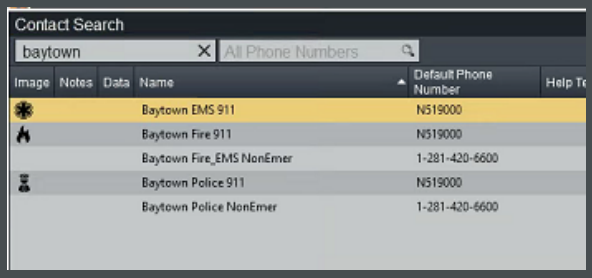
GHC TRAINING



DIAL DIRECTORY CONTACTS



THE DIAL DIRECTORY CAN INCLUDE MULTIPLE CONTACTS FOR EACH AGENCY. PLEASE ENSURE YOU SELECT THE CORRECT CONTACT BEFORE INITIATING A TRANSFER.

IMAGES ARE ONLY ASSOCIATED WITH 9-1-1 CONTACTS.

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 a list of all agencies above 98% average for February and March 2026.

	February	March
Bellaire	99.16%	98.90%
Deer Park PD	99.74%	99.61%
EHCCOM	99.52%	99.63%
ESD 100	99.77%	99.73%
ESD11	99.49%	99.58%
Friendswood PD	99.48%	99.88%
Harris County SO	98.49%	98.55%
Humble	99.23%	98.96%
Jersey Village PD	99.77%	98.33%
Katy PD	99.95%	98.59%
La Porte PD	99.62%	99.61%
League City PD	99.41%	99.57%
Memorial Village PD	99.48%	99.54%
Missouri City PD	98.97%	99.52%
Pasadena PD	98.63%	98.99%
Pearland PD	99.81%	99.72%
Rosenberg PD	100%	99.82%
Seabrook		99.61%
South Houston PD	99.40%	98.15%
South Side Place	100%	
Stafford PD	99.19%	99.35%
Sugarland PD	99.80%	99.80%
TECC	99.83%	
Tomball PD	99.88%	99.08%
Webster PD	99.38%	99.50%
West University PD	100%	99.33%

Congratulations to Rosenberg PD, South Side Place PD, West University Place PD for 100%

TEXAS PUBLIC SAFETY CONFERENCE

Congratulations to GHC 9-1-1 area Telecommunicators Award Winners.

Supervisor of the Year: Elizabeth McEntire, Harris County Sheriff's Office
Public Educator Award: Brian Piatkowski, ESD 11
Training Professional of the Year: Leticia Garcia, Houston Emergency Center

Silent Hero's:
Elizabeth Nguyen- Harris County Sheriffs Office, Colleen Hoarau- League City Police Department, Liliana Ortiz- East Harris County Communications, Heather Popescu- Sugarland Public Safety Dispatch, Robert Saldana- Pearland Police Department, Terrianita Triggs- Houston Emergency Center, Borita Williams- Spring Valley Village Police Department, Nicole Ward Harris- Harris County ESD 11 Mobile Healthcare

AWARDS GALA PROGRAM BELOW:



FIFA



With the FIFA World Cup approaching and games scheduled to be hosted in the Houston and Dallas areas this June, 9-1-1 centers should be prepared for a possible increase in the need for language interpretation services. Please ensure you are familiar with your agency's policies and procedures for handling 9-1-1 calls involving callers who do not speak English. It is also important to remain proficient in the tools available through your 9-1-1 call-taking equipment to assist with these calls.

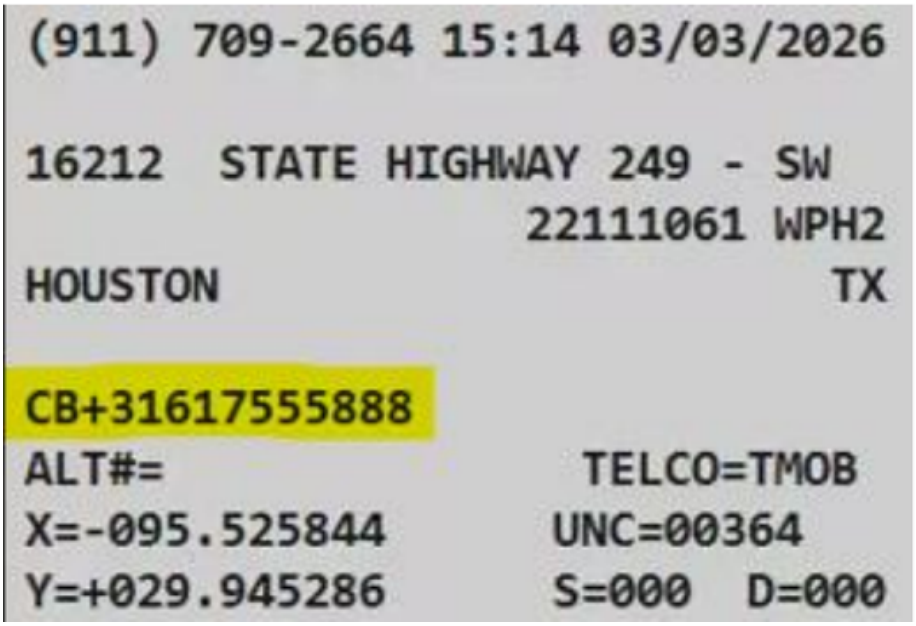
Smart Transcription offers both automatic language translation and the ability to manually select or set a language. Please also review your agency's policies and procedures regarding the use of Shared Responder, and confirm that all appropriate email addresses and phone numbers have been added to the Dial Directory for quick access when needed. In addition, Citizen Input provides the ability to send a location request text message to callers who are unsure of their exact location.

The Convey texting application can automatically detect another language or allow the call taker to manually select the language needed. It also enables call takers to initiate outbound text communication with a caller in the selected language.

Text-to-9-1-1 from a citizen is not supported on international devices. The device "should" emit a msg, but we are unclear if it is a device msg or a "bounce back" message like our district is accustomed to when texts are unable to be delivered.

While we hope international travelers have coordinated with their phone carriers to ensure service compatibility while in the United States, that may not always occur. As a result, call takers may encounter a 9-1-1 prefix record with the caller's actual callback number listed in the customer name field. For this reason, it is critical that call takers obtain the caller's callback number as early as possible during every 9-1-1 call.

Below- 9-1-1 Prefix record with call back number listed in customer name field (highlighted)



International callback numbers are typically longer and can be dialed from the 9-1-1 console; however, call takers must initiate these as manual callbacks. The Emergency Callback function and clicking on a call from the Recent Calls window will default to dialing the 9-1-1 prefixed number only.

The GHC team will continue collaborating with carriers to standardize processes wherever feasible. We will continue to provide updates to the 9-1-1 call centers.

What's App- seems to be commonly used over sees for calling which is internet-based application.

PORT OF HOUSTON

The Port of Houston Fire Department and Police Department are included in the Aware map and will display their respective jurisdictions when their area is selected. The contact for their departments can be located in the dial directory.

