

CORTEZ COMMUNICATIONS CENTER
ANNUAL REPORT
YEAR 2018
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The Cortez Communications Center had a busy year despite struggles with staffing.

During the Year of 2018, Cortez Communications Center dispatchers fielded 49,244 user agencies' calls for service. This amount is an increase of approximately 2,000 calls over 2017. The five year average for user agencies' calls for service is 50,317.

2018 Calls for service are itemized by Agency below:

Cortez Police Department	20,755
Montezuma County Sheriff's Office	18,356
Mancos Marshall's Office	2,880
Dolores County Sheriff's Office	190
Mesa Verde National Park	218
Southwest Ambulance Service	3,415
Fire Departments	<u>3,430</u>
Cortez	2,326
Dolores	417
Mancos	365
Lewis-Arriola	225
Pleasant View	<u>97</u>

Staffing: Despite having been fully staffed for over a year, staffing became the primary issue for the communications center during 2018. In July, Devonne Kingery was the first to leave in pursuit of a career that would give her more time at home with her children. Tannen Dorman moved to Arizona in August. Dicey McKay went to work at the post office to be home at night with her children. Lara Messersmith left to work for the Combines Courts for more money. Amie Poladian moved back to California. Andy Condon transferred to Records for hours that would coincide with his wife's hours. Going into November, we had four new people in training and only four dispatchers and the supervisor to cover all the shifts. Thankfully, the four remaining dispatchers; Tamira Osborne, Taylor Marsell, Jessica Marlman, and Valerie Rendon stepped up and work numerous hours to ensure the shifts were covered. We were also fortunate to be able to use Katelyn Woodman and Marissa Hurst to help cover shifts. Unfortunately, two of the new people washed out in training. However, we are starting the New Year with Taylor Colcord and Ben Jackson working well in their new careers. We have also given a conditional offer to Rhondale Yazzie who will be starting here January 14th, 2019. We have three positions that remain open and will continue to recruit for these.

Equipment: Replacing the radio consoles and equipment has been the primary focus of equipment for the year. The 911 Surcharge Fund does not currently have the funds needed

to purchase replacements for the four consoles and a recording system. The current systems in place have met their end of life and parts and service is no longer available. The 911 Authority Board suggested submitting for an Energy Impact grant. This grant was submitted August 1st but was met with questions by DoLA including the need to increase the 911 Surcharge Fee. The 911 Authority Board agreed, in November, to allow the fee to be raised to \$1.00. Chief Roy Lane will be working with the other local government boards to increase the fee across the service area. The request will have to be submitted to the Colorado PUC for approval.

Agencies: Empire Electric decided to use a call taking agency out of the area to handle their calls for service.

This year's goals are to replace the outdated consoles and recording system and recruit new dispatchers with plans to remain long term.

Respectfully submitted,

Lori Johnson
Communications Center Supervisor