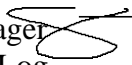




Date: February 5, 2024  
From: Dr. Crystal Caldera, City Manager   
Subject: 6310 Sunview Fire - Dispatch Log

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**Incident Date: 1/21/2024**

50:06 - Caller 1. 6831 Forest Meadow. The caller reported a fire behind his house. House completely engulfed. Does not know the address.  
52:58 - Caller 1 call ends.  
51:02 - Caller 2. Ms. Scranton 6310 Sunview. Different dispatcher. This call is happening at the same time Caller 1 is on the phone.  
51:02 - Caller 3. 6839 Forest Meadow. Different dispatcher. The fire behind her house is on fire. Doesn't know the address. This call is happening at the same time Caller 1 and Caller 2 are on the phone.  
51:18 - Caller 4. 6306 Sunview neighbor's house is on fire doesn't know the address, but its on Sunview. This call is happening at the same time Caller 1, Caller 2, and Caller 3 are on the phone.  
51:25 - Caller 5. Neighbor House on Fire. It is on Sunview Street. Still trying to figure out the correct address. Assures caller that we are on the way. This call is happening at the same time Caller 1, Caller 2, Caller 3, and Caller 4 are on the phone.

- ***Call takers take in the calls, put the information in the system, and then the fireside of dispatch sees the notes being populated by the call taker and tries to decipher what needs to happen next. They sort through the information and start dispatching it to the fire department. It is important to note that Fire and Police are on different radio channels; everyone is set up this way.***

52:26- LVPD notified  
53:48 - LVFD notified. Turnout time 2:35. To get gear and load the truck.  
53:59 - Balcones Heights requested. Based on this call, they still are slightly unsure of the address.  
55:43 - LVFD Enroute in 2:35  
59:57- LVFD On scene from in route time 4:14 seconds

I ran the call from the fire station, going roughly between 30 – 35 miles per hour (estimated speed based on a two-ton fire truck), with no stops only slowing at intersections as a Fire truck would. I clocked on the scene at 3:44 seconds. So, the 4:14 seconds it took the fire department to arrive seems reasonable.

Conclusion: Upon reviewing the Police CAD call run, the fire run report, and listening to five 911 calls, it is my opinion that there might have been address confusion, causing a delay of 3 minutes and 42 seconds before the Fire Department was dispatched. The Police, being directly connected to the CAD, were dispatched first and could visually see the flames, rendering the precise address, was easier for them. Once dispatched, the Police efficiently cleared surrounding homes, arranged for a towed vehicle, and prepared the scene for the subsequent arrival of the fire department. Ideally, we would have liked them to have dispatched the fire department with the first caller; however, at the time, they were trying to narrow down the address. We will be meeting with the county at the end of the month to talk about some possible improvements.

If you have any questions, please contact Crystal Caldera, City Manager [c.caldera@leonvalleytexas.gov](mailto:c.caldera@leonvalleytexas.gov) or 210-684-1391- X 219.