



JEFFCOM 911

Directors Report

August 25, 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:

- Viper upgrade: We have begun the upgrade project and meet with Intrado (911 phone company) every 2 weeks to discuss timelines, equipment, training and implementation. Go live is scheduled for the 3rd week in December, 2022.
- Filling of Supervisor Position: Marlo filled in as a supervisor during my APCO Conference trip August 6-11. She did an amazing job and everything went well.
- I am hoping to schedule another radio upgrade workgroup meeting in October.
- 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. While at the APCO conference I looked into at least 2 other recorder companies. I will be setting up demonstrations with them next month.
- Dispatch on Demand Program: Will be discussed during meeting.

❖ Budgetary Items:

- Radio Upgrade: This will be something that will be budgeted out for 2023.
- I have begun setting up dates for initial contract negotiations with the union. At this time the first meetings are scheduled for Sept 12 & 13.
- I have begun working on the 2023 budget. As was discussed at the last meeting, any changes to wages or OT will more than likely lead to an increase in user fees.
- Recruiting for dispatch positions is ongoing. I recently received 3 potential interested applicants from dispatchers and from the Sheriff's office. I have 1 scheduled for a sit in on Monday August 29th, another scheduled for Sept 10th and rescheduling the 3rd due to COVID.
- Pub Ed is trying to attend as many events as possible. I have them scheduled to attend the Jefferson County fair on September 17th.
- OT remains high due to one dispatcher being on medical leave and one moving to part-time status. Everyone is working hard and trying to work with each other to schedule OT in a way that is easier for everyone to do.
- 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 planning on coming in a couple of times in September to try some 4 hour shifts and see how it goes. She really wants to come back full time, however, she is unsure if her body will allow it. She remains hopeful and optimistic.

- 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.
- I had 1 positive COVID test this week.
- 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 in September.
- I am attending the following conferences this year:
 - ◆ October 4-7 – WA APCO State Conference in Kennewick, WA (Rich DePas will also be attending this conference as well as Marlo Erwick for Pub Ed)

❖ 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
 - I) Creation of proposal for 2/10th of 1% tax increase to help fund not only increases in wages, but the radio replacement/upgrade.

Jeffcom 911 Data: July 2022

Fire/EMS calls by agency

Jeffcom Call Pick-up Time (sec)

Agency	# of Calls (2022)	2021	Pick-up Time	# of calls(2022)
EJFR			0	893
Quilcene			1-10(sec)	3698
Port Ludlow			10-20(sec)	69
Brinnon			20-30(sec)	4
Discovery Bay			30-40(sec)	4
			40+(sec)	0
Total			Total	4668

Law Enforcement calls by agency

Agency	# of Calls (2022)	# of Calls (2021)
JCSO		
PTPD		
Total		