GHC TRAINING



TRAINING COURSES

AUG
Leading Without Rank
Wellness Wednesday- Leadership

NOV

SEPT
NENA Enhanced Police Dispatching
Respond- Mental Health Certification

DEC
NENA 9-1-1 Call Center Supervisor Program

OCT
Caregivers Compass

Visit ghc911training.org

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 May and June 2026.

	May	June
Bellaire	99.12%	98.78%
CyFair VFD	98.50%	99.24%
Deer Park PD	99.79%	99.77%
EHCCOM	99.29%	99.54%
ESD100	99.55%	99.76%
ESD11	99.35%	99.02%
Friendswood PD	100%	99.88%
Harris County Comm	99.21%	99.42%
Harris County SO	98.44%	98.92%
Hedwig Village	98.94%	98.22%
Humble	99.61%	99.16%
Jersey Village PD	99.34%	98.62%
Katy PD	99.93%	99.46%
La Porte PD	99.02%	98.67%
League City PD	99.46%	99.80%
Memorial Village PD	100%	100%
Missouri City PD	98.95%	98.90%
Pasadena PD	98.77%	98.32%
Pearland PD	99.91%	99.75%
Rosenberg PD	99.72%	99.94%
Seabrook	99.56%	99.53%
South Houston PD		99.33%
South Side Place		100%
Stafford PD	99.35%	99.27%
Sugarland PD	99.89%	99.86%
TECC	98.29%	99.04%
Tomball PD	99.33%	99.90%
Village Fire	98.17%	
Webster PD	99.45%	100%
West University PD	99.01%	

Congratulations to Friendswood PD, Memorial Villages PD, Southside place PD, and Webster PD for 100%



TRAINING UPDATES

TCOLE TELECOMMUNICATOR MENTAL HEALTH CERTIFICATE

TCOLE now offers telecommunicators the opportunity to obtain a Mental Health Telecommunicator Proficiency Certificate. Although TCOLE has not yet issued an Instructor Resource Guide (IRG) for the required curriculum, GHC will offer the RESPOND course once in 2026 and again in February 2027. This course will meet the curriculum requirements.
For additional certificate requirements, please refer to TCOLE Rule §221.12.

LEADERSHIP CE- ONLINE

If they are the problem, Why do I have to change?

Please note that this course is not currently offered for TCOLE credit. Should your agency choose to report the training to TCOLE through and agency roster, GHC can provide the applicable course outline/documents needed.. This course is free for all and can be found under online courses.

AHA CPR INSTRUCTOR UPDATES

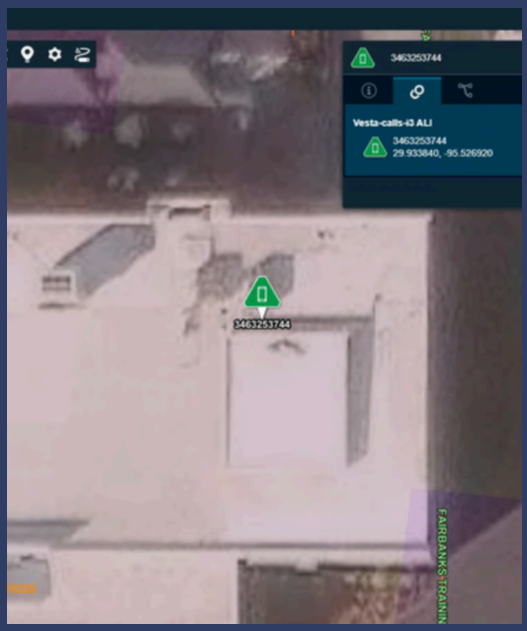
New ciriculum needs to be taught as of March 2027. Be sure to do AHA Insturtcor updates online and recertify if expired.

TCOLE Unit Cycle
9/1/25-8/31/27

AWARE LOCATION UPDATE

Map pushes are traditionally completed monthly by the GHC team. An email notification is sent out to the call centers distribution emails.

Begining the week of August 3, 2026 call takers will only see one call plot on the mapping solution.





The system has been configured to evaluate both the primary 9-1-1 location data and any available supplemental location data, then display the most accurate location as a single call plot for the telecommunicator.

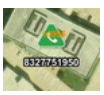
This means there will no longer be both a red and green plot on the 9-1-1 map.

Supplemental 9-1-1 information can still be viewed in the Enhanced Data Window.

CLASS OF SERVICE

The class of service icon will still be displayed in the center of the green call plot.

Green icon will mean the call is connected. A grey icon will mean the call has been disconnected.



Landline-fixed location



Phase 1 Wireless

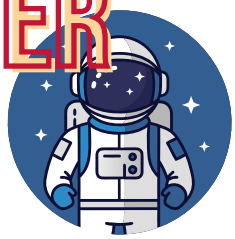


Phase 2 Wireless



VOIP

JOHNSON SPACE CENTER
NASA



NASA Johnson Space Center has been added as an additional layer within the Aware Map. We are also in the process of uploading building floor plans for the facility.

The Johnson Space Center operates its own Emergency Dispatch Center (EDC). Historically, employees utilized an internal number that routed directly to their dispatch center for emergencies. That capability will no longer be in place, and personnel will instead rely on cellular devices to dial 9-1-1 directly. Depending on the caller's location, these calls may be routed to various local law enforcement call centers.

While the Johnson Space Center maintains a 24/7 dispatch operation, there may be instances where mutual aid is required for emergency response. Accordingly, it is critical that any agency receiving a 9-1-1 call originating from this area conduct a warm transfer when connecting the caller to the Johnson Space Center EDC. (Listed in the dial directory) The transferring agency should remain on the line to ensure continuity and provide support in the event additional response from your jurisdiction is needed.

The Johnson Space Center response area will continue to be highlighted in red on the Aware Map for quick visual identification.

Due to prior procedures that allowed employees to contact the EDC directly, callers may initially provide only a building name or number as their location. The center is actively working to update internal guidance, advising employees to identify their location by stating "Johnson Space Center" or "NASA," followed by the building name or number.

Both NASA and Johnson Space Center can both be found in the Dial Directory.