



# JEFFCOM 911

## Directors Report

July 28, 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: Completed.
- Filling of Supervisor Position: Marlo filled in as a supervisor during my vacation in June and did an amazing job. I will be having her fill in again for my trip August 6-11 to APCO.
- I am hoping to schedule another radio upgrade workgroup meeting in late August.
- Legacy Power serviced all generators. One issue was discovered with the Coyle site and it has been repaired.
- The application for State Equipment funding was 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.

### ❖ 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 was presented with an MOU by the Union with some proposals. This will be discussed during the executive session of the board meeting.
- Crewforce/Shieldforce is up and running for law, fire is still working on some adjustments and getting the system deployed to their users.
- Recruiting for dispatch positions is ongoing. I currently have 14 applicants that have shown an interest. Having difficulty getting them to sign up for testing. I also have joined a recruitment/retention workgroup made up of multiple counties and 911 centers throughout the state. Meetings are monthly on Mondays.
- I will be working with my Pub Ed team to try and get them out to career fairs, the Jefferson County Fair, the All County Picnic 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.
- OT remains high due to one dispatcher being on medical leave and one moving to part-time status.
- 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 but did finally get a diagnosis and is hoping to be able to return to work by September.
  - 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.
  - 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:
  - 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 August.
  - 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	441	484	0	855
Quilcene	35	54	1-10(sec)	3312
Port Ludlow	81	104	10-20(sec)	86
Brinnon	47	44	20-30(sec)	7
Discovery Bay	7	13	30-40(sec)	1
			40+(sec)	0
Total	611	626	Total	4261

Law Enforcement calls by agency

Agency	# of Calls (2022)	# of Calls (2021)
JCSO	1059	1131
PTPD	536	730
Total	1595	1861