



JEFFCOM 911

Directors Report

February 23, 2023

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:

- **CritiCall: Roll out is completed.** We have started using this as our screening test for Communication Officers.
- **Jeep Grand Cherokee:** State has picked up the Jeep and is preparing the auction listing.
- **Audio recorder:** Upgrading the exiting Stancil audio recorder. Looking to schedule the refresh soon. Reached out to state to see if there is grant money available for this purchase (\$22,000). Maintenance renewal (\$5,000) on existing system due late May. Targeting May for refresh to save the additional maintenance renewal.
- **Radio:** Fire is requesting a secondary communication channel. There are personnel and equipment challenges that need to be worked out but technology research is being done and talks underway with key stakeholders.

❖ Budgetary Items:

- **Recruiting:** Rosie Lambert has joined the dispatch team and is doing very well. Two more conditional offers have been accepted and background checks will kick off. Have reached out to local agencies to post the Dispatcher and Director openings to their websites and social media outlets. Asked Lisa to post to Indeed and WorkSource as well.
- **OT** remains high. Retention and recruitment will be key to get the current staff some relief. New dispatchers can take 3 – 4 months to get trained.
- **Radio Console Upgrade:** Working on budgetary numbers. Objective is to have more interoperability with Pencom and ability to backhaul communications with tower sites if microwave fails.
- **CBA:** Reached out to Robert at Teamsters. He has referred me to Rich Stone. Waiting to hear back so we can start talks.
- **Pub Ed:** Marlo is in contact with Keppie who will assist with some PubEd when attending Pub Ed events for EJFR. Asked Marlo to see if there is another resource within Jeffcom to handle these duties since she is handling multiple duties as well as Supervision and still working a console.
- **GIS position:** PUD has let us know they would like to end the contract to split Alex's time. Researching other options.

❖ Health, Safety and Quality of Life:

- Reached out to the served agencies asking for feedback when Dispatchers do exceptional work so they can be recognized for their actions.
- Reminded staff of the EAP to provide an outlet for the stress and let them know I am always available.

❖ **External Relationships:**

- **User Group meetings:** First User Group meeting will take place this afternoon.
- **Port of Port Townsend:** Reviewed latest proposed contract from the Port and reached out to surrounding 911 PSAPs to find out how they handle similar services. They reported back they do not provide dispatching or any services being requested by the Port to their local Port Authority or other non-first responder agencies.
- **Icom 911:** Talks continue about leasing space to Icom 911 at our Maynard tower site.

❖ **Additional Items:**

- The strategic plan currently being worked on has the following items:
 - A) Review of contracts to ensure accuracy and necessity.
 - B) Creation of proposal for 2/10th of 1% tax increase to help fund operational costs, but the radio replacement/upgrade.
 - C) Address agency needs such as additional repeated and recorded channel for fire.

Jeffcom 911 Data: January 2023

Fire/EMS calls by agency

Jeffcom 911 Call Pick-up Time (sec)

Agency	# of Calls (2023)		Pick-up Time	# of calls(2023)
EJFR	341		0-10(sec)	1347
Quilcene	17		11-15(sec)	9
Brinnon	21		16-20(sec)	0
Discovery Bay	3		21-40(sec)	0
			41-60(sec)	0
			61+(sec)	0
Total	382		Total	1356

Law Enforcement calls by agency

Agency	# of Calls (2023)	
JCSO	1200	
PTPD	735	
Total	1935	