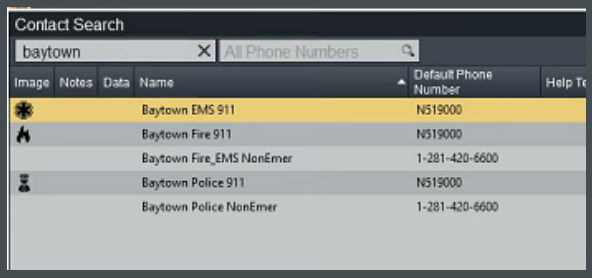
GHC TRAINING



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

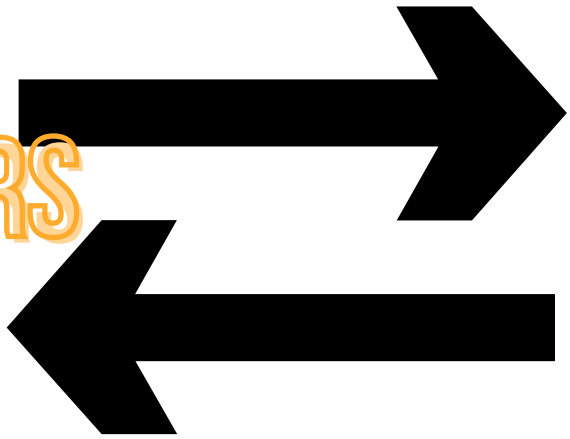
Metric: 90% of calls were answered within 15 seconds. This includes abandoned calls to 9-1-1, text messages, voice calls, and TTY calls.

Below you will find a list of all agencies average for January 2026.

Baytown	99.44%
Bellaire	99.14%
CyFair VFD	98.70%
Deer Park PD	99.75%
EHCCOM	99.64%
ESD100	99.66%
ESD11	99.31%
Friendswood PD	99.74%
Harris County SO	99.02%
Hedwig Village	98.31%
Humble	99.06%
Jersey Village PD	100%
Katy PD	99.91%
La Porte PD	99.38%
League City PD	99.73%
Memorial Village PD	100%
Missouri City PD	99.44%
Pasadena PD	98.61%
Pearland PD	99.79%
Rosenberg PD	100%
Seabrook	99.53%
South Side Place	100%
Stafford PD	99.43%
Sugarland PD	99.97%
TECC	98.39%
Tomball PD	99.44%
Village Fire	98.53%
Webster PD	99.35%
West University PD	98.55%

Congratulations to Jersey Village, MEmorial Village, Roseberg PD, and South side PLace Pd for 100%

WARM TRANSFERS



Warm transfers should be used when performing 9-1-1 call transfers.

Remaining on the line until the transfer is fully completed ensures continuity of care, prevents call drops, and confirms that the caller and receiving agency are properly connected.

Always announce every transfer(Warm Transfer Agreement)

- When transferring any call via 911 remember to do your “Warm Transfer”. Stay on the line until jurisdiction has been verified.
  - “This is ___ with a 911 transfer. Caller is at ___. “ (share any information you were given)

TX PUBLIC SAFETY CONFERENCE



March 29-April 1, 2026
Denton TX
texaspublicsafetyconference.com

SECURITY

There has been a recently distributed threat advisory bulletin noting that threat actors have attempted to impersonate vendor personnel in order to gain access to public safety agency networks across the United States. In reported cases, these actors demonstrated familiarity with mission-critical systems and referenced specific products. It is possible that additional products or vendor brands may also be mentioned as part of these attempts.

As a precaution, we encourage continued vigilance around potential vishing (voice phishing) activity. If a request involves access, credentials, or system changes and there is any uncertainty regarding its legitimacy, we recommend verifying the request by contacting a known and established representative of the vendor through a trusted contact method.

These steps are intended solely as a preventative measure and apply broadly, without concern tied to any specific partner. We appreciate your cooperation and continued partnership in helping maintain the security and reliability of public safety systems.

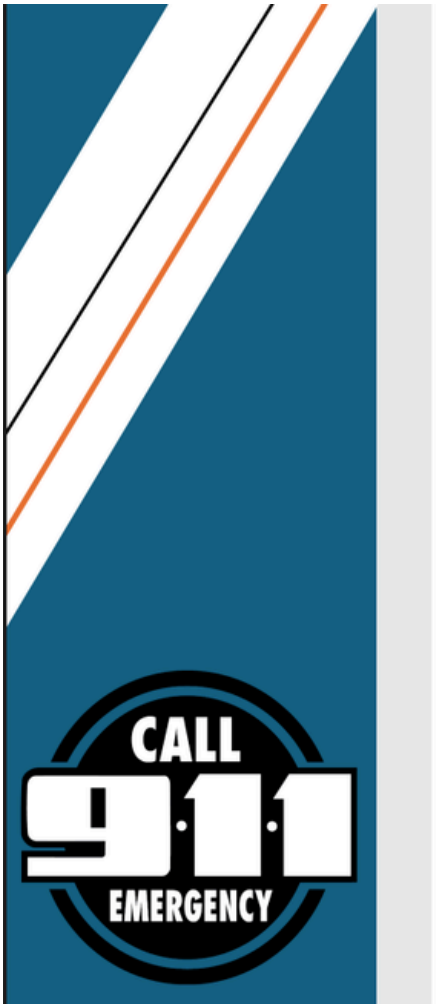
NSOC SUPERVISOR
Wesley Malbone



NSOC: 832. 237.1911
nsoc@911.org
Bomgar- from the start menu of any GHC 9-1-1 computer
Tickets can also be submited via the GHCstatus portal

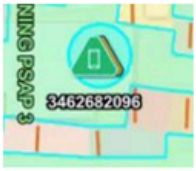
AWARE UPDATES

THE AWARE MAP IS BEING UPDATED. THE UPDATES PROVIDED WILL CHANGE THE COLORS OF YOUR CALL PLOTS.

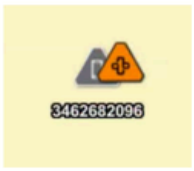


CHANGES TO CALL PLOTS

ACTIVE 9-1-1 CALL PLOTS WILL REMAIN GREEN.
WHEN DISCONNECTED THEY WILL TURN GREY.

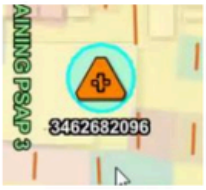


CONNECTED CALL



DISCONNECTED CALL

RAPIDSOS CALL PLOT HAS CHANGED TO AN ORANGE RED COLOR.



THERE ARE ALSO ADDITIONAL LAYERS BEING ADDED. CALL TAKERS MAY ENABLE OR DISABLE THESE LAYERS AT THEIR DISCRETION.

NEW LAYERS:
RAILROADS, PARKS & TRAILS, AND PIPELINES.

IN ADDITION, OUT OF AGENCY AREAS HAVE BEEN UPDATED. ESD 100 HAS CONTRACTED WITH OUT-OF-AREA AGENCIES, SO FOR THE OUT OF GHC TERRITORY AREAS THEY DISPATCH, YOU WILL NOW SEE ROAD LAYERS AND STRUCTURES DISPLAYED.

GHC AWARDS

At the 2026 GHC Awards Luncheon will be presenting awards that are unique to our network. They are not affiliated with the Texas Public Safety Conference awards program, nominees, or selection process.

Award Categories

GHC 9-1-1 Telecommunicator of the Year
GHC 9-1-1 Team of the Year
GHC 9-1-1 Supervisor of the Year
GHC 9-1-1 Trainer of the Year
GHC 9-1-1 Rookie of the Year

A total of three (3) winners will be selected per category:
Harris County agencies
Fort Bend County agencies
SSAP agencies

Please get with your 9-1-1 call center director/manager if you have any questions.

