

# Quarterly Report

QUARTER 1 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.

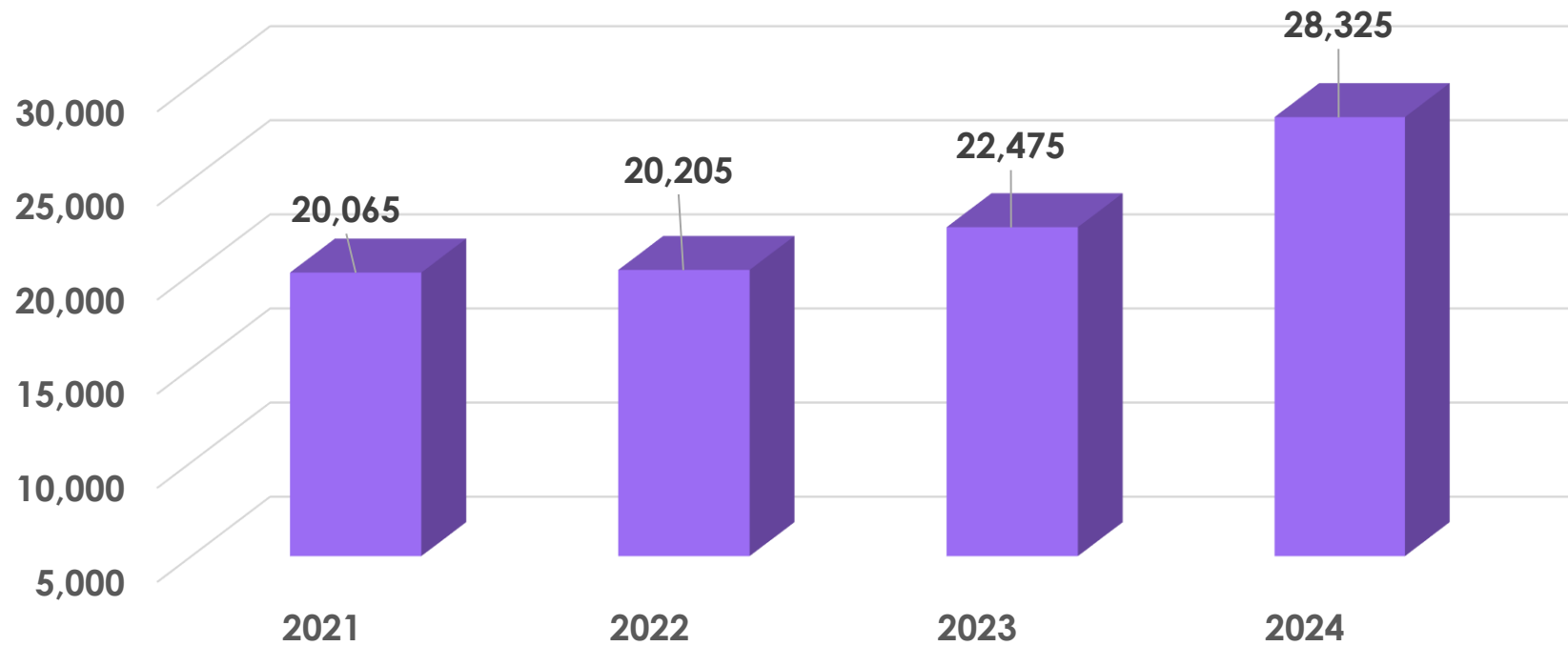
# National Fire Prevention Association 1225 Standards

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

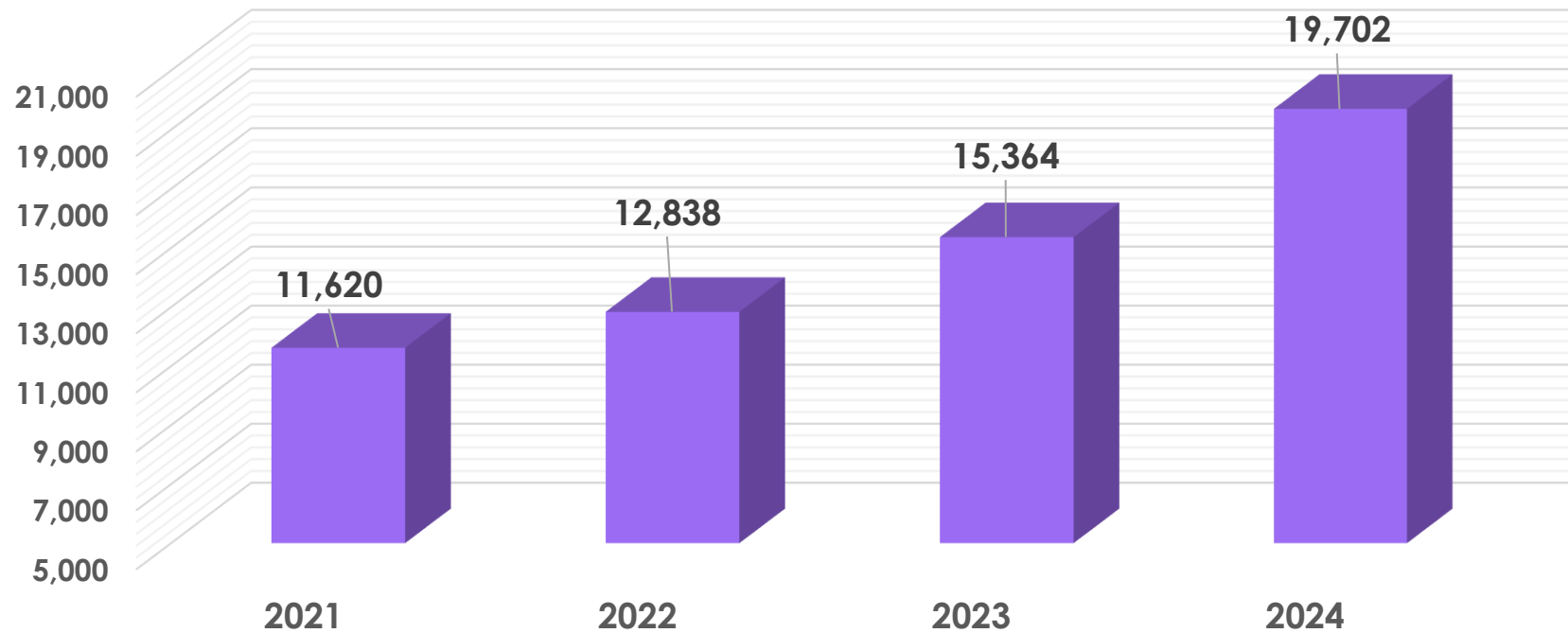
# Staffing Status

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

## CAD Calls for Service Up 41%

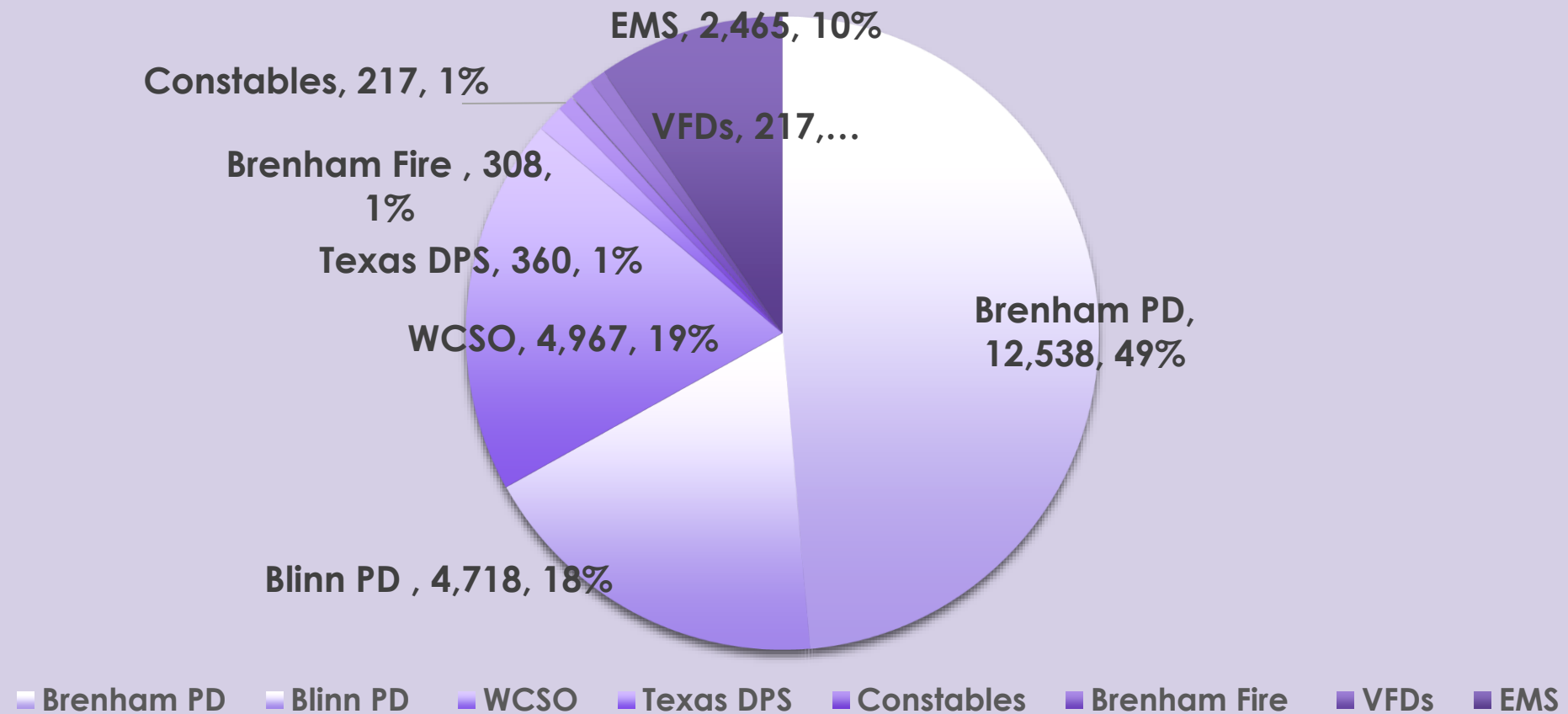


# Field Initiated Calls Up 70%

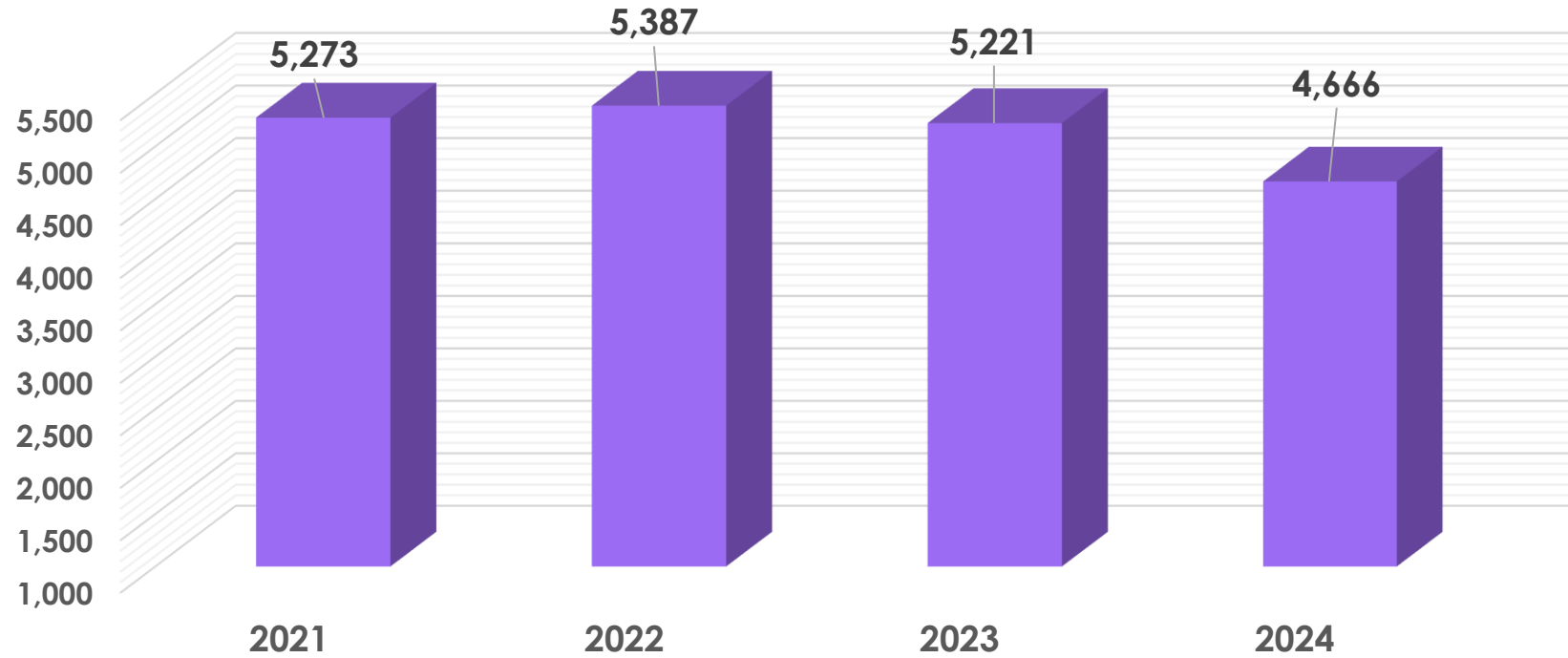




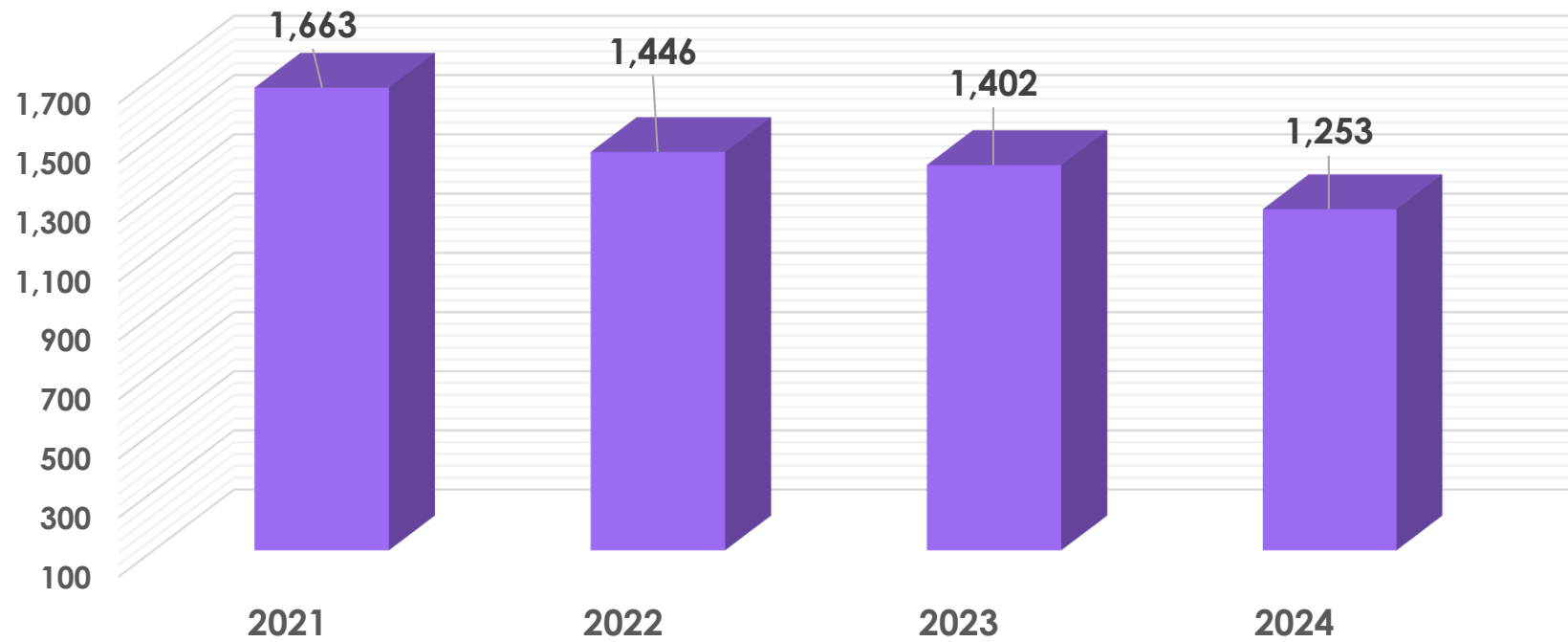
# Calls By Responding Agency



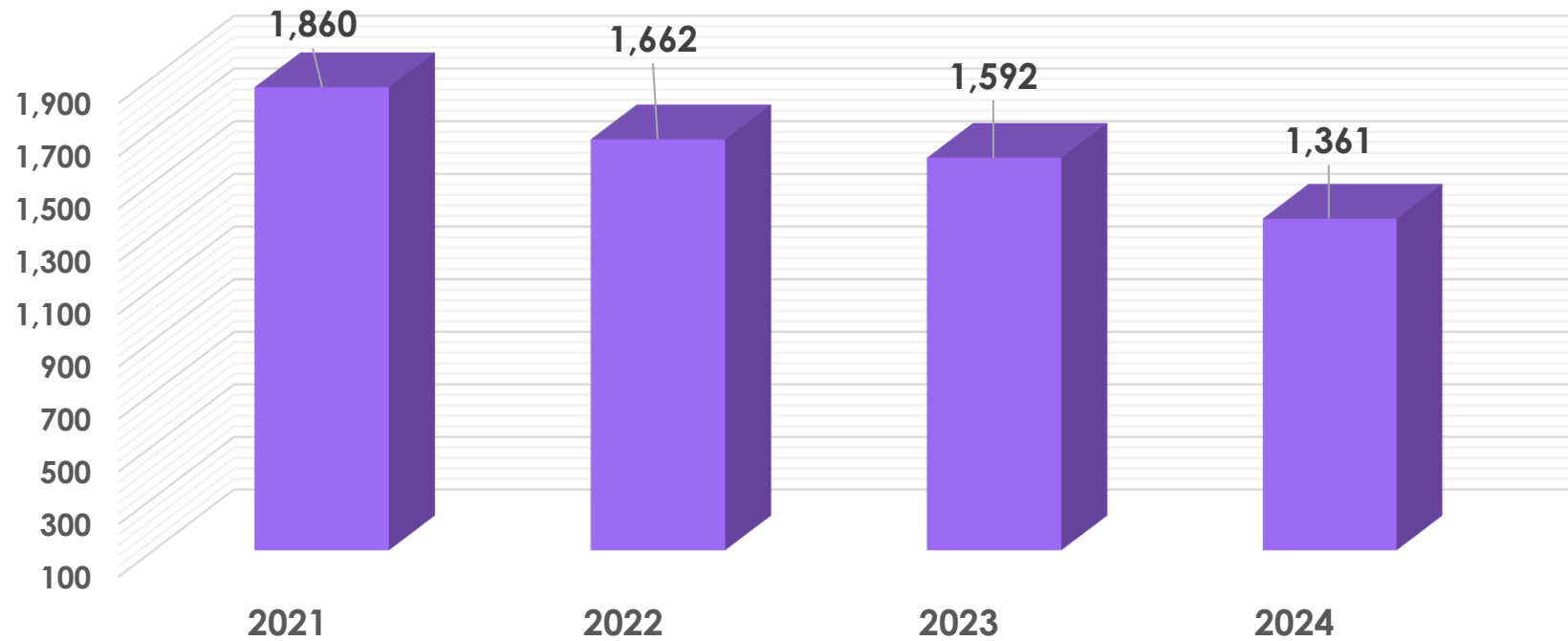
# 911 Calls



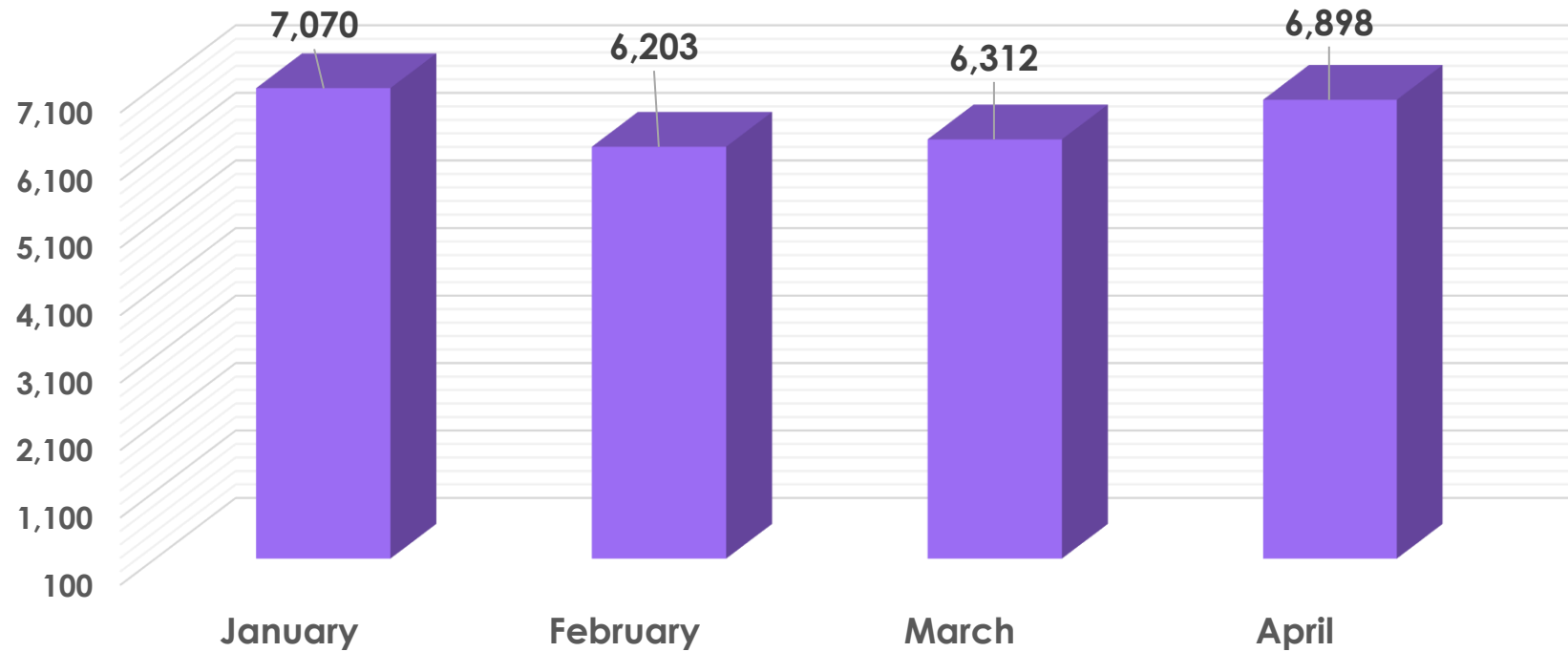
# Outbound Calls



# Non-Emergency Calls



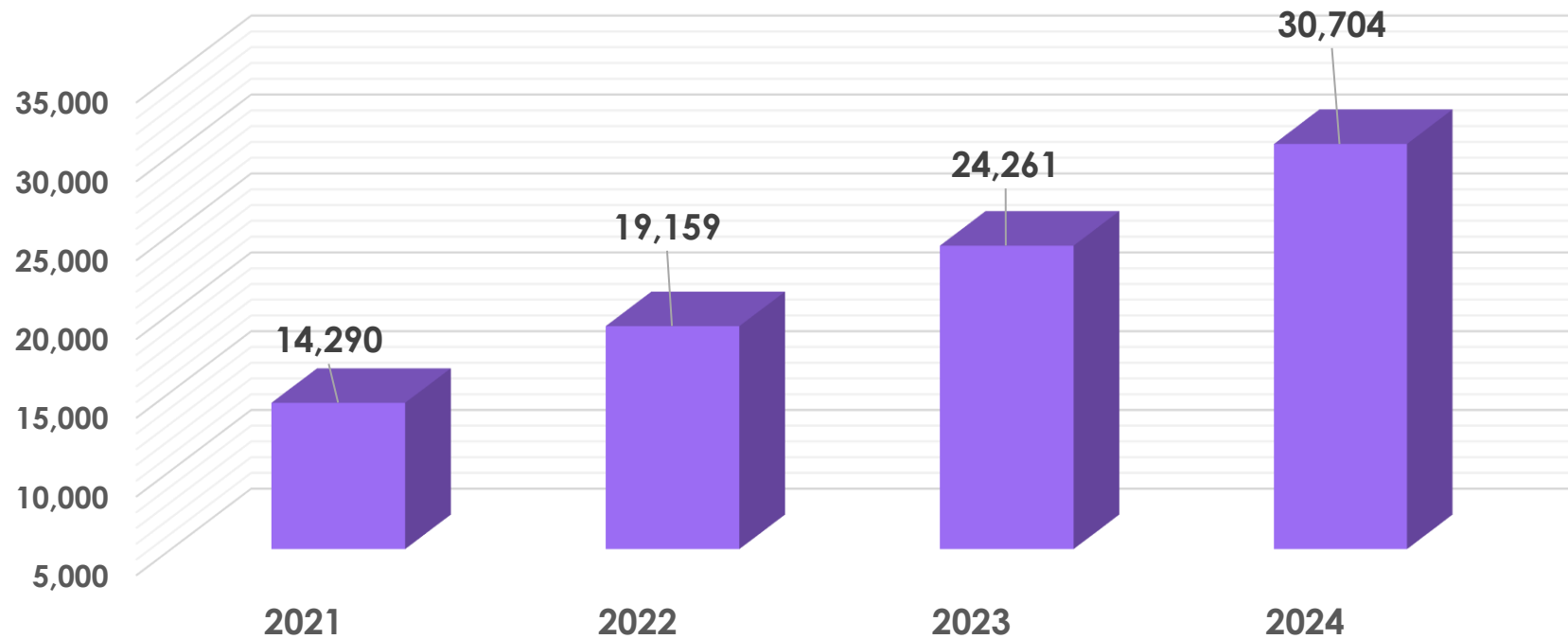
# Monthly Non-Emergency Calls



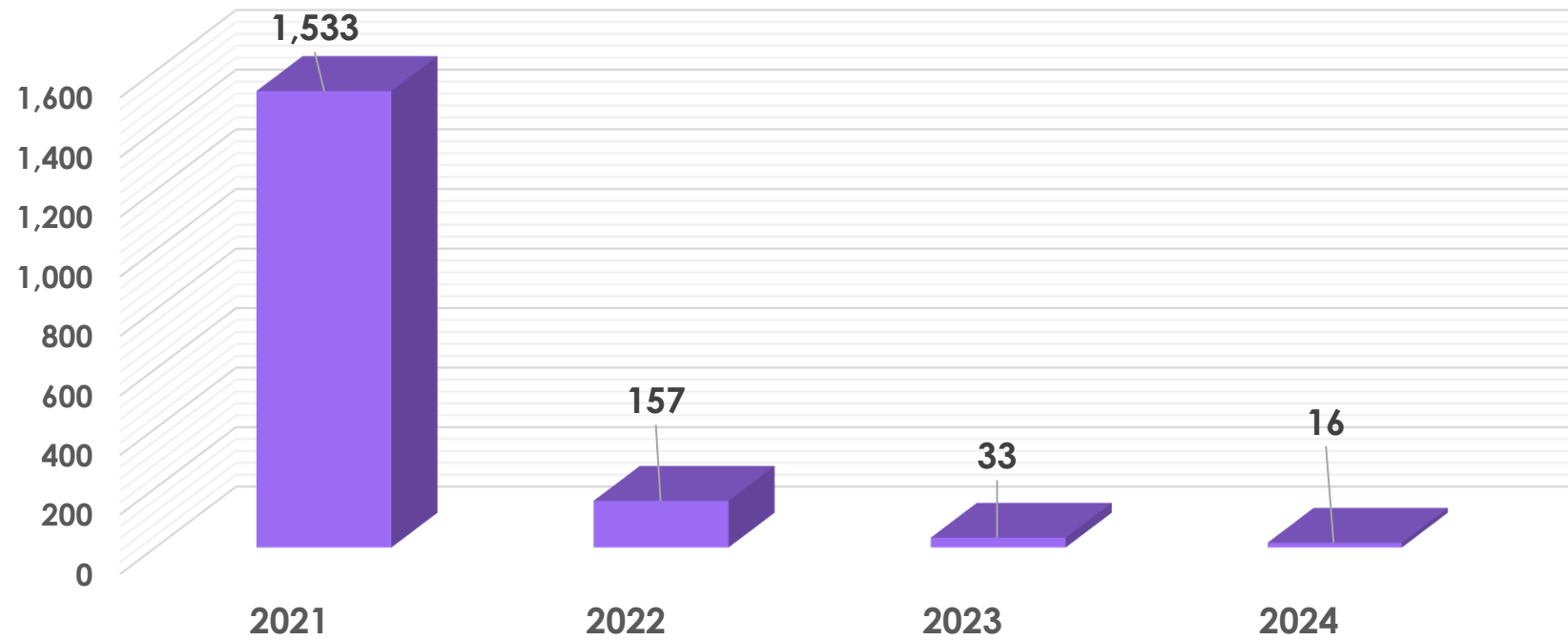
## Open Records, Data/Audio Retrieval, CCHs, Validations

- ▶ Open Records/ Data and Audio requests 408
- ▶ Criminal Histories retrieved and reviewed 662

# TCIC/NCIC Inquiries up 114%



# Communications P1 Call Times from 25:33 to :16





# Communications Call Processing Times

## Excluding Officer Initiated Calls

Priority	Calls	Comm Time
1	366	:16
2	2,482	:25
3	1,019	1:01
4	4,663	:41

# Criminal Histories:

	Communication personnel validated:
41	Stolen Guns
4	Protective Orders
7	Stolen Vehicles
4	Stolen License Plates
10	Wanted Person Records

## Developments/Projects/Concerns

- ▶ Completed our first Metro Audit- Very Successful
- ▶ Separated EMS and Fire and increased staffing to 4 TCOs
- ▶ Operations Manager completed the EMD Manager Course
- ▶ 1 Supervisor completed EMD Instructor Course
- ▶ 1 Supervisor completed EFD Instructor Course
- ▶ APCO Intellicom Guide cards have been submitted and in the revision phase.

## Developments/Projects/Concerns

- ▶ 2 Supervisors graduated NENA's CMCP
- ▶ 1 TCO attended COMM Lab at Metro Aviation
- ▶ 2 Supervisors attended CTO training
- ▶ 4 Supervisors are enrolled in 360 Leadership Academy
- ▶ Bi-Monthly PSAP User Group Meetings
- ▶ First Responder Appreciation Meal

## 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
- ▶ 8 TCOs attended “First 3 Minutes” Training
- ▶ 8 TCOs attended “High Risk Situation” Training

## Developments/Projects/Concerns

- ▶ All TCOs completed TEEX Active Attack Emergency Communications
- ▶ 2 TCOs attended the Navigator Conference
- ▶ 2 TCOs attended the Texas DPS Public Safety Conference (one of the TCOs was a volunteer as well!)
- ▶ 2 Supervisors attended EMS Leadership program

## Developments/Projects/Concerns

- ▶ Operations Manager and Supervisors completed training in hiring, training and retention
- ▶ Quarterly PSAP user group meetings
- ▶ First Responder Appreciation Meals

## 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 deceased. **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**

## 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 CPR. 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 CPR 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.**

## Some Recent WOW Calls:

- ▶ **3/14/2024 CFS24-02287 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... **TCOs Morales and Gregory**

## Some Recent WOW Calls:

- ▶ **3/31/2024 CFS24-028287 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. **TCOs Bryce and Gregory.**