



DIRECTOR'S REPORT

February 22, 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:** IT staff working on plans for redundant IP connections to all sites, which is foundational to enabling the rebuild of the system with IP-based repeaters that eliminate current single points of failure. The isolated West End repeater on Mt Octopus is likely to be our first trial of running radio traffic over the internet to a gateway device at the tower rather than over OPSCAN.
- **Communications site monitoring:** Rich is finalizing a grant proposal to our risk pool for funding to install camera systems at all sites. This will require at least a single IP connection to each site, likely over microwave or cellular to start.
- **OPSCAN system:** It is likely that the combination of redundant IP connections to Mt Octopus and the installation of IP-based radio consoles at Jeffcom and Pencom will eliminate our need to use OPSCAN and to pay Clallam County for use of that system.
- **Redundancy and resiliency in the Jeffcom-Pencom connection:** Pencom's firewall-replacement project is moving forward with completion currently projected for late March. Jeffcom IT staff have been assisting as much as possible with encouraging implementation of best practices that will allow resilience and limit CAD downtime due to connection issues between the centers. The project itself will cause scheduled CAD downtime, though we have proposed using that downtime to transfer the main CAD servers from Pencom to Jeffcom so CAD continues to function at Jeffcom to the benefit of both centers and their users while the firewalls are replaced.
- **CAD update:** The updated version is deployed in the test environment, and key users at all agencies are encouraged to test it and to provide feedback to IT staff by the end of February. The update of the live side of CAD and related applications will occur early on the morning of March 12.



- **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 draft has been through initial legal review and is proposed today for the Board's consideration and comments.
 - ◆ Emergency-medical dispatch procedures are on the list after regional EMS protocol revision.
 - ◆ Finalizing updated Finance Manager job description including Clerk of the Administrative Board duties to for consideration by the Board following completion of the current audit and year-end reporting.
- **Strategic plan:** Will continue 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 that started in January.

❖ **Budgetary Items:**

- **Recruiting:** New CO trainees hired September 27 and January 7 are progressing through training. One more is in background with additional offer letters pending and interviews of additional applicants held earlier this week – including one lateral applicant. Changing trainee shifts in March to 4/10 schedule.
- **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 with assistance from three part-time employees and two JCSO deputies to allow coverage of vacation, training and supervisor/training job duties.

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

- January communications-staff overtime totaled 346 hours among the seven full-time, non-trainee employees on staff that month. The amount of overtime has held steady for several months, but the impact was spread over additional staff.
- 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.

❖ **External Relationships:**

- **User Group meeting February 21, 2024**
 - ◆ Verbal update only due to timing.
- **Non-user agency issues**
 - ◆ Continuing conversations with public-works agencies about streamlining callouts initiated by the public.

❖ **CFS and Call Data: January 1 through February 19, 2024**

- **Fire/EMS calls by agency**

Agency	CFS count YTD	CFS count LYTD
EJFR	749	805
QFR	96	61
BFD	74	57
DBVFR	18	19
Total	937	942

- **Law Enforcement calls by agency**

Agency	CFS count YTD	CFS count LYTD
JCSO	1655	1798
PTPD	1136	1066
Total	2791	2864

- **911 Call Pick-up Time (including test calls and redialing abandoned calls)**

Pick-up Time	Call count YTD	Cum. % YTD	Standard
0-10 sec	2309	99.10	n/a
11-15 sec	13	99.57	90%
16-20 sec	5	99.79	95%
21-40 sec	5	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	2332		

- **911 Call Averages**

Metric	YTD Average
Ring time	3.44 sec
Hold time	1.17 sec
Talk time	101.67 sec

- **Non-911 Calls**

Metric	YTD
Number of outgoing calls	1162
Number of incoming calls	2477
0-10 sec pick-up time	98.63%
Average ring time	3.68 sec
Average hold time	5.21 sec
Average talk time	100.38 sec