



JEFFCOM 911

Directors Report

March 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. Acquired additional grant funding for the \$22,000 project. Reached out to the vendor for scheduling. Waiting on parts but expectation is late April.
- **NextRequest:** Public Records Requests are currently being handled by one person and CDs are burned to distribute files. NextRequest is a cloud based, CJIS compliant public records request platform that will allow distribution of tasks and secure online file transfers with full tracking of requests and file pickup.

❖ Budgetary Items:

- **Recruiting:** Rosie Lambert has joined the dispatch team and is doing very well. Two more conditional offers have been accepted. Waiting on the psychology reports. Indeed seems to be the best source for dispatcher candidates. There is a small pool of candidates for the Executive Director position. Submissions are on the Board Members SharePoint site.
- **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:** Internal discussions have started between the union steward and employees.
- **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:** User Group meetings are happening on a monthly basis. Getting good feedback from the agencies.
- **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: YTD 2023

Fire/EMS calls by agency

Jeffcom 911 Call Pick-up Time (sec)

Agency	# of Calls (2023)		Pick-up Time	# of calls(2023)
EJFR	1294		0-10(sec)	3837
Quilcene	107		11-15(sec)	29
Brinnon	97		16-20(sec)	3
Discovery Bay	35		21-40(sec)	4
			41-60(sec)	0
			61+(sec)	1
Total	1533		Total	3874

Law Enforcement calls by agency

Agency	# of Calls (2023)	
JCSO	2908	
PTPD	1743	
Total	4651	