

Monthly Report

MARCH 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
- ▶ 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.

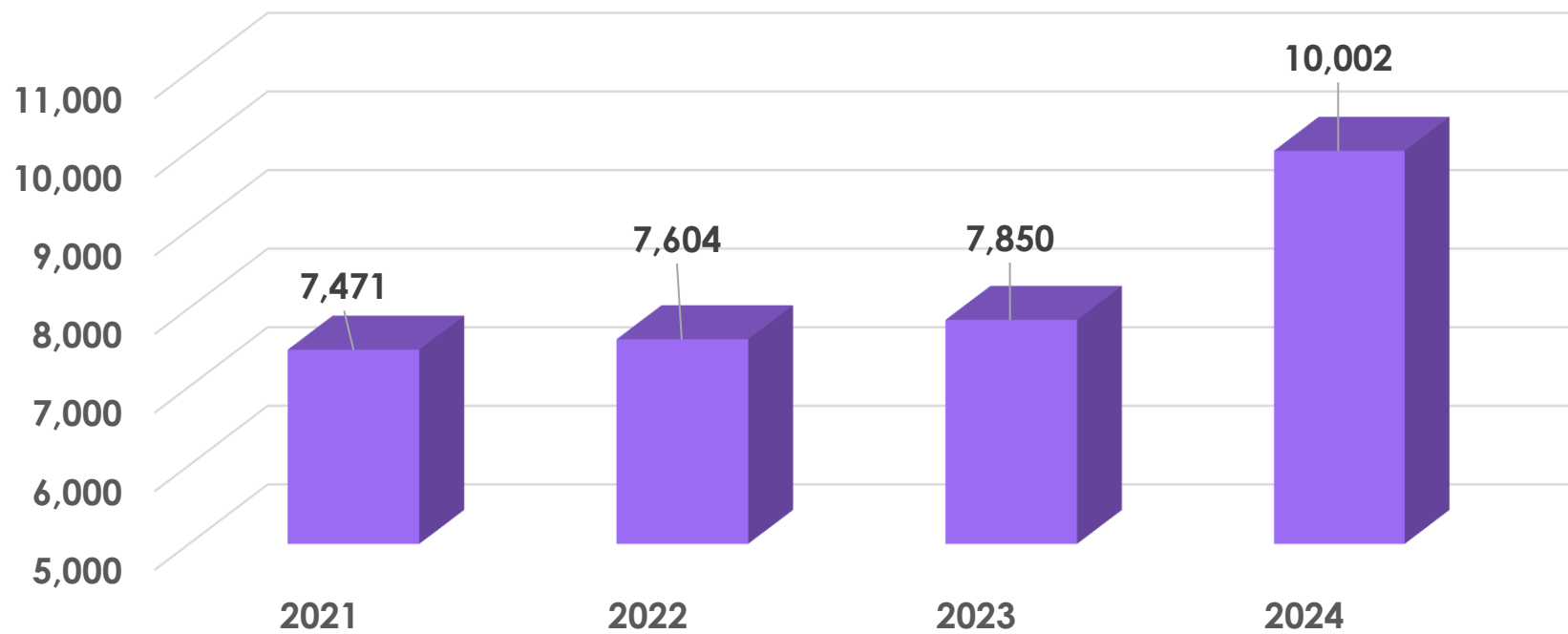
National Fire Prevention Association 1225 Standards

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

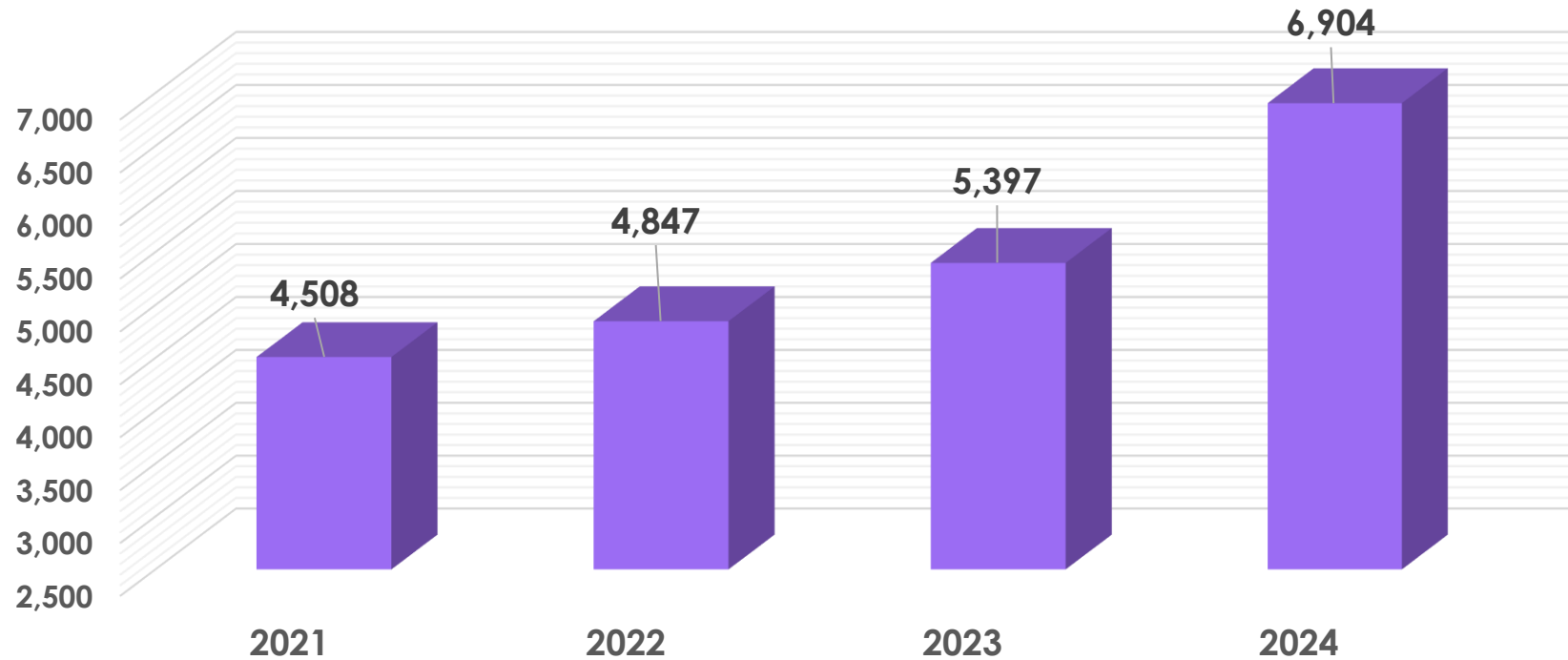
Staffing Status

- ▶ Current Staff:
 - ▶ 17 Telecommunicators - 16 full time (1 starting 4/28 and 1 Part Time)
 - ▶ 4 Supervisors
 - ▶ 1 Operations Manager
 - ▶ 1 Director

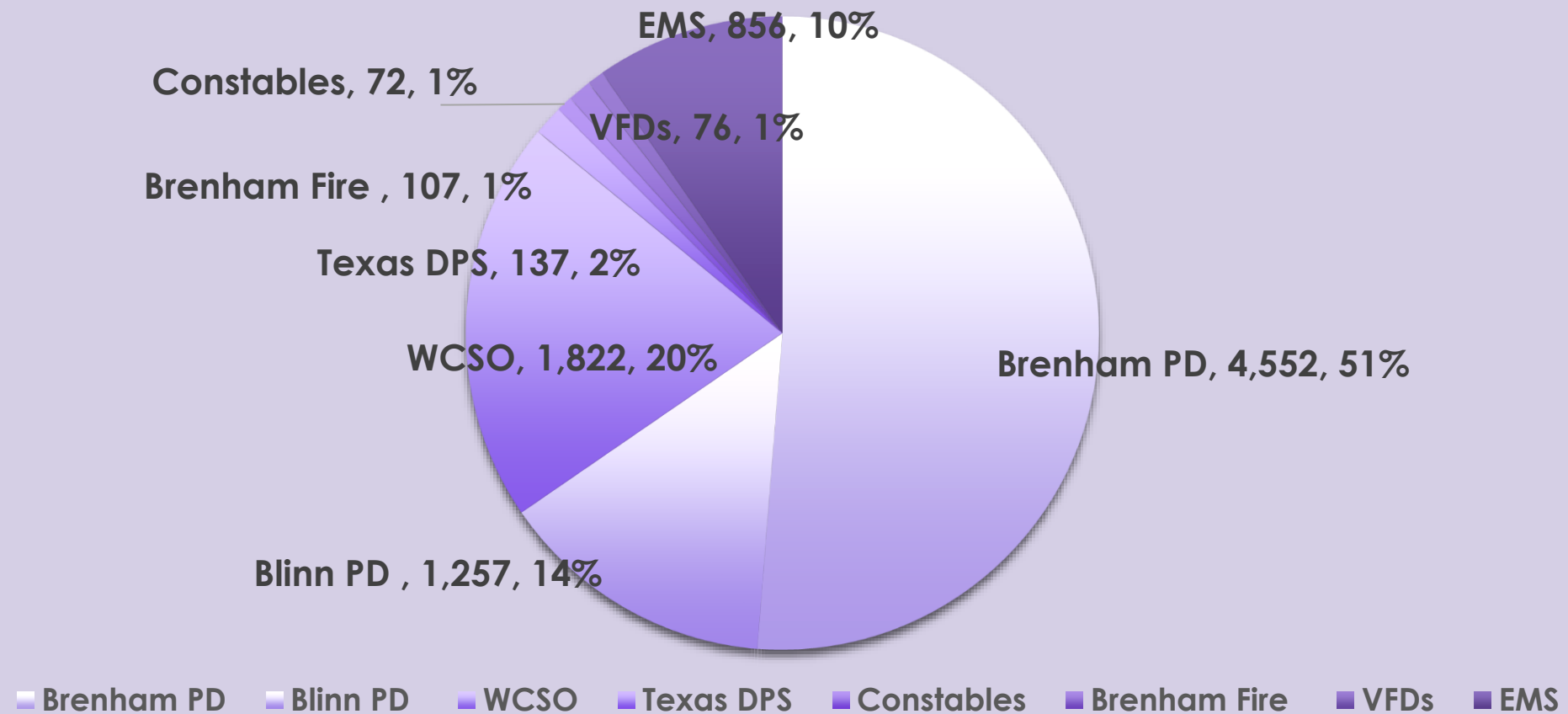
March CAD Calls for Service Up 27%



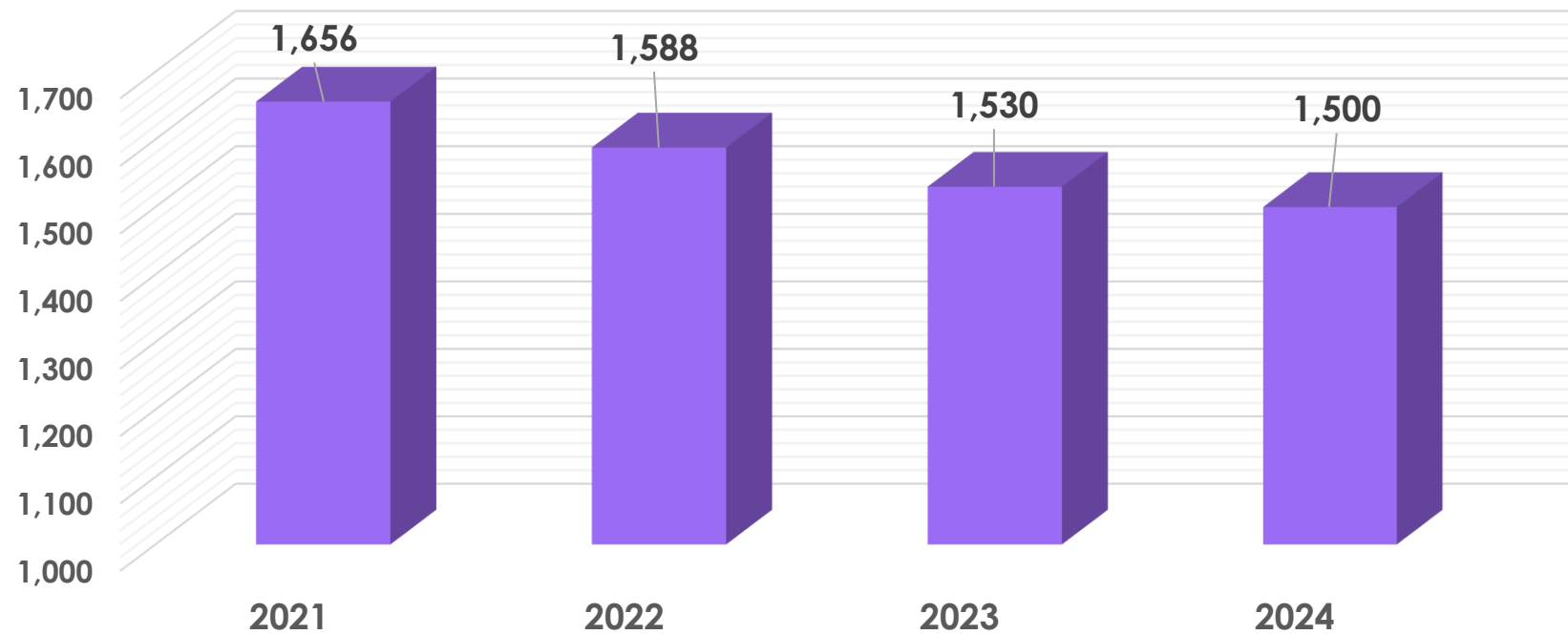
March Field Initiated Calls up 27%



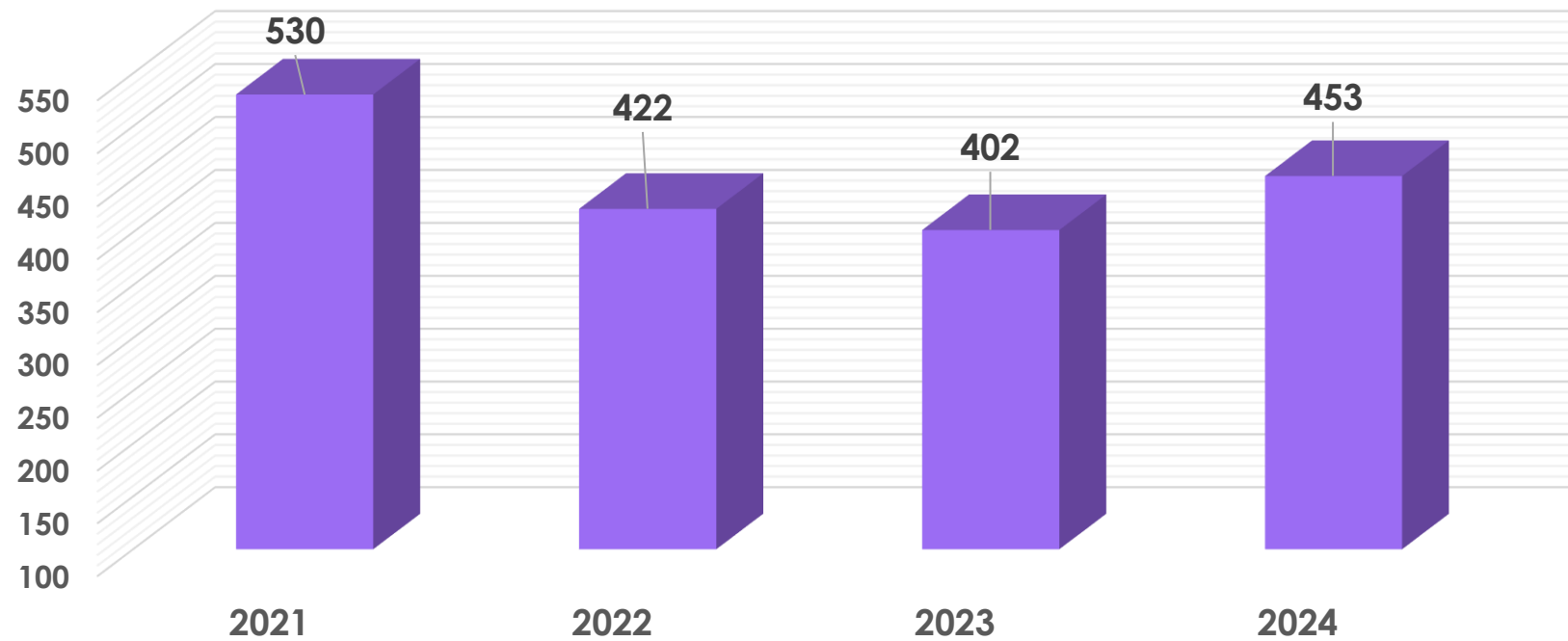
Calls By Responding Agency - March



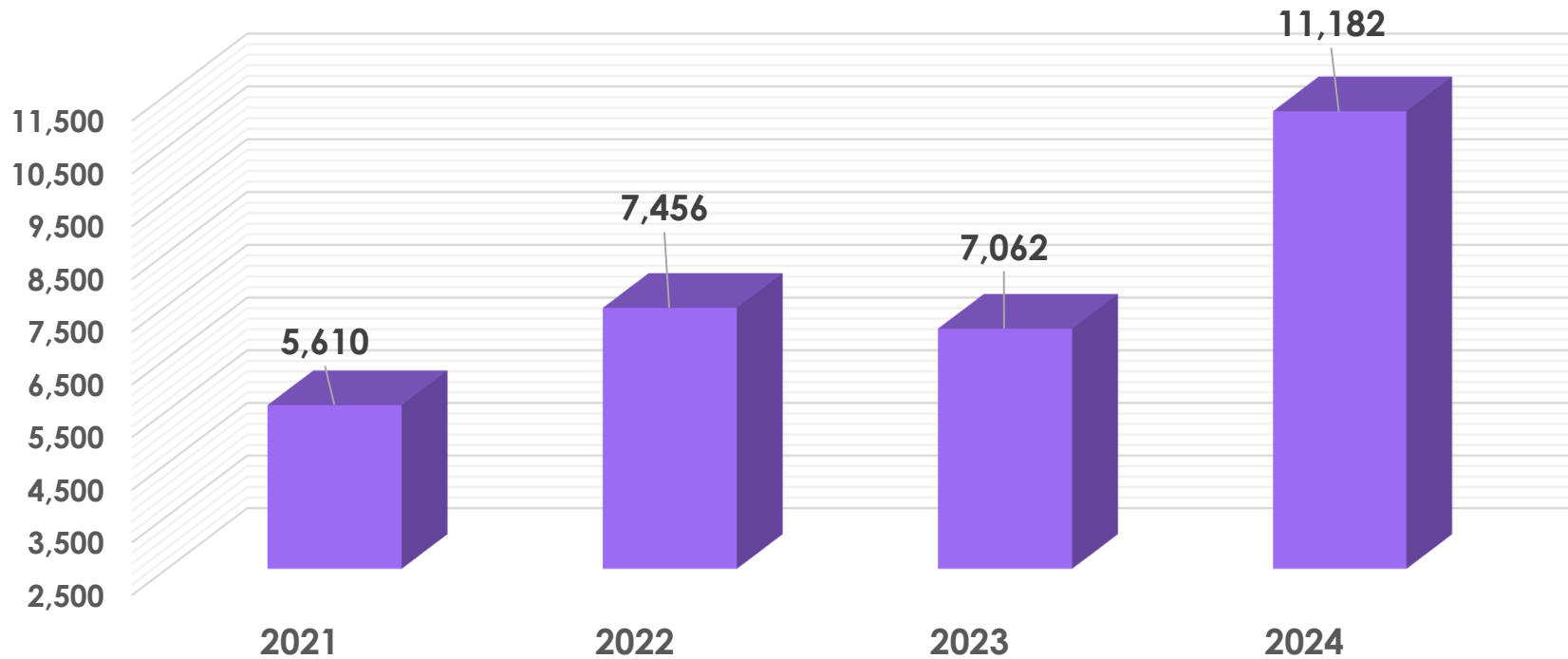
March 911 Calls



March Outbound Calls

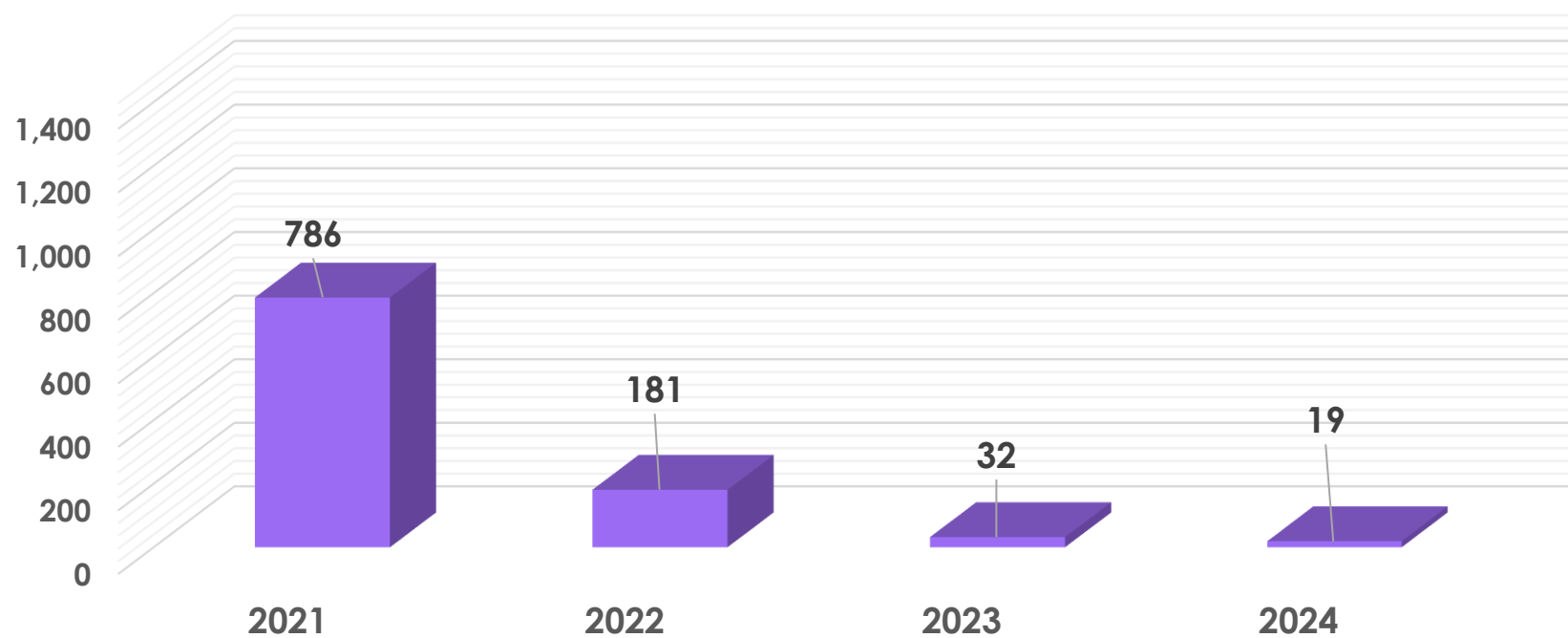


March TCIC/NCIC Inquiries up 58%



Communications P1 Call Times in Seconds

13



Communications Call Processing Times

Excluding 6,904 Officer Initiated

14

Priority	Calls	Comm Time
1	123	:19
2	847	:29
3	354	1:23
4	1,743	:44

Brenham Police Department

Excluding 3,713 Officer Initiated Calls- Up 72%



15

Priority	Calls	Comm	Travel	Total
1	19	:16	3:30	3:46
2	231	:32	4:54	5:27
3	100	:34	7:04	7:38
4	332	:47	13:14	13:55

Washington County Sheriff's Office

Excluding 1,168 Officer Initiated Calls



16

Priority	Calls	Comm	Travel	Total
1	14	:24	8:01	8:28
2	143	:37	13:38	14:17
3	40	1:00	14:56	15:42
4	265	1:09	17:31	18:30

Blinn College Police Department

Excluding 529 Officer Initiated Calls



Priority	Calls	Comm	Travel	Total
1	2	:24	3:58	4:23
2	10	:44	5:00	5:47
3	9	:33	5:15	5:49
4	46	:50	7:32	8:16

Blinn Bryan Police Department

Excluding 617 Officer Initiated Calls



18

Priority	Calls	Comm	Travel	Total
1				
2	1	:34	14:25	14:59
3	1	2:04	4:49	6:53
4	14	:51	4:27	5:02

Washington County EMS 856 Total Responses



19

Priority	Calls	Comm	Travel	Total
1	73	:20	9:01	9:22
2	269	:18	8:29	8:46
3	59	:19	8:51	9:11
4	148	:17	16:44	16:59

Brenham Fire Department 107 Total Responses



20

Priority	Calls	Comm	Travel	Total
1	10	:15	4:18	4:35
2	22	:26	5:09	5:35
3	28	:17	6:24	6:42
4	2	5:49	12:03	12:24

Volunteer Fire Departments

76 Total Calls

21

Priority	Calls	Comm	Travel	Total
1				
2	19	:33	9:22	9:56
3	15	:36	9:18	9:59
4	8	:46	8:24	9:21

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:

- ▶ **3/1/2024 CFS 24 018655 Crash with Entrapment-** TCO Castillo receives a 911 call from a woman reporting a crash involving a car and an 18 wheeler. TCO Castillo immediately enters the call as TCO Argueta receives a second call reporting that there is a small child in the car and they are unable to get out of the vehicle. TCO Argueta dispatches the fire department and medics and gets information about the injuries and provides instructions until medics arrive. TCO Brown assigns PD to respond and updates them on the patient details. TCO Gregory relieves TCO Brown and assumes control of the PD units as they arrive less than three minutes later. Medics were able to treat three patients.

Some Recent WOW Calls:

- ▶ **03/07/2024 CFS24-20981 Crash W/ Entrapment-** An officer keyed up on the radio and stated he was out on a crash involving a car and an 18 wheeler on 290. TCO Argueta quickly entered the CFS and TCO Juengerman assigned deputies in just 13 seconds and advised DPS to get troopers started that way and advised COPs for traffic control. TCO Gregory assigned two fire departments in less than 20 seconds. CTO Wellmann and TCO Trainee Krueger assigned medics and toned Air1. TCO Trainee Jackson kept logging everything that the units were advising.

Some Recent WOW Calls:

- ▶ **3/8/2024 CFS 24 021153 Structure Fire-** TCO Brown receives a 911 call reporting that there is smoke inside a classroom at a school. TCO Hartfield immediately tones and assigns Fire to respond. TCO Trainee Sanders (with TCO J. Aronson) dispatches medics to respond and advises the utilities. Medics arrive first less than 2 minutes after the 911 call. Fire units cleared the building and there were no injuries or damage.

Some Recent WOW Calls:

- ▶ **3/11/2024 CFS 24 021889 Structure Fire-** TCO Lewis receives a 911 call from a woman reporting she sees smoke and smells something burning in her home. TCO Lewis enters the call and gets additional information from the caller. TCO Rogers tones and assigns fire units in just 7 seconds and provides them with the updates that TCO Lewis is adding. TCO Ortiz assigns PD to respond as well as medics. PD is first on scene 4 minutes after the 911 call and report that all occupants and pets have been evacuated. Fire units searched the home and cleared it.

Some Recent WOW Calls:

- ▶ **3/14/2024 CFS 24 02287 Disturbance-** TCO Morales receives a call from Walmart staff reporting that a man is in the store knocking things around. TCO Morales enters the call and gets a description of the man and where he is located. TCO Gregory assigns PD to respond in less than 30 seconds and provides them with the description. PD arrives less than 3 minutes after the call and are able to locate and apprehend the suspect without further damage. The suspect was upset his card was declined for an Xbox purchase so he kicked some flat screen TVs and broke a window. Guess gamers are serious...

Some Recent WOW Calls:

- ▶ **3/31/2024 CFS 24 028287 Suicide Attempt-** TCO Bryce receives a call from a man reporting he has suicidal thoughts and threatened to shoot officers. TCO Bryce immediately enters in the call as TCO Smith assigns PD to respond less than 15 seconds later and provides them with the updates TCO Bryce is adding. TCO Gregory dispatches a trooper who is in the area and provides updates. Units arrived less than 4 minutes after the call and are able to speak with the subject.