

JEFFCOM

911 COMMUNICATIONS

DIRECTOR'S REPORT

August 24, 2023

❖ Projects:

- **2024 budget:** Depending on today's discussion of the draft budget, this will continue to dominate administrative efforts over the next few weeks.
- **Capital planning:** Part of the 2024 budget is the first step of a long-term refresh of the simulcast radio system. Other capital needs will be triaged through a strategic plan.
- **Policies and procedures:** Some administrative policies have been located, others drafted. Policies are being brought to the board for approval, while procedures, checklists and forms are being adopted administratively. Dispatch SOPs and the personnel manual remain the larger, long-term projects.
- **Strategic plan:** 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:** One new fulltime employee, Becky, started training August 16. One more is in background and psych to start as soon as a trainee shift is open. No new interviews this past month, but staff will continue to interview in anticipation of making conditional offers to the two top candidates late in 2023 for an early-2024 start date.
- **Staffing** remains at seven full-time, non-trainee communications staff. This includes one who has resigned effective mid September. Trainee Rachel is progressing well and is expected to be signed off and on a shift soon. Three part-time communications officers and two JCSO deputies continue to work shifts along with the non-regular scheduling of day-shift employees to fill gaps.
- **CBA:** Bargaining is progressing toward a mutually agreeable draft contract and is the subject of board discussion in executive session today.



❖ **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.
- Teamsters Trust (health-insurance provider) was not helpful in providing guidance for employees seeking expedited access to mental-health professionals accustomed to working with public-safety employees. However, the Trust provides an Employee Assistance Program, so the information on that has been distributed and our subscription for a separate EAP canceled. The Trust also offers CISM debriefing and training, but this is a secondary option after our local CISM team.

❖ **External Relationships:**

- **User Group meetings:** No meeting since our last board meeting. Next meeting scheduled for August 30.
- **ICOM 911 Tower Lease:** This process is nearly complete and the contract proposed for your approval today. Contacts with ICOM have revealed that ICOM technical staff were directly involved in the build-out of our microwave and radio system, so we may seek assistance from them with radio-system plans through an ILA.

❖ **CFS and 911-call Data: January 1 through August 21, 2023**

• **Fire/EMS calls by agency**

Agency	CFS count YTD	CFS count LYTD
EJFR	3706	3793/775
QFR	340	295
BFD	333	397
DBVFR	97	80
Total	4476	5340

• **Law Enforcement calls by agency**

Agency	CFS count YTD	CFS count LYTD
JCSO	9559	8624
PTPD	5476	4713
Total	15035	13337

- **911 Call Pick-up Time**

Pick-up Time	Call count YTD	Cum. % YTD
0-10 sec	12962	98.98
11-15 sec	92	99.68
16-20 sec	18	99.82
21-40 sec	18	99.95
41-60 sec	2	99.97
61-120 sec	3	99.99
120+ sec	1*	100.0
Total	12962	

* Call was answered in 5 seconds. Contractor confirmed inaccurate report data.

- **911 Call Averages**

Metric	YTD Average
Ring time	3.57 sec
Hold time	0.76 sec
Talk time	83.91 sec
Busiest day of the week	Friday
Busiest hour of the day	1300-1359
Least busy hour of the day	0300-0359