

Emergency Communication District of Ector County

Serving Odessa, Goldsmith, and Ector County



2012 Annual Report

EMERGENCY COMMUNICATION DISTRICT OF ECTOR COUNTY

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Mission Statement

To develop and improve emergency communication procedures and facilities in a manner that will make possible the quick response to any person calling the telephone number 9-1-1 seeking police, fire, medical, rescue, and other emergency services within the cities of Goldsmith and Odessa, and Ector County.

District Staff



Kevin Jones
Executive Director



Aaron Jones
Operations Manager



Jeanna Olberts
Administrative Assistant

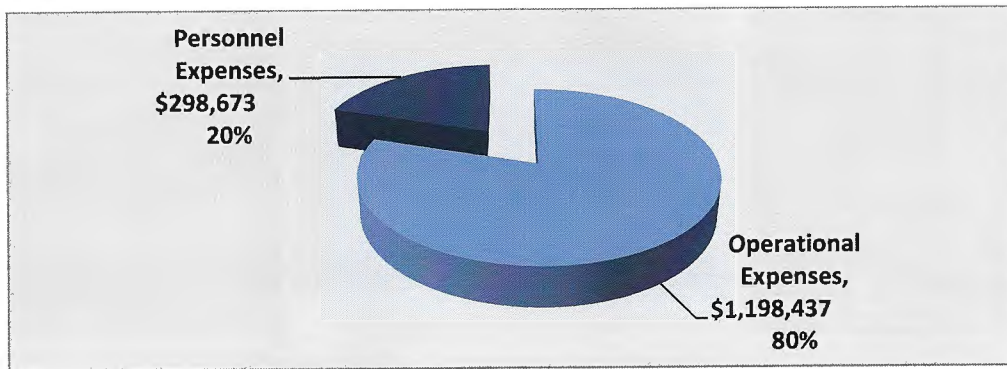
Emergency Communication District of Ector County

Annual Report

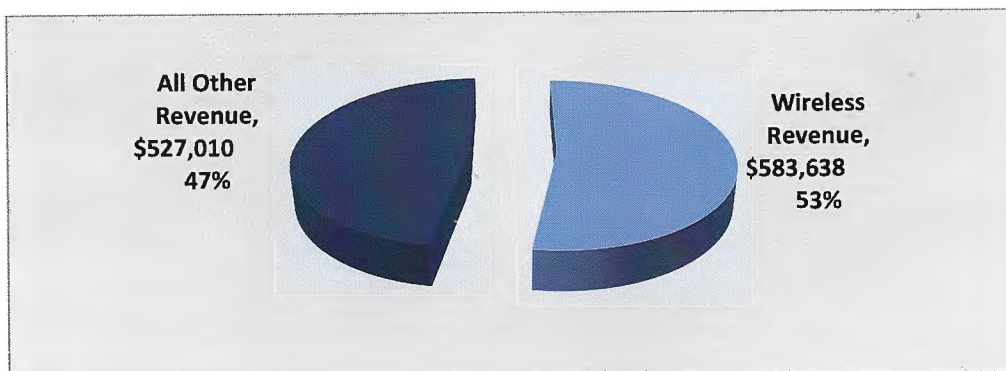
Fiscal Year 2011 - 2012

2011 – 2012 population estimates for the City of Odessa and Ector County were 102,106 and 140,111 respectively.¹

In Fiscal Year 2011-2012, the District paid \$1,198,437 (80%) for operational expenses including maintenance and service of the 9-1-1 emergency telephone system and \$298,673 (20%) in salaries and benefits.



Revenue from 9-1-1 service fees amounted to \$1,110,649 of which 53% was generated from wireless telephone service. Throughout the year, wire line telephone subscribers paid rates of \$.51 for residential lines, \$1.06 for flat business lines, and \$1.56 for trunk lines, with wireless and Nomadic VoIP subscribers paying \$.50 per phone connection.²



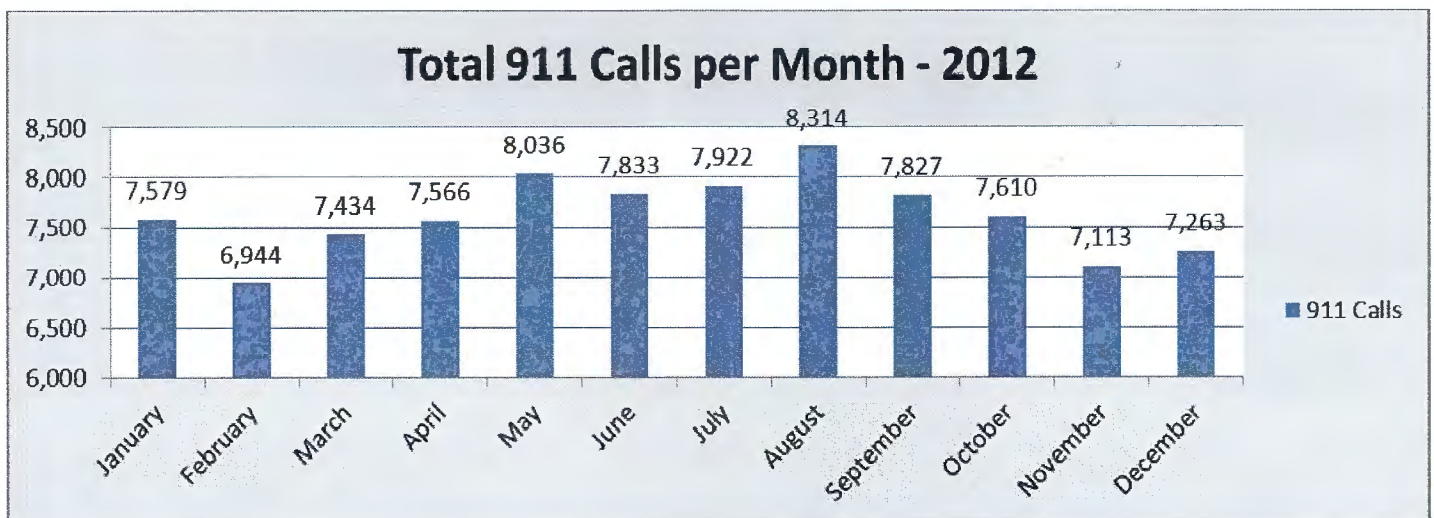
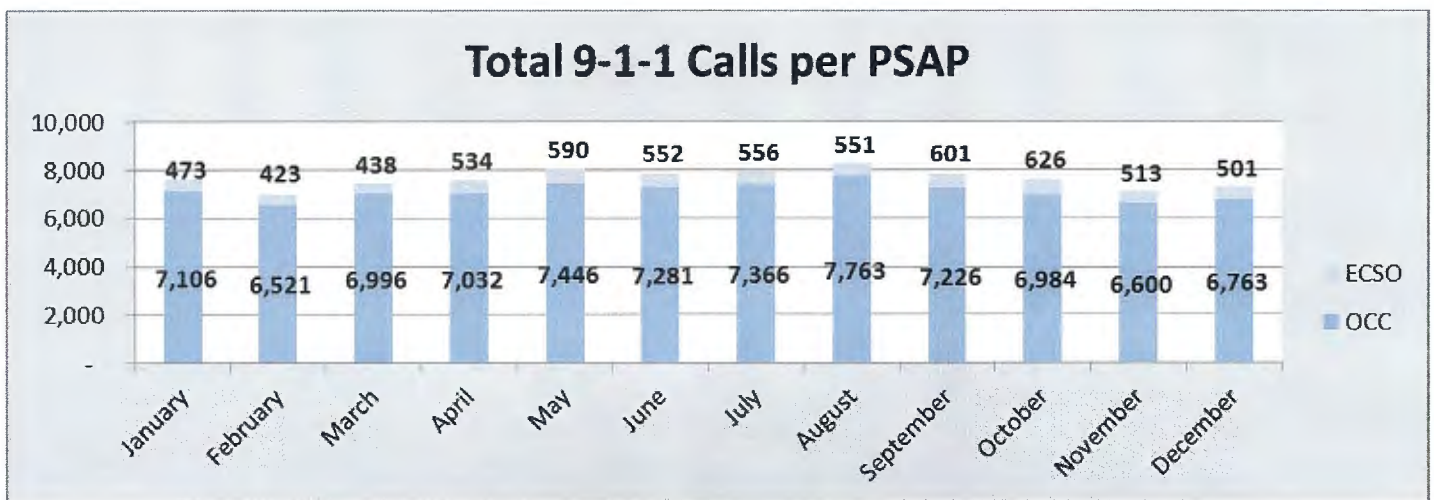
¹ Source for population data is from the U.S. Department of Commerce United States Census Bureau. Data is 2011 data.

² Financial numbers retrieved from actual FY figures for listed year as reported by independent auditor.

Two fully enhanced Public Safety Answering Points (PSAPs) operate with the primary answering point located at the City of Odessa's Municipal Plaza Communication Center and the secondary PSAP at the Ector County Sherriff's Office.

All backup operations for the Sheriff's Office are routed to the Odessa Communication Center, with backup operations for the Odessa Communication Center routed to the city's 7-digit emergency number. The Odessa Communication Center PSAP continues to serve as a secondary backup for the Midland Emergency Communication District.

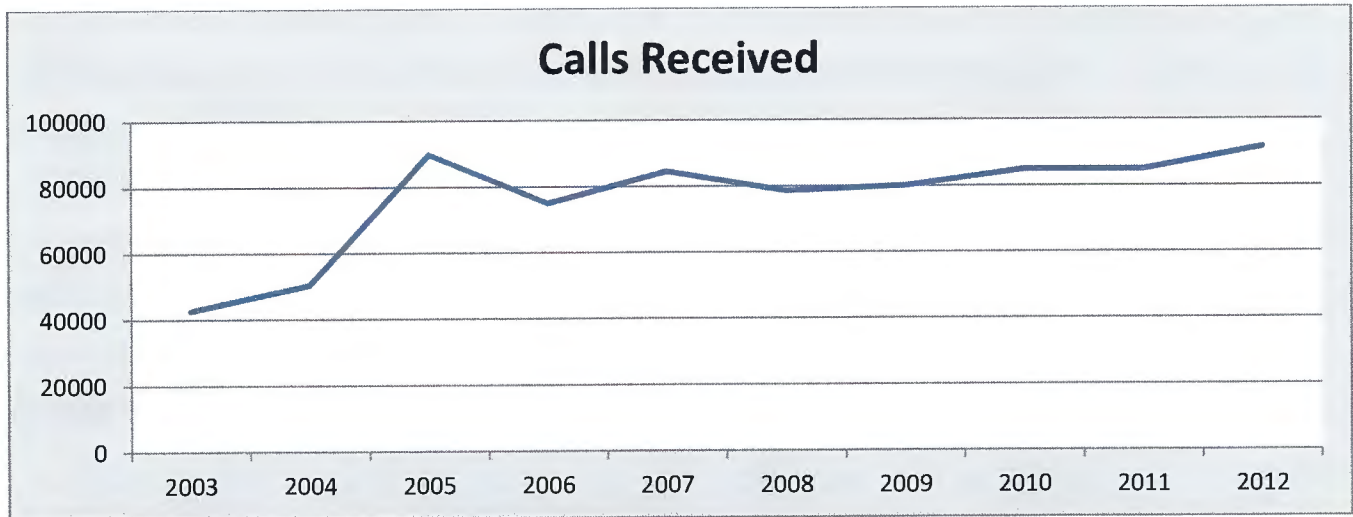
In total, 91,441 calls were made into the Enhanced 9-1-1 system in all of Ector County, averaging 249 calls per day. The Odessa Communication Center received 85,084 calls during 2012 while the Ector County Sheriff's Office received 6,358 calls during the same period.



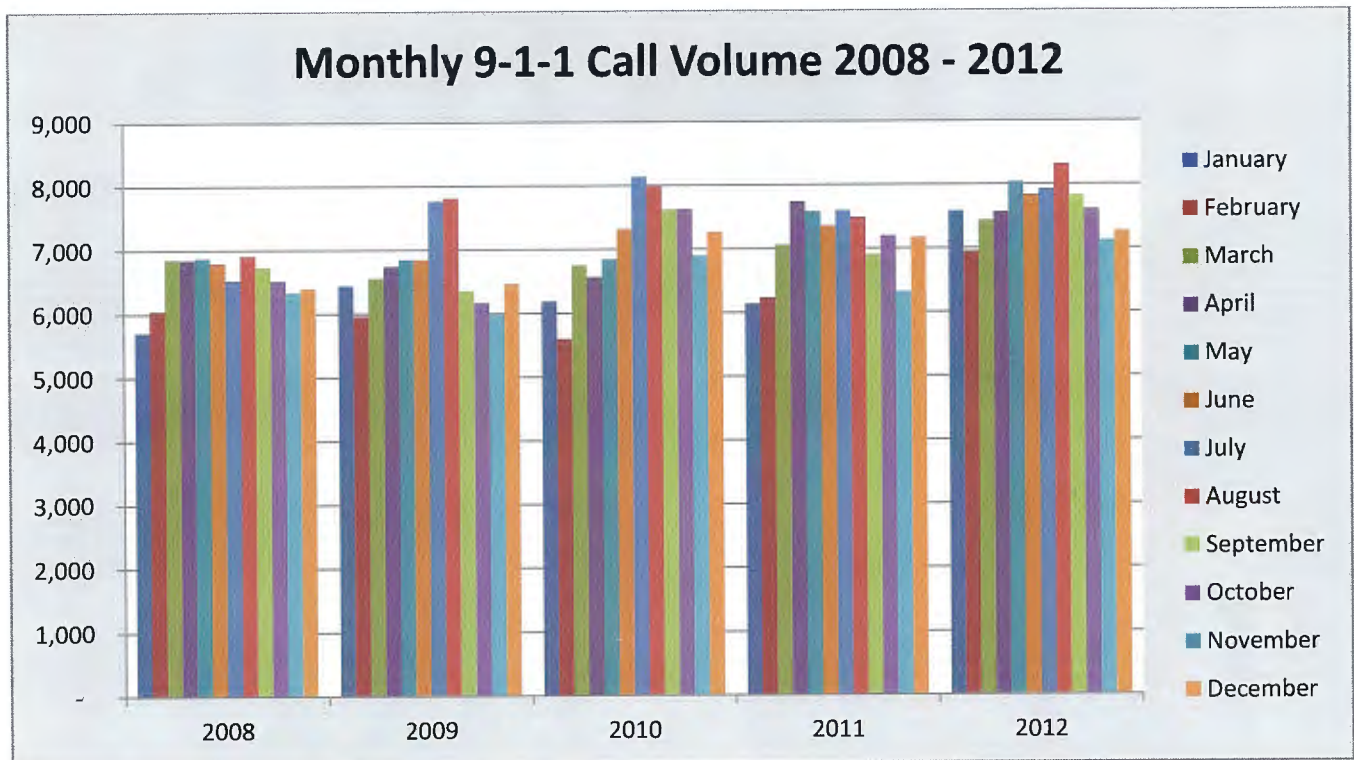
³ Call volume statistics calculated are based on actual calls received by each PSAP and counted per current standards by Cassidian's Aurora Reports.

Call Volumes

The following is a comparison chart of the total annual call volumes for the past ten years.



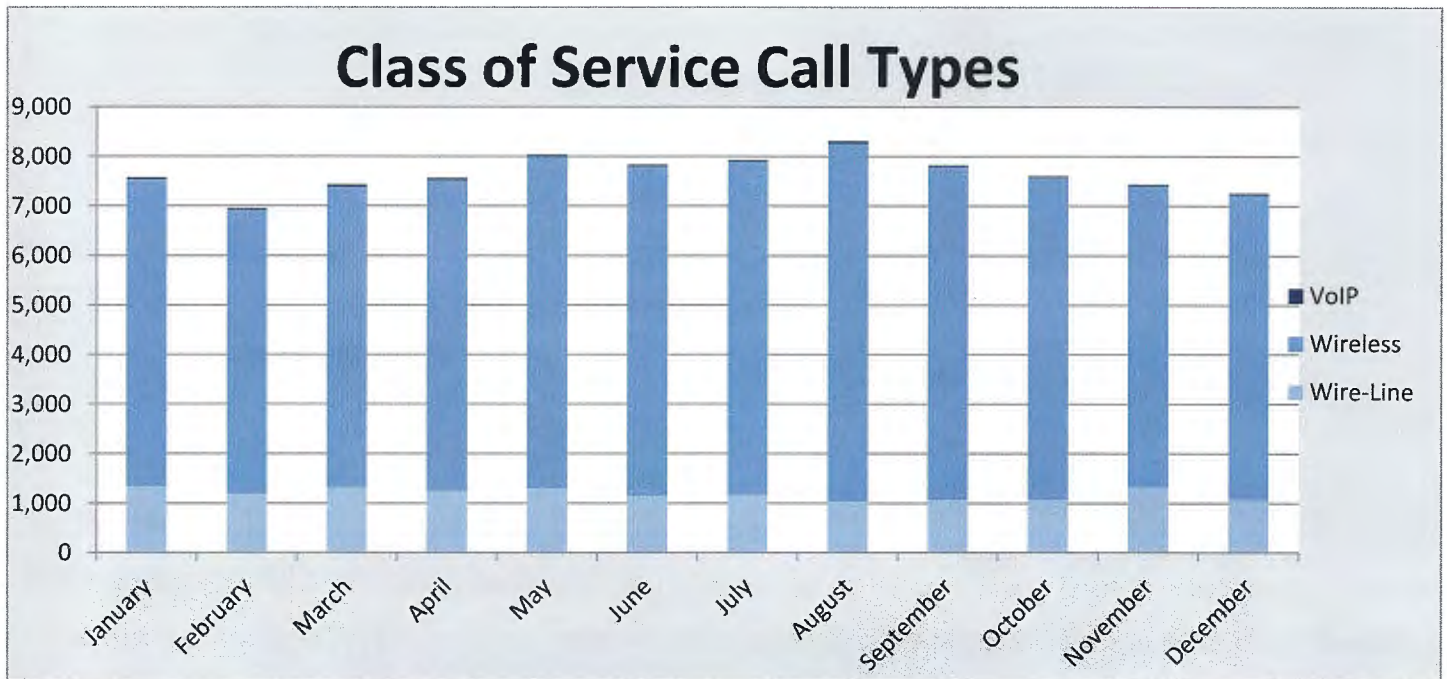
Below is a further breakdown of the call volumes over the past 5 years, shown by the monthly call volumes.



Along with the steady increase in population over the past 5 years, calls made to 9-1-1 have continued to grow as well.

Class of Service Call Types

With the continued and growing use of cellular telephones wireless calls have grown to be 84.2% of all calls made to PSAP's in Ector County. Of the 91,441 calls made to 9-1-1, 76,994 were wireless calls. Traditional wire-line calls have continued to decline to 14,297, or 15.64% of all calls, while VoIP has only slightly increased to 481 calls, or .53% of all calls.



	Class of Service					
	Wire-Line	% of Total Calls	Wireless	% of Total Calls	VoIP	% of Total Calls
January	1,345	17.75%	6,192	81.70%	42	0.55%
February	1,193	17.18%	5,722	82.40%	29	0.42%
March	1,326	17.84%	6,056	81.46%	52	0.70%
April	1,252	16.55%	6,269	82.86%	45	0.59%
May	1,303	16.21%	6,693	83.29%	40	0.50%
June	1,152	14.71%	6,643	84.81%	38	0.49%
July	1,174	14.82%	6,716	84.78%	32	0.40%
August	1,034	12.44%	7,216	86.79%	64	0.77%
September	1,067	13.63%	6,726	85.93%	34	0.43%
October	1,062	13.96%	6,516	85.62%	32	0.42%
November	1,328	14.02%	6,078	85.45%	38	0.53%
December	1,061	14.61%	6,167	84.91%	35	0.48%
Total	14,297	15.64%	76,994	84.20%	481	0.53%

Support Services & Training

The seventeenth full year for Language Line Service has been completed. For the year 2012, 599 calls were placed to Language Line for translation service totaling 2,751 minutes. While Spanish is the primary language translated, other languages included Mandarin Chinese and Russian.

The City of Odessa continued to receive partial funding from the District for the City of Odessa Communication Center call-taker positions. Statistical records are maintained by the City of Odessa and are not included in this report.

The District provided 5 training classes for 15 new dispatchers for both the City of Odessa and Ector County Sheriff Office as requested. The District sent 6 dispatchers to classes for their Priority Dispatch EMD Certification, 2 dispatchers to the Texas NENA/APCO Conference in Dallas, Texas, and also sent the City of Odessa's GIS Manager to the ESRI Users Conference in San Diego, CA.

The District continues to provide various research and training information to public safety departments and public utility agencies. During this year, over 55 agencies were assisted with over 410 requests for maps, street locator guides, MSAG listings, rural address listings and other various research requests.

The mapping system has just completed its eighth calendar year of service, continuing to allow Phase 2 cellular calls to be received and properly placed on the map. Primary map maintenance has been given to the City of Odessa's GIS department upon their request; however, the 9-1-1 District maintains close analysis of the data for 9-1-1 needs. This action releases all discrepancy reporting involving the map or CAD system to the City of Odessa.

National APCO was hosted in Minneapolis, MN and the National NENA was hosted in Long Beach, CA. Each conference continues to provide information on new emergency equipment and training for attendees. District personnel also attended the Texas NENA Conference in Dallas. An exchange of information is also possible during these events, all of which adds to the continual development of the District. The 911 District continued maintenance of a web page at ector911.org.

Silent Hero Award Recipient

Lois Bailey was the 2012 Silent Hero Award recipient. Lois has worked for the City of Odessa Public Safety Communication Department since March 21, 2007. "Lois has always been available to help out wherever she can. She assists other dispatchers who are learning and also helps cover personnel shortages." said Tina Jones, supervisor for Public Safety Communications.



Telecommunicator Appreciation



Telecommunicator Week (April 8-14, 2012) was observed and in appreciation of the dispatcher's dedicated work, the District provided an evening and an afternoon outing to Citibank Ballpark for a Midland Rockhound's baseball game, including a Bar-B-Q picnic for all dispatchers from the Odessa Communication Center and Ector County Sheriff's Office plus their families. Each telecommunicator also received a book on the 125 year history of Ector County commemorating the 125th anniversary, as well as a commemorative coin celebrating the Districts 25th anniversary.

Public Education

The District distributed over 4,630 items to the community regarding 9-1-1, including among other things, coloring books, pamphlets, brochures and pens.

Red E. Fox, District staff, and dispatchers presented 21 Red E. Fox educational presentations to over 1,200 second grade students in 14 local elementary and private schools in Ector County. Presentations were also conducted for 3 Boy Scouts of America packs and 1 local daycare for preschoolers. Red E. Fox also joined Odessa Fire/Rescue one evening at Music City Mall during Fire Prevention week.



Personnel Changes

In August 2012, Kaylie Hamilton was hired through the ECISD Co-Op program.

Intergovernmental Projects

The Pictometry Project began with the first fly over for aerial imagery occurring in February 2012. This is an intergovernmental project between the Emergency Communication District of Ector County, Ector County Appraisal District, Ector County and the City of Odessa, with the 9-1-1 District paying 50% of the six-year project.

Also, the 9-1-1 District performed an audit of the Odessa Communication Center's electrical wiring due to concerns regarding the 9-1-1 Patriot System. A previous inspection revealed an unacceptable cabling and wiring configuration in the center. As a result of this audit and inspection, major electrical problems were discovered and private consultants were hired to recommend a proper wiring configuration for the 9-1-1 equipment and the communications center. In order to correct these issues the 9-1-1 District paid approximately \$36,000 of undesignated funds in assisting the City of Odessa in upgrading their electrical wiring and isolating all of the 9-1-1 equipment.



Before



After





Emergency Communication District of Ector County

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