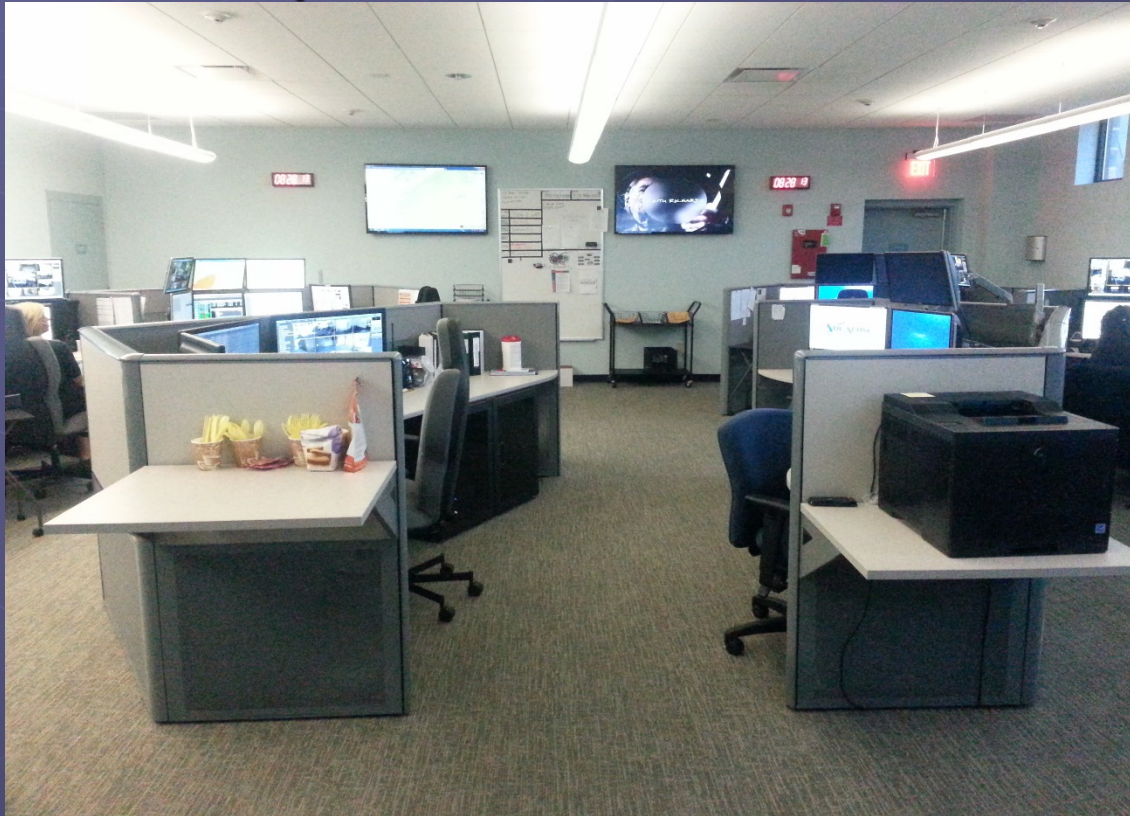# Sussex County 911

Frankford Facility facts

- Transitioned from 39 High Street to the Frankford site December 1, 2014.

- Began accepting 9-1-1 calls December 14, 2014.

- 10 Full-time Staff
  - 1 Director
  - 1 Supervising Telecommunicator (SPST)
  - 8 Public Safety Telecommunicators (PST)
- 10 Part-time Staff (5 in training)

Frankford Facility facts cont.

- The Center is manned with a minimum 2 PSTs continuously.

- Part-time staff bolstered to support the current full-time staff, emergency readiness, ensure capacity for growth potential.

Frankford Facility facts cont.

- The Center opened with 4 fully capable 911 positions and a partial (absent radio) Supervisor position.

Frankford Facility facts cont.

- The Center back end design will support 10 full positions. The design includes connectivity, furniture and redundant support already in place for the remaining 5 positions.

Communications Reliability System Monitoring

- In early 2015, the microwave system used to receive and channel 9-1-1 calls switched to fail-over mode using on our 100 MB Ethernet connection. The redundancy capabilities functioned as designed with dispatchers unaware of the microwave failure.

- All major systems are monitored for errors and failures.

- Any detected failures result in electronic notification to Sheriff's Office personnel and in some cases, vendors, for prompt remediation.
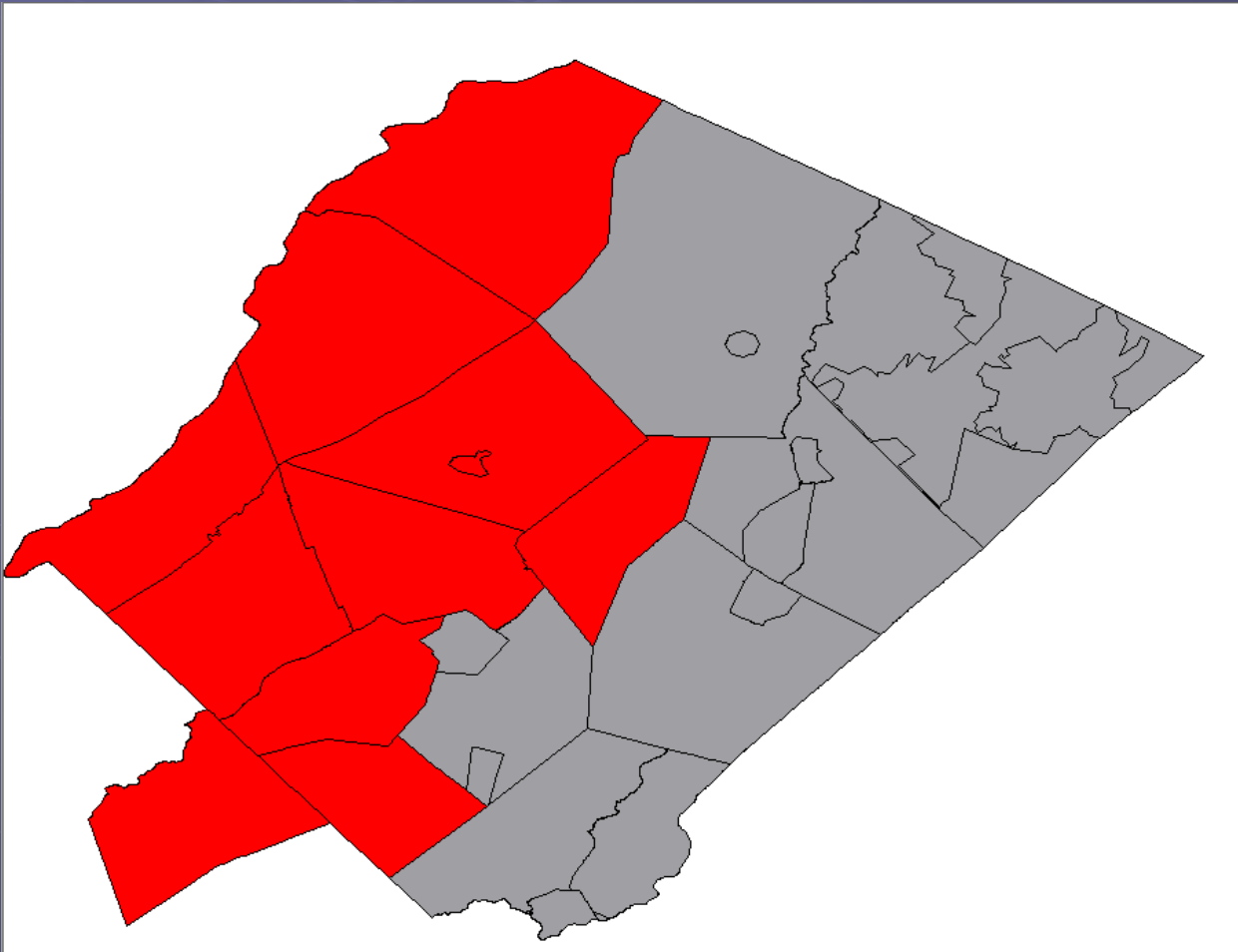
9-1-1 Center General Information

- Serves 10 municipalities
- Population - 31,118
- 9-1-1 Calls YTD 2015 – 5,391
- Dispatch
  - 11 Fire Departments
  - 6 EMS Agencies
  - County Sheriff's Office & Prosecutors Office
  - County Fire Marshal / County OEM
  - County Public Works & County Health Department

Contracted Services

The County Communications Center provides 911 answering and dispatch services through shared service agreements to ten municipalities.

- Branchville Boro
- Frankford Twp
- Fredon Twp
- Green Twp
- Hampton Twp

- Lafayette Twp
- Montague Twp
- Sandyston Twp
- Stillwater Twp
- Walpack Twp

Geographic Service Area (red)

CAD Incidents Generated YTD15

	INCIDENTS
Branchville Boro	255
Frankford Twp	1082
Fredon Twp	381
Green Twp	284
Hampton Twp	939
Lafayette Twp	435
Montague Twp	613
Sandyston Twp	317
Stillwater Twp	650
Walpack Twp	16
TOTAL	4,972

Incidents Jan-Aug 2015

Telephone Call Activity
Jan-Aug 2015

	Sheriff Office	9-1-1 Admin	9-1-1 Calls
Jan	1917	1026	287
Feb	1906	871	237
Mar	2323	708	223
Apr	2081	730	487
May	1925	802	817
Jun	2056	702	830
Jul	2040	720	898
Aug	2033	956	1014
Sept*	1284	470	598
Total	17,565	7,003	5,391

*Sept partial month figure

High Street Back-up Facility

- Two fully functional 9-1-1 positions have been completed at the back-up High Street Communications Center

High Street Back-up Facility

- Additional Cisco switches were added to increase network capacity and provide additional redundancy.

- All remaining equipment located on the wall field outside of server room was relocated into the environmentally controlled server room.

Ongoing Technology Projects

Radio Communications

- Full radio capability added to the Supervisory position at the Frankford Site
- Bolster radio communication infrastructure by adding radio components to a secure antenna tower site in Fredon Township.
  - This improvement to the radio infrastructure will improve capabilities and service to the southern area of the County.

Geographic Information System - GIS

- A GIS project is underway to conduct a more detailed validation of all addresses in the jurisdictions we serve.

- Expectations upon completion:
  - quicker and more accurate dispatch of calls
  - improve the ability to create location specific response plans
  - Improve accuracy of call data paired with multiple units at a single physical address

Computer Server/Security

- Spillman Server Upgrade
  - Will become the new primary Spillman CAD server located at the PSAP
  - Current server will remain at High St and act as a live backup
- Windows Update Service
  - Server role added so that the Sheriff's Office computers get Windows updates from local server rather than all downloading content from Microsoft (conserves bandwidth)

Computer Server/Security

- NCIC Server upgrade
  - Current server is old and was repurposed from InfoCop when the county switched to Spillman

- Firewall upgrade
  - Older single Cisco firewall was upgraded to Cisco 5515 fail-over pair to provide for redundancy in the event of a failure.

Computer Server/Security

- Sheriff's Office primary domain controller was replaced with a new server.
  - Existing primary was demoted to secondary and secondary was removed from role

TEXT to 9-1-1

- TEXT to 9-1-1 is the next phase of service to be released by New Jersey OETS. OETS expects to begin rolling out the service in next few months, which will allow callers to text messages to 9-1-1 in advance of image and video capabilities.

  - NJ OETS has restricted text capability to one host PSAP in each county during the introduction period. The 9-1-1 Center has been asked to serve as the host PSAP for Sussex County and has accepted that role.

9-1-1 Center

- Embarking on other 9-1-1 operational tasks
  - Preparations for Law Enforcement tasks.
  - More robust quality assurance process.
  - Training/professional development beyond the basic requirements.