GHC TRAINING



ANDROID AND APPLE APP STORE:

IT'S IMPORTANT TO NOTE THAT APPLE AND GOOGLE DO NOT IMPOSE SPECIFIC CONTENT OR FUNCTIONALITY REQUIREMENTS ON APP DEVELOPERS BEYOND THEIR GENERAL APP STORE POLICIES.

THIS MEANS THAT WHILE APPS MUST COMPLY WITH EACH STORE'S TERMS OF SERVICE AND TECHNICAL STANDARDS, APPLE AND GOOGLE DO NOT DIRECTLY REGULATE OR VERIFY THE OPERATIONAL PRACTICES, DATA HANDLING, OR FEATURE SETS OF APPS LISTED IN THEIR STORES.

KEEP IN MIND: THERE ARE SEVERAL APPS THAT ALLOW PEOPLE TO SEND MSGS AND MAKE PHONE CALLS THAT HAVE THE ABILITY TO CHANGE THEIR LOCATION AND OR PHONE NUMBER. WE ARE SEEING THESE FREQUENTLY WITH VOIP CLASSES OF SERVICE.

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 THE ENTIRE YEAR OF 2025.

Baytown	95.32%
Bellaire	98.96%
CyFair VFD	98.98%
Deer Park PD	99.50%
EHCCOM	99.10%
ESD100	99.57%
ESD11	99.60%
Fort Bend County SO	93.10%
Friendswood PD	99.60%
Galena Park	96.39%
Harris County Comm	98.79%
Harris County SO	99.32%
Hedwig Village	97.24%
Houston Emergency Center	81.17%
Humble	98.82%
Jacinto City PD	96.94%
Jersey Village PD	98.90%
Katy PD	99.35%
La Porte PD	99.06%
League City PD	99.58%
Memorial Village PD	99.17%
Missouri City PD	99.29%
Pasadena PD	97.72%
Pearland PD	99.88%
Richmond PD	97.52%
Rosenberg PD	99.68%
Seabrook	99.03%
South Houston PD	99.35%
South Side Place	95.33%
Spring Valley	95.33%
Stafford PD	99.28%
Sugarland PD	99.80%
TECC	98.57%
Tomball PD	99.50%
Village Fire	95.99%
Webster PD	99.43%
West University PD	98.34%

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

- Managing Holiday Stressors



All Telecommunicators are invited.

February 4, 2026	830AM - 4PM	Lunch provided.

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

Register at ghc911training.org

MAP LAYERS ADDED

THE 9-1-1 AWARE MAP CURRENTLY HAS THE FOLLOWING OPTIONAL LAYERS FOR CALL TAKERS TO UTILIZE WHEN NEEDED.

- KEY MAPS
- POLICE DEPARTMENTS
- FIRE DEPARTMENTS
- SCHOOL LAYERS/FLOORPLANS (CAN NOT BE TURNED OFF)
- HOSPITALS
- PARKS/TRAILS (NEW)
- RAILROADS (COMING SOON)
- PRECINTS
- CONSTABLES
- BAYOU GAGUES
- WEATHER
- TRAFFIC
- PIPELINES (NEW)

THE AWARE MAP IS BUILT IN LAYERS AND CAN BE VIEWED AT DIFFERENT ZOOM LEVELS. THIS IS DONE SO THAT IT DOESNT INTERFERE WITH 9-1-1 CALL PLOTS OR ADDRESS POINTS.
MAP PUSHES AND UPDATES ARE PREFORMED MONTHLY.



VOIP NOMADIC- & APPS THAT CAN CALL 9-1-1

📞 FCC E9-1-1 REQUIREMENTS FOR VOIP AND NOMADIC VOIP PROVIDERS

✅ 1. CALL ROUTING

VOIP PROVIDERS SHOULD ROUTE ALL 9-1-1 CALLS TO THE APPROPRIATE PSAP USING THE CALLER'S REGISTERED LOCATION.

🔸 NOMADIC VOIP MEANS THE USER CAN TAKE THEIR DEVICE ANYWHERE — SO THE REGISTERED LOCATION MUST BE MANUALLY UPDATED BY THE USER FOR ACCURATE ROUTING.

✅ 2. REGISTERED LOCATION REQUIREMENT (DEPENDENT ON USER)

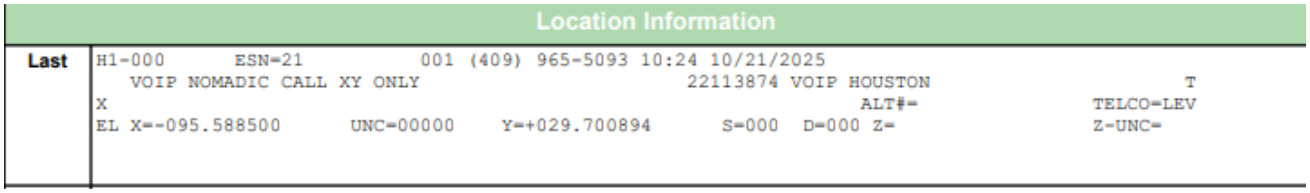
PROVIDERS SHOULD OBTAIN AND MAINTAIN A REGISTERED LOCATION FOR EVERY VOIP SUBSCRIBER BEFORE ACTIVATING SERVICE.

END USERS SHOULD BE ABLE TO UPDATE THIS LOCATION EASILY AND AT ANY TIME, ESPECIALLY WHEN THEY MOVE THE DEVICE (I.E., WITH NOMADIC USE).

🔹 EXAMPLE: IF A USER PLUGS IN THEIR VOIP PHONE AT A NEW ADDRESS, THEY MUST UPDATE THEIR LOCATION OR THE 9-1-1 CALL MAY BE MISROUTED.

✅ 3. DELIVERY OF CALLER INFORMATION

THE PROVIDER WILL DELIVER THE CALLER'S CALLBACK NUMBER (ANI) AND REGISTERED LOCATION (ALI) TO THE PSAP AT THE TIME OF THE CALL.



📞 ABOVE IS A SCREEN SHOT OF ANI/ALI INFORMATION FROM A VOIP NOMADIC CALL. THE ADDRESS IS NOT A TOWER BUT DISPLAYS VOIP NOMADIC CALL XY ONLY. THE PROVIDER DISPLAYS LEVEL-WHICH IS LEVEL 3. THEY HAVE SEVERAL INTERNET SERVICE PROVIDERS THAT THEY SERVICE.

✅ IF THE CALL TAKER VIEWS THEIR MAP, WHICH DISPLAYS THE XY THEY WILL BE SEEING THE AREA THAT THE IP ADDRESS IS COMING FROM BUT MAY ALSO DEFAULT TO PUBLIC AREAS.

GHC HAS AN ACTIVE WORKING RELATIONSHIP WITH PROVIDERS TO KEEP INFORMATION RECEIVSD AS ACCURATE AND USEFUL AS POSSIBLE.

SAVE THE DATE



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Texas Public Safety Conference
Denton Texas
March 29-April 1, 2026

NENA
June 27-July 2, 2026
Columbus Ohio

GHC 9-1-1 Awards Luncheon
June 18, 2026



NSOC

It is essential that all communications begin with our Network Systems & Security Operations Center (NSOC), formerly known as the NOC. The NSOC will serve as our central hub and primary point of contact for all agency support needs. Initiating issue or problem discussions with the NSOC ensures that service tickets are properly created, tracked, and resolved, enabling us to deliver exceptional customer service to our partner agencies. The NSOC can be reached via email, phone, the GHC Status Portal, or Bomgar. NSOC@911.org