

# SEACOM

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# 911

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**Southeastern Arizona Communications Center**

Interim Director, Tammi-Jo Wilkins

# Regional Public Safety Answering Point PSAP

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- ▶ SEACOM was established in July 2018 after Cochise County and City of Sierra Vista entered into an IGA to provide emergency communications services to the region from a consolidated center.
- ▶ Done in partnership with State of Arizona 911 who manages 81 PSAPs across AZ.
- ▶ SEACOM is the only Dispatch center providing regional communications service in AZ. Visit for additional information <https://az911.gov/psap-view-table>
- ▶ The model is based on contracts with public safety entities (subscribers) who then receive an array of services from the center.
- ▶ Currently serving 14 fire departments, 4 law enforcement agencies, 1 private ambulance company, and the National Park Service.
- ▶ SEACOM and all participating public safety agencies throughout Cochise County use Spillman Computer-Aided Dispatch and Records Management System.

# Services Offered

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- ▶ **24-hour, county-wide radio service through a system maintained by Cochise County IT through a contract with SEACOM.**
- ▶ **24-hour phone coverage to include both administrative and 911 calls using the VESTA 911 Platform.**
- ▶ **Certified operators providing Priority Dispatch Services in three modules, Police, Fire, and EMS.**
- ▶ **Spillman Records Services**
- ▶ **Access to statistical information.**
- ▶ **Complete Arizona Criminal Justice Information System (ACJIS) records management to include warrants, logs, and digital archiving.**
- ▶ **Ongoing monitoring and communication with active units through phone, radio, and Mobile Data Computers (MDCs) in each service vehicle.**

# Calls for Service into SEACOM

## 911 Call Activity Summary

In 2022 there were 50,480 911 calls to the center

- ▶ A total of 201,762 total calls including admin lines incoming with 34,560 outgoing for the year

In 2021 there were 54,888 911 calls to the center

- ▶ A total of 148,173 total calls with admin lines incoming for the year

# CAD Activity through SEACOM

In 2022 SEACOM entered approximately 149,968 calls for service

- ▶ 93,453 were law enforcement
- ▶ 3,890 were for Fire
- ▶ 18,425 were for EMS

In 2021 SEACOM entered approximately 100,889 calls for service.

- ▶ 82,517 were Law Enforcement
- ▶ 3,621 were for Fire
- ▶ 14,751 were for EMS

In 2020 SEACOM entered approximately 102,765 calls for service.

- ▶ 87,559 were Law Enforcement
- ▶ 15,206 were for Fire and EMS

# Priority Dispatch System ProQA

An integrated software program that provides our 911 dispatchers with the training to provide pre-arrival assistance to the caller in the event they have an emergency in a police, fire or medical situation.

SEACOM is the only agency in Arizona to use all three ProQA Modules

- Police
- Fire
- EMS

Dispatchers obtain and maintain a personal certification that is recognized through the International Academy of Emergency Dispatch (IAED).

# Building Standards

- **Implementation of Priority Dispatch ProQA offers the ability to differentiate between Fire and EMS requests for service**
- **Through the use of CAD and various phone reporting systems, the staff is able to identify the busy times and days for each participating agency thereby allowing them to staff accordingly.**
- **Training and continuous credits are encouraged for all staff to maintain their certifications.**
- **Communication Center can apply for Accreditation.**

# Staff and Structure

## JPA Board

### ► Operations Committee

Interim Director Tammi-Jo Wilkins

Administrator Vacant

Floor Supervisors Melissa Clark and Emily Thompson

Dispatchers Fulltime positions 16

Call Takers 2

Records Clerk 1

GIS/MSAG 1

# Accomplishments to Date

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- Transitioned into Director Position while doing Administrator duties, Reassigned Administrator duties to myself and a Floor Supervisor
- Located, made contacts/caught up on all billing
- Hired a second Floor Supervisor
- Applied for the 911 Grant for next FY
- Rebuilding important partnerships across the county
- Addressing complaints and staff concerns
- Caught up and working toward the NG911 upgrade to occur in, Summer of 2023 in Partnership with the State 911 office
- Building trainer plans in-house to address the number of new trainees we have
- Rebuilding the internal staffing plan, making adjustments, and preparing for Wilcox and Bisbee PSAPs to switch to SEACOM July 1.
- Working on MOU's with agencies

# Fiscal Agent and IGA

**Under the IGA, the City of Sierra Vista is the Fiscal Agent**

- ▶ **Principals.....City of Sierra Vista, Cochise County**
- ▶ **Partner..... Huachuca City**
- ▶ **16 Subscribers**

**Cochise County owns the building at 1728 Paseo San Luis and controls the radio and IT functions.**

**City of Sierra Vista manages the employees and is responsible for the budget, finance, procurement, media, and personnel issues.**

- ▶ **All employees are City of Sierra Vista employees.**
- ▶ **All associated benefits**

# FY24 Revenue Contributions

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|                                      |                     |
|--------------------------------------|---------------------|
|                                      |                     |
| <b>Cochise County</b>                | <b>982,078.00</b>   |
| <b>Sierra Vista</b>                  | <b>911,578.00</b>   |
| <b>Huachuca City</b>                 | <b>81,950.00</b>    |
| <b>Tombstone</b>                     | <b>62,962.50</b>    |
| <b>Fry Fire</b>                      | <b>30,000.00</b>    |
| <b>Whetstone Fire</b>                | <b>23,000.00</b>    |
| <b>Palominas Fire</b>                | <b>10,000.00</b>    |
| <b>Bisbee Fire/Police</b>            | <b>126,950.00</b>   |
| <b>Sunsites-Pearce Fire District</b> | <b>6,000.00</b>     |
| <b>Fort Huachuca (hosting)</b>       | <b>18,900.00</b>    |
| <b>National Park Service</b>         | <b>7,500.00</b>     |
| <b>Healthcare Innovations</b>        | <b>18,200.00</b>    |
| <b>Wilcox</b>                        | <b>99,450.00</b>    |
| <b>Fund Balance</b>                  | <b>380,950.00</b>   |
| <b>Total</b>                         | <b>2,759,518.00</b> |

# Budget by Category

| CATEGORY                | FY23 APPROVED | FY24 REQUESTED |
|-------------------------|---------------|----------------|
| Personnel               | 1,976,790.00  | 1,954,950.00   |
| Travel and Training     | 10,000.00     | 7,000.00       |
| Professional Services   | 11,200.00     | 37,450.00      |
| Utilities               | 47,175.00     | 49,750.00      |
| Association Memberships | 1,293.00      | 1,335.00       |
| IT Services             | 328,941.00    | 237,566.00     |
| Building Maintenance    | 37,788.00     | 55,634.00      |
| Legal/Insurance         | 19,690.00     | 21,159.00      |
| Supplies                | 17,965.00     | 13,725.00      |
| Capital                 | 379,552.00    | 380,950.00     |
| Total                   | 2,830,394.00  | 2,759,519.00   |



# Questions?