



DIRECTOR'S REPORT

December 21, 2023

❖ Projects:

- **State Audit:** Lisa will report separately.
- **Radio consoles:** Quoting process continues for the radio-console replacement, 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 advanced FCC license in November.
- **Mednet system:** Teal Lake is operational. Green Mountain is down for repeater repair. Port Townsend was taken offline without the proposed relocation to Maynard being licensed or completed. FCC licensing for Maynard is complete, and intention is to have all three sites operational in coming months, followed by training and drills with fire districts to ensure familiarity with this backup system.
- **2025-26 radio upgrades:** Discussion and demonstrations continue with vendors about rebuilding the simulcast systems with IP-based hardware that provides redundant control, resiliency and real-time monitoring.
- **Policies and procedures:** Revising the dispatch SOPs and the personnel manual are now the primary projects. Dispatch SOPs are in progress by the training coordinator. The personnel manual also needs heavy revision. Emergency-medical dispatch procedures are on the list after regional EMS protocol revision.
- **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 early in 2024.

❖ Budgetary Items:

- **Recruiting:** Employee hired September 27 is progressing through training. Lateral employee hired November 20 is expected to be released from training December 25. Next training is scheduled to start January 7. Three more have been given provisional offer letters to begin the hiring process, and we expect to start them as soon as training shifts open.



- **Current staffing** is five full-time, non-trainee communications staff. Four part-time employees and two JCSO deputies continue to assist along with full-time employees working scheduled overtime. January's schedule should improve significantly with the return of one full-time employee from Paid Family Medical Leave and the release of another from training – night shift will be on standard shifts with weekends, while day shift remains on the 4-on/2-off rotating schedule.

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

- November communications-staff overtime totaled 407 hours among the six full-time, non-trainee employees on staff that month.
- Psychologist accustomed to working with public-safety telecommunicators began site visits in December to connect with communications staff. Later iterations of this will include offsite consultations for staff who wish to speak privately.
- New logo designed and voted on by staff was officially adopted. Long-awaited orders of uniform clothing will begin early in 2024.

❖ **External Relationships:**

- **User Group meeting:**
 - ◆ Not scheduled this month

❖ **CFS and 911-call Data: January 1 through December 18, 2023**• **Fire/EMS calls by agency**

Agency	CFS count YTD	CFS count LYTD
EJFR	5589	5673/1180
QFR	546	471
BFD	514	577
DBVFR	137	118
Total	6786	8019

• **Law Enforcement calls by agency**

Agency	CFS count YTD	CFS count LYTD
JCSO	14125	12514
PTPD	8199	7166
Total	22324	19680

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

Pick-up Time	Call count YTD	Cum. % YTD	Standard
0-10 sec	19105	99.03	n/a
11-15 sec	122	99.66	90%
16-20 sec	30	99.81	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	19293		

• **911 Call Averages**

Metric	YTD Average
Ring time	3.44 sec
Hold time	0.83 sec
Talk time	88.71 sec

• **Non-911 Calls**

Metric	YTD
Number of outgoing calls	10247
Number of incoming calls	17514
0-10 sec pick-up time	98.32%
Average ring time	3.86 sec
Average hold time	5.16 sec
Average talk time	111.81 sec