



JEFFCOM 911

Directors Report

August 23, 2021

Our Mission:

Our mission is to provide excellence in public safety dispatch services to the citizens of Jefferson County Washington. Our highest values are on the safety of our citizens and responders, superior teamwork and personal integrity. Through organization, accountability and responsibility we will maintain our enhanced quality of life in Jefferson County.



❖ Projects:

- Carpet update: Carpet has been installed and is complete.
- UPS Replacement is moving forward. Waiting on date/time for installation.
- Researching a new scheduling program. This will be added to the 2022 budget.

❖ Budgetary Items:

- Radio Upgrade: Silke Communications has been working with us on an equipment inventory of our radio sites. They are looking at what may need to be done to various sites and will begin talks with us about finalizing a maintenance contract. Rich DePas has been working with Silke to go out to all the radio sites. There were some issues regarding locks being changed and keys not being tracked that caused a delay in Silke completing the inventory work.
- 2022 Budget is being discussed and worked through – Budget will need to be approved at the September 23rd meeting. Draft budget was sent out on Monday for early review by user agencies.
- State 911 office contract has been received for FY 2022 and has been signed and returned to the state office.
- GIS position: I want to take a moment to recognize the outstanding and overall difficult work that Alex Gerrish and done for Jeffcom 911 in regards to GIS data. Alex worked with the State GIS department and the NG 911 coordinators to take our GIS data/mapping from having over 26,000 critical errors down to zero within 48 hours. This is absolutely unheard of and I can't thank Alex enough for all of the hardwork and perseverance that he had during this time.
- CAD Joint upgrade is moving forward as planned. There have been multiple meetings with the Pencom team regarding clarification of items and costs associated with the upgrade and technology. Currently working with both IT groups (Pencom/Jeffcom) to ensure that items are documented (hardware, software, network diagram, etc.) and who is responsible for what items along with timelines and due dates. Timelines as well as any training or outages of the systems will be provided to users well before the go live date which is January 2022. Unfortunately at this time – most things are going on behind the scenes and should not be affecting users.
- Finance working group has not had a meeting due to conflicting schedules. I have not been able to find a date/time where all members of the group can attend. The working group was established as a resource to assist me with creating and maintaining my budget for Jeffcom. I believe that the 2022 budget will be completed without the need for a finance working group meeting. However, I will be looking at establishing them in the future as needed to help with long term planning.

❖ **Health, Safety and Quality of Life:**

- Peer Support Group: Have had some interest in participating in this group. Will need to get together with Chief Tracer to discuss how this will progress and what needs to be done moving forward.
- Work will begin later this year on an Employee Recognition program. It has been brought up on multiple occasions that the dispatchers would like to have some sort of program in place where they can recognize each other and those that they work with. More to come on this.
- 2 COVID Exposures: 1 Dispatcher (waiting on test results) and 1 Administrative Employee (negative test result)

❖ **External Relationships:**

- Discussions continue around Lifeflight/Airlift NW and how we will be utilizing them in the future. I am now receiving monthly reports from Lifeflight and have been reviewing that information with Dr. Carlbom monthly.
- Have begun the process for putting together data and information to try and get the 2/10th of 1% 911 tax for Jefferson County. The increase, if passed, would allow for the upgrade of the 911 system which is currently outdated and at end of life. This is an expensive upgrade due to the complexity of the system and the new requirements that need to be met for moving forward with NG 911. Having additional funding to cover these costs and future costs related to modernizing and updating the JeffCom 911 center is a requirement.
- Will be going out to the Western most part of Jefferson County to familiarize myself with the area and the County Sheriff Deputies out there. Date is TBD.
- As the schedule/calendar allows, I am trying to get out to all of the fire districts and meet with the Chiefs as well as set up continual meetings with all agencies that we service.
- User Group meetings are being worked on to ensure they are reoccurring and consistent. I am working with Sunny Fortino on this and at this time they will be virtual to stay in compliance with the Governors mandate and with those of the Jefferson County Health Department.

❖ **Additional Items:**

- Once the budget is sent out and available for review. I will begin the process of documenting a full JeffCom strategic plan that will include input from all of the user agencies. The strategic plan that I am currently working on has the following items:
 - A) Review of contracts to ensure accuracy and necessity.
 - B) Creation of an Employee Recognition Program
 - C) Creating of Peer Support Program for the JeffCom 911 Dispatchers
 - D) Costs and timelines for upgrade to: Stencil recording system, 911 Viper Phone lines, Radio system

- E) Filling of 2 vacant dispatch positions
- F) Potentially recreating and filling additional Supervisor position

❖ JeffCom 911 Data:

Fire/EMS calls by agency

Call Pick-up Time (time in seconds)

Agency	# of Calls (per month)			Pick-up Time	# of calls
EJFR	433			0	1142
Quilcene	66			1-10	4384
Port Ludlow	111			10-20	127
Brinnon	79			20-30	6
Discovery Bay	16			30-40	1
				40+	0
Total	705			Total	5660