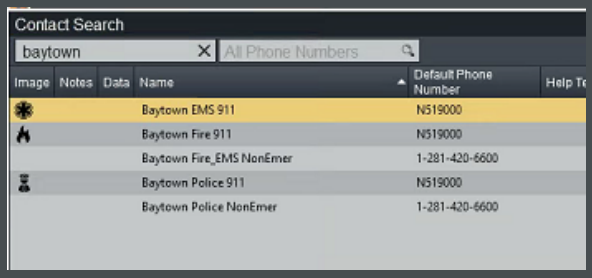
GHC TRAINING



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

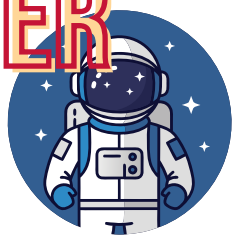
Metric: 90% of calls were answered within 15 seconds. This includes abandoned calls to 9-1-1, text messages, voice calls, and TTY calls.

Below you will find a list of all agencies above **98%** average for April 2026.

	April
Bellaire	99.69%
CyFair VFD	98.92%
Deer Park PD	100.00%
EHCCOM	98.95%
ESD100	99.69%
ESD11	99.68%
Friendswood PD	99.75%
Harris County Comm	99.07%
Harris County SO	98.68%
Humble	98.78%
Jacinto City PD	98.68%
Jersey Village PD	99.10%
Katy PD	99.58%
La Porte PD	99.35%
League City PD	99.52%
Memorial Village PD	100.00%
Missouri City PD	99.36%
Pasadena PD	99.18%
Pearland PD	99.87%
Richmond PD	99.60%
Rosenberg PD	99.76%
Seabrook	99.57%
South Houston PD	98.42%
Stafford PD	99.52%
Sugarland PD	100%
Tomball PD	100%
Village Fire	98.95%
Webster PD	99.22%
West University PD	99.19%

Congratulations to Deer Park PD, Memorial Villages PD, Sugarland PD, and Tomball PD for 100%

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.

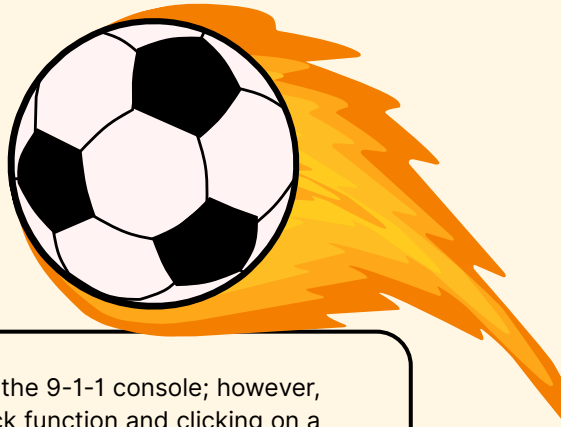
While the Johnson Space Center maintains a 24/7 dispatch operation, there may be instances where mutual aid is required for emergency response. Accordingly, it is critical that any agency receiving a 9-1-1 call originating from this area conduct a warm transfer when connecting the caller to the Johnson 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. (Added on May 12th Map Push)

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.

GHC & FIFA



International Calling

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. Use the manual dial box begin with 011 then the call back number. Remember do not hang up there will be a delay.



In the picture above they are dialing an international number. 011 then added the country code of france. Then the call back number.

Common Country Codes

United States+ 1
United Kingdom+44
Mexico+52
India+91
China+89
Chile+56
France+33
Brazil+55
Veitnam+84
South Korea+82
Indonesia+62
Argentina+54
Saudi Arabia+966

Language Services

Please ensure that you have contacted your language translation provider to make them aware of the potential for increased call volume during this time. Remember there will be delays when connecting international numbers.

Tools

Smart Transcription- Utilizes AI technology to transcribe 9-1-1 calls in real time while simultaneously recording audio. A built-in translation feature automatically detects when a language other than English is being spoken. During an active call, the call taker also has the ability to manually adjust the selected language within the application.

Shared Responder-Available within the Smart Transcription application, Shared Responder allows call takers to securely share call audio and transcription data with external parties via text message or email, enhancing situational awareness and response coordination.

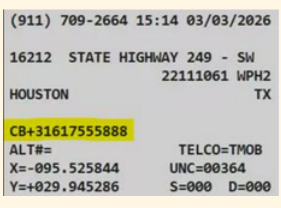
Markups within the AWARE Map- Enables users within the same agency to create and share map markups. These markups can be used to highlight key locations, annotate critical information, and improve operational awareness across teams.

Direct Connect-Establishes dedicated lines between agencies, allowing call takers to communicate directly with other centers through the VESTA system. While these lines are not intended for transferring 9-1-1 calls, they serve as a valuable interoperability tool during high-volume or critical incidents.

TEXT to 9-1-1

Text to 9-1-1 is not available for international numbers. The device “should” emit a message but we are unclear if it is a service msg or a bounce back msg like our district is accustomed to when texts are unavailable to be delivered.

ANI/ALI

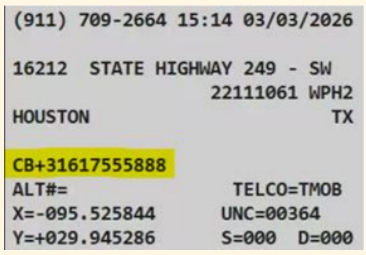


Carriers will send international phones into the system displaying a 911 prefix. The call back number should be reflected in the customer name field.

Best Practice

Call Information Display Window ANI/ALI

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's 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 is a picture of the ANI/ALI (CID Window) . The CB +31617555888 is the actual call back number of the citizen. (Highlighted in Yellow)



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. Start the manual call back with 011 then the country code then phone number.



If transferring the 9-1-1 call to another agency be sure to preform a warm transfer and relay the call back number to the receiving.

Call takers should use the available mapping tools to assist in determining the caller's location. The map will still use the XY of the device to plot the call on Aware.

Supplemental tools may or may not provide the call taker with additional information for wireless calls.

Testing across 9-1-1 districts has shown inconsistent results. It is important to remember that these are best practices and may not work on every call or callback. Call takers should expect possible delays when connecting to or calling international numbers.

NSOC

GHC will be monitoring call volume during the games hosted at Houston Stadium. Please contact the NSOC by email, Bomgar, or phone if assistance is needed.

HOUSTON STADIUM
NRG

UPCOMING EVENTS

6/14	12 PM	*GERMANY/CURACAO*
06/17	12 PM	*PORTUGAL/CONGO DR*
06/20	12 PM	*NETHERLANDS/SWEDEN*
06/23	12 PM	*PORTUGAL/UZBEKISTAN*
6/26	7PM	*CABO VERDE/SAUDI ARABIA*
6/29	12 PM	*1C2/F*
7/4	12 PM	*W73/W75*

UPCOMING EVENTS