



JEFFCOM 911

Directors Report

September 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:

- Radio Upgrade: Waiting on budget approval in order to get radio's up to working condition. As of right now, 2 positions have broken equipment that cannot be fixed due to the parts not being made anymore. We have the potential for a catastrophic failure of the radio system at any time.
- Filling of Supervisor Position: The one dispatch supervisor that I have has resigned effective September 30, 2021. I will need to research posting this position and filling it quickly.
- CAD Upgrade: Has been moved out several months. Go live date is now March 22, 2022. Updated email was sent to department heads regarding the change in dates/times.
- 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 has nearly completed the inventory and will be submitting a report within the next month. There was still an issue with gaining access to one of the tower sites and we are working with Greentree on resolving that issue.
- GIS position: Alex continues to assist us through the GIS hurdles. He has been working closely with the state office to ensure that we are meeting the NG911 requirements for our mapping and has also been working on CAD GIS databases that will need finalization prior to our go live in March 2022.
- 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. As previously stated the go live date for CAD has been changed to March 22, 2022.
- Discussions have continued around user fees and how they are calculated. These conversations will continue throughout the next budget year and may require some reworking of the calculations in order to ensure the user fees are split equitably among all the users.

❖ Health, Safety and Quality of Life:

- Peer Support Group: Still waiting to hear back from Chief Tracer on where this is at and what is needed to move 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 who received a negative test result and has returned to work.

❖ 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. With the loss of my only supervisor I will be working diligently to try and schedule the user group meetings on a quarterly basis.

❖ 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: Stancil recording system, 911 Viper Phone lines, Radio system
 - E) Filling of 2 vacant dispatch positions
 - F) Potentially recreating and filling additional Supervisor position
 - G) Conducting a full asset inventory of all Jeffcom equipment
 - H) Working with Dr. Carlbom and King County EMS to ensure continuation of the current CBD program and protocols

❖ 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	439		0	952
Quilcene	56		1-10	3974
Port Ludlow	100		10-20	104
Brinnon	84		20-30	19
Discovery Bay	15		30-40	5
			40+	1
Total	694		Total	5055

Law Enforcement calls by agency

Agency	# of Calls (per month)
JCSO	1242
PTPD	854
Total	2096