



JEFFCOM 911

Directors Report

October 20, 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: I am posting the job position by the end of this week and will be conducting interviews based on applications received.
- 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 on Friday 10/21 to go over the contract and costs. Still hopeful that I can get the program implemented for November and December.

❖ Budgetary Items:

- Radio Upgrade: This will be something that will be budgeted out for 2023.
- No further updates on Union negotiations.
- Recruiting for dispatch positions is ongoing. I have 1 person that I will be putting into backgrounds and 2 still scheduling testing.
- 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. For the month of October I filled in for 7 shifts to help alleviate some of the OT for the center and to allow staff to have a break. Unfortunately Leah was not able to return to work and has given her notice.
- 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:

- 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.
- The Records Clerk position has been added to the agenda for discussion. There are 2 main issues to be discussed. 1) The position ILA which needs to be re-evaluated to ensure that Jeffcom is being reimbursed for all costs associated with the position. 2) The toll that is being placed upon dispatchers when the

records clerk is gone for long periods of time. Staff is simply unable to keep up with records entries and all of their other duties without being overwhelmed.

❖ External Relationships:

- Lifelight and Airlift NW : The air medical ambulance meeting went well and we discussed a lot of procedures and processes as it relates to medivac. This was done in a format that allowed input from agencies across the state and also helped guide some potential changes to how data is prepared and presented to the user agencies.
- I have held 2 stakeholder meetings this month. JCSO and PTPD both had meetings with me. I am still scheduling out other users as time allows.
- User Group meetings: No user group meeting was held this month. I am looking to schedule one in November.
- Port of Port Townsend has submitted a SOP and contract for review by the board. Will be discussed as an agenda item.

❖ 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: Stencil recording system, 911 Viper Phone lines, Radio system
 - E) Filling of 4 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) 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: September 2022

Fire/EMS calls by agency			Jeffcom Call Pick-up Time (sec)	
Agency	# of Calls (2022)	2021	Pick-up Time	# of calls(2022)
EJFR	362	407	0	790
Quilcene	41	56	1-10(sec)	3337
Port Ludlow	104	88	10-20(sec)	80
Brinnon	46	41	20-30(sec)	7
Discovery Bay	5	16	30-40(sec)	2
			40+(sec)	0
Total	414	422	Total	4216

Law Enforcement calls by agency

Agency	# of Calls (2022)	# of Calls (2021)
JCSO	980	1009
PTPD	668	629
Total	1648	1638

❖ 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