

Monthly Report

FEBRUARY 2024



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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
- ▶ COMPLETE FLIGHT = 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.

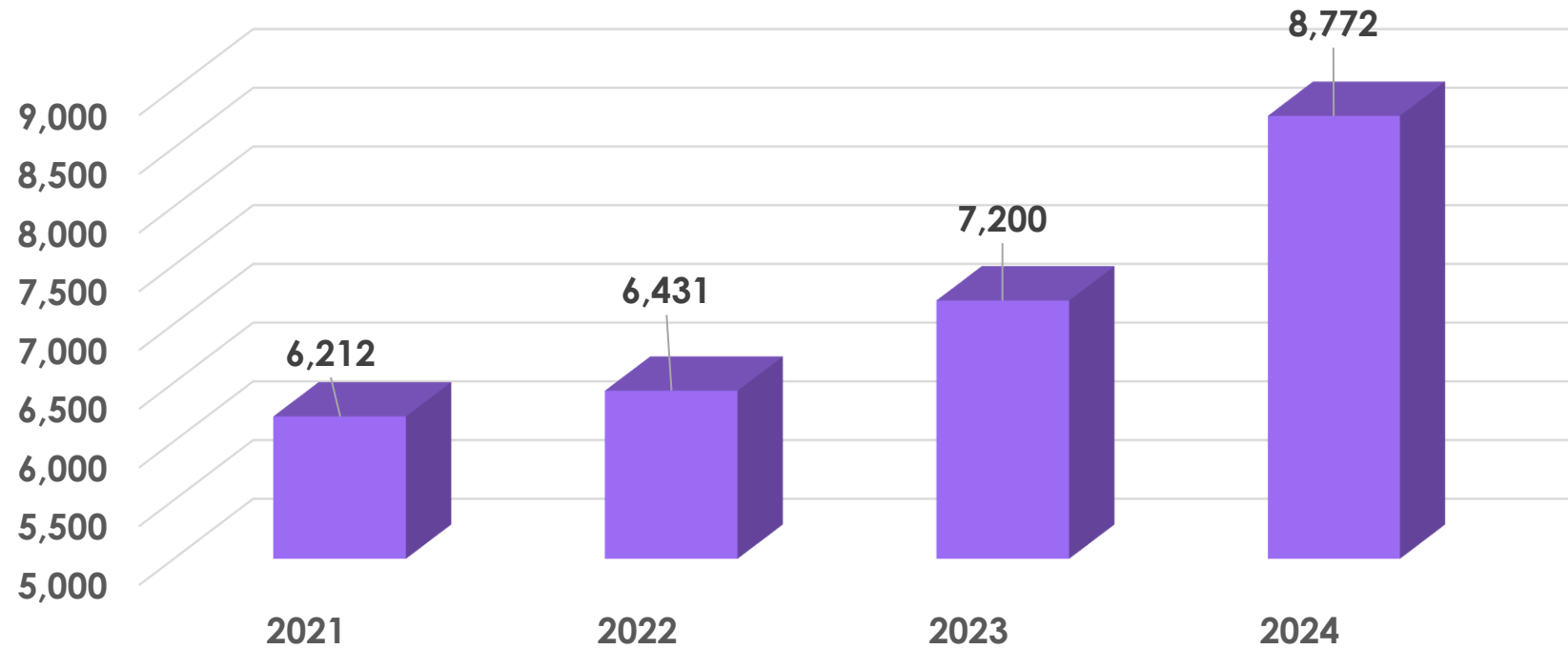
National Fire Prevention Association 1225 Standards

- ▶ 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 **14** seconds for BFD and **19** seconds for the Volunteer Departments.

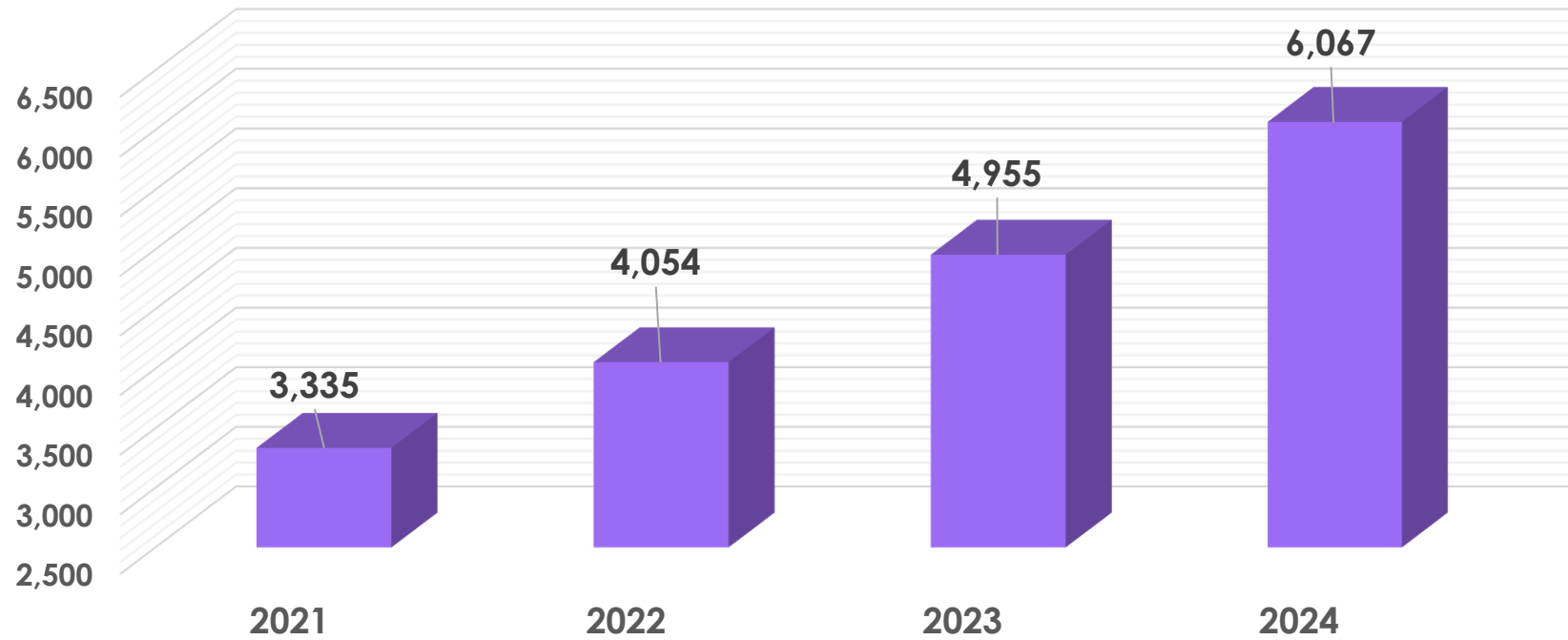
Staffing Status

- ▶ Current Staff:
 - ▶ 17 Telecommunicators - 15 full time (1 starting 3/24, 1 on 4/7 and 1 Part Time)
 - ▶ 4 Supervisors
 - ▶ 1 Operations Manager
 - ▶ 1 Director

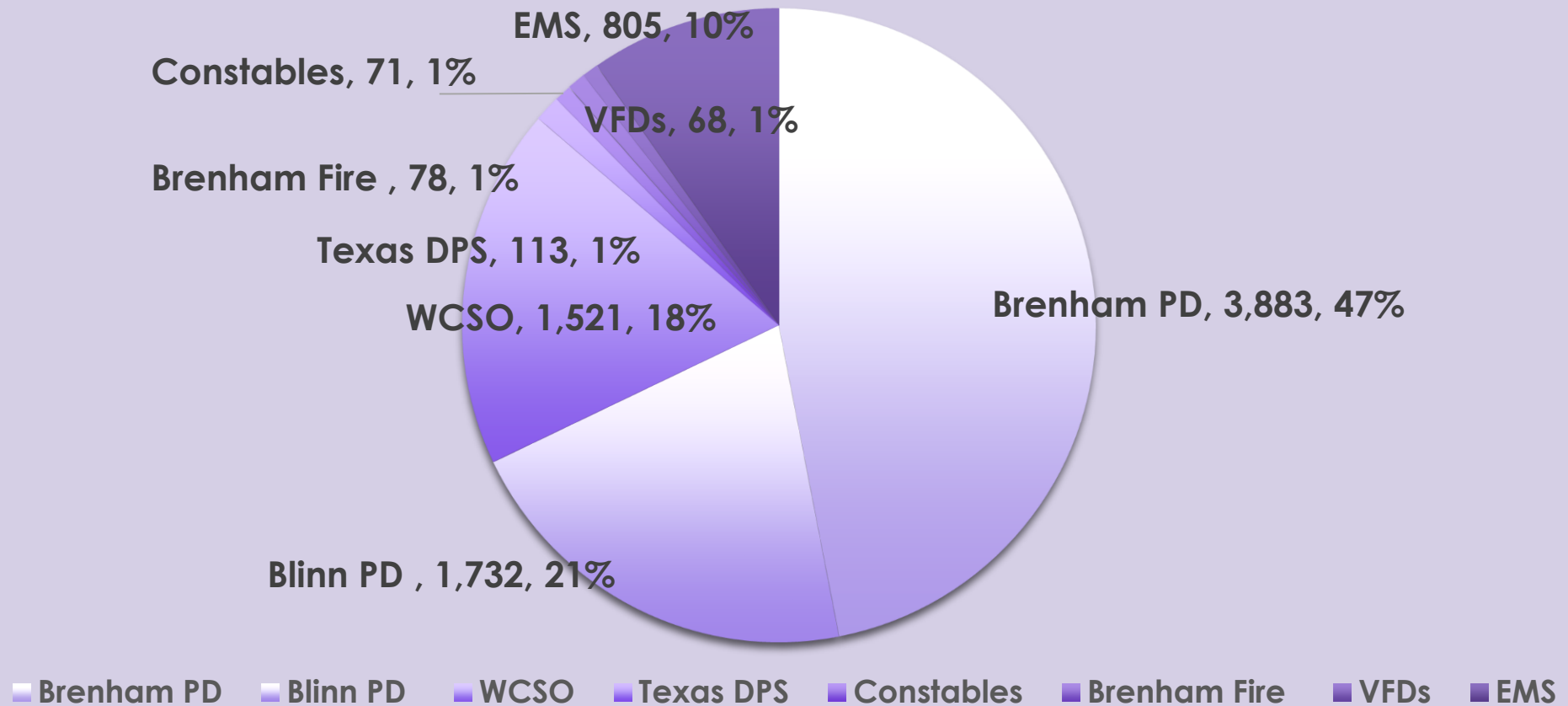
February CAD Calls for Service



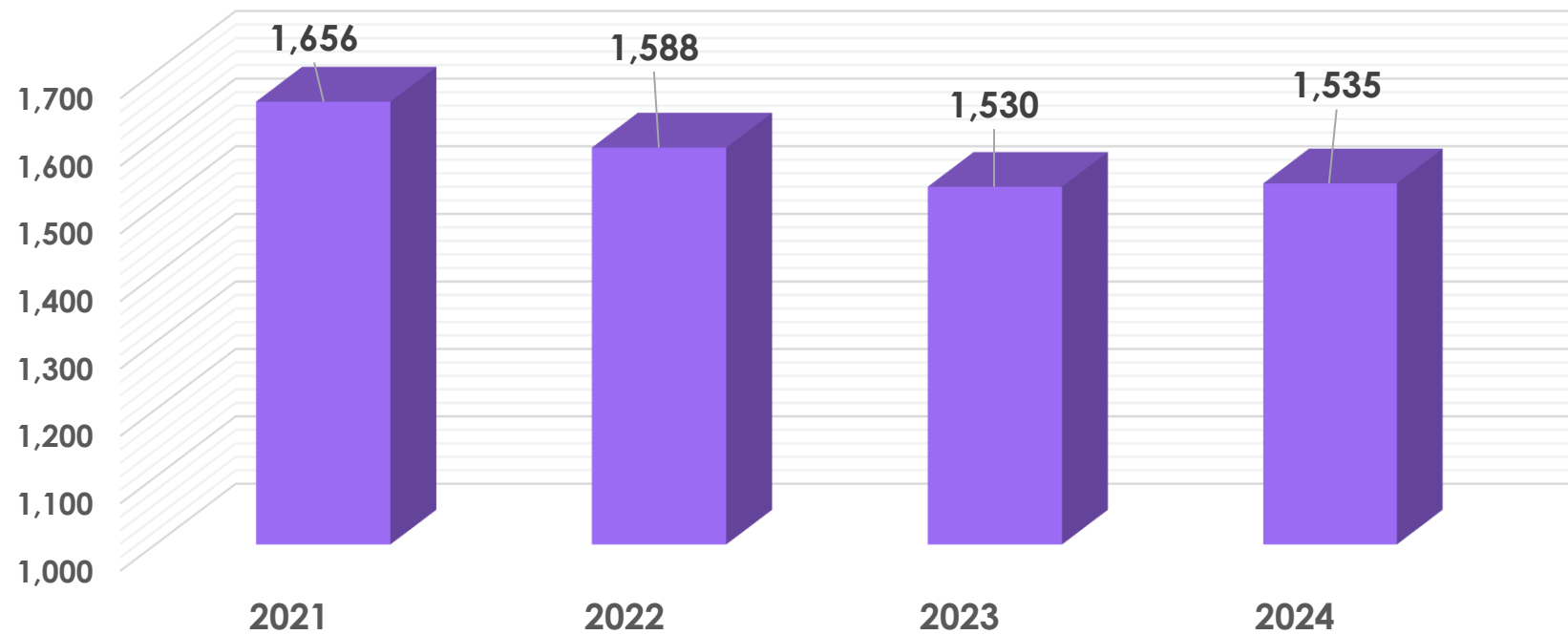
February Field Initiated Calls



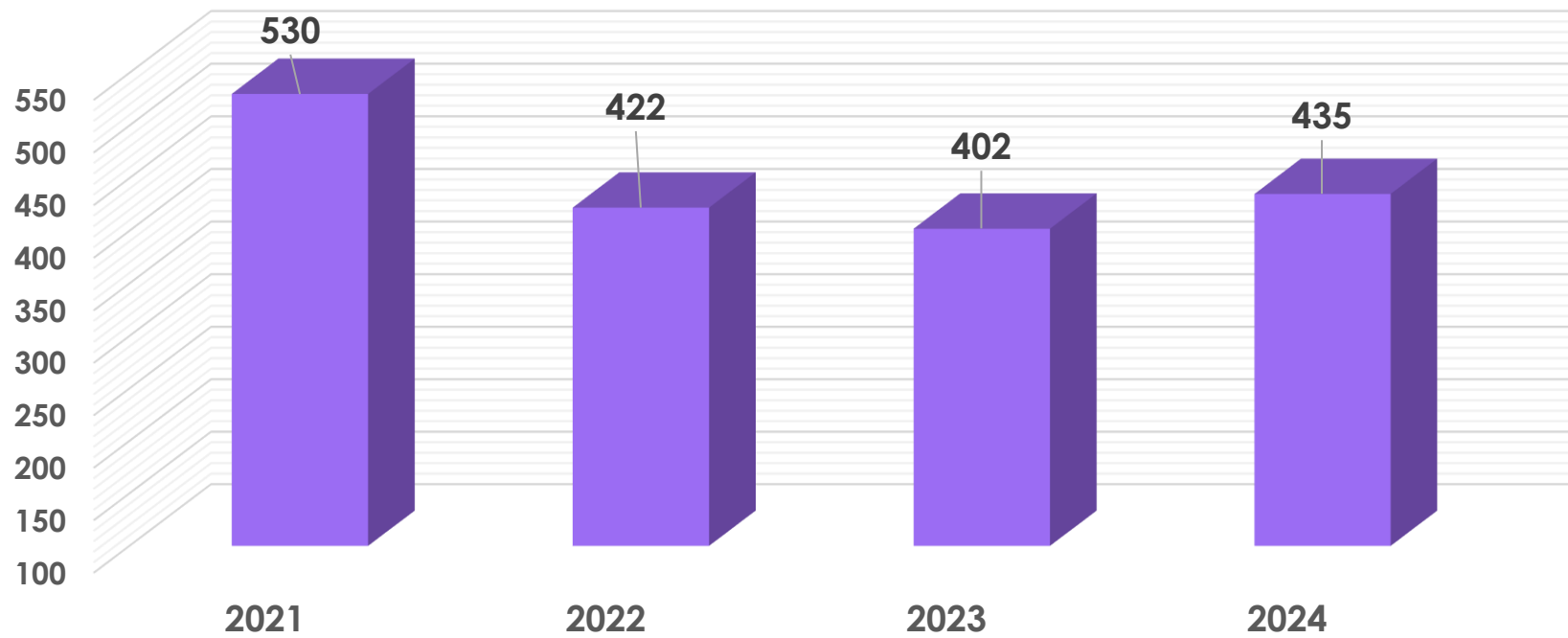
Calls By Responding Agency - February



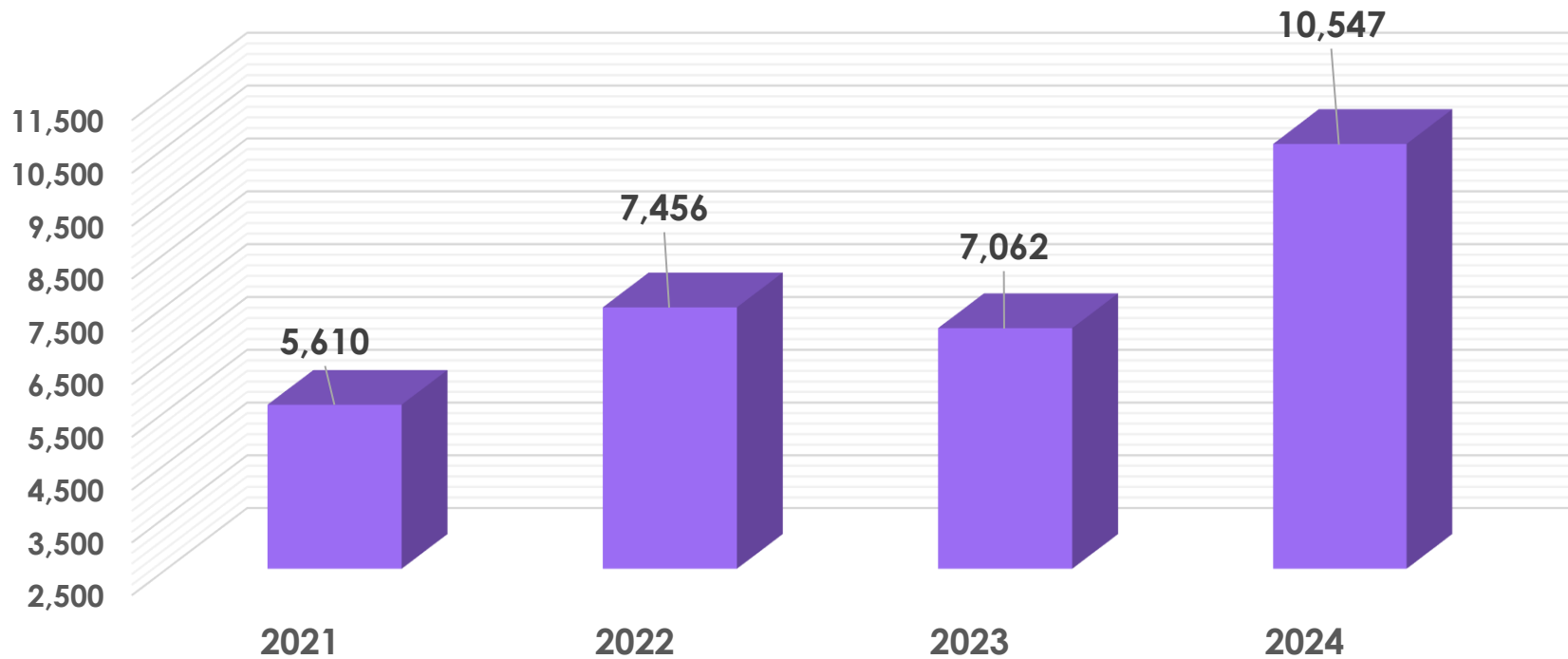
February 911 Calls



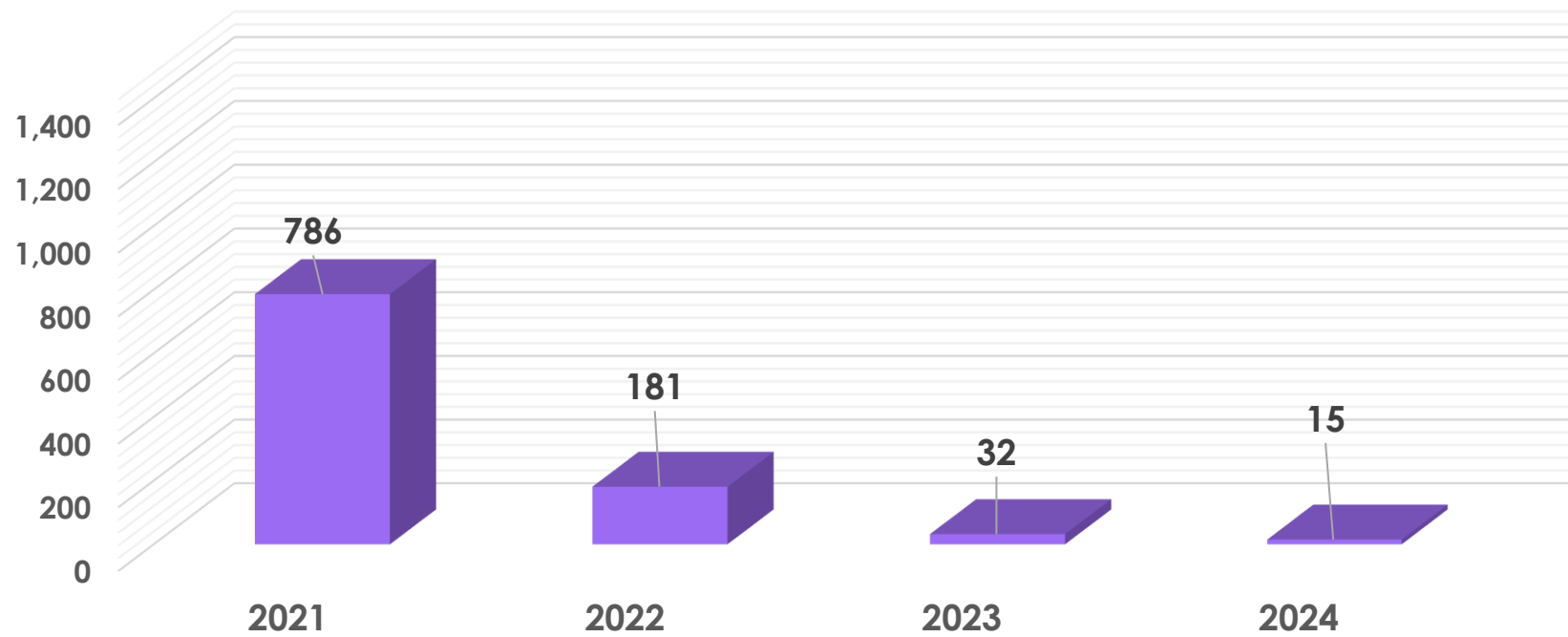
February Outbound Calls



February TCIC/NCIC Inquiries



Communications P1 Call Times in Seconds



Communications Call Processing Times

Excluding 6,067 Officer Initiated

Priority	Calls	Comm Time
1	128	:15
2	839	:26
3	311	:49
4	1,422	:42

Brenham Police Department

Excluding 3,083 Officer Initiated Calls



Priority	Calls	Comm	Travel	Total
1	28	:24	3:49	4:15
2	242	:29	4:33	5:03
3	79	:42	6:36	7:19
4	306	:50	9:12	9:58

Washington County Sheriff's Office

Excluding 865 Officer Initiated Calls



Priority	Calls	Comm	Travel	Total
1	7	:20	11:47	12:08
2	141	:39	13:50	14:27
3	36	:54	18:01	19:11
4	260	:55	20:44	21:39

Blinn College Police Department

Excluding 663 Officer Initiated Calls



17

Priority	Calls	Comm	Travel	Total
1	3	:21	1:56	2:18
2	10	:23	5:15	5:36
3	17	:49	8:44	9:31
4	42	:48	6:21	6:58

Blinn Bryan Police Department

Excluding 946 Officer Initiated Calls



18

Priority	Calls	Comm	Travel	Total
1				
2	1	:57	1:33	2:30
3	2	:17	3:53	4:11
4	12	:43	6:09	6:59

Washington County EMS 805 Total Responses



19

Priority	Calls	Comm	Travel	Total
1	88	:14	8:22	8:37
2	307	:12	7:58	8:11
3	76	:10	9:09	9:21
4	334	1:11	17:35	17:56

Brenham Fire Department

78 Total Responses



20

Priority	Calls	Comm	Travel	Total
1	8	:14	3:40	3:55
2	9	:20	7:23	7:45
3	30	:19	6:07	6:25
4	3	:22	8:55	9:17

Volunteer Fire Departments

68 Total Calls

Priority	Calls	Comm	Travel	Total
1	10	:19	6:17	6:37
2	30	:20	9:00	9:22
3	19	:27	10:28	10:55
4	9	:14	18:03	18:20

Criminal Histories: Communications ran and reviewed 280 criminal histories.

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

Developments/Projects/Concerns

- ▶ Operations Manager completed EMD Manager Course
- ▶ 4 TCOs were certified in full access TCIC/NCIC
- ▶ 2 Supervisors are attending EMS Leadership Course
- ▶ 8 TCOs attended “First 3 Minutes” Training
- ▶ 8 TCOs attended “High Risk Situation” Training

Developments/Projects/Concerns

- ▶ 1 TCO attended COMM Lab Scenario Based Training at Metro Aviation
- ▶ 1 Supervisor attended CTO training
- ▶ 4 Supervisors are enrolled in 360 Leadership Academy
- ▶ Monthly PSAP User Group meeting held 2/1/2024

Some Recent WOW Calls:

- ▶ **CFS24-011426 Welfare Concern on 2/7/2024:** TCO Hartfield received a call from a medical alert company who wanted an update on a medical alarm they said they dispatched. We had not gotten a call from this company requesting dispatch. After being advised we had not received a call requesting dispatch, TCO Hartfield looked at the history at this location and decided to do a welfare check as there was extensive history of medical calls. CONT...

Some Recent WOW Calls:

- ▶ CONT...TCO Hartfield assigned PD to respond and they arrived less than 3 minutes later and requested medics to respond as they had located a woman in need of medical attention. TCO Rogers assigned medics who responded and were able to provide care to the patient. Great job! **TCOs Involved: Hartfield and Rogers**

Some Recent WOW Calls:

- ▶ **CFS24-012616 Burglary 2/11/2024:** TCO Ortiz received a 911 call from a man who reported that when he returned home he found his home had been broken into and his safe open. TCO Ortiz instructed the victim to exit the home until police arrived not knowing if the suspect(s) were still inside. TCO Ortiz entered the call in seconds and TCO Scott assigned units in just 21 seconds then toned and aired to P1 Law in the event there were other Officers in the area. Officers arrived less than 2 minutes later, but were unable to locate the suspect(s). **TCOs Involved: Ortiz and Scott.**

Some Recent WOW Calls:

- ▶ **CFS24-013146 Structure Fire 2/13/2024**: TCO Morales receives a 911 call from a man who reports that his home is on fire. TCO Morales immediately enters in a call for service and gets additional information from the caller. TCO Rogers toned and assigned fire to respond in 10 seconds as TCO Ortiz assigned medics in just 21 seconds and TCO Lewis assigned PD to respond in less than a minute. The Fire Chief was on scene 2 minutes later and requested additional fire departments to assist and cover the station. **TCOs Rogers, Lewis and Morales** worked together on this call for more than 4 hours. Great teamwork!

Some Recent WOW Calls:

- ▶ **CFS24-016023 Disturbance 2/23/2024**: TCO Morales receives a call from a man who reports that his fiancée assaulted him and she is still on scene. TCO Gregory quickly assigns units to respond and provides them with the updates that TCO Morales is gathering about weapons and the description of the suspect. Officers arrive 3 minutes after the call and apprehended the suspect without further incident. The male had injuries, but declined medical attention. **TCOs involved: Morales and Gregory.**

Some Recent WOW Calls:

- ▶ **On CFS24-017528 Cardiac Arrest on 2/27/2024:** TCO Brian Smith received a 911 call from a woman who reported that her friend was not breathing. Brian immediately enters in a call for service and starts TCPR. TCO Trainee Krueger (with CTO Wellmann) have medics toned and on the way in just 9 seconds. TCO Bryce assigned PD units to respond as well. TCO Smith continued to do TCPR for 5 minutes until the first units arrived on scene. Medics provided care to the patient and she was transported to the hospital. This was outstanding teamwork with a great outcome. **TCOs involved: Smith, Krueger, Wellmann and Bryce.**

Some Recent WOW Calls:

- ▶ **CFS24-017781 Disturbance 2/28/2024**: TCO Rogers receives a call from a woman reporting that two subjects were sitting in a car arguing. TCO Rogers enters in the call for service and gets additional information from the caller. TCO J. Aronson assigns units less than 20 seconds later and provides them with the updates TCO Rogers adds as she also researches the names and locates an emergency protective order in place. Minutes later Officers arrive on scene and arrest one of the individuals without further incident. **TCOs involved: J. Aronson and Rogers.**