



City of La Porte

Established 1892

Police Department

Recognized as a Best Practices Agency by
the Texas Association of Police Chiefs



Media Relations Information for 04/10/2017

Public Relations Officer – Sgt. John Krueger

Office: 281-842-3161

LPPD's Emergency Communications staff to be publicly recognized for dedication



When an emergency occurs, citizens of La Porte are quick to observe Police, EMS, and Fire officials respond. However, these three entities simply could not function without the support of the La Porte Police Department's communication and dispatch staff. As a result of the substantial contributions made by these and the many other national public safety and service professionals, in 1991 Congress proclaimed the second week of each April as National Public Safety Dispatcher Week, to serve as their officially noted week of recognition. In turn, the La Porte Police Department celebrates this year's event by honoring their highly skilled and dedicated Telecommunicator/Dispatch staff.

Last year the La Porte communications staff handled a total of 43,046 telephone calls, and the average response time for police assistance for emergency incidents within the City of La Porte 5.58 minutes, which is well-above the national average and has remained so every year. As members of an organization dedicated to "Improving the quality of life within the City of La Porte" and "Working in Partnership with the Community", they have promoted their Core-Value responsibilities of Commitment, Courage, Integrity, Restraint, Respect, Community Service and Work Ethic. La Porte's Telecommunications staff have continually proven themselves masterful at multitasking; taking service request calls from the public, dispatching police and other emergency services personnel, querying multiple computer databases and communicating with field personnel. Moreover, they are the "Unseen First Responders" who swiftly assess needs and deploy resources.

As a direct result of ongoing community and City support, La Porte Telecommunicators enjoy working in a state-of-the-art Communications Center. The Center is complete with technologically modernized phone workstations, a Computer-Aided Dispatch system, a GPS vehicle locator system, an updated radio system, and a video wall that enables monitoring of various digital images, as well as cameras that are deployed throughout the city in an effort to enhance early identification and response to safety concerns throughout the community. Through these technological advancements, a high-level of ongoing training, and a culture of inter-unit cohesiveness, the Telecommunicators for La Porte have proven invaluable for their city.



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Telecommunicators work tirelessly 24 hours-a-day, and the La Porte Police communications staff will be expressly celebrated by their coworkers throughout the week of April 9-15, 2017 as well as being publicly recognized by the La Porte City Council. For more information on La Porte Police Department's Dispatch operations, please contact the department at 281-842-3177.