



**Analysis of Williamson County Emergency Communications
CAD Data Report - Regarding Calls Flagged as Missed in 2022**

February 20, 2023

Executive Summary

On October 11, 2022 Williamson County Emergency Communications (“WCEC”) released a report on calls missed by fire departments in the county during the preceding 12 months. This was the first time in several years such data had been produced and distributed by WCEC and this report was significantly inaccurate.

In common with other fire departments in the county, the District has been working with WCEC to improve the method for tracking call response information and producing call response reports, to ensure such reports are more accurate in future. This document contains the resultant analysis conducted by Williamson County ESD #10.

This analysis looked at in-District (ESD #10) calls in 2022, including data in the Williamson County report (which ran to end of September) and our own records for the last 3 months of the year.

Of the 45 calls listed as “missed” in the Williamson County report, only 2 were genuinely missed calls. This analysis details all 45 on the following pages, the table below shows the headline figures.

In addition to the two missed calls identified in the Williamson County report (2022 Q1 to Q3), we identified one further missed call in Q4, making a total of three missed calls during 2022.

While we are glad to report a response rate percentage in excess of 99%, our goal is a 100% response rate. We will continue to work towards that goal.

It should be noted that just because a call is listed as “missed,” does not mean the incident was not responded to by another Williamson County emergency services provider, either fire, EMS, or both.

Analysis of the 45 Calls from 2022 Listed as Missed in Williamson County Report

ESD #10 Responded	22
Test Call (not a genuine call)	13
Duplicate Call (second alert to call already in progress)	3
Fire Not Required	3
MISSED CALL (from calls in Wilco report)	2
Out of District	2
Total	45

From ESD #10 2022 Q4 data - not within timeframe of Williamson County Report

MISSED CALL (Q4, not in Wilco report)	1
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Methodology

This analysis covers the calendar year 2022. For the first 3 quarters of the year we took the data from Williamson County's report, checking each in-District call that had been flagged as "missed" against other records. For the last quarter of the year we reviewed every in-District call to which we were dispatched.

Records checked:

- ESD #10 Reporting System
- Williamson County CAD System
- Williamson County Emergency Communications Radio Transcripts
- Data from the Active 911 Response App

Definition of a Missed Call

A missed call is defined here simply as a call within ESD #10 where ESD #10 was dispatched and there was no response from ESD #10.

As might be expected, any call where ESD #10 personnel responded, either in an apparatus, in a personally owned vehicle, or to one of our stations, is not classified as a missed call. If the District had personnel en route, whether they arrived on scene or were cancelled en route, the call was clearly responded to.

If a call was dispatched to ESD #10, but quickly cancelled as not required, or where we had communication with the caller, dispatch, or other appropriate party and were not required, this is not a missed call. There are several examples in the following content of this type of call, including calls generated that require police only (fire cancelled), or where the medic unit en route cancels fire quickly as not required.

Duplicate calls, where another caller to 911 reports the same incident at a slightly different location (e.g., smoke can be seen from more than one county road) and where we are already responding to the original call, are not counted as a missed call as appropriate units are on the incident.

In line with other agreements within the County, calls covered by a partner agency either through a pre-existing auto- or mutual- aid agreement or at the direct request of ESD #10, for example where ESD #10 personnel are already busy on another call, are not considered to be a missed call. The District managed the response.

**Detailed Review of Williamson County
Emergency Communications Report**

Calls Responded To (continued on next page)

Count: 22 (both pages)

Dispatch Data					Category	Notes
2022037530	SERVICE CALL	COFD1	Dispatched	2/4/2022 10:07:35 AM	Responded	Shows arrived
2022037530	SERVICE CALL	COFD1	Arrived	2/4/2022 10:14:42 AM		
2022037530	SERVICE CALL	COFD1	Cleared	2/4/2022 10:21:54 AM		
2022081287	FIRE ALARM	COFD1	Dispatched	3/14/2022 8:19:38 PM	Responded	Gave Passcode 20:29:53 James.Bodisch
2022081287	FIRE ALARM	COFD1	Arrived	3/14/2022 8:32:38 PM		
2022081287	FIRE ALARM	COFD1	Cleared	3/14/2022 8:37:45 PM		
2022096321	SICK PERSON	THFD1	Dispatched	3/27/2022 4:17:21 PM	Responded	Shows arrived
2022096321	SICK PERSON	THFD1	Arrived	3/27/2022 4:35:43 PM		
2022096321	SICK PERSON	THFD1	Cleared	3/27/2022 4:53:26 PM		
2022101273	BREATHING	COFD1	Dispatched	3/31/2022 12:16:51 PM	Responded	Canceled Per M42
2022101273	BREATHING	THAID	Dispatched	3/31/2022 12:16:51 PM		
2022101273	BREATHING	WEAID	Dispatched	3/31/2022 12:16:51 PM		
2022101273	BREATHING	THAID	Canceled	3/31/2022 12:23:35 PM		
2022101273	BREATHING	WEAID	Canceled	3/31/2022 12:23:40 PM		
2022101273	BREATHING	COFD1	Cleared	3/31/2022 12:30:16 PM		
2022151538	SERVICE CALL	THFD1	Dispatched	5/13/2022 11:38:08 PM	Responded	Assisted LE on missing person
2022151538	SERVICE CALL	THFD1	Arrived	5/13/2022 11:52:46 PM		
2022151538	SERVICE CALL	THFD1	Cleared	5/14/2022 5:52:22 AM		
2022172346	FIRE ALARM	COFD1	Dispatched	6/1/2022 7:43:53 AM	Responded	Cancelled per home owner passcode given request
2022172346	FIRE ALARM	COFD1	Cleared	6/1/2022 7:48:28 AM		
2022191744	VEGETATION FIRE SMALL	THAID	Dispatched	6/17/2022 5:11:07 PM	Responded	6/17/22 17:13:47 Chloe.Gasper
2022191744	VEGETATION FIRE SMALL	WEAID	Dispatched	6/17/2022 5:11:07 PM		
2022191744	VEGETATION FIRE SMALL	COE1	Dispatched	6/17/2022 5:11:07 PM		
2022191744	VEGETATION FIRE SMALL	WEAID	Canceled	6/17/2022 5:12:58 PM		
2022191744	VEGETATION FIRE SMALL	AVT51	Dispatched	6/17/2022 5:14:22 PM		
2022191744	VEGETATION FIRE SMALL	AVT51	En-Route	6/17/2022 5:14:22 PM		
2022191744	VEGETATION FIRE SMALL	AVT51	Arrived	6/17/2022 5:27:23 PM		
2022191744	VEGETATION FIRE SMALL	COE1	Cleared	6/17/2022 5:32:46 PM		
2022191744	VEGETATION FIRE SMALL	THAID	Cleared	6/17/2022 5:32:49 PM		
2022191744	VEGETATION FIRE SMALL	AVT51	Cleared	6/17/2022 6:12:56 PM		
2022215565	STROKE	10S2	Dispatched	7/8/2022 8:47:25 PM	Responded	Call cancelled within 2 minutes at callers request, response/available in active
2022215565	STROKE	10S2	Cleared	7/8/2022 8:49:51 PM		
2022218090	SMOKE INVESTIGATION	10S1	Dispatched	7/11/2022 12:02:05 PM	Responded	Call upgraded to outside fire
2022218090	SMOKE INVESTIGATION	10S1	Canceled	7/11/2022 12:10:56 PM		
2022224626	CHEST PAIN	WEAID	Dispatched	7/17/2022 12:58:29 AM	Responded	Shows one status as Arrived
2022224626	CHEST PAIN	10S1	Dispatched	7/17/2022 12:58:29 AM		
2022224626	CHEST PAIN	10S2	Dispatched	7/17/2022 12:58:29 AM		
2022224626	CHEST PAIN	10S1	Arrived	7/17/2022 1:10:38 AM		
2022224626	CHEST PAIN	10S2	Cleared	7/17/2022 1:10:55 AM		
2022224626	CHEST PAIN	WEAID	Cleared	7/17/2022 1:11:02 AM		
2022224626	CHEST PAIN	10S1	Cleared	7/17/2022 1:30:57 AM		
2022231501	ACCIDENT INJURY	WEAID	Dispatched	7/23/2022 1:14:13 PM		
2022231501	ACCIDENT INJURY	10S1	Dispatched	7/23/2022 1:14:14 PM		
2022231501	ACCIDENT INJURY	10S2	Dispatched	7/23/2022 1:14:14 PM		
2022231501	ACCIDENT INJURY	TATK1	Dispatched	7/23/2022 1:17:18 PM		
2022231501	ACCIDENT INJURY	10S1	Canceled	7/23/2022 1:17:59 PM		
2022231501	ACCIDENT INJURY	10S2	Canceled	7/23/2022 1:17:59 PM		
2022231501	ACCIDENT INJURY	TATK1	En-Route	7/23/2022 1:18:42 PM		
2022231501	ACCIDENT INJURY	WEAID	Canceled	7/23/2022 1:24:15 PM		
2022231501	ACCIDENT INJURY	TATK1	Arrived	7/23/2022 1:27:12 PM		
2022231501	ACCIDENT INJURY	TATK1	Cleared	7/23/2022 1:32:40 PM		

Calls Responded To (continued from previous page)

Count: 22 (both pages)

Dispatch Data					Category	Notes
2022258361	COMMERCIAL FIRE ALARM	10S1	Dispatched	8/17/2022 6:49:46 AM	Responded	Shows one status as Arrived
2022258361	COMMERCIAL FIRE ALARM	10S1	Arrived	8/17/2022 6:59:31 AM		
2022258361	COMMERCIAL FIRE ALARM	10S1	Cleared	8/17/2022 6:59:45 AM		
2022262204	HEART PROBLEM	10S1	Dispatched	8/19/2022 9:58:53 PM	Responded	
2022262204	HEART PROBLEM	10S2	Dispatched	8/19/2022 9:58:53 PM		
2022262204	HEART PROBLEM	WEAID	Dispatched	8/19/2022 9:58:58 PM		
2022262204	HEART PROBLEM	WEAID	Cleared	8/19/2022 10:04:53 PM		
2022262204	HEART PROBLEM	10S1	Cleared	8/19/2022 10:04:53 PM		
2022262204	HEART PROBLEM	10S2	Cleared	8/19/2022 10:04:53 PM		
2022276356	SERVICE CALL	10S1	Dispatched	8/31/2022 6:20:57 PM	Responded	Responded - Cancelled en route
2022276356	SERVICE CALL	10S1	Canceled	8/31/2022 6:31:23 PM		
2022278777	OUTSIDE FIRE	10S1	Dispatched	9/2/2022 3:23:32 PM	Responded	Responded - Cancelled en route
2022278777	OUTSIDE FIRE	AVFD1	Dispatched	9/2/2022 3:28:44 PM		
2022278777	OUTSIDE FIRE	AVFD1	Canceled	9/2/2022 3:33:04 PM		
2022278777	OUTSIDE FIRE	AVSQ51	Dispatched	9/2/2022 3:33:04 PM		
2022278777	OUTSIDE FIRE	AVSQ51	En-Route	9/2/2022 3:33:04 PM		
2022278777	OUTSIDE FIRE	10S1	Canceled	9/2/2022 3:33:12 PM		
2022278777	OUTSIDE FIRE	AVT51	Dispatched	9/2/2022 3:34:19 PM		
2022278777	OUTSIDE FIRE	AVT51	En-Route	9/2/2022 3:34:19 PM		
2022278777	OUTSIDE FIRE	AVSQ51	Arrived	9/2/2022 3:41:59 PM		
2022278777	OUTSIDE FIRE	AVT51	Arrived	9/2/2022 3:42:14 PM		
2022278777	OUTSIDE FIRE	AVT51	Cleared	9/2/2022 3:53:38 PM		
2022278777	OUTSIDE FIRE	AVSQ51	Cleared	9/2/2022 3:54:17 PM		
2022279634	ANIMAL BITE ATTACK IP	10S1	Dispatched	9/3/2022 10:45:19 AM	Responded	Responded - Cancelled en route, Patient refused EMS
2022279634	ANIMAL BITE ATTACK IP	10S1	Canceled	9/3/2022 10:48:45 AM		
2022280260	FALL	10S1	Dispatched	9/3/2022 11:29:17 PM	Responded	Responded - Cancelled en route, POV to station up to time of cancellation
2022280260	FALL	10S1	Cleared	9/3/2022 11:38:45 PM		
2022280274	HEMORRHAGE	10S1	Dispatched	9/3/2022 11:42:45 PM	Responded	Responded - Cancelled en route, POV to station up to time of cancellation
2022280274	HEMORRHAGE	10S1	Cleared	9/3/2022 11:51:04 PM		
2022281925	ACCIDENT INJURY	10S1	Dispatched	9/5/2022 6:18:55 PM	Responded	Responded - Nothing Found
2022281925	ACCIDENT INJURY	WEAID	Dispatched	9/5/2022 6:18:55 PM		
2022281925	ACCIDENT INJURY	AVFD1	Dispatched	9/5/2022 6:18:55 PM		
2022281925	ACCIDENT INJURY	10S2	Dispatched	9/5/2022 6:18:55 PM		
2022281925	ACCIDENT INJURY	WEAID	Cleared	9/5/2022 6:28:02 PM		
2022281925	ACCIDENT INJURY	AVFD1	Cleared	9/5/2022 6:28:02 PM		
2022281925	ACCIDENT INJURY	10S1	Cleared	9/5/2022 6:28:02 PM		
2022281925	ACCIDENT INJURY	10S2	Cleared	9/5/2022 6:28:02 PM		
2022297557	SICK PERSON	10S2	Dispatched	9/18/2022 11:59:38 PM	Responded	Responded - Cancelled en route, Cancelled at patient request
2022297557	SICK PERSON	10S2	Cleared	9/19/2022 12:06:00 AM		
2022297945	ACCIDENT INJURY	10S1	Dispatched	9/19/2022 10:51:04 AM	Responded	Responded - Cancelled en route, Cancelled en route. M44 cancelled ESD #10
2022297945	ACCIDENT INJURY	AVFD1	Dispatched	9/19/2022 10:51:04 AM		
2022297945	ACCIDENT INJURY	10S2	Dispatched	9/19/2022 10:51:05 AM		
2022297945	ACCIDENT INJURY	WEAID	Dispatched	9/19/2022 10:51:27 AM		
2022297945	ACCIDENT INJURY	WEAID	Canceled	9/19/2022 10:53:03 AM		
2022297945	ACCIDENT INJURY	AVFD1	Canceled	9/19/2022 10:55:43 AM		
2022297945	ACCIDENT INJURY	AVE51	Dispatched	9/19/2022 10:55:43 AM		
2022297945	ACCIDENT INJURY	AVE51	En-Route	9/19/2022 10:55:43 AM		
2022297945	ACCIDENT INJURY	10S2	Canceled	9/19/2022 10:57:59 AM		
2022297945	ACCIDENT INJURY	10S1	Canceled	9/19/2022 11:00:50 AM		
2022297945	ACCIDENT INJURY	AVE51	Arrived	9/19/2022 11:02:12 AM		
2022297945	ACCIDENT INJURY	AVE51	Cleared	9/19/2022 11:42:34 AM		
2022308995	SMOKE INVESTIGATION	10S2	Dispatched	9/28/2022 7:04:43 PM	Responded	Responded - Cancelled en route, 10-04 cancelled all - controlled burn
2022308995	SMOKE INVESTIGATION	10S2	Cleared	9/28/2022 7:07:55 PM		

Test Calls

Count: 13

Dispatch Data				Category	Notes
2022009505	TEST FIRE	THBT64	Dispatched	1/9/2022 7:27:13 PM	Test Call
2022009505	TEST FIRE	THFD1	Dispatched	1/9/2022 7:28:10 PM	
2022009505	TEST FIRE	THBT64	Canceled	1/9/2022 7:29:42 PM	
2022009505	TEST FIRE	THFD1	Cleared	1/9/2022 7:31:29 PM	
2022148862	TEST FIRE	COFD1	Dispatched	5/11/2022 7:24:33 PM	Test Call
2022148862	TEST FIRE	COFD2	Dispatched	5/11/2022 7:24:34 PM	
2022148862	TEST FIRE	COFD1	Canceled	5/11/2022 7:25:24 PM	
2022148862	TEST FIRE	COFD2	Canceled	5/11/2022 7:25:24 PM	
2022158232	TEST FIRE	THFD1	Dispatched	5/19/2022 3:38:46 PM	Test Call
2022158232	TEST FIRE	THFD1	Canceled	5/19/2022 3:43:25 PM	
2022158232	TEST FIRE	THFD1	Dispatched	5/19/2022 3:43:37 PM	
2022158232	TEST FIRE	THFD1	Canceled	5/19/2022 3:44:52 PM	
2022158252	TEST FIRE	COFD1	Dispatched	5/19/2022 3:52:40 PM	Test Call
2022158252	TEST FIRE	COFD1	Canceled	5/19/2022 3:53:54 PM	
2022167984	TEST FIRE	THFD1	Dispatched	5/27/2022 11:04:17 AM	Test Call
2022167984	TEST FIRE	THFD1	Canceled	5/27/2022 11:05:01 AM	
2022167984	TEST FIRE	THFD1	Dispatched	5/27/2022 11:05:12 AM	
2022167984	TEST FIRE	THFD1	Canceled	5/27/2022 11:06:54 AM	
2022167984	TEST FIRE	THFD1	Dispatched	5/27/2022 11:08:36 AM	
2022167984	TEST FIRE	THFD1	Canceled	5/27/2022 11:09:40 AM	
2022167984	TEST FIRE	THFD1	Dispatched	5/27/2022 11:09:49 AM	
2022167984	TEST FIRE	THFD1	Canceled	5/27/2022 11:10:57 AM	
2022167984	TEST FIRE	THFD1	Dispatched	5/27/2022 11:11:08 AM	
2022167984	TEST FIRE	THFD1	Canceled	5/27/2022 11:16:10 AM	
2022167984	TEST FIRE	THFD1	Dispatched	5/27/2022 11:16:21 AM	
2022167984	TEST FIRE	HUE3	Dispatched	5/27/2022 11:18:35 AM	
2022167984	TEST FIRE	HUE3	Canceled	5/27/2022 11:19:39 AM	
2022167984	TEST FIRE	HUE3	Dispatched	5/27/2022 11:21:01 AM	
2022167984	TEST FIRE	HUE3	Canceled	5/27/2022 11:21:36 AM	
2022167984	TEST FIRE	THFD1	Canceled	5/27/2022 11:21:39 AM	
2022168330	SERVICE CALL	COFD1	Dispatched	5/27/2022 3:29:14 PM	Test Call
2022168330	SERVICE CALL	COFD1	Canceled	5/27/2022 3:31:53 PM	
2022168330	SERVICE CALL	COFD1	Dispatched	5/27/2022 3:31:58 PM	
2022168330	SERVICE CALL	COFD1	Canceled	5/27/2022 3:33:38 PM	
2022194711	STRUCTURE FIRE	10S1	Dispatched	6/20/2022 2:13:01 PM	Test Call
2022194711	STRUCTURE FIRE	10S2	Dispatched	6/20/2022 2:13:01 PM	
2022194711	STRUCTURE FIRE	10S2	Canceled	6/20/2022 2:15:04 PM	
2022194711	STRUCTURE FIRE	10S1	Canceled	6/20/2022 2:15:04 PM	
2022194719	OUTSIDE FIRE	10S1	Dispatched	6/20/2022 2:16:24 PM	Test Call
2022194719	OUTSIDE FIRE	10S1	Canceled	6/20/2022 2:17:39 PM	
2022194730	ACCIDENT NON INJURY	10S1	Dispatched	6/20/2022 2:23:42 PM	Test Call
2022194730	ACCIDENT NON INJURY	10S1	Canceled	6/20/2022 2:24:08 PM	
2022194735	ACCIDENT NON INJURY	10S2	Dispatched	6/20/2022 2:24:52 PM	Test Call
2022194735	ACCIDENT NON INJURY	10S2	Canceled	6/20/2022 2:25:10 PM	
2022194739	OUTSIDE FIRE LRG	10S1	Dispatched	6/20/2022 2:26:43 PM	Test Call
2022194739	OUTSIDE FIRE LRG	10S2	Dispatched	6/20/2022 2:26:43 PM	
2022194739	OUTSIDE FIRE LRG	10S2	Canceled	6/20/2022 2:27:28 PM	
2022194739	OUTSIDE FIRE LRG	10S1	Canceled	6/20/2022 2:27:31 PM	
2022264677	TEST FIRE	10S1	Dispatched	8/22/2022 1:11:45 PM	Test Call
2022264677	TEST FIRE	10S2	Dispatched	8/22/2022 1:11:45 PM	
2022264677	TEST FIRE	10S1	Canceled	8/22/2022 1:13:01 PM	
2022264677	TEST FIRE	10S2	Canceled	8/22/2022 1:13:01 PM	
2022264707	TEST FIRE	10S2	Dispatched	8/22/2022 1:34:18 PM	Test Call
2022264707	TEST FIRE	10S1	Dispatched	8/22/2022 1:34:18 PM	
2022264707	TEST FIRE	10S2	Canceled	8/22/2022 1:34:59 PM	
2022264707	TEST FIRE	10S1	Canceled	8/22/2022 1:34:59 PM	
2022264707	TEST FIRE	10S1	Dispatched	8/22/2022 1:37:06 PM	
2022264707	TEST FIRE	10S1	Canceled	8/22/2022 1:48:23 PM	
2022264707	TEST FIRE	10S2	Dispatched	8/22/2022 1:48:43 PM	
2022264707	TEST FIRE	10S2	Canceled	8/22/2022 1:49:46 PM	

Duplicate Calls

Count: 3

Dispatch Data			Category		Notes
2022020783	SMOKE INVESTIGATION	COFD1	Dispatched	1/19/2022 2:12:23 PM	Duplicate Call
2022020783	SMOKE INVESTIGATION	COFD1	Canceled	1/19/2022 2:15:16 PM	
2022110379	ACCIDENT INJURY	THFD2	Dispatched	4/8/2022 6:30:14 AM	Duplicate Call
2022110379	ACCIDENT INJURY	THFD2	Canceled	4/8/2022 6:38:36 AM	
2022253459	VEGETATION FIRE SMALL	WEAID	Dispatched	8/12/2022 1:58:11 PM	Duplicate Call
2022253459	VEGETATION FIRE SMALL	10S1	Dispatched	8/12/2022 1:58:11 PM	
2022253459	VEGETATION FIRE SMALL	10S2	Dispatched	8/12/2022 1:58:12 PM	
2022253459	VEGETATION FIRE SMALL	10S1	Canceled	8/12/2022 1:59:46 PM	
2022253459	VEGETATION FIRE SMALL	10S2	Canceled	8/12/2022 1:59:53 PM	
2022253459	VEGETATION FIRE SMALL	WEAID	Canceled	8/12/2022 1:59:53 PM	

Fire Not Required

Count: 3

2022193861	ACCIDENT NO HAZARD	COFD1	Dispatched	6/19/2022 8:12:58 PM	Fire Not Required	Reclassified call, No fire needed LE for report
2022193861	ACCIDENT NO HAZARD	COFD1	Canceled	6/19/2022 8:17:51 PM		
2022231482	BREATHING	WEAID	Dispatched	7/23/2022 12:43:12 PM	Fire Not Required	Fire Cancelled by M42 at 12:46
2022231482	BREATHING	10S1	Dispatched	7/23/2022 12:43:13 PM		
2022231482	BREATHING	10S2	Dispatched	7/23/2022 12:43:13 PM		
2022231482	BREATHING	WEAID	Canceled	7/23/2022 12:49:39 PM		
2022231482	BREATHING	10S1	Canceled	7/23/2022 12:49:39 PM		
2022231482	BREATHING	10S2	Canceled	7/23/2022 12:49:39 PM		
2022252593	SERVICE CALL	10S2	Dispatched	8/11/2022 6:35:50 PM	Fire Not Required	TxDOT at 1330 vehicle fire cleanup, CH1001 in contact, multiple listed as available in active
2022252593	SERVICE CALL	10S2	Cleared	8/11/2022 6:45:40 PM		

Out of District/County

Count: 2

Dispatch Data			Category		Notes	
2022014586	SICK PERSON	THFD1	Dispatched	1/14/2022 12:30:46 AM	Out of District	In Milam County
2022014586	SICK PERSON	COAID	Dispatched	1/14/2022 12:30:46 AM		
2022014586	SICK PERSON	WEAID	Dispatched	1/14/2022 12:30:46 AM		
2022014586	SICK PERSON	THFD1	Cleared	1/14/2022 12:37:53 AM		
2022014586	SICK PERSON	COAID	Cleared	1/14/2022 12:37:53 AM		
2022014586	SICK PERSON	WEAID	Cleared	1/14/2022 12:37:53 AM		
2022205216	VEGETATION FIRE SMALL	10S2	Dispatched	6/29/2022 5:19:44 PM	Responded / Out of District	Ch 1001 on scene call is out of county
2022205216	VEGETATION FIRE SMALL	10S2	Cleared	6/29/2022 5:34:03 PM		

Missed Calls

Count: 3

From 2022 Q1 to Q3 (Williamson County Report)

Dispatch Data					Category	Notes
2022115476 UNKN PROB	COFD1	Dispatched	4/12/2022	2:20:54 PM	MISSED CALL	
2022115476 UNKN PROB	COFD1	Cleared	4/12/2022	2:28:54 PM		
2022156785 DIABETIC	THFD1	Dispatched	5/18/2022	1:47:06 PM	MISSED CALL	
2022156785 DIABETIC	COAID	Dispatched	5/18/2022	1:47:06 PM		
2022156785 DIABETIC	WEAID	Dispatched	5/18/2022	1:47:14 PM		
2022156785 DIABETIC	THFD1	Cleared	5/18/2022	2:01:02 PM		
2022156785 DIABETIC	COAID	Cleared	5/18/2022	2:01:02 PM		
2022156785 DIABETIC	WEAID	Cleared	5/18/2022	2:06:14 PM		

From 2022 Q4 (ESD #10 search of records)

UNCONCIOUS			10/10/2022	12:01 PM	MISSED CALL	
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Trends Apparent in Incorrect Williamson County Report Data

Personally Owned Vehicle response to scene: In several cases a POV to scene response was in progress when the call was cancelled, and the county report erroneously shows that call as “missed”. Williamson County has already put measures in place in CAD to rectify this issue in future reports.

Responding to station: In some cases a call was cancelled while our personnel were responding to station, these calls were also erroneously shown as “missed.” Williamson County is in the process of putting measures in place in CAD to rectify this issue.

Test calls: The inclusion of test calls in the report is an obvious error. Test calls are used to ensure that the dispatch system is working correctly, they are coordinated with WCEC dispatch and therefore do not require a response, they are not a real incident. Williamson County stated that they had applied filters to the original report to exclude some types of test call but needed to revise that filtering to ensure all test calls are excluded.

POV (Personally Owned Vehicle) Response to Scene

As a volunteer fire department, we respond on call. For calls such as fires our team respond to one of our stations to collect an appropriate apparatus, such as a fire engine.

For medical calls, our team members are all appropriately trained and credentialed, approximately half are Certified First Responders (trained in CPR and first aid), and the remainder are EMTs (Emergency Medical Technicians). Depending on where they live in the district, many of these team members carry medical and other appropriate equipment with them. This means we can get appropriately trained and equipped personnel to a call more quickly if they go directly to scene in a personally owned vehicle. For these medical calls, it is not the fire truck in the driveway that provides the service, it is the trained and equipped Firefighter/EMT or Firefighter/CFR.

Public Release of this Report

Normally, the process of Williamson County Emergency Communications producing a response report, and fire departments reviewing and correcting would be a relatively uneventful one. The collaboration would result in a better process and better data for future reporting. WCEC have already taken feedback from numerous departments, including ESD #10, to make improvements in both the tracking of response and reporting of that information.

Unfortunately, the distribution of the initial report has led to inaccurate information contained within it, and an incorrect email summary accompanying it being widely reported online. This has caused unwarranted damage to Williamson County ESD #10, resulting in the decision to release this analysis publicly.

We should also note that the production of the original report by Williamson County Emergency Communications was an entirely appropriate action on their part. WCEC and the emergency services organizations in Williamson County are working on a new process. Those compiling the report could not have been aware that its release for fire departments to review would have led to the inaccurate data being published online by some parties.

Williamson County ESD #10 is appreciative of the proficient and professional dispatch and support teams at Williamson County Emergency Communications.