



JEFFCOM 911

Directors Report

October 29, 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: Rich DePas will be providing an update with specific details at the board meeting on Thursday. At this time we continue to have more and more equipment that is failing on the dispatch consoles. An emergency repair/replacement of those consoles (dispatch only) may be necessary.
- Filling of Supervisor Position: I will be notifying the board that I am filling 3 positions with new hires (hopefully) in anticipation of promoting someone from within the center to the Supervisor position.
- CAD Upgrade: Still on track for March 22, 2022. I sent out an updated email regarding Crewforce and details on this part of the upgrade.
- UPS Replacement is moving forward. Double D Electric was out on site and is working on setting up the replacement with as little impact to services as possible.
- Researching a new scheduling program. I have tested out 3 different scheduling programs (currently still testing 2) and should have a viable program to switch to by end of year. This item was already included in the budget that was approved.

❖ Budgetary Items:

- Radio Upgrade: Silke should have their final quote to us by end of week (hopefully before the meeting). We have received a separate quote for maintenance of the generators at the various tower sites. Silke will also be the main point of contact for FCC requests and changes.
- GIS position: Alex continues to assist us through the GIS hurdles. We will need to continue contracting his services and will more than likely need to increase his hours due to recent changes and mandates by Comtech (911 provider) regarding GIS requirements and new timeline requirements for NG911.
- CAD Joint upgrade: No further update at this time.
- Discussions have continued around user fees and how they are calculated. An agenda item has been added to this meeting to specifically discuss this.

❖ 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. Have not received any followup or any more information for several months now.
- 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.
- 1 COVID Exposures: 1 Dispatcher who received a negative test result and has returned to work.

❖ External Relationships:

- Lifeflight and Airlift NW have both provided recent training (last week) to 3 power users in dispatch regarding the use of Flight Vector. These 3 power users have put together some training materials and are training all other dispatchers on how to use the applications to request Medivacs. So far the feedback has been positive and the dispatchers feel that this will help lessen the number of phone calls they need to make and will hopefully streamline medivac requests.
- 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 entire radio system that Jeffcom uses as well as the radios that user agencies are utilizing. It will also help supplement future projects that may not be covered by grants. This would also help lessen the user fees needed to keep Jeffcom moving forward and would allow for a more solid and well funded capital budget.
- 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. I have been requested to meet with Brinnon Fire and am still awaiting a date/time to provide a presentation to the BC Chiefs at East Jefferson Fire Rescue.
- User Group meetings: Recently held a user group meeting that helped identify some areas of improvement as well as clarifying some procedures. At the recommendation of the user group, the next meeting will be in January. I have also begun QI review of calls where there are mutual agencies responding or are major events.

❖ Additional Items:

- 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 and 1 Supervisor position
 - 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: September 2021

Fire/EMS calls by agency

Call Pick-up Time (time in seconds)

| Agency | # of Calls (per month) | | | Pick-up Time | # of calls |
|---------------|------------------------|--|--|--------------|------------|
| EJFR | 456 | | | 0 | 892 |
| Quilcene | 56 | | | 1-10(sec) | 3451 |
| Port Ludlow | 88 | | | 10-20(sec) | 93 |
| Brinnon | 41 | | | 20-30(sec) | 15 |
| Discovery Bay | 16 | | | 30-40(sec) | 3 |
| | | | | 40+(sec) | 2 |
| Total | 657 | | | Total | 4456 |

Law Enforcement calls by agency

| Agency | # of Calls (per month) |
|--------|------------------------|
| JCSO | 1121 |
| PTPD | 706 |
| Total | 1827 |