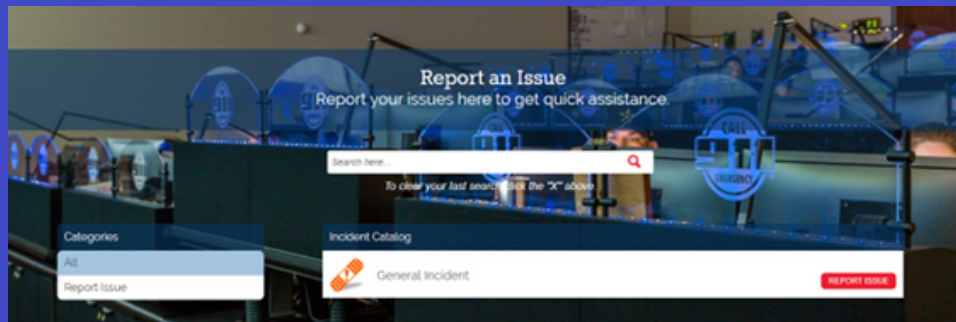
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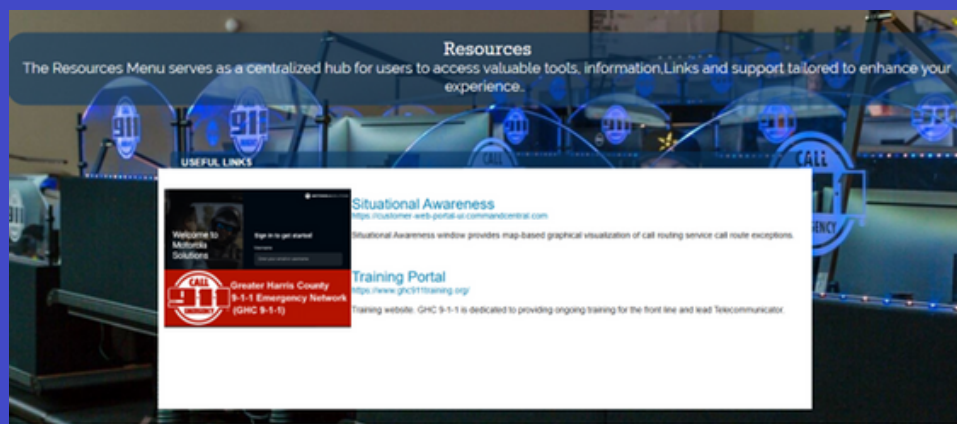
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# GHC Status Portal



**Resources** has links to the **Situational Awareness Portal** and the **GHC Training Portal**. Links for the **Command Central Products** will also be listed here.



**My Tickets** will display open and closed tickets your agency has. It will also display the **Test Calls** scheduled for your site. The user can click **“Active”** or **“Closed”** to toggle between the two statuses of tickets.

