

Greater Harris County 9-1-1 Emergency Network PSAP Newsletter



Special points of interest:

- It is very important to utilize the Vesta tool for reporting the DRS discrepancies.
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- PSAP Training *Pg. 3*
- Annual PSAP Coordinator's Meeting Details *Pg. 4*

Telecommunicator Critical Call Seminar 2013

At the most recent PSAP Ops meeting, Kathi Yost, PSAP Coordinator for Harris County Sheriff's Office (HCSO), shared with the group a proposal that is available to everyone within the region.

The Sheriff's Chaplains Group plans on sponsoring a Critical Call Seminar which would allow Peer and Professional support to telecommunicators that have experienced a traumatic call or situation at work, such as In the line-of-duty, deaths, etc. The initial proposal is for a two (2) day seminar. The first day will be a ground breaking day where the telecommunicators share their stories with each other in a peer environment. The professionals will evaluate the individuals during this time period to determine if they need EMDR Therapy (Eye Movement Desensitization and Reprocessing), which is a psychotherapy technique utilized to help overcome trauma, anxiety, panic, and PTSD. This therapy will be performed by the experts that are being provided by the HCSO Chaplains group. The goal of this seminar is to help heal the telecommunicators, provide them with coping skills, educate them on the factors and warnings signs of stress, in which they can go back to their respective centers and be a survivor and leader for their peers. The projected date for the first seminar is sometime in November, 2013. Initially the HCSO is looking to start with 20 telecommunicators/supervisors, depending on the need of all PSAPS and SSAPS, the number may be increased.

Please contact helpdesk@911.org if you are interested in this seminar.

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TCLEOSE

In June of this year, GHC 9-1-1's request to be an accredited TCLEOSE training facility was completed and approved. This allows GHC 9-1-1 to submit the training and continuing education courses provided by GHC 9-1-1 for the Telecommunicators directly to TCLEOSE.

On July 11, 2013, GHC 9-1-1 officially submitted our first training class to TCLEOSE.

Roger Hauck, Operations Manager

9-1-1 Day

Be sure to encourage your department to recognize your 9-1-1 calltakers and dispatchers on September 11th—a day dedicated to the emergency number, 9-1-1.

Sonya Clauson, Public Information Officer



CONTACT US

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Database/GIS Updates

Discrepancy Report (DRS)

PSAP/SSAPs please continue reporting ALI (addressing issues) and Map discrepancies by sending the DRS to GHC 9-1-1 for review and troubleshooting of any corrections needed. This will assist in keeping the data integrity for GHC 9-1-1 managed data sets in sync.

It is very important to utilize the Vesta tool for reporting the DRS discrepancies. In the call information display on the PSAP CPE go to “Options” and select “Create Incorrect Location Info Report.” After it’s filled out, at the bottom of the screen you will press “EMAIL,” and that submits the DRS to GHC 9-1-1 for review.

GHC 9-1-1 responds to *all* reported DRS with an end resolution. Currently, GHC 9-1-1 responds to the PSAP Coordinator, but if you are the one submitting the DRS, and want to know the end result, add your email in the remarks/comments section of the DRS. Keep in mind if the Orion map needs to be updated, GHC 9-1-1 synchronizes the data bi-weekly and the PSAPs are notified when the map updates are available.

Brenda Fitch-Pope, GIS/Database Supervisor

GHC 9-1-1 Emergency Notification Service (ENS)

New Features—More Appealing and Affordable

The GHC 9-1-1 emergency notification system is now available at **NO CHARGE** to jurisdictions so they may notify residents of a localized emergency—this is an extension of the service that GHC 9-1-1 already provides. Some cities may use an alternate service; however the GHC 9-1-1 ENS is available to those that would like to consider using it for emergencies. We encourage you to share this information with your elected officials and emergency management personnel, so that they are aware of the newest features and services offered by GHC 9-1-1. If you or your city/county officials have any questions, please contact Roger Hauck at: rhauck@911.org or 832-237-9911.

Below are some of the Unique Features:

- Now a **FREE** service to all participating jurisdictions!
- Provides two services for contacting critical personnel or alerting residents.
- The ability to contact pre-determined groups for a **jurisdictions/agency’s operational needs**.
- The ability to contact residents based on a geographical area and **unique emergency situation (missing persons, shelter in place, evacuations, suspicious activity, chemical spills, etc.)**
- Now provides the ability to call and text registered cell/ VOIP phones.
- Uses the GHC 9-1-1 database of landline phone records, which is constantly monitored and updated—rather than phone book (which is often not current).

GHC 9-1-1 provides the following assistance at no charge:

- 24/7/365 Help Desk support
- Training at the GHC 9-1-1 facility or onsite
- Reporting
- Continuing to monitor federal efforts and work with vendors to connect with the integrated public alert system (IPAWS).
- Public education/Community Outreach Support

Community Outreach to Promote Registration to the Emergency Notification System

This summer, GHC 9-1-1 began a media campaign promoting the notification system. Several jurisdictions have also started promoting the registration of the GHC 9-1-1 ENS within their local communities in the following ways: local websites, townhall meetings, email bulletins, newspapers, etc. If your city/county is interested in receiving community outreach information to assist with promoting registration to the system, contact Sonya Clauson at 832-237-9911 or sclauson@911.org. GHC 9-1-1 can provide you with the logo file to add to local websites and much more!

Sonya Clauson, Public Information Officer



Training Updates

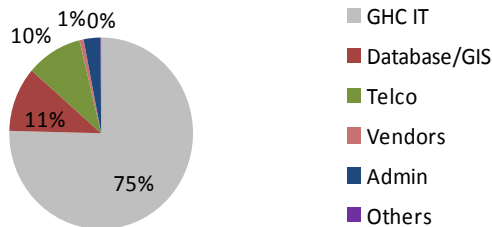
The Training Schedule is posted on the GHC 9-1-1 website (www.911.org). Listed here is the schedule for the last quarter of 2013.

Roxie Dodd, Training Administrator

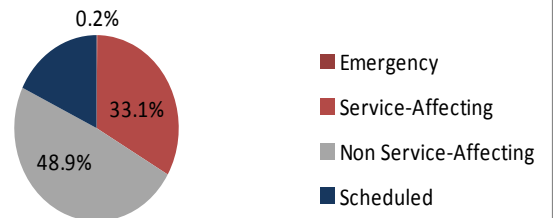
Dates	Times	Course Title	Deadline to Register
Sep 10th & 11th	2 pm—10:30 pm	Beginning Vesta (PSAP)	September 3, 2013
Sep 24th	7 am—3:30 pm	Advanced Vesta	September 17, 2013
Oct 1st & 2nd	7 am—3:30 pm	Beginning Vesta (PSAP)	September 24, 2013
Oct 15th	2 pm—10:30 pm	Advanced Vesta	October 8, 2013
Oct 30th & 31st	2 pm—10 pm	Beginning Vesta (SSAP)	October 22, 2013

Network Operations Center (NOC) and Call Stats

Workload by Department 1st Quarter 2013 3,132 Total Assignments



Workload by Priority 1st Quarter 3,132 Total Assignments



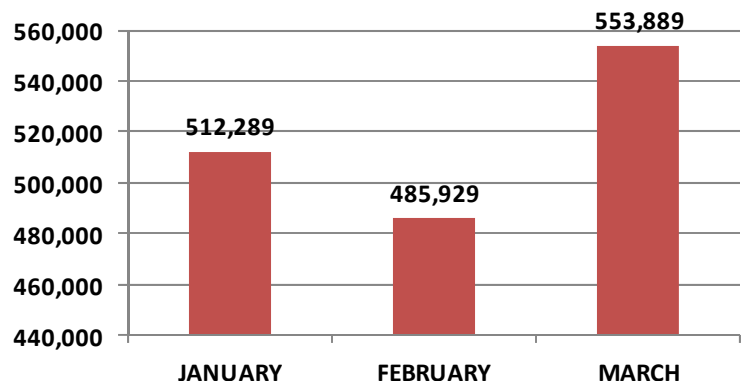
Average Resolution Time for Service-Affecting Assignments in GHC 9-1-1 IT Group = 1 hour (SLA is 4 hours)

SLA Percentage for GHC 9-1-1 IT Group = 97.6%

Number of Calls Answered by NOC/Helpdesk = 3,052

Remember you can always open a ticket or get an update on current service issues by emailing NOC@911.org or by calling (832) 237-1911.

9-1-1 Call Totals



PSAP Operation Committee Update

PSAP Operation Committee goes to NENA 2013

GHC 9-1-1 sponsored seven PSAP Coordinators from the quarterly PSAP Ops meetings, to attend the NENA 2013 Conference which was held in Charlotte, North Carolina. They provided us with positive feedback on the event.

PSAP	Representative
HEC	Cheryl Breed
HCSO	Kathi Yost
Ft. Bend	Samantha Bentley
Missouri City	Shannon Brumfied
Humble	Josh Krause
League City	Kim Hera
Webster	Mike Munson

“The content of the courses cleared up several misconceptions regarding NG911 and Text to 911 issues. “

“The access to the large array of vendors was also something I had never experienced before. There were new resources discovered and old ones rekindled. “

“I learned **valuable** tools that I have already started to implement in my PSAP. “

A PSAP Ops Meeting was held on August 14, 2013. The following topics were addressed:

- ◆ NextGen CPE
- ◆ Supp ALI
- ◆ ECaTS Update
- ◆ ENS (Emergency Notification System)
- ◆ Texting-to-9-1-1
- ◆ Additional IP Network
- ◆ Training Updates
- ◆ Public Education Updates
- ◆ Post Critical Incident Seminar

For a copy of the meeting notes please send an email to helpdesk@911.org.

Message from the Director



The Greater Harris County 9-1-1 Emergency Network (GHC 9-1-1) went live on January 26, 1986, after taking two years to build the infrastructure that provides 9-1-1 emergency communication service to all the cities in the GHC 9-1-1 territory. As we approached the cutover date and shortly thereafter, staff heard frequently, “Well, what are you going to do after you cutover?” Suggesting that after the initial cutover, there was nothing left to do. As the French say, “Au contraire, mon amie!” Feel free to translate that any way you want.

We had a sense that we were just beginning, but I don’t think even the staff realized how far from the truth “nothing left to do” was. The 9-1-1 service, obviously, is tied inextricably to telephone technology. The rapid change of pace of telephone technology in the past 30 years, like many technological evolutions, has been faster than the prior 100 years. A. G. Bell did not know what he wrought! The topics in this newsletter are just the tip of the technology iceberg with which we are dealing on a daily basis.

We hope this newsletter provides some insight into the “tsunami of changes” the 9-1-1 staff is dealing with in hopes of providing the best 9-1-1 technology available. Again, I want to caution you to contact GHC 9-1-1 when you are considering changes to your emergency communication services. Before your city/county spends some of its scarce tax dollars, check with GHC 9-1-1 to make sure that your city/county is not about to purchase a service that GHC 9-1-1 already provides to you and your citizens at no additional dollars to your city/county. GHC 9-1-1 is very grateful for your participation in GHC 9-1-1’s operations committee. Together we make a very effective team in providing the finest 9-1-1 emergency communications service around to our citizens.

Lavergne Schwender, Executive Director

Next Edition October 2013:

- Meet a GHC 9-1-1 Staff Member
- Meet a PSAP Coordinator
- Meet a GHC 9-1-1 Board Member



Meet GHC 9-1-1 Staff Member Kelly Kimble

Kelly is a Helpdesk Technician here at GHC 9-1-1. She has been a member of the team for the past 13 years. Her duties consist of answering the phone in the Network Operations Center (NOC) and processing and assigning trouble tickets for dispatch to all the PSAP's or in-house. She also monitors the eight different monitoring systems in the NOC.

Previous to working at GHC 9-1-1, Kelly was a Telecommunicator for six years with City of Houston. She was an end-user of the software and 9-1-1 equipment that GHC 9-1-1 now supports.

Her favorite part of her job is at the end-of-day she has peace of mind knowing she has given her best as an employee, teammate and as a friend. The most challenging part of her job is knowing that GHC 9-1-1 is the lifeline between the PSAP's and citizens.

Five years from now, although she likes the idea of retiring, she'll wait it out and "see what happens." She is also considering returning to college.

Kelly is originally from Houston and has been with her husband for 12 years. She likes to spend her free time with her husband and their four kids, hanging out with friends, going out dancing and going to church.



Kelly Kimble, GHC 9-1-1 Helpdesk Technician



William (Bill) Anders, GHC 9-1-1 Board Member

"I grew up by the old adage that Neighbors help Neighbors."

Meet GHC 9-1-1 Board Member Bill Anders

GHC 9-1-1 is governed by a Board of Managers consisting of six Board members. Board Member William (Bill) Anders has been a Board member since the inception of the Network in 1983. Mr. Anders worked with Commissioner Bass and Harris County area fire departments to promote the acceptance of 9-1-1 legislation and the public election that created the Network.

Mr. Anders' career in public safety began in 1964 with the Cloverleaf Volunteer Fire Department. After 33 years in law enforcement, Mr. Anders retired from Harris County in 2008. However, while in retirement Mr. Anders continues to contribute to public safety with his involvement as President of Harris County ESD #12 and President of North Channel EMS.

His passion for public safety all started when he was a young boy in the Boy Scouts trying to earn his "Firemanship" merit badge. This eventually led him to volunteer at his local fire department. And his zest for public safety only grew stronger as he believed and continues to believe that everyone should help each other to have a better quality of life.

His career would not have been possible without the support of his wife Barbara, to whom he has been married to for 45 years. She is currently the bookkeeper for North Channel EMS. Mr. Anders also devotes his free time to his family, especially his three grandchildren and is also active in his church Old River Terrace United Methodist Church.

Other activities include:

- ◆ Sergeant—Chief Radio Operator, 7th Infantry Division United States Army
- ◆ Cloverleaf Volunteer Fire Department
- ◆ Treasurer, Vice-President, President of Harris County Firefighters Association
- ◆ President of Harris County ESD #12
- ◆ President of North Channel EMS
- ◆ TEEX-ESTI Annual Municipal Fire Training School—Guest Instructor

Meet a PSAP Coordinator

Kathi Yost has worked for the Harris County Sheriff's Office for 15 years; however, she recently became the 9-1-1 Coordinator.

What are the tasks and duties are you responsible for?

I'm responsible for the statistical data compiled monthly, as well as the overall operations of our Emergency Dispatch Center.

Did you work in a similar position/field prior to your job now?

Previous to taking this position I was Communications Training Officer as well a Master Dispatcher for HCSO.

What is your favorite part of your job?

The continued challenge in learning such an immense amount of technical data required to perform my daily duties.

What is the most challenging part of your job?

To improve the morale of my PSAP, as well as to maintain the current staffing we have.

What are your goals 5 years from now?

Five years from now I foresee our PSAP in a new facility with state-of-the-art technology. I would also like to be in the beginning phases of a succession plan to allow for ample training of the next generation 9-1-1 Coordinator.



Kathi Yost, PSAP Coordinator for Harris County Sheriff's Office

“Five years from now I foresee our PSAP in a new facility with state-of-the-art technology.”

Team Award of Merit—League City Police Department

On May 21st, 2013, the Texas Association of Public-Safety Communications (APCO) and Texas Chapter of the National Emergency Number Association (NENA) held their joint awards ceremonies and gala honoring telecommunicators throughout the state of Texas. The recipients of these awards are honored for the excellent skills they possess, their devotion and dedication to serving the



Rhonda Darrow, Kerri Cook, Danielle Grunden, and Chief Michael Kramm.

community, saving lives, and protecting those we serve. The League City Police Department earned the **TEAM Award of Merit**. Daneille Grunden, Kerri Cook, and Rhonda Darrow garnered the Texas APCO Team of the Year Award. This award is presented to a group of three or more telecommunicators in recognition of the handling of a specific emergency situation. These three phenomenal women restored order to a chaotic series of events on February 13, 2012. Within a 15 minute period a driver under the influence of hallucinogenic drugs careened through the city crashing into several vehicles, a large fight scene was reported, a group of armed shoplifters invaded a retail establishment, multiple EMS calls and a Fire call came in on 911, and an intoxicated woman attempted to take a child from a local day care facility. With cool professionalism and smooth communication this team orchestrated emergency responders to each event. Their effort has also earned them a nomination for the APCO Team of the Year nationally.

Congratulations to the League City Police Department!