



ALPINE POLICE DEPARTMENT COMMUNICATIONS DIVISION

*Proud to Serve –
Ready to Protect*



OUR MISSION

The Alpine Police Department and the public expect all personnel to maintain high standards of appearance and conduct. The mission of the department is to work with all members of the community to preserve life, maintain human rights, protect property and promote individual responsibility and community commitment.

2021 OUTLOOK

10,343

*Total Calls for
Service*

862

*Average Calls
for Service per
Month*

6.32%

*Percentage
Increase in Calls
for Service from
2020*

2,993

*Total 911 Calls
for Service*

1,200

*Total EMS
involved Calls
for Service*

66

*Total AVFD
involved Calls
for Service*

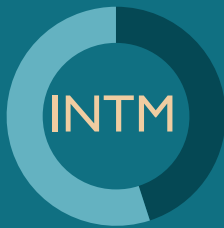
SERVICE

ALPINE
POLICE

OUR TRAINING:TCOLE Continuing Education



Alexis Haymon



Dominic Rubio



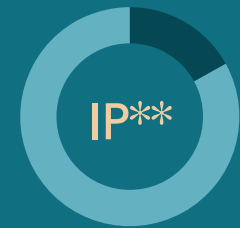
William Romero



Billy Jones



Sadie Portillo



Andrew Pierce

DISPATCHERS	YOS	TRN HRS	LIC	YR1 BASIC	YR2 INTM
Haymon	3.5	316	09/16/2019	10/04/2019	07/19/2021
Rubio	3.2	278	12/19/2019	01/14/2020	06/14/2021
Romero	2.11	275	12/17/2019	05/22/2021	05/25/2021
Jones	2.10	274	12/16/2019	05/24/2021	05/24/2021
Portillo	3.1	273	12/17/2019	01/29/2020	06/07/2021
Pierce	2 MO*	38	01/04/2022**	-	-
TOTAL	15.7	1,454			

Telecommunication Officers must achieve their state licensure within their first year of service. After this they work toward attaining their proficiency certificates.

* New hire

** In progress/Temp Lic

OUR TRAINING:TCOLE Continuing Education cont.

Year 1 Required Training

- Within 6 months of employment
 - TCIC/NCIC Full Access
 - TDD/TTY for Telecommunicators (recurring)
- Within 12 months of employment
 - Personnel Orientation
 - Telecommunications Field Training
 - Basic Telecommunicator Certificate Course
 - Crisis Communication Telecommunicator

Proficiency Certificates

- Intermediate Telecommunicator Certification
 - An active license or appointment
 - Basic Telecommunicator Certificate
 - 2 years of service
 - 120 hours of training
 - Cultural Diversity
 - Ethics in Law Enforcement
 - Crisis Communications Telecommunicator
 - Spanish for Law Enforcement
- Advanced Telecommunicator Certification
 - 4 years of service
 - 240 hours of training
- Master Telecommunicator Certification
 - 8 years of service
 - 500 hours of training



OUR SERVICES

✓ Non-Emergency

APD has a non-emergency admin line for citizens to call for public assistance. These types of calls can include requests for ACO, after hours requests for the Water or Gas Depts., and other misc. incidents that may not need an immediate response.

✓ Brewster County Crimestoppers

APD designed this program to encourage citizen involvement in solving crime in our community. These calls are always anonymous. Any and all tips are followed up on by APD.

✓ Close Patrol

This program is designed to allow Alpine citizens leaving on vacation or out-of-town for a short period to have APD watch their residences during their absence. This service is also extended to any businesses within the city who request it.

✓ 911 Emergency

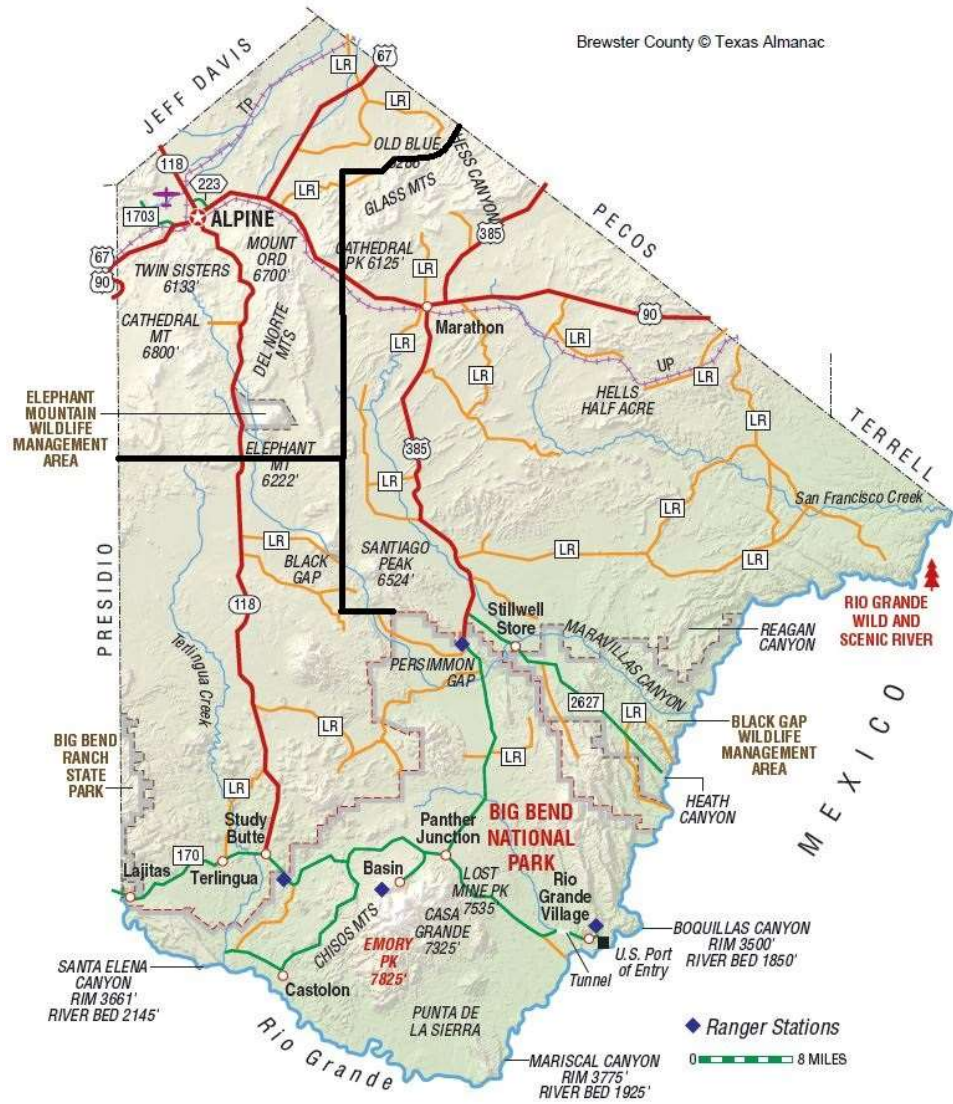
APD has two 911 dispatch positions to answer calls for emergency services. Dispatchers may take calls requesting EMS, Fire, Police, or a combination response. APD services the Alpine area and North Brewster County in partnership with AVFD and AEMS.

✓ Brewster County 911 Awareness Program

APD is the PSAP for 911 service in North Brewster County and in the Alpine area. This program is designed to educate the community, mainly children, of the importance of 911 as well as tips regarding 911.

✓ Lost & Found

APD maintains a lost & found property repository. All community members may turn in found property to the dept. 24/7. Citizens can also report a lost item to dispatch and if the item is turned in they will be contacted to arrange a time to claim the property.



CALL VOLUME MODEL

Yearly APD CFS Totals

- 2019 CFS Total: **11,875**
 - Avg. CFS per MO: **990**
- 2020 CFS Total: **9,728**
 - Avg. CFS per MO: **811**
- 2021 CFS Total: **10,343**
 - Avg. CFS per MO: **862**
- 19-20 Comparison: **-18.08%**
- 20-21 Comparison: **6.32%**

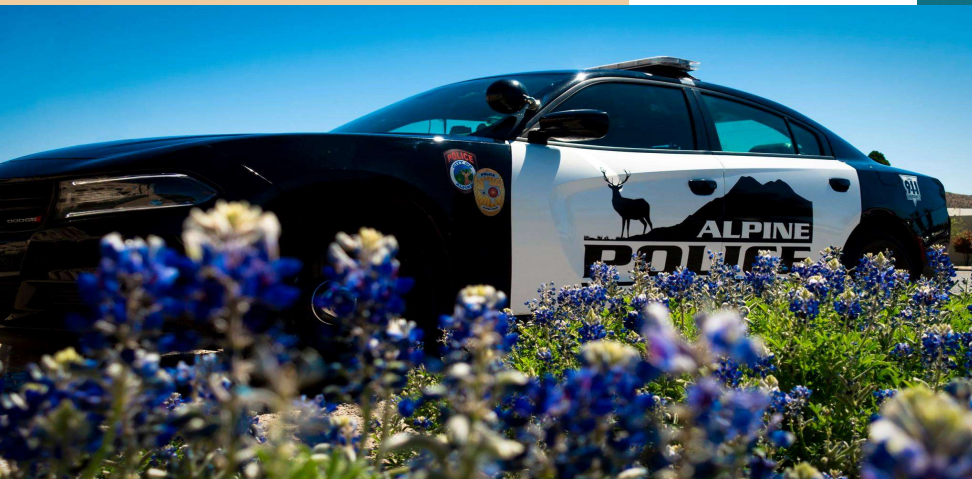
Yearly EMS CFS Totals

- 2019 CFS Total: **796**
 - Avg. CFS per MO: **66**
- 2020 CFS Total: **1,046**
 - Avg. CFS per MO: **87**
- 2021 CFS Total: **1,200**
 - Avg. CFS per MO: **100**
- 19-20 Comparison: **31.41%**
- 20-21 Comparison: **14.72%**

Yearly Fire CFS Totals

- 2019 CFS Total: **60**
 - Avg. CFS per MO: **5**
- 2020 CFS Total: **64**
 - Avg. CFS per MO: **5**
- 2021 CFS Total: **66**
 - Avg. CFS per MO: **5**
- 19-20 Comparison: **6.67%**
- 20-21 Comparison: **3.13%**

NEW SYSTEMS



Kologik CAD

In January 2019, APD began utilizing Kologik's CAD system. This system delivers a solution for seamless information transactions between the caller, dispatcher and units. This functionality reduces response times, increases personnel efficiency and saves lives.



Carbyne

On February 14, 2022 APD became the first Cloud-Native i3 911 Contact Center in the country. All PSAPS in the Rio Grande COG are now equipped with this next gen 911 technology.



EMD

APD is currently working toward implementing an Emergency Medical Dispatch program for our dispatchers. This training will allow us to give life saving instructions to callers until further help arrives.

The background of the slide is a photograph of a town nestled in a valley. In the foreground, a long, straight road stretches into the distance, lined with parked cars on one side. To the right of the road, there are various buildings, including a large, modern-looking structure with a red roof and a smaller building with a sign that says "HOTEL". The town is surrounded by green hills and mountains in the background under a clear blue sky.

THANK YOU!



Alexis Haymon



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