

# Unity in Community

Office of the Assistant  
City Manager  
Yearly Review  
2011

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Brenham Emergency Communications  
Human Resources  
Information Technology  
Maintenance Department  
Nancy Carol Roberts Memorial Library  
Parks and Recreation

# A Message from the Assistant City Manager

Brenham is a community that reflects its governing bodies - and in turn, we reflect our community. There is a unity in our community that is exemplified by the partnerships between the City and County, Blinn, Brenham ISD and civic organizations. Working together ensures our citizens receive the best bang for the buck.

I believe the departments that report to my office reflect that same unity. I know each and every employee in those departments have the same goal - to do the best job they can, in partnership with each other, to provide the best services to our citizens.

As is reflected by the entities with which we collaborate, the departments that report to me are a diverse group, yet play an essential role in those partnerships. Brenham Emergency Communications provides dispatching services for the entire county, while the staffs of Parks and Recreation plan leisure activities we all can enjoy in some of the finest facilities around.

The Library continues to be the one spot in all the county where children and adults alike can read, learn and share. And while not as visible, the IT Department has built a network that connects city, county and school district personnel and allows us all to communicate in both good times and in bad.

Two departments that also report to my office are as pivotal to our internal operations as are those that help build those external partnerships. Our Facility Maintenance department is second to none. They keep our vehicles running and our buildings standing. They continue to save the City a great deal by building, repairing and maintaining facilities and equipment in house.

Our Human Resources Department ensures that we are all treated fairly and equitably and that we are aware of changes in the workplace that can affect us. And at least once a year, they do their best to remind us to make healthy choices!



I truly enjoy working with the men and women in the departments I supervise, and with all our City employees. As our internal structure changes to reflect the needs of our community I look forward to continue working with some of the best Brenham has to offer.

Thank you for taking the time to read our annual report,

Kyle Dannhaus



The Nancy Carol Roberts Memorial Library experienced another exciting year. Many positives took place, most of which dealt with technology. Fourteen new computers were received from the U.S. Department of Commerce through the Brazos Valley Council of Governments. This was a great savings of \$20,000 for the cost of hardware and software. Eight additional ones are pending; we need to find the space for them. Ebooks were made available for the public to download through TexShare. In the new fiscal year, we will explore additional quality sites.

Our library catalog was made available online through the City's website. This online catalog allows patrons to search the catalog, to renew their books online and to place reserves on books - all from home! A new microfilm reader/printer was purchased with the last of the Lone Star Grant program funds. To compensate for this loss, the City added \$10,000 to the library's book budget. We were fortunate as this was the exception rather than the rule among neighboring communities.

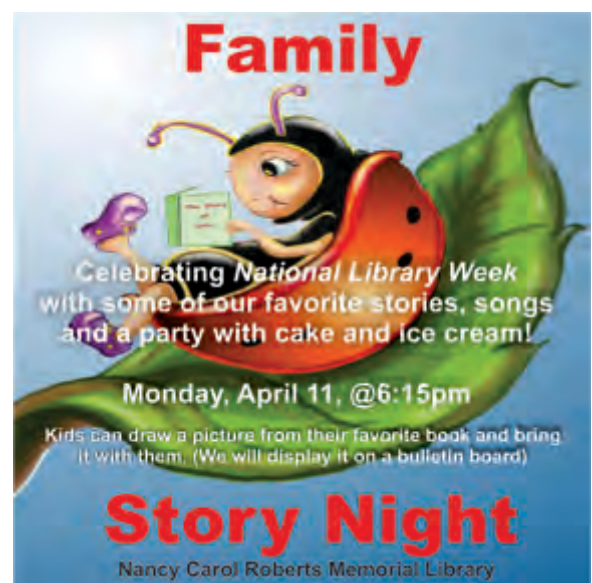
An upgrading of the library's network was accomplished and placed under the City's Information Technology Department. This move will allow the library and its patrons better service.

The library's circulation rose two percent to 72,032 while the patron count rose four percent to 89,423. Internet hits totaled 11,669 which represented a total of 502,070 minutes or 8,368 hours. The library collection grew by five percent to 48,843. Juvenile program attendance increased by just over two percent or 13,393.

A procedures manual was written for all of the library's functions. The library was fortunate to have received \$66,832 in bequests, memorials and donations this past year.

Planning began during the 2011 for a new library. The work will continue in 2012. The Fortnightly Club approved up to \$30,000 for a needs/feasibility study to help plan for the future of the library. Five firms made presentations to the Library Board. The Building Committee was expanded from five board members to eight, to include community leaders. Three of the five firms will be called back to make a final presentation to the expanded committee. Great things are in store for the NCRML!

Other projects for FY 2011-12 include the expansion of the A-V collection; the popularity of this collection continues to grow. Last fiscal year the prospect of outsourcing our cataloging function was discussed and studied. It has now been brought to fruition at a cost savings of \$30,138.96 or 88%.



## Department Mission

It is the mission of the Information Technology Department to manage the City's information systems in an effective and efficient manner; to provide services and support to all City departments, assisting users in the most effective utilization of the system; ensure that information and system resources are accessible and usable by maintaining system uptime and availability; and ensure the integrity of applications and data by maintaining strong security and system continuity procedures.



## IT Department Responsibilities

The Information Technology Department is primarily responsible for the maintenance and management of the City's fiber optics and wireless networks, servers, computers, VoIP telephone system, surveillance cameras and user support. In addition to hardware, the IT department also supports and maintains such systems as Microsoft Exchange, Outlook Web Access, SharePoint, LaserFiche and the S2 building security system. The IT department also runs daily backups of data and ensures the security of the entire network.

## 2010-2011 Significant Accomplishments:

The following is a summary of the department's activities in the 2010-2011 budget year. Although the list is not all-inclusive, it does reflect the department's major accomplishments:

- Expanded the wireless mesh network into Hohlt Park and Fireman's Park giving free Wi-Fi to park visitors during park hours. Setup guest internet at several city buildings. Tested and installed a WiMAX radio bridge and several CPE radios primarily for SCADA devices.
- Provided quality service and support for 250 user accounts, 214 desktop computers, 79 laptops, 80 printers, 280 VoIP phones and devices, 57 users and various systems.
- Supported 8 EMS MDTs and 17 Sheriff's Office MDTs as specified in the interlocal agreement with Washington County.
- Migrated all desktop and laptop computers to Microsoft Windows 7.
- Installed new virtual server hardware and SAN (Storage Area Network) at the Police Station and migrated data from old file server to the SAN. Upgraded several systems including Incode, Laserfiche, ShelterPro and Proof Point. Installed several new applications including WASP and Manager Plus on virtual servers which saved additional hardware costs.
- Implemented a new system for delivering paperless information to City Council members using I pads which will save approximately \$6,000 per year in reduced paper, printing/copying, employee time and delivery costs.

## 2010-2011 Significant Accomplishments Continued:

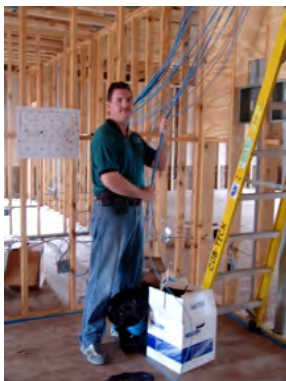
- Redesigned City's Website
- Redesigned the Library's network by creating a new domain for patron computers and moved all staff computers to the brenhamcity domain which gave them access to other city resources. All computers were upgraded to Windows 7 and Office 2010 and all three servers were virtualized in the City Hall Server Room.
- Installation of network cabling and equipment at the new Recreation building at Hohlt Park and at the new Sanitation Booth.



## 2011-2012 Major Objectives:

The following is a summary of the department's major objectives in 2010-2011. Although the list is not all-inclusive, it does reflect the department's major goals:

- Establish a standard seven-year maintenance replacement program for all network switches and network equipment by replacing an average of 10 switches a year.
- Establish a standard six-year maintenance replacement program for all network UPS by replacing an average of six UPS per year and battery replacement for six UPS per year.
- Provide quality service and support for 300 users, 300 PC and laptops, 80 printers and 60 servers.
- Respond to approximately 1,500 service requests during the year. Complete all critical service requests within three hours; complete all high priority requests within one working day; and all normal priority requests within three working days.
- Continue the expansion of the wireless mesh network which allows more efficient and real-time access to the City's information systems in a number of applications such as mobile data for SCADA devices, Emergency Responders, security cameras, wireless IP phones and W-Fi hot spots.
- Upgrade of the City's VoIP phone system server software.
- Migration to Microsoft Exchange 2010. This must be done in conjunction with the Unity voice mail system upgrade that is part of the VoIP phone system upgrade.
- Finalize plans and create a new interlocal agreement to expand the fiber optic network from the South substation to the new Blinn Technology Center. This will provide a network presence in that area of town and a wireless presence at the FM 577/US 290 intersection. Public Safety has requested this for surveillance cameras to be used at the intersection and during the 290 construction project.
- Installation of Microsoft SharePoint server and creation of a new extranet.
- Create a new interlocal agreement with the City of Midlothian for offsite data backups for disaster recovery.



The City of Brenham Maintenance Department consists of four maintenance technicians, two vehicle maintenance technicians, one assistant supervisor and one supervisor. This department is responsible for the maintaining and construction of all city owned facilities, maintaining and repairing of all city fleet vehicles and equipment. In addition, Maintenance installs and repairs city owned street lights, hangs street banners and US and Texas flags and installs event lighting.

The following is a compilation of projects completed or near completion by the Maintenance Department:

## Airport

- Maintain restaurant facilities
- Maintain all runway lighting, electrical equipment, weather observation tower and other systems in accordance with FAA regulations.
- Repair and reinforce electronic gated entrance
- Maintain proper operation of emergency backup generator



## Animal Shelter

- Assist in maintaining proper upkeep in order to comply with state regulations
- Repair kennels and rebuild kennel gates with stainless steel doors
- Upgrade 200 amp electrical main and interior sub panel

## Aquatic Center

- Assist with maintenance of facility
- Prepare leisure pool for KIDFISH
- During “spring cleaning” week perform necessary repairs in preparation of pool opening for summer
- Replace A/C compressor on roof unit
- Rebuild leisure pool pumps in pit
- Assist with Movie in the Park events at Hohlt Park.

## Boys & Girls Club

- Routine HVAC plumbing and lighting maintenance



## Central Warehouse

- Remodel warehouse lobby and add office area

## City Hall

- Remodel Public Utilities/Accounting Restrooms
- Assist Carrier Commercial with installation of thirty ton HVAC rooftop unit over Public Utilities
- Reconstruct and build new offices for City Secretary and copy room
- Routine building maintenance

## Collection Station

- Construct new sanitation collection station retaining wall
- Install new air conditioning unit in break room/office area
- Total preventative maintenance of tub grinder

## Main Street

- Assist staff with downtown events including Christmas Stroll, set up and break down of concert stage for Hot Nights, Cool Tunes, assist with Toubin Park grand opening.
- Assist with construction of Toubin Park
- Assist with construction of Belle Alley

## Nancy Carol Roberts Memorial Library

- Replace air conditioning unit
- Routine building maintenance

## Parks Department

- Assist with maintenance and repairs on various park facilities
- Manage project and assist in construction of All Sports Building
- Assist parks staff with construction of wood deck addition to All Sports Building
- Project manage and assist with construction of Dr. Bobbie Marrow Dietrich Memorial Amphitheater
- Project manage and assist with construction of restrooms by amphitheater
- Install new air conditioning system at Parks Warehouse
- Install new control panel for Hohlt Park jogging trail



## Police Department

- Replace damaged air conditioner blower motor on roof unit; install hail guards
- Routine building maintenance

## Water Department/Water Treatment Plant

- Remodel form shop area into break room

## Vehicle Maintenance Department

- Vehicle and equipment services: 87
- Vehicles and equipment repairs: 289
- State vehicle inspections: 112

## Other Various Projects:

- Install police unit emergency light bars, laptop computer brackets, gun racks and other equipment
- Hydraulic leak repairs
- Repair vehicle electrical problems
- Welding repairs in various projects and equipment

## Major Projects and Repair Work:

- Repair galvanized poles for electric department
- Move and make repairs on bridge at Hohlt Park
- Fabricate storm drain covers for various locations

## Electrical Maintenance:

- Street light repairs: 68
- New electrical services: 5
- Existing electrical repairs: 57

## Other Services:

- HVAC calls: 250
- Carpentry calls: 89
- Plumbing calls: 80
- Miscellaneous calls: 225
- Airport calls: 45
- Aquatic calls: 495







Quality of life is more than an expression for the Parks and Recreation Department, it is a mission the staff embraces. Park land has always been a priority for Brenham; in 1995 City and community leaders developed long range plans to ensure that continued growth of our parks and recreational facilities would remain a civic priority.

The City has over 180 acres of parkland, and offers first class recreational facilities and programming. From Fireman's Park to Blue Bell Aquatic Center to the athletic complex located at Hohlt Park, we truly offer something for everyone.

## Recreation Department Highlights and Accomplishments:

- **Dr. Bobbie Morrow Dietrich Memorial Amphitheater** - A donation of \$250,000 from Dr. Wilfred Dietrich for an amphitheater in memory of his late wife was the catalyst for

this newest asset to Hohlt Park. Ground was broke on April 7, 2011 and the amphitheater was dedicated on Oct. 28. The facility boasts benched seating for 250 people with additional sloped grass seating. It was the site of a series of fall concerts after its dedication and is already slated for use in 2012.

- **Downtown Christmas Stroll** - This year, the Recreation staff played a major role in planning this annual event. The highlight of the event was the lighted parade with over 55 entries. This stroll will be a Recreation event beginning in 2012.
- **Movies in the Park** - This has become one of the most popular and well-attended event series offered.



This past summer's showing of How to Train Your Dragon, Mega Mind, Toy Story 3 and County Strong brought over 2,000 visitors to the park.

- **Carousel and Park Facility Rentals** - The Flying Horses Antique Carousel is definitely a community favorite. The carousel was open to the public 16 times during 2011, including the week of Spring Break and Fridays in July for National Parks and Recreation Month. It was rented for private parties 138 times. Fireman's Kitchen was rented 98 times during the year, while the kitchen at Jackson Street Park was rented 29 times. Henderson Park kitchen was utilized for rentals 16 times during the past year.



A priority for the Parks and Recreation Department is to attract and retain athletic events. In 2011, Brenham retained nine tournament organizers, including Blue Diamond Tournaments which hosted the 2011 Super Series South Texas State Championship in June. The City also attracted five new organizers to the area.

An important part of the department's programming are the partnerships and collaborative efforts with public and private entities. These include Brenham High School's Volleyball team which helps host a five-week camp, Blinn Buc baseball and softball teams which help host three-week camps, and the

Brenham Runners Association which helps with the annual Jingle Bell Stroll.

Over 2,000 Parks and Recreation guides were distributed throughout the community in 2011. These program guides, which are designed and compiled internally, provide our citizens with information regarding the parks and their amenities, rentals, aquatics and recreation programs and special events.

### Athletic Event Stats:

• Teams attending tournaments -	1,059
• Athletic events hosted -	42
• Leagues held -	14
• High school play off games -	13
• Total Field Revenue -	\$33,547.50

### Special Event Participation:

• Movies in the Park -	2,000 plus
• Movies shown -	4
• Easter Egg-stravaganza	250 plus

### Continuing Program Participation:

• Adult slow-pitch softball -	400
• Fitness walk -	3,500
• Jingle Bell stroll -	143
• Sports camps (all totaled) -	306





The Blue Bell Aquatic Center is truly a multi-use facility. The staff constantly work to maximize both use and flexibility for the public. 2011 proved to be one of the hottest and driest summers on records and the BBAC was impacted with larger than average user numbers. The BBAC continues to be a hot spot for “day trippers” who tour Blue Bell Creameries and then come to the pool for an afternoon of fun and sun.

### BBAC stats:

- Total visits - 71,160
- Summer - 46,945

### Swim Clubs:

- Brenham Swim Club - 36
- Brenham High School - 36
- Brenham Junior High - 31
- Dolphins - 90

### Parties:

- Birthday parties - 57
- Private parties - 26

### Swim Lessons:

- Swim Lessons - 342
- Water Babies - 62
- Private lessons - 32
- Junior Guard - 28

### Special Events:

- Wilderness Survival Camp - 20
- Kid Fish - 520
- World’s Largest Swim Lesson - 127
- Water Safety Weeks - 525 (6 schools)

### Training Events:

- EMS/Fire Department - 56
- Lifeguard training - 4 classes
- CPR classes - 3 offered
- Water Safety instructor - 2 classes

## Parks Projects for 2011

All Sports Building  
 Toubin Park  
 Dr. Bobbie Morrow Dietrich Memorial Amphitheater

### Visits to City Fields

93, 500  
 1,059 teams

### Sales Tax Revenue



# Yearly Review

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2011





# Calls for Service

## RADIO TRANSMISSIONS AND CALLS RECIEVED

### 911 Emergency Calls:

- 2010 30,388
- 2011 34,924
- This is an increase of 4,536 calls from the previous year

### Telephone and Administrative Calls:

- 2010 136,461
- 2011 157,244
- This is an increase of 20,783 calls from the previous year

### Radio Transmissions:

- 2010 576,305
- 2011 601,821
- This is an increase of 25,516 radio transmissions from the previous year

### Total Calls Dispatched to:

- 2010 743,145
- 2011 793,989
- This is an increase of 50,844 calls dispatched to from the previous year

# Calls for Service

## CALL COUNT BY CREATOR

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Austin Eaton	175	123	137	168	113	53	134	119	106	97	35	78	1338
Barbara Martin	498	465	451	545	464	355	507	480	457	388	411	282	5303
Catheryn Keeton	569	489	408	90	451	415	391	408	541	602	558	421	5343
David Nowak	308	381	460	346	405	228	291	258	341	130	186	195	3529
Denice Franco	645	508	465	726	561	678	560	599	448	622	353	575	6740
Frank Juarez	0	0	0	179	404	405	360	418	384	374	254	297	3075
Jeff La Beth	310	378	352	260	385	332	403	212	326	255	268	261	3742
Jerod Hartfield	535	556	660	639	703	561	688	571	307	610	508	489	6827
Julie Neville	525	514	700	658	615	521	469	551	413	548	538	459	6511
Linda Parm	186	274	153	270	264	255	360	267	287	224	165	265	2970
Michael Nichols	199	158	314	156	207	353	84	0	139	0	0	0	1610
Nicole Royal	392	408	415	358	338	287	217	538	388	433	422	341	4537
Pam Ruemke	0	5	19	54	5	1	0	21	46	7	8	66	232
Becky Ballard	66	40	41	58	17	90	114	34	0	0	29	26	515
Rebecca Hahn	375	287	425	338	378	292	495	381	428	297	170	219	4085

# Calls for Service

## CALL COUNT BY CREATOR

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Richard Magjarevich	184	287	256	248	256	310	258	274	252	291	264	275	3155
Sheri Stakes	0	28	0	40	0	9	26	19	0	0	0	0	122
Stacy Griffith	512	551	593	561	676	527	454	374	673	304	419	407	6051
Stephen Draehn	39	68	90	41	50	46	182	95	127	51	132	87	1008
Brian Scheffer	0	21	59	0	0	0	0	0	0	0	0	0	80
Total Calls													66773



## 911 Calls

## CALL COUNT FOR 2011

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Agent	4	5	44	38	14	145	8	6	6	2	4	5	281
Ballard, Becky	19	9	11	13	0	18	15	5	0	0	6	1	97
BVCOG911	0	0	0	0	0	0	62	8	0	0	7	0	77
Draehn, Stephen	17	24	45	13	18	77	64	27	38	21	80	67	491
Eaton, Austin	64	27	27	56	20	0	40	60	42	40	19	50	445
Franco, Denice	312	261	282	429	229	358	261	270	232	325	163	329	3451
Griffith, Stacy	207	174	249	221	217	215	183	153	396	142	283	225	2665
Hahn, Rebecca	197	134	186	160	162	172	196	182	158	133	89	80	1849
Hartfield, Jerod	236	202	256	296	266	251	329	271	142	381	265	226	3121
Juarez, Frank	0	0	0	0	0	141	218	341	363	295	253	233	1844
Keeton, Cathryn	226	213	122	0	171	111	109	168	300	282	234	201	2137
LaBeth, Jeffrey	208	173	238	154	174	147	195	127	146	152	149	179	2042
Magjarevich, Richard	99	168	162	141	151	172	139	155	117	197	197	185	1883
Martin, Barbara	227	214	189	244	174	172	200	228	213	180	183	117	2341

# 911 Calls

## CALL COUNT FOR 2011

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Neville, Julie	168	198	254	243	217	357	239	267	194	245	261	244	2887
Nichols, Michael	97	41	162	66	60	158	54	0	81	0	0	0	719
None (Abandoned)	291	263	284	268	268	316	319	307	329	306	292	342	3585
Nowak, David	73	155	160	120	155	111	92	100	130	54	85	84	1319
Parm, Linda	138	137	92	167	164	235	178	162	222	103	132	172	1902
Royall, Nicole	152	116	88	159	147	175	72	165	151	179	162	203	1769
Ruemke, Pamela	0	0	1	2	0	0	0	3	10	4	1	16	37
Scheffer, Brian	0	16	27	0	0	0	0	0	0	0	0	0	43
Total	2735	2530	2879	2790	2607	3331	2973	3005	3270	3041	2865	2959	34985

The peak month for 911 calls was the month of June, which had a total of 3,331 calls. The average calls per month for 2011, was 2,915 calls. Attached to this section will be the yearly Aurora Report from CAD.

# ProQA – EMD-Aqua

## 2011 Statistics and Compliance

This was our third complete year to be using the Pro-QA software for EMD Case Entry. Our total agency Protocol Compliance went from 91.93 % in 2010 to 95.68% in 2011. Our goal that was set at the beginning of the year was 98 % and we are getting closer to achieving this goal. This number is a goal set so that we can become an accredited agency through the National Academy of Emergency Medical Dispatch.

A Pro-QA score of 95% by all EMD's is what is written in our Pro-QA Policy and Procedures Manual. As of the end of 2011, these are the averages of all agency employees (full-time and part-time):

- Becky Ballard 96.44%
- Stephen Draehn 97.06%
- Austin Eaton 97.29%
- Denice Franco 97.84%
- Stacy Griffith 95.24%
- Rebecca Hahn 95.41%
- Jerod Hartfield 96.61%
- Frank Juarez 93.78% (Started Pro-QA June 2011)
- Catheryn Keeton 95.54%
- Jeffery LaBeth 89.61%
- Richard Magjarevich 97.66%
- Barbara Martin 94.39%
- Julie Neville 98.44%
- Michael Nichols 98.60%
- David Nowak 91.04%
- Linda Parm 94.97%
- Nicole Royal 96.06%
- Pamela Ruemke 83.77%
- Sherri Stakes 86.60%

The total number of cases reviewed in 2011 was 1,626 calls or about 31.82% of the total number of EMS calls for service. A complete breakdown of AQUA Reports will be attached to this section of this yearly report.

# ProQA – EMD-Aqua

## 2011 Statistics and Compliance

Our worst scores occurred in the Pre-Arrival Instructions phase of Pro-QA. This is probably the most important column and this is where we failed the worst. Our compliance score was 47.59% out of 66 calls handled on this level. This is the spot in Pro-QA where we give CPR instructions, instructions for Choking patients, Childbirth, and Airway Maintenance. To improve these scores in 2012 should be our main goal. This can be achieved by more in house training on the protocol and more training on how to handle difficult and stressful calls.

We are doing good as an agency at Pro-QA, but we haven't all arrived at this level yet. For some it is just not doing that many calls, for others it is making the same mistakes over and over. Each of us needs to remember to follow the protocol word for word and there will be no mistakes. Deviate from the protocol and your scores will remain below our set goals.

# Summary for the Year

## 2011 CONCLUSION

For the year, Communications created 67,092 calls for service. The breakdown is as follows:

CALL FOR SERVICE TYPE	CALLS FOR SERVICE	PERCENT OF TOTAL
ABANDONED VEHICLE	247	0.37
ABDOMINAL PAIN	70	0.1
ABDUCTION	3	0
AGENCY	308	0.46
ALLERGIES	18	0.03
ANIMAL BITE	58	0.09
ANIMAL COMPLAINT	691	1.03
ASSAULT	289	0.43
BACK PAIN	25	0.04
BAR CHECK	95	0.14
BEE	2	0
BREATHING PROBLEMS	392	0.58
BURGLARY	221	0.33
BURGLARY - VEHICLE	82	0.12
BURN VIOLATION	17	0.03
BURNS	2	0
BUSINESS CHECK	431	0.64
CARBON MONOXIDE	10	0.01
CARCASS	94	0.14
CARDIAC	44	0.07
CHEST PAIN	218	0.33
CHILD ABUSE/NEGLECT	11	0.02
CHOKING	26	0.04
CIVIL CALL	1024	1.53
CLEAR PARKING LOT	5	0.01
CLOSE PATROL	320	0.48
COMPLAINANT	1074	1.6
COURT	66	0.1
CRASH	1148	1.71
CRIMINAL MISCHIEF	396	0.59
CRIMINAL TRESPASS	261	0.39

CROWD CONTROL	10	0.01
DEATH INVESTIGATION	29	0.04
DIABETIC PROBLEMS	72	0.11
DISORDERLY CONDUCT	50	0.07
DISTURBANCE	920	1.37
DL	240	0.36
DRIVING WHILE INTOXICATED	16	0.02
DROWNING	4	0.01
DUMPSTER FIRE	3	0
E-911 HANG UP	579	0.86
E-911 OPEN LINE	111	0.17
ELECTRIC SERVICE	238	0.36
ELECTROCUTION	2	0
EMS TEST	371	0.55
ENTRAPMENTS(NON-VEH)	2	0
ESCORT	111	0.17
EXPLOSION	2	0
EXPOSE	12	0.02
EYE PROBLEMS	1	0
FALLS	536	0.8
FIGHT	132	0.2
FIRE	51	0.08
FIRE ALARM	353	0.53
FIRE SAFETY INSPECTION	70	0.1
FIRE TEST	369	0.55
FIREWORKS	16	0.02
FIRST RESPONDER TEST	364	0.54
FOLLOW UP	1071	1.6
FOOT PATROL	187	0.28
FORGERY	39	0.06
FUNERAL ESCORT	64	0.1
GAS ODOR	86	0.13
GAS SERVICE	53	0.08
GRASS FIRE	161	0.24
HARASSMENT	215	0.32
HAZMAT	5	0.01
HEADACHE	14	0.02
HEART PROBLEMS	73	0.11
HEAT/COLD EXPOSURE	9	0.01
HEMMORRHAGE/LACERATIONS	65	0.1
IDENTITY THEFT	23	0.03
ILLEGAL BURNING	79	0.12
ILLEGAL DUMPING	27	0.04
IMPROPERLY PARKED VEHICLE	81	0.12

INFORMATION	1358	2.03
INTOXICATED PERSON	143	0.21
JUVENILE UNRULY	185	0.28
LC	3526	5.26
LIFELINE ALARM	89	0.13
LIVESTOCK OUT	1325	1.98
LOST PROPERTY	40	0.06
LP	8340	12.44
MEDICAL	51	0.08
MENTAL SUBJECT	125	0.19
MESSAGE DELIVERY	14	0.02
MINOR IN POSSESSION	9	0.01
MISSING PERSON	62	0.09
MOTORIST ASSIST	965	1.44
NARCOTIC	201	0.3
NEW CALL	677	1.01
NOISE	363	0.54
OPEN DOOR/WINDOW	146	0.22
OVERDOSE	27	0.04
PARKS CHECK	52	0.08
POLICE ALARM	1357	2.02
PREGNANCY/CHILDBIRTH/MISCARRIAGE	22	0.03
PRE-PLAN	113	0.17
PRISONER TRANSPORT	427	0.64
PROQA	9	0.01
PROWLER	57	0.09
PSYCHIATRIC	65	0.1
PUBLIC SERVICE	1581	2.36
PURSUIT	1	0
RACING	17	0.03
RECKLESS DRIVER	966	1.44
RECOVERED PROPERTY	113	0.17
RESCUE	1	0
ROBBERY	7	0.01
RUNAWAY	59	0.09
SEIZURES	168	0.25
SEWER	40	0.06
SEXUAL ASSAULT	22	0.03
SHOOTING	5	0.01
SHOPLIFTER	79	0.12
SHOTS FIRED	83	0.12
SICK PERSON	724	1.08
SIGNAL	67	0.1
SMOKE INVESTIGATION	130	0.19

SP	2	0
SPECIAL ASSIGNMENT	241	0.36
STAB/GUNSHOT/PENETRATING TRAUMA	4	0.01
STOLEN VEHICLE	81	0.12
STROKE	94	0.14
STRUCTURE FIRE	55	0.08
SUBPOENA	105	0.16
SUICIDE	24	0.04
SUSPICIOUS ACTIVITY	994	1.48
SUSPICIOUS PACKAGE	9	0.01
SUSPICIOUS PERSON	447	0.67
SUSPICIOUS VEHICLE	726	1.08
T	20115	30.01
THEFT	596	0.89
THREAT	204	0.3
TRAFFIC COMPLAINT	191	0.28
TRAFFIC CONTROL	524	0.78
TRAFFIC HAZARD	565	0.84
TRANSFER	1047	1.56
TRAUMATIC INJURIES	96	0.14
UNATTENDED VEHICLE	3	0
UNCONSCIOUS/FAINTING	237	0.35
UNKNOWN PROBLEM	30	0.04
UNLOCK VEHICLE	12	0.02
VEHICLE FIRE	38	0.06
VOUCHER	41	0.06
WARRANT	802	1.2
WASHDOWN	10	0.01
WATER LEAK	287	0.43
WATER SERVICE	101	0.15
WEAPON	17	0.03
WELFARE CONCERN	959	1.43
<b>Total Calls For Service:</b>	<b>67032</b>	



# Summary for the Year

## 2011 CONCLUSION

This breaks down to an average of 5,586 calls for service per month, 188 calls for service per day, and 8 calls for service per hour. Call volume for each day of the week is as follows:

- Sunday's 8,819 total calls:
  - Day Shift 2,907 calls
  - Evening Shift 3,507 calls
  - Night Shift 2,405 calls
  
- Monday's 9,297 total calls:
  - Day Shift 3,686 calls
  - Evening Shift 3,821 calls
  - Night Shift 1,790 calls
  
- Tuesday's 9,723 total calls:
  - Day Shift 3,821 calls
  - Evening Shift 4,034 calls
  - Night Shift 1,868 calls
  
- Wednesday's 9,195 total calls:
  - Day Shift 3,569 calls
  - Evening Shift 3,788 calls
  - Night Shift 1,838 calls
  
- Thursday's 9,559 total calls:
  - Day Shift 3,628 calls
  - Evening Shift 4,050 calls
  - Night Shift 1,881 calls
  
- Friday's 10,299 total calls:
  - Day Shift 3,746 calls
  - Evening Shift 4,263 calls
  - Night Shift 1,990 calls

# Summary for the Year

## 2011 CONCLUSION

- Saturday's 10,200 total calls:
  - Day Shift 3,513 calls
  - Evening Shift 4,246 calls
  - Night Shift 2,441 calls

The Day Shift for 2011, created 24,870 calls for service. The breakdown of calls per hour is as follows:

- |        |             |                      |
|--------|-------------|----------------------|
| • 0700 | 2,616 calls | 7.34 calls per hour  |
| • 0800 | 2,836 calls | 7.96 calls per hour  |
| • 0900 | 3,217 calls | 9.03 calls per hour  |
| • 1000 | 3,229 calls | 9.07 calls per hour  |
| • 1100 | 2,878 calls | 8.08 calls per hour  |
| • 1200 | 3,002 calls | 8.43 calls per hour  |
| • 1300 | 3,273 calls | 9.19 calls per hour  |
| • 1400 | 3,819 calls | 10.72 calls per hour |

The Evening Shift for 2011, created 27,709 calls for service. The breakdown of calls per hour is as follows:

- |        |             |                      |
|--------|-------------|----------------------|
| • 1500 | 3,413 calls | 9.58 calls per hour  |
| • 1600 | 3,045 calls | 8.55 calls per hour  |
| • 1700 | 3,055 calls | 8.58 calls per hour  |
| • 1800 | 4,111 calls | 11.54 calls per hour |
| • 1900 | 3,497 calls | 9.82 calls per hour  |
| • 2000 | 3,860 calls | 10.84 calls per hour |
| • 2100 | 3,737 calls | 10.49 calls per hour |
| • 2200 | 3,291 calls | 9.24 calls per hour  |

# Summary for the Year

## 2011 CONCLUSION

The Night Shift for 2011, created 14,213 calls for service. The breakdown of calls per hour is as follows:

- 2300 3,044 calls 8.55 calls per hour
- 2400 2,782 calls 7.81 calls per hour
- 0100 2,244 calls 6.30 calls per hour
- 0200 1,690 calls 4.74 calls per hour
- 0300 1,184 calls 3.32 calls per hour
- 0400 841 calls 2.36 calls per hour
- 0500 1,109 calls 3.11 calls per hour
- 0600 1,319 calls 3.70 calls per hour

# Human Resources & Risk Management

## 2011 Annual Report

Janie Mehrens – HR/Risk Manager  
Susan Nienstedt – Assistant HR Manager  
Joyce Mahanay – HR Assistant



## **Leadership and Loss Prevention Training**

*"Thanks, I needed that." "Good information for supervisors at all levels."*

The Supervisor Leadership Course was revamped and reinstated in 2010. In an effort to promote continuous leadership learning, the HR Department created a monthly training schedule for managers and employees. All managers and supervisors were invited to monthly learning sessions including "Surviving the Stress of Constant Change", presented by the University of Texas Employee Assistance Program, and "Importance of Documentation" presented by the EEOC. Chief Rex Phelps shared his organizational philosophy he has developed titled "E to the 4<sup>th</sup> Power" to the supervisors and managers that were not in the Supervisor Leadership course last year. A wide variety of safety training topics were presented to department staff each month by LCRA Safety Specialists, and specific department related safety topics were presented as requested. In addition to face-to-face training, online leadership and safety training options were offered each quarter by TML IRP, where employees could take courses at their own pace and obtain certificates of completion for each course completed.

The city-wide implementation of the new Windows 7 operating system created the need for additional computer training this year. Employees were offered an overview course of the new operating system, as well as various levels of specific program training. Computer training classes were taught by Susan Nienstedt throughout the year with 65 employees completed the classes offered.

## **TMRS Regional Pre-Retirement Conference**

The City of Brenham was pleased to serve as host for a TMRS Regional Pre-Retirement Conference on February 2, 2011. While local arrangements were coordinated by the City's HR staff, TMRS made arrangements for speakers and refreshments. The conference was one of ten scheduled throughout the state in 2011 to provide employees with a better understanding of their TMRS benefits and make plans for their retirement. The program included TMRS speakers with experts in Social Security benefits and a local financial and estate planning expert.

Because of unusually cold weather conditions on the day of the conference, ERCOT (Energy Reliability Council of Texas) had to institute a series of rolling blackouts because of the reduced capacity of the state power grid due to more than 50 power-generation units being offline. The TMRS conference held at the Fireman's Training Center was hit twice by the blackouts causing two presenters to read their presentations by flashlight for the 15 minutes or so the power was off, which made for an interesting conference.

## Policy & Procedures

The ADP Portal continues to serve as the City's Intranet where employees can sign on through one login to access their electronic timesheets, personal financial information such as current and prior year W-2's, copies of pay stubs, tax withholding (W-4) information and the like. ADP populates the personal financial information on the Portal from the payroll data generated each pay period.



The ADP Portal managed by Susan Nienstedt, is continuously updated with information of particular interest to City of Brenham employees. This includes schedules for training events, city-wide announcements and news, as well as internal forms and policy manuals. Information regarding the city's group health plan and links to frequently used sites such as Texas Municipal Retirement System, TML IEBP (Group Health Plan), and supplemental coverage providers are also available to employees.

During the last quarter of the year, the HR office was granted access to the Texas Municipal Retirement System City Portal system. This allows HR staff to access retirement information online, as well as Finance and Payroll staff are able to view financial information regarding the TMRS system. HR staff now has the ability to look at retirement data for employees and run estimates for retirement with the employee's authorization. Retirement eligibility, vesting information, and retiree reports are all available through the TMRS City Portal.

## Risk Management

The renewal in September of various property and liability coverage with Texas Municipal League Intergovernmental Risk Pool for FY 2012 showed a significant decrease in cost while maintaining the same limits of liability and deductibles as FY2011. Because of reductions in rates for 2011-12 and improved experience which resulted in a more favorable experience modifier, the City of Brenham's contribution for property and liability coverage decreased by an estimated \$35,687 for FY12.

Workers' Compensation rates for paid police officers were reduced by 8% and for paid fire fighters by 3%. Overall liability rates were reduced by 2.1% for the first \$1 million in coverage and aviation rates were reduced by 10%. Property rates were not reduced and the Board deferred a decision on an equity return.

In addition the decrease in contributions, the City also received an Equity Return of \$28,933. The savings in contributions to the pool totaled almost \$65,000 compared to FY11.

Although coordinated by the Human Resources/Risk Management Department, risk management can only attain a successful outcome through the cooperation of all the City departments in adhering to established safety practices and requirements. Managers are responsible for providing a place of employment that is free from recognized hazards that could result in accidents or injuries. They must ensure that all supervisors and employees are trained and are aware of their safety responsibilities. To achieve that goal, the City avails itself of the Loss Prevention Services offered through TML IRP, LCRA, and other organizations that provide such services as well as presenting in-house training sessions.

## **HR/Risk Manager serves as TMHRA President**

After serving four years as a Trustee and one-year terms as Secretary/Treasurer and Vice-President, Janie Mehrens assumed the presidency of Texas Municipal Human Resources Association in October 2010. Organized in 1950 to promote and advance the professional development of public personnel practitioners throughout the State of Texas, the association provides opportunities for continued growth and development through its three major conferences each year: Texas Public Employers Labor Relations/Civil Service Conference, Annual Conference and Employment Law Conference. The association serves actively with the Texas Municipal League to represent the views of its membership to the Texas Legislature. HR professionals testified before the Legislature on the TMRS restructuring bill which resulted in a significant decrease in contribution rates for Texas cities.

# Human Resources/Risk Management

## Department Statistical Report Calendar Year 2011

- Held monthly Supervisor/Management and Employee Safety training courses
- Provided computer training classes for 65 employees
- Qualified Computer Training Program for CPE Sponsor for Certified Public Accountants
- Processed 60 new hires including 18 full time and 42 part time. This includes
  - Accepting applications
  - Advertising
  - Interviewing
  - Testing
  - Arranging for physicals and drug screens
  - Processing new hire paperwork
- Processed 72 terminations including 15 full time and 57 part time. This includes resignations, retirements, discharges and the like
- Processed 907 applications for employment
- Processed 27 Workers' Compensation claims
- Assisted with budget projections for departmental expenditures of FY11 and FY12 salaries and benefits
- With Holmes Murphy & Associates coordinated RFP's for medical, group term life/ADD, and long term disability and placement of coverage
- Coordinated special events and activities: Holiday Party in January 2011, retirement receptions
- Coordinated with City Manager's office service recognitions for 35 employees
- Coordinated annual enrollment for cafeteria plan
- Coordinated annual health fair with over 260 employees, spouses and volunteers participating
- Coordinated random drug testing program for CDL drivers and Gas Department
- Coordinated property/auto claims with insurance companies, claimants and City Staff
- Handled employee requests for assistance with medical, dental, and miscellaneous insurance claims and/or questions
- Conducted purchase and implementation of all insurance coverage for FY12 (general liability, public officials' liability, etc. and group health)
- Prepared various reports and schedules as requested by city personnel, outside auditors; completed surveys and requests for information from other cities and entities
- Represented the City of Brenham at various events including Brenham High School Career Fair and Job Partnership Training.