

Monthly Report

APRIL 2024



Tel: 979-277-7373
Fax: 979-836-8570

301 North Baylor St
Brenham, TX 77833

Robyn Hood
rhood@washingtoncountytexas.gov

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.

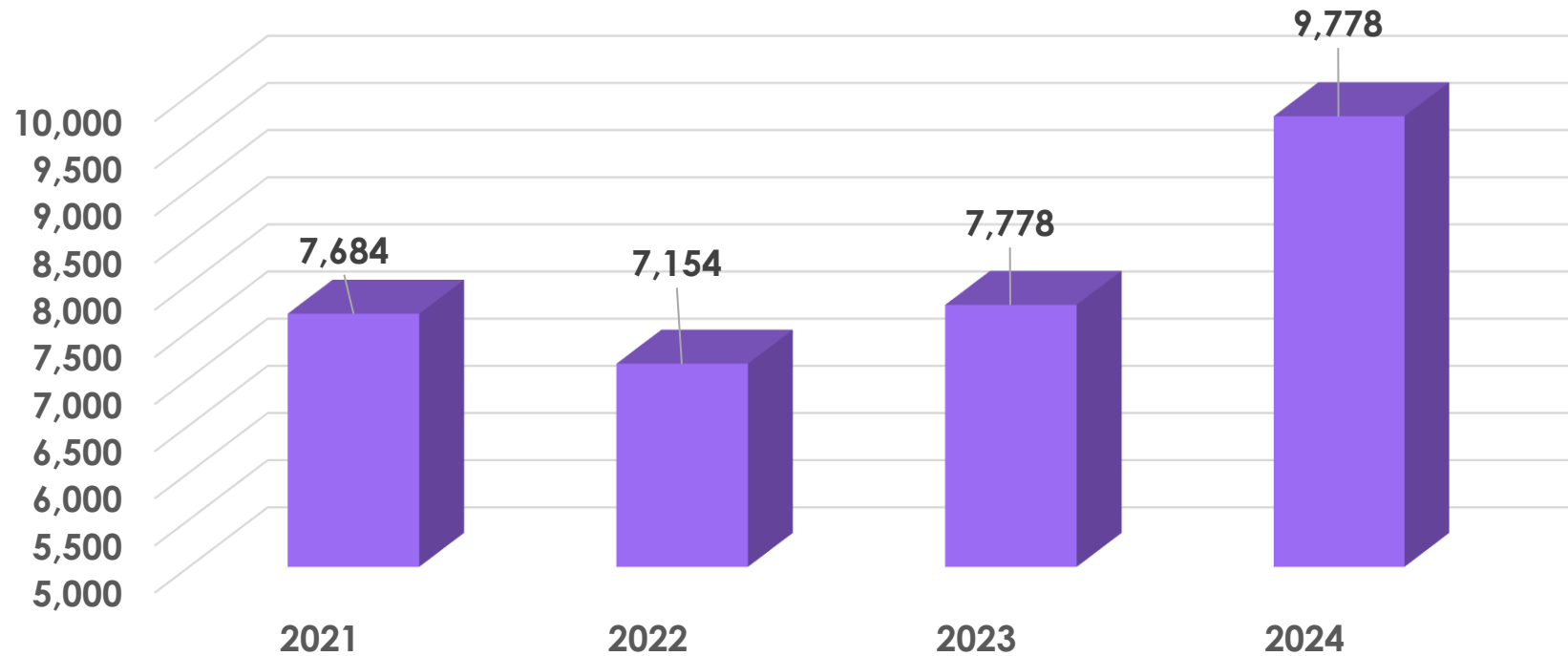
National Fire Prevention Association 1225 Standards

- ▶ 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 **24** seconds for all Fire Departments.

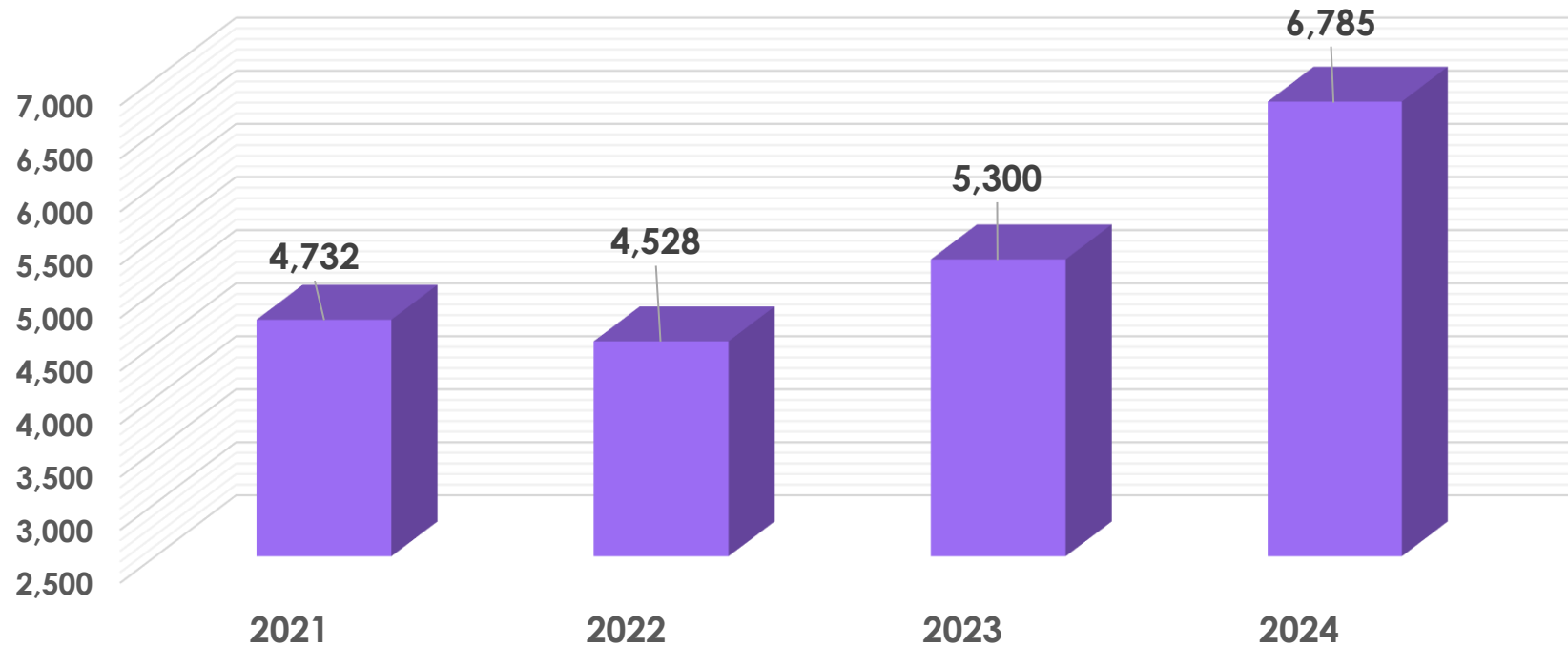
Staffing Status

- ▶ Current Staff:
 - ▶ 17 Telecommunicators - 17 full time and 1 Part Time
 - ▶ 4 Supervisors
 - ▶ 1 Operations Manager
 - ▶ 1 Director

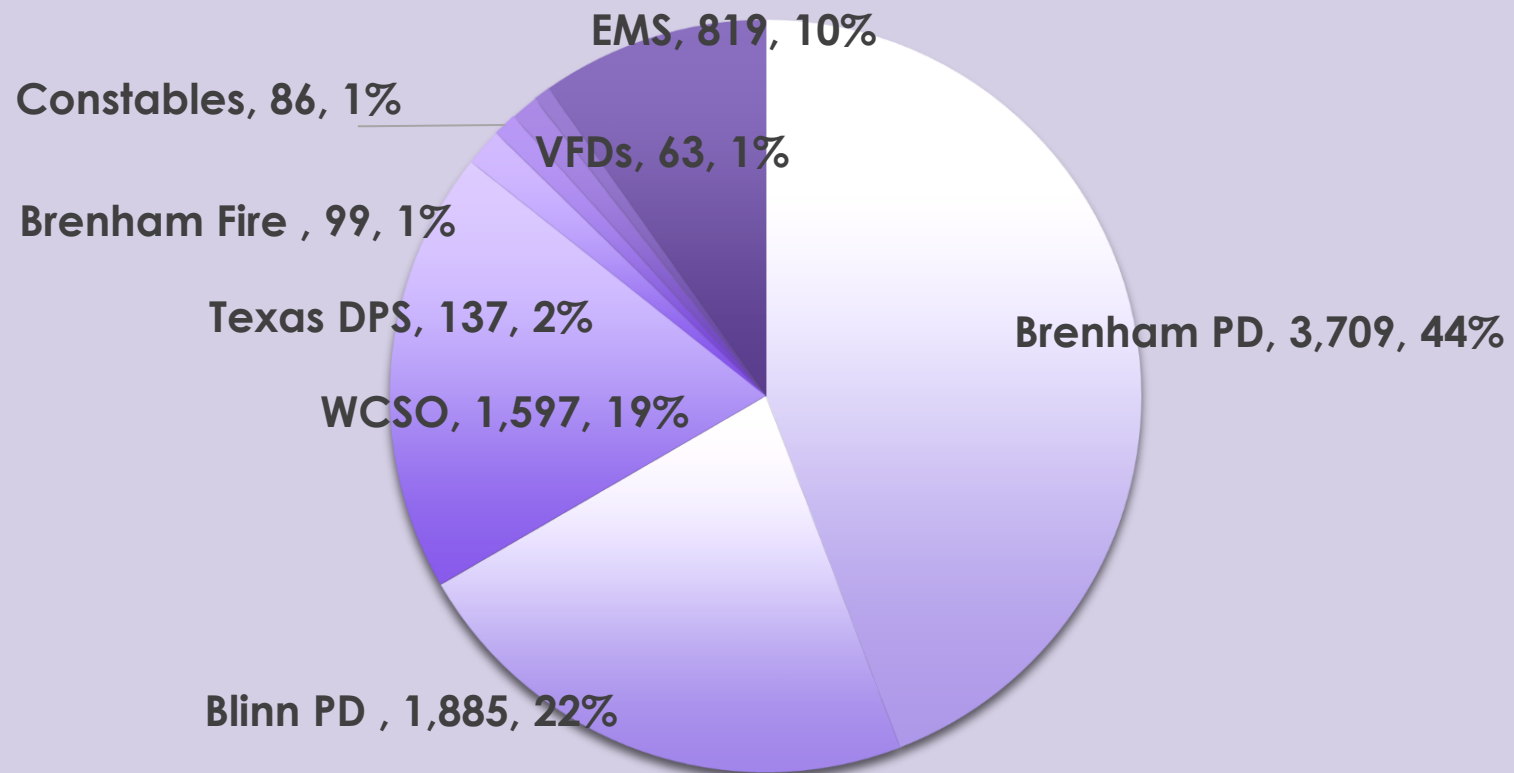
April CAD Calls for Service Up 25%



April Field Initiated Calls Up 28%

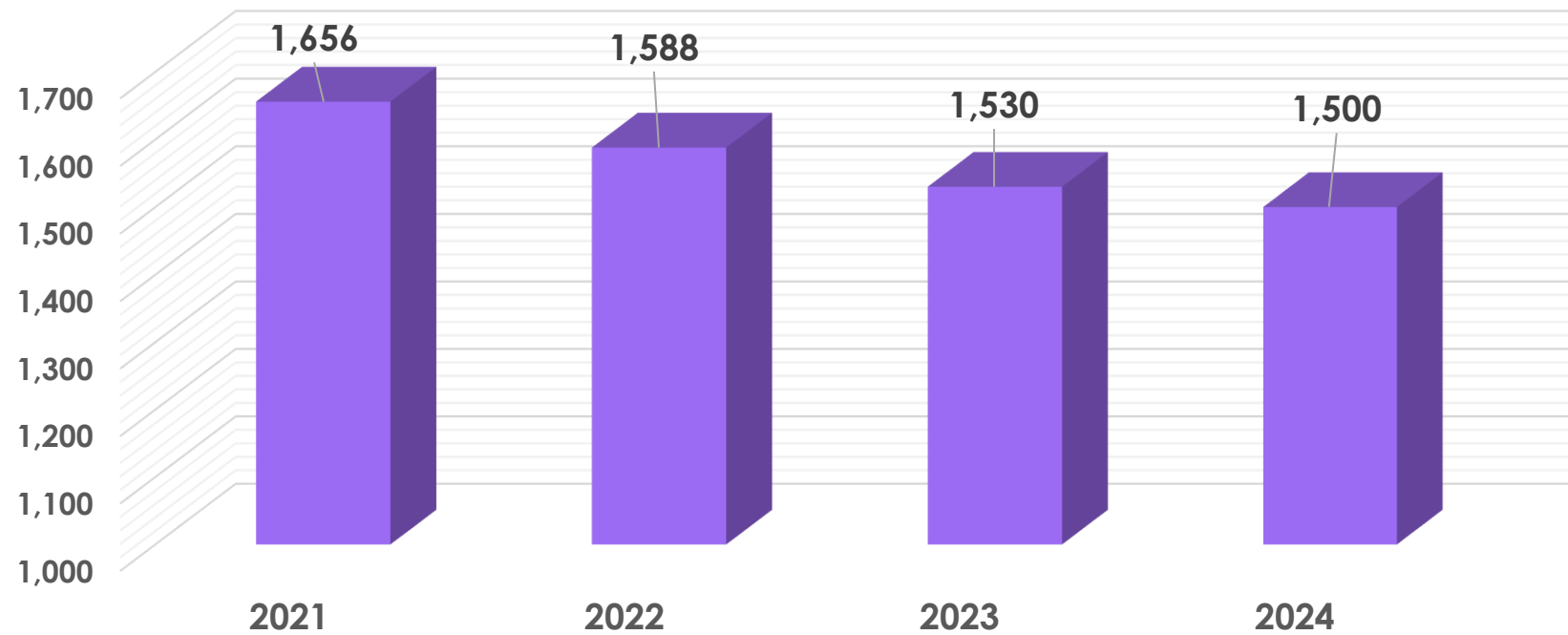


Calls By Responding Agency - April

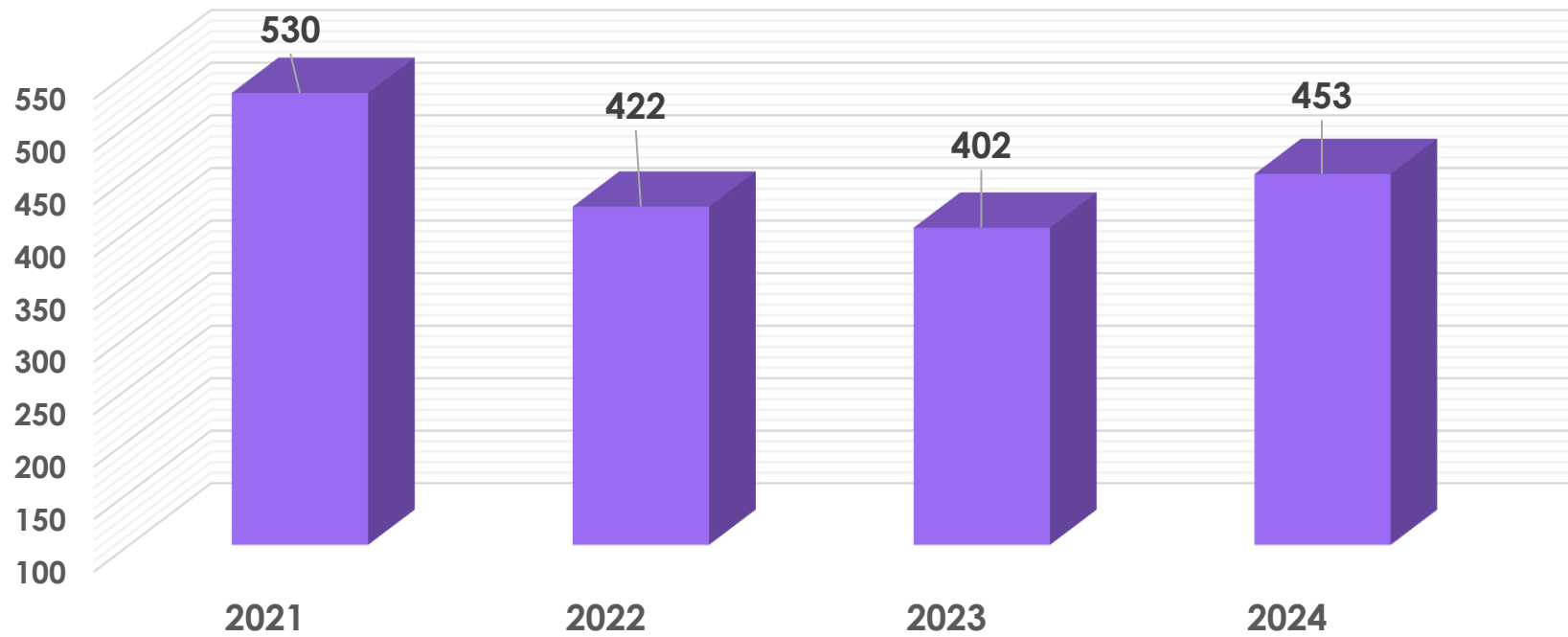


■ Brenham PD ■ Blinn PD ■ WCSO ■ Texas DPS ■ Constables ■ Brenham Fire ■ VFDs ■ EMS

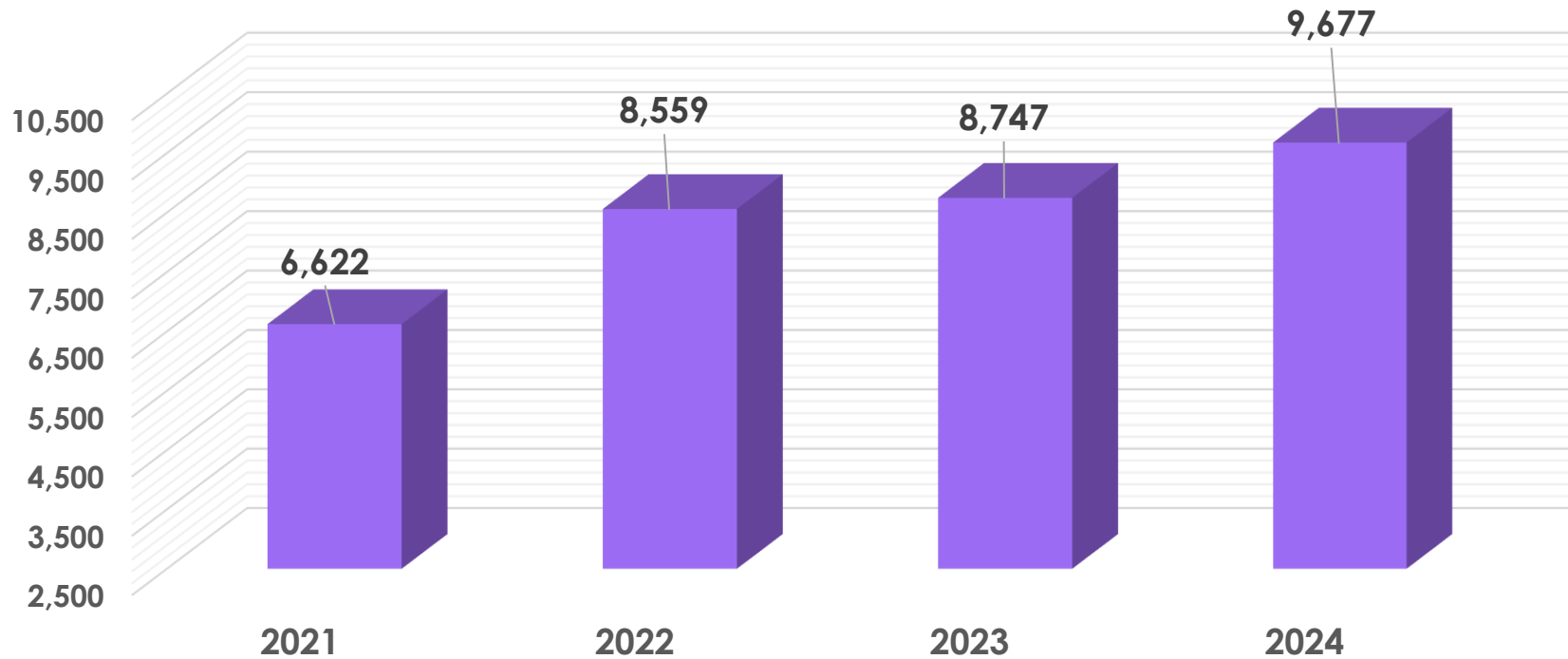
April 911 Calls



April Outbound Calls

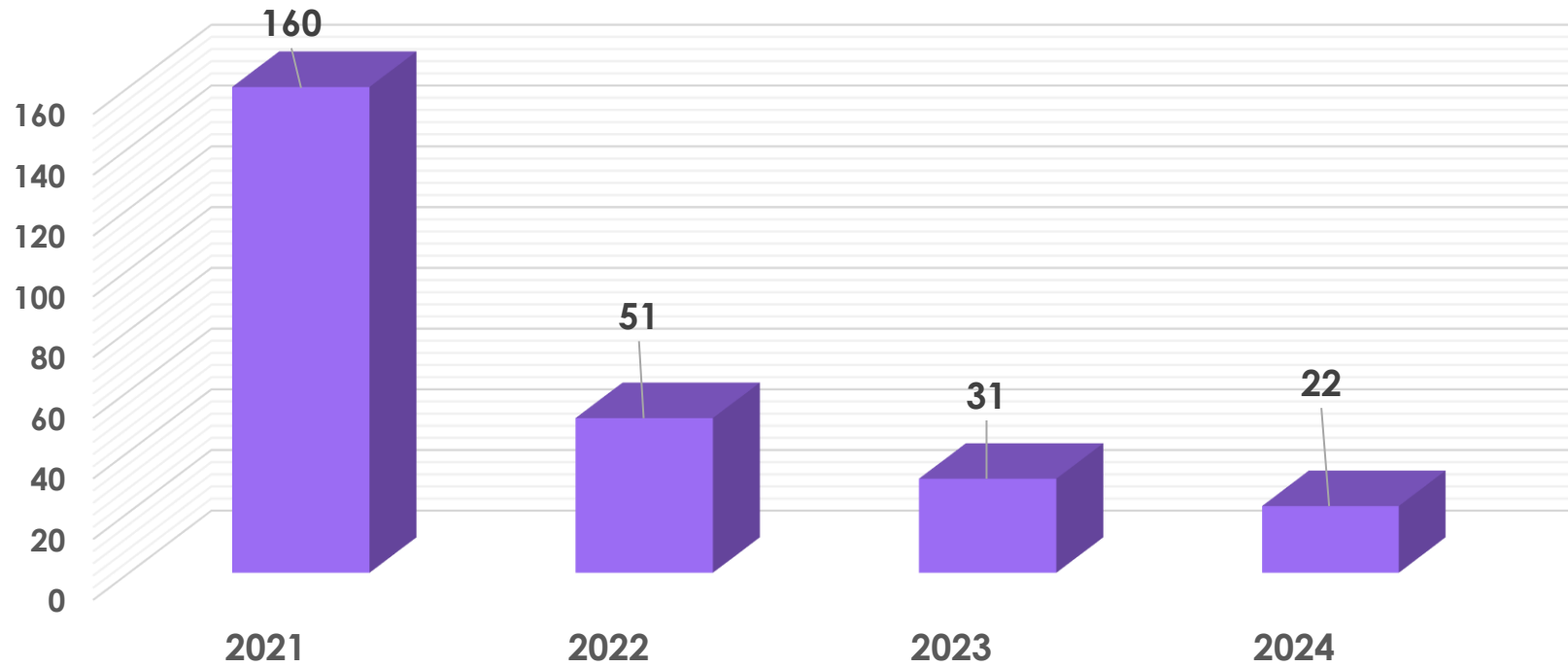


April TCIC/NCIC Inquiries up 10%



Communications P1 Call Times in Seconds

13



Communications Call Processing Times

Excluding Officer Initiated Calls

14

Priority	Calls	Comm Time
1	101	:22
2	898	:34
3	337	1:08
4	1,626	:54

Brenham Police Department

Excluding 3,031 Officer Initiated Calls-Up 49% over 2021



15

Priority	Calls	Comm	Travel	Total
1	11	:24	3:52	4:16
2	249	:40	4:50	5:30
3	81	:43	7:55	8:40
4	337	1:08	9:02	10:14

Washington County Sheriff's Office

Excluding 1,144 Officer Initiated Calls



16

Priority	Calls	Comm	Travel	Total
1	10	:35	9:16	:54
2	44	:49	12:15	13:07
3	40	:56	17:19	18:17
4	256	1:02	20:09	21:14

Blinn College Police Department

Excluding 836 Officer Initiated Calls



17

Priority	Calls	Comm	Travel	Total
1	2	:19	4:25	4:46
2	14	:38	4:13	4:54
3	10	:35	5:43	6:19
4	40	:40	4:01	4:43

Blinn Bryan Police Department

Excluding 951 Officer Initiated Calls



18

Priority	Calls	Comm	Travel	Total
1				
2	2	:21	5:59	6:21
3				
4	27	1:13	9:29	10:27

Washington County EMS 604 Total Responses



19

Priority	Calls	Comm	Travel	Total
1	66	:19	9:17	9:38
2	288	:18	7:37	7:56
3	57	:22	10:15	10:38
4	133	:17	19:12	19:26

Brenham Fire Department

92 Total Responses



20

Priority	Calls	Comm	Travel	Total
1	5	:24	5:07	5:32
2	21	:32	4:44	5:17
3	29	:19	6:58	7:18
4	4	:20	6:49	7:09

Volunteer Fire Departments

55 Total Calls

21

Priority	Calls	Comm	Travel	Total
1	3	:23	9:47	10:11
2	13	:32	13:15	13:49
3	11	:33	11:15	11:52
4				

Criminal Histories: Communications ran and reviewed 232 criminal histories.

	Communication personnel validated:
*	Stolen Guns
*	Protective Orders
*	Stolen Vehicles
*	Stolen License Plates
*	Wanted Person Records

Developments/Projects/Concerns

- ▶ 1 Supervisor completed EMD Instructor Course
- ▶ APCO Intellicom Guide cards have been submitted
- ▶ 2 Supervisors are attending EMS Leadership Course
- ▶ 2 Supervisors graduated NENA's CMCP

Developments/Projects/Concerns

- ▶ 1 TCO attended COMM Lab at Metro Aviation
- ▶ 1 Supervisor attended CTO training
- ▶ 4 Supervisors are enrolled in 360 Leadership Academy
- ▶ Monthly PSAP user group meeting held 3/7/2024
- ▶ First Responder Appreciation Meal was 3/5/2024

Some Recent WOW Calls:

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