GHC TRAINING AND TECHNICAL BULLETIN

Upcoming- Citizen Input

GHC is currently testing out an application that will allow the call taker to receive pictures, videos, and live streams from the 9-1-1 console.

RapidSOS

Each 9-1-1 Telecommunicator can access the RapidSOS training site via the internet. RapidSOS provides their own training on applications and partnerships they maintain. It is encouraged that each Telecommunicator remain up to date on training provided.

Update

Due to a legal privacy agreement with RapidSOS and Apple the spill over of Medical Data into the Aware Map has been place on hold. Our vendor is attempting to navigate to remedy this.

November 2024



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 agencies who had a service level of 98% or higher for the month of August and September 2024.

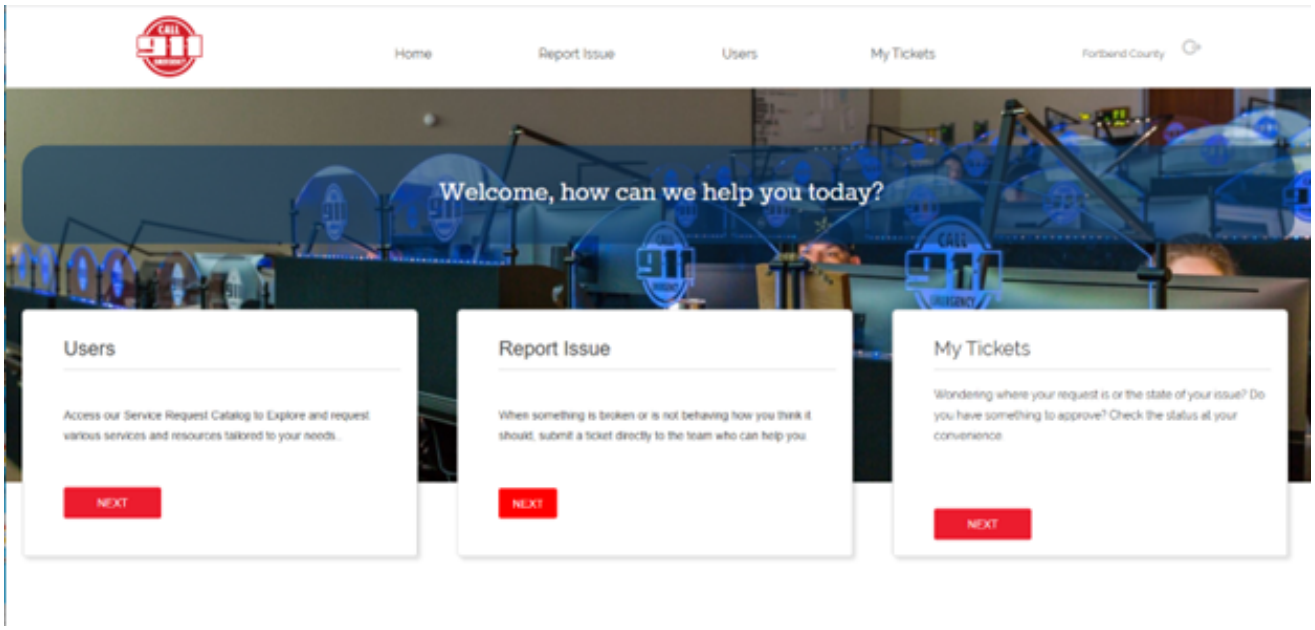
	September	August		September	August
Bellaire	98.83%	99.21%	Memorial Village PD	100	100%
CyFair VFD	98.71%	98.62%	Missouri City PD	99.38%	99.55%
Deer Park PD		99.38%	Pasadena PD		97.52%
EHCCOM	98.80%		Pearland PD	99.89%	99.88%
ESD100	99.51%	99.67%	Richmond PD	99.01%	
ESD11	99.64%	99.62%	Rosenberg PD	99.95%	99.02%
Friendswood PD	99.88%	99.67%	Seabrook	99.23%	99.59%
Galena Park	98.74%	98.55%	South Houston PD		98.21%
Harris County Comm	98.85%	99.13%	South Side Place	100%	98.95%
Harris County SO	99.19%	99.11%	Stafford PD	99.93%	99.61%
Hedwig Village	98.74%		Sugarland PD	99.36%	99.60%
Humble	98.80%	99.07%	TECC	98.41%	99.04%
Jersey Village PD	100.00%	98.94%	Tomball PD	98.66%	99.72%
Katy PD	100	98.76%	Village Fire		98.17%
La Porte PD		99.01%	Webster PD	99.80%	99.77%
League City PD	99.58%	99.60%	West University PD	98.78%	99.74%

GHC Status Portal

NEW FEATURES

The GHC Status Portal now allows PSAP's/SSAP's to submit tickets AND make user requests or edits, while also being able to view open and closed tickets and test calls for their site.

While the NOC can still be reached via phone, email, and BOMGAR sites are encouraged to use the GHC Status Portal when available.



User name and PW for each agency can be obtained from the PSAP/SSAP Manager.

October 2024

Shared Responder

Smart Transcription now has the ability to share call transcripts and audio recordings via the platform.

The call cards (including the audio) can be shared by both email and text message.

Agency managers will determine which users within their PSAP/SSAPs will have access to this feature.

There are several customizations that can be made per agency and will be determined by the PSAP/SSAP Manager.

GHC is currently working on getting this rolled out district wide.



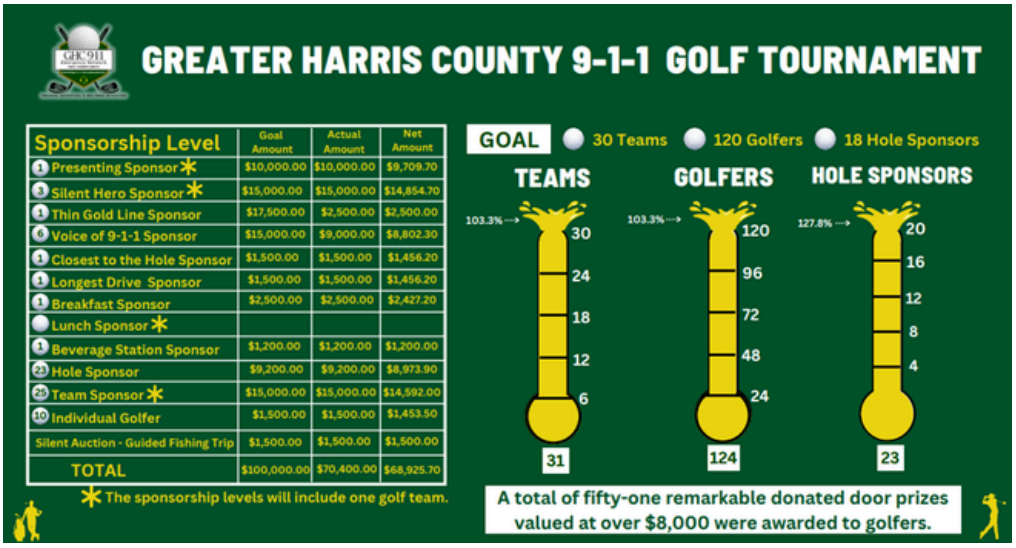
GHC 9-1-1 Golf Tournament

The Greater Harris County 9-1-1 Golf Tournament was held at the Golf Club of Houston on September 12, 2024. Businesses and individuals donated over $8,000 in door prizes won by over 50 of our 124 players. Participants included public safety agencies, 9-1-1 technology vendors, and private sector representatives, from the GHC 9-1-1 region.

Net proceeds expected to reach around $42,000!

The GHC 9-1-1 staff, along with the PSAP Working Group, have begun planning essential wellness initiatives to boost Telecommunicator resilience and overall mental well-being.

We look forward to annoucing these initiatives soon.



9-1-1 Transfers & Dial Directory

GHC has built the dial directory for 9-1-1 call takers to match what the call taker will view on thier 9-1-1 mapping solution. Several PSAP's/SSAP's dispatch for multiple agencies. This is something that 9-1-1 keeps track of and builds into the dial directory.

For example: If the location reads Spring Fire Department for jurisdiction on the mapping solution the 9-1-1 call taker should click on the Spring Fire Department Contact listed in the dial directory. **GHC on the back end has designed that contact, when pressed, to ring into the correct dispatching agency.**

This is why following the jurisdiction listed in your 9-1-1 mapping solution is so important. We have attempted to take the guess work and extra thought of who dispatches for who out of the equation.

Please note that in contact search there are icons for visibility that are built to allow the 9-1-1 call taker to click on the correct contact when transferring. 9-1-1 contacts will have a icon displayed in the icon column. On Quick Buttons this icon will also display.

