

# Law Enforcement Emergency Communications Changes

In July of 2021, the Williamson County Sheriff's Office (WCSO) was audited by the Department of Public Safety. The audit identified changes that need to be made related to the use of the Originating Requesting Agency Identifier (ORI) in Emergency Communications.

To address these findings, a team from WCSO, Emergency Communications, Technology Services, Budget, HR, Audit and Legal have collaboratively worked on a plan that will meet the requirements from Texas DPS. This plan requires organizational restructuring, personnel movement, and adjustment of business processes. The most significant change is the movement of personnel and the associated budgets to the Sheriff's Office Law Enforcement Emergency Communications. The separation will require the development of a new support structure for the (now) multi-agency center such as technology support, logistics, and separation of 911 Call-taking.

To reduce duplication of effort, ensure efficient delivery of services, and coordination among departments, it is proposed that Technology Services provide management of both technology and logistics for all parties in the dispatch center. To ensure stakeholder's needs are met, a new Strategic Advisory Committee will be formed to focus on shared needs of the co-located stakeholders in the facility.

The Strategic Advisory Committee will consist of the following:

Three (3) voting members

Chief Information Officer

Senior Director of Emergency Services

Sheriff

Shared needs may consist of items such as: office space, CAD, RMS, 911 System, and other equipment or resource needs. With the proposed organizational structure, there are no anticipated cost increases for hardware, software, or logistical changes.

Fire & EMS Emergency Communications will retain responsibility for call taking, fire & EMS dispatch, and QA/QI for their staff. Law Enforcement Emergency Communications will assist with needs that are identified as well as in emergency situations. WCSO will conduct their own QA/QI. Training staff will remain the responsibility of Fire & EMS Emergency Communications and training will be conducted as a partnership between agencies (a detailed MOU will be prepared to set forth training related details).

## Next Steps

After approval from the Commissioners Court on the above-described plan, staff will continue to identify budget needs, (creating new department account numbers), identify position counts, position numbers to change, review job descriptions, and O&M costs so that such matters and items may be detailed and finalized. A proposal for staffing will be submitted to the Commissioners Court for consideration and approval. A detailed timeline will be developed to ensure the accelerated remediation of the findings identified by TX DPS. A detailed MOU for all participants to ensure clarity on roles and responsibilities is also being developed.

This plan has been reviewed by the WCSO, Emergency Communications, Audit, HR, Budget, IT, and Legal and is expected to resolve the findings in the CJIS Audit conducted by TX DPS. As set out below, the Williamson County Sheriff, on behalf of the WCSO, and the Senior Director of the Williamson County Emergency Services Division, on behalf of Emergency Communications Division, have signed below to evidence their support and approval of the above-described plan.

By: Michael T. Gleason  
Sheriff Mike Gleason,  
Williamson County Sheriff

Date: 04/06/2022, 2022

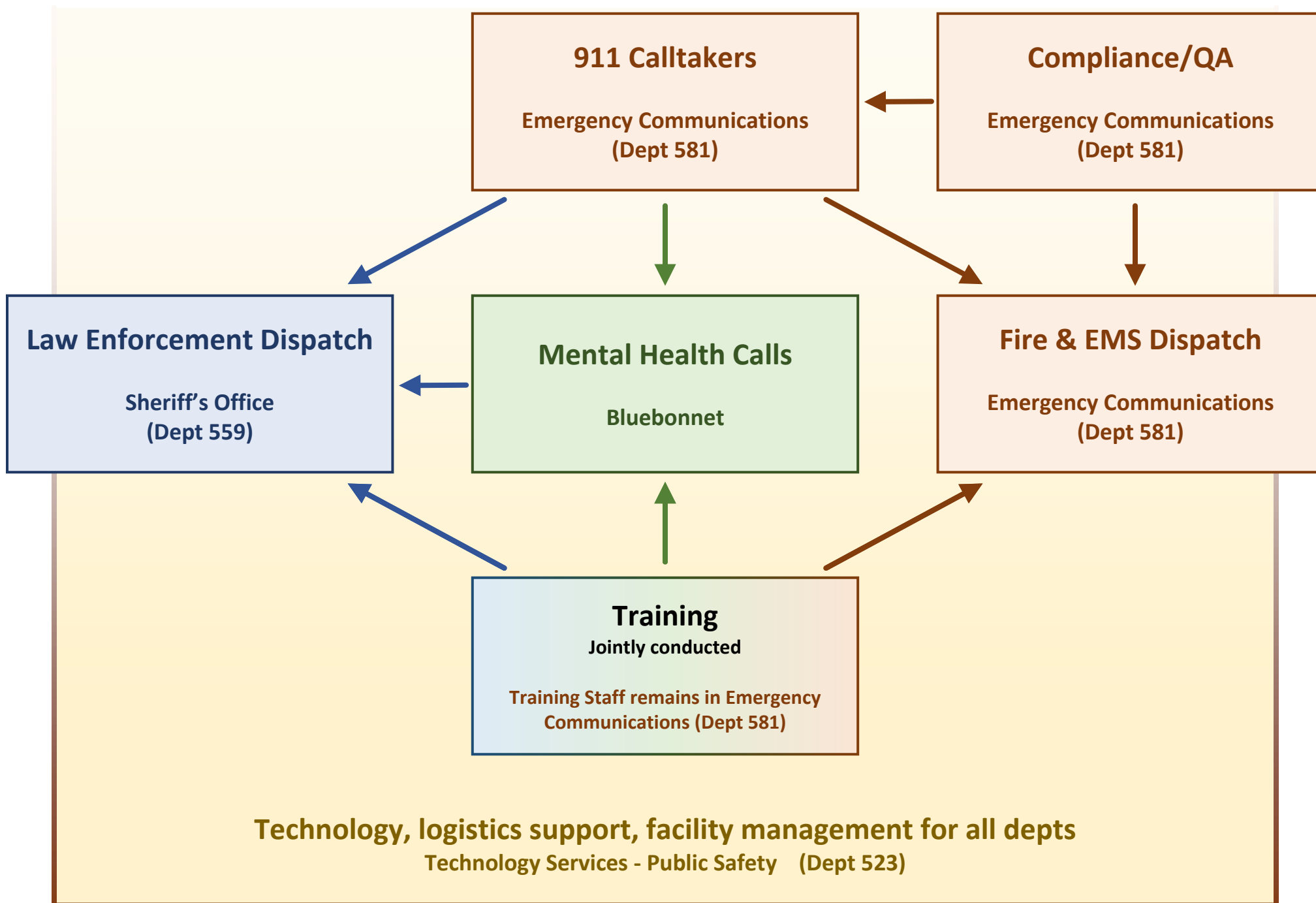
By: Chris Connealy  
Chief Chris Connealy,  
Senior Director of the Williamson

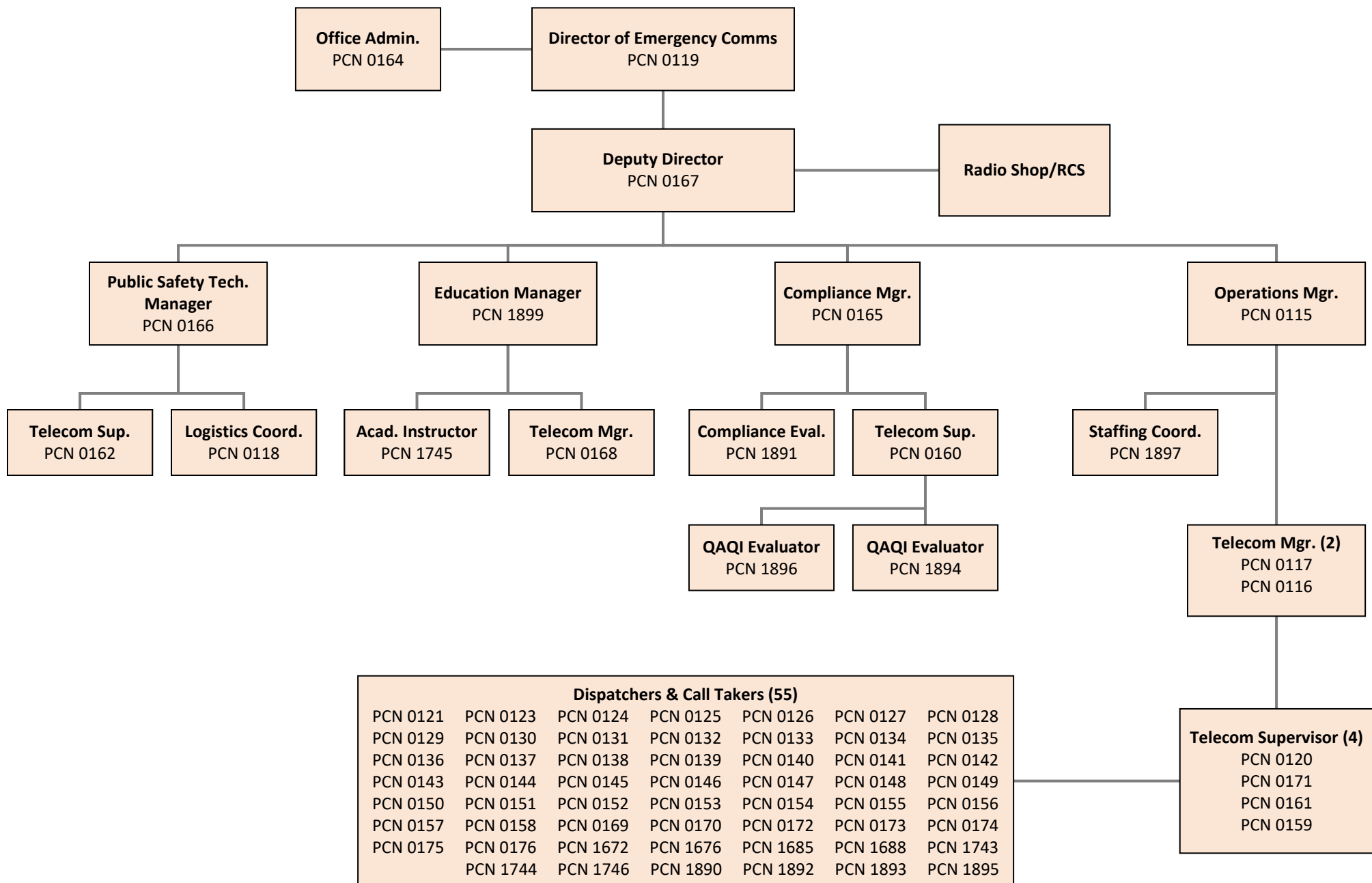
Date: 04/06/ \_\_\_\_, 2022

CC: Texas Department of Public Safety

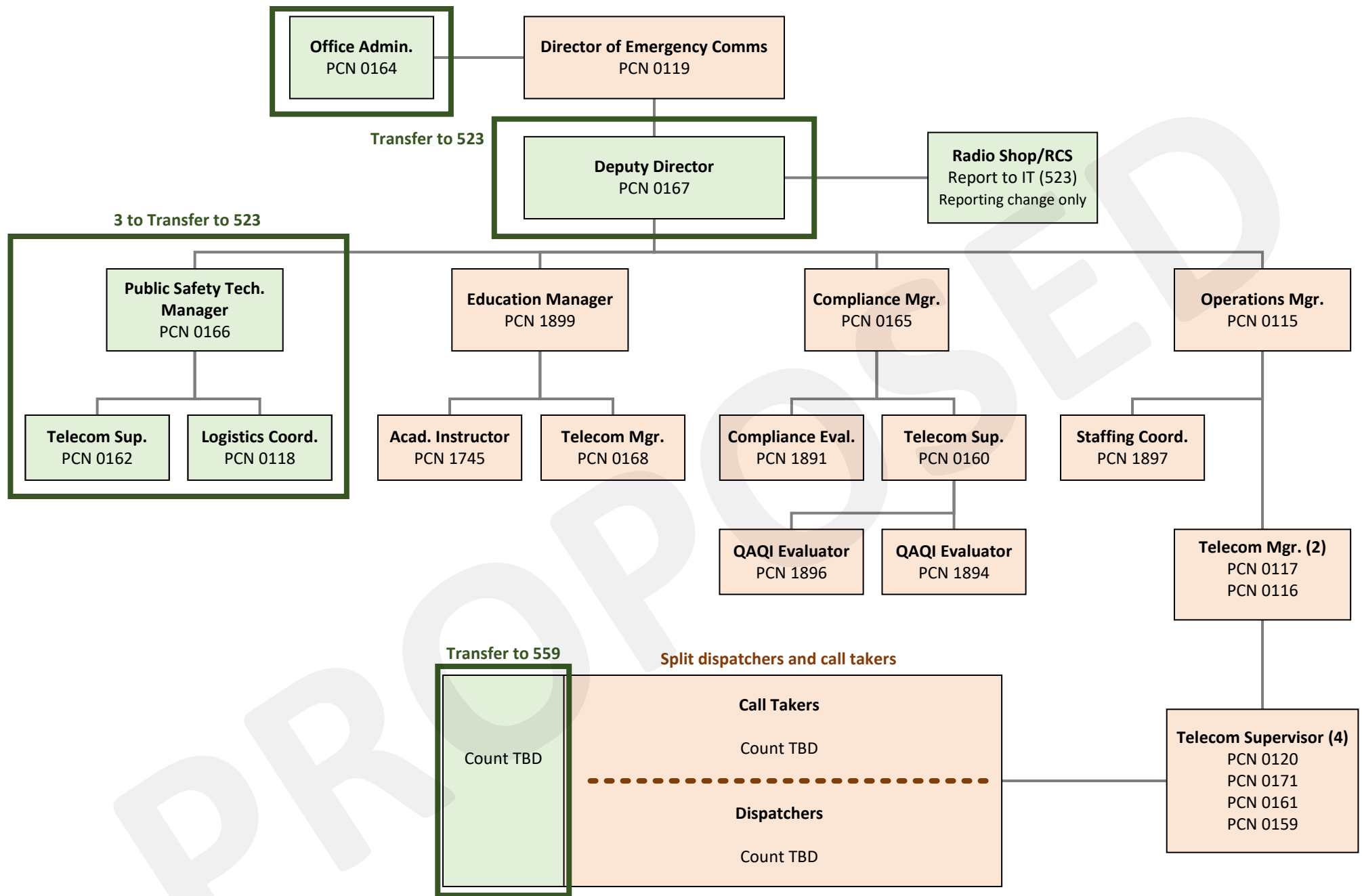
Attention: Michelle Farris, Chief

# Dispatch Center Roles and Responsibilities



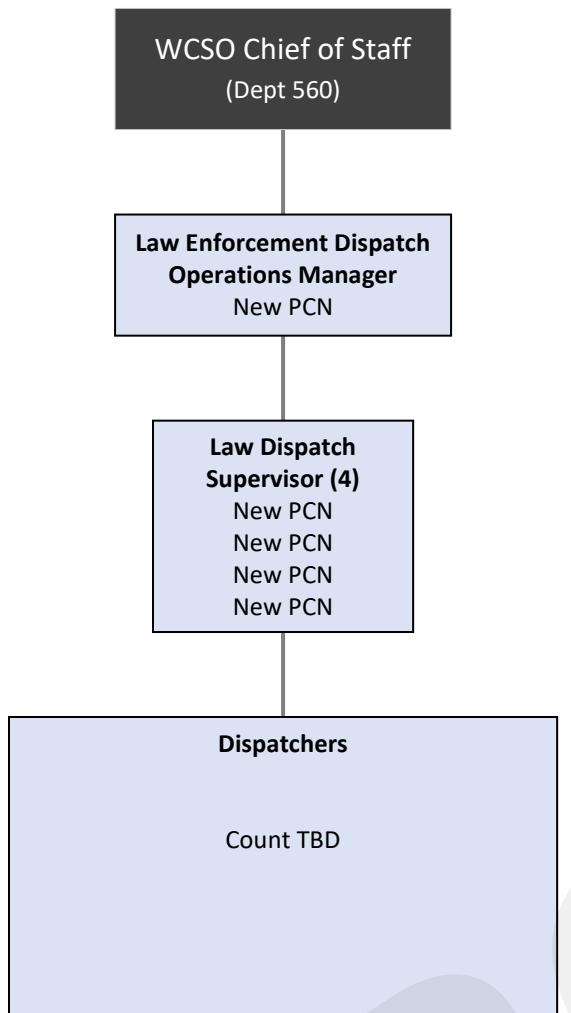


**Emergency Communications      Dept 581**  
**CURRENT ORGANIZATION**



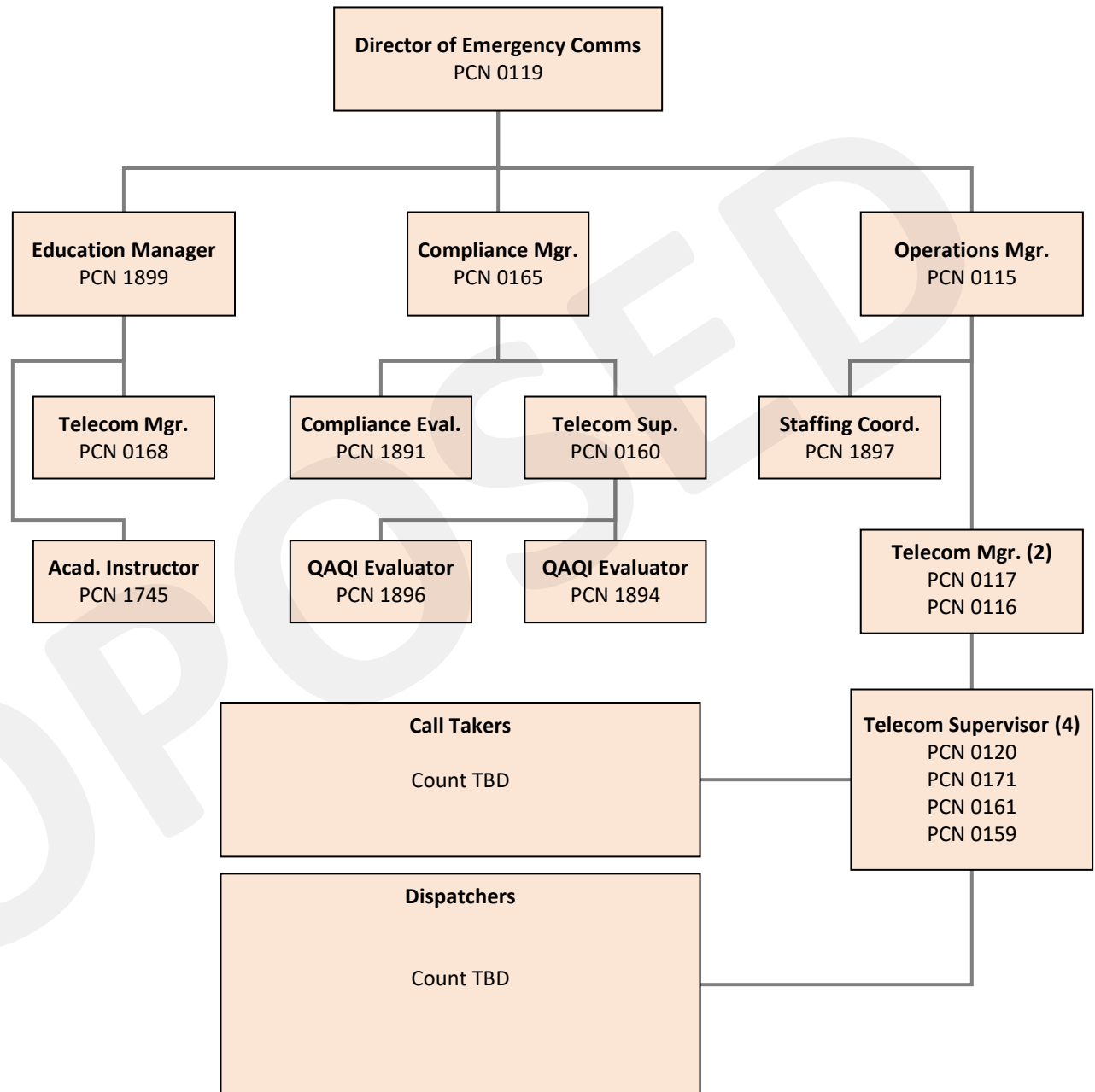
**Emergency Communications Dept 581**

**PROPOSED ORGANIZATION CHANGES**



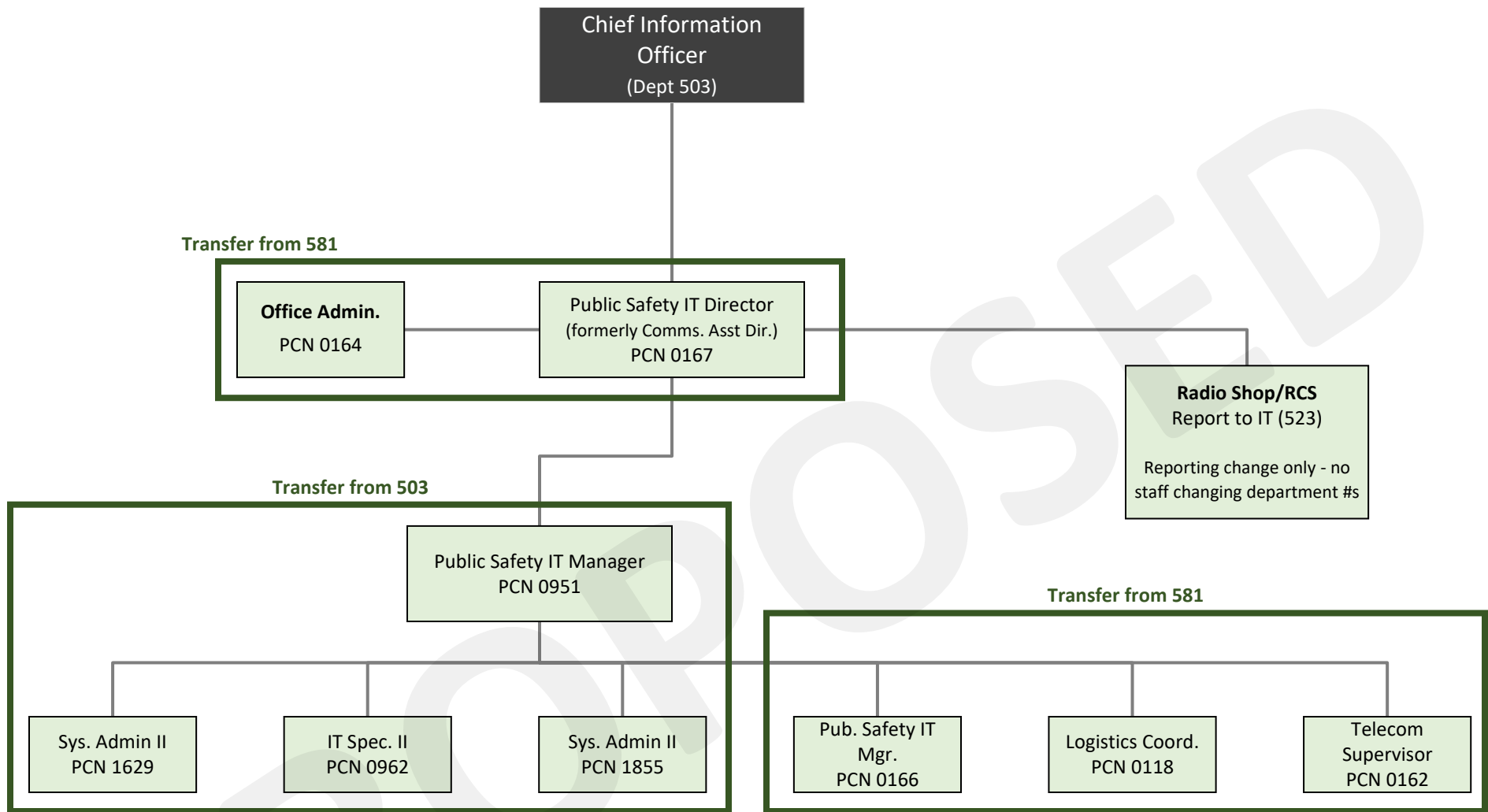
**NEW Dept 559  
Sheriff's Office  
Law Enforcement Dispatch**

Note: Total number of staff for call takers and dispatchers is To Be Determined.



**Dept 581 Emergency Communications  
Fire & EMS Dispatching and Call Taking**

**PROPOSED ORGANIZATION**



\* Note: Some titles will change in final plan, most left the same on here for clarity on changes

**NEW Dept 523**  
**Technology Services**  
**PROPOSED ORGANIZATION**