



DIRECTOR'S REPORT

January 25, 2024

❖ Projects:

- **State Audit:** Lisa will report separately.
- **Radio consoles:** Quoting process continues for the radio-console replacement with vendor meetings this week to push them along. This is the first step of a long-term refresh of the simulcast radio system.
- **Simulcast system:** Annual checks were completed by Day Wireless with few issues found. Rich has been expanding his radio experience and obtained an APCO radio-tech certification in December.
- **Mednet system:** The system is completely operational with standalone repeaters at Teal Lake, Green Mountain and Maynard. Rich repaired the Green Mountain machine, had APCO change our license to allow use at Maynard and moved the former Port Townsend machine to Maynard. Tested on shared DEM/Jeffcom radios for emergency backup. Suggested fire districts check radio programming, test and familiarize staff prior to a countywide drill.
- **2025-26 radio upgrades:** Discussions continue with vendors about rebuilding the simulcast systems with IP-based hardware that provides redundant control, resiliency and real-time monitoring.
- **Policies and procedures:**
 - ◆ Update of dispatch SOP manual is in progress by the training coordinator pending resolution of some specific procedures (area command) and call types (both law and fire, but notably traffic collisions and mass-casualty incidents).
 - ◆ The personnel manual is being revised to catch up with current terminology, law, CBA and practices – expect a draft to the board in coming months.
 - ◆ Emergency-medical dispatch procedures are on the list after regional EMS protocol revision.
 - ◆ Legal review suggests Finance Manager remain hourly non-exempt and confidential – expect draft of an updated job description including Clerk of the Administrative Board duties to the board in coming months.



- ◆ Authorization to the director regarding non-procurement financial limits such as administrative-employee merit increases will require, based on documentation from EJFR, additional consideration of the right place for such a policy statement.
- **Strategic plan:** Will begin collecting input via staff and stakeholder interviews in the following broad areas about current status, projected growth and change due to outside factors, and desired change and improvement to be driven by Jeffcom via meetings beginning next week.

❖ **Budgetary Items:**

- **Recruiting:** Lateral employee hired November 20 was released from training to take his own shift January 2. Employee hired September 27 is progressing through training. Newest hire started on January 7. One more is in background with additional offer letters pending and interviews of additional applicants to be scheduled soon. The next hire is expected to start as soon as a training shift opens.
- **Current staffing** is seven full-time, non-trainee communications staff. Night shift is on standard shifts with weekends, while day shift remains on the 4-on/2-off rotating schedule. Three part-time employees and two JCSO deputies continue to assist along with full-time employees working scheduled overtime. These efforts plus our most recent resignee (who flew back to work a couple of lengthy weeks) got us through the month of December when we had only five full-time communications staff trained.

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

- December communications-staff overtime totaled 349.5 hours among the five full-time, non-trainee employees on staff that month. Two part-time employees combined for an additional 87 hours of overtime.
- Psychologist accustomed to working with public-safety telecommunicators continued site visits to connect with communications staff. Working on adding offsite consultations for staff who wish to speak privately.
- Remaining provisions of the CBA approved mid-2023 took effect on January 1, including new vacation-accrual rates, improved healthcare insurance coverage (though the Teamsters organization saw fit to make this effective for employees a month later – resolution to this issue to be determined) and the first cost-of-living increase for union employees based on the consumer price index.

❖ **External Relationships:**

- **User Group meeting January 17**
 - ◆ Attended by PTPD, JCSO, EJFR, BFD, QFR
 - ◆ Tweaks to minor radio-communication practices were discussed.

- ◆ Discussed Jeffcom/fire efforts to streamline Life Flight medivac launch procedure.
- ◆ Noted upcoming CAD upgrade (testing in February and live in March) and benefits for dispatching, self-dispatching and response-plan maintenance for fire.
- ◆ Defined admin and emergency non-911 phone options for reaching Jeffcom staff.
- ◆ Several law and fire call types need definition by agencies so they can be written into Jeffcom SOPs and trained.
- ◆ Appreciated efforts by power users on fire side to utilize CrewForce app.
- **Non-user agency issues**
 - ◆ Calls from the public attempting to reach public-works agencies who are not Jeffcom users have created noticeable drain on resources during busy times, particular during recent severe weather.
 - ◆ Starting conversations with those agencies about how we can streamline their process for callouts initiated by the public while keeping in mind that calls from law and fire agencies for those public-works callouts are part of our core business.

❖ **CFS and 911-call Data: January 1 through December 31, 2023**

- **Fire/EMS calls by agency**

Agency	CFS count 2023	CFS count 2022
EJFR	5764	5919/1224
QFR	568	485
BFD	535	588
DBVFR	140	123
Total	7007	8339

- **Law Enforcement calls by agency**

Agency	CFS count 2023	CFS count 2022
JCSO	14672	12847
PTPD	8480	7382
Total	23152	20229

- **911 Call Pick-up Time (including test calls and errors such as the 120+ sec entry)**

Pick-up Time	Call count 2023	Cum. % 2023	Standard
0-10 sec	19698	99.04	n/a
11-15 sec	125	99.67	90%
16-20 sec	30	99.82	95%
21-40 sec	27	99.95	n/a
41-60 sec	5	99.97	n/a
61-120 sec	3	99.99	n/a
120+ sec	1	100.0	n/a
Total	19889		

- **911 Call Averages**

Metric	2023 Average
Ring time	3.44 sec
Hold time	0.86 sec
Talk time	89.15 sec

- **Non-911 Calls**

Metric	2023
Number of outgoing calls	10526
Number of incoming calls	17861
0-10 sec pick-up time	98.34%
Average ring time	3.84 sec
Average hold time	5.12 sec
Average talk time	102.96 sec

❖ **CFS and 911-call Data: January 1 through January 22, 2024**• **Fire/EMS calls by agency**

Agency	CFS count YTD	CFS count LYTD
EJFR	364	331
QFR	50	17
BFD	35	20
DBVFR	12	3
Total	461	371

• **Law Enforcement calls by agency**

Agency	CFS count YTD	CFS count LYTD
JCSO	779	756
PTPD	492	437
Total	1271	1193

• **911 Call Pick-up Time (including test calls)**

Pick-up Time	Call count YTD	Cum. % YTD	Standard
0-10 sec	1103	98.92	n/a
11-15 sec	8	99.64	90%
16-20 sec	1	99.73	95%
21-40 sec	3	100.0	n/a
41-60 sec	0	100.0	n/a
61-120 sec	0	100.0	n/a
120+ sec	0	100.0	n/a
Total	1115		

• **911 Call Averages**

Metric	YTD Average
Ring time	3.43 sec
Hold time	1.49 sec
Talk time	105.63 sec

• **Non-911 Calls**

Metric	YTD
Number of outgoing calls	583
Number of incoming calls	1143
0-10 sec pick-up time	98.81%
Average ring time	3.60 sec
Average hold time	5.10 sec
Average talk time	96.70 sec