2025 Annual Report

Sweetwater Combined Communications
Joint Powers Board

Updated 1-29-2026

CONTENTS

INTRODUCTION

This document covers projects that have been completed, are currently underway, coming this fiscal year, and planned for FY27. There are also some key statistics from 2025 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

Nick Erskine, Executive Director
David Halter, IT Director
Carrie Williams, Operations Manager
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 effect on statistics.

	2017	2018	2019	2020	2021	2022	2023	2024	2025
911 Voice Calls	15,089	14,011	15,588	15,948	14,574	14,755	17,668	14,813	14,598
% Wireless	85.73%	86.98%	88.97%	86.07%	89.22%	91.59%	90.34%	90.64%	90.08%
% Phase 1 Location	*15.09%*	*16.75%*	*18.94%*	*18.48%*	*23.15%*	*19.26%*	*12.50%*	*9.25%*	*8.18%*
% Phase 2 Location	*71.36%*	*70.50%*	*70.30%*	*70.46%*	*67.09%*	*72.33%*	*77.84%*	*90.68%*	*91.81%*
% RapidSOS Location	*-*	*-*	*47.9%*	*62.3%*	*67.4%*	*71.9%*	*70.49%*	*81.96%*	*80.79%*
911 Text Calls	43	46	39	30	43	45	98	68	141
% 911 with 307 Area Code	-	-	-	-	-	-	-	61.83%	60.75%
Inbound Admin Calls	70,437	61,534	60,423	57,234	54,344	41,559	51,889	49,052	47,471
Outbound Admin Calls	33,841	31,867	31,624	27,264	22,520	22,059	24,841	22,050	23,032
Calls Transferred to WHP	N/A	N/A	5,518	5,109	4,973	4,700	5,043	4,266	4,371
Total Calls	*119,410*	*107,458*	*107,674*	*100,512*	*91,438*	*78,428*	*94,496*	*85,915*	*85,101*
Change from prior year		*-11,952*	*216*	*-7,162*	*-9,074*	*-13,010*	*16,068*	*-8,581*	*-814*
%		*-10.01%*	*0.20%*	*-6.65%*	*-9.03%*	*-14.23%*	*20.49%*	*-9.08%*	*-0.95%*

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	2025	%
Rock Springs PD	39,457	33,549	30,375	29,208	27,517	27,423	28,032	25,618	33.76%
Sweetwater County Sheriff	23,108	20,363	19,363	23,181	24,003	25,609	24,680	27,452	36.18%
Green River PD	17,636	15,723	15,939	15,197	14,221	14,653	13,778	11,835	15.60%
Castle Rock Ambulance	1,861	1,859	2,131	2,199	5,039	6,315	5,733	5,351	7.05%
Sweetwater Medics	4,736	3,557	3,653	3,994	3,462	0	0	0	0.00%
Rock Springs FD	3,597	2,388	2,224	2,654	2,875	2,945	3,325	3,130	4.13%
Sweetwater Fire District #1	711	495	590	702	786	698	698	712	0.94%
Green River FD	935	833	877	662	667	685	699	672	0.89%
Sweetwater Combined Comm.	-	-	-	600	642	600	525	526	0.69%
Farson Eden Fire/EMS	265	360	432	342	374	436	386	397	0.52%
Wamsutter Fire Department	57	83	59	81	135	190	184	176	0.23%
Sweetwater County FD	186	186	195	155	36	0	0	0	0.00%
Superior Fire Department	10	16	14	26	11	8	3	0	0.00%
Granger Fire Department	12	23	29	10	7	8	10	5	0.01%
Superior Police Department	51	27	0	0	0	0	0	0	0.00%
Total Calls for Service	*92,622*	*79,462*	*75,881*	*79,011*	*79,775*	*79,570*	*78,053*	75,874	
Change From prior year		-13,160	-3,581	3,130	764	-205	-1,517	-2,179	
%		-14.21%	-4.5%	4.12%	0.96%	-0.26%	-1.91%	-2.79%	

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 "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 2026, fire and ems migrated to the 04FR1-3 channels.
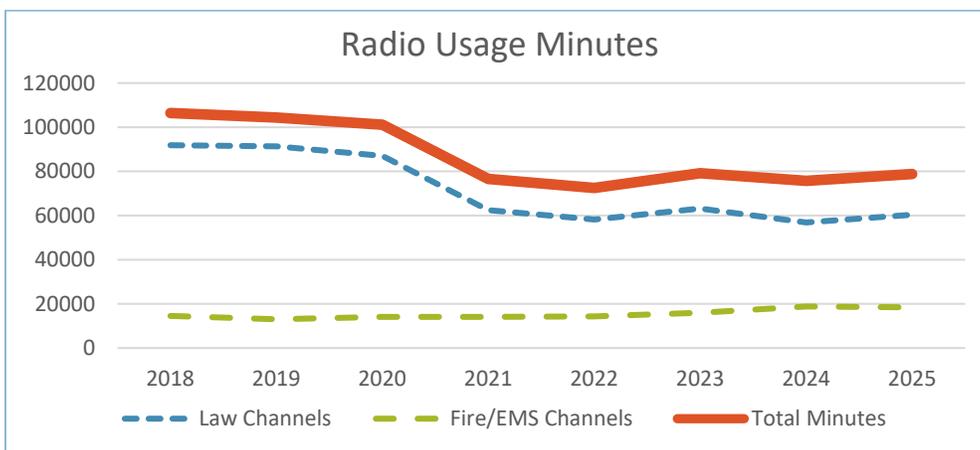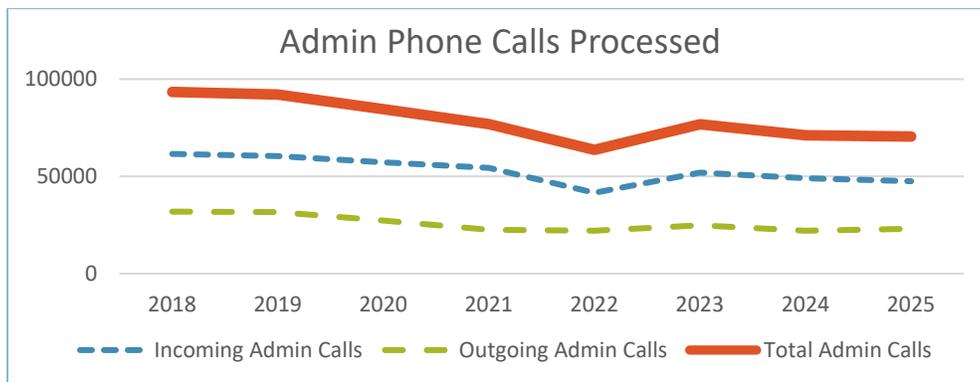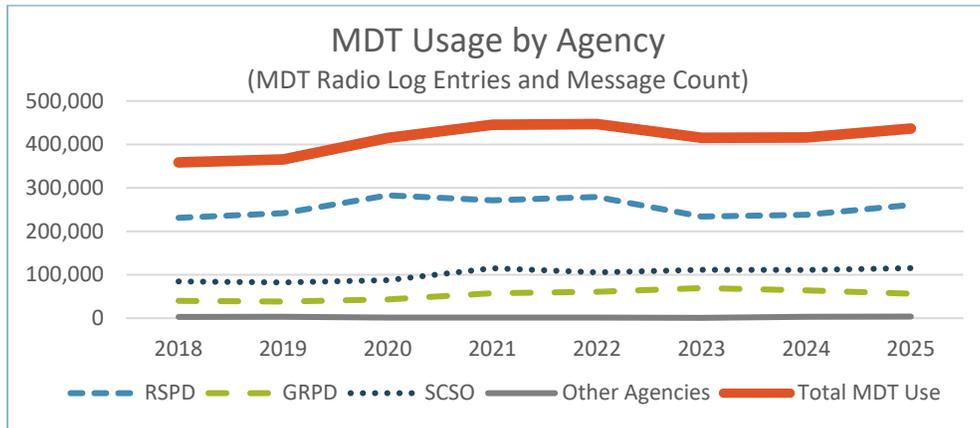
Primary Agency	Talkgroup	2019 Minutes	2020 Minutes	2021 Minutes	2022 Minutes	2023 Minutes	2024 Minutes	2025 Minutes
Rock Springs Police	04RSPD *	38,906	35,173	25,797	23,253	26,321	6,034	6
Sweetwater Sheriff's Office	04SO1 *	29,660	29,226	21,418	19,553	21,925	4,754	23
Green River Police	04GRPD *	22,739	22,598	14,981	13,313	14,926	3,462	19
Rock Springs FD	04RSFD1	1,182	1,175	1,214	1,183	1,266	4,799	4,783
Green River FD	04GRFD	1,770	2,209	1,639	1,801	2,080	2,101	1,921
Other Local FDs	04FIRE **	1,010	1,005	808	333	544	480	548
Sweetwater Fire Dist. #1	04SCFD1	1,537	1,731	1,920	1,932	1,717	1,732	1,898
Castle Rock Ambulance	04EMS **	7,532	8,021	8,546	9,061	10,384	9,692	9,196
County-Wide Mutual Aid 1	04CAT1	1,607	251	396	294	190	352	1,079
County-Wide Mutual Aid 2	04CAT2	-	34	67	3	250	530	30
County-Wide Mutual Aid 3	04CAT3	-	1	1	3	2	1	2
County-Wide Mutual Aid 4	04CAT4	-	11	5	296	8	1	4
County-Wide Law 1 (GR)	04LE1 **	-	124	227	1,147	89	9,985	13,631
County-Wide Law 2 (RS)	04LE2 **	-	6	7	915	15	18,698	25,076
County-Wide Law 3 (SO)	04LE3 **	-	-	-	-	-	13,923	21,618
County-Wide Law Car-to-Car	04LEC/C **	-	-	-	-	-	5	1
County-Wide Fire/Rescue 1	04FR1 **	-	-	-	-	-	3	10
County-Wide Fire/Rescue 2	04FR2 **	-	-	-	-	-	1	22
County-Wide Fire/Rescue 3	04FR3 **	-	-	-	-	-	1	41

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.

MDT Usage by Agency
(MDT Radio Log Entries and Message Count)

Admin Phone Calls Processed

Radio Usage Minutes

CALL TAKING PROTOCOLS

Below is a table showing the number of calls protocoled from 2020-2025. 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 as 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	**2025**	**0**	**6,722**	**5,368**	**3,371**	**4,059**	**15**	**19,535**
	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	**2025**	**32**	**799**	**443**	**822**	**828**	**134**	**3,058**
	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	**2025**	**12**	**198**	**222**	**290**	**103**	**42**	**867**
	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	10	2.68%
Wyoming DCI	1	0.27%
DUI Supervised Probation	1	0.27%
Farson Eden Ambulance Service	3	0.80%
Farson Eden Fire Department	3	0.80%
Granger Fire Department	1	0.27%
Green River Fire Department	18	4.83%
Green River Police Department	43	11.53%
Juvenile Probation and Parole	7	1.88%
Adult Probation and Parole	16	4.29%
Rock Springs Fire Department	14	3.75%
Rock Springs Municipal Court	5	1.34%
Rock Springs Police Department	55	14.75%
Sweetwater Search and Rescue	15	4.02%
Sweetwater Combined Communications	22	5.90%
Sweetwater County Sheriff	110	29.49%
Sweetwater Fire District #1	19	5.09%
Sweetwater County Attorney	28	7.51%
Wamsutter Fire Dept	2	0.54%
Total:	**373**	

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	74	19.84%
City of Green River	61	16.35%
Sweetwater County	153	41.01%
Other Entities	85	22.79%
Total:	*373*	

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.

	2018	2019	2020	2021	2022	2023	2024	2025	All Time
Total Safety Profiles Created	57	114	47	86	79	112	35	27	770
Facility Profiles Created	0	1	1	8	4	3	10	11	38
911 Calls with Safety Profile	42	120	167	143	186	120	100	100	-
911 Calls with Facility Profile	-	-	-	-	-	83	103	114	-
Text Conversations	5	6	9	27	15	60	19	38	-

OTHER STATISTICS

- Over 1100 devices communicating with our network (includes servers, desktops, laptops, phones, tablets, etc.)
- Over 235.6TB of data transmitted in and out of our network in 2025
  - 35.3% decrease over 2024
- 117,445 users accessed the sweetwater911.org website with 3,030,121 hits in 2025.
  - 16.7% decrease over 2024
  - 98.9% of these hits were users accessing the Jail Roster
- Over 101,817 emails sent and received in 2025
  - 17% decrease over 2024

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 2025, we replaced the remaining three servers in our server upgrade project.

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.

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.

In Farson, we added a voice gateway to operate their repeater remotely using 4-wire audio. This configuration is much more reliable, as well as provide a secondary means of paging Farson EMS and Fire.

DATA CENTER UPS SYSTEM – EMERGENCY PROJECT

In July 2025, our main data center UPS failed. A DC Capacitor exploded and released smoke into our server room. This smoke also triggered our dry-agent fire suppression system. The UPS was repaired within a week; however, it was decided to postpone our microwave replacement project, and instead replace the UPS. We purchased the new UPS in October, and it went online in December 2025.

The new UPS provides additional resiliency and battery capacity. In addition, it is 15% more efficient than our old UPS.

REPLACE CAMERA AND DOOR ACCESS CONTROLS SYSTEM

The camera and door access control systems at our center were no longer supported by the manufacture. We were awarded a $50,000 SHSP Grant in 2024 to replace our camera system. In FY26, we budgeted for the remainder of the project cost, in addition to replacing our door access control systems. This project was completed in October 2025.

CURRENT AND UPCOMING PROJECTS REMAINING IN FY26

REPLACE UPS SYSTEMS AT OTHER COMMUNICATION SITES

The UPS systems at many of our other communication sites are reaching their maximum age. We are in the process of replacing these UPS systems at these locations.

RADIO TUNING CAPABILITIES

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.

In 2024, our IT staff attended training to program Motorola radios. In 2026, we will also have the ability to tune radios with a radio service monitor. Our IT staff will also attend training for this new equipment, and will be able to program and tune radios for our partner agencies.

CAPITAL PROJECTS PLANNED FOR FY27 AND BEYOND

MOBILE REPEATER TRAILER - FY27

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.

EXALT MICROWAVE SYSTEM REPLACEMENT (FINAL PHASE) – FY27

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.

REPLACEMENT OF PAGING RADIOS AND REPEATERS – FY27

At some of our communications sites, we are still running older Motorola MTR2000 radios for paging and repeaters. These radios have been end of support for over a decade, and they need to be replaced.

REPLACEMENT OF GPS NETCLOCKS – FY27

Our GPS NetClocks are end of support in 2026. We will need to replace them with new clocks very soon. These clocks keep all of our systems in synch with each other, and allows our records systems to maintain accurate times in radio logs, phone recordings, and call notes.

REPLACEMENT OF MAIN SWITCH STACK – FY27

Our main switch stack at the communications center is no longer supported by the manufacture. It is due to be replaced. We will be replacing this switch stack with a chassis-style switch to maintain better resiliency and zero downtime during firmware upgrades.

SERVER UPGRADES - FY29+ (PHASED)

The servers that were replaced in FY24-FY26 will need to be replaced again to maintain software support in future fiscal years. This project will need to occur again starting in FY29

RADIO CONSOLE REPLACEMENT – FY28

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.

REPEATER AND PAGING UPGRADES IN GRANGER AND WAMSUTTER - FY28-29 (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 - FY28

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 – FY29-30

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 – FY28

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.

REAL-TIME RADIO MONITORING EQUIPMENT – FY28

This 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.

PTT INTEROP GATEWAYS – FY28

We have the ability to communicate on the State's radio system, WyoLink, on cellphones using a push-to-talk application. PTT interop gateways allow us to communicate on conventional radio resources using the same application.