

Monthly Report

JANUARY 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.

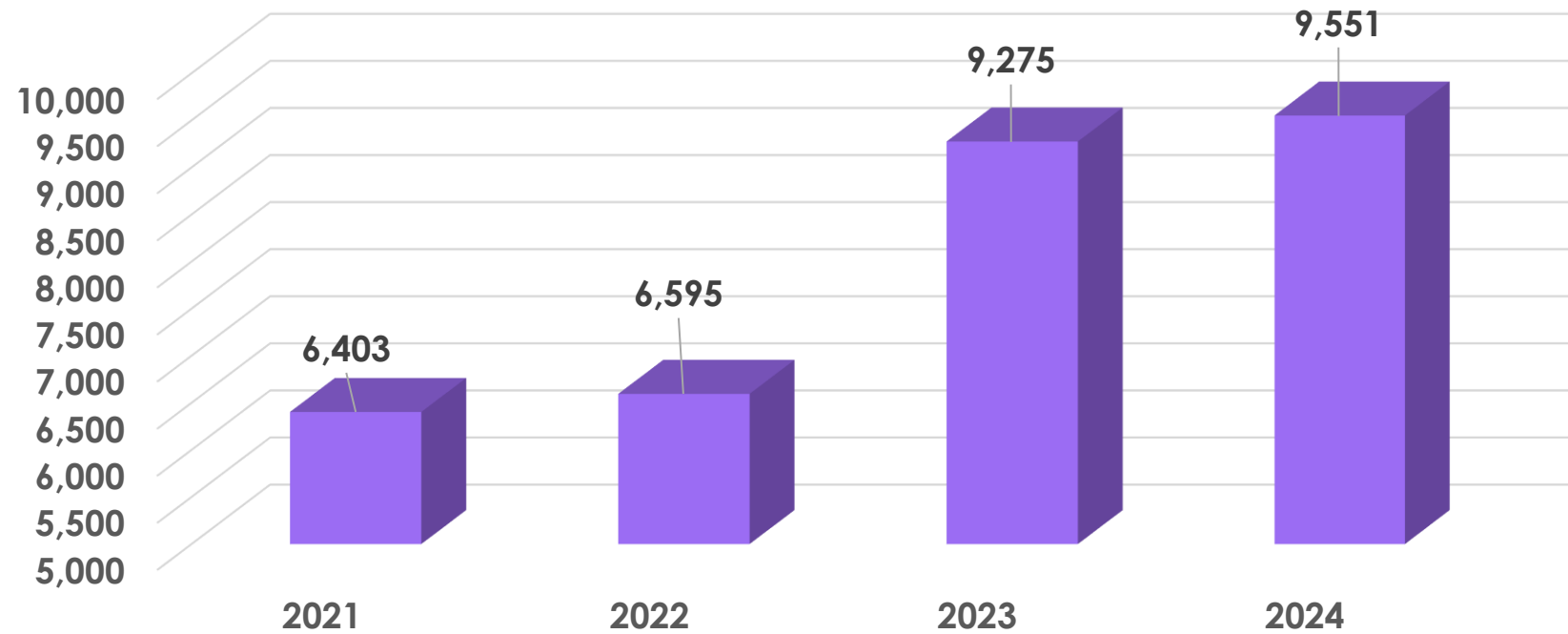
National Fire Prevention Association 1225 Standards

- ▶ 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 **13** seconds for BFD and **16** seconds for the Volunteer Departments.

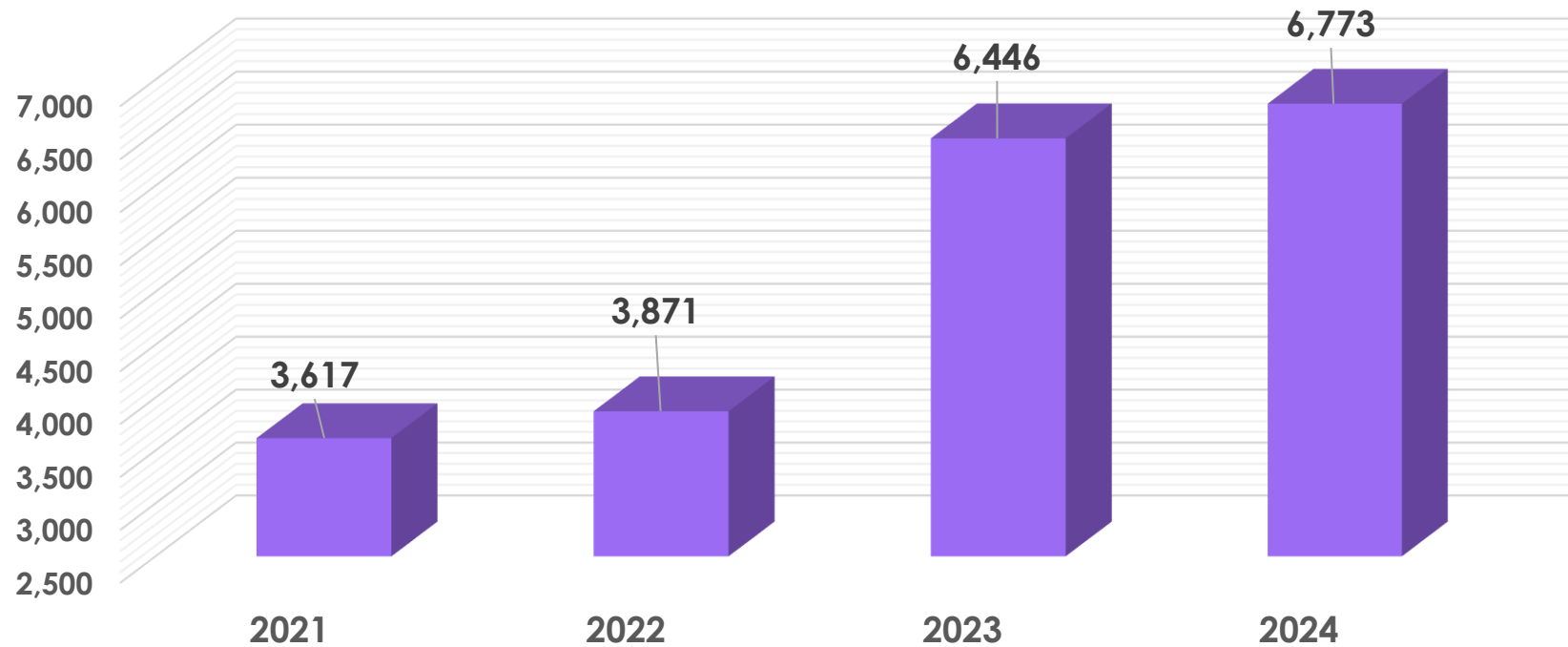
Staffing Status

- ▶ Current Staff:
 - ▶ 17 Telecommunicators - 15 full time (1 starting 2/18, 1 on 3/3 and 1 Part Time)
 - ▶ 4 Supervisors
 - ▶ 1 Operations Manager
 - ▶ 1 Director

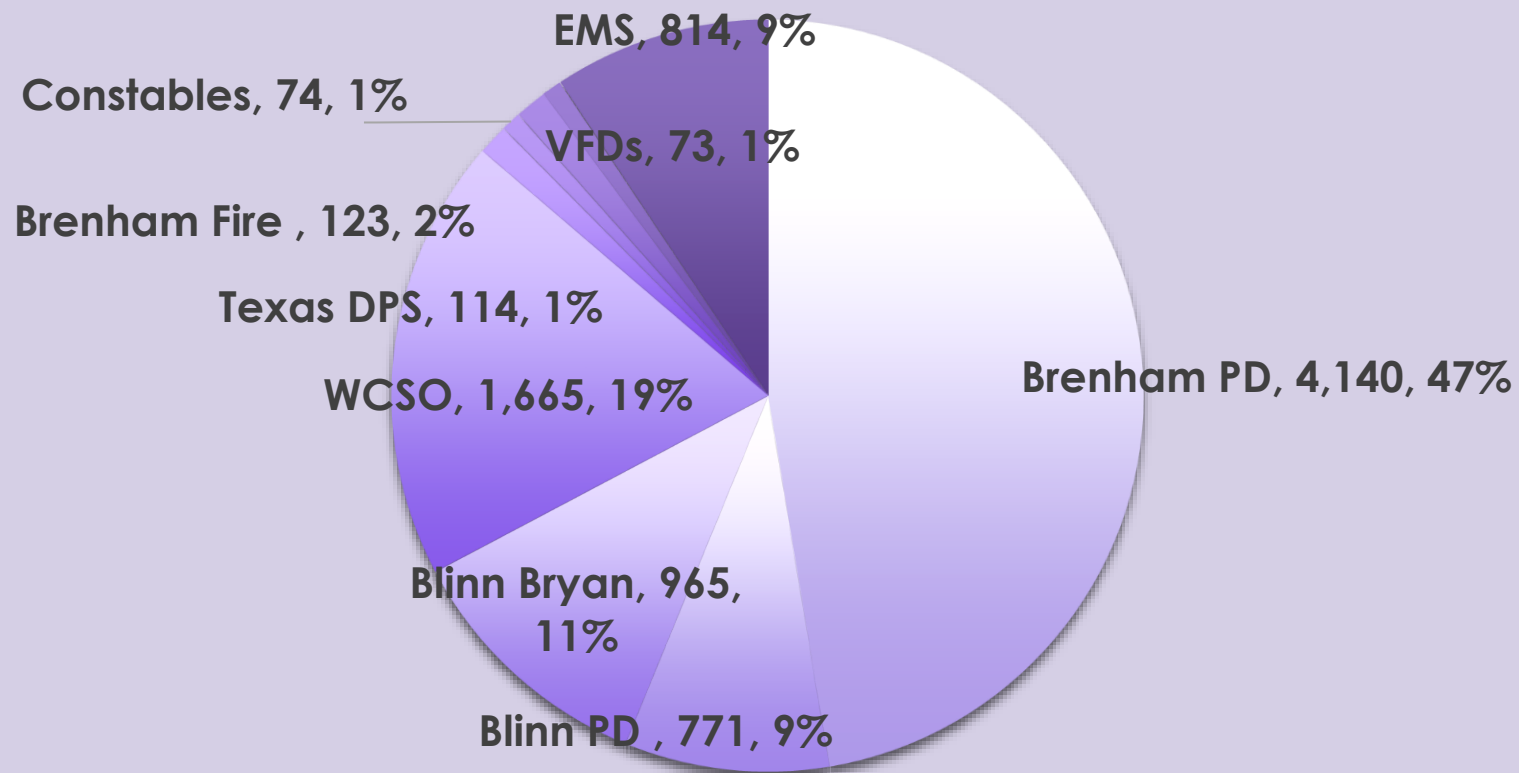
January CAD Calls for Service



January Field Initiated Calls

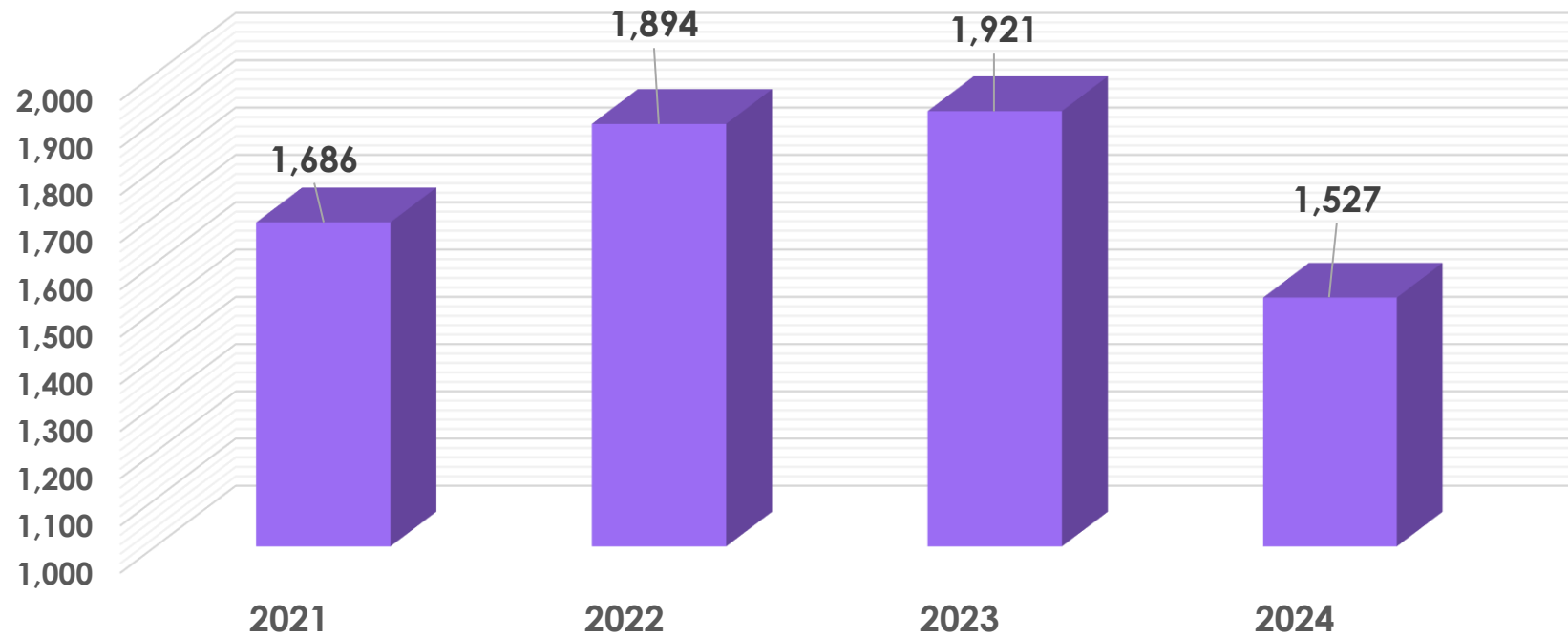


Calls By Responding Agency - January

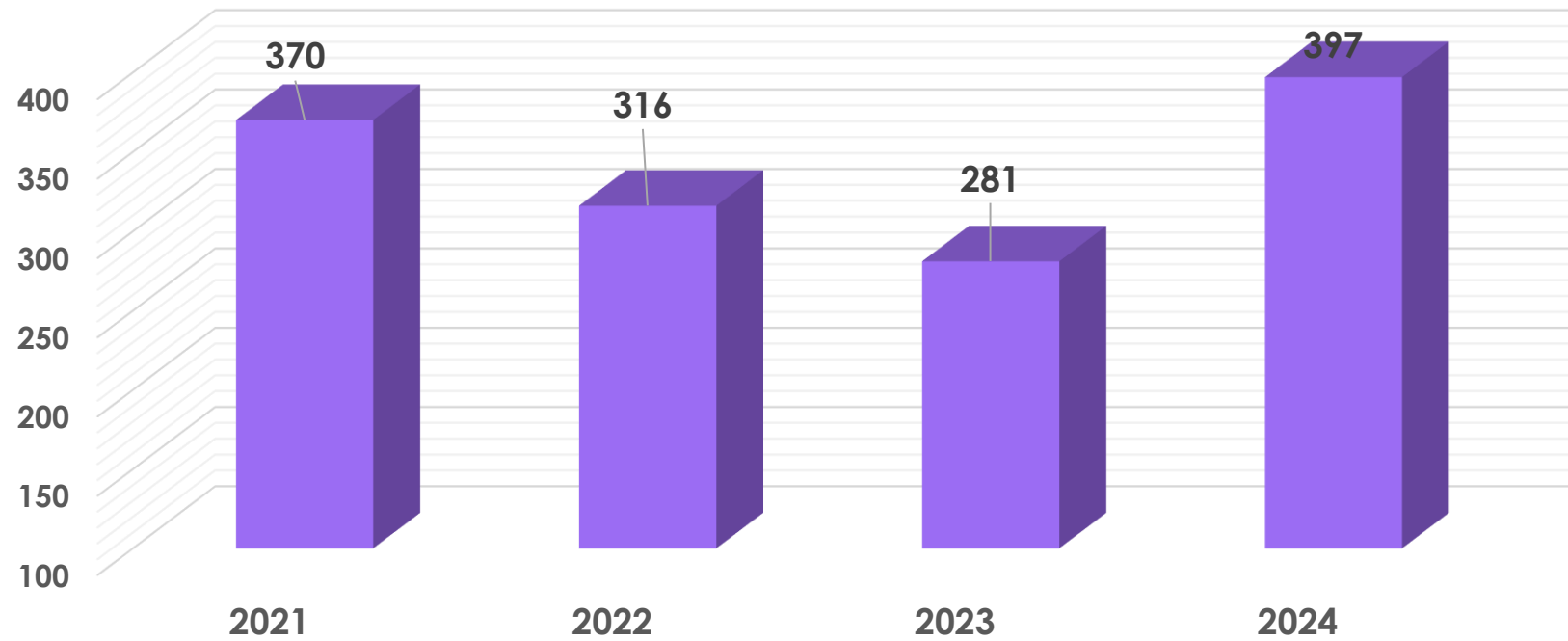


■ Brenham PD ■ Blinn PD ■ Blinn Bryan ■ WCSO ■ Texas DPS ■ Constables ■ Brenham Fire ■ VFDs ■ EMS

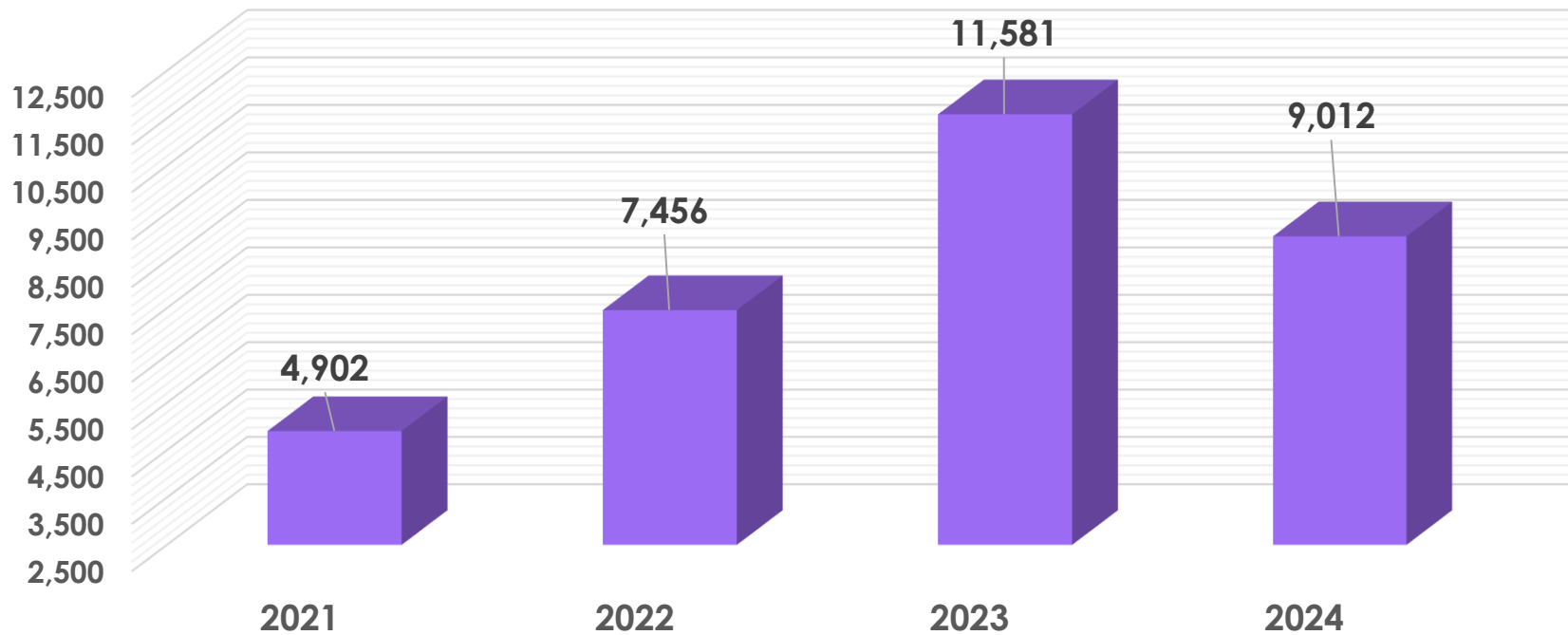
January 911 Calls



January Outbound Calls Down



January TCIC/NCIC Inquiries



Communications Call Processing Times

Excluding 6,773 Officer Initiated

13

Priority	Calls	Comm Time
1	115	:14
2	796	:21
3	354	:50
4	1,498	:38

Brenham Police Department

Excluding 3,443 Officer Initiated Calls



14

Priority	Calls	Comm	Travel	Total
1	34	:15	3:23	3:39
2	291	:27	4:51	5:18
3	90	:38	6:57	7:36
4	281	:46	12:40	13:23

Washington County Sheriff's Office

Excluding 1,074 Officer Initiated Calls



15

Priority	Calls	Comm	Travel	Total
1	33	:16	7:37	7:54
2	191	:27	11:13	11:43
3	67	:47	17:17	18:03
4	300	:58	25:36	26:35

Blinn College Police Department

Excluding 691 Officer Initiated Calls



16

Priority	Calls	Comm	Travel	Total
1	4	:09	2:26	2:36
2	15	:24	4:41	5:07
3	9	:18	5:24	5:43
4	52	:54	4:47	5:33

Blinn Bryan Police Department

Excluding 935 Officer Initiated Calls



17

Priority	Calls	Comm	Travel	Total
1				
2	2	:27	3:16	3:44
3	1	:14	5:12	5:27
4	27	1:00	6:53	8:04

Washington County EMS 640 Total Responses



18

Priority	Calls	Comm	Travel	Total
1	71	:12	7:58	8:12
2	288	:11	8:05	8:17
3	61	:11	9:00	9:12
4	159	:11	18:57	19:09

Brenham Fire Department

117 Total Responses



19

Priority	Calls	Comm	Travel	Total
1	8	:15	3:06	3:21
2	14	:24	6:46	7:09
3	52	:17	6:51	7:10
4	3	:24	4:12	4:20

Volunteer Fire Departments

63 Total Calls

20

Priority	Calls	Comm	Travel	Total
1	13	:18	6:11	6:29
2	22	:23	11:00	11:23
3	22	:26	12:53	13:20
4	6	:54	13:31	14:01

Criminal Histories: Communications ran and reviewed 280 criminal histories.

	Communication personnel validated:
14	Stolen Guns
4	Protective Orders
2	Stolen Vehicles
1	Stolen License Plates
5	Wanted Person Records

Developments/Projects/Concerns

- ▶ Operations Manager attended Washington County Leadership Course
- ▶ 4 Supervisors attended 360 Leadership Academy
- ▶ 2 Supervisors attended staffing and retention training
- ▶ 2 Personnel completed CTO Training
- ▶ Monthly PSAP user group meeting held 2/1

Developments/Projects/Concerns

- ▶ WOW winner of the month
- ▶ Compliment Jar- gift card
- ▶ Hot Call Reward- Above and Beyond
- ▶ 1 Supervisor attended CAST- Civilian Active Shooter Training
- ▶ 1 Supervisor is enrolled in Emergency Medical Dispatcher Instructor Training and Emergency Fire Instructor for IntelliComm

Some Recent WOW Calls:

- ▶ **01/11/24 CFS24-003376 Cardiac Arrest:** TCO Rogers took a call that initially appeared to be a cardiac arrest. TCO Rogers dispatched medics in just 8 seconds and started CPR and launched the aircraft as the victim was not breathing. The victim had crashed into a pole and was having a heart attack. TCO Brown started PD and they arrived less than two minutes after the call was received and advised the victim was in fact trapped in the vehicle. TCO Hartfield (with trainee Castillo) assigned BFD to assist. Two drones were deployed to assist in searching the area. When medics arrived they continued CPR, unfortunately, the victim was pronounced. **TCOs Involved: Leah Rogers, Caleb Brown, Jerod Hartfield and Dominique Castillo.**

Some Recent WOW Calls:

- ▶ **01/16/24 CFS24-004762 Structure Fire:** TCO trainee Young received a 911 call from a subject requesting Police, Fire and EMS for a camper that was on fire, the caller reported that someone was living in the camper. TCO Wellman took over the 911 call while TCO Trainee Young (along with CTO Bryce) dispatched and toned primary and mutual aid Fire departments in just 23 seconds and EMS in less than 30 seconds. TCO Wellman sent WCSO in less than 30 seconds and contacted Bluebonnet just in case. When the fire department was fighting the fire they discovered two victims inside. CISM also responded to assist. The call was active for more than 10 hours as units investigated. **TCOs Involved: Devinn Young, Raleigh Wellmann, Alison Bryce, Leah Rogers, Karime Ortiz, and Hannah Scott.**

Some Recent WOW Calls:

- ▶ **01/21/24 CFS24-6477 Grass Fire:** TCO Scott took a 911 call from a man who said there was a field on fire across the street from him. The call was dispatched in 16 seconds by TCO Rogers and Burton fire units made it on scene in 3 minutes & 19 seconds. TCO Lewis got PD enroute for traffic control at the major intersection. TCO Ortiz got WCSO enroute for the traffic control on the county side of the fire and called all the city utilities. Everyone did a wonderful job!
TCOs Involved: Hannah Scott, Karime Ortiz and Leah Rogers.

Some Recent WOW Calls:

- ▶ **01/27/24 CFS24-08355 Traffic Stop/Pursuit:** TCO Morales was working PD channel when a unit initiated a traffic stop. The officer stated he had an open container of Hennessey in middle console. The violator sped off and a pursuit was initiated. Additional units were assigned to assist as the pursuit headed west to SH 237. TCO Juengerman notified Lee and Fayette county of incoming pursuit as well as updating SO units. TCO Argueta was on the phone with Lee County as they were setting up spikes at county line on 290 when BPD units lost visual near SH 237 & US HWY 290 W, as they ended the pursuit and started heading back to the city. TCO Argueta & TCO Juengerman called back Lee and Fayette County to notify them of pursuit terminating. CONT....

Some Recent WOW Calls:

- ▶ **CONT...** Fayette County called back stating they found the vehicle matching the description of the pursuit and the plate was off by one letter it was found abandoned on SH 237 and was still hot to the touch with a bottle of whiskey in center console. They also located the suspect hiding in a ditch. BPD units responded, arrested him and towed his vehicle back to the city. TCO Morales did a wonderful job with his first ever pursuit and TCO Juengerman did an amazing job, jumping in and taking initiative to call other counties. **TCOs Involved: Andrew Morales and Kaylyn Juengerman.**

Some Recent WOW Calls:

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