

# Monthly Report

SEPTEMBER 2023



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# Acronyms/Abbreviations/Definitions

- ▶ CAD = Computer Aided Dispatch
- ▶ RMS = Records Management System
- ▶ TCO = Telecommunications Officer
- ▶ TAC = Terminal Agency Coordinator
- ▶ TCIC = Texas Crime Information Center
- ▶ ENS = Emergency Notification System
- ▶ RAVE = Blinn Emergency Notification System
- GOS = Grade of Service
- COG = Council of Government
- CTO = Communications Training Officer
- ATAC = Alternate Terminal Agency Coordinator
- NCIC = National Crime Information Center
- CFS = Call For Service
- CFC = Certified Flight Coordinator

## Acronyms/Abbreviations/Definitions cont...

- ▶ DPS = Department of Public Safety
- ▶ AVL = Automatic Vehicle Location
- ▶ NICE = Logging Recording Software
- ▶ AAR = After Action Review
- ▶ APCO = Association of Public Safety Communications Officials
- ▶ NENA = National Emergency Number Association
- ▶ PSAP = Public Safety Answering Point
- ▶ COMPLETEFLIGHT = Air Asset Tracking Software
- MDC = Mobile Data Computer
- LCRA = Lower Colorado River Authority
- SAR = Suspicious Activity Reporting
- EVERBRIDGE = County ENS

## 911 Grade of Service (GOS):

- ▶ The NENA Standard 2.2.1 for answering 911 Calls Ninety percent (90%) of all 9-1-1 calls arriving at the PSAP shall be answered within less than or equal to fifteen (15) seconds. Washington County 911 is currently achieving **99%** in less than ten (10) seconds.

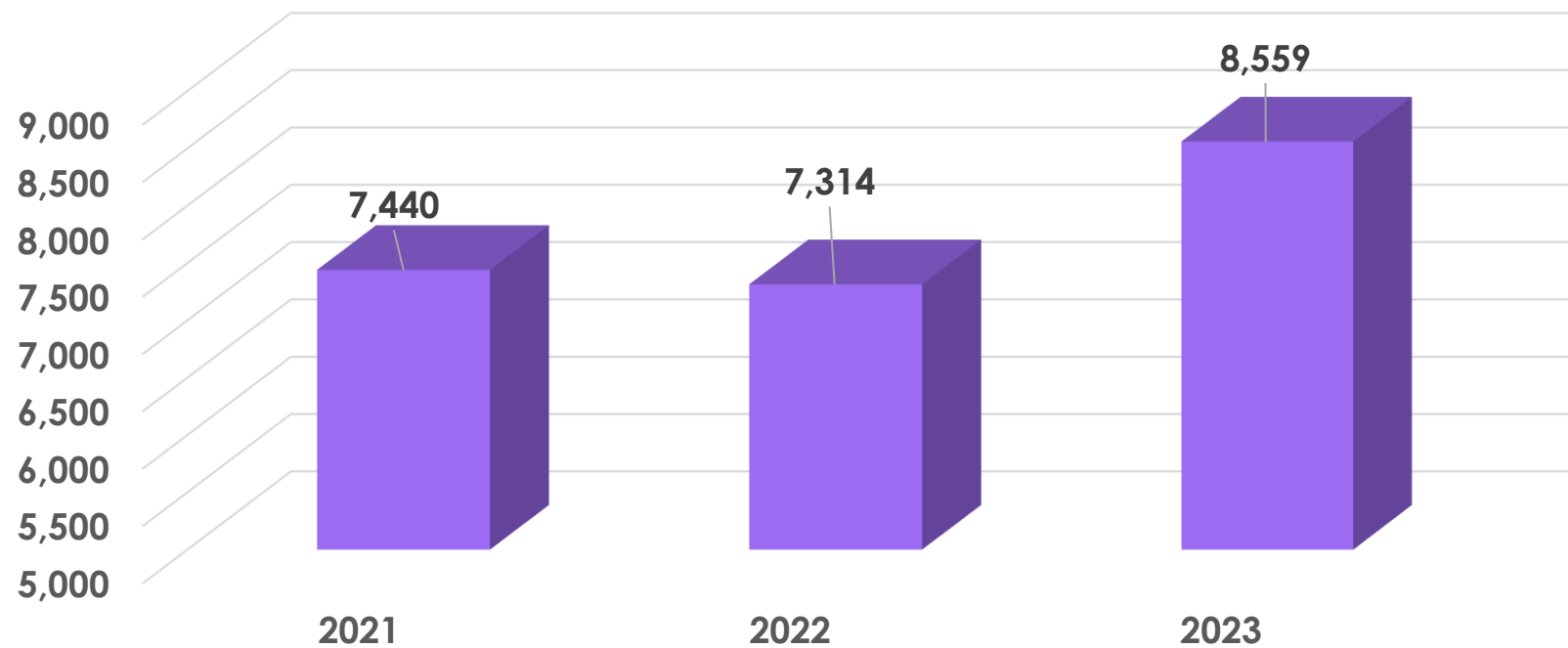
# National Fire Prevention Association 1225 Standards

- ▶ The NFPA 1225 Standards for PSAP call answering to be under 15 seconds 90% of the time and call processing of under 60 seconds 90% of the time. Washington County 911 is currently answering **99%** in less than ten (10) seconds.
- ▶ The average time from call processing is **13** seconds for BFD and **15** seconds for the Volunteer Departments.

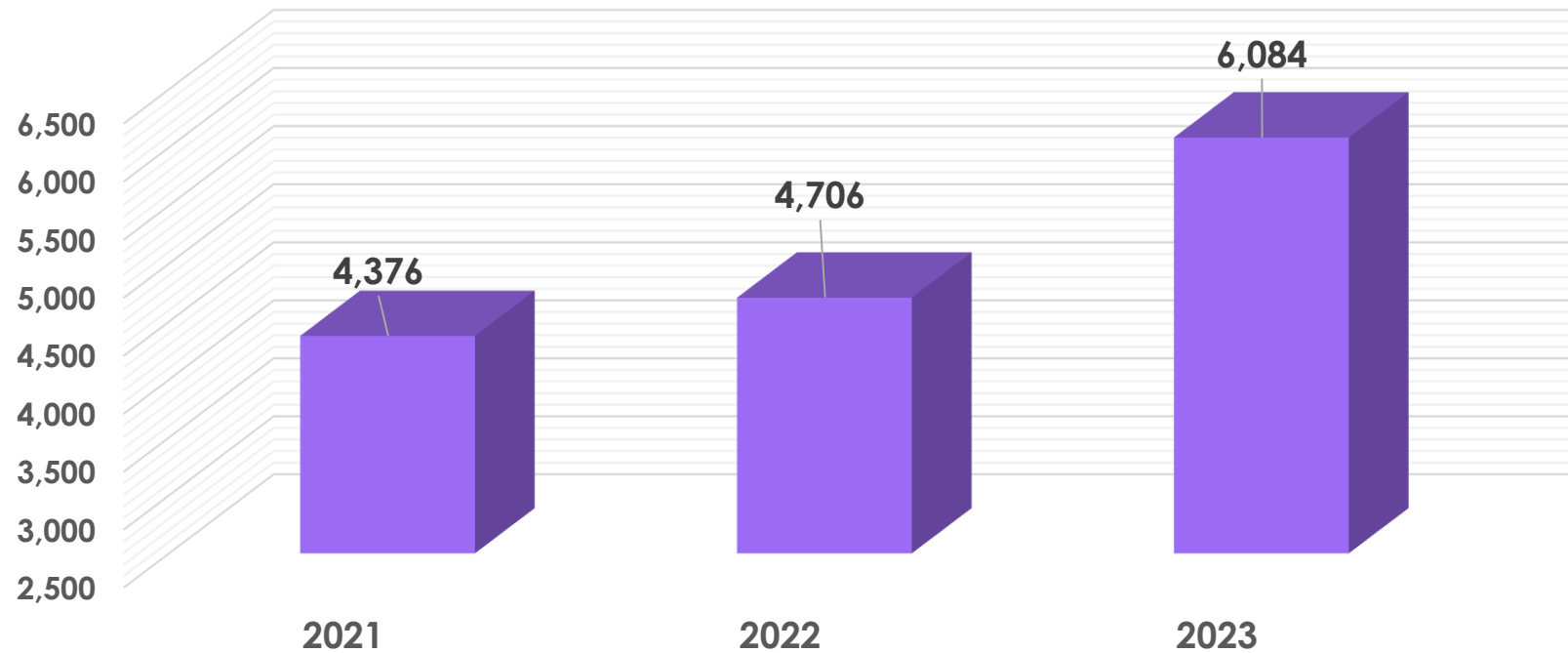
# Staffing Status

- ▶ Current Staff:
  - ▶ 15 Telecommunicators - 10 full time (2 starting 10/1, 1 on 10/15, 1 on 11/12, 1 on 11/26)
  - ▶ 1 Part Time
  - ▶ 4 Supervisors
  - ▶ 1 Operations Manager
  - ▶ 1 Director

# September CAD Calls for Service Up 15%

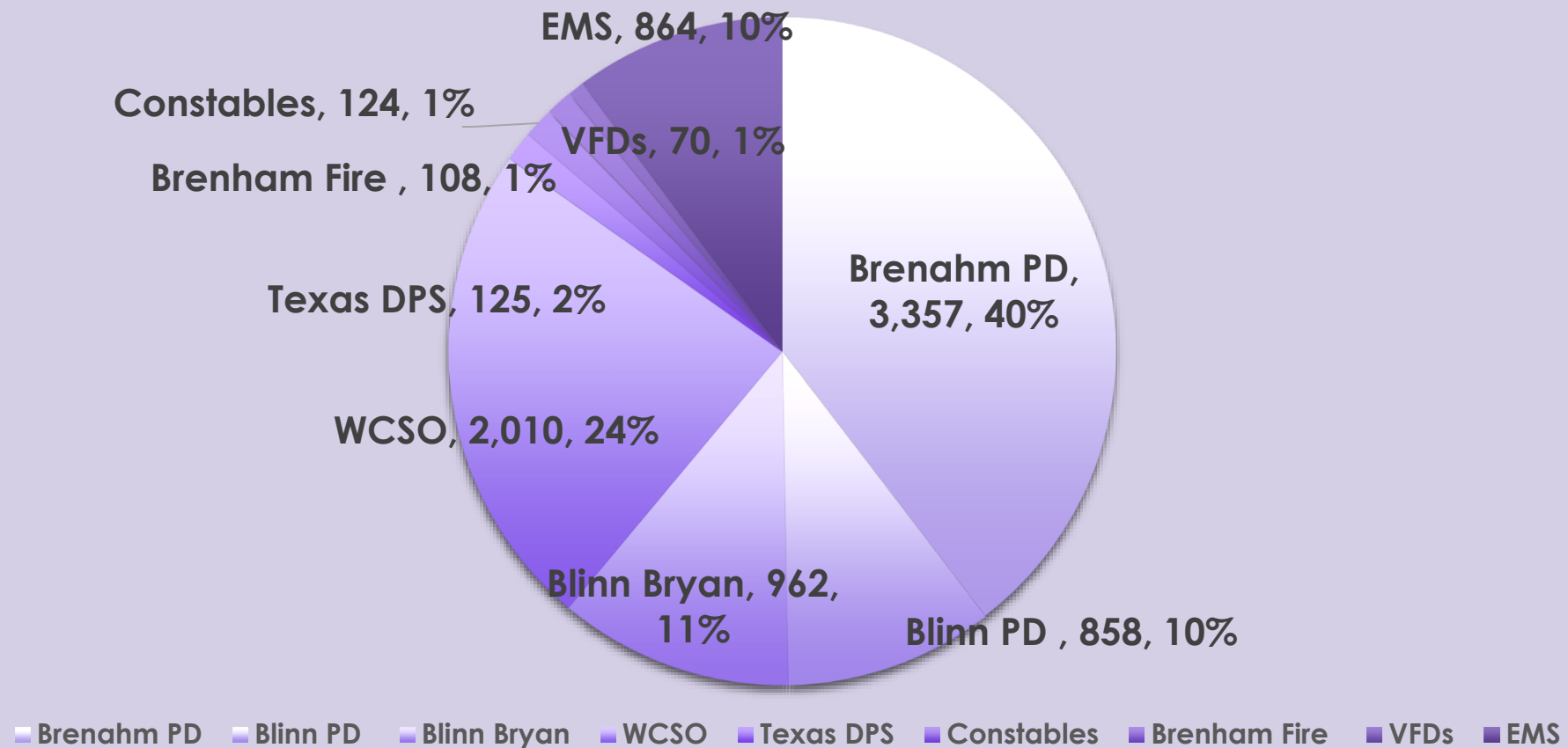


# September Field Initiated Calls Up 23%

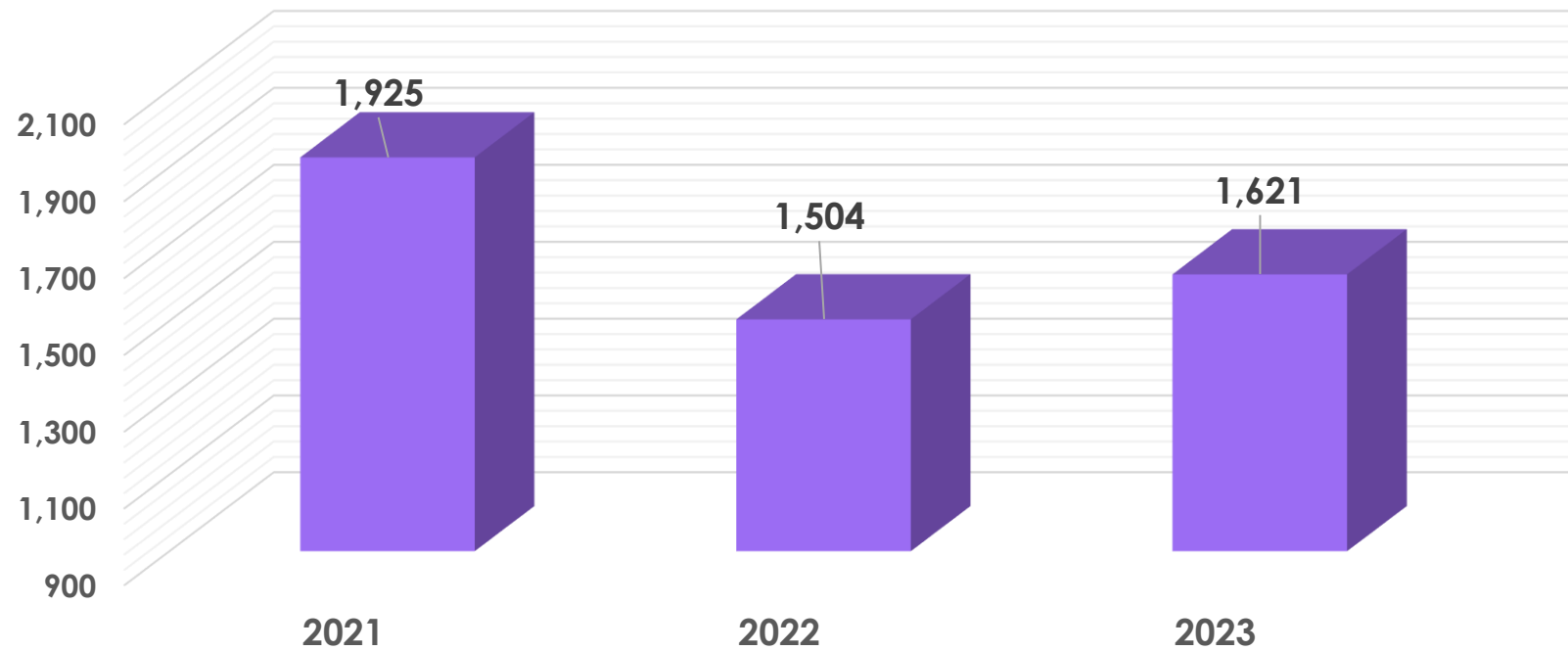




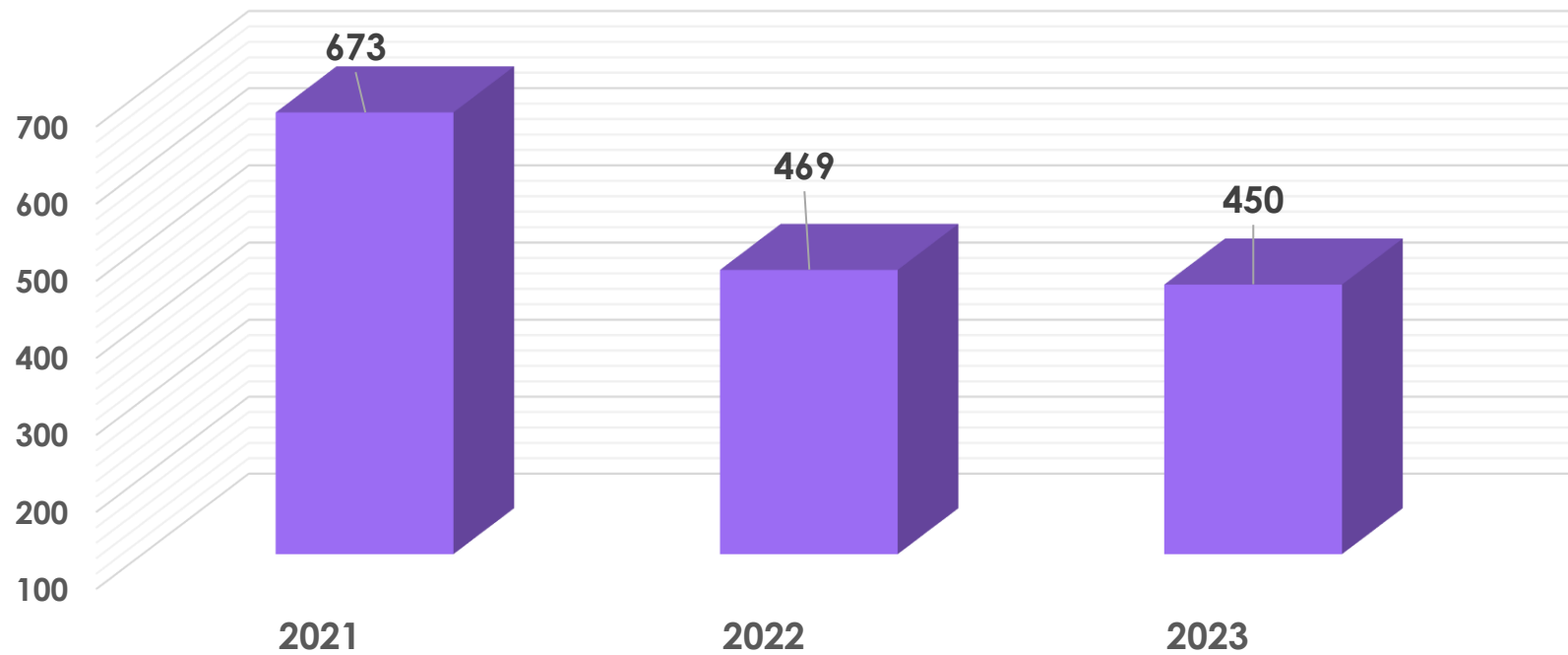
# Calls By Agency - September



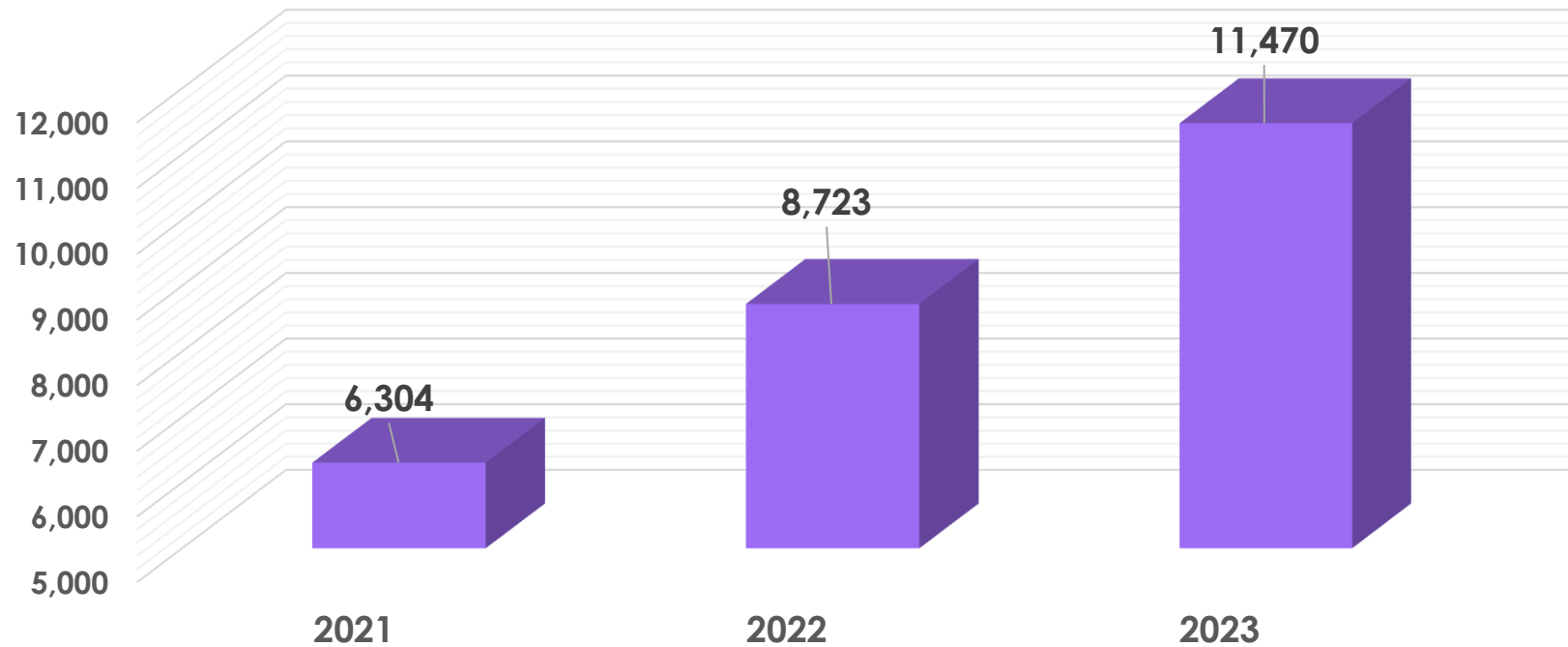
# September 911 Calls Up 8%



# September Non-Emergency Calls Down 1%



# September TCIC/NCIC Inquiries Up 24%



# Communications Call Processing Times

Excluding 6,084 Officer Initiated calls up 23%

13

Priority	Calls	Comm Time
1	127	:14
2	885	:25
3	348	:44
4	1,110	:50

# Brenham Police Department

Excluding 2,621 Officer Initiated Calls, up 17%



14

Priority	Calls	Comm	Travel	Total
1	44	:14	3:54	4:08
2	304	:32	5:25	5:57
3	94	:33	7:22	7:55
4	294	1:03	10:46	11:41

# Washington County Sheriff's Office

Excluding 1,472 Officer Initiated Calls, Up 32%



15

Priority	Calls	Comm	Travel	Total
1	25	:16	7:57	8:14
2	198	:34	11:05	11:41
3	49	:49	17:09	17:51
4	266	:59	22:04	22:56

# Blinn College Police Department

Excluding 716 Officer Initiated Calls, Up 25%



16

Priority	Calls	Comm	Travel	Total
1	9	:16	2:41	2:58
2	24	:30	4:10	4:41
3	33	:29	4:29	5:00
4	76	:44	8:10	8:54



# Blinn Bryan Police Department

Excluding 921 Officer Initiated Calls, Up 28 %



17

Priority	Calls	Comm	Travel	Total
1	1	:09	5:29	5:38
2	2	:24	1:19	1:44
3	4	:51	6:33	7:34
4	34	1:04	8:12	9:21

# Washington County EMS 864 Total Responses, Up 2%



18

Priority	Calls	Comm	Travel	Total
1	92	:13	9:17	9:30
2	373	:14	7:25	7:40
3	66	:11	8:44	8:55
4	332	3:46	18:45	22:42

# Brenham Fire Department

## 108 Total Responses, Up 13%



19

Priority	Calls	Comm	Travel	Total
1	18	:13	5:05	5:19
2	32	:19	6:14	6:34
3	54	:31	6:30	6:44
4	3	:38	4:35	5:04

# Volunteer Fire Departments

## 70 Total Calls, Up 19%

20

Priority	Calls	Comm	Travel	Total
1	4	:15	4:19	4:35
2	37	:28	9:10	9:38
3	25	:17	10:47	11:06
4	4	1:10	44:41	46:43

Criminal Histories: Communications ran and reviewed 423 criminal histories.

	Communication personnel validated:
15	Stolen Guns
3	Protective Orders
5	Stolen Vehicles
1	Stolen License Plates
5	Wanted Person Records

## Developments/Projects/Concerns

- ▶ Supervisor meetings are held weekly
- ▶ All Employee meetings were held on 9/26
- ▶ All personnel are doing self QA/QI
- ▶ Work continues on APCO IntelliComm for EMD and EFD

## Developments/Projects/Concerns

- ▶ WOW winner of the month
- ▶ Compliment Jar- gift card
- ▶ Hot Call Reward- Above and Beyond
- ▶ 1 Supervisor completed NENA Supervisor training
- ▶ Revised warrant entry and recall process with BMC

## Developments/Projects/Concerns

- ▶ New Virtual Command Unit for Blinn Notifications
- ▶ New status for patient handoff for EMS tracking
- ▶ Implemented revised BFD call types and dispatch procedures
- ▶ 9 Personnel completed 20 classes and a final exam and are now Certified Flight Coordinators.



## Some Recent WOW Calls:

- ▶ **09/03/2023 at 18:32:49 CFS23-62990, 62991, 62993, 62995 and 62997 Grass Fire:** At 18:32:49 TCO Leah entered a grass fire call, at 18:33:38 TCO Jerod entered a separate grass fire call at a separate location. At 18:36:52 TCO Jerod entered a third grass fire at yet another location. At 18:44:27 TCO Leah entered a 4th grass fire at a different location. At 18:48:53 TCO Jerod entered a 5th grass fire at another address. All five grass fires were separate fires in the same jurisdictions but far enough away from each other it could not have been someone traveling down the road. All five fires were toned in an average of 48 seconds. Monitoring only the WSH VFD T1 channel TCO Jerod was able to keep up with all the fire traffic and keep the responding units safe and up to date. While these calls were entered and dispatched there were an additional 23 911 calls and TCO Hannah and TCO Kellis were able to answer and get pertinent information for each call as well as handling the suspicious person call and traffic stops WCSO and BRPD were initiating. **TCOs Involved: Leah Rogers 3310, Jerod Hartfield 3303, Hannah Scott 3311, and Kellis Gregory 3329.**

## Some Recent WOW Calls:

- ▶ **09/03/2023 at 19:43:58 CFS23-63000, 63001, and 63002 Grass Fire:** At 19:43:58 TCO Alison took a call for a grass fire on 109 at the Austin County line. TCO Leah dispatched as she was still monitoring the FIRE channel from the previous 5 fires and TCO Alison was working EMS Ground and AIR. At 19:47:42 TCO Alison took a call for a second grass fire near the location of the first 5. TCO Leah dispatched this call as well. Then TCO Alison took a third grass fire call, again, near one the locations of the first 5. Verifying it was not in relation to the previous call entered the information and TCO Leah dispatched. **TCOs Involved: Alison Bryce 3322 and Leah Rogers 3310.**

## Some Recent WOW Calls:

- ▶ **09/17/2023 at 12:39:37 CFS23-064629** Weapon Involved Situation: Call came in regarding a subject pointing a gun at people. Subject was identified as a caller who previously called in an “Improperly Parked Vehicle” minutes prior. TCO Karime dispatched units to the current call and reallocated the unit dispatched to the “Improperly Parked Vehicle” call. TCO Karime then aired over P1 of the situation and sent DPS as well. The channel was closed once units were on scene. Medics were staged by TCO Jerod until the subject was detained and area was secured. Good job TCO Karime for her calm demeanor throughout the call. **TCOs Involved: Karime Ortiz 3325 and Jerod Hartfield 3303.**

## Some Recent WOW Calls:

- ▶ **09/11/2023 at 05:07:06 CFS23-64934 Disturbance:** TCO Bryce took a 911 call from a female who stated someone was trying to get in to her house through a window. The caller was very upset and scared. TCO Alison got the information and quickly dispatched PD units to the call keeping them informed the entire time. TCO Alison was able to take the call, and self-dispatch in 13 seconds. Officers arrived in less than 3 minutes. TCO Alison did an exceptional job handling this call! **TCOs Involved: Alison Bryce 3322.**

## Some Recent WOW Calls:

**09/18/2023 at 20:51:31 CFS23-67276 Welfare Concern:** Scott and White Brenham Hospital. There was an emergency alert going off at 911 from a radio stationed at SWB Hospital. It continued to alert as TCO Marjorie entered in a welfare check and dispatched Brenham PD without airing any information as whoever had that radio would hear that officers were responding. S1 called and spoke to TCO Leah to inquire where it was coming from and requested PD go with a C3 response and stated he too would be enroute. M1 was headed there with a patient and they were advised to wait in the ambulance for an all clear before brining in the patient. PD made scene within 2 minutes and made sure everything was ok. TCO Leah and S1 did some testing and found that there was a faulty radio. The ER staff was very grateful for the quick thinking of dispatch as well as the quick response from PD units. All agencies did a wonderful job! **TCOs Involved: Marjorie Argueta 3307 and Leah Rogers 3310.**

## Some Recent WOW Calls:

- ▶ **09/12/2023 at 16:02:51 CFS23-65485 Disturbance:** TCO Kaylyn answered the 911 line for a physical disturbance inside the Tobacco Barn at Brookshire Brothers. A male employee was let go and was physically fighting with a female employee inside the building. TCO Kaylyn quickly entered the call while TCO Jason assigned PD units and aired the priority 1 call. TCO Hannah answered a second call from the location that described fighting. The caller was able to describe the subject and his direction of travel. Blinn PD, Brenham PD, and WCSO were able to get the subject located and placed in custody within minutes of the 911 call being received. TCO Jason did great handling all units and updating them with information as soon as we received fresh information for the units to follow. **TCOs Involved: Kaylyn Juengerman 3323, Hannah Scott 3311, and Jason Aronson 3313.**

## Some Recent WOW Calls:

- ▶ **09/17/2023 at 15:56:31 CFS23-066966 Structure Fire:** TCO Raleigh answered 911 for smoke discovered in the garage of a home. The caller reported no flames being seen. TCO Kaylyn dispatched BFD, advised of weather conditions, hazards and other details. TCO Raleigh had the caller and other occupants evacuate the structure immediately and had PD respond to assist. TCO Jason contacted utilities and had them respond. **TCOs Involved: Jason Aronson 3313, Kaylyn Juengerman 3323, and Raleigh Wellmann 3309.**

## Some Recent WOW Calls:

- ▶ **09/11/2023 at 11:24:20 CFS23-65048 Weapon Involved Situation:** TCO Jerod took a 911 for a caller reporting a W/M in a Black Ford pulling a horse trailer that had aimed a gun at the caller over a road rage incident. TCO Hannah quickly aired on P1 law to all LE units. Brenham PD went enroute and within 2 minutes DPS 2C403 and 2C406 had the suspect vehicle stopped at Jack in the Box. TCO Kaylyn updated her WCSO units of vehicle descriptions and direction of travel. TCO Hannah did great handling all PD units and DPS that had switched to her channel as it was the primary responding agency. TCO Jerod continued to get updates from the caller. DPS located the suspect vehicle, as well as a firearm in the vehicle and the subject was placed in custody and booked in the jail. Our team did a great job getting this information out quickly so that units were able to locate the vehicle almost immediately! **TCOs Involved: Hannah Scott 3311, Jerod Hartfield 3303, and Kaylyn Juengerman 3323.**



## Some Recent WOW Calls:

- ▶ **09/19/2023 14:34:31 CFS23-67464 Weapon Involved Situation**: TCO Kaylyn answered a 911 call from a female at Motel 6 stating there was a male subject banging on their door threatening them and was armed with a pistol. TCO Hannah immediately aired as priority 1 to PD units of all details and descriptions. The caller was unable to provide good details so TCO Kaylyn continued to stay on line and attempted getting more information from the caller and remained on line until Officers were able to make contact with the callers. As officers arrived on scene just 3 minutes after we received the call TCO Hannah closed the PD channel for emergency traffic. TCO Hannah did an amazing job getting all info out quickly and updating her units consistently. TCO Kaylyn did a great job call taking while the caller had limited information on the subject. **TCOs Involved: Hannah Scott 3311 and Kaylyn Juengerman 3323.**