

# BASTROP COUNTY, TEXAS

## Public Safety Survey Results

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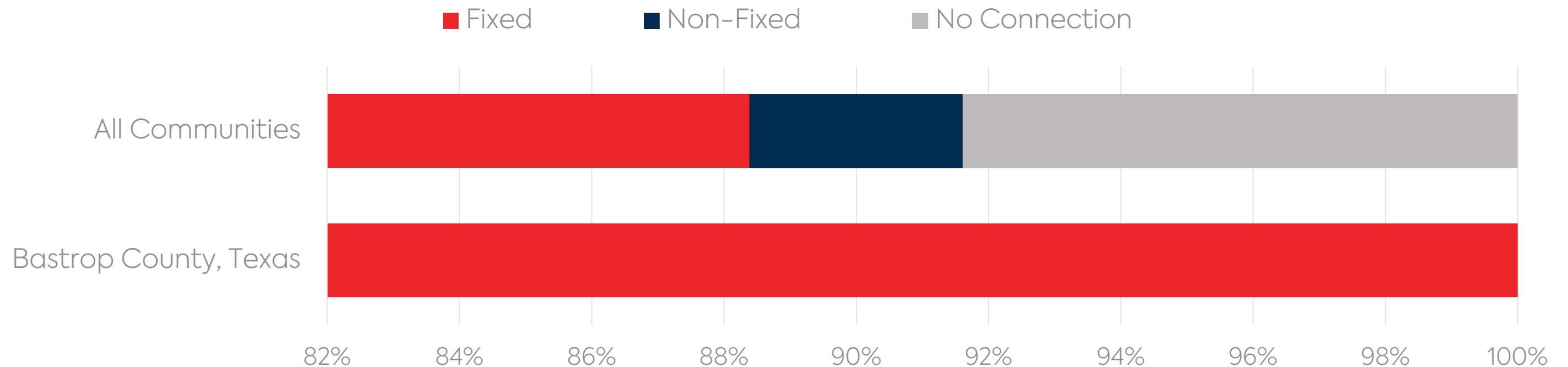
Police, fire, and emergency medical services, along with other supporting staff and organizations, are critical to the health, safety, and well-being of a community. As with the other critical sectors of a community, broadband-enabled technology has changed and improved the ways in which public safety entities serve and protect. Additionally, the internet has brought about a new wave of criminal activity known as cybercrime. Cybersecurity and prevention, along with the swift investigation and response to cybercrime from local, state, and federal law enforcement, can help keep a community safe from virtual threats such as fraud, identity theft, hacking, spam, and ransomware.

These data show the connectivity and use of technology among public safety agencies in the community compared to those in other communities participating in Connected Nation's Connected program. These data should be used to make informed decisions and implement solutions for improving connectivity in the community.

Data from Bastrop County represent survey responses collected between July 6, 2020, and November 16, 2020. Altogether, 13 public safety agencies in the community completed these surveys. Data from all Connected communities represent survey responses collected between January 1, 2017, and January 29, 2021. As more communities participate in the Connected program, these figures are likely to change.

# Public Safety Broadband Adoption

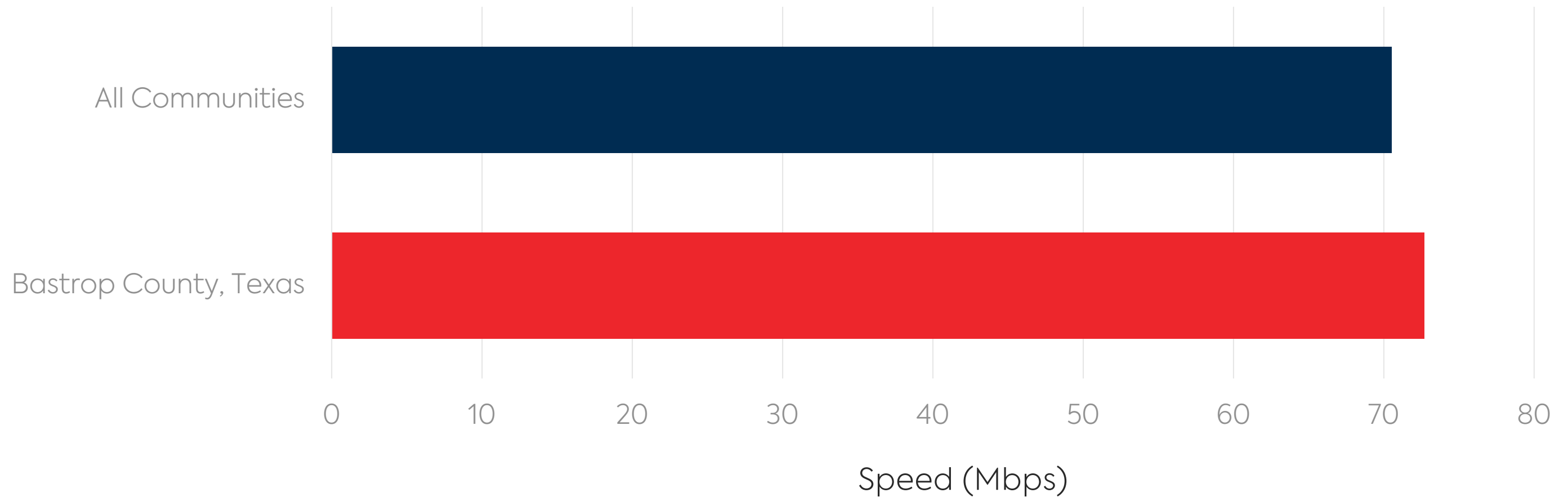
This chart shows the percent of public safety agencies that subscribe to various types of broadband services or that are without a connection. Fixed connections are those provided by cable, DSL, fiber, or fixed wireless technology while non-fixed connections include dial-up, satellite, and mobile-only services. These types of internet services, while providing basic access, can often be plagued by connection latency, have costly monthly data plans, or can be impacted by weather, terrain, large expanses of open water, and other environmental factors.



# Public Safety Download Speeds

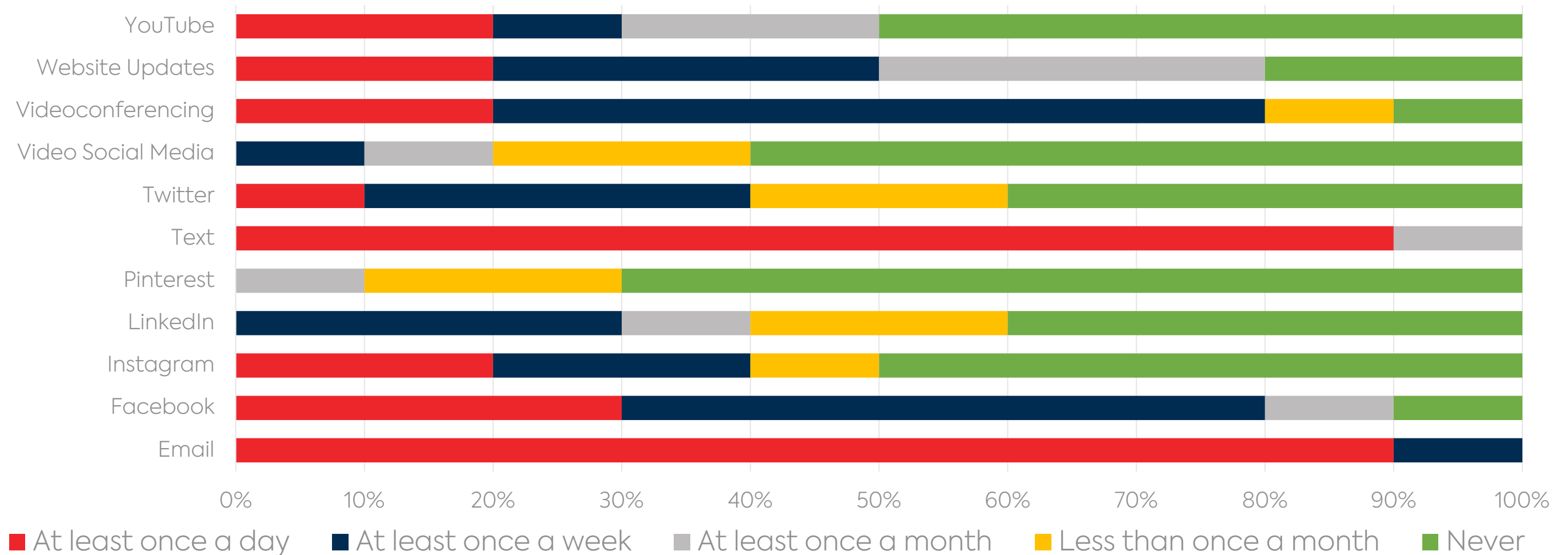


Connection speeds have a major impact on how public safety agencies can use the internet. This chart shows the average reported download speed among public safety agencies with a connection in the community compared to those in other Connected communities.



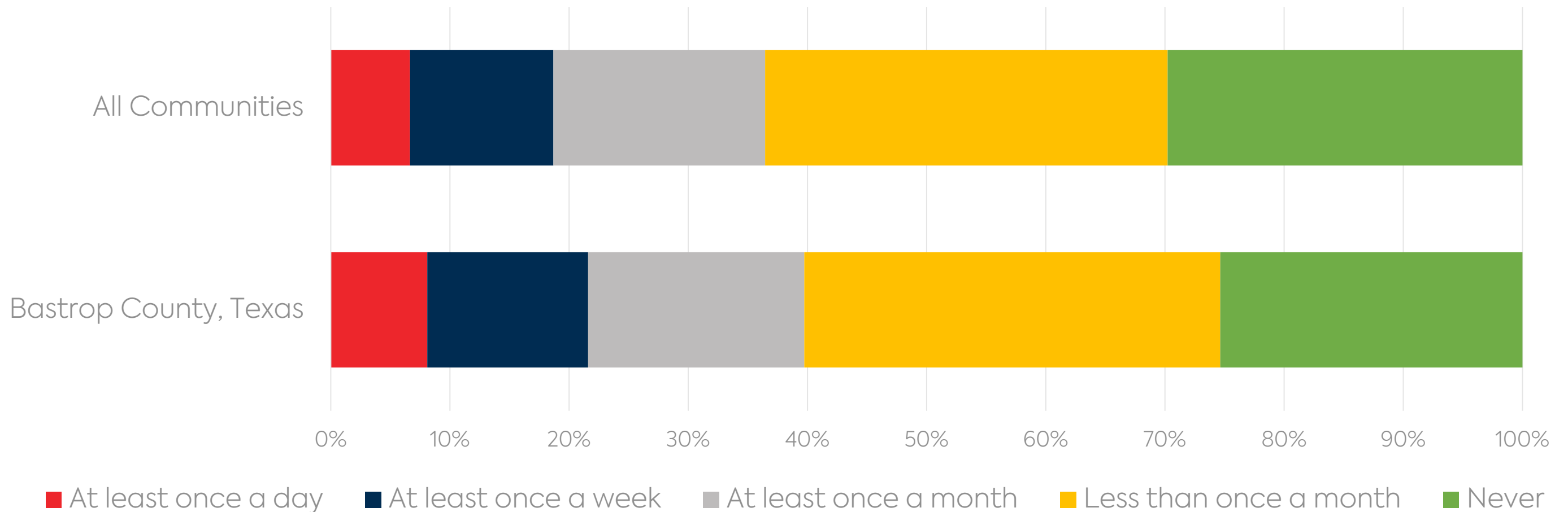
# Digital Communications

Technology, coupled with an internet connection, provides a myriad of ways to digitally interact with the world or even those in one's own community. This chart shows the average frequency with which public safety agencies use various digital communications tools.



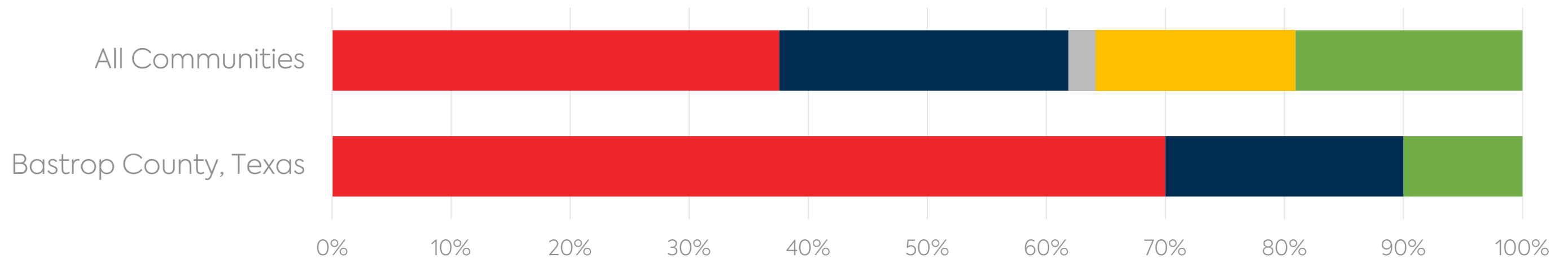
# Digital Interaction

This chart shows the frequency with which residents in the community report that they digitally interact with public safety agencies. Examining the digital interaction of residents and the digital communications tools used by local institutions can help identify ways to increase the online presence of the sector.



# Interoperable Networks

Police, fire, emergency medical services, and 9-1-1 should all be able to communicate via a single interoperable voice and data communications network. This chart shows the percent of agencies in the community that participate in various types of interoperable networks compared to those in other Connected communities.

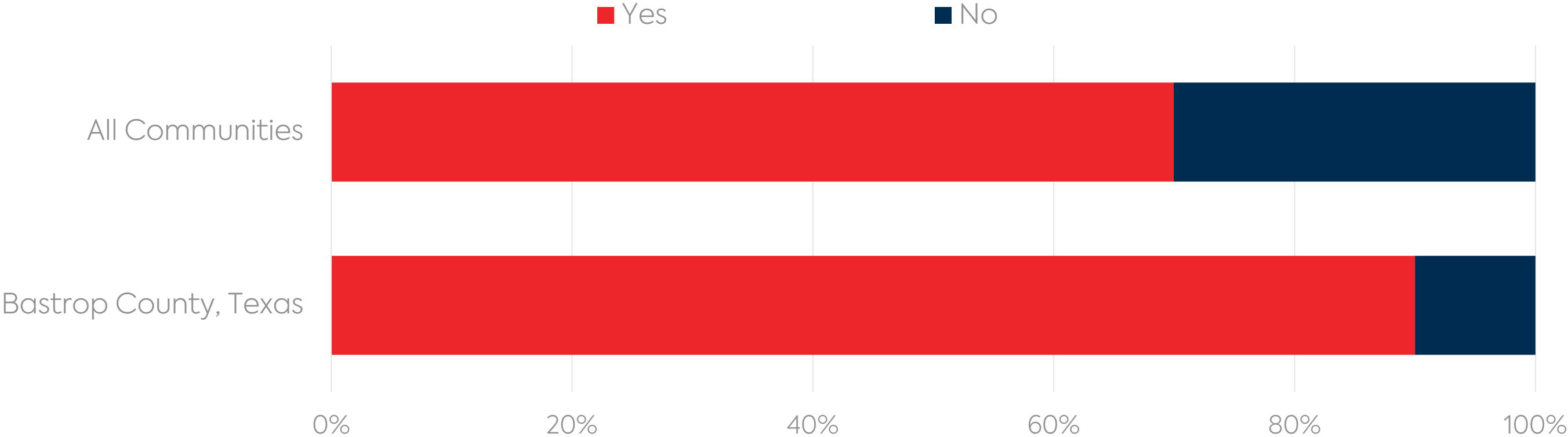


- Participates in both an interoperable data and voice radio system to serve multiple agencies
- Participates in an interoperable voice radio system to serve multiple agencies
- Participates in an interoperable data system to serve multiple agencies
- The communications system is only used by one agency.
- Unsure

# Public Safety Agencies with Websites



The website of a public safety agency may be the first point of contact a community member may have when an issue arises or information is required. The websites of these agencies, therefore, should provide relevant information in an easily accessible and flexible digital environment. This chart shows the percent of public safety agencies with a website in the community compared to the website use of agencies in other Connected communities.

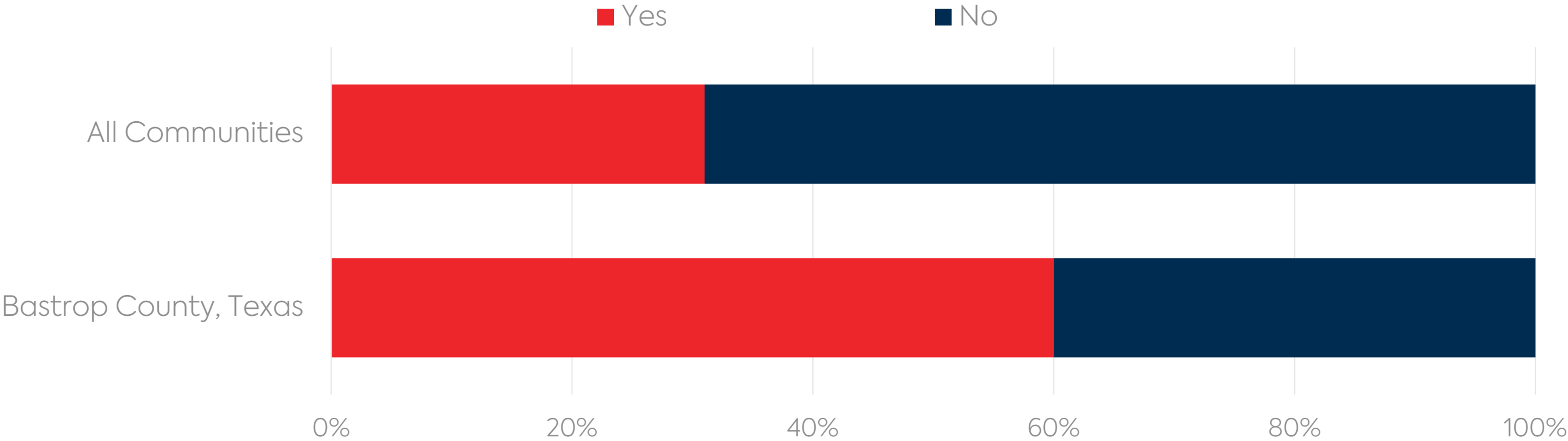




# Agencies Offering Public Wi-Fi

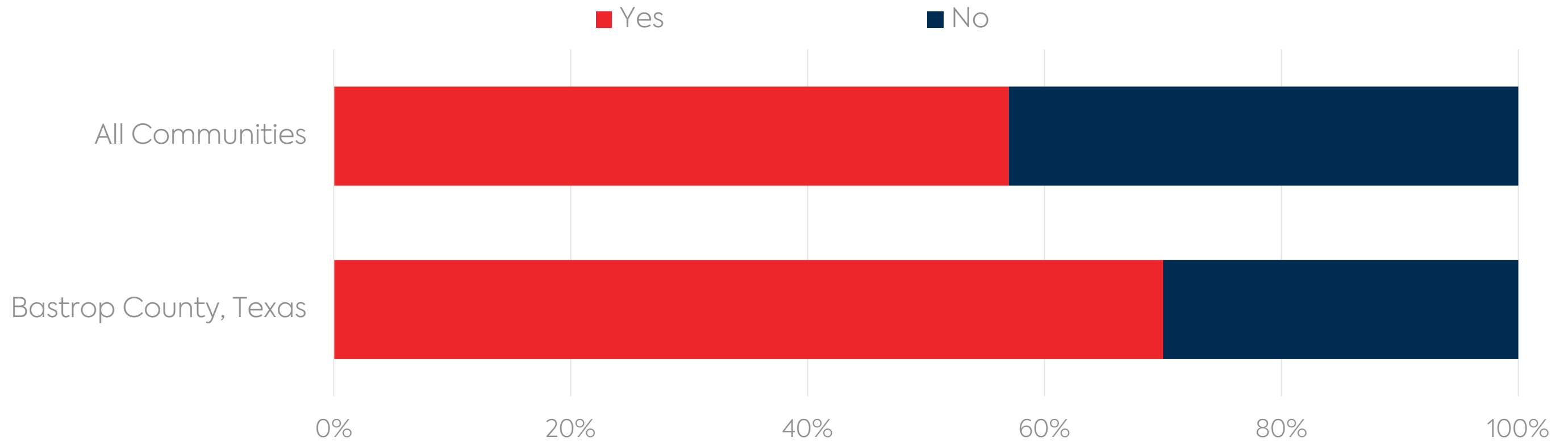


Public Wi-Fi can assist in creating a better-connected community by providing additional access points for those with devices limited by mobile data plans or those without mobile broadband capability. This chart shows the percent of public safety agencies in the community that offer free public Wi-Fi access compared to those in other participating communities.



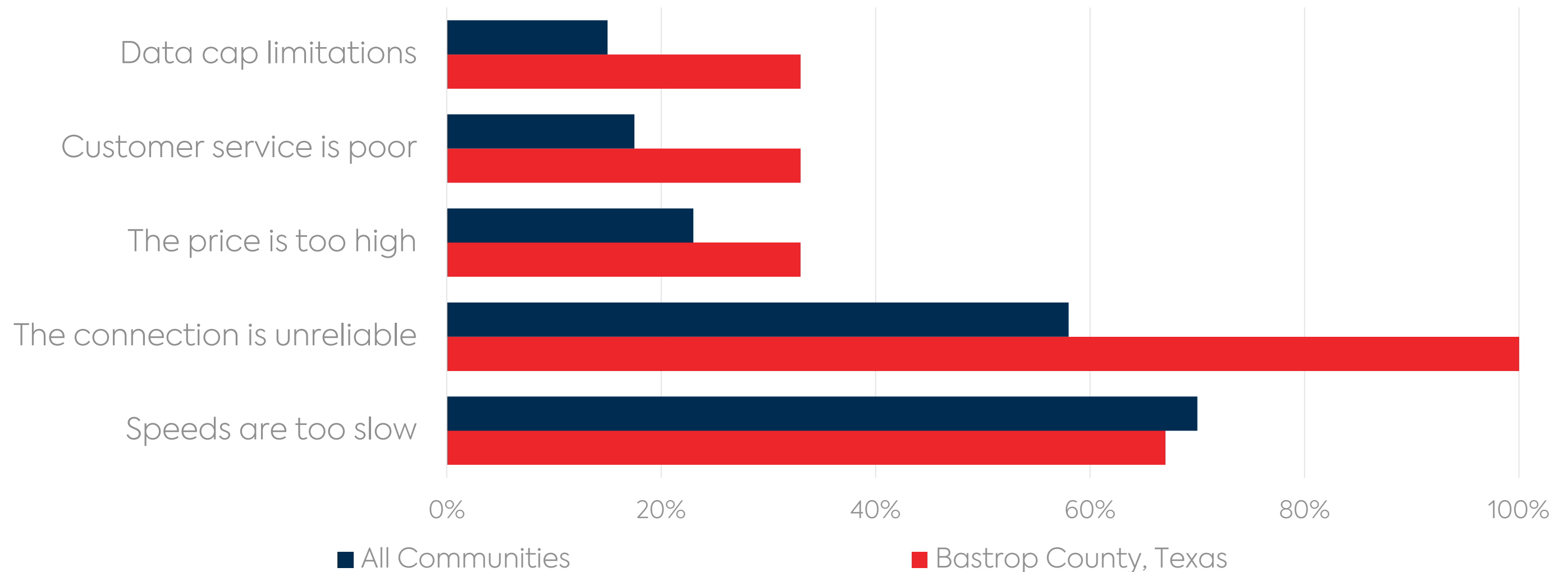
# Satisfaction Among Public Safety Agencies

Competition provides communities with choices for service, allowing them the ability to switch providers if their current service does not meet their needs. This chart shows the percent of public safety agencies who state that their internet service meets or does not meet their needs.



# Reasons for Dissatisfaction

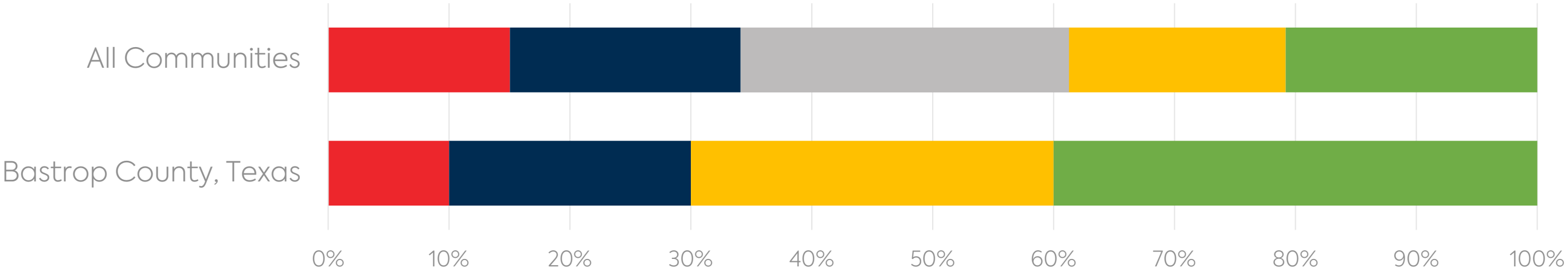
This chart shows the various reasons why local public safety agencies report being dissatisfied with their current internet service.



# Communication Networks



Many public safety agencies use a mixture of communications technologies. This chart shows the percent of agencies in the community and the types of communications systems they use, compared to agencies in other Connected communities.

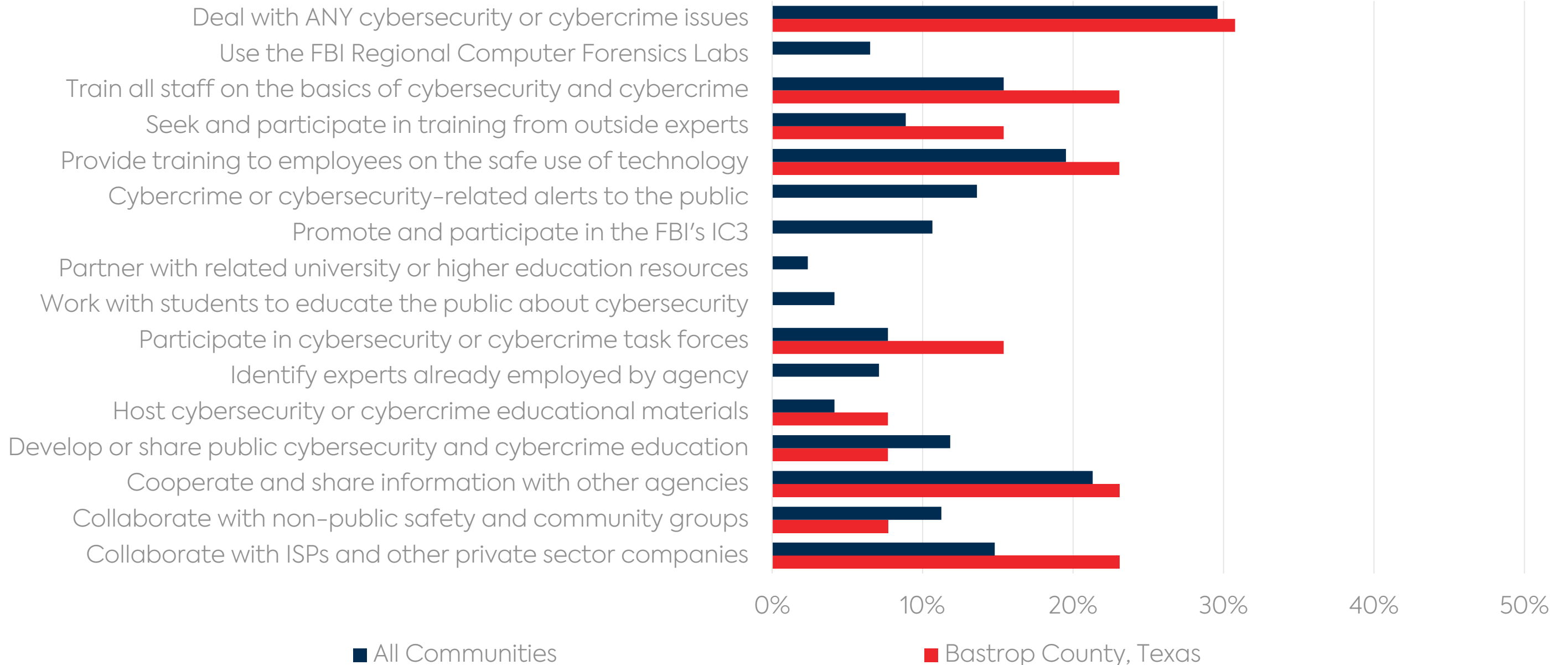


- Dedicated community-wide mobile broadband network
- Commercial broadband network
- Traditional land mobile radio communication system
- Traditional land mobile radio system AND mobile broadband network (operated by local government)
- Traditional land mobile radio system AND mobile broadband network (operated by private sector)

While the proliferation of the internet has brought about improvements in the lives of many, it has also precipitated new forms of criminal activity. Fraud, identity theft, and hacking are just a few ways in which criminals can use the internet to take advantage of residents, businesses, and institutions. Strong proactive and reactive strategies to address cybercrime and stay safe online are best to keep communities safe.

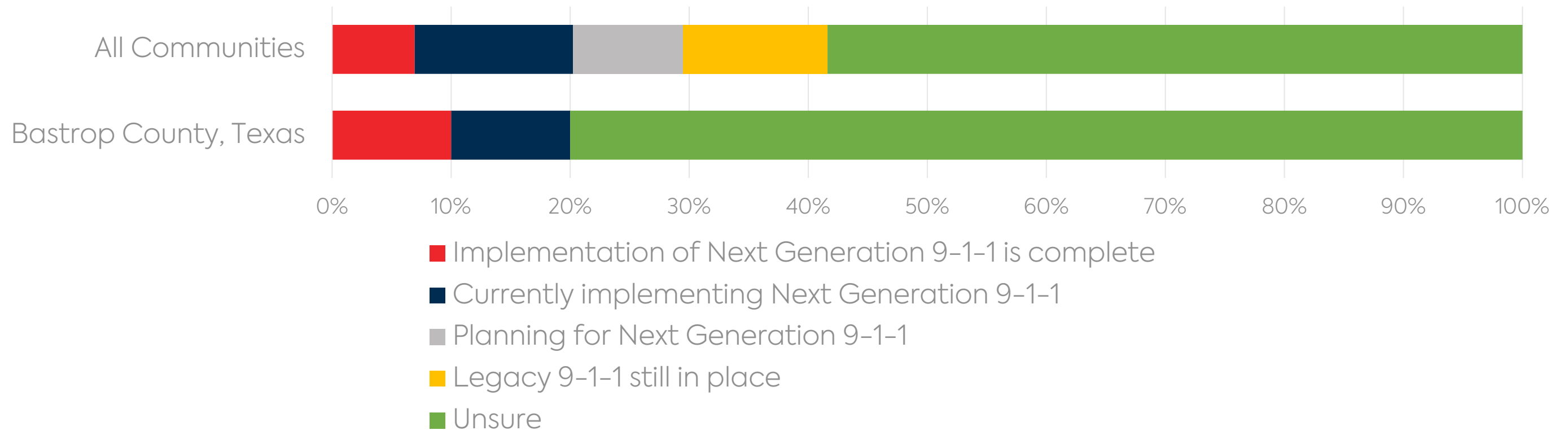
The chart on the following page examines the ways in which law enforcement entities in the community use common practices to address cybercrime. The chart shows the percentage of agencies in the community implementing each activity, compared to agencies in other Connected communities.

# Cybercrime (Continued)



# Next Generation 911

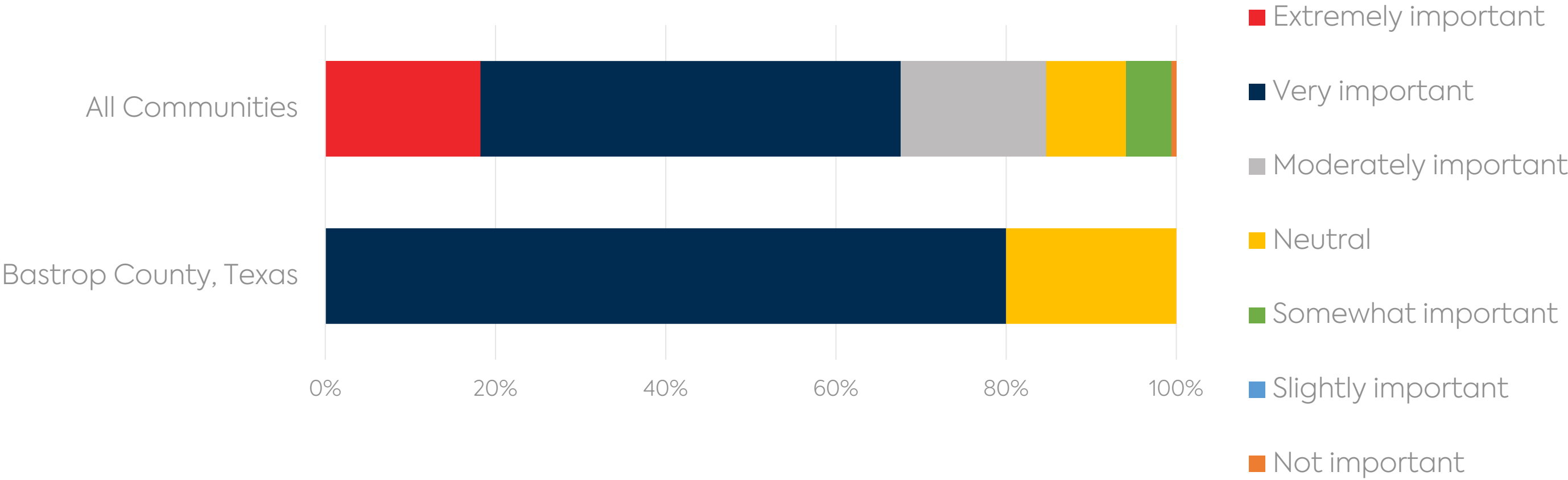
Next Generation 9-1-1 (NG911) provides public safety agencies with new tools and techniques for protecting the health, safety, and welfare of a community. Emergency texting, streaming two-way video to the field, transmission of data-intensive files, biometric data monitoring, advanced communication with neighboring public safety agencies, and information sharing are only a few examples of how NG911 can positively impact a community. The transition to NG911 may be challenging for a community, but the benefits are great.



# Mobile Broadband for Public Safety



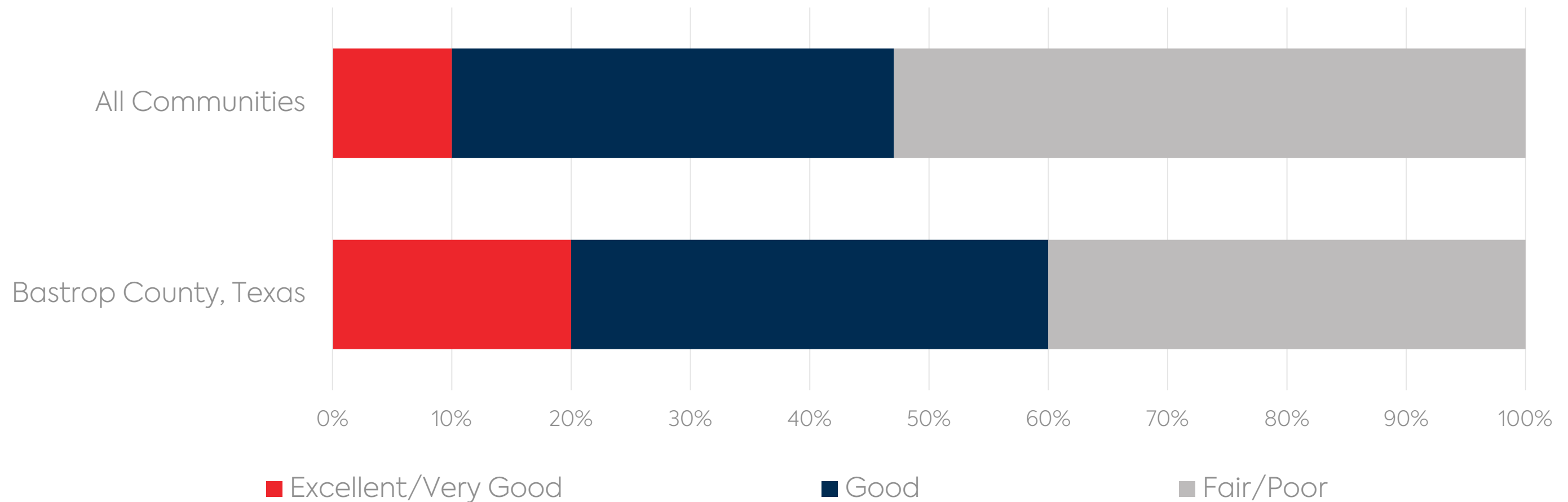
Apart from the connection available to agencies at the office, mobile broadband connectivity is also important for staff in the field to quickly communicate needs in both emergency and non-emergency situations. This chart shows how agencies rate the importance of mobile broadband connectivity to the community's public safety agencies.





# Mobile Broadband Availability

This chart shows how the agencies in the community describe or rate the current availability of mobile broadband across the community. Issues with mobile broadband availability in the community are present if the agencies indicate that mobile coverage is very or extremely important but rate the current service as fair or poor.



# Mobile Devices

Mobile broadband-enabled devices are necessary to take advantage of new and advancing mobile technologies. This chart shows the types of mobile devices provided to public safety personnel for use in the field compared to other Connected communities.

