



JEFFCOM 911

Directors Report

February 24, 2022

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: I will be discussing at length where we are at with the upgrade/update during the board meeting.
- Filling of Supervisor Position: On hold until 2022
- CAD Upgrade: The 3rd conversion test (final one before go live) is being conducted Feb 23-24. So far things are working well and we are addressing issues as they pop up. Go live date is still set for March 22, 2022. On March 22, 2022 there will be downtime for the mobiles set at about 3 hours starting at 9pm.
- UPS Replacement: We are currently rescheduling this install with Double D Electric.
- Scheduling Program: We purchased and began using a new scheduling program called Aladtec. It works great for a 24hr operation like dispatch and has been easy to use. So far everyone likes it and they are working now with the timecards portion which will reduce paper timecards and the need to shuffle paper around.

❖ Budgetary Items:

- Radio Upgrade: Discussed at board meeting.
- GIS position: Alex continues to assist us through the GIS hurdles. He has been a huge asset in mapping and the CAD upgrade.
- CAD Joint upgrade: No further update at this time.
- Crewforce update: Fire agencies have begun testing the program to become familiar with it prior to the go live and implementation of the program. EJFR has been working with some Fire Agencies in Clallam County to get some training on it and to see how it functions.
- Finance working group: Will meet again after quotes are received on radio upgrade costs.
- Ended the year with a surplus. Discussing in detail during board meeting.

❖ 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 follow-up 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.
- 3 COVID positive tests.

❖ External Relationships:

- Lifelight and Airlift NW have both been working with Jeffcom on the Flight Vector application. There are still some issues with the program, flight requests and call center communication. We are continuing to work through these issues in the hopes that the application will reduce the workload on the dispatchers.
- 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. This proposal will not be ready until Fall of 2022.
- Have regularly attended the EMS Council meetings which has helped address issues with Medivacs.
- 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 am still awaiting a date/time to provide a presentation to the BC Chiefs at East Jefferson Fire Rescue.
- User Group meetings: Last user group meeting was productive and spurred some changes to procedures. I have also begun QI review of calls where there are mutual agencies responding or are major events. Dr. Carlbom along with several other users have been very helpful in providing me calls to review. I hope to keep this process moving forward so that we can discover issues (training, policies, procedures, etc.) before they become a liability or officer safety concern. This process has been very helpful and has given me the opportunity to work with dispatchers and field units on customer service and procedures.

❖ 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: January 2022

Fire/EMS calls by agency

Jeffcom Call Pick-up Time (sec)

| Agency | # of Calls (2022) | 2021 | | Pick-up Time | # of calls(2022) |
|---------------|-------------------|------|--|--------------|------------------|
| EJFR | 448 | 395 | | 0 | |
| Quilcene | 49 | 42 | | 1-10(sec) | |
| Port Ludlow | 107 | 75 | | 10-20(sec) | |
| Brinnon | 60 | 44 | | 20-30(sec) | |
| Discovery Bay | 18 | 11 | | 30-40(sec) | |
| | | | | 40+(sec) | |
| Total | 682 | 567 | | Total | |

Law Enforcement calls by agency

| Agency | # of Calls (2022) | # of Calls (2021) |
|--------|-------------------|-------------------|
| JCSO | 999 | 1115 |
| PTPD | 617 | 494 |
| Total | 1616 | 1609 |