



2024 Annual Report

Sweetwater Combined Communications
Joint Powers Board

Updated 1-28-2025

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INTRODUCTION

This document covers projects that have been completed, are currently underway, coming this fiscal year, and planned for FY26. There are also some key statistics from 2024 and prior years, as well as the services we currently provide to our agencies and the public.

This report was written for members of the Rock Springs and Green River City Councils, the Sweetwater County Commission, and the Sweetwater Combined Communications Joint Powers Board. If you are interested in more information about dispatch operations in Sweetwater County, or would like a tour of our facilities, feel free to contact us using the information below.

CONTACTS

Email: Please use the contact form on our website: <https://sweetwater911.org/contact>

Rick Hawkins, Executive Director

David Halter, IT Director

Becca Thornock, Administrative Assistant

KEY STATISTICS

PHONES AND 911

The numbers below are from our 911 phone system, Motorola CallWorks. We went live with this system in October 2016; therefore, this table starts with the first full year of data from 2017. Also note, we upgraded the CallWorks phone system in 2022 with new hardware, but this should have minimal affect on statistics.

	2017	2018	2019	2020	2021	2022	2023	2024
911 Voice Calls	15,089	14,011	15,588	15,948	14,574	14,755	17,668	14,813
% Wireless	85.73%	86.98%	88.97%	86.07%	89.22%	91.59%	90.34%	90.64%
<i>% Phase 1 Location</i>	<i>15.09%</i>	<i>16.75%</i>	<i>18.94%</i>	<i>18.48%</i>	<i>23.15%</i>	<i>19.26%</i>	<i>12.50%</i>	<i>9.25%</i>
<i>% Phase 2 Location</i>	<i>71.36%</i>	<i>70.50%</i>	<i>70.30%</i>	<i>70.46%</i>	<i>67.09%</i>	<i>72.33%</i>	<i>77.84%</i>	<i>90.68%</i>
<i>% RapidSOS Location</i>	-	-	<i>47.9%</i>	<i>62.3%</i>	<i>67.4%</i>	<i>71.9%</i>	<i>70.49%</i>	<i>81.96%</i>
911 Text Calls	43	46	39	30	43	45	98	68
Inbound Admin Calls	70,437	61,534	60,423	57,234	54,344	41,559	51,889	49,052
Outbound Admin Calls	33,841	31,867	31,624	27,264	22,520	22,059	24,841	22,050
Calls Transferred to WHP (Not included in total)	N/A	N/A	5,518	5,109	4,973	4,700	5,043	4,266
<i>Total Calls</i>	<i>119,410</i>	<i>107,458</i>	<i>107,674</i>	<i>100,512</i>	<i>91,438</i>	<i>78,428</i>	<i>94,496</i>	<i>85,915</i>
<i>Change from prior year</i>		-11,952	216	-7,162	-9,074	-13,010	16,068	-8,581
%		-10.01%	0.20%	-6.65%	-9.03%	-14.23%	20.49%	-9.08%

CALLS FOR SERVICE

The numbers below are from our CAD system, Motorola Spillman Flex. We went live with this CAD system in August 2017; therefore, this table starts with the first full year of data from 2018. In addition, we went live with Priority Dispatch near the end of 2018. This may affect how data was entered into our CAD system in 2019. In 2021, our agency started tracking warrant entries using calls for service in our CAD software.

	2018	2019	2020	2021	2022	%	2023	%	2024	%
Rock Springs PD	39,457	33,549	30,375	29,208	27,517	34.49%	27,423	34.46%	28,032	35.91%
Sweetwater County Sheriff	23,108	20,363	19,363	23,181	24,003	30.09%	25,609	32.18%	24,680	31.62%
Green River PD	17,636	15,723	15,939	15,197	14,221	17.83%	14,653	18.42%	13,778	17.65%
Castle Rock Ambulance	1,861	1,859	2,131	2,199	5,039	6.32%	6,315	7.94%	5,733	7.35%
Sweetwater Medics	4,736	3,557	3,653	3,994	3,462	4.34%	0	0.00%	0	0.00%
Rock Springs FD	3,597	2,388	2,224	2,654	2,875	3.60%	2,945	3.70%	3,325	4.26%
Sweetwater Fire District #1	711	495	590	702	786	0.99%	698	0.88%	698	0.89%
Green River FD	935	833	877	662	667	0.84%	685	0.86%	699	0.90%
Sweetwater Combined Comm.	-	-	-	600	642	0.80%	600	0.75%	525	0.67%
Farson Eden Fire/EMS	265	360	432	342	374	0.47%	436	0.55%	386	0.49%
Wamsutter Fire Department	57	83	59	81	135	0.17%	190	0.24%	184	0.24%
Sweetwater County FD	186	186	195	155	36	0.05%	0	0.00%	0	0.00%
Superior Fire Department	10	16	14	26	11	0.01%	8	0.01%	3	0.00%
Granger Fire Department	12	23	29	10	7	0.01%	8	0.01%	10	0.01%
Superior Police Department	51	27	0	0	0	0.00%	0	0.00%	0	0.00%
<i>Total Calls for Service</i>	<i>92,622</i>	<i>79,462</i>	<i>75,881</i>	<i>79,011</i>	<i>79,775</i>		<i>79,570</i>		<i>78,053</i>	
<i>Change From prior year</i>		<i>-13,160</i>	<i>-3,581</i>	<i>3,130</i>	<i>764</i>		<i>-205</i>		<i>-1,517</i>	
<i>%</i>		<i>-14.21%</i>	<i>-4.5%</i>	<i>4.12%</i>	<i>0.96%</i>		<i>-0.26%</i>		<i>-1.91%</i>	

RADIO USAGE

The radio usage numbers below are from the State-wide P25 radio system, WyoLink. These are just a handful for the channels we communicate on, and are not a complete picture of radio usage in our dispatch center. These numbers also only count digital channels, as we do not have a good way to measure analog radio usage (yet). The columns labeled “PTTs” are the push to talks, which are the number of times a user “keys up” the radio channel. The columns labeled “Minutes” are the actual amount of talk time users speak on their radios.

In 2024, we migrated law enforcement to the 04LE1-3 channels. In the future, fire and ems will migrate to the 04FR1-3 channels.

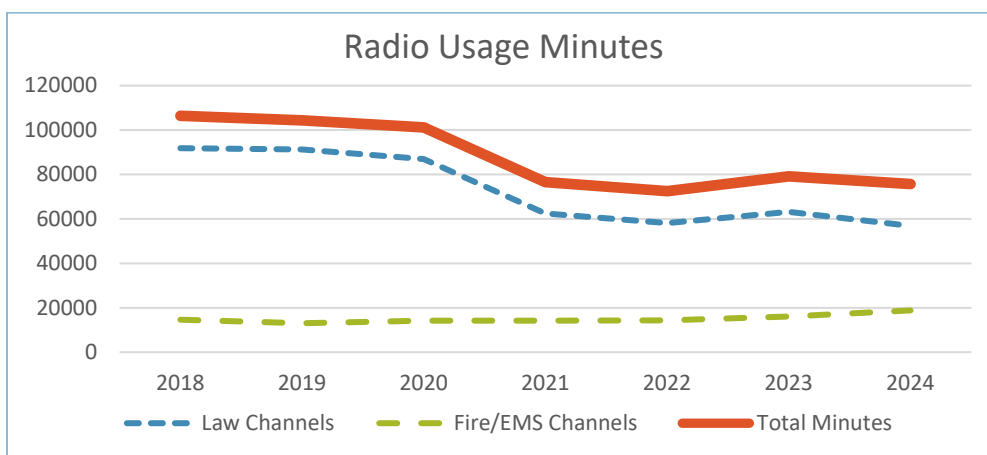
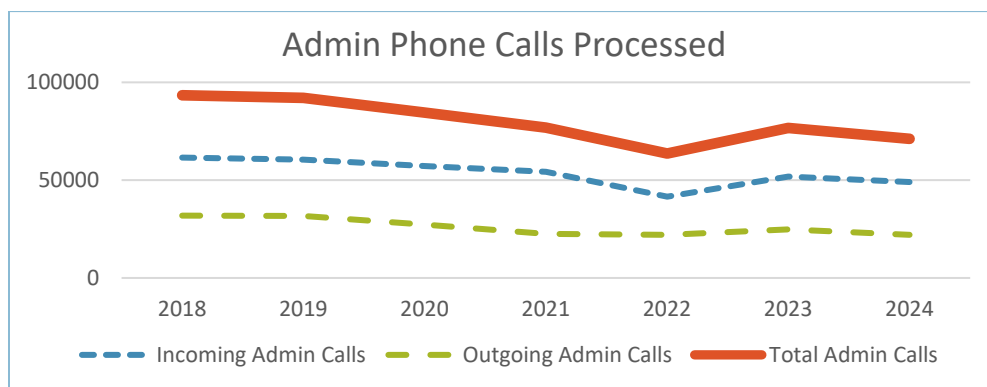
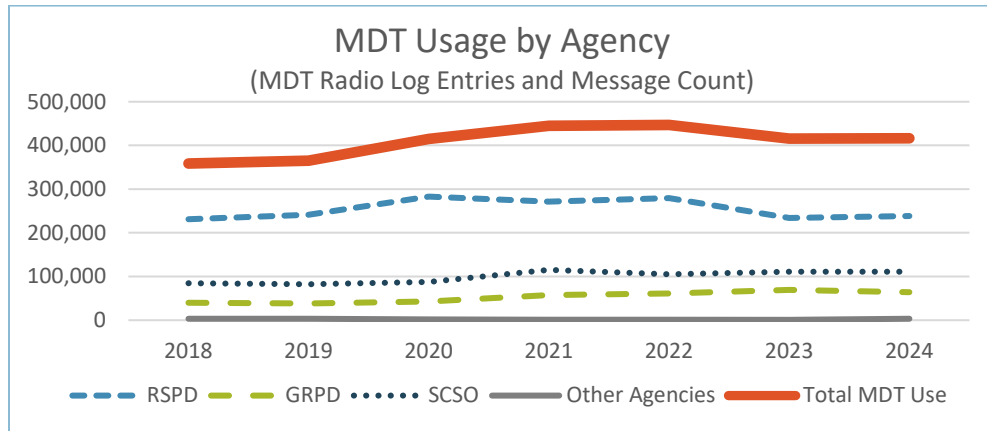
Primary Agency	Talkgroup	2019 Minutes	2020 Minutes	2021 Minutes	2022 Minutes	2023 Minutes	2024 PTTs	2024 Minutes
Rock Springs Police	04RSPD *	38,906	35,173	25,797	23,253	26,321	77,527	6,034
Sweetwater Sheriff's Office	04SO1 *	29,660	29,226	21,418	19,553	21,925	60,518	4,754
Green River Police	04GRPD *	22,739	22,598	14,981	13,313	14,926	47,019	3,462
Rock Springs FD	04RSFD1	1,182	1,175	1,214	1,183	1,266	49,214	4,799
Green River FD	04GRFD	1,770	2,209	1,639	1,801	2,080	25,471	2,101
Other Local FDs	04FIRE **	1,010	1,005	808	333	544	5,221	480
Sweetwater Fire Dist. #1	04SCFD1	1,537	1,731	1,920	1,932	1,717	20,076	1,732
Castle Rock Ambulance	04EMS **	7,532	8,021	8,546	9,061	10,384	117,851	9,692
County-Wide Mutual Aid 1	04CAT1	1,607	251	396	294	190	3,793	352
County-Wide Mutual Aid 2	04CAT2	-	34	67	3	250	6,231	530
County-Wide Mutual Aid 3	04CAT3	-	1	1	3	2	6	1
County-Wide Mutual Aid 4	04CAT4	-	11	5	296	8	2	1
County-Wide Law 1 (GR)	04LE1 **	-	124	227	1,147	89	135,661	9,985
County-Wide Law 2 (RS)	04LE2 **	-	6	7	915	15	240,471	18,698
County-Wide Law 3 (SO)	04LE3 **	-	-	-	-	-	176,600	13,923
County-Wide Law Car-to-Car	04LEC/C **	-	-	-	-	-	72	5
County-Wide Fire/Rescue 1	04FR1 **	-	-	-	-	-	48	3
County-Wide Fire/Rescue 2	04FR2 **	-	-	-	-	-	10	1
County-Wide Fire/Rescue 3	04FR3 **	-	-	-	-	-	2	1

* These agencies are now using the 04LE1-3 channels for primary dispatch traffic

** These talk groups are used to dispatch multiple agencies.

MOBILE DATA TERMINAL (MDT) USAGE VS PHONE AND RADIO USAGE

In an effort to streamline operations and dispatch agencies more efficiently, we have asked agencies to utilize their mobile data terminals (MDTs) more. Lower priority calls are dispatched “silently.” These calls are assigned to the unit through our Spillman software, and they are alerted through the Spillman application on their MDT (mobile data terminal) or through a text message on their phone. This helps keep radio traffic available for more emergent calls. In addition, units and dispatch are able to instant message each other through the software rather than tying up phone lines in dispatch. To visualize this transition to a more efficient process, the graphs below show a picture of MDT, phone, and radio use.



CALL TAKING PROTOCOLS

Below is a table showing the number of calls protocolled from 2020-2024. The determinate codes, which dictate the level of response, are indicated in each column. While each discipline is different in how it handles determinate codes, Delta and Echo level responses are emergent response (sometimes referred to lights and sirens), while the other levels are less emergent. Call takers also have the ability to provide life-saving instructions prior to the arrival of public safety personnel.

		Omega	Alpha	Bravo	Charlie	Delta	Echo	Total
EPD-Police Cases	2024	0	7,427	5,300	2,856	5,139	9	20,731
	2023	0	7,210	5,874	2,997	6,335	28	22,444
	2022	0	6,979	5,645	2,989	5,304	12	20,929
	2021	29	6,673	5,401	3,059	3,762	1	18,925
	2020	49	2,977	4,859	2,975	3,491	2	14,353
EMD-Medical Cases	2024	19	844	500	850	884	173	3,270
	2023	17	749	432	681	954	164	2,997
	2022	18	721	444	680	880	137	2,880
	2021	23	566	351	563	763	71	2,337
	2020	14	522	324	516	648	50	2,074
EFD-Fire Cases	2024	7	216	214	272	99	46	854
	2023	5	237	176	297	105	61	881
	2022	8	192	224	263	165	58	910
	2021	7	119	195	197	63	22	603
	2020	20	119	216	227	92	8	682

ACTIVE USERS IN RMS, JMS, AND CAD: BY AGENCY

The table below shows the number of active user accounts in our Spillman software by agency. These users have access to our records management, jail management, and computer aided dispatch systems.

Agency Name	# of users	%
Castle Rock Ambulance Service	11	3.04%
Wyoming DCI	1	0.28%
DUI Supervised Probation	1	0.28%
Farson Eden Ambulance Service	3	0.83%
Farson Eden Fire Department	4	1.10%
Green River Fire Department	18	4.97%
Green River Police Department	41	11.33%
Juvenile Probation and Parole	7	1.93%
Adult Probation and Parole	16	4.42%
Rock Springs Fire Department	12	3.31%
Rock Springs Municipal Court	4	1.10%
Rock Springs Police Department	55	15.19%
Sweetwater Search and Rescue	15	4.14%
Sweetwater Combined Communications	28	7.73%
Sweetwater County Sheriff	99	27.35%
Sweetwater Fire District #1	19	5.25%
Sweetwater County Attorney	26	7.18%
Wamsutter Fire Dept	2	0.55%
Total:	362	

ACTIVE USERS IN RMS, JMS, AND CAD: BY ENTITY

The table below shows the number of active user accounts in our Spillman software by entity.

Entity Name	# of users	%
City of Rock Springs	71	19.61%
City of Green River	59	16.30%
Sweetwater County	140	38.67%
Other Entities	92	25.41%
Total:	362	

SMART 911 STATISTICS

Smart 911 is a service that the public can sign up for to provide additional information to our communicators and first responders. When someone calls 911 with a Smart911 profile, our call taker will automatically see information in the caller's safety profile. This information could be medical alerts, floor plans, family member information, emergency contacts, etc.

Starting in 2021, we started asking local businesses to create facility profiles to provide our center with relevant information about their business and facilities. This information can include business contacts, floor plans, hazmat locations, utility shut offs, AED locations, etc.

The table below shows usage statistics for Smart 911 in our County.

Note: Safety profiles can contain multiple people and addresses. Our dispatch center will also receive safety profile data from travelers calling 911 in our County who have signed up for the service in their home town. Also, starting with 2023, we are tracking 911 calls with facility profiles.

	2017	2018	2019	2020	2021	2022	2023	2024	All Time
Total Safety Profiles Created	15	57	114	47	86	79	112	35	737
Facility Profiles Created	0	0	1	1	8	4	3	10	26
911 Calls with Safety Profile	61	42	120	167	143	186	120	100	-
911 Calls with Facility Profile	-	-	-	-	-	-	83	103	-
Text Conversations	4	5	6	9	27	15	60	19	-

OTHER STATISTICS

- Over 900 devices communicating with our network (includes servers, desktops, laptops, phones, tablets, etc.)
- Over 364TB of data transmitted in and out of our network in 2024
 - 42.6% decrease over 2023
- 141,038 users accessed the sweetwater911.org website with 2,609,612 hits in 2024.
 - 1.61% increase over 2023
 - 98.8% of these hits were users accessing the Jail Roster
- Over 123,247 emails sent and received in 2024
 - 6.8% decrease over 2023

SERVICES PROVIDED

TO AGENCIES

- 911 Dispatch
- Spillman FLEX: Records management system, jail management system, mobile computer aided dispatch, evidence management, automatic vehicle location, asset management, NCIC access, etc.
- Warrant entry and validation
- Protection order entry and validation
- Terminal agency coordinator (CJIS compliance)
- Priority Dispatch: Call taking protocols
- 911 telephone and radio logging
- Conventional radio system and paging infrastructure
- Microwave network backhaul
- IT support for dispatch related software and hardware
- Basic radio programming and support of agency radios
- RapidSOS location, medical, and connected car data
- Smart911 safety and facility profiles
- RAVE Alert: Emergency and non-emergency notifications to the public and personnel
- TLO: Background check software
- HipLink: Text paging software
- digiTicket: Electronic citations
- Mobile communications and dispatch equipment (mobile command post)
- Training for services we provide, as well as cooperative training, sit-a-longs
- Crystal Reports for custom and scheduled reports.
- After hours emergency call-outs for public services, such as City streets and water departments.

TO THE PUBLIC

- 911 (Voice and Text)
- RAVE Smart 911:
 - Safety profiles with data provided by the public (medical conditions, pet descriptions, emergency contacts, house floor plans and utility shut off locations, etc.)
 - Weather and emergency alerts
 - Facility profiles with data provided by businesses and organizations (floor plans, emergency plans, hazards, emergency contacts, etc.)
- RapidSOS: Ability to receive accurate GPS location of 911 wireless callers (iOS and Android smartphones)
- Education about 911 and dispatch
- Answer calls for service, and dispatch appropriate resources for fire, medical, and law enforcement
- Online Jail Roster
- After hours emergency call-outs for public services, such as City streets and water departments.

COMPLETED PROJECTS

SERVER UPGRADE (PHASED)

In 2024, we replaced one of four servers in the server replacement project. In 2025, we plan on replacing the remaining three servers.

The new servers allow us to continue receiving software support for our virtualization environment. In addition, the new servers are more powerful and efficient than the previous generation servers being replaced.

CONSOLETTA REPLACEMENT

We have eight Motorola Astro consolettes in service. Our old consolettes were no longer supported by Motorola. In addition, they were not P25 phase 2 compliant. We were awarded ARPA grant funds from the Wyoming Department of Transportation to purchase new consolettes in 2023. These consolette radios, along with antennas were installed in 2024.

EXALT MICROWAVE SYSTEM REPLACEMENT (PHASE 1)

In 2014, we installed our microwave backhaul between the Cities. In 2020, we started the reconfiguration of this system to include the Justice Center and HHS buildings in Rock Springs. We replaced two of the three links powered by Exalt radios. Exalt is no longer in business, and the equipment is no longer supported or repairable. One of these links was replaced in 2024, and we have one more remaining for 2025.

MULTI-FACTOR AUTHENTICATION (MFA)

FBI CJIS security policies now require all law enforcement devices use multi-factor authentication. We implemented a new MFA system that allows us to require MFA at the operating system level, as well as application level if necessary.

CURRENT AND UPCOMING PROJECTS REMAINING IN FY25

SERVER UPGRADES (PHASED)

One of our servers at the primary data center, and two of our servers at our backup data center will no longer be supported by the latest versions of VMWare. They will need to be replaced soon. We will be replacing these servers in FY25.

UPS SYSTEMS (PHASED)

We will be installing supplemental UPS systems in our primary data center in preparation of replacing our primary UPS system in the coming fiscal year. This will allow us to maintain operations while power is removed from the primary UPS.

REPLACE FIREWALL AT JUSTICE CENTER

Our firewall at the Justice Center will be reaching end of life in the near future, and is also a single-point of failure. All of the Mobile CAD, Records, and Jail Management for the County use this firewall. We will be replacing it with two firewalls operating in high-availability and resilient power.

REPEATER AND PAGING UPGRADES IN FARSON

In 2018, we implemented a new paging system that we are licensed to use County-wide. We have transmitter sites in Rock Springs and Green River, and they cover those cities very well. For our rural communities, we rely on a single radio on Wilkins Peak to relay paging tones to repeaters in those communities. This is a point of failure that could result in losing our ability to page multiple agencies.

Starting with Farson, we will add a voice gateway to operate the repeater remotely using 4-wire audio. This configuration will be much more reliable, as well as provide a secondary means of paging Farson EMS and Fire.

CAPITAL PROJECTS PLANNED FOR FY26 AND BEYOND

MOBILE REPEATER TRAILER - FY26

One of the biggest challenges for public safety in Sweetwater County and much of Wyoming is having reliable portable radio coverage. A majority of the time, radio coverage in certain areas of the County are only needed for a few days. Incidents like search and rescue, and wildland fires are great examples. In these cases, on-scene communications are handled by talk-around channels. However, without a repeater, these radios won't be able to talk to dispatch, or talk to another radio outside of portable range. A mobile repeater trailer can solve these issues in pockets of little to no radio coverage.

We are working on different funding sources for this project outside of our normal budget. This project is a great fit for grants and impact assistance funds. In 2020, Sweetwater County was awarded impact assistance funds from two industrial expansion projects. These funds included two mobile repeater trailers.

DATA CENTER UPS SYSTEMS –FY27 (PHASED)

As with our cooling system at our Green River data center, we also only have one leg of UPS battery power. While the UPS keeps everything running until the generator starts during a power outage, if it were to fail, all of our critical systems would go offline for minutes or even hours. Much of our equipment has dual power supplies, which means that they can be powered from two power sources. With a second leg of UPS power, we can continue to operate regardless if the primary unit fails or not. Also, we will be able to take down the primary unit for extended periods of time for maintenance or replacement. After installation of the secondary UPS system, we plan on replacing the primary UPS system in the next fiscal year.

SERVER UPGRADES - FY28+ (PHASED)

The servers that were replaced in FY24-FY25 will need to be replaced again to maintain software support in future fiscal years. This project will need to occur again starting in FY28

RADIO CONSOLE REPLACEMENT – FY27

Motorola announced the end of life on the MC7500 radio console. Both of our dispatch centers use this system, and they will need to be replaced in 2 years. A system maintenance agreement is available that allows us to subscribe to the console as a service each year instead of paying for two full systems at the same time.

EXALT MICROWAVE SYSTEM REPLACEMENT (FINAL PHASE) – FY26

In 2014, we installed our microwave backhaul between the Cities. In 2020, we started the reconfiguration of this system to include the Justice Center and HHS buildings in Rock Springs. We replaced two of the three links powered by Exalt radios. Exalt is no longer in business, and we will not be able to replace this equipment directly. Fortunately, we do have two spare radios from the link we decommissioned last year. However, the remaining link should be replaced with new and supported equipment.

REPEATER AND PAGING UPGRADES IN GRANGER AND WAMSUTTER - FY26-27 (PHASED)

In 2018, we implemented a new paging system that we are licensed to use County-wide. We have transmitter sites in Rock Springs and Green River, and they cover those cities very well. For our rural communities, we rely on a single radio on Wilkins Peak to relay paging tones to repeaters in those communities. This is a point of failure that could result in losing our ability to page multiple agencies.

Adding Granger and Wamsutter will allow us to page agencies in these locations more effectively.

LED LIGHTING AND CONTROLS - FY27

Most of the lighting in our dispatch center uses fluorescent light fixtures. Fluorescent lighting causes fatigue and eye strain, and our communicators work 12-hour shifts. While the lights can be shut off, they are not dimmable, which is not ideal if someone needs light at their workstation. Replacing the fixtures with LED lighting and modern controls, we can solve this problem. LED lighting is dimmable and controllable at the fixture level. This means each workstation will have the ability to control its own lighting. In addition to the health benefits, LEDs use less power than fluorescent which will save on electricity costs.

ROOF TOP HVAC UNITS – FY27-28

The roof top HVAC units at our primary dispatch center are now 12 years old, and parts are becoming difficult to find. These units should be replaced in the coming years.

RE-PAVE PARKING AND FIX DRAINAGE ISSUES – FY26

The staff parking lot on the North side of the building needs re-paved. In addition, there are drainage issues on the South side of the building where water pools up in the parking areas.

REPLACE UPS SYSTEMS AT OTHER COMMUNICATION SITES – FY26-FY27

The UPS systems at many of our other communication sites are reaching their maximum age. While they are still performing within specification, this may not be the case in the next year.

REPLACE CAMERA AND DOOR ACCESS CONTROLS SYSTEM – FY26

The camera and door access control systems at our center are no longer supported by the manufacturer. These systems will need replaced soon.

RADIO MAINTENANCE AND TUNING EQUIPMENT – FY26

With the proper equipment, our IT staff are able to do radio programming and tuning in-house for our law, fire, and EMS agencies. Currently, each agency pays a radio shop to do annual maintenance on their radio equipment. We can provide this service throughout the year on an as-needed basis rather than all radios annually. The required equipment listens to radio traffic in real time, and notifies us of radios in the field that need maintenance. Over time, this capability will save our agencies thousands of dollars in their radio maintenance budgets.