



HUGO

MONTHLY NEWSLETTER | JULY 2025



NEW AI SOFTWARE FOR ECRC TRAINING

The Washington County Sheriff's Office is purchasing a new state-of-the-art program called CommsCoach to help train and support its public safety telecommunicators in the Emergency Communications Response Center (ECRC). CommsCoach is an AI-enhanced software application that provides real-time performance feedback, skill-building prompts, and scenario-based coaching.

By integrating CommsCoach, the ECRC aims to elevate training quality, promote employee development, reduce performance-related errors, and increase caller satisfaction and responder safety. This tool will also support supervisor efficiency by streamlining coaching documentation and follow-up.

CommsCoach integrates seamlessly with call-taking and computer-aided dispatch (CAD) systems to deliver:

- Real-time micro coaching during live emergency calls.
- Skill tracking and trend analysis that identify performance strengths and improvement areas across individuals and teams.
- Scenario replay and training reinforcement.
- Alignment with national standards.

WCSSO looks forward to using this innovative technology to continue delivering the highest-quality service to all of our communities.

NUMBER OF
INCIDENTS

426

TRAFFIC
STOPS

251

CITATIONS

58



WC25034233 ACCIDENT

FANNING DRIVE N & FARNHAM AVENUE N

Just after 7pm on June 28, deputies responded to a reported accident between an SUV and an electric bicycle. Upon arrival, deputies spoke to the teen rider of the e-bike, who suffered scrapes but no apparent major injuries. The teen declined medical attention. Deputies then spoke with the SUV driver, who described approaching the intersection and seeing the e-bike rider looking down at a cell phone while coming the opposite way. The SUV driver stopped completely and honked to warn the e-bike rider, but the teen couldn't stop in time and rode into the SUV. The e-bike rider confirmed this version of events. The SUV sustained damage to the front bumper, grill and hood. The e-bike sustained disabling damage; the teen's parents had arrived to provide a ride home. No citations were issued at the time of this report.

MESSAGE FROM THE SHERIFF

Recently, I announced I will not seek a third term as Washington County Sheriff in November 2026. I am grateful for the opportunity that the citizens of Washington County have afforded me, and I look forward to completing my term ending in January 2027.

It has been a true privilege and honor to be able to work with the finest in law enforcement since 1993, when my journey began as a deputy for the Washington County Sheriff's Office. Serving as Sheriff since 2017, following in the footsteps of remarkable leaders, has been an extraordinary honor.

Serving you has been a privilege — thank you! The unwavering support from residents, business leaders, and elected officials in Washington County has been a cornerstone for our law enforcement community. This support has fueled our determination and dedication to ensure the safety of everyone who lives, works, or visits here. Washington County continues to be safe and thriving due to the exceptional quality of our law enforcement and first responders. I take great pride in the achievements we've accomplished together at the office.

Looking ahead, I plan on spending more time with my wife, children and grandchildren, as we travel and explore the country.

It is an honor to serve as your Sheriff.



In service,

Dan Starry

Sheriff Dan Starry