



## Public Safety

### *7.1 — Introduction*

As the Comprehensive Plan guides current and future development of the City, a chapter devoted to public safety fulfills an important role, as police, fire, emergency medical services, and emergency management are inextricably linked to community and economic development. Development and sustainability are dependent upon the City's public safety expertise, as police, fire, emergency medical services, and emergency management define a community's quality of life, just as the built environment—businesses, residences, infrastructure, streetscape, and landscape—illustrate a community's character, brand, and vibrancy. Stellar public safety is vital for outstanding community and economic development, as potential residents, businesses, and visitors seek to reside, invest, conduct business, and travel within safe, stable environs.

Webster has had a longstanding reputation for accommodating, funding, and promoting top-notch public safety services. The City's Police Department, with its staff of 64 and prestigious award as a "recognized" law enforcement agency by the State, or the new 22,000 square foot fire station, or the recent, rarified ISO rating of 1, or the staff position wholly assigned to emergency management, or the number of mutual aid agreements all attest to Webster's commitment to public safety. While the community features a residential population of less than 11,000, its daytime population exceeds 200,000 due to its 2,500 businesses. Webster's ability to respond immediately to emergency calls (police, fire, or EMS) proactively prevent crime, or contend in advance with weather events is tremendously important to the municipality's constituents who rely on unsurpassed, efficient, and effective round-the-clock public safety services.

Superior public safety services have many benefits, including lower insurance rates, reduction in crime, quick responses during emergencies, and increased public awareness. Just as the Comprehensive Plan addresses and guides current and future growth of the City, this section is devoted to planning for public safety services amid that growth.

### *7.2 — Police*

For nearly a decade, the Webster Police Department has earned highly prestigious acclaim by the Texas Police Chiefs Association Law Enforcement Recognition Program. This recognition award, which is the gold standard for police agencies, represents stringent compliance with 164 best practices for nearly every aspect of law enforcement operations. This voluntary program, that requires both an in-depth internal and exter-

nal analysis, review, and testing to prove compliance with a multitude of rigorous standards was achieved by the Webster Police Department in 2010 and recently earned again in 2014, as the accreditation carries a four-year life.

Just as the municipality is unique in its composition of businesses and residences, amid major arteries, like Interstate 45, Bay Area Boulevard, and NASA Parkway, Webster's Police Department is unique, as it not only keeps pace with the continuous influx of visitors but also strives to proactively reduce crime and traffic incidents. With 20 apartment complexes, 17 hotels, and 2,500 businesses, Webster's Police Department has Crime Investigation, Patrol, Communications, and Administration Divisions. Crime Investigation is responsible for solving high profile cases and incorporating surveillance operations, as well as deploying bait vehicles to curtail vehicle thefts. Patrol reduces traffic accidents and vehicle crimes and enhances enforcement procedures for illegal drug activity. Communications ensures rapid, efficient dispatch, promotes customer relations, processes reports, and responds to open records requests. Administration leads the entire department, manages the day to day operations, maintains the Recognition Program requirements, oversees the budget, provides training opportunities, and maintains media and public relations. Further, the Webster Police Department has been very successful in applying and attaining grants for equipment and training. In fact, over the past decade, those grants amount to \$873,300. The Police Department is optimistic that grant opportunities will be available in the future.

Webster's Police Department's goal of Intelligence led policing, whereby the



WEBSTER'S POLICE  
HEADQUARTERS

department assesses and manages risk to deter crime, has been very successful. In this model, the police department gathers and analyzes crime and social data to identify criminals and crime trends within the community and surrounding region. This analysis directly affects the allocation of police resources to prevent, deter, and respond to crime trends. The creation of a street crimes unit has been instrumental, as this group is on the forefront of gathering intelligence and analyzing trends within the community.

In 2006, the Webster Police Department created the Citizens Police Academy, a 10-week program designed to educate citizens about the duties, responsibilities, policies, and procedures of the Department. This highly successful program that covers myriad topics related to law enforcement, including patrol, police equipment, special response team, defense tactics, narcotics, DWI, laws, dispatching, records, criminal investigations, fingerprints, crime scene investigations, gangs, domestic violence, sexual assault, child abuse, K-9 division, street crimes, fire arms training, and more, enables students to ride along with an officer on patrol and engage in realistic activities and real-time, relevant interaction.

### 7.3 — Fire Protection

Webster’s Fire Department is committed to protect constituents’ lives, property, and the environment. This premier department, with its staff of 30 permanent part-time firefighters, and full-time fire chief, fire marshal, assistant fire marshal, and fire prevention specialist, provides round-the-clock coverage and sets the standards for best



WEBSTER PATROL CAR

practices in the region, state, and nation for prevention and response. This department is modifying its staffing to include fire shift commanders to oversee group management, coordination, fire training, safety, technical and support services. The new Fire Station 1, completed in 2013, augments the City's fire-fighting and emergency response prowess and keeps pace with the City's commercial and residential growth. The 22,000 square foot station, which was built to withstand winds of 146 miles per hour, serves as a back-up Emergency Operations Center (EOC) and consolidates fire operations, the fire marshal division, fire administration, emergency medical services, and emergency management. This premier facility serves as home base for the Fire Department's regional search and recovery dive team, which at any moment can



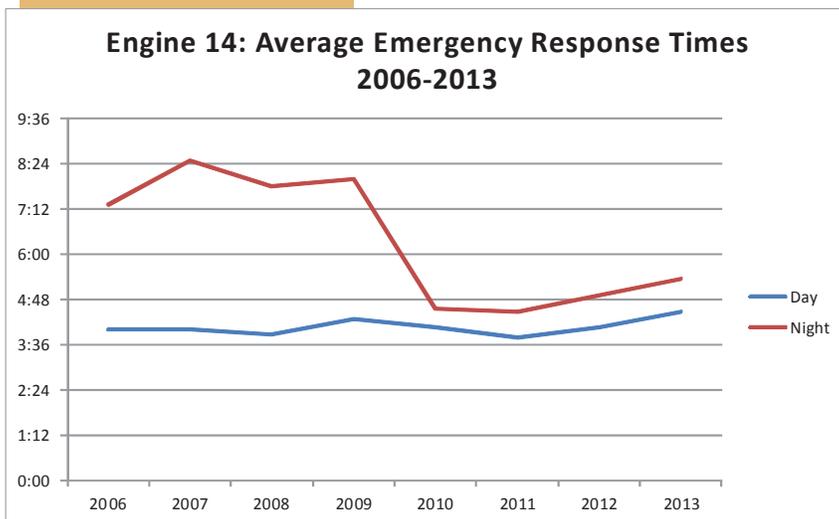
WEBSTER'S FIRE STATION #1

assist in water emergencies.

As Webster's Fire Department provides services not only to the City—responding to structural fires, motor vehicle accidents, medical incidents, fire alarms, severe weather, natural disasters, and emergencies—but also renders mutual aid to surrounding areas, as well as throughout the state, the new station with its six spacious bays, has been built to serve the growing community for decades. (Figure 7.1)

Webster is one of 60 cities within the entire United States that can tout an Insurance Services Office (ISO) rating of 1, and that top classification is the result of the City's exceptional level of fire service and investment in personnel, apparatus, facilities, services, training, and inspections. The Fire Department will continue to provide exemplary services as it keeps pace with a growing commercial and residential population. Just as the Department transitioned from a volunteer firefighting format in 2010 to that of permanent part-time in order to expedite calls for service, reduce response times, and staff the station round-the-clock, the new station, consolidation of emergency services, and top-tier fire protection rating set Webster's Fire Department apart from most.

FIGURE 7.1: ENGINE 14 AVERAGE EMERGENCY RESPONSE TIMES



#### 7.4 — Emergency Medical Services (EMS)

The Fire Department oversees the emergency medical services operation that is consolidated within Fire Station 1. Webster contracts with a private provider for emergency medical services that exceeds an advanced life support level of service. A minimum of one ambulance is dedicated to the City, although the contractor has multiple units in reserve. Emergency Medical Services (EMS) meets stringent response criteria that is monitored by Webster's Fire Chief. As EMS operations are critical to the City, if the provider fails at any time to meet contractual

SOURCE: WEBSTER FIRE DEPARTMENT, WEBSTER AVERAGE ALARM REPORT FOR ENGINE 14 2006-2013.

components, the process to obtain a new contractor will be implemented.

As EMS, Fire, and Emergency Management are consolidated within Fire Station 1, the trio of emergency services is enhanced and streamlined. Myriad elements, such as computer aided dispatch, direct communication among providers and staff, discussion of techniques, strategies, and best practices, and the fact that Webster's firefighters hold a basic minimum certification of Emergency Medical Technician, characterize Webster's top-notch emergency response prowess.

### 7.5 — Emergency Management

The City has an Emergency Management Coordinator who oversees the planning and implementation of the City's Emergency Management Program, which guides the municipality through each of the four phases of emergency management. The four phases include:

**Mitigation** — removal of conditions that may become hazardous

**Preparedness** — development of a plan of action, including information on personnel, equipment, supplies, and services available to the City during floods, severe weather, hurricanes, hazardous material events, or terrorism

**Response** — mobilization of necessary services and responders, including secondary services, such as specialized rescue teams

**Recovery** — restoration of life to a pre-event state

Webster's Emergency Management serves as a cooperative model that illustrates meticulous planning, regional focus, and adherence to stringent FEMA guidelines. Emergency Management works as a liaison with Fire, Police, Public Works, and, virtually every City department, as well as outside organizations, such as NASA's Johnson Space Center and area hospitals, to manage the distribution of resources and allocation of assets for emergencies. Mutual aid agreements, memorandums of understanding, and coordination with a bevy of public and private entities represent a "force multiplier" in terms of leveraging resources for emergencies, so Webster is prepared before a disaster strikes.

Additionally, Emergency Management conducts a number of outreach and highly publicized good-will activities, such as Community Emergency Response Team (CERT) training, transport for the Shuttle replica and Shuttle Carrier Aircraft, and Fourth of July festivities, as well as grants oversight for the State's Office of Emergency Management.



THE SHUTTLE CARRIER AIRCRAFT MOVES THROUGH WEBSTER ON THE WAY TO SPACE CENTER HOUSTON IN APRIL 2014.

as well as grants oversight for the State's Office of Emergency Management.

## 7.5.1 — Definition, Vision, Mission, and Principles

### *Definition*

Emergency management is the managerial function charged with creating the framework within which communities reduce vulnerability to hazards and cope with disasters.

### *Vision*

Emergency management seeks to promote safer, less vulnerable communities with the capacity to cope with hazards and disasters.

### *Mission*

Emergency management protects communities by coordinating and integrating all activities necessary to build, sustain, and improve the capability to mitigate against, prepare for, respond to, and recover from threatened or actual natural disasters, acts of terrorism, or other man-made disasters.

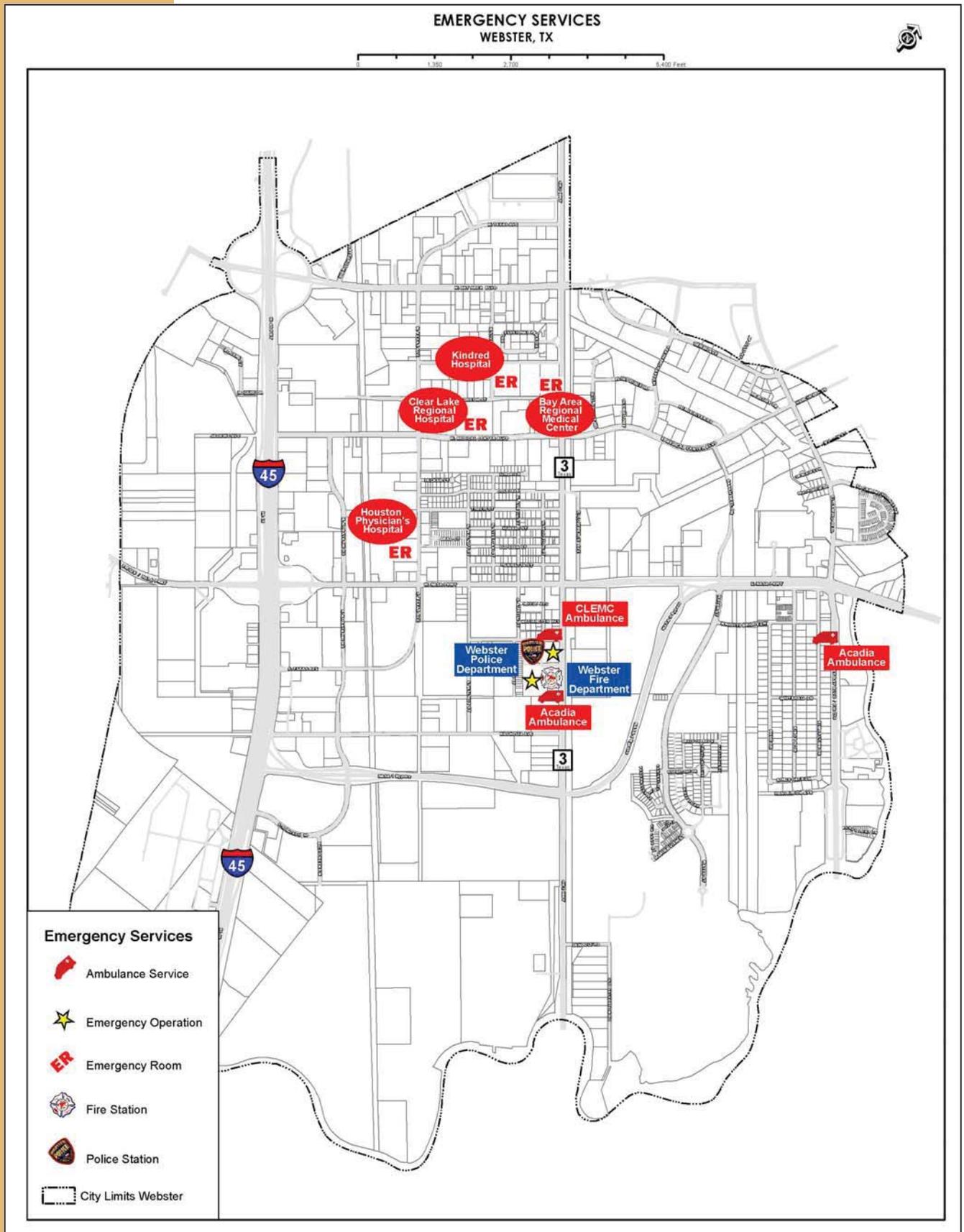
### *Principles*

Emergency management encompasses these tenets:

- **Comprehensive** – emergency managers consider and take into account all hazards, all phases, all stakeholders and all impacts relevant to disasters.
- **Progressive** – emergency managers anticipate future disasters and take preventive and preparatory measures to build disaster-resistant and disaster-resilient communities.
- **Risk-driven** – emergency managers use sound risk management principles (hazard identification, risk analysis, and impact analysis) in assigning priorities and resources.
- **Integrated** – emergency managers ensure unity of effort among all levels of government and all elements of a community.
- **Collaborative** – emergency managers create and sustain broad and sincere relationships among individuals and organizations to encourage trust, advocate a team atmosphere, build consensus, and facilitate communication.
- **Coordinated** – emergency managers synchronize the activities of all relevant stakeholders to achieve a common purpose.
- **Flexible** – emergency managers use creative and innovative approaches in solving disaster challenges.
- **Professional** – emergency managers value a science and knowledge-based approach based on education, training, experience, ethical practice, public stewardship and continuous improvement.

**SOURCE:** [HTTP://TRAINING.FEMA.GOV/EMIWEB/EDU/DOCS/EMPRINCIPLES/PRINCIPLES%20OF%20EMERGENCY%20MANAGEMENT%20BROCHURE.DOC](http://training.fema.gov/EMIWEB/EDU/DOCS/EMPRINCIPLES/PRINCIPLES%20OF%20EMERGENCY%20MANAGEMENT%20BROCHURE.DOC)

FIGURE 7.2: EMERGENCY SERVICES  
IN WEBSTER, TX



## 7.6 — Vision, Goals and Actions

The Comprehensive Plan stakeholders formulated a vision, series of goals, and actions to serve as a framework for implementation of the public safety chapter. These goals and actions are numbered for reference purposes only and do not suggest a priority.

### Vision

*Maintain a safe municipality that has the ability to manage emergencies, hazards, and disasters effectively.*

### Law Enforcement: Goal 7.1

*Prevent, control, and reduce crime.*

**Action 1**

Provide an appropriate level of law enforcement services

**Action 2**

Foster mutual aid agreements with other local, state, and federal law enforcement agencies

**Action 3**

Maintain an average response time of four minutes or less for priority 1 (life threatening) calls

**Action 4**

Utilize innovative policing techniques for reducing crime within the community

### Law Enforcement: Goal 7.2

*Collaborate with citizens, businesses, and other stakeholders to prevent crime.*

**Action 1**

Partner with community stakeholders to educate the public about crime prevention

**Action 2**

Support neighborhood crime watch groups, citizens police academy programs, and other volunteer-based initiatives to reduce crime

### Fire Department: Goal 7.3

*Maintain a high level of service.*

**Action 1**

Ensure that “first out” (engine/aerial/rescue) apparatus has four personnel assigned

per unit, and ancillary and support units are adequately staffed

**Action 2**

Plan for additional personnel and equipment as residential population exceeds 15,000 residents, or commercial businesses exceed 3,000, and call volume exceeds 1,500 requests annually

**Action 3**

Review and modify the Fire Protection Plan to ensure best practices are achieved

**Action 4**

Monitor and analyze fire operations to provide appropriate service

**Action 5**

Provide an average response time of four minutes, 59 seconds or less for priority 1 (life threatening) calls

**Action 6**

Foster mutual aid agreements with other local, state, and federal law enforcement agencies

## Fire Department: Goal 7.4

*Maintain and replace apparatus as needed to ensure Webster's ability to meet service demand*

**Action 1**

Replace vehicles according to time in service  
Aerial apparatus every 15 years  
Fire Department engines every 10-20 years  
Lightweight support vehicles every 5 years

**Action 2**

Purchase vehicles and equipment as needed to meet demand or special conditions

## Emergency Medical Service (EMS): Goal 7.5

*Deliver effective level of service*

**Action 1:**

Ensure appropriate level of emergency medical services to satisfy calls for service:  
Achieve response time of under four minutes, 59 seconds for 90% of priority one (life threatening) calls and response time of under nine minutes, 59 seconds for priority two (non-life threatening) calls

## Emergency Management: Goal 7.6

*Achieve an effective plan*

**Action 1**

Coordinate with multiple departments, volunteers, non-profits, state, local, and federal agencies, and surrounding jurisdictions to plan for emergencies

**Action 2**

Ensure that the City's plan is compliant with State and Federal guidelines