RESOLUTION NO.

A RESOLUTION AUTHORIZING THE SUBMISSION OF A GRANT APPLICATION TO THE WYOMING OFFICE OF HOMELAND SECURITY FOR THE FFY 2025 STATE HOMELAND SECURITY GRANT PROGRAM (SHSP), ON BEHALF OF THE GOVERNING BODY OF LARAMIE COUNTY, WYOMING TO REQUEST FUNDING IN THE AMOUNT OF $31,900.00.

FOR THE PURPOSE OF: REQUESTED FUNDS WILL BE USED TO PURCHASE A 911 REALITY TRAINING PREPAREDNESS SIMULATOR FOR THE LARAMIE COUNTY COMBINED COMMUNICATIONS CENTER.

WITNESSETH

WHEREAS, the Wyoming Office of Homeland Security receives FFY 2025 SHSP funds from the Federal Emergency Management Agency and;

WHEREAS, the Wyoming Office of Homeland Security distributes a portion of these FFY 2025 SHSP funds to Wyoming Counties and;

WHEREAS, the Laramie County Board of Commissioners is eligible to apply for and receive FFY 2025 SHSP funds for the Laramie County Combined Communications Center and;

WHEREAS, the Governing Body of Laramie County desires to participate in the Wyoming Office of Homeland Security Grant Program (SHSP) by sponsoring this grant application to assist in financing the Laramie County Combined Communications Center; and

WHEREAS, the Governing Body of Laramie County has been provided with preliminary cost estimates and information on this project; and

NOW, THEREFORE, BE IT RESOLVED BY THE GOVERNING BODY OF LARAMIE COUNTY that a grant application in the amount of $31,900.00 be submitted to the Wyoming Office of Homeland Security for consideration of assistance in funding the Laramie County Combined Communications Center under the FFY 2025 SHSP grant program.

BE IT FURTHER RESOLVED, that Sandra Bay, or her successor in the position of Laramie County Grants Manager, is appointed as agent of the Laramie County Board of Commissioners to execute and submit applications and certifications for these funds and to receive funds and implement the programs funded under this grant.

PASSED, APPROVED AND ADOPTED THIS 16th DAY OF SEPTEMBER 2025.

By:_____ Date: _____

Chairman, Laramie County Commissioners

ATTEST:

_____ Date: _____

Debra Lee, Laramie County Clerk

Received and Approved as to Form only By:

_____ Date: 9/9/25

Laramie County Attorney's Office

Wyoming Office of Homeland Security
2025 SHSP
Deadline: 9/30/2025

Laramie County, Wyoming

911 Reality Training Preparedness Simulator

Jump to: Application Questions Project Budget Documents

$ 31,900.00 Requested

Project Contact
Sandra (Newland) Bay
sandra.newland@laramiecountywy.gov
Tel: 307-633-4201

Additional Contacts
kathi.wilson@laramiecountywy.gov,sandra.bay@laramiecountywy.gov;Amber.Young@laramiecountywy.gov

Laramie County, Wyoming

310 W 19th St Ste 300
Cheyenne, WY 82001
United States

Chairman
Gunnar Malm
commissioners@laramiecountywy.gov

Telephone 307-633-4201
Fax
Web laramiecountywy.gov
UEI E9DLJC1HGNQ8
SAM Expires 12/27/2022

Application Questions top

1. Applicant Agency Type

- ☐ City/Town
- ☑ County
- ☐ State
- ☐ Tribe
- ☐ RERT
- ☐ Bomb Team
- ☐ School District/Higher Education
- ☐ Special District
- ☐ Other

2. Briefly describe your project.
This should be a concise statement of what you are seeking funding for. This description should not include a Statement of Need, problem statement, or historical description of your agency.
We are seeking funding to purchase a 911 Reality PLUS 1:2 Simulator (Model P1002) to enhance training at the Laramie County Combined Communications Center. This live scenario-based simulator provides realistic, hands-on training for both new and experienced dispatchers to practice call taking, dispatching, and crisis response in a no risk environment.

The simulator will be fully integrated into our existing training program, which includes classroom instruction, on-the-job training, and Wyoming Law Enforcement Academy certification. It supports Homeland Security objectives by enhancing our ability to manage high risk incidents, including acts of terrorism, active shooter events, and mass casualty incidents. The simulator strengthens dispatcher readiness to assess threats, coordinate multi-agency response, and maintain communications continuity during critical incidents. As the first of its kind in Laramie County, this one-time investment builds local preparedness, supports regional training opportunities, and improves resilience by preparing dispatchers to serve effectively as first line responders in terrorism-related or large-scale emergencies.

3. Describe how this project supports efforts to build, sustain, and deliver the capabilities necessary to prevent, prepare for, protect against, and respond to acts of terrorism.
All SHSP supported projects must have a nexus to terrorism. Your answer here will be used to justify the project's eligibility on the state's application. Insufficient answers may prohibit an approved finding by FEMA Program Management.
The simulator will create an immersive, scenario-based training environment for both new and experienced dispatchers, allowing them to practice real time call taking, dispatching, threat assessment, and interagency coordination in a no risk setting. The simulator strengthens our capacity to respond to terrorism and other targeted acts of violence by preparing dispatchers for both routine emergencies and complex, high-risk threats that are difficult to replicate in real world training. These include coordinated attacks, bomb threats, active shooter incidents, critical infrastructure disruptions, and mass casualty events. Each incident requires rapid decision making and seamless communication across multiple agencies. The training system supports Homeland Security objectives by enhancing the skills necessary to detect early indicators of terrorist activity, respond decisively during incidents, and maintain consistency during emergency operations.

This technology will be fully integrated into our existing training, which includes classroom instruction, on-the-job training, and certification through the Wyoming Law Enforcement Academy. The simulator will also enable the development of a formal internal dispatch academy, led by our newly established Training and Compliance Coordinator. The academy will not only strengthen internal readiness but also support training for our regional partners, reinforcing terrorism response efforts throughout Wyoming.

The simulator will be maintained internally by our IT team, with no ongoing licensing fees. Our Training Coordinator will receive vendor-provisioned instruction to ensure long-term self-sufficiency in content development and delivery. By improving preparedness, strengthening interagency coordination, and expanding access to scenario-based training, this project enhances not only Laramie County's, but Wyoming's ability to respond effectively to acts of terrorism.

4. Does your requested amount cover the entire cost of your project?

- ☑ YES
- ☐ NO

5. Will your agency accept partial funding for this project?
Please consider your answer carefully. Only answer "YES" if your agency will move forward with this project upon receiving a partial award.

- ☑ YES
- ☐ NO

6. Has your agency applied for other grant opportunities to support this project?
If yes, please list other grants applied for and amounts awarded, if any. If no, enter "N/A".
N/A

7. Has this project been supported by previous SHSP awards?

If yes, please list the grant year, project name, and last completed milestone. If no, enter "N/A".
N/A

8. Did your agency participate in the THIRA?
- [x] YES
- [ ] NO

9. Does this project address gaps identified in the THIRA?
If yes, explain how this project ties into the THIRA and how it addresses gaps. If no, enter "NO".
The 911 Reality PLUS Simulator directly supports the Threat and Hazard Identification and Risk Assessment (THIRA) framework by reinforcing several key core capabilities. These include Operational Coordination, through multi-agency simulated training; Situational Assessment, by improving dispatcher capacity to gather, interpret, and relay vital information; Intelligence and Information Sharing, by modeling time-sensitive communication across jurisdictions; and Screening, Search, and Detection, through exercises involving suspicious activity or potential threats. Together, these functions help us identify, prevent, and mitigate the impact of terrorist incidents and other significant events.

Laramie County faces a growing population and increasing call volume, while also experiencing staffing shortages and training limitations. This simulator addresses these issues by reducing the burden on live trainers, decreasing the time required for new hires to become fully operational, and ensuring all personnel remain prepared for a wide spectrum of hazards. This tool not only improves operational readiness within our center, but also lays the foundation for regional collaboration in the future, as we aim to expand our internal academy to serve other public safety agencies throughout Wyoming. This one-time investment supports sustainable, high-impact improvements to emergency communications which will strengthen the professionalism of our dispatch center and the broader community we serve.

This project will bring the first 911 training simulator of its kind to the state of Wyoming, placing Laramie County at the forefront of innovation in emergency communications training. As threats evolve and emergency events grow in complexity, the need for realistic, scenario based training has never been greater. This simulator allows dispatchers to engage in authentic training environments that replicate real world emergency to include severe weather and hazardous materials incidents to active assailant and coordinated terrorist attacks. It enhances both new hire training and continuing education for experienced staff, providing the opportunity to reinforce critical skills through repeated practice, improve critical thinking, and strengthen decision-making under pressure.

10. Explain how your project, if funded, would be maintained, supported, and sustained.
The 911 Reality PLUS 1:2 Simulator will be maintained, supported, and sustained through a combination of vendor provided technical support and internal agency oversight. Professional Pride, Inc., the sole source provider, offers comprehensive support services including installation, training, routine maintenance, software updates, and technical troubleshooting. This includes system diagnostics, replacement parts, remote or on-site troubleshooting, and access to the latest software enhancements. Professional Pride's direct service model ensures compatibility, security, and the continued operational integrity of the simulator. The Laramie County Combined Communications Center (LCCCC) will assign internal staff to coordinate with Professional Pride on regular system checks and ensure integration with our existing IT infrastructure. Additionally, the simulator's design minimizes recurring costs by enabling self-guided training modules and long-term usability, thereby ensuring sustainability beyond the initial implementation period. Budget planning for future maintenance and upgrades will be incorporated into our annual operating costs.

11. Select this project's Primary Core Capability. A **link to additional information on Core Capabilities is available on the Resources Tab.**
Due to the limits of ZoomGrants, all Core Capability choices cannot be listed as a single question. If your project's Core Capability is not listed below, select OTHER from this list and select a capability from Question 12.
- [ ] Planning
- [ ] Public Information and Warning
- [x] Operational Coordination
- [ ] Intelligence and Information Sharing
- [ ] Interdiction and Disruption
- [ ] Screening, Search, and Detection
- [ ] Forensics and Attribution
- [ ] Access Control and Identity Verification
- [ ] Cybersecurity
- [ ] Physical Protective Measures
- [ ] Risk Management for Protection Programs and Acrtivities
- [ ] Supply Chain Integrity and Security
- [ ] Community Resilience
- [ ] Long-term Vulnerability Reduction
- [ ] Risk and Disaster Resilience Assessment
- [ ] Threats and Hazards Identification
- [ ] OTHER

12. Primary Core Capability selections (continued).
- [ ] SELECTION MADE FROM QUESTION 11
- [ ] Infrastructue Systems
- [ ] Critical Transportation
- [ ] Environmental Response/Health and Safety
- [ ] Fatality Management Services
- [ ] Fire Management and Suppression
- [ ] Logistics and Supply Chain Management
- [ ] Mass Care Services
- [ ] Mass Search and Rescue Operations
- [ ] On-Scene Security, Protection, and Law Enforcement
- [ ] Operational Communication
- [ ] Public Health, Healthcare, and EMS
- [x] Situational Assessment
- [ ] Economic Recovery
- [ ] Health and Social Services
- [ ] Housing
- [ ] Natural and Cultural Resources

13. Does this project build new capabilities or sustain existing capabilities?
- [x] BUILD
- [ ] SUSTAIN

14. Is any part of this project a deployable and/or sharable asset?
Can this asset be utilized as a local, state, regional, or national resource?
- [ ] YES
- [x] NO

15. Does your project require construction or ground disturbance?

This includes renovation, retrofitting, or modifications to existing structures, fixed installation of equipment, fencing, towers, etc.

☐ YES - An EHP may be required

☑ NO

16. Describe this project's first anticipated milestone or key activity.

Do not list "receive funding" as your first milestone.

Complete the purchase and installation of the simulator within the facility and conduct internal trainings.

17. Does this project support a NIMS typed resource?

☐ YES

☑ NO

18. Does your agency have any diversity, equity, and inclusion (DEI) practices?

☐ YES

☑ NO

19. Does your agency include foreign nationals or noncitizens?

Per 2025 SHSP NOFO: If a subapplicant has foreign nationals, they must be properly vetted and must adhere to all government statutes, policies, and procedures including "staff American, stay in America" and security requirements.

☐ YES

☑ NO

20. Each project for which you are requesting SHSP support should be submitted as a separate ZoomGrants application. If your agency is submitting multiple project applications, please indicate this application's priority by ranking it compared to the others.

Format: [This application's priority] / [Total number of applications submitted]. Example: "1/3" would indicate this application's project ranks highest of three projects submitted. If only one application is submitted, enter "1/1".

The Laramie County Commissioners have ranked this project 1 out of 8.

21. Provide any additional information concerning your project or your agency which you would like application reviewers to know when considering your project for funding.

A project Statement of Need or description of your agency's services may be entered here. Your response is limited to 2000 characters. If no additional information is needed, please enter N/A.

Through investing in this simulator, trainees and experienced dispatchers alike will be able to rehearse complex, high-risk scenarios in a no risk, controlled environment including coordinated terrorist attacks, active shooter incidents, critical infrastructure sabotage, hazardous material releases, and other unconventional threats that could realistically affect Laramie County. As a critical logistics and transportation hub near I-80 and key rail lines, our region faces credible risk from domestic terrorism, domestic terrorists, and attacks on public places. This simulator gives our dispatchers the ability to build confidence and competence in managing these critical incidents before they happen, ensuring faster more coordinated responses that save lives.

This system will enhance workforce readiness, accelerate onboarding, improve knowledge retention, and elevate the overall quality of service delivered to the public and our first responder partners. In our 2024 annual Employee Satisfaction Survey, only 70% of staff reported feeling they received adequate training, highlighting a critical area for improvement. Due to consistently high call volumes and limited staffing (typically four dispatchers per shift), new trainees often do not receive the focused, one-on-one instruction they need. This creates challenges in maintaining training standards and may contribute to performance issues under pressure. The 911 Simulator offers a consistent training solution that allows trainees to practice and build competency independently, especially during peak workload periods when staff cannot be pulled away from live operations. It fills a vital gap in our training program and supports a safer, more confident, and better-prepared communications workforce.

Without this system, we risk onboarding delays, increased performance errors, and added strain on an already overburdened team, all factors that can directly delay emergency response and impact lifesaving outcomes

Project Budget *top*

Equipment Requests

Requests	Item Description	AEL Code	Cost
	9-1-1 Reality Simulator	04AP-08-SIMS	$ 31,425
	Software	04AP-01-CADS	$ 0
	Shipping	21GN-00-SHIP	$ 475
			$
			$
			$
			$
			$
			$
			$
			$
			$
			$
			$
			$
			$
			$
			$
			$
			$
			$
			$
			$
			$
			$
			$
			$
			$
			$

Total	**$ 31,900**

Training / Exercise Requests

Requests	Training / Exercise Description	Cost
	N/A	$ 0
		$
		$
		$
		$
		$
		$
		$
		$
Total		**$ 0**

Organizational Support

Requests	Description	Cost
	N/A	$
		$
		$
		$
		$
		$
		$
		$
		$
		$
Total		**$ 0**

Documents *top*

Documents Requested *	Required?	Attached Documents *
SAM.gov UEI Record		SAM Gov
Equipment Quote(s)		Professional Pride, Inc. invoice
Equipment Quote(s)		
Equipment Quote(s)		
Miscellaneous Attachment		911 Trainer.com
Miscellaneous Attachment		911 History LCCCC
		AEL - 911 System

** ZoomGrants™ is not responsible for the content of uploaded documents.*

Application ID: 507155

Become a fan of ZoomGrants™ on Facebook
Problems? Contact us at ZoomGrants@GrantAnalyst.com
©2002-2025 GrantAnalyst.com. All rights reserved.
"ZoomGrants" and the ZoomGrants logo are trademarks of GrantAnalyst.com, LLC.
Logout | Browser

Professional Pride, Inc
PO Box 1090
Sumner, WA 98390
253-435-0911

Quote

Date	Estimate #
8/28/2025	6659

Name / Address
Laramie County Combined Comm Cntr Amber Young 415 W 18th St Cheyenne, WY 82001

Quote Expires
60 days

Item	Description	Qty	Price Each	Total
9-1-1 Reality Plus	9-1-1 REALITY PLUS SIMULATOR- Call Taking & Radio Dispatch Computer Training Station. 1 Instructor to 2 Students. EQUIPMENT DELIVERED PLUG AND TEACH (3) Lenovo Mini Desktops (6) Lenovo 27" Monitors (3) Keyboard and Mouses (3) Noise Canceling Headsets (2) Foot Pedals (1) Programmed Router. Stations connect to Internet for mapping only. SIMULATION TRAINING SOFTWARE Simulation software for multi-tasking call taking and radio dispatching. Features customizable CAD, multiple phone and radio channels, audio recording, sound effects, instructor notes, student session logs for documentation. Text to 9-1-1 and mapping for custom addressing, call types and units and more.	1	31,425.00	31,425.00
Shipping	Shipping- UPS		475.00	475.00

Professional Pride - Fed Tax ID# 91-1777-543

Subtotal	$31,900.00
Sales Tax (0.0%)	$0.00
Total	$31,900.00

Phone #
253-435-0911

E-mail	Web Site
CHRISTINE@911TRAINER.COM	911trainer.com,911careertraining.com

911TRAINER.COM

Professional Pride, Inc
PO Box 1090
Sumner WA 98390
253.435.0911

Ref: Sole Source 1/1/2025

To Whom It May Concern:

This letter is to confirm that 9-1-1 Reality Training Station Simulator, 9-1-1 Desktop Academy and all other products sold by Professional Pride, Inc., are sole source products, manufactured, sold and distributed exclusively by Professional Pride, Inc. There are no agents or dealers authorized to represent these products.

There are no other products available for purchase that would duplicate these products and there is only one price for the above-named products because of exclusive distribution.

If you desire additional information, don't hesitate to contact me at **1-253.435.0911** at any time or visit our website at 911Trainer.com. Thank you for your interest in our products.

Sincerely,

Susan Pivetta

Sue Pivetta
President

Applicable Core Capabilities:	Environmental Response/Health and Safety , Interdiction and Disruption , On-scene Security and Protection , Operational Communications , Operational Coordination , Public Health and Medical Services , Public and Private Services and Resources , Screening , Search , and Detection

04AP-06-PMOD Software, Plume Modeling

Description:	Plume modeling fate and transport software and/or databases capable of real-time linkage to sensors and meteorological monitoring and detection.
Applicable Grant Programs:	BZPP , EMPG , EOC , LETPA-SHSP , LETPA-UASI , MMRS , OPSG , PSGP , SHSP , THSGP , UASI
Grant Notes:	
Applicable Core Capabilities:	Critical Transportation , Environmental Response/Health and Safety , Intelligence and Information Sharing , Interdiction and Disruption , On-scene Security and Protection , Operational Communications , Operational Coordination , Planning , Public Health and Medical Services , Public Information and Warning , Risk Management for Protection Programs and Activities , Screening , Search , and Detection

04AP-06-TRAF Software, Traffic Modeling

Description:	Software designed to depict traffic flow, identify congestion points, and predict impact of accidents or deliberate alterations of traffic patterns such as alterations of signal times, detours, closures, etc. Traffic flow may be for vehicular, maritime, aviation, pedestrian, or other flows.
Applicable Grant Programs:	BZPP , EMPG , EOC , LETPA-SHSP , LETPA-UASI , MMRS , OPSG , PSGP , SHSP , THSGP , UASI
Grant Notes:	
Applicable Core Capabilities:	Community Resilience , Economic Recovery , Intelligence and Information Sharing , On-scene Security and Protection , Planning

(04AP-07) Inventory

04AP-07-INVN Software, Equipment Tracking and Inventory

Description:	Application software for tracking of tangible equipment, including location and person(s)/organization(s) responsible.
Applicable Grant Programs:	BZPP , CCP , EMPG , EOC , LETPA-SHSP , LETPA-UASI , MMRS , OPSG , PSGP , PSIC , SHSP , THSGP , UASI
Grant Notes:	
Applicable Core Capabilities:	Economic Recovery , Environmental Response/Health and Safety , Infrastructure Systems , Interdiction and Disruption , Mass Search and Rescue Operations , Operational Communications , Planning , Public Health and Medical Services , Public and Private Services and Resources , Screening , Search , and Detection

(04AP-08) Simulation

04AP-08-SIMS Simulators

Description:	Systems that provide interactive audio or audio-visual simulation of operational situations to support training, planning, or decision making.
Applicable Grant Programs:	BZPP , CCP , EMPG , EOC , LETPA-SHSP , LETPA-UASI , MMRS , OPSG , PSGP , SHSP , THSGP , UASI
Grant Notes:	
Applicable Core Capabilities:	Community Resilience , Critical Transportation , Environmental Response/Health and Safety , Fatality Management Services , Infrastructure Systems , Intelligence and Information Sharing , Interdiction and Disruption , Mass Care Services , Mass Search and Rescue Operations , On-scene Security and Protection , Operational Communications , Operational Coordination , Physical Protective Measures , Planning , Public Health and Medical Services , Public Information and Warning , Public and Private Services and Resources , Risk Management for Protection Programs and

	Activities , Screening , Search , and Detection , Supply Chain Integrity and Security

Certain products in this category have been identified as requiring an Environmental and Historic Preservation (EHP) review. This does not apply to mobile and portable equipment, however all other items must be submitted for review. Please contact your assigned GPD Program Analyst or the Centralized Scheduling and Information Desk (CSID) at 1-800-368-6498 for further information.

(04AP-09) Notification and Warning Systems

04AP-09-ALRT Systems, Public Notification and Warning

Description:	Systems used to alert the public of protective actions or to provide warning to the public in the event of an incident, such as sirens, the Emergency Alert System (EAS), and the Integrated Public Alert and Warning System (IPAWS).
Applicable Grant Programs:	BZPP , EMPG , EOC , LETPA-SHSP , LETPA-UASI , MMRS , OPSG , PSGP , SHSP , THSGP , UASI
Grant Notes:	Fees related to telecommunications services to support the system are the responsibility of the jurisdiction and are not allowable under this item. When utilizing FEMA program funds to build, upgrade, enhance, or replace communications and information systems, grantees and sub-grantees should develop a comprehensive interoperable communications plan before procurement decisions are made.
Applicable Core Capabilities:	Community Resilience , Critical Transportation , On-scene Security and Protection , Operational Communications , Public Information and Warning

Certain products in this category have been identified as requiring an Environmental and Historic Preservation (EHP) review. This does not apply to mobile and portable equipment, however all other items must be submitted for review. Please contact your assigned GPD Program Analyst or the Centralized Scheduling and Information Desk (CSID) at 1-800-368-6498 for further information.

(04HW) Hardware

(04HW-01) Computers

04HW-01-HHCD Computing Device, Handheld

Description:	Handheld and "ultraportable" computing devices with connectivity. Includes a variety of platforms such as smart phones, netbooks, tablets, and pad devices.
Applicable Grant Programs:	BZPP , CCP , EMPG , EOC , IBSGP , LETPA-SHSP , LETPA-UASI , MMRS , OPSG , PSGP , PSIC , SHSP , THSGP , UASI
Grant Notes:	
Applicable Core Capabilities:	Community Resilience , Critical Transportation , Economic Recovery , Environmental Response/Health and Safety , Fatality Management Services , Infrastructure Systems , Intelligence and Information Sharing , Interdiction and Disruption , Mass Care Services , Mass Search and Rescue Operations , On-scene Security and Protection , Operational Communications , Operational Coordination , Physical Protective Measures , Planning , Public Health and Medical Services , Public Information and Warning , Public and Private Services and Resources , Risk Management for Protection Programs and Activities , Screening , Search , and Detection , Supply Chain Integrity and Security

04HW-01-INHW Hardware, Computer, Integrated

Description:	Computer hardware and operating system software designated for use in an integrated system allowable under the indicated grant programs. Such systems include detection, communication, cybersecurity, logistical support and Geospatial Information Systems. This item may include networking hardware (routers, wireless access points, etc.), servers, workstations, notebook computers, and peripherals such as printers and plotters procured with an allowable system and necessary for its implementation.
Applicable Grant Programs:	BZPP , CCP , DLSGP , EMPG , EOC , IBSGP , LETPA-SHSP , LETPA-UASI , MMRS , OPSG , PSGP , PSIC , SHSP , THSGP , UASI
Grant Notes:	Only hardware procured as part of a system allowable under the indicated grant programs is allowable under this item.

Interactive versions of this list, including an integrated AEL/SEL display are available on-line at www.rkb.us.

Certain products in this category have been identified as requiring an Environmental and Historic Preservation (EHP) review. This does not apply to mobile and portable equipment, however all other items must be submitted for review. Please contact your assigned GPD Program Analyst or the Centralized Scheduling and Information Desk (CSID) at 1-800-368-6498 for further information.

Section 04 Information Technology

(04AP) Application Systems and Software

(04AP-01) Computer Aided Dispatch

04AP-01-CADS System, Dispatch, Computer Aided

Description:	Computer software system(s) used to track and manage public safety incidents and resources.
Applicable Grant Programs:	BZPP , EMPG , EOC , LETPA-SHSP , LETPA-UASI , MMRS , OPSG , PSGP , PSIC , SHSP , THSGP , UASI
Grant Notes:	When utilizing FEMA program funds to build, upgrade, enhance, or replace communications and information systems, grantees and sub-grantees should develop a comprehensive interoperable communications plan before procurement decisions are made.
Applicable Core Capabilities:	Interdiction and Disruption , On-scene Security and Protection , Operational Communications , Operational Coordination , Public and Private Services and Resources

(04AP-02) Position Locating Systems

04AP-02-AVLS Systems, Automatic Vehicle Locating (AVL)

Description:	Automatic Vehicle Locating (AVL) Systems
Applicable Grant Programs:	BZPP , EMPG , EOC , IBSGP , LETPA-SHSP , LETPA-UASI , MMRS , OPSG , PSGP , SHSP , THSGP , UASI
Grant Notes:	
Applicable Core Capabilities:	Environmental Response/Health and Safety , Interdiction and Disruption , Mass Search and Rescue Operations , On-scene Security and Protection , Operational Communications , Operational Coordination , Public Health and Medical Services , Public and Private Services and Resources , Screening , Search , and Detection

04AP-02-DGPS Device, Global Positioning System (GPS)

Description:	Global Positioning System (GPS) receiving device, including self-contained handhelds, mobile mounted systems, and accessory devices to enable computers and communications devices.
Applicable Grant Programs:	BZPP , CCP , EMPG , EOC , FRSGP , IBSGP , LETPA-SHSP , LETPA-UASI , MMRS , OPSG , PSGP , SHSP , THSGP , UASI
Grant Notes:	
Applicable Core Capabilities:	Critical Transportation , Environmental Response/Health and Safety , Infrastructure Systems , Intelligence and Information Sharing , Interdiction and Disruption , Mass Search and Rescue Operations , On-scene Security and Protection , Operational Communications , Operational Coordination , Planning , Public Health and Medical Services , Public and Private Services and Resources , Screening , Search , and Detection

04AP-02-OAPT System, Operations Area Personnel Tracking and Accountability

Description:	Personnel tracking and accountability systems for use in an operations area, including both administrative tracking systems and precision locating and tracking systems.
Applicable Grant Programs:	BZPP , EMPG , EOC , IBSGP , LETPA-SHSP , LETPA-UASI , MMRS , OPSG , PSGP , SHSP , THSGP , UASI
Grant Notes:	

Grant Notes:	Maintenance contracts are allowable only for authorized equipment purchased through FEMA grants and/or acquired through the Homeland Defense Equipment Reuse (HDER) Program. See Item 21GN-00-MAIH for information on the HDER Program.
Applicable Core Capabilities:	Community Resilience , Critical Transportation , Economic Recovery , Environmental Response/Health and Safety , Fatality Management Services , Infrastructure Systems , Intelligence and Information Sharing , Interdiction and Disruption , Mass Care Services , Mass Search and Rescue Operations , On-scene Security and Protection , Operational Communications , Operational Coordination , Physical Protective Measures , Planning , Public Health and Medical Services , Public Information and Warning , Public and Private Services and Resources , Risk Management for Protection Programs and Activities , Screening , Search , and Detection , Supply Chain Integrity and Security

21GN-00-OCEQ Equipment and Supplies, Information/Emergency Operations/Fusion Centers

Description:	Necessary equipment and supplies to establish and maintain a Joint Information Center, Emergency Operations Center or DHS recognized Fusion Center (FC). Includes equipment necessary to establish a JIC/EOC/FC (e.g. general office supplies, projector display, portable podium, etc.) that is not specifically covered in other areas of the AEL.
Applicable Grant Programs:	EMPG , EOC , LETPA-SHSP , LETPA-UASI , SHSP , THSGP , UASI
Grant Notes:	
Applicable Core Capabilities:	Intelligence and Information Sharing , Interdiction and Disruption , On-scene Security and Protection , Operational Communications , Operational Coordination , Planning

21GN-00-SHIP Shipping

Description:	Shipping costs for equipment purchased with grant funding.
Applicable Grant Programs:	BZPP , CCP , EMPG , EOC , IBSGP , IECGP , LETPA-SHSP , LETPA-UASI , MMRS , OPSG , PSGP , PSIC , SHSP , THSGP , TSGP , UASI
Grant Notes:	
Applicable Core Capabilities:	Community Resilience , Critical Transportation , Economic Recovery , Environmental Response/Health and Safety , Fatality Management Services , Infrastructure Systems , Intelligence and Information Sharing , Interdiction and Disruption , Mass Care Services , Mass Search and Rescue Operations , On-scene Security and Protection , Operational Communications , Operational Coordination , Physical Protective Measures , Planning , Public Health and Medical Services , Public Information and Warning , Public and Private Services and Resources , Risk Management for Protection Programs and Activities , Screening , Search , and Detection , Supply Chain Integrity and Security

21GN-00-STAX Sales Tax

Description:	Sales tax on equipment purchased with grant funding.
Applicable Grant Programs:	BZPP , CCP , EMPG , EOC , IBSGP , IECGP , LETPA-SHSP , LETPA-UASI , MMRS , OPSG , PSGP , PSIC , SHSP , THSGP , TSGP , UASI
Grant Notes:	
Applicable Core Capabilities:	Community Resilience , Critical Transportation , Economic Recovery , Environmental Response/Health and Safety , Fatality Management Services , Infrastructure Systems , Intelligence and Information Sharing , Interdiction and Disruption , Mass Care Services , Mass Search and Rescue Operations , On-scene Security and Protection , Operational Communications , Operational Coordination , Physical Protective Measures , Planning , Public Health and Medical Services , Public Information and Warning , Public and Private Services and Resources , Risk Management for Protection Programs and Activities , Screening , Search , and Detection , Supply Chain Integrity and Security

21GN-00-TRNG Training

2025 Call for Service Types by Month

	Admin	EMS	Fire	Police	Grand Total
January	22	1,329	1,386	10,236	11,571
February	15	1,117	1,138	9,774	10,829
March	21	1,276	1,327	11,564	12,826
April	6	1,173	1,243	10,357	11,481
May	64	1,281	1,414	12,443	13,799
June	68	1,285	1,416	11,752	13,103
July	29	1,374	1,503	13,039	14,441
Grand Total	225	8,835	9,427	79,165	88,050

2023 Call for Service Types by Month

		EMS	Fire	Police	Grand Total
January	12	1,256	1,291	10,478	11,675
February	8	1,147	1,138	10,145	11,219
March	8	1,231	1,206	12,095	13,240
April	10	1,102	1,268	11,029	12,183
May	17	1,235	1,336	11,552	12,790
June	19	1,179	1,349	10,594	11,814
July	17	1,354	1,547	11,841	13,205
August	11	1,312	1,445	10,732	11,975
September	15	1,231	1,350	11,278	12,437
October	15	1,165	1,285	11,353	12,491
November	14	1,199	1,243	9,864	11,008
December	10	1,318	1,306	9,999	11,211
Grand Total	**156**	**14,729**	**15,764**	**130,960**	**145,248**

2024 Call for Service Types by Month

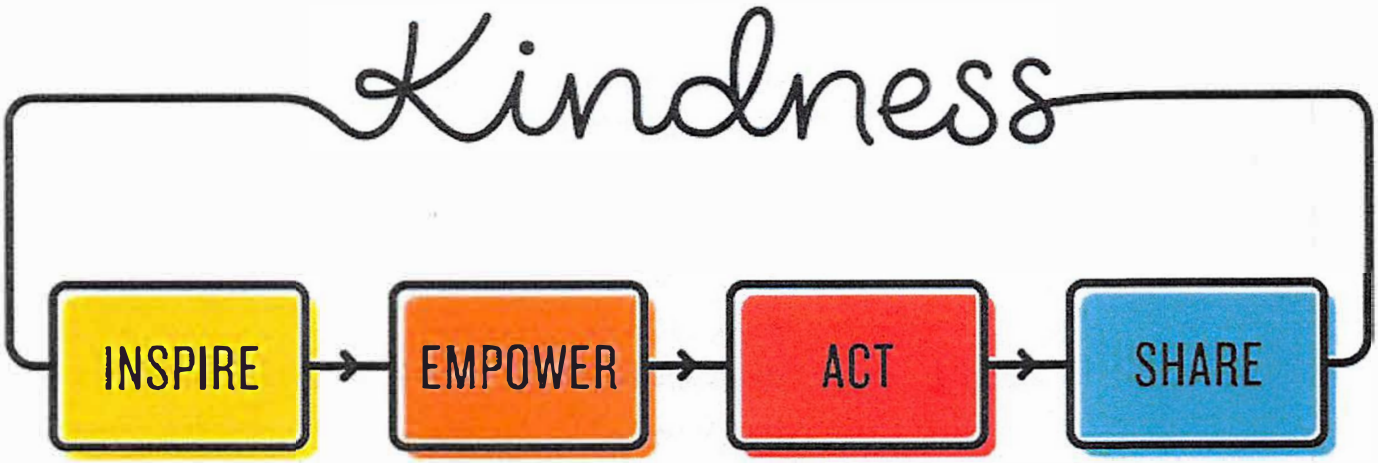
	Admin	EMS	Fire	Police	Grand Total
January	7	1,278	1,322	10,729	12,014
February	12	1,183	1,205	10,969	12,111
March	12	1,261	1,244	12,091	13,265
April	13	1,313	1,283	10,883	12,101
May	19	1,271	1,326	11,731	12,943
June	21	1,348	1,401	10,990	12,296
July	17	1,440	1,547	13,027	14,403
August	11	1,332	1,440	11,057	12,362
September	15	1,214	1,219	11,777	12,932
October	26	1,326	1,356	11,443	12,740
November	14	1,260	1,266	10,525	11,713
December	29	1,281	1,288	10,390	11,650
Grand Total	196	15,507	15,897	135,612	150,530

THE LC^4 DISPATCH

Welcome to the Laramie County Combined Communications Center Monthly Report. We are proud to provide you with a brief recap of the activities at the communications center. The men and women of the Laramie County Combined Communications Center stand ready to assist the citizens of Laramie County in their time of need. Our professional, public safety Telecommunicators work hard every day to stay on the leading edge of technology and training. I welcome you to review our statistical data and take an inside look at the volume of work that goes on inside of our communications center. You will find an incredibly dedicated staff that embraces their role in public safety. Our people are rarely seen, yet our voices are heard as the first point of contact for our police, fire, and EMS responders.

"WE ARE 911"

You are not alone. Don't forget the resources available to you. We have Peer Support, EAP, and our most valuable resource…… You! Be there for each other. Remember, everyone is suffering a battle you know NOTHING about. Practice kindness, it is the easiest thing in the world to do! - Amber



CONTACTS:

With the restructure and moving of positions, I hope to eliminate some confusion amongst our public safety partners as to whom to contact and for what.

Technological Needs: _publicsafetyadmin@laramiecountywy.gov
Recording Requests: disp_admin@laramiecountywy.gov
Public Education Requests: amber.young@laramiecountywy.gov

LARAMIE COUNTY COMBINED COMMUNICATIONS CENTER

LCCCC

LEADERSHIP, CULTURE, COMMUNITY, COLLABORATION, CAMARADERIE

We are dedicated to excellence in communications service to all citizens and public safety agencies of Laramie County. Professional and courteous customer service, impartial agency partnerships, integrity, and respect are paramount to our success. We recognize that our mission is best accomplished through teamwork, continued training, improved technology, and the promotion of public education.

ADMINISTRATION

Amber Young, ENP, RPL Director, since 2020

Sarah, Operations Manager, since 2009

William, Quality Assurance & Records Supervisor, since 2019

Amy, Training & Compliance Coordinator, since 2012

Keeley Kozas, Executive Assistant, since 2024

SUPERVISORS

Rick, Policy & Procedure Team Leader, since 2002

Connie, Q Team Leader, since 1996

Eva, Since 2015

Megan, since 2021

EMERGENCY TELECOMMUNICATORS

Jennifer, since 2007

Dawn, since 2009

Zach, since 2013

Jodi, since 2017

Bonnie, since 2021

Nicole, since 2022

Teresa, since 2023

KC, since 2023

Tessora, since 2024

Heather, since 2024

Heidi, since 2024

Dawn G, since 2024

Renee, since 2025

Violet, since 2025

COMM BOARD

The "Advisory Board" was created as a means for our stakeholders to ensure that the communications center consistently meets the expressed needs of the users, operates in an efficient manner, and maintains the highest practical technical standards. Membership includes the following agencies CPD, CFR, County Fire Chiefs, EMA, LCSO, Combined Center Manager, Commissioners, and Information Technology.
New Board Members were elected in our January 2024 Meeting.
The 2025 Board of advisors are listed below:

Chairman Matthew Butler, CLCEMA	Jeanine West, CLCEMA
Amber Young, LCCCC	Beth Harris, CLCEMA
Sarah Troudt, LCCCC	Don Hollingshead, Commissioner
Chief Mark Francisco, CPD	Kraig Murphy, LC IT
Andrew Dykshorn, CFR	Darrick Mittlestadt, LC Fire Chiefs
Aaron Veldheer, LCSO	Kimberly Meyer, Laramie Police Dispatch Manager

PROJECT UPDATES

LOCUTION: Technical meeting June 24.
SWOT Analysis—Changing the culture, survey completed, compiled into individual reports. Have begun individual meetings with our Supervisor team.
TRAINING SPACE— Find a space that can be used as a training classroom
ACE ACCREDITATION - ACE designation is reserved for high-performing agencies that consistently put in the work to achieve excellence. It's a distinguished award and badge of honor for those who go all-in to cultivate center-wide pride, teamwork, and innovation by putting their communities first.

2025 Completed Projects

PRIORITY DISPATCH UPGRADE: Completed

2024 completed projects

SMART911— We are live. We will need the support of our Elected Officials, Public Safety Partners, and community to make this successful. Community participation is 100% necessary! If you have any groups that you would like us to present to please let us know! We have already reached out to Safehouse.
PHONE UPGRADE — COMPLETED
NICE RECORDER: INSTALLED, training completed

Director Boards & Meetings:

Communications Advisory Board (bi-monthly)
Joint powers board (monthly)
Fire Chiefs (monthly)
Law Enforcement Liaison (monthly)
GIS Cooperative (Quarterly)
Emergency Operations Center (EOC) Planning Committee
Local Emergency Planning Committee, LEPC (Quarterly)
Wyoming Public Safety Communications Commission (Quarterly)
Wyoming NG911 Education and Training Chairperson
Wyoming Association of Public Safety Communications Officials (Quarterly)

> ...people will forget what you **said**, people will forget what you **did**, but people will never forget how you made them **feel**.
>
> MAYA ANGELOU

ATTENDANCE

In the first quarter of 2025 our staff worked a total of 9,840 hours, with an average of 492 hours per employee. Our total paid time off was 1,039 hours, including 325 hours of Non FMLA sick time. 786 hours of overtime were paid with an average of 20 hours of overtime per employee for the quarter (below is a monthly breakdown).

Our team works 12 hour days, often without a break, jumping from one phone call to the next to serve our community. Holidays, weekends, weather, illness, regardless of the situation these folks show up and get the job done everyday!!

KC worked the most hours with 598, Jodi came in as a close second with 595!

KC, Tess, Dawn G., Jodi, Connie, Heidi, and Violet all had perfect attendance for Q1!

Member	Vacation Time	Sick Leave	FMLA Sick	PTO Total	Overtime	OC Shift Coverage	Regular	Monthly Total	/ Week
March TOTALS	83	117	37	237	173	135	3537	3845	961
March Average	4	6	2	12	9	7	177	192	48
February Totals	72	48	243	374	96	110	2722	2928	732
February Average	4	2	12	19	5	6	136	146	37
January Totals	42	161	226	453	132	147	2927	3212	714
January Averages	2	8	11	23	7	7	146	161	36

STAFFING & TRAINING

The Telecommunicator position is posted and will remain up while we make every attempt at getting fully staffed.

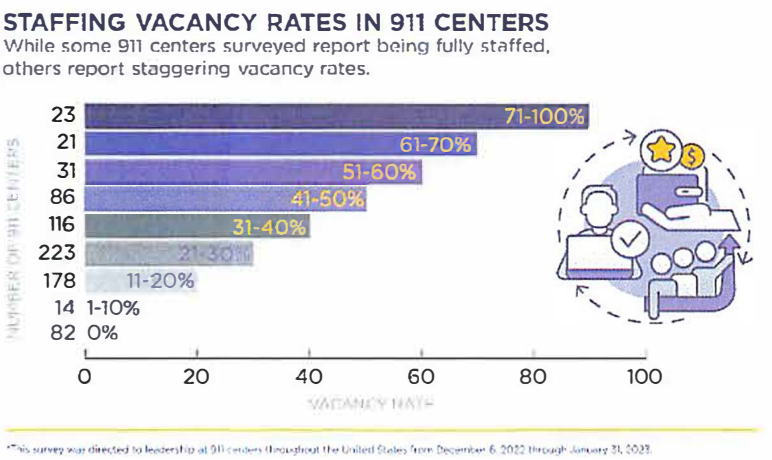
KC is training Renee on Emergency Call Taking and starting Fire/EMS radio training.

Heidi is in re-enforcement having completed Law Enforcement & Call Taking training. She will go into her last phase of training mid-July with Will.

Eva is training Violet on Emergency Call Taking and has started Fire/EMS radio training.

Dawn is in re-enforcement and has completed Call Taking training and Fire/EMS radio training. She will go into Law Enforcement Channel 2 training with Jodi near the end of July.

Our program coordinator is working on restructuring our training manual, evaluation guidelines and the training performance program - Power Ready. All volunteer trainers are going through the Kim Turner Communication Training Officer Programs and Renee & Violet will attend Wyoming Law Enforcement Academy Communication Class this fall. Plans for a training class, additional consoles and training CAD are on hold.



LCCCC TRAINING PLAN

- 3 weeks classroom training
- 6 - 9 Months of in-house on the job training
- 2 weeks of Wyoming Law Enforcement Academy, Basic Telecommunicator Training
- CPR Certification
- Monthly Continuing Education Requirements
- NCIC

EMPLOYEE SATISFACTION

	Overall	COMBINED COMMUNICATION CENTER	
	2024	2023	2024
Benefits	61	49	61
Collaboration & Teamwork	76	61	55
Communication	70	52	68
Company Performance	72	50	57
Engagement	73	64	67
Environment	78	70	70
Feedback & Recognition	65	48	59
Growth	64	46	60
Leadership	66	40	49
Management	74	58	66
Meaningful Work	79	61	75
Purpose	77	70	80
Training	73	79	73
Workload	65	20	30

We are improving, as you can see, we have gone up in most areas.
Such as:
Communication,
Company Performance
Engagement
Feedback & Recognition
Growth
Leadership
Management
Meaningful Work
Purpose
Workload

EMPLOYEE SATISFACTION

	Overall	COMBINED COMMUNICATION CENTER	
	2024	2023	2024
Collaboration & Teamwork	76	61	55
I feel like I am part of a team.	77	79	73
No one on my team would deliberately act in a way that undermines my efforts.	68	29	13
Employees in my department treat each other with respect.	70	43	60
I have a good working relationship with my coworkers.	89	83	73
Training	73	79	73
The job training I have received here has been good.	74	71	67
I receive the training I need to do my job well.	72	86	80

Correcting Misinformation - In every staff meeting we will address misinformation in the survey

In dispatch we are not permitted to use our accrued paid time off. Amber decided that limiting vacation time was good for morale.

- That request was made from the floor due to excessive shift coverage/overtime and the Supervisor group voted on it.

Admin seems checked out, what makes you feel that way?

- I promise you, but we are not. We are working on several other projects. We don't send out requests for help without sincerely needing it.

WHAT ARE WE DOING?

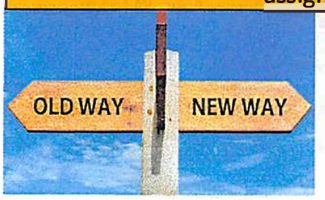
- Meanness will not be tolerated
- Accountability
- Growth & Development Improvement Plans
- Communication
- We will be doing a scheduling Survey this summer before vac/shift bids

ROLES & RESPONSIBILITIES

OPERATIONS MANAGER
Supervisor Meetings
Timesheets/Payroll
Base Schedule
Monthly Attendance Reports to admin team
Hiring Interview Panel
Q Group oversite
With Director Assistance as needed
Supervisor Management/Coordination
Monthly Supervisor Status Reports
Supervisor Development - individual monthly meetings
Supervisor Quarterly/Annual Evaluations

TECHNICAL MANAGER (Kraig/Samuel/Lance)
CAD
Permissions
Response Plan changes
Operations Mode Changes
Interfaces, Mobile, ProQA, NICE
Radio (liason with Motorola)
GIS/MSAG
Generator Maintenance
Project Management
Phones (liaison with Converge One)
NICE Recorder maintenance

Q/RECORDS SUPERVISOR
Quality Assurance
Tape requests
Documentation for complaint/kudo investigations
CPR / Baby delivery recognition
Monthly phone CAD reports to Admin Team
Serious incident review documentation to be assigned to Supervisors



DIRECTOR
Planning (exercises, drills, events)
Fire Chief's Liaison
LE Liaisons
Newsletter, Advisory Board
Joint Powers Board (EMS)
Commissioner's Liaison
Contract Management
Budget Planning, Processing
Public Information Officer (PIO)
External Liason (Public, County, System Users)
Hiring
Quarterly/Monthly Evaluations for:
Operations Manager
Technical Manager
Training / Compliance Coordinator
Q / Records Supervisor

TRAINING COORDINATOR
Hiring
Administrative Course with new hires
Accreditation
Public Education Coordination/Outreach
Administrative Training
Maintain compliance by monitoring expiration RapidSOS / Smart911 System Mgmt
Change coordination (training on new policies PowerDMS System Management)
Training schedule management
PowerReady maintenance
Bi-Monthly training meetings

SUPERVISORS
quarterly / monthly evaluations (TC's)
performance recognition
advocate and implement change
floor management
participate in Supervisor Meetin Discussions
serious incident reviews
Q Assignments
Employee Development

COMM CTR BY THE NUMBERS

2025 Call for Service Types by Month

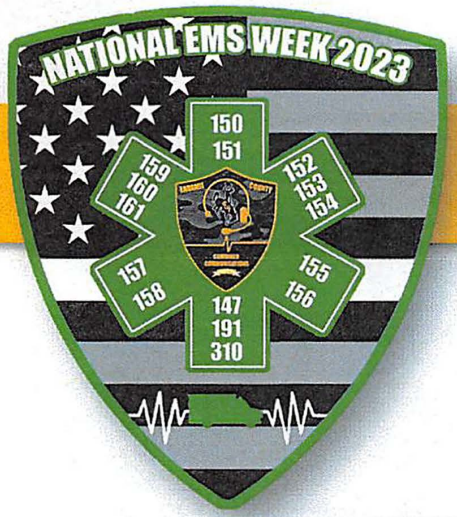
	Admin	EMS	Fire	Police	Grand Total
January	22	1,329	1,386	10,236	11,571
February	15	1,117	1,138	9,774	10,829
March	21	1,088	1,127	9,855	10,924
Grand Total	**58**	**3,534**	**3,651**	**29,865**	**33,324**

2024 Call for Service Types by Month

	Admin	EMS	Fire	Police	Grand Total
January	7	1,278	1,322	10,729	12,014
February	12	1,183	1,205	10,969	12,111
March	12	1,261	1,244	12,091	13,265
April	13	1,313	1,283	10,883	12,101
May	19	1,271	1,326	11,731	12,943
June	21	1,348	1,401	10,990	12,296
July	17	1,440	1,547	13,027	14,403
August	11	1,332	1,440	11,057	12,362
September	15	1,214	1,219	11,777	12,932
October	26	1,326	1,356	11,443	12,740
November	14	1,260	1,266	10,525	11,713
December	29	1,281	1,288	10,390	11,650
Grand Total	**196**	**15,507**	**15,897**	**135,612**	**150,530**

2023 Call for Service Types by Month

		EMS	Fire	Police	Grand Total
January	12	1,256	1,291	10,478	11,675
February	8	1,147	1,138	10,145	11,219
March	8	1,231	1,206	12,095	13,240
April	10	1,102	1,268	11,029	12,183
May	17	1,235	1,336	11,552	12,790
June	19	1,179	1,349	10,594	11,814
July	17	1,354	1,547	11,841	13,205
August	11	1,312	1,445	10,732	11,975
September	15	1,231	1,350	11,278	12,437
October	15	1,165	1,285	11,353	12,491
November	14	1,199	1,243	9,864	11,008
December	10	1,318	1,306	9,999	11,211
Grand Total	**156**	**14,729**	**15,764**	**130,960**	**145,248**



2025 EMS					
	ALBAMB	AMR	LCCCC	PBAMB	Grand Total
January	3	1262	13	12	1329
February	3	1052	18	18	1117
March	4	1206	7	15	1276
Grand Total	**10**	**3523**	**38**	**45**	**3725**

2024 EMS					
	ALBAMB	AMR	LCCCC	PBAMB	Grand Total
January	10	1229	0	12	1278
February	4	1141	1	16	1183
March	2	1211	3	14	1261
April	2	1246	0	12	1313
May	5	1218	0	9	1271
June	1	1294	1	13	1348
July	4	1370	9	15	1440
August	7	1269	0	18	1332
September	0	1148	14	18	1214
October	4	1251	22	20	1326
November	3	1198	9	15	1260
December	2	1226	2	11	1281
Grand Total	**44**	**14801**	**61**	**173**	**15507**

EMS					
2023					
	ALBAMB	AMR	LCCCC	PBAMB	Grand Total
January	5	1191	0	17	1256
February	7	1097	0	16	1147
March	5	1164	1	10	1231
April	1	1062	0	15	1102
May	5	1187	0	11	1235
June	4	1132	4	14	1179
July	4	1304	6	14	1354
August	3	1242	2	12	1312
September	3	1163	0	14	1231
October	7	1108	1	13	1165
November	3	1156	1	9	1199
December	2	1263	0	15	1318
Grand Total	**49**	**14069**	**15**	**160**	**14729**

2025 Law Enforcement

	Laramie County Coroner's Office	Laramie County Sheriff's Office	Cheyenne Police Department	Pine Bluff's Police Department	LC Juvenile Services	Wyoming State Highway Patrol	Total
January	35	3,742	5,235	207	2	60	10,236
February	27	3,146	5,389	174	2	52	9,774
March	38	4,083	6,044	235	1	58	11,564
Grand Total *	**100**	**10,977**	**16,689**	**616**	**5**	**170**	**31,602**

Law Enforcement 2024

	Laramie County Coroner's Office	Laramie County Sheriff's Office	Cheyenne Police Department	Pine Bluff's Police Department	LC Juvenile Services	Wyoming State Highway Patrol	Total
January	34	3,755	5,643	180	3	32	10,729
February	21	3,722	5,710	135	3	54	10,969
March	26	5,190	5,509	193	0	52	12,091
April	38	3,673	5,793	158	0	66	10,883
May	32	3,686	6,558	238	3	51	11,731
June	25	3,303	6,128	223	1	67	10,990
July	24	3,972	7,037	248	0	47	13,027
August	29	3,520	5,718	220	0	40	11,057
September	26	4,093	5,792	271	0	55	11,777
October	19	4,007	5,873	215	0	50	11,443
November	18	3,401	5,702	182	0	68	10,525
December	25	3,730	5,407	188	1	45	10,390
Grand Total *	**317**	**46,052**	**70,870**	**2,451**	**11**	**627**	**135,612**

Law Enforcement 2023

	Laramie County Coroner's Office	Laramie County Sheriff's Office	Cheyenne Police Department	Pine Bluff's Police Department	LC Juvenile Services	Wyoming State Highway Patrol	Total
January	25	2,077	6,603	67	2	118	10,478
February	29	1,976	6,394	95	1	116	10,145
March	36	3,087	6,787	151	9	100	12,095
April	34	2,426	6,487	157	2	75	11,029
May	32	2,638	6,697	72	4	75	11,552
June	30	2,308	6,008	86	9	62	10,594
July	17	2,606	7,088	149	3	91	11,841
August	23	2,529	6,249	201	2	68	10,732
September	30	2,934	6,454	278	4	84	11,278
October	21	3,258	6,297	291	1	72	11,353
November	32	3,031	5,434	151	3	58	9,864
December	22	3,465	5,269	190	1	49	9,999
Grand Total *	**331**	**32,335**	**75,767**	**1,888**	**41**	**968**	**130,960**

Fire Department

Year 2025

	CFR	Air Guard	LCFA	LCFD1	LCFD2	LCFD3	LCFD6	LCFD4	WAFB	LCFD5	LCFD10	Chugwater / Wheatland	Totals
January	786	3	122	198	4	10	27	17	11	18	5	1	1,386
February	620	3	94	143	0	6	12	9	9	24	3	4	1,138
March	752	4	113	188	0	12	21	12	10	21	8	2	1,327
Grand Total *	**2,160**	**10**	**329**	**530**	**4**	**28**	**61**	**39**	**30**	**63**	**16**	**7**	**3,855**

Fire Department

Year 2024

	CFR	Air Guard	LCFA	LCFD1	LCFD2	LCFD3	LCFD6	LCFD4	WAFB	LCFD5	LCFD8	LCFD10	Chugwater / Wheatland	NWS FD	Totals
January	890	0	102	158	0	15	26	6	6	22	0	3	1	0	1,322
February	771	2	94	150	2	7	17	7	16	22	0	7	3	0	1,205
March	798	2	110	181	1	10	26	7	12	27	2	13	2	0	1,244
April	834	1	115	163	1	7	30	4	14	18	0	7	1	0	1,283
May	843	1	113	142	0	8	30	6	8	22	0	4	1	1	1,326
June	882	3	113	198	0	7	37	6	12	27	0	15	1	0	1,401
July	926	1	159	234	0	26	28	11	20	30	0	6	3	0	1,547
August	897	1	131	168	0	14	27	3	10	24	0	8	2	0	1,440
September	785	1	108	147	0	2	20	5	11	22	0	4	0	0	1,219
October	850	4	116	188	0	11	26	12	12	34	0	4	0	0	1,356
November	823	3	127	140	0	8	20	10	15	24	0	11	1	0	1,266
December	834	1	98	169	0	1	22	7	12	14	0	11	3	0	1,288
Grand Total *	**10,133**	**20**	**1,386**	**2,038**	**4**	**116**	**309**	**84**	**148**	**286**	**2**	**93**	**18**	**1**	**15,897**

Fire Department

Year 2023

	CFR	Air Guard	LCFA	LCFD1	LCFD2	LCFD3	LCFD6	LCFD4	WAFB	LCFD5	LCFD8	LCFD10	Chugwater / Wheatland	NWS FD	Totals
January	828	1	101	143	1	8	36	9	7	22	0	9	2	0	1291
February	799	0	77	117	3	12	19	2	8	20	0	4	2	0	1138
March	835	0	98	121	0	7	11	2	16	23	0	7	1	0	1206
April	773	3	93	151	1	5	21	2	7	30	0	7	0	0	1268
May	841	3	94	153	0	6	17	3	10	14	0	5	1	0	1336
June	835	1	104	155	0	7	34	8	12	24	0	8	2	0	1349
July	928	2	128	190	0	7	27	13	12	19	0	7	2	0	1547
August	897	2	127	210	0	9	25	10	12	15	0	9	0	0	1445
September	882	3	99	151	0	9	16	6	9	24	0	15	1	0	1350
October	865	3	97	122	0	8	21	4	9	23	0	8	0	1	1285
November	825	3	96	144	0	4	26	5	17	16	1	14	0	0	1243
December	885	4	125	146	0	3	24	5	21	17	0	3	2	0	1306
Grand Total *	**10193**	**25**	**1239**	**1803**	**5**	**85**	**277**	**69**	**140**	**247**	**1**	**96**	**13**	**1**	**15764**

STATISTICS

There are two primary standards that apply to Call Answering Times, or how fast does the 911 center pick up the telephone call. The National Emergency Number Association (N.E.N.A) Call Answering Standard and the National Fire Protection Association, (N.F.P.A.) Standard 1221-13.

The NENA standard states, *"Standard for answering 9-1-1 Calls. Ninety percent (90%) of all 9-1-1 calls arriving at the Public Safety Answering Point (PSAP) shall be answered within ten (10) seconds during the busy hour (the hour each day with the greatest call volume, as defined in the NENA Master Glossary). Ninety-five (95%) of all 9-1-1 calls should be answered within twenty (20) seconds."*

NFPA Standard 1221-13 states, *"Ninety-five percent of alarms received on emergency lines shall be answered within 15 seconds, and 99 percent of alarms shall be answered within 40 seconds."*

The Laramie County Combined Communications Center had an average answer time of four seconds. This chart represents the average call answer time for each month. This is a standard that is incredibly difficult for a center to attain. The men and women at LCCCC are committed to answer our 911 lines as expeditiously as possible.

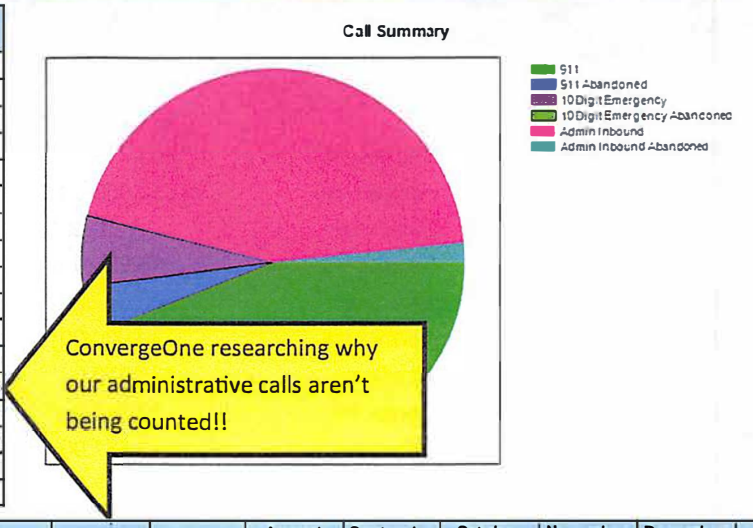
The PSAP Answer Time Report is representative of the caller's answer time experience. Seizure-to-Answer Time is measured from the time of call seizure to the time of agent answer. Times shown include Setup, and may include Queue Seconds and/or Ring Seconds depending on PSAP configuration.

	Answer Times in Seconds									% Answered			
Call Hour	0 - 10	11-15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Total	Avg. Duration	≤ 10 Secs	≤ 16 Secs	≤ 20 Secs	≤ 40 Secs
Jan Total:	7,684	837	266	117	10	7	0	8,921	148.0	86.13%	95.52%	98.50%	99.81%
Jan Overall %:	86.13%	9.38%	2.98%	1.31%	0.11%	0.08%	0.00%						
Feb Total:	3,083	451	83	63	9	4	0	3,693	167.1	83.48%	95.69%	97.94%	99.65%
Feb Overall %:	83.48%	12.21%	2.25%	1.71%	0.24%	0.11%	0.00%						
March Total:	2,519	332	58	82	8	4	2	3,005	172.9	83.83%	94.88%	96.81%	99.53%
March Overall %:	83.83%	11.05%	1.93%	2.73%	0.27%	0.13%	0.07%						
Total:	13,286	1,620	407	262	27	15	2	15,619	157.3	85.06%	95.44%	98.04%	99.72%
Overall %:	85.06%	10.37%	2.61%	1.68%	0.17%	0.10%	0.01%						

	PSAP						
	Total Calls	Percent Answered Within 10 Secs	Percent Answered Within 15 Secs	Percent Answered Within 20 Secs	Percent Answered Within 40 Secs	Percent Answered Within 60 Secs	Percent Answered Within 120 Secs
January	2,704	86.09%	96.19%	97.41%	99.67%	99.85%	100.00%
February	2,663	83.59%	95.31%	97.26%	99.62%	99.92%	100.00%
March	2,803	84.73%	94.79%	96.47%	99.82%	99.93%	100.00%
April	2,677	84.46%	94.73%	96.82%	99.63%	99.96%	100.00%
May	2,975	83.39%	93.95%	95.60%	99.03%	99.83%	100.00%
June	3,310	85.71%	93.66%	95.86%	99.37%	99.88%	99.97%
July	3,639	83.26%	93.46%	95.30%	98.90%	99.53%	100.00%
August	3,130	85.21%	94.92%	96.74%	99.46%	99.87%	99.97%
September	2,959	85.13%	95.51%	97.13%	99.49%	99.93%	100.00%
October	3,054	82.32%	94.40%	96.46%	99.12%	99.71%	99.93%
November	2,608	83.47%	94.63%	97.05%	99.65%	99.92%	100.00%
December	2,512	84.36%	96.02%	97.41%	99.52%	99.80%	100.00%
Total	**35,034**	**84.30%**	**94.73%**	**96.57%**	**99.42%**	**99.84%**	**99.99%**

PHONE STATISTICS

		January 2025	February 2025	March 2025	Total
911	Inbound	2,346	2,045	2,463	6,854
	Abandoned	221	181	215	617
	Abandoned %	8.61%	8.13%	8.03%	8.26%
	Unparsed	0	0	0	0
	Total	2,567	2,226	2,678	7,471
10-Digit Emerg	Inbound	294	331	301	926
	Abandoned	3	2	4	9
	Outbound	1	12	10	23
	Unparsed	0	0	0	0
	Total	298	345	315	958
Administrativ	Inbound	5,845	1,082	1	6,928
	Abandoned	200	49	1	250
	Outbound	1,617	249	0	1,866
	Unparsed	0	1	0	1
	Total	7,662	1,381	2	9,045
	Avg Call Duration	136.4	160.7	172.3	148.0
	Total	10,527	3,952	2,995	17,474



		January 2024	February 2024	March 2024	April 2024	May 2024	June 2024	July 2024	August 2024	Septembe r 2024	October 2024	November 2024	December 2024	Total
911	Inbound	2,433	2,395	2,571	2,433	2,683	3,063	3,310	2,877	2,703	2,779	2,376	2,281	31,904
	Abandoned	271	268	232	244	292	247	329	253	256	275	232	231	3,130
	Abandoned %	10.02%	10.06%	8.28%	9.11%	9.82%	7.46%	9.04%	8.08%	8.65%	9.00%	8.90%	9.20%	8.93%
	Unparsed	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	2,704	2,663	2,803	2,677	2,975	3,310	3,639	3,130	2,959	3,054	2,608	2,512	35,034
10-Digit Emerg	Inbound	414	383	361	414	369	419	344	464	322	284	304	317	4,395
	Abandoned	25	4	3	4	6	2	4	18	5	5	8	5	89
	Outbound	4	44	37	6	4	0	4	6	3	3	2	1	114
	Unparsed	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	443	431	401	424	379	421	352	488	330	292	314	323	4,598
Administrativ	Inbound	7,925	6,735	5,925	6,351	6,672	6,770	7,900	7,013	6,778	7,031	5,573	5,530	80,203
	Abandoned	99	105	83	69	95	81	108	69	73	85	57	152	1,076
	Outbound	1,548	1,736	1,596	1,684	1,700	1,713	1,922	1,691	1,636	1,708	1,346	1,373	19,653
	Unparsed	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	9,572	8,576	7,604	8,104	8,467	8,564	9,930	8,773	8,487	8,824	6,976	7,055	100,932
	Avg Call Duration	139.2	142.1	141.2	142.4	135.0	138.3	135.0	133.4	135.2	138.9	138.5	135.7	137.8
	Total	12,719	11,670	10,808	11,205	11,821	12,295	13,921	12,391	11,776	12,170	9,898	9,890	140,564

		April 2023	May 2023	June 2023	July 2023	August 2023	Septembe r 2023	October 2023	November 2023	December 2023	Total
911	Inbound	1,259	3,440	3,678	3,566	3,233	2,872	2,704	2,406	3,146	26,304
	Abandoned	233	600	491	475	356	313	279	246	306	3,299
	Abandoned %	15.62%	14.85%	11.78%	11.75%	9.92%	9.83%	9.35%	9.28%	8.86%	0.00%
	Unparsed	0	0	0	0	0	0	0	0	0	0
	Total	1,492	4,040	4,169	4,041	3,589	3,185	2,983	2,652	3,452	29,603
10-Digit Emerg	Inbound	218	465	400	435	380	395	427	322	339	3,381
	Abandoned	4	10	4	6	5	5	6	2	10	52
	Outbound	25	5	1	1	2	0	0	0	0	34
	Unparsed	0	0	0	0	0	0	0	0	0	0
	Total	247	480	405	442	387	400	433	324	349	3,467
Administrativ	Inbound	2,748	7,129	7,020	7,699	7,421	6,666	6,259	5,457	6,958	57,357
	Abandoned	42	111	95	111	115	102	101	76	116	869
	Outbound	948	2,346	2,316	2,413	2,152	1,900	1,622	1,616	1,477	16,790
	Unparsed	0	0	0	0	0	0	0	0	0	0
	Total	3,738	9,586	9,431	10,223	9,688	8,668	7,982	7,149	8,551	75,016
	Avg Call Duration	118.1	116.6	129.4	124.0	143.5	144.0	146.0	137.9	144.4	134.1
	Total	5,477	14,106	14,005	14,706	13,664	12,253	11,398	10,125	12,352	108,086

Year to Date Available Budget

Account Number	Account Desc	Original Budget	YTD Actuals	Available Budget	% Used
209 Enhanced 911 System		3,064,434.00	1,864,517.16	1,199,865.49	60.85 %
		3,064,434.00	**1,864,517.16**	**1,199,865.49**	**60.85 %**
		3,064,434.00	**1,864,517.16**	**1,199,865.49**	**60.85 %**
20941055 401020	Division M	104,771.00	72,231.46	32,539.54	68.94%
20941055 401030	Regular Em	1,250,959.00	842,261.50	408,697.50	67.33%
20941055 401040	Part-Time	0.00	0.00	0.00	0.00%
20941055 401050	Temporary	45,098.00	0.00	45,098.00	0.00%
20941055 401060	Overtime	200,000.00	187,859.82	12,140.18	93.93%
20941055 401090	Terminatio	30,000.00	724.21	29,275.79	2.41%
20941055 402010	Health Ins	430,973.00	246,043.71	184,929.29	57.09%
20941055 402015	Dental Ins	20,541.00	11,547.09	8,993.91	56.21%
20941055 402020	Life Insur	1,861.00	1,459.54	401.46	78.45%
20941055 402030	Retirement	231,652.00	161,595.75	70,056.25	69.76%
20941055 402040	Social Sec	89,893.00	65,405.47	24,487.53	72.76%
20941055 402050	Medicare	22,073.00	15,296.45	6,776.55	69.30%
20941055 402060	Workers Co	3,513.00	3,182.03	330.97	90.58%
20941055 533031	Medical Se	9,000.00	14,131.39	(5,131.39)	*157.01%
20941055 565052	Softw are M	0.00	0.00	0.00	0.00%
20941055 594311	R&M Buildi	0.00	0.00	0.00	0.00%
20941055 594312	R&M Commun	160,000.00	49,640.90	110,359.10	31.03%
20941055 594318	R&M Office	5,000.00	505.72	4,494.28	10.12%
20941055 594322	R&M Mainte	70,000.00	50,757.23	19,242.77	72.51%
20941055 635311	Postage	100.00	0.00	100.00	0.00%
20941055 636119	Toner&Ink	2,500.00	2,977.50	(477.50)	*119.12%
20941055 636131	Office Sup	2,500.00	1,365.95	1,082.70	56.68%
20941055 645218	Unemployme	0.00	0.00	0.00	0.00%
20941055 655313	Telephone	125,000.00	56,196.20	68,803.80	44.96%
20941055 655320	Internet A	50,000.00	29,461.88	20,538.12	58.92%
20941055 655333	Cell Phone	2,000.00	884.52	1,115.48	44.25%
20941055 666411	Subscripti	5,000.00	2,969.90	2,030.10	59.40%
20941055 675815	Meal-Miles	15,000.00	2,083.73	12,916.27	13.89%
20941055 697015	Continuing	25,000.00	18,890.24	6,109.76	75.56%
20941055 736210	Electric-G	13,000.00	7,579.07	5,420.93	58.30%
20941055 747157	ProQA/High	0.00	0.00	0.00	0.00%
20941055 796511	Minor Equi	14,000.00	7,802.90	6,197.10	55.74%
20941055 796513	Replacemen	25,000.00	4,227.00	20,773.00	16.91%
20941055 808414	Equipment-	110,000.00	0.00	110,000.00	0.00%
20941055 808440	NW Project	0.00	0.00	0.00	0.00%
20941055 808450	Equip/Capi	0.00	0.00	0.00	0.00%
20941055 908510	Lease Paym	0.00	7,436.00	(7,436.00)	100.00%
	Grand Total:	**3,064,434.00**	**1,864,517.16**	**1,199,865.49**	**60.85 %**

GOALS & ACCOMPLISHMENTS

LCCCC ONGOING GOALS

All successful agencies develop a plan that will act as a road map for their future. LCCCC is no different and below are listed some of the primary initiatives that we have been working on.

- Staffing, 5 people per shift.
- Abandoned Calls below 5% (currently 8.6%)
- Get Quality Assurance/Records Supervisor off the floor
- Improve contingency planning and continuity of operations.
- Uniforms – new patch/logo has been selected
- Improve and increase our public outreach program.
- Improve our training program for veteran dispatchers to include a training classroom.
- Develop an online training presence for our staff and users.
- Develop long-range capital improvement and strategic planning processes.
- continue to invest in training and technology to educate our workforce and keep them on the leading edge of our profession.

ACCOMPLISHMENTS

Let's take a moment to celebrate and acknowledge all your accomplishments!

- Training and Compliance Coordinator off the floor January 6, 2025
- Streamline and improve our hiring process, using online Criticall and Electronic Eye Detect
- NICE Recorder installed
- 1st dispatch academy completed
- 85 South Microwave tower upgrade Completed
- Viper Upgrade Complete
- Smart911 Launch
- Created the Quality Assurance & Records Supervisor position
- Created a Training & Compliance Coordinator position to oversee and grow our training program
- Operations Manager
- Completed Active Shooter training for staff
- Completed liability training for staff
- Hosted our first annual open house, and awards dinner
- CPR LifeSaver Awards. This pin is awarded to an Emergency Telecommunicator when their actions in providing callers valuable CPR instructions; successfully contribute to a life saved. For most of us it is a symbol of why we do this job. We are here because we want to help people!

9-1-1 Goes to Washington

There have been several pieces of legislation and rule changes related to 9-1-1, including:

LOCATION-BASED ROUTING

On January 26, 2024, the Federal Communications Commission (FCC) adopted rules that require wireless providers to use location-based routing for 9-1-1 calls. This method uses the caller's IP-network to provide a more accurate location for the call.

911 SERVICE REPORTING

25LSO-0297 is An act relating to emergency telephone service; requiring reporting of 911 outages; clarifying provisions related to reporting of revenues and expenditures; and providing for an effective date. Requires reporting of 911 outages, Requires PSC to promulgate rules.

NEXT GENERATION 9-1-1

H.R. 1784 is a bill that establishes grants and other activities to support next generation 9-1-1 systems. These systems are interoperable, secure, and Internet Protocol-based. The bill also directs the FCC to study the public safety benefits, technical feasibility, and cost of making unlicensed technologies available to the public for direct access to 9-1-1 services.

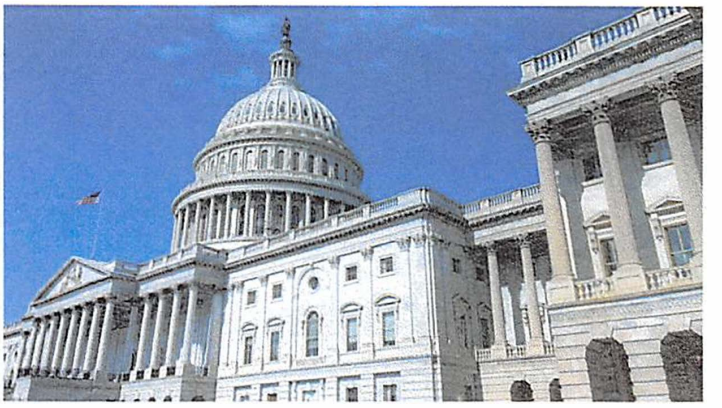
911 SAVES ACT

H.R. 6319 is the 911 SAVES Act of 2024. The amended legislation includes a requirement that if 9-1-1 professionals are not reclassified, the OMB Director would have to submit an explanation to Congress within 60 days.

State reclassification efforts

These efforts aim to elevate the 9-1-1 profession by:

- Adding telecommunicators to the list of public safety employees who are eligible for work-related mental health services
- Shielding telecommunicators' names and information from state open records acts requirements



HISTORY

For most Americans, "9-1-1" is synonymous with a call for help to local police, fire and rescue and medical emergency services. But the road to establishing a universal system for seeking—and delivering—emergency services has been long! Here is a brief history of the evolution of 9-1-1 and Public Safety Communications:

1937: The concept of 9-1-1 is introduced in the United Kingdom using the number 999. U.S. military personnel learn about the concept while serving in the U.K. during World War II.

1957: The International Association of Fire Chiefs (IAFC), now headquartered in Fairfax County, petitions the Federal Communications Commission to establish a three-digit universal emergency services number in the United States.

1958: The FCC reserves 9-1-1 for use by any jurisdiction electing to establish a three-digit emergency number to call for police, fire and rescue or emergency medical services.

1967: The President's Commission on Law Enforcement and Administration of Justice recommends establishing a single number nationwide for reporting emergency situations-to replace different numbers used for each type of emergency.

1967: The FCC meets with the American Telephone and Telegraph Company (AT&T) to find a means to quickly implement a universal emergency services number.

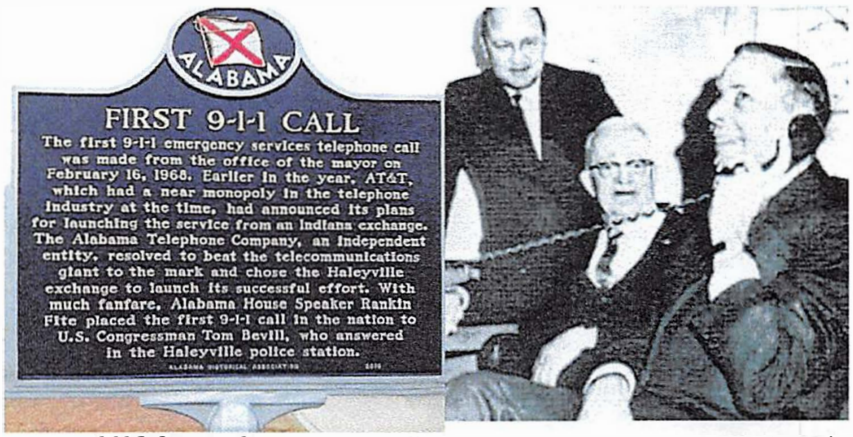
1968: AT&T announces plans to establish 9-1-1 as the emergency code throughout the United States. They choose 9-1-1 because it's brief, easy to remember and can be dialed quickly. It's also never been authorized as an office code, area code or service code.

1968: On February 16, Senator Rankin Fite completes the first 9-1-1 call made in the United States from Haleyville, Alabama.

1973: The White House Office of Telecommunications issues a national policy statement recognizing the benefits of 9-1-1, encouraging the nationwide adoption of 9-1-1 and providing for the establishment of a Federal Information Center to assist units of government in planning and implementation.

1981: Fairfax County adopts 9-1-1 as its emergency services number.

1991: Congress designates the second week in April as National Public Safety Telecommunications week to recognize 9-1-1 personnel who help save countless lives every day by dispatching law enforcement, fire and rescue and emergency medical services personnel.

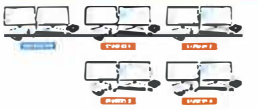


2008: An act of Congress designates April as National 9-1-1 Education Month—a time for education on the importance of 9-1-1 to public safety.

2009: About 96 percent of the geographic United States is covered by some type of 9-1-1.

9-1-1 REALITY PLUS PRICING LIST

LAST UPDATED: Feb 2025

PRODUCT NUMBER	NAME	DESCRIPTION	RETAIL PRICE/UNIT	SHIPPING
P1001	9-1-1 Reality PLUS 1:1 Simulator		$20,950.00	Actual UPS
P1002	9-1-1 Reality PLUS 1:2 Simulator		$31,425.00	Actual UPS
P1003	9-1-1 Reality PLUS 1:3 Simulator		$41,900.00	Actual UPS
P1004	9-1-1 Reality PLUS 1:4 Simulator		$52,375.00	Actual UPS
P1005	9-1-1 Reality PLUS 1:5 Simulator LAB PERKINS GRANT		$62,850.00	Actual UPS
NONE	Addressing, Call Types, Units Customized Before Delivery	Ongoing Personal Online Training For Staff After Delivery.	No Charge	NA
TECH SUPPORT WARRANTY	One Year Equipment 5 Year Software 100% Tech Assist	Staff phone and email support and diagnosis. IT support and diagnosis available during and after warranty.	Charges After Delivery	TBD

REALITY
SIMULATION

911 REALITY PLUS SPECS

9-1-1 REALITY TRAINING STATION

INSTRUCTOR

STUDENT

HARDWARE FOR (1) FULL 911 REALITY PLUS TRAINING STATION $19,950.

ONE INSTRUCTOR STATION INCLUDES:

INSTRUCTOR STATION

(1) Mini Computer
(2) 27" Screens
(2) Sets of Keyboards, Mouse
(1) Main headset with mic
(1) Cat Cord
(1) DP Cord
(1) Router pre-programmed

ONE STUDENT STATION INCLUDES:

STUDENT STATION

(1) Mini Computer
(2) 27" Screens
(2) Sets of Keyboards, Mouse.
(1) Main headset with mic
(1) Cat 7 Cord
(1) DP Cord
(1) Foot Pedal

WARRANTY
One Year Equipment Warranty, Additional Available

EQUIPMENT
State of Art Equipment

SUPPORT
Website owners room and online support. IT diagnostics and troubleshooting.

SETUP
Stations are portable and plug and play stand alone systems

TRAINING
Online anytime 0900 - 1400 PST training for staff or IT for the life of the product. and provides video training on every aspect of simulation and academy.

9-1-1 REALITY TRAINING STATION

SPECS 911 REALITY PLUS SIMULATOR

9-1-1 REALITY PLUS SIMULATOR - INTERNET NEEDED

SOFTWARE FEATURES

SIMULATION FEATURES Multi Tasking Training • Login screens • Call Types/codes programmable • ALI/ANI XY coordinates programmable for mapping • Traffic Stop/ OnView popup • Background sounds for radio or calls • Multiple phone lines • Multiple radio channels. TEXT to 911, mapping. Multi tasking, and fundamental learning for call taking, determining call types, level of severity and type of response. Pre-CAD Floor Ready.

DOCUMENTATION Trainee Outcome Session Report • Session recording logs for radio & phones

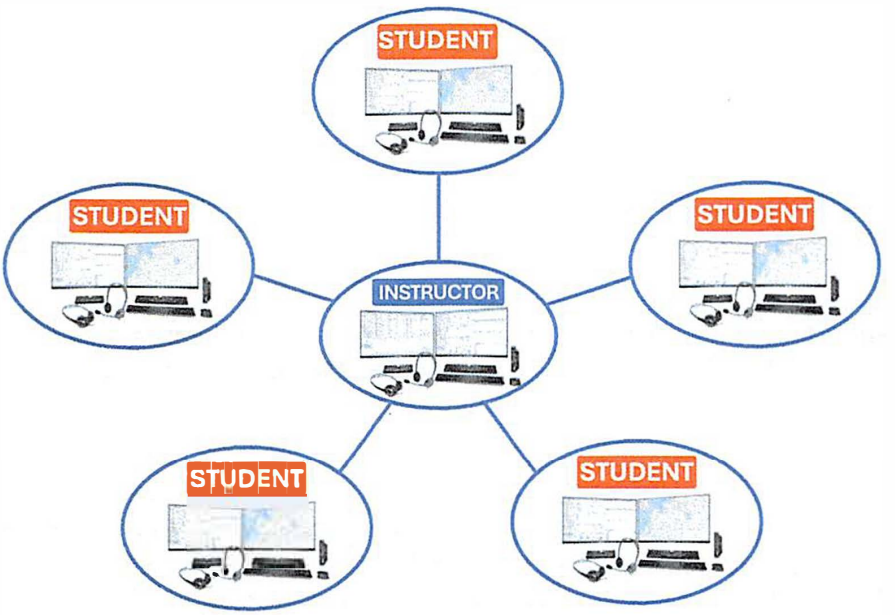
- Text 911 line • TTY calls • Ring Down Lines programmable • Call Back Line for hangup
- Business Line • Recording Studio • On Screen Capture • Video Tutorials • Flags/Premise Hx
- Three types of documentation for Student Porfolio. Student Logs, Audio Recordings
- Instructor Notes Report labeled with date and Instructor and Trainee name.
- Customized prior to delivery for addressing, call types, units and ring down lines.

SCENARIOS

Full A-Z police, fire and EMS scenarios provided for training sessions.

MULTIPLE STUDENTS CAN BE ADDED

Pricing Base + 1/2 number of add on students



GET A QUOTE | support@911trainer.com

DESCRIPTION 911 REALITY PLUS SIMULATOR STATIONS

911 REALITY PLUS

Created for training entry level 9-1-1 call taking and radio dispatch in a multi-tasking environment for multi line phone, mapping, text to 911 and radio dispatching for emergency communications police, fire and EMS agencies. Great for teaching local mapping. Call Guides for call taking.

DESIGN INTENT

The stations were designed to be; portable, ethernet, plug and play, pre-CAD generic learning environment, with online 911 academy and online certification loaded onto the stations for a full plug and train 911 Academy full course of study.

USER CONFIGURABLE FILES - CUSTOMIZABLE FEATURES

Stations can be customized prior to delivery for the following features - or use our DEFAULTS.

- ALI DATA BASE (addressing) will have loaded approx 50 business & Cells in YOUR town or city
- CALL TYPES can be user defined - Maximum Call Types 99
- AREA BEATS can be user defined - Maximum Beat index: 99
- UNIT IDENTIFIERS can be user defined - Maximum Units number: 99
- RESPONSE TYPES can be user defined
- PRIORITY field can be user defined
- RING DOWN LINES - defined by agency
- SOUND EFFECTS - can be uploaded wav files. Comes with default sounds.

SITE LICENSE

Reality Station software is licensed to one particular station and cannot be copied to another without a user code.

SOLE SOURCE

Professional Pride, Inc is the sole source of this simulator and all products and NECC certification. There are no other distributors or sellers of any and all products found on 911Trainer.com.

RETURN POLICY

In the event you wish to return 9-1-1 Reality, each station must be returned within five days of UPS delivery date in the original shipping boxes in the same condition as delivered. You must contact 253.435.0911 to obtain a return authorization. All returns MUST be authorized, resulting in a 15% restock fee. Unauthorized returns will not be accepted.

SAM.GOV®

LARAMIE COUNTY GOVERNMENT

Unique Entity ID	CAGE / NCAGE	Purpose of Registration
E9DLJC1HGNQ8	398U8	All Awards
Registration Status	**Expiration Date**	
Active Registration	Jul 25, 2026	
Physical Address	**Mailing Address**	
309 W 20TH ST STE 1900 Cheyenne, Wyoming 82001 United States	310 W. 19TH Street Suite 300 Cheyenne, Wyoming 82001-4449 United States	

Business Information

Doing Business as	Division Name	Division Number
(blank)	(blank)	(blank)
Congressional District	**State / Country of Incorporation**	**URL**
Wyoming 00	(blank) / (blank)	laramiecountywy.gov

Registration Dates

Activation Date	Submission Date	Initial Registration Date
Jul 29, 2025	Jul 25, 2025	May 18, 2005

Entity Dates

Entity Start Date	Fiscal Year End Close Date
Jan 1, 1890	Jun 30

Immediate Owner

CAGE	Legal Business Name
(blank)	(blank)

Highest Level Owner

CAGE	Legal Business Name
(blank)	(blank)

Executive Compensation

In your business or organization's preceding completed fiscal year, did your business or organization (the legal entity to which this specific SAM record, represented by a Unique Entity ID, belongs) receive both of the following: 1. 80 percent or more of your annual gross revenues in U.S. federal contracts, subcontracts, loans, grants, subgrants, and/or cooperative agreements and 2. $25,000,000 or more in annual gross revenues from U.S. federal contracts, subcontracts, loans, grants, subgrants, and/or cooperative agreements?

No

Does the public have access to information about the compensation of the senior executives in your business or organization (the legal entity to which this specific SAM record, represented by a Unique Entity ID, belongs) through periodic reports filed under section 13(a) or 15(d) of the Securities Exchange Act of 1934 (15 U.S.C. 78m(a), 78o(d)) or section 6104 of the Internal Revenue Code of 1986?

Not Selected

Proceedings Questions

Is your business or organization, as represented by the Unique Entity ID on this entity registration, responding to a Federal procurement opportunity that contains the provision at FAR 52.209-7, subject to the clause in FAR 52.209-9 in a current Federal contract, or applying for a Federal grant opportunity which contains the award term and condition described in 2 C.F.R. 200 Appendix XII?

No

Does your business or organization, as represented by the Unique Entity ID on this specific SAM record, have current active Federal contracts and/or grants with total value (including any exercised/unexercised options) greater than $10,000,000?

Not Selected

Within the last five years, had the business or organization (represented by the Unique Entity ID on this specific SAM record) and/or any of its principals, in connection with the award to or performance by the business or organization of a Federal contract or grant, been the subject of a Federal or State (1) criminal proceeding resulting in a conviction or other acknowledgment of fault; (2) civil proceeding resulting in a finding of fault with a monetary fine, penalty, reimbursement, restitution, and/or damages greater than $5,000, or other acknowledgment of fault; and/or (3) administrative proceeding resulting in a finding of fault with either a monetary fine or penalty greater than $5,000 or reimbursement, restitution, or damages greater than $100,000, or other acknowledgment of fault?

Not Selected

Exclusion Summary

Active Exclusions Records?

No

SAM Search Authorization

I authorize my entity's non-sensitive information to be displayed in SAM public search results:

Yes

Entity Types

Business Types

Entity Structure
U.S. Government Entity

Entity Type
US Local Government

Organization Factors
(blank)

Profit Structure
(blank)

Socio-Economic Types

Check the registrant's Reps & Certs, if present, under FAR 52.212-3 or FAR 52.219-1 to determine if the entity is an SBA-certified HUBZone small business concern. Additional small business information may be found in the SBA's Dynamic Small Business Search if the entity completed the SBA supplemental pages during registration.

Government Types

U.S. Local Government
County

Other Government Entities

Council of Governments

Financial Information

Accepts Credit Card Payments
No

Debt Subject To Offset
No

EFT Indicator
0000

CAGE Code
398U8

Electronic Funds Transfer

Account Type
Checking

Routing Number
*********52**

Lock Box Number
(blank)

Financial Institution
BMO BANK NA

Account Number
********71**

Automated Clearing House

Phone (U.S.)
3077712065

Email
(blank)

Phone (non-U.S.)
(blank)

Fax
(blank)

Remittance Address

GALE RICE
2200 E Lincolnway
Cheyenne, Wyoming 82001
United States

Taxpayer Information

EIN
*******0111**

Type of Tax
Applicable Federal Tax

Taxpayer Name
Laramie County

Tax Year (Most Recent Tax Year)
2024

Name/Title of Individual Executing Consent
Finance Director

TIN Consent Date
Jul 25, 2025

Address
320 W. 20TH Street
Cheyenne, Wyoming 82001

Signature
Stanley Walker

Points of Contact

Accounts Receivable POC

Tammy Deisch, Treasurer
tammy.deisch@laramiecountywy.gov
3076334227

Electronic Business

Sandra L Bay, Grants Manager
sandra.bay@laramiecountywy.gov
3076334201

310 W 19TH Street
Suite 320
Cheyenne, Wyoming 82001
United States

Government Business

Sandra Bay, Grants Manager
sandra.bay@laramiecountywy.gov
3076334201

310 W. 19TH Street
Suite 320
Cheyenne, Wyoming 82001
United States

Past Performance

Sandra Newland
snewland@laramiecounty.com
3076334201

310 West 19TH Street
Suite 300
Cheyenne, Wyoming 82001
United States

KAREN Fortney
kfortney@laramiecounty.com
3076334227

309 W 20TH ST
Cheyenne, Wyoming 82001
United States

Service Classifications

NAICS Codes

Primary	NAICS Codes	NAICS Title
Yes	921190	Other General Government Support

Size Metrics

IGT Size Metrics

Annual Revenue (from all IGTs)
(blank)

Worldwide

Annual Receipts (in accordance with 13 CFR 121)
$115,469,063.00

Number of Employees (in accordance with 13 CFR 121)
462

Location

Annual Receipts (in accordance with 13 CFR 121)
(blank)

Number of Employees (in accordance with 13 CFR 121)
(blank)

Industry-Specific

Barrels Capacity
(blank)

Megawatt Hours
(blank)

Total Assets
(blank)

Electronic Data Interchange (EDI) Information

This entity did not enter the EDI information

Disaster Response

This entity does not appear in the disaster response registry.