Public Copy

Windsor EMS Complaint

Initiated: February 24, 2021

Completed: April 8, 2021

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On the morning of Wednesday, February 24, 2021 I was made aware of a post on the Facebook group "Shoreacres, Texas – No Drama page." I am aware of this page as it often contains remarks from numerous residents of our city, as well as citizens who do not reside in the City of Shoreacres. This post alleged that the city EMS provider (Windsor EMS) failed to arrive at a residence in a timely manner in which it had been requested. Further information received indicated that no police officer arrived on scene either. The poster, ███████████████ showed on her personal Facebook page that she resides in the City of Shoreacres.

I was able to reach out to ██████████ and I learned the following: On Wednesday, February 23, 2021 at approximately 6:25 pm, she dialed 911 to summon an ambulance to her residence at █████████████ Shoreacres, for her father who had fallen ill at the dinner table. At about 6:58 pm she called 911 again to get an update on their arrival. She also indicated that no police officer had arrived on scene either. The EMS service arrived at approximately 7:00 pm. ████████ further explained that her dad was transported to Patients Hospital in Pasadena by EMS. Both 911 calls were made from a cell phone ██████████ ████████ cell phone number is ████████████

I contacted La Porte Dispatch and spoke with Stacy Lippold, the 911 call center supervisor. I requested the information on the call slip and she indicated there was no call slip for the date, time, location requested. I asked if there was a call slip for police service at that location and there was not one in the system.

I next contacted Officers Lilley and Richardson, the officers on duty on the date in question. Both officers indicated that they did not receive any calls for service at that location on the date above.

At approximately 10:48 am I spoke with Ryan Lynn with Windsor EMS. I explained the circumstances and events to him and provided him with screenshots of the Facebook posts so he would understand my concerns. While speaking with him, he indicated that the crew that responded to Windleaf is normally staged in Sugarland, but on yesterday's date they were filling in for another area. They had left Galveston and were traveling north bound on I45 at the Nasa Road One exit when they received the call for service to ████████. Mr. Lynn agreed to investigate the matter and call me back.

I received a phone call back from Mr. Lynn at approximately 3:20 pm. He explained the times as follows:

Call received: 6:36:37

Call dispatched: 6:43:38

Arrival: 7:10:45

Mr. Lynn explained that the length of time between call received and call dispatched is due to trying to locate the closest crew to Shoreacres, which turned out to be near I45 and Nasa Road One. At the same time, they were attempting to receive mutual aid from Kemah and/or Pasadena, but neither were available. Also, we discussed the Windsor EMS employee who made remarks on the Facebook post. He explained that she is in the Dallas area right now but that he would meet with her as soon as practical and discuss the disparaging comments. He also indicated that a supervisor in Dallas had contacted her about her response to the social media post.

Mr. Lynn had no explanation as to how the call came into Windsor dispatch, but will continue to investigate that.

On Thursday, February 25, 2021 I again spoke with ███████████ and tried to ascertain if they could remember anything specific about who took the 911 calls. They could not remember anything about who answered the calls, but they did provide me with screenshots of their call log from their cell phone. The initial call shows a call to 911 on February 23, 2021 at 6:34 pm and shows the duration of one minute. The second 911 call shows that it was made at 6:58 pm with a duration of one minute.

I contacted Mr. Lynn and asked him to check his records again and look for a call at 6:34 pm. He was still unable to determine how the call came in. I shared the screen shots with him from the 911 calls and he indicated that the one-minute duration on both calls would have been difficult due to the amount of information being exchanged.

I contacted Ms. Lippold again and asked her to check her records for a 911 call at 6:34 pm and 6:58 pm on the date of February 23. After reviewing the police 911

calls for that time period, she indicated that no calls had been received for the address of reference. Ms. Lippold also contacted the Seabrook Police Department once again and confirmed that they had not taken the call either.

Sergeant Herrera, Shoreacres Police Department, went to ▮▮▮▮▮▮▮▮ on Monday, March 01, 2021 at approximately 6:35 pm. He utilized the same phone as the original call was made on and called 911. The phone call was received by the Harris County Sheriff's Department.

I received the November 2020 and February 2021 Windsor activity logs from Mr. Lynn on March 1 at approximately 6:22 pm. The November 2020 response times were averaged at 14:19 minutes, and the February 2021 average was 19:28 minutes. Mr. Lynn also indicated that he had now personally spoken to his employee about her social network comments and that he felt like she understood they were out of line and that she assured him that it would not happen again.

On March 2, at approximately 2:30 pm, I contacted the Harris County Sheriff's Department 911 Center and spoke with a supervisor with the last name Elsi. She was able to locate and discuss the second 911 call that came to them at approximately 6:59 pm. Ms. Elsi indicated that the male caller simply asked when the ambulance would be there, and that the call was then forwarded to Windsor EMS. Harris County 911 has no further record of the calls.

On Friday, February 26, 2021 I contacted The Greater Houston 911 Center and learned that they oversee the system but do not retain any records of calls for service.

I have compared the call data from Windsor EMS for the months of November 2020, December 2020, January 2021 and February 2021. The following is taken from those reports:

November 2020
Total runs:	7
Average response time:	14:19 minutes
Number of responses 15<:	1

December 2020

Total runs:	7
Average response time:	18:27
Number of responses 15<:	3

January 2021:

Total runs:	7
Average response time:	12:02
Number of responses 15<	1

February 2021:

Total runs:	10
Average response time:	19:28
Number of responses 15<	6

On March 11, I received an email from Mr. Lynn containing the complete call logs from 1/2020 through 10/31/2020. The information is as follows:

January 2020

Total runs:	6
Average response time:	13:47
Number of responses <15	1

February 2020

Total runs:	10
Average response time:	11:40
Number of responses <15	0

March 2020

Total runs:	3
Average response time:	12:29
Number of responses <15	0

April 2020

Total runs:	8
Average response time:	13:00
Number of responses <15	1

May 2020

Total runs:	12
Average response time:	10:33
Number of responses <15	4

June 2020

Total runs:	5
Average response time:	9:32
Number of responses <15	0

July 2020

Total runs:	10
Average response time:	13:33
Number of responses <15	3

August 2020

Total runs:	11
Average response time:	7:04
Number of responses <15	3

September 2020

Total runs:	6
Average response time:	10:17
Number of responses <15	2

October 2020

Total runs:	9
Average response time:	10:49
Number of responses <15	3

The City contract with Windsor requires a 14:59 minutes or less response time in at least 90% of the calls for service. The contract also cites that the time will be from the time the call is dispatched until the ambulance or EMS supervisor checks out on the scene.

There have been occasions in which Windsor has not met their obligation by contract, but it has not been constant. The small number of responses in several months greatly effected the average; for example, April 2020 had a total of 8 calls, with one exceeding 14:59 minutes, which carries a 12% mark for over the 14:59 time obligation.

One April 5, 2021 I once again contacted the Greater Houston 911 Center for questions concerning the public safety answering points. I spoke with Sonya Clausen who is a supervisor within the center. She explained that she would have to investigate the matter of how this call was received and get back with me.

Ms. Clausen contacted me by email and followed up with a phone call. She indicated the call was taken by Webster PD on that date.

On April 6, 2021 I contacted Webster PD and spoke with dispatch supervisor Mike Hayes. After receiving information concerning events of this call, he indicated he would retrieve the information and contact me to provide it. He later stated he could not locate it but was able to find it through the records department. I sent an email to Records@websterpd.com at 1032 hours requesting that information be sent to me. I immediately received an email in response with the information requested. The information now provided indicated the original call went to Webster PD at 6:34 pm. I was also provided a copy of the voice call as well in the email.

On April 7, 2021 I contacted Ryan Lynn with Windsor EMS. I explained the results of this investigation to him and provided him with all stats that were used in the figures. Mr. Lynn stated that he had examined the numbers as well and further explained that he believes while the numbers are likely accurate, that extenuating circumstances played into the response times. COVID-19 heavily effected all EMS services with an uptick in call volumes while at the same time having difficulty retaining fully staffed ambulances due to their own employees having to follow COVID protocols like quarantining after encountering infected patients. Also adding to their delays were the inabilities for other agencies to mutual aid to assist because they were also short handed and having their own difficulties.

Summary of Facts:

On February 23, 2021, a resident of the City of Shoreacres dialed 911 to summon ems to their residence located at ███████████. The 911 call was made at 6:34 pm and went to Webster PD, who transferred the call to Windsor EMS at 6:36 pm. Windsor EMS dispatched the call to their ambulance at 6:43 pm and it arrived on location at 7:10 pm. A second call inquiring about an estimate of arrival was made from the resident to 911 at 6:59 pm and that call went to the Harris County Sheriff's Office dispatch center, then was forwarded to Windsor EMS.

Other notes:

This agreement began on November 15, 2019, and the listed calls for service are through February 2021. During that time period, there have been 111 responses by Windsor EMS. Out of those 111, 28 have been in excess of the 14:59 requirement, or approximately 31%.

Troy D. Harrison   **April 8, 2021**
City Manager

Response Detail

Company: All   Date Range: 1/1/2020 - 10/31/2020

Date	Run	First Name	Last Name	Pick Up Location	PR	Destination	DR	Unit	Priority	TX	Mileage	Logged By
01/16/2020	234326		[redacted]	SHOREACRES RESIDENC		HCA SOUTHEAST	ER	MEDIC 14	0	1	13.9	TAMARA CARR

CallSign:

Call Received	Dispatched	EnRoute	OnScene	Contact	Transport	Arrived	Clear	EnRoute to On Scene
9:42.39	9:46.32	9:46.34	9:57.44	9:57.44	10:07.29	10:37.28	11:13.04	00:11:10

Caller Type: SHOREACRES 911
Caller Name: [redacted]

Pick Up Time: Appointment Time:
QTime: 00:03:53
CR EnRoute: 00:03:55
Total Response: 00:15:05

Date	Run	First Name	Last Name	Pick Up Location	PR	Destination	DR	Unit	Priority	TX	Mileage	Logged By
01/19/2020	234506		[redacted]	RESIDENCE		HCA CLEAR LAKE REGIOER	ER	MEDIC 14	0	1	12.2	DEAN TODD

CallSign:

Call Received	Dispatched	EnRoute	OnScene	Contact	Transport	Arrived	Clear	EnRoute to On Scene
4:02.03	4:02.51	4:06.51	4:18.52	4:18.52	5:03.36	5:22.42	5:40.20	00:12:01

Caller Type: SHOREACRES 911
Caller Name: [redacted]

Pick Up Time: Appointment Time:
QTime: 00:00:48
CR EnRoute: 00:04:48
Total Response: 00:16:49

Date	Run	First Name	Last Name	Pick Up Location	PR	Destination	DR	Unit	Priority	TX	Mileage	Logged By
01/19/2020	234516		[redacted]	SHOREACRES RESIDENC		HM CLEAR LAKE	ER	MEDIC 46	0	0	0.0	AMIE AINA

CallSign:

Call Received	Dispatched	EnRoute	OnScene	Contact	Transport	Arrived	Clear	EnRoute to On Scene
14:57.15	14:58.13	15:00.53	15:20.02	15:22.42	15:22.43	15:22.47	15:22.49	00:19:09

Caller Type: SHOREACRES 911
Caller Name: [redacted]

Pick Up Time: Appointment Time:
QTime: 00:00:58
CR EnRoute: 00:03:38
Total Response: 00:22:47

Date	Run	First Name	Last Name	Pick Up Location	PR	Destination	DR	Unit	Priority	TX	Mileage	Logged By
01/23/2020	234827		[redacted]	SHOREACRES RESIDENC WHITE T		HM CLEAR LAKE	ER	MEDIC 46	0	1	9.7	AMIE AINA

CallSign:

Call Received	Dispatched	EnRoute	OnScene	Contact	Transport	Arrived	Clear	EnRoute to On Scene
10:00.01	10:01.37	10:05.13	10:17.13	10:19.05	10:34.14	10:52.05	11:07.41	00:12:00

Caller Type: SHOREACRES 911
Caller Name: [redacted]

Pick Up Time: Appointment Time:
QTime: 00:01:36
CR EnRoute: 00:05:12
Total Response: 00:17:12

Response Detail

Company: All   Date Range: 1/1/2020 - 10/31/2020

Date	Run	First Name	Last Name	Pick Up Location	PR	Destination	DR	Unit	Priority	TX	Mileage	Logged By
01/25/2020	234983	(redacted)	(redacted)	RESIDENCE		HCA CLEAR LAKE REGIOER		MEDIC 14	0	1	13.8	DEAN TODD

CallSign:

Call Received	Dispatched	EnRoute	OnScene	Contact	Transport	Arrived	Clear	EnRoute to On Scene
3:01.08	3:02.02	3:05.02	3:19.02	3:19.02	3:42.44	4:02.18	4:25.23	00:14:00

Caller Type: SHOREACRES 911   Pick Up Time: Appointment Time: QTime: 00:00:54   Total Response: 00:17:54
Caller Name: CR EnRoute: 00:03:54

Date	Run	First Name	Last Name	Pick Up Location	PR	Destination	DR	Unit	Priority	TX	Mileage	Logged By
01/28/2020	235104	(redacted)	(redacted)	SHOREACRES RESIDENC				MEDIC 14	0	1	0.0	TAMMY FIELDS

CallSign:

Call Received	Dispatched	EnRoute	OnScene	Contact	Transport	Arrived	Clear	EnRoute to On Scene
2:13.04	2:14.30	2:14.31	2:28.53	2:44.34	2:44.35	2:44.39	2:44.44	00:14:22

Caller Type: SHOREACRES 911   Pick Up Time: Appointment Time: QTime: 00:01:26   Total Response: 00:15:49
Caller Name: CR EnRoute: 00:01:27

Date	Run	First Name	Last Name	Pick Up Location	PR	Destination	DR	Unit	Priority	TX	Mileage	Logged By
02/03/2020	235590	(redacted)	(redacted)	SHOREACRES RESIDENC		HM CLEAR LAKE	ER	MEDIC 14	0	1	8.0	EMERALD WHITEHEAD

CallSign:

Call Received	Dispatched	EnRoute	OnScene	Contact	Transport	Arrived	Clear	EnRoute to On Scene
18:07.27	18:09.04	18:09.07	18:20.25	18:20.25	18:44.57	18:59.58	19:22.09	00:11:18

Caller Type: SHOREACRES 911   Pick Up Time: Appointment Time: QTime: 00:01:37   Total Response: 00:12:58
Caller Name: CR EnRoute: 00:01:40

Date	Run	First Name	Last Name	Pick Up Location	PR	Destination	DR	Unit	Priority	TX	Mileage	Logged By
02/04/2020	235615	(redacted)	(redacted)	SHOREACRES		HCA CLEAR LAKE REGIOER	ER	MEDIC 1	0	1	11.4	EMERALD WHITEHEAD

CallSign:

Call Received	Dispatched	EnRoute	OnScene	Contact	Transport	Arrived	Clear	EnRoute to On Scene
7:06.08	7:06.08	7:06.08	7:20.24	7:20.24	7:41.47	8:02.05	8:34.42	00:14:16

Caller Type: SHOREACRES 911   Pick Up Time: Appointment Time: QTime: 00:00:00   Total Response: 00:14:16
Caller Name: CR EnRoute: 00:00:00

Response Detail

Company: All   Date Range: 1/1/2020 - 10/31/2020

Date	Run	First Name	Last Name	Pick Up Location	PR	Destination	DR	Unit	Priority	TX	Mileage	Logged By
02/06/2020	235810			RESIDENCE					0	1	0.0	TAMMY FIELDS

Call Received	Dispatched	EnRoute	OnScene	Contact	Transport	Arrived	Clear	EnRoute to On Scene
22:47.01	23:09.31	23:09.32	23:09.41	23:09.41	23:09.43	23:09.47	23:09.50	00:00:09

Caller Type: SHOREACRES 911
Caller Name:
Pick Up Time:
Appointment Time:
QTime: 00:22:30
CR EnRoute: 00:22:31
Total Response: 00:22:40

Date	Run	First Name	Last Name	Pick Up Location	PR	Destination	DR	Unit	Priority	TX	Mileage	Logged By
02/07/2020	235811			RESIDENCE		HM CLEAR LAKE	ER	MEDIC 46	0	1	8.6	TAMMY FIELDS

CallSign:

Call Received	Dispatched	EnRoute	OnScene	Contact	Transport	Arrived	Clear	EnRoute to On Scene
1:04.07	1:05.37	1:08.41	1:22.19	1:22.19	1:52.10	2:09.36	2:37.00	00:13:38

Caller Type: SHOREACRES 911
Caller Name:
Pick Up Time:
Appointment Time:
QTime: 00:01:30
CR EnRoute: 00:04:34
Total Response: 00:18:12

Date	Run	First Name	Last Name	Pick Up Location	PR	Destination	DR	Unit	Priority	TX	Mileage	Logged By
02/08/2020	235916			RESIDENCE		HM CLEAR LAKE	ER	MEDIC 1	0	1	9.6	DEAN TODD

CallSign:

Call Received	Dispatched	EnRoute	OnScene	Contact	Transport	Arrived	Clear	EnRoute to On Scene
21:03.24	21:04.35	21:06.50	21:21.38	21:21.38	21:59.38	22:17.39	23:14.44	00:14:48

Caller Type: SHOREACRES 911
Caller Name:
Pick Up Time:
Appointment Time:
QTime: 00:01:11
CR EnRoute: 00:03:26
Total Response: 00:18:14

Date	Run	First Name	Last Name	Pick Up Location	PR	Destination	DR	Unit	Priority	TX	Mileage	Logged By
02/15/2020	236327			SHOREACRES RESIDENC				MEDIC 29	0	1	0.0	RUSSELL PARKER

CallSign:

Call Received	Dispatched	EnRoute	OnScene	Contact	Transport	Arrived	Clear	EnRoute to On Scene
3:38.34	3:52.15	3:52.20	4:05.03	4:05.03	4:20.29	4:20.32	4:20.36	00:12:43

Caller Type: SHOREACRES 911
Caller Name:
Pick Up Time:
Appointment Time:
QTime: 00:13:41
CR EnRoute: 00:13:46
Total Response: 00:26:29

Record 1

Date	Run	First Name	Last Name	Pick Up Location	PR	Destination	DR	Unit	Priority	TX	Mileage	Logged By
02/20/2020	236633	(redacted)		SHOREACRES		HCHD LBJ HOSPITAL	ER	MEDIC 46	0	1	31.0	TAMMY FIELDS

CallSign:

Call Received	Dispatched	EnRoute	OnScene	Contact	Transport	Arrived	Clear	EnRoute to On Scene
1:28.22	1:31.19	1:36.05	1:50.04	1:50.04	2:00.05	2:37.26	3:06.00	00:13:59

Caller Type: SHOREACRES 911
Pick Up Time:
Appointment Time:
QTime: 00:02:57
CR EnRoute: 00:07:43
Total Response: 00:21:42
Caller Name:

Record 2

Date	Run	First Name	Last Name	Pick Up Location	PR	Destination	DR	Unit	Priority	TX	Mileage	Logged By
02/21/2020	236789	(redacted)		RESIDENCE		HCA CLEAR LAKE REGIOER		MEDIC 11	0	1	10.6	EMERALD WHITEHEAD

CallSign:

Call Received	Dispatched	EnRoute	OnScene	Contact	Transport	Arrived	Clear	EnRoute to On Scene
16:21.54	16:21.54	16:22.54	16:36.08	16:36.08	16:45.25	17:06.57	17:49.17	00:13:14

Caller Type: SHOREACRES 911
Pick Up Time:
Appointment Time:
QTime: 00:00:00
CR EnRoute: 00:01:00
Total Response: 00:14:14
Caller Name:

Record 3

Date	Run	First Name	Last Name	Pick Up Location	PR	Destination	DR	Unit	Priority	TX	Mileage	Logged By
02/22/2020	236828	(redacted)		RESIDENCE		HCA CLEAR LAKE REGIOER		MEDIC 14	0	1	12.4	EMERALD WHITEHEAD

CallSign:

Call Received	Dispatched	EnRoute	OnScene	Contact	Transport	Arrived	Clear	EnRoute to On Scene
9:43.20	9:45.01	9:47.01	10:00.04	10:00.04	10:31.22	10:55.15	11:20.40	00:13:03

Caller Type: SHOREACRES 911
Pick Up Time:
Appointment Time:
QTime: 00:01:41
CR EnRoute: 00:03:41
Total Response: 00:16:44
Caller Name:

Record 4

Date	Run	First Name	Last Name	Pick Up Location	PR	Destination	DR	Unit	Priority	TX	Mileage	Logged By
02/29/2020	237403	(redacted)		RESIDENCE		HM CLEAR LAKE	ER	MEDIC 29	0	1	0.0	TAMMY FIELDS

CallSign:

Call Received	Dispatched	EnRoute	OnScene	Contact	Transport	Arrived	Clear	EnRoute to On Scene
18:22.19	18:29.04	18:32.13	18:46.31	18:46.31	18:50.34	19:10.15	19:59.19	00:14:18

Caller Type: SHOREACRES 911
Pick Up Time:
Appointment Time:
QTime: 00:06:45
CR EnRoute: 00:09:54
Total Response: 00:24:12
Caller Name:

Response Detail

Company: All   **Date Range:** 1/1/2020 - 10/31/2020

Date	Run	First Name	Last Name	Pick Up Location	PR	Destination	DR	Unit	Priority	TX	Mileage	Logged By
03/09/2020	237964			SHOREACRES RES		HM CLEAR LAKE	ER	MEDIC 06	0	1	9.4	AMIE AINA

CallSign:

Call Received	Dispatched	EnRoute	OnScene	Contact	Transport	Arrived	Clear	EnRoute to On Scene
9:03.43	9:04.30	9:06.52	9:18.23	9:18.23	9:32.15	9:48.50	10:08.05	00:11:31

Caller Type: SHOREACRES 911   Pick Up Time: Appointment Time: QTime: 00:00:47   Total Response 00:14:40
Caller Name: CR EnRoute: 00:03:09

Date	Run	First Name	Last Name	Pick Up Location	PR	Destination	DR	Unit	Priority	TX	Mileage	Logged By
03/14/2020	238372					HM CLEAR LAKE		MEDIC 44	0	1	10.1	TAMARA CARR

CallSign:

Call Received	Dispatched	EnRoute	OnScene	Contact	Transport	Arrived	Clear	EnRoute to On Scene
11:54.02	12:00.07	12:00.11	12:15.07	12:15.07	12:36.07	12:56.51	13:24.14	00:14:56

Caller Type: SHOREACRES 911   Pick Up Time: Appointment Time: QTime: 00:06:05   Total Response 00:21:05
Caller Name: CR EnRoute: 00:06:09

Date	Run	First Name	Last Name	Pick Up Location	PR	Destination	DR	Unit	Priority	TX	Mileage	Logged By
03/18/2020	238597			SHOREACRES RESIDENC		HM CLEAR LAKE	ER	MEDIC 14	0	1	9.5	TAMARA CARR

CallSign:

Call Received	Dispatched	EnRoute	OnScene	Contact	Transport	Arrived	Clear	EnRoute to On Scene
13:41.18	13:43.11	13:45.49	13:56.48	13:56.48	14:06.50	14:25.34	14:37.13	00:10:59

Caller Type: SHOREACRES 911   Pick Up Time: Appointment Time: QTime: 00:01:53   Total Response 00:15:30
Caller Name: CR EnRoute: 00:04:31

Date	Run	First Name	Last Name	Pick Up Location	PR	Destination	DR	Unit	Priority	TX	Mileage	Logged By
04/06/2020	239667					HCA SOUTHEAST	ER	MEDIC 11	0	1	11.0	TAMARA CARR

CallSign:

Call Received	Dispatched	EnRoute	OnScene	Contact	Transport	Arrived	Clear	EnRoute to On Scene
17:01.54	17:03.46	17:03.55	17:15.00	17:15.00	17:22.57	17:43.52	18:24.32	00:11:05

Caller Type: SHOREACRES 911   Pick Up Time: Appointment Time: QTime: 00:01:52   Total Response 00:13:06
Caller Name: CR EnRoute: 00:02:01

Response Detail

Company: All **Date Range:** 1/1/2020 - 10/31/2020

Date	Run	First Name	Last Name	Pick Up Location	PR	Destination	DR	Unit	Priority	TX	Mileage	Logged By
04/12/2020	239974			LAPORTE ROAD		HCA CLEAR LAKE REGIOER		MEDIC 11	0	1	10.3	DEAN TODD

CallSign:

Call Received	Dispatched	EnRoute	OnScene	Contact	Transport	Arrived	Clear	EnRoute to On Scene
1:41.43	1:45.14	1:45.39	2:00.37	2:00.37	2:22.48	2:44.06	3:12.18	00:14:58

Caller Type: SHOREACRES 911 **Pick Up Time:** **Appointment Time:** **QTime:** 00:03:31 **Total Response**
Caller Name: **CR EnRoute:** 00:03:56 **Total Response:** 00:18:54

Date	Run	First Name	Last Name	Pick Up Location	PR	Destination	DR	Unit	Priority	TX	Mileage	Logged By
04/18/2020	240320			LAPORTE ADDRESS		HM CLEAR LAKE	ER	MEDIC 29	0	1	8.8	DEAN TODD

CallSign:

Call Received	Dispatched	EnRoute	OnScene	Contact	Transport	Arrived	Clear	EnRoute to On Scene
5:05.08	5:08.08	5:08.15	5:17.32	5:17.33	5:37.10	5:57.24	6:14.54	00:09:17

Caller Type: SHOREACRES 911 **Pick Up Time:** **Appointment Time:** **QTime:** 00:03:00 **Total Response**
Caller Name: **CR EnRoute:** 00:03:07 **Total Response:** 00:12:24

Date	Run	First Name	Last Name	Pick Up Location	PR	Destination	DR	Unit	Priority	TX	Mileage	Logged By
04/22/2020	240592			RESIDENCE				MEDIC 05	0	1	0.0	DEAN TODD

CallSign:

Call Received	Dispatched	EnRoute	OnScene	Contact	Transport	Arrived	Clear	EnRoute to On Scene
19:41.30	19:42.58	19:44.01	19:54.48	19:54.48	20:20.48	20:20.48	20:20.48	00:10:47

Caller Type: SHOREACRES 911 **Pick Up Time:** **Appointment Time:** **QTime:** 00:01:28 **Total Response**
Caller Name: **CR EnRoute:** 00:02:31 **Total Response:** 00:13:18

Date	Run	First Name	Last Name	Pick Up Location	PR	Destination	DR	Unit	Priority	TX	Mileage	Logged By
04/23/2020	240646			SHOREACRES		713-885-HM CLEAR LAKE	ER	MEDIC 18	0	1	8.5	TAMARA CARR

CallSign:

Call Received	Dispatched	EnRoute	OnScene	Contact	Transport	Arrived	Clear	EnRoute to On Scene
16:29.54	16:34.27	16:34.30	16:46.05	16:46.05	17:04.22	17:17.30	17:42.56	00:11:35

Caller Type: SHOREACRES 911 **Pick Up Time:** **Appointment Time:** **QTime:** 00:04:33 **Total Response**
Caller Name: **CR EnRoute:** 00:04:36 **Total Response:** 00:16:11

Response Detail

Company: All   Date Range: 1/1/2020 - 10/31/2020

Date	Run	First Name	Last Name	Pick Up Location	PR	Destination	DR	Unit	Priority	TX	Mileage	Logged By
04/25/2020	240768			SHOREACRES		281-471-ST LUKES PATIENTS HO:		MEDIC 11	0	1	12.5	TAMARA CARR

Call Received 7:13.18

Dispatched	EnRoute	OnScene	Contact	Transport	Arrived	Clear
7:17.37	7:17.41	7:29.41	7:29.41	7:46.12	8:12.26	8:28.30

EnRoute to On Scene 00:12:00

Caller Type: SHOREACRES 911   Pick Up Time: QTime: 00:04:19
Caller Name: CR EnRoute: 00:04:23   Appointment Time:
Total Response 00:16:23

Date	Run	First Name	Last Name	Pick Up Location	PR	Destination	DR	Unit	Priority	TX	Mileage	Logged By
04/26/2020	240802			SHOREACRES RESIDENC		SHOREACHCA SOUTHEAST	ER	MEDIC 29	0	1	19.1	EMERALD WHITEHEAD

Call Received 14:37.22

Dispatched	EnRoute	OnScene	Contact	Transport	Arrived	Clear
14:37.42	14:37.44	15:00.31	15:00.31	15:07.50	15:38.15	16:20.35

EnRoute to On Scene 00:22:47

Caller Type: SHOREACRES 911   Pick Up Time: QTime: 00:00:20
Caller Name: CR EnRoute: 00:00:22   Appointment Time:
Total Response 00:23:09

Date	Run	First Name	Last Name	Pick Up Location	PR	Destination	DR	Unit	Priority	TX	Mileage	Logged By
04/29/2020	240930			RESIDENCE		HM CLEAR LAKE	ER	MEDIC 14	0	1	9.9	DEAN TODD

Call Received 0:11.26

Dispatched	EnRoute	OnScene	Contact	Transport	Arrived	Clear
0:16.14	0:21.28	0:32.58	0:32.58	1:03.47	1:20.47	1:42.47

EnRoute to On Scene 00:11:30

Caller Type: SHOREACRES 911   Pick Up Time: QTime: 00:04:48
Caller Name: CR EnRoute: 00:10:02   Appointment Time:
Total Response 00:21:32

Date	Run	First Name	Last Name	Pick Up Location	PR	Destination	DR	Unit	Priority	TX	Mileage	Logged By
05/02/2020	241155			SHOREACRESS		HM CLEAR LAKE	ER	MEDIC 29	0	1	8.5	TAMMY FIELDS

Call Received 7:23.47

Dispatched	EnRoute	OnScene	Contact	Transport	Arrived	Clear
7:26.31	7:26.42	7:40.34	7:40.34	8:08.01	8:25.06	8:53.19

EnRoute to On Scene 00:13:52

Caller Type: SHOREACRES 911   Pick Up Time: QTime: 00:02:44
Caller Name: CR EnRoute: 00:02:55   Appointment Time:
Total Response 00:16:47

Date	Run	First Name	Last Name	Pick Up Location	PR	Destination	DR	Unit	Priority	TX	Mileage	Logged By
05/03/2020	241191			SHOREACRES		HCA SOUTHEAST	ER	MEDIC 11	0	1	12.7	TAMARA CARR

CallSign:

Call Received	Dispatched	EnRoute	OnScene	Contact	Transport	Arrived	Clear	EnRoute to On Scene
15:51.49	15:52.58	15:53.24	16:08.25	16:08.25	16:23.53	16:44.39	17:20.43	00:15:01

Caller Type: SHOREACRES 911   Pick Up Time: QTime: 00:01:09   Total Response
Caller Name: CR EnRoute: 00:01:35   00:16:36
Appointment Time:

Date	Run	First Name	Last Name	Pick Up Location	PR	Destination	DR	Unit	Priority	TX	Mileage	Logged By
05/06/2020	241398			SHOREACRES		HM CLEAR LAKE	ER	MEDIC 14	0	1	9.8	TAMARA CARR

CallSign:

Call Received	Dispatched	EnRoute	OnScene	Contact	Transport	Arrived	Clear	EnRoute to On Scene
13:04.31	13:07.16	13:07.19	13:25.10	13:25.10	13:51.03	14:15.22	14:31.49	00:17:51

Caller Type: SHOREACRES 911   Pick Up Time: QTime: 00:02:45   Total Response
Caller Name: CR EnRoute: 00:02:48   00:20:39
Appointment Time:

Date	Run	First Name	Last Name	Pick Up Location	PR	Destination	DR	Unit	Priority	TX	Mileage	Logged By
05/09/2020	241591			SHOREACRES				MEDIC 29	0	1	0.0	TAMARA CARR

CallSign:

Call Received	Dispatched	EnRoute	OnScene	Contact	Transport	Arrived	Clear	EnRoute to On Scene
16:02.30	16:06.21	16:06.24	16:23.43	16:23.43	16:33.45	16:51.10	16:51.14	00:17:19

Caller Type: SHOREACRES 911   Pick Up Time: QTime: 00:03:51   Total Response
Caller Name: CR EnRoute: 00:03:54   00:21:13
Appointment Time:

Date	Run	First Name	Last Name	Pick Up Location	PR	Destination	DR	Unit	Priority	TX	Mileage	Logged By
05/10/2020	241611			SHOREACRES		HM CLEAR LAKE	ER	MEDIC 29	0	1	9.1	TAMARA CARR

CallSign:

Call Received	Dispatched	EnRoute	OnScene	Contact	Transport	Arrived	Clear	EnRoute to On Scene
12:19.42	12:22.12	12:22.15	12:36.42	12:36.42	12:52.21	13:07.22	13:39.23	00:14:27

Caller Type: SHOREACRES 911   Pick Up Time: QTime: 00:02:30   Total Response
Caller Name: CR EnRoute: 00:02:33   00:17:00
Appointment Time:

Response Detail

Company: All   **Date Range:** 1/1/2020 - 10/31/2020

Date	Run	First Name	Last Name	Pick Up Location	PR	Destination	DR	Unit	Priority	TX	Mileage	Logged By
05/10/2020	241620	[redacted]	[redacted]	SHOREACRES RESIDENC		HOUSTON METHODIST (ER		MEDIC 29	0	1	10.2	HALEY WIGGINS

CallSign:

Call Received	Dispatched	EnRoute	OnScene	Contact	Transport	Arrived	Clear	EnRoute to On Scene
22:49.05	22:50.30	22:50.56	23:02.06	23:02.06	23:22.53	23:42.49	0:08.27	00:11:10

Caller Type: SHOREACRES 911   **Pick Up Time:**   **Appointment Time:**   **QTime:** 00:01:25   **Total Response** 00:13:01
Caller Name: [redacted]   **CR EnRoute:** 00:01:51

Date	Run	First Name	Last Name	Pick Up Location	PR	Destination	DR	Unit	Priority	TX	Mileage	Logged By
05/18/2020	242070	[redacted]	[redacted]	Circel PARK				MEDIC 11	0	1	0.0	TAMMY FIELDS

CallSign:

Call Received	Dispatched	EnRoute	OnScene	Contact	Transport	Arrived	Clear	EnRoute to On Scene
1:23.51	1:30.48	1:31.12	1:31.13	2:14.02	2:14.03	2:14.10	2:14.14	00:00:01

Caller Type: SHOREACRES 911   **Pick Up Time:**   **Appointment Time:**   **QTime:** 00:06:57   **Total Response** 00:07:22
Caller Name: **CR EnRoute:** 00:07:21

Date	Run	First Name	Last Name	Pick Up Location	PR	Destination	DR	Unit	Priority	TX	Mileage	Logged By
05/22/2020	242458	[redacted]	[redacted]	RESIDENCE		HM CLEAR LAKE	ER	MEDIC 07	0	1	8.8	TAMMY FIELDS

CallSign:

Call Received	Dispatched	EnRoute	OnScene	Contact	Transport	Arrived	Clear	EnRoute to On Scene
18:01.01	18:03.08	18:03.12	18:08.58	18:08.58	18:19.41	18:35.41	19:01.26	00:05:46

Caller Type: SHOREACRES 911   **Pick Up Time:**   **Appointment Time:**   **QTime:** 00:02:07   **Total Response** 00:07:57
Caller Name: **CR EnRoute:** 00:02:11

Date	Run	First Name	Last Name	Pick Up Location	PR	Destination	DR	Unit	Priority	TX	Mileage	Logged By
05/28/2020	242779	[redacted]	[redacted]	N 146 BY SHORE ACRES		HCA CLEAR LAKE REGIOER		MEDIC 14	0	1	10.8	CATHERINE SCHINDLER

CallSign:

Call Received	Dispatched	EnRoute	OnScene	Contact	Transport	Arrived	Clear	EnRoute to On Scene
13:28.17	13:33.47	13:33.49	13:42.32	13:42.32	14:10.44	14:33.09	15:04.35	00:08:43

Caller Type: SHOREACRES 911   **Pick Up Time:**   **Appointment Time:**   **QTime:** 00:05:30   **Total Response** 00:14:15
Caller Name: [redacted]   **CR EnRoute:** 00:05:32

Date: 05/28/2020 — Run: 242823 — Last Name: [redacted] — First Name: [redacted]

Call Received	Unit	DR	Destination	PR	Pick Up Location	TX	Priority	Mileage	Logged By
13:33.47	MEDIC 14		HCA CLEAR LAKE REGIO		LA PORTE PLACE	1	0	0.0	EMERALD WHITEHEAD

Dispatched	Arrived	Transport	Contact	OnScene	EnRoute	Clear	EnRoute to On Scene
13:33.49	14:33.09	14:10.50	13:42.32	13:42.32	13:33.49	15:04.35	00:08:43

Caller Type: SHOREACRES 911   Pick Up Time: Appointment Time: QTime: 00:00:02   **Total Response 00:08:45**
Caller Name: CR EnRoute: 00:00:02   00:08:45

Date: 05/28/2020 — Run: 242824 — Last Name: [redacted] — First Name: [redacted]

Call Received	Unit	DR	Destination	PR	Pick Up Location	TX	Priority	Mileage	Logged By
13:33.47	MEDIC 14		HCA CLEAR LAKE REGIOER		146 & PORT RD	1	0	0.0	EMERALD WHITEHEAD

Dispatched	Arrived	Transport	Contact	OnScene	EnRoute	Clear	EnRoute to On Scene
13:33.47	14:33.09	14:10.50	13:42.32	13:42.32	13:33.47	15:04.35	00:08:45

Caller Type: SHOREACRES 911   Pick Up Time: Appointment Time: QTime: 00:00:00   **Total Response 00:08:45**
Caller Name: CR EnRoute: 00:00:00   00:08:45

Date: 05/29/2020 — Run: 242849 — Last Name: [redacted] — First Name: [redacted]

Call Received	Unit	DR	Destination	PR	Pick Up Location	TX	Priority	Mileage	Logged By
13:33.25	MEDIC 1 CallSign:	ER	HM CLEAR LAKE		SHOREACRES RESIDENC	1	0	9.5	CATHERINE SCHINDLER

Dispatched	Arrived	Transport	Contact	OnScene	EnRoute	Clear	EnRoute to On Scene
13:34.37	14:25.08	14:04.52	13:41.55	13:41.55	13:37.01	14:48.33	00:04:54

Caller Type: SHOREACRES 911   Pick Up Time: Appointment Time: QTime: 00:01:12   **Total Response 00:08:30**
Caller Name: CR EnRoute: 00:03:36

Date: 06/12/2020 — Run: 243733 — Last Name — First Name

Call Received	Unit	DR	Destination	PR	Pick Up Location	TX	Priority	Mileage	Logged By
22:50.37	MEDIC 11 CallSign:					1	0	0.0	HALEY WIGGINS

Dispatched	Arrived	Transport	Contact	OnScene	EnRoute	Clear	EnRoute to On Scene
22:54.01	23:14.33	23:14.31	23:04.25	23:04.25	22:54.05	23:14.37	00:10:20

Caller Type: SHOREACRES 911   Pick Up Time: Appointment Time: QTime: 00:03:24   **Total Response 00:13:48**
Caller Name: CR EnRoute: 00:03:28

Response Detail

Date 06/12/2020 | **Run** 243735 | **Last Name** (redacted) | **First Name** (redacted) | **Pick Up Location** SHOREACRES RESIDENC | **PR** | **Destination** | **DR** | **Unit** MEDIC 18 | **Priority** 0 | **TX** 1 | **Mileage** 0.0 | **Logged By** HALEY WIGGINS

CallSign:

Call Received	Dispatched	EnRoute	OnScene	Contact	Transport	Arrived	Clear	EnRoute to On Scene
23:59.40	0:06.25	0:07.27	0:20.09	0:20.09	1:00.13	1:00.16	1:00.20	00:12:42

Caller Type: SHOREACRES 911   Pick Up Time: Appointment Time: QTime: 00:06:45   Total Response 00:20:29

Caller Name: CR EnRoute: 00:07:47   Total Response 00:20:29

Date 06/25/2020 | **Run** 244436 | **Last Name** (redacted) | **First Name** (redacted) | **Pick Up Location** SHOREACRES RESIDENC | **PR** | **Destination** HCA CLEAR LAKE REGIOER | **DR** | **Unit** MEDIC 14 | **Priority** 0 | **TX** 1 | **Mileage** 11.1 | **Logged By** EMERALD WHITEHEAD

CallSign:

Call Received	Dispatched	EnRoute	OnScene	Contact	Transport	Arrived	Clear	EnRoute to On Scene
9:50.47	9:50.47	9:50.47	9:55.59	9:55.59	10:12.06	10:38.26	10:59.03	00:05:12

Caller Type: SHOREACRES 911   Pick Up Time: Appointment Time: QTime: 00:00:00   Total Response 00:05:12

Caller Name: CR EnRoute: 00:00:00

Date 06/29/2020 | **Run** 244670 | **Last Name** (redacted) | **First Name** (redacted) | **Pick Up Location** SHOREACRES RESIDENC | **PR** | **Destination** HM CLEAR LAKE | **DR** ER | **Unit** MEDIC 46 | **Priority** 0 | **TX** 1 | **Mileage** 9.7 | **Logged By** CATHERINE SCHINDLER

CallSign:

Call Received	Dispatched	EnRoute	OnScene	Contact	Transport	Arrived	Clear	EnRoute to On Scene
12:39.08	12:39.08	12:40.08	12:46.08	12:46.08	13:12.08	13:31.02	13:49.52	00:06:00

Caller Type: SHOREACRES 911   Pick Up Time: Appointment Time: QTime: 00:00:00   Total Response 00:07:00

Caller Name: CR EnRoute: 00:01:00

Date 06/30/2020 | **Run** 244766 | **Last Name** (redacted) | **First Name** (redacted) | **Pick Up Location** SHOREACRES RESIDENC | **PR** | **Destination** | **DR** | **Unit** SQUAD 33 | **Priority** 0 | **TX** 1 | **Mileage** 0.0 | **Logged By** EMERALD WHITEHEAD

CallSign:

Call Received	Dispatched	EnRoute	OnScene	Contact	Transport	Arrived	Clear	EnRoute to On Scene
15:10.07	15:15.07	15:17.07	15:30.31	15:30.32	15:39.34	15:39.36	15:39.40	00:13:24

Caller Type: SHOREACRES 911   Pick Up Time: Appointment Time: QTime: 00:05:00   Total Response 00:20:24

Caller Name: CR EnRoute: 00:07:00

Response Detail

Company: All **Date Range:** 1/1/2020 - 10/31/2020

Date	Run	Last Name	First Name	Pick Up Location	PR	Destination	DR	Unit	Priority	TX	Mileage	Logged By
07/04/2020	245017	(redacted)		HOUSTON YACHT CLUB		HCA CLEAR LAKE REGIOER		MEDIC 46	0	1	11.4	CATHERINE SCHINDLER

CallSign:

Call Received	Dispatched	EnRoute	OnScene	Contact	Transport	Arrived	Clear	EnRoute to On Scene
11:50.25	11:52.29	11:52.32	12:07.11	12:07.11	12:44.55	13:06.06	13:32.59	00:14:39

Caller Type: SHOREACRES 911 Pick Up Time: QTime: 00:02:04 **Total Response**
Caller Name: CR EnRoute: 00:02:07 00:16:46

Appointment Time:

Date	Run	Last Name	First Name	Pick Up Location	PR	Destination	DR	Unit	Priority	TX	Mileage	Logged By
07/04/2020	245035			SHOREACRES RESIDENC				MEDIC 06	0	1	0.0	CATHERINE SCHINDLER

CallSign:

Call Received	Dispatched	EnRoute	OnScene	Contact	Transport	Arrived	Clear	EnRoute to On Scene
16:22.41	16:26.38	16:26.40	16:49.47	16:49.47	16:56.49	16:56.52	16:57.35	00:23:07

Caller Type: SHOREACRES 911 Pick Up Time: QTime: 00:03:57 **Total Response**
Caller Name: CR EnRoute: 00:03:59 00:27:06

Appointment Time:

Date	Run	Last Name	First Name	Pick Up Location	PR	Destination	DR	Unit	Priority	TX	Mileage	Logged By
07/19/2020	245994			HOUSTON YACHT CLUB				MEDIC 1	0	1	0.0	CATHERINE SCHINDLER

CallSign:

Call Received	Dispatched	EnRoute	OnScene	Contact	Transport	Arrived	Clear	EnRoute to On Scene
12:01.29	12:02.29	12:04.14	12:08.39	12:08.39	12:38.58	12:39.01	12:39.03	00:04:25

Caller Type: SHOREACRES 911 Pick Up Time: QTime: 00:01:00 **Total Response**
Caller Name: CITY OF LAPORTE CR EnRoute: 00:02:45 00:07:10

Appointment Time:

Date	Run	Last Name	First Name	Pick Up Location	PR	Destination	DR	Unit	Priority	TX	Mileage	Logged By
07/20/2020	246051			RESIDENCE				MEDIC 37	0	1	0.0	DEAN TODD

CallSign:

Call Received	Dispatched	EnRoute	OnScene	Contact	Transport	Arrived	Clear	EnRoute to On Scene
12:17.21	12:20.21	12:20.21	12:30.06	12:49.32	12:49.35	12:49.46	12:49.48	00:09:45

Caller Type: SHOREACRES 911 Pick Up Time: QTime: 00:03:00 **Total Response**
Caller Name: CR EnRoute: 00:03:00 00:12:45

Appointment Time:

Response Detail

Company: All   Date Range: 1/1/2020 - 10/31/2020

Date	Run	First Name	Last Name	Pick Up Location	PR	Destination	DR	Unit	Priority	TX	Mileage	Logged By
07/21/2020	246093			SHOREACRES RESIDENC				MEDIC 1	0	1	0.0	HALEY WIGGINS

CallSign:

Call Received	Dispatched	EnRoute	OnScene	Contact	Transport	Arrived	Clear	EnRoute to On Scene
2:03.38	2:09.09	2:12.56	2:29.52	2:29.52	3:45.36	3:45.39	3:45.43	00:16:56

Caller Type: SHOREACRES 911   Pick Up Time: Appointment Time: QTime: 00:05:31   Total Response

Caller Name: CR EnRoute: 00:09:18   Total Response 00:26:14

Date	Run	First Name	Last Name	Pick Up Location	PR	Destination	DR	Unit	Priority	TX	Mileage	Logged By
07/23/2020	246289			SHOREACRES RESIDENC				MEDIC 06	0	1	0.0	BRITTANY BRADFORD

CallSign:

Call Received	Dispatched	EnRoute	OnScene	Contact	Transport	Arrived	Clear	EnRoute to On Scene
15:39.52	15:43.52	15:46.52	15:58.40	15:58.32	16:19.33	16:19.34	16:19.36	00:11:48

Caller Type: SHOREACRES 911   Pick Up Time: Appointment Time: QTime: 00:04:00   Total Response

Caller Name: CR EnRoute: 00:07:00   Total Response 00:18:48

Date	Run	First Name	Last Name	Pick Up Location	PR	Destination	DR	Unit	Priority	TX	Mileage	Logged By
07/27/2020	246503			SHOREACRES RESIDENC				MEDIC 1	0	1	0.0	CATHERINE SCHINDLER

CallSign:

Call Received	Dispatched	EnRoute	OnScene	Contact	Transport	Arrived	Clear	EnRoute to On Scene
13:48.47	13:50.05	13:50.35	14:01.17	14:01.17	14:24.11	14:24.15	14:24.19	00:10:42

Caller Type: SHOREACRES 911   Pick Up Time: Appointment Time: QTime: 00:01:18   Total Response

Caller Name: CR EnRoute: 00:01:48   Total Response 00:12:30

Date	Run	First Name	Last Name	Pick Up Location	PR	Destination	DR	Unit	Priority	TX	Mileage	Logged By
07/27/2020	246530			RESIDENCE				MEDIC 37	0	1	0.0	TAMMY FIELDS

CallSign:

Call Received	Dispatched	EnRoute	OnScene	Contact	Transport	Arrived	Clear	EnRoute to On Scene
21:36.24	21:39.29	21:39.31	21:53.14	22:36.01	22:36.02	22:36.06	22:36.10	00:13:43

Caller Type: SHOREACRES 911   Pick Up Time: Appointment Time: QTime: 00:03:05   Total Response

Caller Name: CR EnRoute: 00:03:07   Total Response 00:16:50

Record 1

Date	Run	Last Name	First Name	Unit	DR	Destination	PR	Pick Up Location	Priority	TX	Mileage	Logged By
07/30/2020	246737	(redacted)	(redacted)	MEDIC 05				RESIDENCE	0	1	0.0	TAMMY FIELDS

CallSign:

Call Received	Dispatched	EnRoute	OnScene	Contact	Transport	Arrived	Clear	EnRoute to On Scene
20:39.46	20:45.17	20:47.21	21:04.31	21:38.26	21:38.28	21:38.54	21:39.01	00:17:10

Caller Type: SHOREACRES 911   Appointment Time: Pick Up Time: QTime: 00:05:31 Total Response 00:24:45
Caller Name: CR EnRoute: 00:07:35

Record 2

Date	Run	Last Name	First Name	Unit	DR	Destination	PR	Pick Up Location	Priority	TX	Mileage	Logged By
07/31/2020	246806	(redacted)	(redacted)	MEDIC 1	ER	HM CLEAR LAKE		SHORE ACRES RESIDEN	0	1	10.1	BRITTANY BRADFORD

CallSign:

Call Received	Dispatched	EnRoute	OnScene	Contact	Transport	Arrived	Clear	EnRoute to On Scene
16:32.38	16:35.18	16:35.17	16:48.30	16:48.30	17:00.30	17:29.20	18:05.13	00:13:13

Caller Type: SHOREACRES 911   Appointment Time: Pick Up Time: QTime: 00:02:40 Total Response 00:15:52
Caller Name: CR EnRoute: 00:02:39

Record 3

Date	Run	Last Name	First Name	Unit	DR	Destination	PR	Pick Up Location	Priority	TX	Mileage	Logged By
08/02/2020	246882	(redacted)	(redacted)	MEDIC 46	ER	HCA SOUTHEAST		SHOREACRES RESIDEN	0	1	18.4	CATHERINE SCHINDLER

CallSign:

Call Received	Dispatched	EnRoute	OnScene	Contact	Transport	Arrived	Clear	EnRoute to On Scene
18:03.36	18:05.01	18:10.31	18:28.26	18:28.26	18:40.26	19:03.41	19:24.12	00:17:55

Caller Type: SHOREACRES 911   Appointment Time: Pick Up Time: QTime: 00:01:25 Total Response 00:24:50
Caller Name: CR EnRoute: 00:06:55

Record 4

Date	Run	Last Name	First Name	Unit	DR	Destination	PR	Pick Up Location	Priority	TX	Mileage	Logged By
08/03/2020	246894	(redacted)	(redacted)	MEDIC 46				SHOREACRES RESIDEN	0	1	0.0	HALEY WIGGINS

CallSign:

Call Received	Dispatched	EnRoute	OnScene	Contact	Transport	Arrived	Clear	EnRoute to On Scene
5:33.59	5:35.51	5:38.22	5:41.04	5:41.04	5:55.03	5:55.05	5:55.09	00:02:42

Caller Type: SHOREACRES 911   Appointment Time: Pick Up Time: QTime: 00:01:52 Total Response 00:07:05
Caller Name: CR EnRoute: 00:04:23

Response Detail

Company: All **Date Range:** 1/1/2020 - 10/31/2020

Date	Run	First Name	Last Name	Pick Up Location	PR	Destination	DR	Unit	Priority	TX	Mileage	Logged By
08/03/2020	246922	▓▓▓	▓▓▓	RESIDENCE				MEDIC 1	0	1	0.0	DEAN TODD

CallSign:

Call Received	Dispatched	EnRoute	OnScene	Contact	Transport	Arrived	Clear	EnRoute to On Scene
11:07.58	11:07.58	11:07.58	11:15.20	11:15.20	11:35.20	11:35.20	11:35.20	00:07:22

Caller Type: SHOREACRES 911 **Pick Up Time:** **Appointment Time:** **QTime:** 00:00:00 **Total Response:** 00:07:22
Caller Name: **CR EnRoute:** 00:00:00

Date	Run	First Name	Last Name	Pick Up Location	PR	Destination	DR	Unit	Priority	TX	Mileage	Logged By
08/03/2020	246924	▓▓▓	▓▓▓	SHOREACRES RESIDEN	▓▓▓			MEDIC 1	0	1	0.0	BRITTANY BRADFORD

CallSign:

Call Received	Dispatched	EnRoute	OnScene	Contact	Transport	Arrived	Clear	EnRoute to On Scene
11:39.35	11:42.03	11:42.05	11:42.27	11:48.41	11:48.42	11:48.44	11:48.47	00:00:22

Caller Type: SHOREACRES 911 **Pick Up Time:** **Appointment Time:** **QTime:** 00:02:28 **Total Response:** 00:02:52
Caller Name: **CR EnRoute:** 00:02:30

Date	Run	First Name	Last Name	Pick Up Location	PR	Destination	DR	Unit	Priority	TX	Mileage	Logged By
08/04/2020	246992	▓▓▓	▓▓▓	SHOREACRES RESIDEN		MEMORIAL HERMANN S(ER		MEDIC 1	0	1	16.3	BRITTANY BRADFORD

CallSign:

Call Received	Dispatched	EnRoute	OnScene	Contact	Transport	Arrived	Clear	EnRoute to On Scene
12:01.51	12:01.51	12:01.51	12:05.33	12:31.35	12:31.36	13:04.38	13:56.46	00:03:42

Caller Type: SHOREACRES 911 **Pick Up Time:** **Appointment Time:** **QTime:** 00:00:00 **Total Response:** 00:03:42
Caller Name: **CR EnRoute:** 00:00:00

Date	Run	First Name	Last Name	Pick Up Location	PR	Destination	DR	Unit	Priority	TX	Mileage	Logged By
08/11/2020	247448	▓▓▓	▓▓▓	SHOREACRES RESIDEN				MEDIC 14	0	1	0.0	HALEY WIGGINS

CallSign:

Call Received	Dispatched	EnRoute	OnScene	Contact	Transport	Arrived	Clear	EnRoute to On Scene
1:47.45	1:50.36	1:53.18	1:53.28	1:53.28	2:13.26	2:13.28	2:13.31	00:00:10

Caller Type: SHOREACRES 911 **Pick Up Time:** **Appointment Time:** **QTime:** 00:02:51 **Total Response:** 00:05:43
Caller Name: **CR EnRoute:** 00:05:33

Response Detail

Company: All   **Date Range:** 1/1/2020 - 10/31/2020

Date	Run	First Name	Last Name	Pick Up Location	PR	DR	Unit	Priority	TX	Mileage	Logged By
08/16/2020	247821		(redacted)	RESIDENCE			MEDIC 14	0	1	8.6	DEAN TODD

Destination: HM CLEAR LAKE   CallSign:

Call Received	Dispatched	EnRoute	OnScene	Contact	Transport	Arrived	Clear	EnRoute to On Scene
14:58.08	14:59.32	15:02.30	15:15.37	15:15.38	15:35.48	15:52.20	16:16.11	00:13:07

Caller Type: SHOREACRES 911   **Pick Up Time:**   **Appointment Time:**   **QTime:** 00:01:24   **Total Response** 00:17:29
Caller Name: LAPORTE PD   **CR EnRoute:** 00:04:22

Date	Run	First Name	Last Name	Pick Up Location	PR	DR	Unit	Priority	TX	Mileage	Logged By
08/22/2020	248266		(redacted)	SHOREACRES RESIDENC			MEDIC 14	0	1	0.0	HALEY WIGGINS

Destination: CallSign:

Call Received	Dispatched	EnRoute	OnScene	Contact	Transport	Arrived	Clear	EnRoute to On Scene
3:21.35	3:22.29	3:25.40	3:27.45	3:27.45	3:54.29	3:54.32	3:54.33	00:02:05

Caller Type: SHOREACRES 911   **Pick Up Time:**   **Appointment Time:**   **QTime:** 00:00:54   **Total Response** 00:06:10
Caller Name: **CR EnRoute:** 00:04:05

Date	Run	First Name	Last Name	Pick Up Location	PR	DR	Unit	Priority	TX	Mileage	Logged By
08/22/2020	248302		(redacted)	SHOREACRE RESIDENCE			MEDIC 42	0	1	16.8	EMERALD WHITEHEAD

Destination: MEMORIAL HERMANN SCER   CallSign:

Call Received	Dispatched	EnRoute	OnScene	Contact	Transport	Arrived	Clear	EnRoute to On Scene
17:03.43	17:04.47	17:06.57	17:23.03	17:23.03	17:37.35	18:04.02	18:36.36	00:16:06

Caller Type: SHOREACRES 911   **Pick Up Time:**   **Appointment Time:**   **QTime:** 00:01:04   **Total Response** 00:19:20
Caller Name: **CR EnRoute:** 00:03:14

Date	Run	First Name	Last Name	Pick Up Location	PR	DR	Unit	Priority	TX	Mileage	Logged By
08/29/2020	248811		(redacted)			ER	MEDIC 05	0	1	10.4	TAMMY FIELDS

Destination: HM CLEAT   CallSign:

Call Received	Dispatched	EnRoute	OnScene	Contact	Transport	Arrived	Clear	EnRoute to On Scene
0:16.34	0:21.46	0:21.46	0:24.12	0:24.12	0:36.38	0:47.38	1:19.49	00:02:26

Caller Type: SHOREACRES 911   **Pick Up Time:**   **Appointment Time:**   **QTime:** 00:05:12   **Total Response** 00:07:38
Caller Name: **CR EnRoute:** 00:05:12

Response Detail

Record 1

Date	Run	Last Name	First Name	Unit	DR	Priority	TX	Mileage	Logged By
08/29/2020	248858	(redacted)	(redacted)	MEDIC 1		0	1	9.6	HALEY WIGGINS

Pick Up Location: SHOREACRES RESIDENC   PR   Destination: HCA CLEAR LAKE REGIOER   CallSign:

Call Received	Dispatched	EnRoute	OnScene	Contact	Arrived	Transport	Clear	EnRoute to On Scene
20:27.07	20:29.16	20:32.16	20:43.59	20:43.59	21:52.39	21:30.08	22:27.48	00:11:43

Caller Type: SHOREACRES 911   Pick Up Time: Appointment Time: QTime: 00:02:09   Total Response 00:16:52

Caller Name: (redacted)   CR EnRoute: 00:05:09

Record 2

Date	Run	Last Name	First Name	Unit	DR	Priority	TX	Mileage	Logged By
09/10/2020	249670	(redacted)	(redacted)	MEDIC 14		0	1	12.7	TAMMY FIELDS

Pick Up Location: RESIDENCE   PR   Destination: HCA CLEAR LAKE REGIOER   CallSign:

Call Received	Dispatched	EnRoute	OnScene	Contact	Arrived	Transport	Clear	EnRoute to On Scene
21:58.14	22:02.00	22:03.40	22:18.46	22:18.46	22:53.31	22:32.28	23:41.34	00:15:06

Caller Type: SHOREACRES 911   Pick Up Time: Appointment Time: QTime: 00:03:46   Total Response 00:20:32

Caller Name: CR EnRoute: 00:05:26

Record 3

Date	Run	Last Name	First Name	Unit	DR	Priority	TX	Mileage	Logged By
09/20/2020	250301	(redacted)	(redacted)	MEDIC 1		0	1	0.0	TAMMY FIELDS

Pick Up Location: RESIDENCE   PR   Destination: CallSign:

Call Received	Dispatched	EnRoute	OnScene	Contact	Arrived	Transport	Clear	EnRoute to On Scene
3:20.32	3:21.52	3:22.03	3:34.16	3:48.20	3:48.25	3:48.21	3:48.32	00:12:13

Caller Type: SHOREACRES 911   Pick Up Time: Appointment Time: QTime: 00:01:20   Total Response 00:13:44

Caller Name: CR EnRoute: 00:01:31

Record 4

Date	Run	Last Name	First Name	Unit	DR	Priority	TX	Mileage	Logged By
09/20/2020	250312	(redacted)	(redacted)	MEDIC 18		0	1	0.0	TAMMY FIELDS

Pick Up Location: RESIDENCE   PR   Destination: CallSign:

Call Received	Dispatched	EnRoute	OnScene	Contact	Arrived	Transport	Clear	EnRoute to On Scene
23:41.17	23:55.22	23:56.22	0:15.19	2:20.08	2:20.14	2:20.08	2:20.19	00:18:57

Caller Type: SHOREACRES 911   Pick Up Time: Appointment Time: QTime: 00:14:05   Total Response 00:34:02

Caller Name: CR EnRoute: 00:15:05

Company: All **Date Range:** 1/1/2020 - 10/31/2020

Date	Run	First Name	Last Name	Pick Up Location	PR	Destination	DR	Unit	Priority	TX	Mileage	Logged By
09/21/2020	250392			SHOREACRES RESIDENC				MEDIC 1	0	1	0.0	HALEY WIGGINS

CallSign:

Call Received	Dispatched	EnRoute	OnScene	Contact	Transport	Arrived	Clear	EnRoute to On Scene
22:32.36	22:36.12	23:00.13	23:00.14	23:00.14	23:00.14	23:00.17	23:00.21	00:00:01

Caller Type: SHOREACRES 911 **Pick Up Time:** **Appointment Time:** **QTime:** 00:03:36 **Total Response** 00:27:38

Caller Name: **CR EnRoute:** 00:27:37

Date	Run	First Name	Last Name	Pick Up Location	PR	Destination	DR	Unit	Priority	TX	Mileage	Logged By
09/22/2020	250393			SHOREACRES RESIDENC		UTMB CLEAR LAKE		MEDIC 1	0	1	10.3	HALEY WIGGINS

CallSign:

Call Received	Dispatched	EnRoute	OnScene	Contact	Transport	Arrived	Clear	EnRoute to On Scene
2:20.03	2:22.40	2:25.56	2:27.37	2:27.37	2:53.34	3:16.30	3:29.28	00:01:41

Caller Type: SHOREACRES 911 **Pick Up Time:** **Appointment Time:** **QTime:** 00:02:37 **Total Response** 00:07:34

Caller Name: **CR EnRoute:** 00:05:53

Date	Run	First Name	Last Name	Pick Up Location	PR	Destination	DR	Unit	Priority	TX	Mileage	Logged By
09/24/2020	250652			SHOREACRES RESIDENC				MEDIC 1	0	1	0.0	EMERALD WHITEHEAD

CallSign:

Call Received	Dispatched	EnRoute	OnScene	Contact	Transport	Arrived	Clear	EnRoute to On Scene
15:07.13	15:07.13	15:09.27	15:23.10	16:18.46	16:18.47	16:18.49	16:18.52	00:13:43

Caller Type: SHOREACRES 911 **Pick Up Time:** **Appointment Time:** **QTime:** 00:00:00 **Total Response** 00:15:57

Caller Name: **CR EnRoute:** 00:02:14

Date	Run	First Name	Last Name	Pick Up Location	PR	Destination	DR	Unit	Priority	TX	Mileage	Logged By
10/02/2020	251109			SHOREACRES RESIDENC				MEDIC 1	0	1	11.7	AMIE AINA

CallSign:

Call Received	Dispatched	EnRoute	OnScene	Contact	Transport	Arrived	Clear	EnRoute to On Scene
10:30.39	10:31.12	10:36.55	10:38.05	10:38.05	10:48.51	11:13.59	11:34.40	00:01:10

Caller Type: SHOREACRES 911 **Pick Up Time:** **Appointment Time:** **QTime:** 00:00:33 **Total Response** 00:07:26

Caller Name: **CR EnRoute:** 00:06:16

Response Detail

Company: All   **Date Range:** 1/1/2020 - 10/31/2020

Date	Run	First Name	Last Name	Pick Up Location	PR	Destination	DR	Unit	Priority	TX	Mileage	Logged By
10/03/2020	251212							MEDIC 1	0	1	0.0	TAMMY FIELDS

CallSign:

Call Received	Dispatched	EnRoute	OnScene	Contact	Transport	Arrived	Clear	EnRoute to On Scene
18:06.39	18:10.32	18:10.34	18:10.35	18:10.35	18:10.36	18:10.38	18:10.40	00:00:01

Caller Type: SHOREACRES 911   **Pick Up Time:**   **Appointment Time:**   **QTime:** 00:03:53   **Total Response:**

Caller Name: **CR EnRoute:** 00:03:55   00:03:56

Date	Run	First Name	Last Name	Pick Up Location	PR	Destination	DR	Unit	Priority	TX	Mileage	Logged By
10/08/2020	251538			SHOREACRES PERSONA		HM CLEAR LAKE	ER	MEDIC 32	0	1	10.1	AMIE AINA

CallSign:

Call Received	Dispatched	EnRoute	OnScene	Contact	Transport	Arrived	Clear	EnRoute to On Scene
12:36.18	12:36.47	12:37.53	12:49.32	12:49.32	13:18.55	13:36.21	14:08.52	00:11:39

Caller Type: SHOREACRES 911   **Pick Up Time:**   **Appointment Time:**   **QTime:** 00:00:29   **Total Response:**

Caller Name: **CR EnRoute:** 00:01:35   00:13:14

Date	Run	First Name	Last Name	Pick Up Location	PR	Destination	DR	Unit	Priority	TX	Mileage	Logged By
10/09/2020	251570			RESIDENCE		HM CLEAR LAKE	er	MEDIC 1	0	1	9.2	TAMMY FIELDS

CallSign:

Call Received	Dispatched	EnRoute	OnScene	Contact	Transport	Arrived	Clear	EnRoute to On Scene
0:11.12	0:15.49	0:17.55	0:35.04	0:35.04	1:00.46	1:16.18	1:43.17	00:17:09

Caller Type: SHOREACRES 911   **Pick Up Time:**   **Appointment Time:**   **QTime:** 00:04:37   **Total Response:**

Caller Name: **CR EnRoute:** 00:06:43   00:23:52

Date	Run	First Name	Last Name	Pick Up Location	PR	Destination	DR	Unit	Priority	TX	Mileage	Logged By
10/01/2020	251892			SHOREACRES RESIDEN		HM CLEAR LAKE	ER	MEDIC 1	0	1	9.7	AMIE AINA

CallSign:

Call Received	Dispatched	EnRoute	OnScene	Contact	Transport	Arrived	Clear	EnRoute to On Scene
9:08.33	9:09.33	9:09.33	9:24.33	9:24.33	9:45.33	10:02.33	10:27.33	00:15:00

Caller Type: SHOREACRES 911   **Pick Up Time:**   **Appointment Time:**   **QTime:** 00:01:00   **Total Response:**

Caller Name: **CR EnRoute:** 00:01:00   00:16:00

Response Detail

Company: All   Date Range: 1/1/2020 - 10/31/2020

Date	Run	First Name	Last Name	Pick Up Location	PR	Destination	DR	Unit	Priority	TX	Mileage	Logged By
10/24/2020	252596			RESIDENCE				MEDIC 1	0	1	0.0	TAMMY FIELDS

CallSign:

Call Received	Dispatched	EnRoute	OnScene	Contact	Transport	Arrived	Clear	EnRoute to On Scene
21:27.06	21:29.13	21:29.15	21:39.17	21:39.17	21:52.02	21:52.09	21:52.12	00:10:02

Caller Type: SHOREACRES 911   Pick Up Time: Appointment Time: QTime: 00:02:07   Total Response: 00:12:11
Caller Name: CR EnRoute: 00:02:09

Date	Run	First Name	Last Name	Pick Up Location	PR	Destination	DR	Unit	Priority	TX	Mileage	Logged By
10/26/2020	252680			SHOREACRE RESIDENCE		HCA SOUTHEAST	ER	MEDIC 1	0	1	12.7	EMERALD WHITEHEAD

CallSign:

Call Received	Dispatched	EnRoute	OnScene	Contact	Transport	Arrived	Clear	EnRoute to On Scene
15:50.03	15:50.03	15:50.03	16:05.19	16:05.19	16:20.07	16:47.18	17:22.05	00:15:16

Caller Type: SHOREACRES 911   Pick Up Time: Appointment Time: QTime: 00:00:00   Total Response: 00:15:16
Caller Name: CR EnRoute: 00:00:00

Date	Run	First Name	Last Name	Pick Up Location	PR	Destination	DR	Unit	Priority	TX	Mileage	Logged By
10/30/2020	252964			SHOREACRES RESIDENC				MEDIC 46	0	0	0.0	BRITTANY BRADFORD

CallSign:

Call Received	Dispatched	EnRoute	OnScene	Contact	Transport	Arrived	Clear	EnRoute to On Scene
11:43.23	11:44.55	11:46.19	12:00.42	12:00.42	12:20.39	12:20.44	12:20.48	00:14:23

Caller Type: SHOREACRES 911   Pick Up Time: Appointment Time: QTime: 00:01:32   Total Response: 00:17:19
Caller Name: CR EnRoute: 00:02:56

Date	Run	First Name	Last Name	Pick Up Location	PR	Destination	DR	Unit	Priority	TX	Mileage	Logged By
10/30/2020	252980			SHOREACRES RESIDENC		HM CLEAR LAKE	ER	MEDIC 37	0	1	9.6	AMIE AINA

CallSign:

Call Received	Dispatched	EnRoute	OnScene	Contact	Transport	Arrived	Clear	EnRoute to On Scene
14:06.14	14:06.50	14:10.20	14:22.58	14:22.58	15:11.25	15:30.11	16:45.16	00:12:38

Caller Type: SHOREACRES 911   Pick Up Time: Appointment Time: QTime: 00:00:36   Total Response: 00:16:44
Caller Name: CR EnRoute: 00:04:06

Response Detail

Company: All

Date Range: 1/1/2020 - 10/31/2020

Total Runs::	80	
Average TX:	0.98	**Total Tx:** 78

Average Q Time: 00:02:53

Average Response Time: 00:15:39

Response Detail

Company: All   **Date Range:** 11/1/2020 - 11/30/2020

Date	Run	First Name	Last Name	Pick Up Location	PR	Destination	DR	Unit	Priority	TX	Mileage	Logged By
11/08/2020	253463			RESIDENCE		HCA CLEAR LAKE REGIOER		MEDIC 46	0	1	11.2	TAMMY FIELDS

Call Received	Dispatched	EnRoute	OnScene	Contact	Transport	Arrived	Clear	EnRoute to On Scene
19:13.22	19:16.26	19:16.26	19:30.24	19:30.24	19:57.47	20:19.21	20:37.16	00:13:58

Caller Type: SHOREACRES 911 **Pick Up Time:** **Appointment Time:** QTime: 00:03:04 **Total Response** 00:17:02
Caller Name: CR EnRoute: 00:03:04

CallSign:

Date	Run	First Name	Last Name	Pick Up Location	PR	Destination	DR	Unit	Priority	TX	Mileage	Logged By
11/13/2020	253846			RESIDENCE				MEDIC 14	0	1	0.0	TAMMY FIELDS

Call Received	Dispatched	EnRoute	OnScene	Contact	Transport	Arrived	Clear	EnRoute to On Scene
21:14.49	21:16.35	21:16.36	21:30.38	21:33.38	22:14.27	22:14.31	22:14.36	00:14:02

Caller Type: SHOREACRES 911 **Pick Up Time:** **Appointment Time:** QTime: 00:01:46 **Total Response** 00:15:49
Caller Name: CR EnRoute: 00:01:47

CallSign:

Date	Run	First Name	Last Name	Pick Up Location	PR	Destination	DR	Unit	Priority	TX	Mileage	Logged By
11/15/2020	253888			SHOREACRES RESIDENC		HM CLEAR LAKE	ER	MEDIC 14	0	1	10.8	AMIE AINA

Call Received	Dispatched	EnRoute	OnScene	Contact	Transport	Arrived	Clear	EnRoute to On Scene
11:52.50	11:54.02	11:54.04	12:07.15	12:07.15	12:20.21	12:45.26	13:12.02	00:13:11

Caller Type: SHOREACRES 911 **Pick Up Time:** **Appointment Time:** QTime: 00:01:12 **Total Response** 00:14:25
Caller Name: CR EnRoute: 00:01:14

CallSign:

Date	Run	First Name	Last Name	Pick Up Location	PR	Destination	DR	Unit	Priority	TX	Mileage	Logged By
11/16/2020	253954			SHOREACRES RESIDENC		HM CLEAR LAKE	ER	MEDIC 14	0	1	9.6	SHANNON MAXWELL

Call Received	Dispatched	EnRoute	OnScene	Contact	Transport	Arrived	Clear	EnRoute to On Scene
15:35.02	15:36.37	15:36.40	15:40.58	15:40.58	15:53.30	16:17.24	16:47.38	00:04:18

Caller Type: SHOREACRES 911 **Pick Up Time:** **Appointment Time:** QTime: 00:01:35 **Total Response** 00:05:56
Caller Name: CR EnRoute: 00:01:38

CallSign:

Response Detail

Company: All **Date Range:** 11/1/2020 - 11/30/2020

Date	Run	First Name	Last Name	Pick Up Location	PR	Destination	DR	Unit	Priority	TX	Mileage	Logged By
11/17/2020	254017	[redacted]	[redacted]	SHOREACRES RESIDENC				MEDIC 26	0	0	0.0	AMIE AINA

CallSign:

Call Received	Dispatched	EnRoute	OnScene	Contact	Transport	Arrived	Clear	EnRoute to On Scene
12:49.56	12:50.37	12:52.26	13:10.11	13:10.11	13:35.45	13:35.49	13:35.52	00:17:45

Caller Type: SHOREACRES 911
Pick Up Time: Appointment Time: QTime: 00:00:41   Total Response
Caller Name: CR EnRoute: 00:02:30   00:20:15

Date	Run	First Name	Last Name	Pick Up Location	PR	Destination	DR	Unit	Priority	TX	Mileage	Logged By
11/20/2020	254199			SHOREACRES RESIDENC		METHODIST BAYTOWN ER		MEDIC 14	0	1	0.0	JONATHON GOMEZ

CallSign:

Call Received	Dispatched	EnRoute	OnScene	Contact	Transport	Arrived	Clear	EnRoute to On Scene
2:01.21	2:04.49	2:05.00	2:17.59	2:42.48	2:42.49	3:06.34	3:50.54	00:12:59

Caller Type: SHOREACRES 911
Pick Up Time: Appointment Time: QTime: 00:03:28   Total Response
Caller Name: CR EnRoute: 00:03:39   00:16:38

Date	Run	First Name	Last Name	Pick Up Location	PR	Destination	DR	Unit	Priority	TX	Mileage	Logged By
11/20/2020	254248							MEDIC 42	0	1	0.0	AMIE AINA

CallSign:

Call Received	Dispatched	EnRoute	OnScene	Contact	Transport	Arrived	Clear	EnRoute to On Scene
15:00.18	15:01.10	15:03.47	15:10.30	15:58.25	15:58.25	15:58.28	15:58.30	00:06:43

Caller Type: SHOREACRES 911
Pick Up Time: Appointment Time: QTime: 00:00:52   Total Response
Caller Name: CR EnRoute: 00:03:29   00:10:12

Total Runs:: 7   **Average TX::** 0.86   **Total Tx:** 6

Average Q Time: 00:01:48

Average Response Time: 00:14:19

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Response Detail

Date	Run	First Name	Last Name	Pick Up Location	PR	Destination	DR	Unit	Priority	TX	Mileage	Logged By
12/05/2020	255192			RESIDENCE		HCA CLEAR LAKE REGIOER		MEDIC 14	0	1	10.2	TAMMY FIELDS

CallSign:

Call Received	Dispatched	EnRoute	OnScene	Contact	Transport	Arrived	Clear	EnRoute to On Scene
22:10.35	22:13.46	22:13.55	22:24.58	22:24.58	22:48.00	23:12.06	23:38.58	00:11:03

Caller Type: SHOREACRES 911   Pick Up Time: QTime: 00:03:11   Total Response: 00:14:23
Caller Name: CR EnRoute: 00:03:20   Appointment Time:

Date	Run	First Name	Last Name	Pick Up Location	PR	Destination	DR	Unit	Priority	TX	Mileage	Logged By
12/07/2020	255283			SHORE ACRES RESIDEN		HM BAYTOWN	ER	MEDIC 14	0	1	13.6	BRITTANY BRADFORD

CallSign:

Call Received	Dispatched	EnRoute	OnScene	Contact	Transport	Arrived	Clear	EnRoute to On Scene
16:25.51	16:31.04	16:31.09	16:44.43	16:44.43	17:02.41	17:29.17	18:26.04	00:13:34

Caller Type: SHOREACRES 911   Pick Up Time: QTime: 00:05:13   Total Response: 00:18:52
Caller Name: CR EnRoute: 00:05:18   Appointment Time:

Date	Run	First Name	Last Name	Pick Up Location	PR	Destination	DR	Unit	Priority	TX	Mileage	Logged By
12/21/2020	256251			SHOREACRES RESDENCI		HCA CLEAR LAKE REGIOER		MEDIC 11	0	1	0.0	JONATHON GOMEZ

CallSign:

Call Received	Dispatched	EnRoute	OnScene	Contact	Transport	Arrived	Clear	EnRoute to On Scene
20:47.21	20:51.38	20:52.47	21:03.05	21:29.34	21:29.34	21:45.41	23:01.13	00:10:18

Caller Type: SHOREACRES 911   Pick Up Time: QTime: 00:04:17   Total Response: 00:15:44
Caller Name: CR EnRoute: 00:05:26   Appointment Time:

Date	Run	First Name	Last Name	Pick Up Location	PR	Destination	DR	Unit	Priority	TX	Mileage	Logged By
12/25/2020	256500			SHOREACRES RESIDENC		HCA CLEAR LAKE REGIOER		MEDIC 28	0	1	9.5	HALEY WIGGINS

CallSign:

Call Received	Dispatched	EnRoute	OnScene	Contact	Transport	Arrived	Clear	EnRoute to On Scene
17:51.44	17:54.02	17:54.08	18:11.47	18:11.47	18:22.07	18:49.22	19:15.31	00:17:39

Caller Type: SHOREACRES 911   Pick Up Time: QTime: 00:02:18   Total Response: 00:20:03
Caller Name: CR EnRoute: 00:02:24   Appointment Time:

Response Detail

Company: All   Date Range: 12/1/2020 - 12/31/2020

Date	Run	First Name	Last Name		Unit	Priority	TX	Mileage	Logged By
12/28/2020	256640				MEDIC 14	0	1	11.0	TAMMY FIELDS

DR		PR	Destination	Pick Up Location
			HCA CLEAR LAKE REGIOER	SHOREACRES RESIDENC

Call Received	Dispatched	EnRoute	OnScene	Contact	Transport	Arrived	Clear	EnRoute to On Scene
20:58.21	21:04.36	21:04.39	21:17.19	21:17.19	21:46.12	22:02.45	22:40.20	00:12:40

CallSign:

Caller Type: SHOREACRES 911   Pick Up Time: Appointment Time: QTime: 00:06:15

Caller Name: CR EnRoute: 00:06:18   Total Response: 00:18:58

Date	Run	First Name	Last Name		Unit	Priority	TX	Mileage	Logged By
12/29/2020	256664				MEDIC 37	0	1	10.9	HALEY WIGGINS

DR		PR	Destination	Pick Up Location
			HCA CLEAR LAKE REGIOER	SHOREACRES RESIDENC

Call Received	Dispatched	EnRoute	OnScene	Contact	Transport	Arrived	Clear	EnRoute to On Scene
8:21.29	8:24.19	8:24.19	8:42.58	8:42.58	9:11.47	9:30.35	10:14.13	00:18:39

CallSign:

Caller Type: SHOREACRES 911   Pick Up Time: Appointment Time: QTime: 00:02:50

Caller Name: CR EnRoute: 00:02:50   Total Response: 00:21:29

Date	Run	First Name	Last Name		Unit	Priority	TX	Mileage	Logged By
12/29/2020	256682				MEDIC 37	0	1	12.1	HALEY WIGGINS

DR		PR	Destination	Pick Up Location
ER			HM CLEAR LAKE	SHOREACRES RESIDENC

Call Received	Dispatched	EnRoute	OnScene	Contact	Transport	Arrived	Clear	EnRoute to On Scene
12:14.03	12:16.15	12:16.57	12:33.48	12:33.48	12:48.31	13:14.14	13:54.55	00:16:51

CallSign:

Caller Type: SHOREACRES 911   Pick Up Time: Appointment Time: QTime: 00:02:12

Caller Name: CR EnRoute: 00:02:54   Total Response: 00:19:45

Total Runs:: 7   Average TX: 7   Total Tx: 1.00

Average Q Time: 00:03:45

Average Response Time: 00:18:27

Response Detail

Company: All   **Date Range:** 1/1/2021 - 1/31/2021

Date	Run	First Name	Last Name	Pick Up Location	PR	Destination	DR	Unit	Priority	TX	Mileage	Logged By
01/01/2021	256866			SHOREACRES RESIDENC				MEDIC 14	0	1	0.0	JONATHON GOMEZ

CallSign:

Call Received	Dispatched	EnRoute	OnScene	Contact	Transport	Arrived	Clear	EnRoute to On Scene
3:07.47	3:08.56	3:11.45	3:13.00	5:08.02	5:08.03	5:08.05	5:08.08	00:01:15

Caller Type: SHOREACRES 911   **Pick Up Time:**   **Appointment Time:**   **QTime:** 00:01:09   **Total Response** 00:05:13
Caller Name: **CR EnRoute:** 00:03:58

Date	Run	First Name	Last Name	Pick Up Location	PR	Destination	DR	Unit	Priority	TX	Mileage	Logged By
01/02/2021	256888			SHOREACRES RESIDENC				MEDIC 14	0	1	0.0	JONATHON GOMEZ

Call Received	Dispatched	EnRoute	OnScene	Contact	Transport	Arrived	Clear	EnRoute to On Scene
3:45.22	3:47.06	3:47.09	3:53.21	4:15.13	4:15.13	4:15.16	4:15.19	00:06:12

Caller Type: SHOREACRES 911   **Pick Up Time:**   **Appointment Time:**   **QTime:** 00:01:44   **Total Response** 00:07:59
Caller Name: **CR EnRoute:** 00:01:47

Date	Run	First Name	Last Name	Pick Up Location	PR	Destination	DR	Unit	Priority	TX	Mileage	Logged By
01/06/2021	257166			HWY 146 S & SHOREACR				SQUAD 19	0	1	0.0	EMERALD WHITEHEAD

CallSign:

Call Received	Dispatched	EnRoute	OnScene	Contact	Transport	Arrived	Clear	EnRoute to On Scene
18:40.31	18:47.22	18:48.45	18:49.50	18:49.51	18:49.52	18:49.54	18:49.56	00:01:05

Caller Type: SHOREACRES 911   **Pick Up Time:**   **Appointment Time:**   **QTime:** 00:06:51   **Total Response** 00:09:19
Caller Name: **CR EnRoute:** 00:08:14

Date	Run	First Name	Last Name	Pick Up Location	PR	Destination	DR	Unit	Priority	TX	Mileage	Logged By
01/20/2021	258051			SHOREACRES RESIDENC		HM CLEAR LAKE	ER	MEDIC 1	0	1	8.5	HALEY WIGGINS

CallSign:

Call Received	Dispatched	EnRoute	OnScene	Contact	Transport	Arrived	Clear	EnRoute to On Scene
15:34.08	15:37.00	15:41.45	15:52.10	15:52.10	16:10.08	16:28.03	16:49.31	00:10:25

Caller Type: SHOREACRES 911   **Pick Up Time:**   **Appointment Time:**   **QTime:** 00:02:52   **Total Response** 00:18:02
Caller Name: **CR EnRoute:** 00:07:37

Response Detail

Company: All		**Date Range:** 1/1/2021 - 1/31/2021	

Date	Run	First Name	Last Name	Pick Up Location	PR	Destination	DR	Unit	Priority	TX	Mileage	Logged By
01/24/2021	258279			SHOREACRES RESIDENC		HCA CLEAR LAKE REGIOER		MEDIC 48	0	1	0.0	HALEY WIGGINS

Call Received	Dispatched	EnRoute	OnScene	Contact	Transport	Arrived	Clear	EnRoute to On Scene
9:30.02	9:34.41	9:34.56	9:52.45	9:52.45	10:17.46	10:41.01	11:10.30	00:17:49

Caller Type: SHOREACRES 911   CallSign: Pick Up Time: QTime: TX: 1

Total Response

Caller Name: [redacted]   CR EnRoute: 00:04:39   00:04:54   00:22:43

Date	Run	First Name	Last Name	Pick Up Location	PR	Destination	DR	Unit	Priority	TX	Mileage	Logged By
01/25/2021	258290			RESIDENCE		HM CLEAR LAKE	ER	MEDIC 14	0	1	14.9	TAMMY FIELDS

Call Received	Dispatched	EnRoute	OnScene	Contact	Transport	Arrived	Clear	EnRoute to On Scene
1:18.58	1:22.40	1:25.39	1:27.03	1:27.03	1:47.38	2:14.33	2:38.57	00:01:24

Caller Type: SHOREACRES 911   CallSign: Pick Up Time: QTime: TX: 1

Total Response

Caller Name: CR EnRoute: 00:03:42   00:06:41   00:08:05

Date	Run	First Name	Last Name	Pick Up Location	PR	Destination	DR	Unit	Priority	TX	Mileage	Logged By
01/27/2021	258512			SHOREACRES RESIDENC				MEDIC 14	0	1	0.0	HALEY WIGGINS

Call Received	Dispatched	EnRoute	OnScene	Contact	Transport	Arrived	Clear	EnRoute to On Scene
18:55.31	18:56.09	18:57.25	19:08.25	19:08.25	19:16.29	19:16.31	19:16.34	00:11:00

Caller Type: SHOREACRES 911   CallSign: Pick Up Time: QTime: TX: 1

Total Response

Caller Name: LA PORTE PD   CR EnRoute: 00:00:38   00:01:54   00:12:54

Total Runs:: 7   Average TX: 1.00   Total Tx: 7

Average Q Time: 00:03:05

Average Response Time: 00:12:02

Response Detail

Company: All   **Date Range:** 2/1/2021 - 2/28/2021

Date	Run	First Name	Last Name	Pick Up Location	PR	Destination	DR	Unit	Priority	TX	Mileage	Logged By
02/07/2021	259173			SHOREACRES RESIDENC				MEDIC 1	0	1	0.0	HALEY WIGGINS

CallSign:

Call Received	Dispatched	EnRoute	OnScene	Contact	Transport	Arrived	Clear	EnRoute to On Scene
15:32.34	15:36.21	15:36.37	15:54.25	15:54.25	16:15.02	16:15.05	16:15.27	00:17:48

Caller Type: SHOREACRES 911   Pick Up Time: Appointment Time: QTime: 00:03:47   **Total Response** 00:21:51
Caller Name: CR EnRoute: 00:04:03

Date	Run	First Name	Last Name	Pick Up Location	PR	Destination	DR	Unit	Priority	TX	Mileage	Logged By
02/09/2021	259288			SHOREACRES RESIDENC		HCA CLEAR LAKE REGIOER		MEDIC 29	0	1	12.7	HALEY WIGGINS

CallSign:

Call Received	Dispatched	EnRoute	OnScene	Contact	Transport	Arrived	Clear	EnRoute to On Scene
8:59.34	9:01.06	9:03.20	9:13.30	9:13.30	9:38.07	10:03.46	10:48.41	00:10:10

Caller Type: SHOREACRES 911   Pick Up Time: Appointment Time: QTime: 00:01:32   **Total Response** 00:13:56
Caller Name: CR EnRoute: 00:03:46

Date	Run	First Name	Last Name	Pick Up Location	PR	Destination	DR	Unit	Priority	TX	Mileage	Logged By
02/12/2021	259578			SHOREACRES RESIDENC		HM CLEAR LAKE	ER	MEDIC 37	0	1	9.8	HALEY WIGGINS

CallSign:

Call Received	Dispatched	EnRoute	OnScene	Contact	Transport	Arrived	Clear	EnRoute to On Scene
16:40.11	16:42.08	16:43.20	16:53.20	16:53.20	17:21.10	17:39.56	19:34.45	00:10:00

Caller Type: SHOREACRES 911   Pick Up Time: Appointment Time: QTime: 00:01:57   **Total Response** 00:13:09
Caller Name: CR EnRoute: 00:03:09

Date	Run	First Name	Last Name	Pick Up Location	PR	Destination	DR	Unit	Priority	TX	Mileage	Logged By
02/16/2021	259674			SHOREACRES					0	1	0.0	TAMMY FIELDS

Call Received	Dispatched	EnRoute	OnScene	Contact	Transport	Arrived	Clear	EnRoute to On Scene
0:49.54	0:49.54	0:49.54	0:49.54	0:49.54	0:49.54	0:49.54	0:49.54	00:00:00

Caller Type: SHOREACRES 911   Pick Up Time: Appointment Time: QTime: 00:00:00   **Total Response** 00:00:00
Caller Name: CR EnRoute: 00:00:00

Date	Run	First Name	Last Name	Pick Up Location	PR	Destination	DR	Unit	Priority	TX	Mileage	Logged By
02/17/2021	259736			SHOREACRES RESIDENC		HM CLEAR LAKE	ER	MEDIC 46	0	1	9.4	EMERALD WHITEHEAD

Callsign:

Call Received	Dispatched	EnRoute	OnScene	Contact	Transport	Arrived	Clear	EnRoute to On Scene
12:42.20	12:43.57	12:46.36	13:08.24	13:08.24	13:40.32	13:58.59	14:57.39	00:21:48

Caller Type: SHOREACRES 911   Pick Up Time: QTime: 00:01:37   Total Response: 00:26:04
Caller Name: Appointment Time: CR EnRoute: 00:04:16

Date	Run	First Name	Last Name	Pick Up Location	PR	Destination	DR	Unit	Priority	TX	Mileage	Logged By
02/19/2021	259855			SHOREACRES RESIDENC		HM CLEAR LAKE	ER	MEDIC 38	0	1	3.9	TAMMY FIELDS

Callsign:

Call Received	Dispatched	EnRoute	OnScene	Contact	Transport	Arrived	Clear	EnRoute to On Scene
3:00.44	3:03.54	3:04.22	3:22.43	3:22.43	3:38.17	4:00.04	4:19.55	00:18:21

Caller Type: SHOREACRES 911   Pick Up Time: QTime: 00:03:10   Total Response: 00:21:59
Caller Name: Appointment Time: CR EnRoute: 00:03:38

Date	Run	First Name	Last Name	Pick Up Location	PR	Destination	DR	Unit	Priority	TX	Mileage	Logged By
02/21/2021	260024			SHOREACRES RESIDENC				MEDIC 42	0	1	0.0	JONATHON GOMEZ

Callsign:

Call Received	Dispatched	EnRoute	OnScene	Contact	Transport	Arrived	Clear	EnRoute to On Scene
1:35.13	1:37.40	1:37.41	1:55.01	1:55.02	1:55.02	1:55.05	1:57.09	00:17:20

Caller Type: SHOREACRES 911   Pick Up Time: QTime: 00:02:27   Total Response: 00:19:48
Caller Name: Appointment Time: CR EnRoute: 00:02:28

Date	Run	First Name	Last Name	Pick Up Location	PR	Destination	DR	Unit	Priority	TX	Mileage	Logged By
02/23/2021	260203			SHOREACRES COUNTRY				MEDIC 48	0	1	0.0	HALEY WIGGINS

Callsign:

Call Received	Dispatched	EnRoute	OnScene	Contact	Transport	Arrived	Clear	EnRoute to On Scene
16:28.39	16:32.04	16:32.16	16:32.17	16:32.17	16:32.18	16:32.20	16:32.25	00:00:01

Caller Type: SHOREACRES 911   Pick Up Time: QTime: 00:03:25   Total Response: 00:03:38
Caller Name: CALL CANCELED 1639   Appointment Time: CR EnRoute: 00:03:37

Response Detail

Company: All

Date Range: 2/1/2021 - 2/28/2021

Date	Run	First Name	Last Name	Pick Up Location	PR	Destination	DR	Unit	Priority	TX	Mileage	Logged By
02/23/2021	260209			RESIDENCE		ST LUKES PATIENTS HOER		MEDIC 26	0	1	11.5	TAMMY FIELDS

CallSign:

Call Received	Dispatched	EnRoute	OnScene	Contact	Transport	Arrived	Clear	EnRoute to On Scene
18:36.37	18:43.38	18:43.38	19:10.45	19:10.45	19:38.31	20:04.43	20:42.25	00:27:07

Caller Type: SHOREACRES 911
Pick Up Time:
Appointment Time:
QTime: 00:07:01
Total Response
Caller Name:
CR EnRoute: 00:07:01
00:34:08

Date	Run	First Name	Last Name	Pick Up Location	PR	Destination	DR	Unit	Priority	TX	Mileage	Logged By
02/28/2021	260526			SHOREACRES RESIDENC		HCA SOUTHEAST	ER	MEDIC 48	0	1	0.0	TAMMY FIELDS

CallSign:

Call Received	Dispatched	EnRoute	OnScene	Contact	Transport	Arrived	Clear	EnRoute to On Scene
21:55.42	22:15.12	22:15.41	22:35.52	22:35.52	22:50.08	23:12.17	23:53.23	00:20:11

Caller Type: SHOREACRES 911
Pick Up Time:
Appointment Time:
QTime: 00:19:30
Total Response
Caller Name:
CR EnRoute: 00:19:59
00:40:10

Total Runs:: 10   **Average TX:** 10   **Average TX:** 1.00   **Total Tx:** 10

Average Q Time: 00:04:26

Average Response Time: 00:19:28

Time Calculator

This calculator requires the use of Javascript enabled and capable browsers. This script is designed to accumulate amounts of time entered as data, display it as a total and give a high, low and mean between the two, and an average of all the entries (12 possible). It is real-time in that as soon as you enter a new data field, it updates all the result fields. This is an addition only calculator (as required by some of our users). If a negative number is entered, such as -3:00:00, the value will stay in the display for observation but will not enter into the transactions. However, 1:-30:00 is a valid entry and will accumulate as 30 minutes. To add a new entry, in the left column, enter data as:

hours:minutes:seconds or hours::seconds
minutes:seconds or :minutes:
seconds or ::seconds

in any combination, single or dual digits, or larger. Colons must be used for separation in all situations except for the entry of just seconds. Fractions of designations are also legitimate entries. For example, you may enter 5.5 hours and it will calculate and show as 5 hours and 30 minutes. You may also enter 1 hour, 100 minutes and it will indicate 2 hours and 40 minutes. Click on any other entry field or the Calculate button to enter the transaction. You may click on the Clear Values button to reset all data and begin a new accumulation. We also have a somewhat similar in objective applet, an add and subtract time calculator for your use. Some HR departments prefer one over the other; some use both. It is time to get busy...

Required Data	Results
Time Value Entry	Time Display
Hours : Minutes : Seconds	Accumulated Time
01 11:10	01 11:10
02 12:01	02 23:11
03 19:09	03 42:20
04 12:00	04 54:20
05 14:00	05 1:08:20
06 14:22	06 1:22:42
07	07
08	08
09	09
10	10
11	11
12	12

Calculated Information	
Entries Considered	6
Average Time Entered	13:47
Maximum Time Entered	19:09
Minimum Time Entered	11:10
Maximum/Minimum Deviation	7:59
Accumulated Total Time	

2|20

Time Calculator

This calculator requires the use of Javascript enabled and capable browsers. This script is designed to accumulate amounts of time entered as data, display it as a total and give a high, low and mean between the two, and an average of all the entries (12 possible). It is real-time in that as soon as you enter a new data field, it updates all the result fields. This is an addition only calculator (as required by some of our users). If a negative number is entered, such as -3:00:00, the value will stay in the display for observation but will not enter into the transactions. However, 1:-30:00 is a valid entry and will accumulate as 30 minutes. To add a new entry, in the left column, enter data as:

hours:minutes:seconds or hours::seconds
minutes:seconds or :minutes:
seconds or ::seconds

in any combination, single or dual digits, or larger. Colons must be used for separation in all situations except for the entry of just seconds. Fractions of designations are also legitimate entries. For example, you may enter 5.5 hours and it will calculate and show as 5 hours and 30 minutes. You may also enter 1 hour, 100 minutes and it will indicate 2 hours and 40 minutes. Click on any other entry field or the Calculate button to enter the transaction. You may click on the Clear Values button to reset all data and begin a new accumulation. We also have a somewhat similar in objective applet, an add and subtract time calculator for your use. Some HR departments prefer one over the other; some use both. It is time to get busy...

Required Data	Results
Time Value Entry	Time Display
Hours : Minutes : Seconds	Accumulated Time
01 11:18	01 11:18
02 14:16	02 25:34
03 :09	03 25:43
04 13:38	04 39:21
05 12:43	05 52:04
06 13:59	06 1:06:03
07 13:03	07 1:19:06
08 14:18	08 1:33:24
09	09
10	10
11	11
12	12

Calculated Information	
Entries Considered	8
Average Time Entered	11:40.5
Maximum Time Entered	14:18
Minimum Time Entered	9
Maximum/Minimum Deviation	14:09
Accumulated Total Time	

Time Calculator

This calculator requires the use of Javascript enabled and capable browsers. This script is designed to accumulate amounts of time entered as data, display it as a total and give a high, low and mean between the two, and an average of all the entries (12 possible). It is real-time in that as soon as you enter a new data field, it updates all the result fields. This is an addition only calculator (as required by some of our users). If a negative number is entered, such as -3:00:00, the value will stay in the display for observation but will not enter into the transactions. However, 1:-30:00 is a valid entry and will accumulate as 30 minutes. To add a new entry, in the left column, enter data as:

hours:minutes:seconds or hours::seconds
minutes:seconds or :minutes:
seconds or ::seconds

in any combination, single or dual digits, or larger. Colons must be used for separation in all situations except for the entry of just seconds. Fractions of designations are also legitimate entries. For example, you may enter 5.5 hours and it will calculate and show as 5 hours and 30 minutes. You may also enter 1 hour, 100 minutes and it will indicate 2 hours and 40 minutes. Click on any other entry field or the Calculate button to enter the transaction. You may click on the Clear Values button to reset all data and begin a new accumulation. We also have a somewhat similar in objective applet, an add and subtract time calculator for your use. Some HR departments prefer one over the other; some use both. It is time to get busy...

Required Data	Results
Time Value Entry	Time Display
Hours : Minutes : Seconds	Accumulated Time
01 [11:31]	01 [11:31]
02 [14:56]	02 [26:27]
03 [10:59]	03 [37:26]
04 [ ]	04 [ ]
05 [ ]	05 [ ]
06 [ ]	06 [ ]
07 [ ]	07 [ ]
08 [ ]	08 [ ]
09 [ ]	09 [ ]
10 [ ]	10 [ ]
11 [ ]	11 [ ]
12 [ ]	12 [ ]

Calculated Information	
Entries Considered	3
Average Time Entered	12:28.67
Maximum Time Entered	14:56
Minimum Time Entered	10:59
Maximum/Minimum Deviation	3:57

Accumulated Total Time

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Time Calculator

This calculator requires the use of Javascript enabled and capable browsers. This script is designed to accumulate amounts of time entered as data, display it as a total and give a high, low and mean between the two, and an average of all the entries (12 possible). It is real-time in that as soon as you enter a new data field, it updates all the result fields. This is an addition only calculator (as required by some of our users). If a negative number is entered, such as -3:00:00, the value will stay in the display for observation but will not enter into the transactions. However, 1:-30:00 is a valid entry and will accumulate as 30 minutes. To add a new entry, in the left column, enter data as:

hours:minutes:seconds or hours::seconds
minutes:seconds or :minutes:
seconds or ::seconds

in any combination, single or dual digits, or larger. Colons must be used for separation in all situations except for the entry of just seconds. Fractions of designations are also legitimate entries. For example, you may enter 5.5 hours and it will calculate and show as 5 hours and 30 minutes. You may also enter 1 hour, 100 minutes and it will indicate 2 hours and 40 minutes. Click on any other entry field or the Calculate button to enter the transaction. You may click on the Clear Values button to reset all data and begin a new accumulation. We also have a somewhat similar in objective applet, an add and subtract time calculator for your use. Some HR departments prefer one over the other; some use both. It is time to get busy...

Required Data	Results
Time Value Entry	Time Display
Hours : Minutes : Seconds	Accumulated Time
01 [11:05]	01 [11:05]
02 [14:58]	02 [26:03]
03 [9:17]	03 [35:20]
04 [10:47]	04 [46:07]
05 [11:35]	05 [57:42]
06 [12:00]	06 [1:09:42]
07 [22:47]	07 [1:32:29]
08 [11:30]	08 [1:43:59]
09 [ ]	09 [ ]
10 [ ]	10 [ ]
11 [ ]	11 [ ]
12 [ ]	12 [ ]

Calculated Information	
Entries Considered	8
Average Time Entered	12:59.88
Maximum Time Entered	22:47
Minimum Time Entered	9:17
Maximum/Minimum Deviation	13:30
Accumulated Total Time	

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Time Calculator

This calculator requires the use of Javascript enabled and capable browsers. This script is designed to accumulate amounts of time entered as data, display it as a total and give a high, low and mean between the two, and an average of all the entries (12 possible). It is real-time in that as soon as you enter a new data field, it updates all the result fields. This is an addition only calculator (as required by some of our users). If a negative number is entered, such as -3:00:00, the value will stay in the display for observation but will not enter into the transactions. However, 1:-30:00 is a valid entry and will accumulate as 30 minutes. To add a new entry, in the left column, enter data as:

hours:minutes:seconds or hours::seconds
minutes:seconds or :minutes:
seconds or ::seconds

in any combination, single or dual digits, or larger. Colons must be used for separation in all situations except for the entry of just seconds. Fractions of designations are also legitimate entries. For example, you may enter 5.5 hours and it will calculate and show as 5 hours and 30 minutes. You may also enter 1 hour, 100 minutes and it will indicate 2 hours and 40 minutes. Click on any other entry field or the Calculate button to enter the transaction. You may click on the Clear Values button to reset all data and begin a new accumulation. We also have a somewhat similar in objective applet, an add and subtract time calculator for your use. Some HR departments prefer one over the other; some use both. It is time to get busy...

Required Data	Results
Time Value Entry	Time Display
Hours : Minutes : Seconds	Accumulated Time
01 13:52	01 13:52
02 15:01	02 28:53
03 17:51	03 46:44
04 17:19	04 1:04:03
05 14:27	05 1:18:30
06 11:10	06 1:29:40
07 :01	07 1:29:41
08 5:46	08 1:35:27
09 8:43	09 1:44:10
10 8:43	10 1:52:53
11 8:45	11 2:01:38
12 4:54	12 2:06:32

Calculated Information	
Entries Considered	12
Average Time Entered	10:32.67
Maximum Time Entered	17:51
Minimum Time Entered	1
Maximum/Minimum Deviation	17:50
Accumulated Total Time	

6/20

Time Calculator

This calculator requires the use of Javascript enabled and capable browsers. This script is designed to accumulate amounts of time entered as data, display it as a total and give a high, low and mean between the two, and an average of all the entries (12 possible). It is real-time in that as soon as you enter a new data field, it updates all the result fields. This is an addition only calculator (as required by some of our users). If a negative number is entered, such as -3:00:00, the value will stay in the display for observation but will not enter into the transactions. However, 1:-30:00 is a valid entry and will accumulate as 30 minutes. To add a new entry, in the left column, enter data as:

hours:minutes:seconds or hours::seconds
minutes:seconds or :minutes:
seconds or ::seconds

in any combination, single or dual digits, or larger. Colons must be used for separation in all situations except for the entry of just seconds. Fractions of designations are also legitimate entries. For example, you may enter 5.5 hours and it will calculate and show as 5 hours and 30 minutes. You may also enter 1 hour, 100 minutes and it will indicate 2 hours and 40 minutes. Click on any other entry field or the Calculate button to enter the transaction. You may click on the Clear Values button to reset all data and begin a new accumulation. We also have a somewhat similar in objective applet, an add and subtract time calculator for your use. Some HR departments prefer one over the other; some use both. It is time to get busy...

Required Data	Results
Time Value Entry	Time Display
Hours : Minutes : Seconds	Accumulated Time
01 10:20	01 10:20
02 12:42	02 23:02
03 5:12	03 28:14
04 6:00	04 34:14
05 13:24	05 47:38
06	06
07	07
08	08
09	09
10	10
11	11
12	12

Calculated Information	
Entries Considered	5
Average Time Entered	9:31.6
Maximum Time Entered	13:24
Minimum Time Entered	5:12
Maximum/Minimum Deviation	8:12
Accumulated Total Time	

Search

Time Calculator

This calculator requires the use of Javascript enabled and capable browsers. This script is designed to accumulate amounts of time entered as data, display it as a total and give a high, low and mean between the two, and an average of all the entries (12 possible). It is real-time in that as soon as you enter a new data field, it updates all the result fields. This is an addition only calculator (as required by some of our users). If a negative number is entered, such as -3:00:00, the value will stay in the display for observation but will not enter into the transactions. However, 1:-30:00 is a valid entry and will accumulate as 30 minutes. To add a new entry, in the left column, enter data as:

hours:minutes:seconds or hours::seconds
minutes:seconds or :minutes:
seconds or ::seconds

in any combination, single or dual digits, or larger. Colons must be used for separation in all situations except for the entry of just seconds. Fractions of designations are also legitimate entries. For example, you may enter 5.5 hours and it will calculate and show as 5 hours and 30 minutes. You may also enter 1 hour, 100 minutes and it will indicate 2 hours and 40 minutes. Click on any other entry field or the Calculate button to enter the transaction. You may click on the Clear Values button to reset all data and begin a new accumulation. We also have a somewhat similar in objective applet, an add and subtract time calculator for your use. Some HR departments prefer one over the other; some use both. It is time to get busy...

Required Data	Results
Time Value Entry	Time Display
Hours : Minutes : Seconds	Accumulated Time
01 14:39	01 14:39
02 23:07	02 37:46
03 4:25	03 42:11
04 9:45	04 51:56
05 16:56	05 1:08:52
06 11:48	06 1:20:40
07 10:42	07 1:31:22
08 13:43	08 1:45:05
09 17:10	09 2:02:15
10 13:13	10 2:15:28
11	11
12	12

Calculated Information	
Entries Considered	10
Average Time Entered	13:32.8
Maximum Time Entered	23:07
Minimum Time Entered	4:25
Maximum/Minimum Deviation	18:42

Accumulated Total Time

8|20

Time Calculator

This calculator requires the use of Javascript enabled and capable browsers. This script is designed to accumulate amounts of time entered as data, display it as a total and give a high, low and mean between the two, and an average of all the entries (12 possible). It is real-time in that as soon as you enter a new data field, it updates all the result fields. This is an addition only calculator (as required by some of our users). If a negative number is entered, such as -3:00:00, the value will stay in the display for observation but will not enter into the transactions. However, 1:-30:00 is a valid entry and will accumulate as 30 minutes. To add a new entry, in the left column, enter data as:

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Required Data	Results
Time Value Entry	Time Display
Hours : Minutes : Seconds	Accumulated Time
01 17:55	01 17:55
02 2:42	02 20:37
03 7:22	03 27:59
04 :22	04 28:21
05 3:42	05 32:03
06 :10	06 32:13
07 13:07	07 45:20
08 2:05	08 47:25
09 16:06	09 1:03:31
10 2:26	10 1:05:57
11 11:43	11 1:17:40
12	12

Calculated Information	
Entries Considered	11
Average Time Entered	7:03.64
Maximum Time Entered	17:55
Minimum Time Entered	10
Maximum/Minimum Deviation	17:45
Accumulated Total Time	

9/20

Time Calculator

This calculator requires the use of Javascript enabled and capable browsers. This script is designed to accumulate amounts of time entered as data, display it as a total and give a high, low and mean between the two, and an average of all the entries (12 possible). It is real-time in that as soon as you enter a new data field, it updates all the result fields. This is an addition only calculator (as required by some of our users). If a negative number is entered, such as -3:00:00, the value will stay in the display for observation but will not enter into the transactions. However, 1:-30:00 is a valid entry and will accumulate as 30 minutes. To add a new entry, in the left column, enter data as:

hours:minutes:seconds or hours::seconds
minutes:seconds or :minutes:
seconds or ::seconds

in any combination, single or dual digits, or larger. Colons must be used for separation in all situations except for the entry of just seconds. Fractions of designations are also legitimate entries. For example, you may enter 5.5 hours and it will calculate and show as 5 hours and 30 minutes. You may also enter 1 hour, 100 minutes and it will indicate 2 hours and 40 minutes. Click on any other entry field or the Calculate button to enter the transaction. You may click on the Clear Values button to reset all data and begin a new accumulation. We also have a somewhat similar in objective applet, an add and subtract time calculator for your use. Some HR departments prefer one over the other; some use both. It is time to get busy...

Required Data	Results
Time Value Entry	Time Display
Hours : Minutes : Seconds	Accumulated Time
01 15:06	01 15:06
02 12:13	02 27:19
03 18:57	03 46:16
04 :01	04 46:17
05 1:41	05 47:58
06 13:43	06 1:01:41
07	07
08	08
09	09
10	10
11	11
12	12

Calculated Information	
Entries Considered	6
Average Time Entered	10:16.83
Maximum Time Entered	18:57
Minimum Time Entered	1
Maximum/Minimum Deviation	18:56
Accumulated Total Time	

10/20

Time Calculator

This calculator requires the use of Javascript enabled and capable browsers. This script is designed to accumulate amounts of time entered as data, display it as a total and give a high, low and mean between the two, and an average of all the entries (12 possible). It is real-time in that as soon as you enter a new data field, it updates all the result fields. This is an addition only calculator (as required by some of our users). If a negative number is entered, such as -3:00:00, the value will stay in the display for observation but will not enter into the transactions. However, 1:-30:00 is a valid entry and will accumulate as 30 minutes. To add a new entry, in the left column, enter data as:

hours:minutes:seconds or hours::seconds
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in any combination, single or dual digits, or larger. Colons must be used for separation in all situations except for the entry of just seconds. Fractions of designations are also legitimate entries. For example, you may enter 5.5 hours and it will calculate and show as 5 hours and 30 minutes. You may also enter 1 hour, 100 minutes and it will indicate 2 hours and 40 minutes. Click on any other entry field or the Calculate button to enter the transaction. You may click on the Clear Values button to reset all data and begin a new accumulation. We also have a somewhat similar in objective applet, an add and subtract time calculator for your use. Some HR departments prefer one over the other; some use both. It is time to get busy...

Required Data	Results
Time Value Entry	Time Display
Hours : Minutes : Seconds	Accumulated Time
01 1:10	01 1:10
02 :01	02 1:11
03 11:39	03 12:50
04 17:09	04 29:59
05 15:00	05 44:59
06 10:02	06 55:01
07 15:16	07 1:10:17
08 14:23	08 1:24:40
09 12:38	09 1:37:18
10	10
11	11
12	12

Calculated Information	
Entries Considered	9
Average Time Entered	10:48.67
Maximum Time Entered	17:09
Minimum Time Entered	1
Maximum/Minimum Deviation	17:08
Accumulated Total Time	

From:	Ryan Lynn - WINDSOR <rlynn@windsorems.com>
Sent:	Thursday, March 11, 2021 5:59 PM
To:	Troy Harrison
Subject:	FW: SA Report
Attachments:	SA Report 1120 103120.pdf

Attached are the reports from 1/1 -10/31/20. In general, our response times increased throughout the year due to the pandemic creating high demand on EMS and increasing WINDSOR's call volume by nearly 26%, which amounts to several thousand more patients than just the previous year. Additionally, it has created staffing shortages in our industry due to every EMS agency having high demand. Mutual aid that would generally be available has not been available due to other EMS agencies experiencing the same. Wages have been increased across the board, making operating expenses even more; however, we did not charge the City additional fees this year. WINDSOR would like to provide a dedicated 911 truck for the City as we do for other 911 contracts; however, it would cost substantially more money to cover our operating expenses. To this very day, we are still experiencing higher than average call volume and extremely low staffing as medics are changing careers and not wanting to be in healthcare due to the risk associated with the job. WINDSOR's EMS provider license is the same 911 license as all other 911 EMS providers with absolutely no difference. WINDSOR is also proud to be apart of the state Task Force Team under the governor's direction. We are always open to discuss other options such as a peak hour dedicated 911 truck if the budget would allow for such and or cross-training your police officers to provide basic first aid. We will do whatever we need to do to give the City the best possible 911 services, but we need to cover our operating expenses.

I will be out of the office starting tomorrow thru 3/22. If you need me, please contact me on my cell phone, and I will respond as soon as possible.

Respectfully,

Ryan Lynn
Chief Operating Officer

WINDSOR
Dispatch: 281-333-4252
Direct: 346-380-6605 ext. 503
Toll Free: 1-800-268-9903
Fax: 281-333-4269
Email: rlynn@windsorems.com
Web: www.WindsorEMS.com

From: Alton Henderson - WINDSOR <ahenderson@windsorems.com>
Sent: Thursday, March 11, 2021 17:10
To: Ryan Lynn - WINDSOR <rlynn@windsorems.com>
Subject: SA Report

Alton Henderson
Business Development Director

From:	Records /Webster Police Department <records@websterpd.com>
Sent:	Tuesday, April 06, 2021 10:33 AM
To:	Troy Harrison
Subject:	RE: City of Shoreacres EMS Call
Attachments:	

Troy ,
It is attached.
Leslie

From: Troy Harrison <tharrison@cityofshoreacres.us>
Sent: Tuesday, April 6, 2021 10:32 AM
To: Records /Webster Police Department <records@websterpd.com>
Subject: City of Shoreacres EMS Call

I just spoke with Mr. Hayes in the communications center. He indicated you were able to retrieve a call slip from our February 23 EMS call.

If this is correct, can I please request a copy of it?

Thank you.

Troy D. Harrison, LCC
City Manager
City of Shoreacres
602 Shore Acres Blvd.
Shoreacres, Texas 77571
(281)471-2244

Windsor EMS, Inc.
Dispatch: 281-333-4252
Direct: 346-380-6608
Toll Free: 1-800-268-9903
Fax: 281-333-4269
Email: ahenderson@windsorems.com
Web: www.WindsorEMS.com

Sequential export of 1 track(s) as Mu-Law, consisting of the following:
0000000071 Aud: 32kbps G726, Rcdr: NexLog Webster PD, Ch: 911 POSITION 3, Start:
2021-02-23 18:34:55, Dur: 00:40, ANT DATE: 02/23/2021, COS: WPH2, CLIP_DETAILS: ,
SERVICE: , DTMF: , CALLER_ID: ██████████ , CLIP_DETAILS: ,
, ALT_NUM: , CALLED_PARTY: , LOCATION: (29.623067,-95.032081), BLOCK_ACCESS: ,
CALLTYPE: 911 PHONE, IS_CLIPPED_MEDIA: , FLAG: , PANI: , STREET_ADDRESS: 500
KIRBY RD - NE , CALLING_PARTY: , CITY: SEABROOK , LEC: VZW , ANI_NAME: VERIZON ,
STATE: TX, BLOCK_ACCESS_EXCEPTIONS: , ui_note: , ANI_TIME: 18:35, ALT:
, MF_ANI:

18:34:55
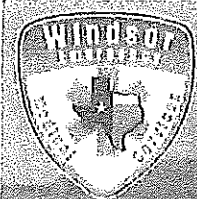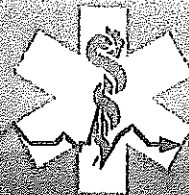
911 EMERGENCY MEDICAL SERVICES AGREEMENT

STATE OF TEXAS

KNOW ALL MEN THESE PRESENTS:

COUNTY OF HARRIS

WHEREAS, City of Shoreacres aka Shoreacres is desirous of obtaining the services of Windsor EMS, Inc. to provide emergency medical care and transportation for the sick and injured within the corporate limits of Shoreacres; and

WHEREAS, the Windsor EMS, Inc. aka WINDSOR is desirous to provide effective emergency medical care and transportation for the sick and injured for the Shoreacres; and

WHEREAS, it is the desire of both parties that Windsor EMS, Inc. receive adequate compensation to provide the necessary personnel and/or equipment to be used in providing this service within the geographical area of Shoreacres; and

WHEREAS, it is the desire of parties hereto to evidence herein their agreement;

THEREFORE, (this "agreement") for services and compensation is entered into by and Shoreacres, acting by and through its duly constituted and acting representatives, and Windsor EMS, Inc., hereinafter styled WINDSOR, acting by and through its duly constituted and acting officer of the corporation:

WITNESS:

1. WINDSOR agrees to provide emergency medical care and transportation for the sick and injured twenty-four (24) hours per day, seven (7) days per week within the geographical area of Shoreacres.

2. WINDSOR will respond to such emergencies using a MICU capable ambulance, MICU capable as defined by the Texas Department of State Health Services.

3. WINDSOR agrees to respond to all requests for emergency ambulance service within the service area within 14 minutes 59 seconds 90 percent of the time. Time will start when the call for service is dispatched and end when the ambulance or EMS Supervisor calls out on scene.

4. Shoreacres agrees to compensate WINDSOR for their emergency medical care and transportation of the sick and injured. The amount of the compensation is to be $40,000.00 for the first fiscal

year, then increasing annually by direct correlation to the Consumer Price Index for All Items released by the United States Bureau of Labor Statistics.

5. Non-payment of annual fees within 45 days of the due date will automatically terminate this contract and service by WINDSOR to Shoreacres. Annual fees may be paid in monthly increments beginning November 15, 2019 and the first of each month thereafter but no later than the 15th.

6. The parties agree that this agreement shall begin November 15 of 2019 and shall continue for two (2) years under the same terms and conditions as set forth herein unless a notice of termination is provided by either party.

7. It is agreed that on or after November 15, 2019, either party may terminate this agreement by giving notice in writing to the other party of at least ninety (90) days prior to the date of the proposed termination by United States Mail, Certified, and Return Receipt Requested to the respective addresses below.

8. The parties agree that should Shoreacres decide to terminate its relationship with WINDSOR for any reason, Shoreacres will forfeit any and all then present and future claims against tangible assets or funds previously provided WINDSOR.

9. The parties agree that should the WINDSOR decide to terminate its relationship with Shoreacres for any reason, Shoreacres will be entitled to a pro-rata refund for the funds committed for the remainder of the current contract year. Any and all tangible assets of WINDSOR will continue to be the property of WINDSOR and are not subject to claim by any other party other than WINDSOR.

10. WINDSOR will have and maintain auto commercial liability insurance for its service as required by the state of Texas and industry standard. WINDSOR will notify Shoreacres immediately upon any changes in status of their insurance policies.

11. WINDSOR shall maintain, at its sole expense, a valid policy of insurance evidencing general and professional liability. WINDSOR will provide evidence of insurance indicting such coverage upon request by Shoreacres.

12. WINDSOR agrees that all personnel will follow WINDSOR's standard employment policies and procedures to verify that all personnel meet applicable licensing requirements. WINDSOR, if applicable, will maintain direct responsibility as an employer for payment of wages and other compensation, and for any applicable mandatory withholdings and contributions which may
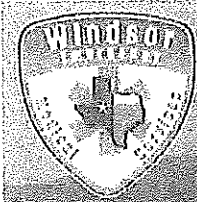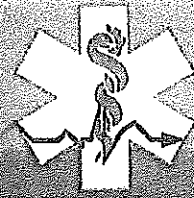
include but are not limited to federal, state and local income taxes, social security taxes, and worker's compensation unemployment insurance.

13. WINDSOR reserves the right to choose and/or request mutual aid services to other qualified 911 ambulance   service(s)   for   backup,   if   necessary.

14. WINDSOR will employ no employee who is excluded from participation in the federal health care programs. WINDSOR will review monthly through available databases as provided by the state and federal governments to assure each of Windsor's employees are not listed on such databases as excluded from participation in federal health care programs. WINDSOR will maintain confirmation of these monthly reviews as to the absence of each employee from the databases and will provide copies of these monthly confirmations to Shoreacres within ten days of said request.

15. WINDSOR agrees to protect Shoreacres, its agents and employees harmless from and against all claims, demands, and causes of action of every kind and character as a result of any injuries or damages received or sustained by any person or property caused by or in any way resulting from the willful or negligent acts or omissions of the WINDSOR, its agents, employees, members, representatives or subcontractors. WINDSOR shall be responsible for all damages and losses sustained by WINDSOR to its equipment utilized in the performance of service hereunder. NOTWITHSTANDING THE FOREGOING, WINDSOR AND ITS PERSONNEL MAY ASSERT ALL LEGAL DEFENSES AVAILABLE TO IT AND ITS PERSONNEL AGAINST ANY THIRD PARTIES BRINGING ANY SUCH CLAIMS, DEMANDS OR CAUSES OF ACTION AGAINST ANY PARTY TO THIS AGREEMENT.

16. Neither Shoreacres nor WINDSOR shall, without the prior written consent of the other party hereto, assign this Agreement or any interest herein.

17. In case any provision of this Agreement shall be held invalid, illegal, or unenforceable by any court, the validity, legality, and enforceability of the remaining provisions shall not in any way be affected or impaired thereby.

18. As a condition of this Agreement, WINDSOR represents and warrants that at the time of the execution of this agreement it does not (i) engage in business with Iran, Sudan or any foreign terrorist organization as described in Chapters 806 or 807 of the Texas Government Code, or Subchapter F of Chapter 2252 of the Texas Government Code, or (ii) is a company listed by the Texas Comptroller under Sections 806.051, 807.051 or 2252.153 of the Texas Government Code. The term "foreign terrorist organization" has the meaning assigned to such term in Section 2252.151 of the Texas Government Code. "Company" means a for-profit sole proprietorship,
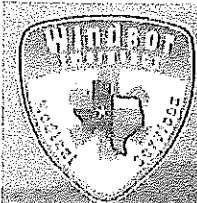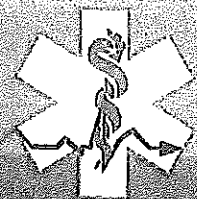
organization, association, corporation, partnership, joint venture, limited partnership, limited liability partnership, or limited liability company, including a wholly owned subsidiary, majority-owned subsidiary, parent company, or affiliate of those entities or business associations that exist to make profit.

19. This Agreement shall be construed in accordance with and governed by the laws of the State of Texas.

Any and all legal communication between parties will be performed using United States Postal Service Certified Mail with Returned Receipt to the below respective addresses:

Windsor EMS, Inc
P.O. Box 58836
Webster, Texas 77598

City of Shoreacres
c/o _City Manager_
601 Shore Acres Blvd.
Shoreacres, Texas 77571
Attn: ___Troy D. Harrison___

WITNESS our hands in duplicate, this the _17th_ day of _October_ 2019, with the effective date of November 15, 2019.

WINDSOR EMS, Inc.

Ryan Lynn / COO
Print Name / Title

[signature]
Legal Signature

_10-15-19_
Date

City of Shoreacres

David Jennings / Mayor
Print Name / Title

[signature]
Legal Signature

_10-15-19_
Date

MEMORANDUM OF UNDERSTANDING

STATE OF TEXAS §

§

HARRIS COUNTY §

This Memorandum of Understanding (MOU) is prepared at the request of Greater Harris County 9-1-1 Emergency Network (GHC 9-1-1) in order to provide written documentation of the agreement between the

- ⊚ __CLEMC__ will be relinquishing EMS call handling and interrogation for dispatch as indicated in Exhibit A.
- ⊚ Beginning November 15, 2019, Windsor EMS, will be providing EMS call handling and interrogation for dispatch as indicated in Exhibit A.

Provision of 9-1-1 emergency communications to the area indicated in Exhibit A requires that the Parties agree on boundaries for the identified public safety services. Representatives of the named Parties agree to abide by the boundaries shown on the attached Exhibit A (prepared by GHC 9-1-1).

By virtue of agreeing to the boundaries as shown on the attached Exhibit A, the Parties acknowledge that they have reviewed and approve Exhibit A and they agree that 9-1-1 calls shall be dispatched by the named Agency, **LaPorte Police Department. **NOTE – LaPorte PSAP answer initial call and transfer the call to Windsor EMS 10 digit number**

Any changes to the boundaries or to the Exhibit or to this MOU must be made in writing with immediate notice to GHC 9-1-1to be effective. Failure to notify shall nullify any attempted modification.

This MOU is entered into this _____ day of _____, 2019 as attested to by the following officials of the represented agencies.

[Name of Agency Relinquishing EMS call handing and dispatching]
CLEMC

By_____

Printed Name:
Title:

[Name of Agency Providing EMS call handing and dispatching]
Windsor EMS

By_____

Printed Name:
Title:

[Name of Agency Relinquishing DISPATCH for EMS call handing and dispatching]
Webster PSAP

By_____

Printed Name:
Title:

[Name of Agency Providing DISPATCH *see note* for EMS call handing and dispatching]
LaPorte PSAP

By_____

Printed Name:
Title:

[Name of City service area Windsor EMS will be providing EMS call handing and dispatching]
Shoreacres

By_____ Gary D. Harrison Jr._____

Printed Name:
Title:
_____City Manager_____

Page 2

Accepted by

Greater Harris County 9-1-1 Emergency Network

By_____

Brenda Fitch-Pope

Manager


EXHIBIT A - Boundary Maps and Street Data:

Current Responders:
ESN 083

PSAP = LaPorte

LAW = Shoreacres

FIRE = LaPorte

EMS = CLEMC (Dispatch by Webster PSAP)

**Effective November 15, 2019; the responders will reflect:
ESN 083

PSAP = LaPorte

LAW = Shoreacres

FIRE = LaPorte

EMS = Windsor EMS (LaPorte PSAP answer initial call and transfer the call to Windsor EMS 10 digit number)

MOU: EMS Response Change
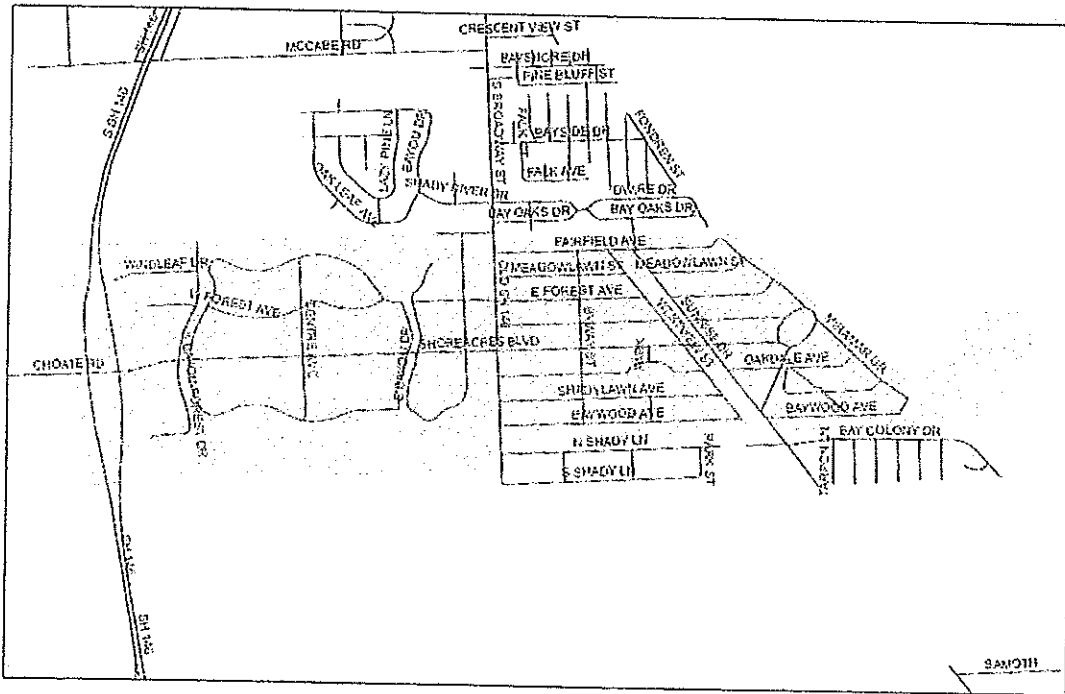
EMS Response To Be Changed

Area To Be Changed - Currently - ESN 083 - La Porte PSAP, Shoreacres PD, La Porte Fire, CLEMC

Effective November 15, 2019 - ESN 083 - La Porte PSAP, Shoreacres PD, La Porte Fire, La Porte / Windsor EMS

These are the streets that will be changed for EMS response:

Prefix	Street Name	Suffix	Post	Low	High	Side	ESN
E	BAYOU	DR		3301	3599	O	83
W	BAYOU	DR		3300	3598	E	83
	BAYOU FOREST	DR		3400	3599	B	83
	BAYWOOD	AVE		100	699	B	83
	BROOKSIDE	DR		3500	3699	B	83
	BYWAY	ST		3300	3699	B	83
E	COUNTRY CLUB	DR		3300	3599	B	83
N	COUNTRY CLUB	DR		910	1215	B	83
S	COUNTRY CLUB	DR		805	1227	B	83
W	COUNTRY CLUB	DR		3200	3599	B	83
	FAIRFIELD	AVE		109	719	B	83
E	FOREST	AVE		100	699	B	83
W	FOREST	AVE		700	1199	B	83
	GATEWAY VILLAGE			3200	3299	B	83
	MEADOWLAWN	ST		100	699	B	83
	MIRAMAR	DR		3300	3699	B	83

OAKDALE	ST	100	699	B	83
OAKLEAF	CIR	1300	1399	B	83
OLD SH 146		3300	3799	B	83
SEAGROVE	ST	100	699	B	83
SHADYLAWN	ST	100	699	B	83
SHORE ACRES	CIR	1	5	B	83
SHOREACRES	BLVD	110	1216	B	83
SOUTHBROOK	DR	200	200	B	83
SOUTHBROOK	DR	3523	3523	B	83
SUNRISE	DR	3300	3699	B	83
WESTVIEW	ST	3300	3499	B	83
WINDLEAF	DR	1300	1399	B	83