



JEFFCOM 911

Directors Report

July 22nd, 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:

- Console installation is complete. All consoles were installed within the timeframe given and pictures are forthcoming.
- Carpet update: Carpet has been scheduled for installation August 23 and 24.
- On-site storage update: A shipping container ,40' long High Cube, was purchased and delivered July 7th. We have given notice to Evergreen Storage and are no longer using any offsite storage.
- UPS Replacement is moving forward. Waiting on date/time for installation.
- LERMS and Mobile GAP Training was held on June 29th and June 30th. I have received no feedback on the training, so the assumption is that it went well.
- Researching a new scheduling program. Crewsense does not work for the dispatchers and also does not communicate with BIAS. I am looking into at least 3 different programs to try and find one that will help reduce the workload and re-creation of timecards for the dispatch supervisor. This is on hold until other budgetary costs/items have been addressed.

❖ Budgetary Items:

- Radio Upgrade: We have moved away from Greentree which provided radio maintenance for Jeffcom in the previous years. We are currently working with Silke Communications to get an inventory of equipment and the status of all equipment and what needs to be replaced/updated.
- User fee increases and calculations: This was brought up at the last special meeting and will be discussed in more detail at the meeting on Thursday.
- State 911 office contract has been received for FY 2022 need to be signed and sent back to the state office.
- GIS position: This is also on hold until other budgetary costs/items have been addressed.
- Discussion will be had regarding the CAD project and the Director will be looking for a decision on whether or not we should continue forward with Pencom on a joint upgrade or break away on our own. Data will be provided to the board to include costs and timeframes to assist in the decision making process.

❖ 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.

❖ External Relationships:

- Discussions continue around Lifeflight/Airlift NW and how we will be utilizing them in the future.
- Reached out to Grays Harbor County 911 regarding verbiage and language to work on proposing an increase to 2/10th's of 1% for the emergency 911 budget. Currently working at 1/10th of 1% which is not nearly enough to continue to operate.
- Will be going out to 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.