



JEFFCOM 911

Directors Report

January 26, 2023

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:

- Audio recorder: Upgrading the exiting Stancil audio recorder. Will be looking to schedule the refresh for this in early 2023. Researching grant opportunities for this purchase (\$22,000). Maintenance renewal (\$5,000) on existing system due late May. Targeting May for refresh to save the additional maintenance renewal.
- Development of Workgroup:
 - ◆ Warrant Clerk MOU's
 - ◆ Jeffcom 911 ILA
 - ◆ Port of Port Townsend contract and SOP
- 2/10th of 1% proposal for 2023: Utilizing a public volunteer for assistance on the process and procedure. Also reaching out to other PSAPs.
- CritiCall: Internal validation testing is being performed. From this, we can baseline scoring of testing modules. Hoping to roll out CritiCall for screening in March.
- Jeep Grand Cherokee: In process to get deep cleaned before posting to the state auction site.
- Radio: Fire is requesting a secondary communication channel. There are personnel and equipment challenges that need to be worked out but technology research is being done and talks underway with key stakeholders.

❖ Budgetary Items:

- Radio Console Upgrade: Will research and work on budgetary numbers 2023. Objective is to have more interoperability with Pencom and ability to backhaul communications with tower sites if microwave fails.
- CBA: Reached out to Robert at Teamsters. He has referred me to Rich Stone. Waiting to hear back so we can start talks.
- Recruiting for dispatch positions: One accepted conditional offer made pending psych. Three more candidates interested. Although we are getting some candidates, we continue looking for options to market Jeffcom better.
- OT remains high. Averaging 88 hours/mo/dispatcher with one averaging over 100 hours/mo.
- Pub Ed: Worked with Keppie to get some bullet point handouts created. She has agreed to take these with her when attending Pub Ed events for EJFR.
- GIS position: We continue to use Alex. Pencom is posting for a GIS tech. There may be opportunity to utilize that resource in the future streamlining changes getting into the CAD system.

- ❖ Health, Safety and Quality of Life:
 - Reached out to the served agencies asking for feedback when Dispatchers do exceptional work so they can be recognized for their actions.
 - As stated earlier – we need to get more personnel onboard to alleviate OT and give people some time off to recharge.

- ❖ External Relationships:
 - User Group meetings: No user group meeting was held this month.
 - Port of Port Townsend: Talks continue as we work on details of services asked and how we can facilitate with the CAD system and current staffing levels.
 - Icom911: In talks about leasing space to Icom911 at our Maynard tower site.

- ❖ Additional Items:
 - The strategic plan currently being worked on has the following items:
 - A) Review of contracts to ensure accuracy and necessity.
 - B) Costs and timelines for upgrade to: Stancil recording system, radio consoles and shelter at the Coyle tower site.
 - C) Filling of 5 vacant dispatch positions.
 - D) Conducting a full asset inventory of all Jeffcom equipment.
 - E) Creation of proposal for 2/10th of 1% tax increase to help fund operational costs, but the radio replacement/upgrade.
 - F) Address agency needs such as additional repeated and recorded channel for fire.

Jeffcom 911 Data: November 2022

Fire/EMS calls by agency

Jeffcom Call Pick-up Time (sec)

Agency	# of Calls (2022)		Pick-up Time	# of calls(2022)
EJFR	405		0	
Quilcene	14		1-10(sec)	
Port Ludlow	82		10-20(sec)	
Brinnon	26		20-30(sec)	
Discovery Bay	7		30-40(sec)	
			40+(sec)	
Total	534		Total	

Law Enforcement calls by agency

Agency	# of Calls (2022)	
JCSO	940	

PTPD	542	
Total	1482	