

# JEFFCOM

## 911 COMMUNICATIONS

DIRECTOR'S REPORT

July 27, 2023

### ❖ Projects:

- **2024 budget:** Depending on the schedule we discuss today, this will likely dominate administrative efforts over the next few weeks.
- **Capital planning:** Part of the 2024 budget but also of longer term planning in the absence of a strategic plan, staff will continue to develop a budget for capital projects that will be recommended over the next few years.
- **Policies and procedures:** Both the administrative policies that govern day-to-day business and the procedures that govern dispatch operations require updating, at best. At worst, some do not exist. On deck for the next weeks and months are updates of our primary documents: dispatch SOPs and the personnel manual. Along the way, we need to draft policies and procedures that cannot be found to exist or that date to the earliest days of the agency: procurement, accounts payable, payroll, hiring, onboarding, training, etc.
- **Strategic plan:** I am just putting it on the list for now. There is a real need to bring this board a multiyear strategy for adoption so staff can take the agency in that direction.

### ❖ Budgetary Items:

- **Recruiting:** Two applicants that were given conditional offers are in background and psych. Staff interviewed three additional applicants and will continue to do so in anticipation of making conditional offers to the two top candidates late in 2023 for an early-2024 start date.
- **Staffing** is now at seven full-time, non-trainee communications staff. This includes Rosie, who was signed off on phones and radios and started working shifts without a training officer, but it also includes Sara, who has resigned effective mid September. Trainee Rachel is advancing toward sign offs. Four communications officers on night shift work their normal schedule and have normal days off except in case of leave time. Three part-time communications



officers continue to work many shifts along with the non-regular scheduling of day-shift employees to fill the gaps.

- **Radio Console Upgrade:** Objectives are to replace this key and aged part of our system, to have seamless radio interoperability with Pencom and to gain the ability to backhaul communications with tower sites if microwave fails. Initial budgetary numbers have come in at \$200,000. Rich continues to push the contractor to define a design that would bring radio IP gateways to our tower sites and, based on that, a quote.
- **CBA:** Initial bargaining meeting was held on July 21, and I sent the Teamsters a draft contract that describes the general wishes of the administration and board focused on factors that directly impact recruiting and retention, proposes some additional changes we discussed and suggests deferring some of their proposed changes to focus on the most important ones. The Teamsters may respond with an updated proposal or may defer until our next scheduled meeting on July 31.

❖ **Health, Safety and Quality of Life:**

- June communications-staff overtime totaled 356 hours among the six full-time, non-trainee employees on staff that month.
- Working on a trial program of occasional hiring of a first-responder counselor who does sit-ins with communication-center staff on duty (\$100/hour) followed by one-on-one wellness check-ups offsite (\$275 each, anonymous and at the employees' option). JCSO has started using the same provider for phone consultations.

❖ **External Relationships:**

- **User Group meetings:** User Group meetings are happening on a monthly basis. They are led by Marlo as the communications supervisor, and I will attend. I will happily take questions and concerns outside that meeting from you and other user-agency reps, but those issues that need to be discussed among the user group should go to that table, and those that require board involvement should come to the board.
- **I-COM 911 Tower Lease:** Our consultant Gunnerson continues to work on the contractual details for the lease to Island County Emergency Services Communications Center to relocate their equipment to our Maynard tower.

❖ **CFS and 911-call Data: January 1 through July 25, 2023**• **Fire/EMS calls by agency**

Agency	CFS count YTD	CFS count LYTD
EJFR	3177	3329/675
QFR	294	258
BFD	286	334
DBVFR	82	68
<b>Total</b>	<b>3839</b>	<b>4664</b>

• **Law Enforcement calls by agency**

Agency	CFS count YTD	CFS count LYTD
JCSO	8333	7666
PTPD	4788	4100
<b>Total</b>	<b>13121</b>	<b>11766</b>

• **911 Call Pick-up Time**

Pick-up Time	Call count YTD	Cum. % YTD
0-10 sec	11253	99.01
11-15 sec	80	99.72
16-20 sec	12	99.82
21-40 sec	14	99.95
41-60 sec	2	99.96
61-120 sec	3	99.99
120+ sec	1*	100.0
<b>Total</b>	<b>11365</b>	

\* Call was answered in 5 seconds. Awaiting response from contractor regarding apparently inaccurate report data.

• **911 Call Averages**

Metric	YTD Average
Ring time	3.63 sec
Hold time	0.70 sec
Talk time	82.93 sec
Busiest day of the week	Friday
Busiest hour of the day	1500-1559
Most talkative hour of the day	0300-0359