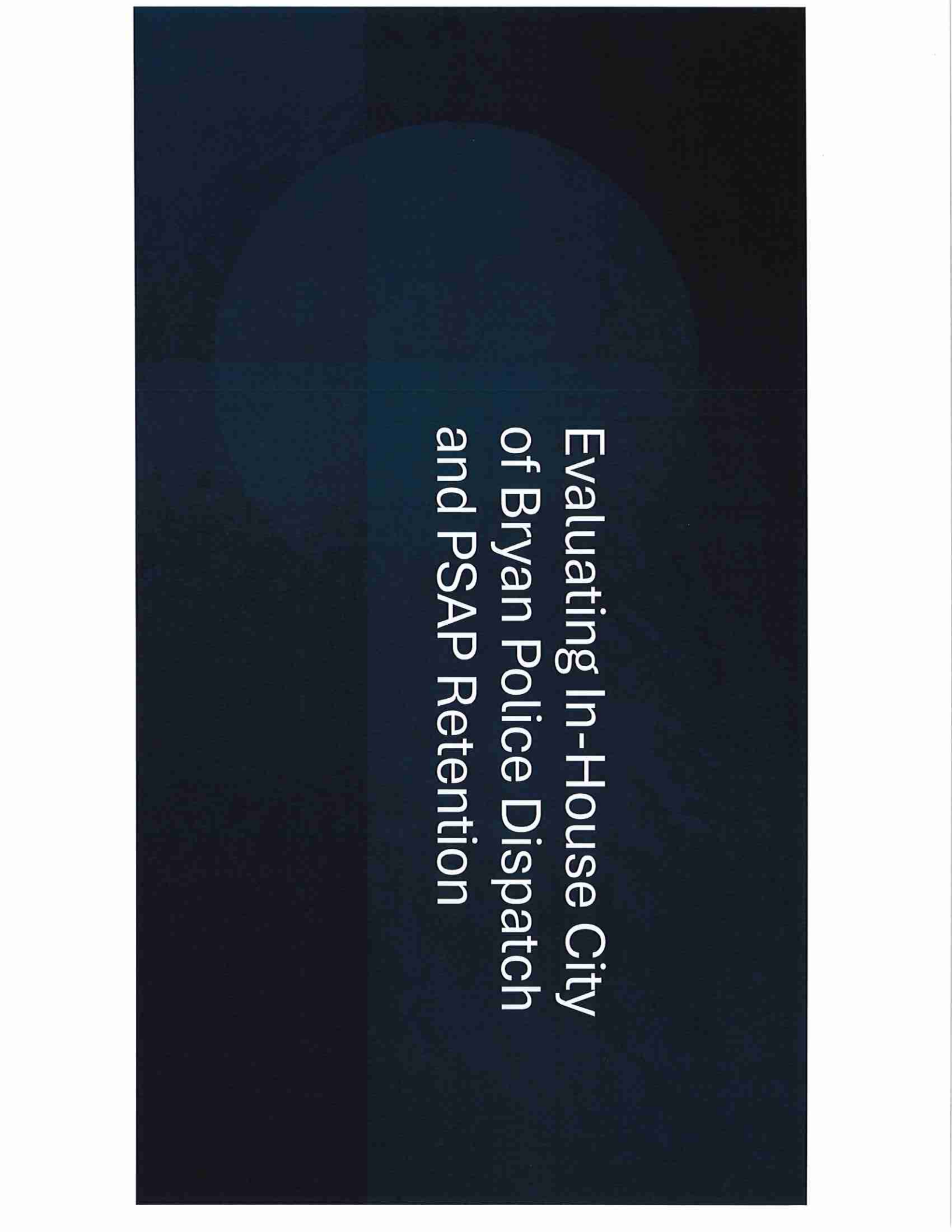




Evaluating In-House City of Bryan Police Dispatch and PSAP Retention

Addressing Two Questions Facing the City

Question 1

Dispatch Center Retention

Should the City of Bryan continue operating its own dispatch center, or transition dispatch operations entirely to Williams County Central Dispatch?

Question 2

PSAP Status

If the City of Bryan retains its local dispatch center, should the city also maintain its status as a PSAP to handle direct 911 call routing via geofencing?

Understanding PSAP & Local Agency Roles

Public Safety Answering Point (PSAP) Defined

A PSAP is a 24/7 emergency communications center responsible for answering 911 calls from the public and coordinating emergency response.

Williams County Central Dispatch (PSAP)

Receives 911 calls county-wide and directly dispatches Williams County EMS, the Sheriff's Office, 6 village police departments and 9 Fire Departments

City of Bryan Dispatch (PSAP)

Operates locally within the police department to dispatch municipal Police and Fire units. The City of Bryan does not run its own municipal EMS, relying on Williams County EMS for medical emergencies.

Williams County Population Breakdown

Understanding Municipal Footprint and Service Demand

The City of Bryan represents nearly one-quarter of the total population in Williams County. Because Bryan maintains the highest concentration of residents, businesses, and daily commuters in the county, local police and fire operations generate significant public safety service demand.

County-Wide Population Distribution Comparison

- City of Bryan: Approximately 8,600 residents (23.5% of county total)
- Village of Montpelier: Approximately 3,900 residents (10.7%)
- Village of Edgerton: Approximately 2,000 residents (5.5%)
- Village of West Unity: Approximately 1,700 residents (4.6%)
- Village of Pioneer: Approximately 1,400 residents (3.8%)
- Village of Stryker: Approximately 1,300 residents (3.6%)
- Village of Edon: Approximately 1,000 residents (2.7%)
- Smaller Villages (Alvordton, Blakeslee, Holiday City): Approximately 350 residents combined (0.9%)
- Townships / Unincorporated County: Approximately 16,450 residents (44.7%)
- Total Williams County Population: Approximately 36,700 residents (100%)

911 Call Routing: Current Bottlenecks vs. NextGen

Current Landline vs. Cellular Routing

Currently, landline 911 calls within city limits reach Bryan Dispatch directly, but all cellular 911 calls route first to Williams County Central Dispatch. When a call requires police, fire, and EMS together, Central does not transfer the caller. Instead, a "partner" dispatcher relays partial information third-party to Bryan, creating communication bottlenecks.

Future NextGen 911 Geofence

NextGen 911 creates a precise digital boundary around the City of Bryan. Every 911 call originating inside city limits—cellular or landline—will route directly to Bryan Dispatch. Bryan dispatchers handle local police and fire units immediately while transferring medical needs to Central without disconnecting the caller.

Direct Community & Victim Impact

Eliminating partner relays prevents critical information loss and line cut-offs during active emergencies, an example of when Central Communication operators disconnected from BPD during a reported domestic shooting incident. For safety medics do not enter active scenes until police clear them, getting local officers on scene faster directly speeds up life-saving medical care for victims.

A look at Question 1

The Benefits of Keeping Local Dispatch (Pros)

24/7 Open Police Station Lobby

Local dispatchers staff the police station lobby 24 hours a day, 7 days a week. This provides immediate face-to-face assistance for citizens facing late-night emergencies, domestic violence situations, or walk-in safety needs.

Deep Local Knowledge & 100% Dedicated Airtime

Local dispatchers live and work in the community, knowing local streets, neighborhoods, and businesses by name without relying solely on digital maps. Furthermore, Bryan officers maintain 100% dedicated radio channel priority without waiting in line behind multi-agency county queues during peak hours.

Protecting Patrol Officer Street Time

Beyond emergency calls, dispatchers absorb administrative duties including after-hours utility dispatch, tornado siren activation, municipal security camera monitoring, and court paperwork processing (.19 forms and CCH checks), allowing officers to remain focused on neighborhood patrols.

A look at Question 1

What the City Loses if We Close Local Dispatch

Surrendering Radio Priority to a Multi-Agency Queue

Williams County Central already dispatches for Williams County EMS, the Sheriff's Office, 6 village police departments and 9 Fire Departments. Adding Bryan Police and Fire dumps thousands of additional calls onto their workload. Bryan officers would be put into a general rotation, losing dedicated radio priority and competing with county-wide agencies for airtime during peak hours.

Heavy Call Volume Added to County Operations

Bryan generated 9,202 total calls for service in 2025 and averaged 27 calls per day through mid-2026. Shifting this substantial volume onto Central Dispatch creates an immediate operational burden on an already busy county channel.

Delays from Third-Party "Partner Relays"

When the county keeps callers on the line instead of transferring the call to BPD, a second dispatcher (the "partner") relays partial information to us. This extra step causes serious response delays and leaves nearby officers unaware of active robberies or shootings unfolding down the street.

What the City Loses if We Close Local Dispatch (Workload Shift & Fire Dept. Impacts)

New Operating Costs for the City

Closing dispatch creates immediate new expenses for the City of Bryan. The City would have to contract and pay third-party vendors to monitor:

- The municipal buildings' fire alarm systems.
- The emergency elevator call-in phones for the Police Department and Don North building.
- Fuel levels for the generator diesel tank and Street Department fuel station.
- After hours non-emergency call center answering service approximately \$30,000.00

Losing Dispatch Shifts Station Work onto Patrol Officers

Closing dispatch does not remove daily tasks. It forces patrol officers off the street to answer station phones, handle walk-in complaints, process court paperwork (.19 forms, CCH checks), manage utility issues, and issue city permits.

Less Time for Patrols, Proactive Policing, and Case Work

Every hour an officer spends doing dispatch and administrative work inside the station is an hour taken away from neighborhood patrols, traffic safety, business checks, and investigating local crimes.

A look at Question 1

Keeping Local Dispatch Operations (Cons)

Staffing and Payroll Expenses

Operating a 24/7 local dispatch center requires continuous dispatcher salaries, benefits, and overtime coverage during sick leave or vacations.

Administrative Coverage Challenges

Managing shift coverage with a small staff creates persistent administrative scheduling friction.

A look at Question 2

Pros of Keeping PSAP Designation

Direct Geofenced Intake via NextGen 911

Geofencing routes all in-boundary landline and cell calls directly to Bryan Dispatch, eliminating initial call queueing at Williams County Central.

Elimination of Partner Relays

Direct call handling ends third-party relay errors and incomplete information transfers, preventing line cut-offs during active incidents.

Faster Medical Care Through Instant Scene Clearance

Rapid direct police dispatch gets officers on scene faster, enabling Williams County EMS to enter safe scenes without operational delays.

A look at Question 2

Cons of Keeping PSAP Designation

Mandatory NextGen 911 Upgrade Costs

Retaining PSAP status requires funding NextGen 911 infrastructure over 5 years is approximately (\$274,000 with Frontier/Motorola or \$291,000 with Carbyne).

Transfer Step for EMS Medical Calls

Medical calls answered by Bryan PSAP must be immediately transferred to Central Dispatch for Williams County EMS response, requiring ongoing teamwork.

Quick Comparison: Local vs. Regional

	Local	Regional
Fire Alarm & Building Monitoring:	Handled in-house by local dispatch	Requires BFD to pay third-party monitoring vendors
Elevator & Fuel Tank Monitoring:	Managed 24/7 at no added cost	Unmonitored or requires paid contract services
Radio Priority & Channel Access:	100% Dedicated to Bryan Police & Fire	Shared rotation with WCSO, EMS, 6 villages and 9 Fire Departments
Patrol Officers on the Street:	Focused on patrols/investigations	Pulled off the street to handle station duties
24/7 Open Station Lobby:	Maintained with local dispatch	Phone on the wall only
Technology Costs:	Paid by City	Shared across County



Summary

Closing local dispatch does not eliminate workload—it shifts non-dispatch duties onto police officers and forces the City to pay outside vendors for building alarms, elevator emergency lines, and fuel monitoring. Furthermore, it places Bryan Police and Fire into a shared county radio queue, surrendering direct radio priority, for our citizens.

Keeping local dispatch preserves open station doors, maintains fast emergency response, covers critical fire and facility monitoring, and keeps our officers where they belong: out on patrol.

Comprehensive Dispatcher Duties & Burden Shift Analysis

DOCUMENTATION HANDOUT: FULL DISPATCHER RESPONSIBILITIES (SLIDES 3 & 4 SUPPORT)

CITY OF BRYAN POLICE & FIRE DEPARTMENTS

This document details specific tasks performed by City of Bryan dispatchers. Eliminating local dispatch shifts administrative work onto patrol officers and forces new operational expenses onto the Fire Department.

1. DISPATCH COMMUNICATIONS & OPERATIONAL FRICTION

Critical Incident Safety Risk: Third-Party "Partner Relays"

When County Central keeps callers on the line instead of transferring them, a second dispatcher ("partner") relays partial information to BPD. During a domestic with possible shooting, the partner disconnected to take another 911 call, severing BPD's update line. Officers had to listen to EMS radio traffic for information. Delayed police response directly delays County EMS care, as paramedics cannot enter unsecured scenes.

2. DISPATCHER RESPONSIBILITIES SHIFTED TO PATROL OFFICERS & CITY STAFF

CATEGORY	SPECIFIC TASKS HANDLED BY DISPATCHERS	IMPACT OF CLOSURE
Law Enforcement Systems & Data Processing	- Running LEADS (Law Enforcement Automated Data System) - Entering warrants, protection orders (TPOs), stolen items/vehicles, and missing people - Running CCH (Computerized Criminal History) for officers - Running CCH and driver's licenses for the City Attorney - Running license plates, subject checks, and warrant checks for officers	HIGH PATROL DESK TIME Forces officers off patrols to perform database searches.
Court, Legal & Records Processing	- Writing formal charges - Witnessing .19 forms and acting as deputy clerk for .19 forms - Taking bond money for Municipal Court after hours - Housing and monitoring the County Probation kiosk - Making case jackets for officers	LEGAL / COURT BURDEN Shifts court filings and prisoner processing duties directly onto patrol shifts.
Facility Security & Camera Monitoring	- Monitoring booking room camera and BAC (blood alcohol) machine - Monitoring holding cells and interview rooms - Monitoring station building security - Monitoring City Parks security cameras - Monitoring local school security cameras	UNMONITORED FACILITIES Leaves holding cells, parks, and schools without monitoring staff.
Public Desk, Lobby & Community Services (24/7)	- Helping station walk-ins 24/7 for police/fire needs and questions - Answering non-emergency police/fire phones; directing to voicemail or cell - Transferring calls for officers speaking to subjects in the field - Issuing garage sale permits, bike licenses, and golf cart permits - Taking money and issuing receipts for parking tickets - Releasing property to owners - Handing out parade permit, taxi permit, and golf cart application packets	REDUCED RESPONSE SPEED Pulls street officers into the lobby to take walk-ins, payments, and phone calls.
City Administrative & After-Hours Support	- Answering city office phones after hours and during secretary absences - Dispatching on-call Street Department crews after hours - Handling Bryan Municipal Utilities (BMU) phone redirects - Maintaining knowledge of city streets and emergency contacts - Maintaining keyholder information, contacting keyholders, tracking hide-a-keys - Managing passwords and PINs for security doors	CITY OVERHEAD SHIFT Leaves municipal offices and utilities without after-hours administrative backing.

3. FIRE DEPARTMENT SYSTEMS & DIRECT COST TRANSFERS

SYSTEM MONITORED	LOCAL DISPATCHER RESPONSIBILITIES	IMPACT OF CLOSURE
Dispatching & Event Logs	- Dispatching Fire Department calls and running Sundance - Starting call dispositions and mapping displays in station - Maintaining Fire Department event logs	REDUCED PRIORITY Moves fire dispatch into a county multi-agency queue.
Building Fire Alarms	Continuous 24/7 monitoring of the building fire alarm system	NEW PAID CONTRACT City of Bryan must contract outside vendors for commercial alarm monitoring.
Elevator Emergency Lines	Handling emergency call-in lines for Police Department and Don North building elevators	NEW PAID CONTRACT Requires paid third-party monitoring services for code compliance.
Fuel Tank & Generator Levels	- Monitoring fuel levels for generator diesel tanks and Street Department fuel stations - Monitoring backup generator operational status	OPERATIONAL RISK Unmonitored fuel supplies risk generator failure during outages.
Severe Weather & Emergency Alerting	- Activation of tornado sirens and weather warning alerts for the City of Bryan - Maintaining Alert 86 and notifying JFS, Victim's Assistance, off-duty officers, and city officials	SAFETY ALERT DELAYS Delays local siren activation and administrative emergency notifications.