



JEFFCOM 911

Directors Report

September 22, 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 December 7, 2022.
- Filling of Supervisor Position: Once the budget is approved and completed I will be posting the job position and conducting interviews based on applications received.
- 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. I am still working on setting up demo's on the two programs.
- Dispatch on Demand Program: Meeting tomorrow after the board meeting at 3pm to discuss this program with Maureen Deckman who is the CEO of the company.

❖ 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. The first set of dates were cancelled at the request of the Union to give them more time to prepare.
- Recruiting for dispatch positions is ongoing. I have had 4 sit alongs so far and have 1 person testing today and 1 testing on the 24th. The other 2 are still in decision mode on whether or not they will move forward with testing.
- A preliminary budget will be presented to the board for review. In this budget there have been quite a few changes. As we will discuss during the meeting, changes to OT rates is one of the biggest differences as well as an increase in Fire/Aid calls and a decrease in law calls. These changes directly affect user fees. I have also worked on reducing or cutting back some areas of spending where I could. There are also additional costs that will be added to user fees for Crewforce/Shieldforce maintenance.
- Pub Ed is trying to attend as many events as possible. I have also tasked Pub Ed with attending some regional and statewide recruiting events that are going to be taking place specifically for 911.
- 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 has been coming in and working anywhere from 4-6 hours at a time throughout the month. She is doing great and picking things back up quickly. I am hopeful that she will be able to return to full time status.
- 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 : There is an air medical ambulance meeting that is being held by Dr. Carlbom on October 4th. I believe there will be lots of discussion around current practices and how we can improve response times from medivacs.
- I have held 1 stakeholder meeting with EJFR and have an additional scheduled with JCSO. I have continued to work on trying to get a meeting with PTPD and Port of Port Townsend as well as the rest of the fire agencies. Everyone has very busy schedules so this is an ongoing process.
- User Group meetings: No user group meeting was held this month. I am looking to schedule one in October.
- I am no longer attending the fall conference. I will be attending the AC meeting virtually and will be attempting to do the same for the Directors meeting.
 - ◆ October 4-7 – WA APCO State Conference in Kennewick, WA (Rich DePas will 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	414	383	0	966
Quilcene	43	56	1-10(sec)	3665
Port Ludlow	118	100	10-20(sec)	97
Brinnon	62	84	20-30(sec)	9
Discovery Bay	14	15	30-40(sec)	3
			40+(sec)	0
Total	467	458	Total	4740

Law Enforcement calls by agency

Agency	# of Calls (2022)	# of Calls (2021)
JCSO	1163	1070
PTPD	667	769
Total	1830	1839

❖ Director Training 2022:

- Per the State 911 contract that was recently signed the 911 coordinator is required to do the following: Attend 75% of Advisory Committee meetings, attend 50% of Advisory Committee briefings, attend (3) Coordinator Forums per contract period.

WA APCO/NENA May Forum

- See separate agenda covering May 16-19 – Total hours 20 hours

APCO NATIONAL CONFERENCE 2022 CEU's

August 7th:

- 1) 9A-10A - Creating a Culture of Engaged Leaders in the Comm Center – 1 CEU
- 2) 10:30A - 11:30A - Stop the Insanity. Moving from Cannibalism to Caretaker – 1 CEU
- 3) 1P-2P - Employee Satisfaction – the Missing Link in Staffing Retention – 1 CEU

- 4) 2:30P-3:30P - Investing in the future: Developing Young Professionals in your Center – 1 CEU

August 8th:

- 1) Vendor Floor Opening
- 2) 8:30 – 10:00 - Opening General Session - 1 CEU
- 3) 10:30-11:30 – The First 100 days: A Director's Story – 1 CEU
- 4) 11:45A – 12:45P – No one care if your Negative; Just kidding! – 1 CEU
- 5) 2:00 – 3:00 – Back your First Responders – Proactive vs Reactive Dispatchers – 1 CEU
- 6) 3:30 – 4:30 – A Spoonful of Positive help the Feedback go down. QA/QI – 1 CEU

August 9th:

- 1) Vendor Floor Open
- 2) 11:45 – 12:45 - So you got the promotion. Now What? 1 – CEU
- 3) 1:00 – 2:00 – The Basics for Grant Writing – 1 CEU

August 10th:

- 1) 8:30-9:30 – 911 Call Transfer Interoperability – 1 CEU
- 2) 10:00 – 11:00 – Dispatch on Demand – 1 CEU
- 3) 11:30 – 1:30 – Food for thought luncheon – 1 CEU
- 4) 2:00 – 3:00 – Be a Champion for Change – 1 CEU
- 5) 3:30 – 4:30 – Cumulative PTSD and it's effects on the dispatch environment – 1 CEU

Total: 16 hours of CEU