



JEFFCOM 911

Directors Report

June 23, 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: The update is scheduled for end of June. We are waiting on the arrival of equipment and final scheduling with Racom.
- Filling of Supervisor Position: Still on hold. However, due to an increase in meetings and time I am away from the office, I am currently putting selected dispatchers into a temporary Supervisor status to see how they handle the position. Mostly these temporary elevations are for about 7 days and during this time I am paying them a \$2.00/hr increase for the extra duties performed during that time.
- I am hoping to schedule another radio upgrade workgroup meeting late June or early July depending on scheduling.
- Legacy Power will be out servicing the tower generators on June 27-28 to ensure they are running as needed for any emergency situations.
- The application for State Equipment funding made it past the first round of scoring and has been approved to move forward. There are more details that the state would like and we have provided to them. Our hope is that we will have at least 80% of our equipment funding approved.
- We are currently researching a replacement or upgrade to our Stancil system (our recording program) that records all calls and radio traffic that comes into the center. No date on when this will be taking place.
- As a reminder – The new CAD upgrade (newer version) is currently running on test and will be uploaded to production on June 29th. Please ensure that your power users have logged in and taken a look at the upgrade for changes.

❖ Budgetary Items:

- Radio Upgrade: This will be something that will be budgeted out for 2023.
- I have officially received a letter from the Union Local 589 stating their intent to open the contract for bargaining. I have reached out to the Union Representative and have yet to get a response for a date/time of the first meeting. I understand that there is possibly a desire by the union to propose a temporary contract agreement regarding some pay variables. I have not seen this proposal or been involved in the details.
- Crewforce/Shieldforce is up and running. Multiple agencies have begun using the software and so far we are receiving positive feedback to on them both. Fire agencies are still working on the layout of Crewforce and some internal policies on how to use it. It was agreed upon at the last board meeting that maintenance fees will be paid for by Jeffcom and recouped via user fees. The fees will be billed similar to how agencies are currently billed for ES Chat and will be billed quarterly based on the number of licenses per agency.

- Recruiting for dispatch positions is ongoing. I am still using the previously mentioned methods as well as obtaining contacts at the local High School for potential Seniors that may want to come to work in 911. I have also asked for all agencies to post on their websites that we are hiring.
- 2 Potential candidates: 1 is setting up online testing and the other is setting up a sit-along in dispatch. I also have 1 previous dispatcher (2018) that has asked to come back in a part-time capacity to assist. I will need to determine if she has to go through a new background check or if we can do a modified check since it has been 3 years since she worked for us last. This person currently works for Jefferson Health Care.
- I will be working with my Pub Ed team to try and get them out to career fairs, the Jefferson County Fair and any other events where we have the ability to recruit and provide some 911 education to the public. If any events are occurring in your area please let me know as soon as possible so that I can try and get a booth set up.
- With 1 dispatcher out on medical leave, and an additional moving to part time effective June 12, OT has been very high and is causing a need to be creative with scheduling. So far the staff are working hard and trying to fill the OT slots as evenly as possible among themselves. I have had to ask some folks to look at their vacations and make adjustments to them as they can to help out.
- GIS position: Alex continues to assist us through the GIS hurdles. He has been a huge asset in mapping and continues to work with us on newly required GIS requirements.
- Finance working group: Will meet again after quotes are received on radio upgrade costs.

❖ Health, Safety and Quality of Life:

- Leah is still out on medical leave with no date of return at this time. She did reach out to me recently and stated that she has finally gotten an appointment for June 11th. Please keep her and her family in your prayers.
- Peer Support Group: Due to an unexpected medical emergency with a staff member, we are short staffed and will have to revisit this program at a later date.
- Lisa's surgery went well and she is at home recuperating. I have and will continue to be handling payroll and I am working on paying bills that were not able to be prepaid.
- 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:

- Attended EMS Council meeting on Wednesday, June 8th and received some good feedback and had some great discussions on current events.
- Lifelight and Airlift NW : This process is still being worked through and communication is key. Everyone involved is looking for a safe, quick solution to help get these resources to the areas they are needed quickly and efficiently.
- User Group meetings: No user group meeting was held this month. I am looking to schedule one for July.
- I am attending the following conferences this year:
 - ◆ August 6-11 – APCO International in Anaheim, CA
 - ◆ October 4-7 – WA APCO State Conference in Kennewick, WA (Rich DePas will also be attending this conference.

❖ 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 3 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: May 2022

Fire/EMS calls by agency

Jeffcom Call Pick-up Time (sec)

Agency	# of Calls (2022)	2021	Pick-up Time	# of calls(2022)
EJFR	378	367	0	803
Quilcene	42	43	1-10(sec)	3164
Port Ludlow	110	69	10-20(sec)	57
Brinnon	43	49	20-30(sec)	11
Discovery Bay	13	6	30-40(sec)	1
			40+(sec)	1
Total	586	534	Total	4037

Law Enforcement calls by agency

Agency	# of Calls (2022)	# of Calls (2021)
JCSO	990	1015
PTPD	557	581
Total	1547	1596