



DIRECTOR'S REPORT

March 28, 2024

❖ Projects:

- **State Audit:** Lisa will report separately.
- **Radio consoles:** Ordered with installation projected for June. Rich continues to work with the vendor and manufacturer on details in preparation for implementation. Both Rich and Mike will attend system training offsite prior to installation. 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 will 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 submitted 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.
- **Redundancy and resiliency in the Jeffcom-Pencom connection:** Pencom's firewall-replacement project is moving forward. Jeffcom IT staff have been heavily assisting with the firewall configuration. The use of the public internet as a backup connection between our centers came online late last week, and the remaining connections to the Pencom firewalls will be done in stages rather than in a major, planned outage.
- **CAD update:** The update of the live side of CAD and related applications occurred March 12 with minimal impact to Jeffcom and its agencies. Despite implementing a version that is somewhat mature (2023.2, not the latest 2024.1), this version still has bugs that Tyler has been working to resolve. This has already enabled a couple of highly desired features (self dispatching fire units without radio tones, dark mode for dispatcher eyes) and leaves us to work with agencies on additional implementation (cross-staffed fire stations, proximity-based dispatching, GPS-based status changes, etc.).
- **Policies and procedures:**



- ◆ Update of dispatch SOP manual is in progress by the training coordinator pending definition of call types by the agencies who use them (both law and fire, but notably traffic collisions and mass-casualty incidents).
- ◆ The personnel manual draft is proposed today for adoption by the board.
- ◆ 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 year-end reporting.
- **Strategic plan:** Beginning to draft a document based on input collected so far that can guide additional input from board and other user agencies. Located Jeffcom strategic plan from 2010 to ensure the new plan addresses any issues that remain from that earlier process. 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.

❖ **Budgetary Items:**

- **Recruiting:** New CO trainees hired September 27 and January 7 are progressing through training. Two more are in background and could begin as soon as we have an open training shift. Lost the lateral applicant from February interviews. Beginning this month, trainees have been on a 4/10 schedule, and we are adjusting to make good use of that timing and the overlap day between the two trainees.
- **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 dropped significantly to 241 hours among the seven full-time, non-trainee employees on staff that month. Much of the drop is thanks to dedicated part-time staff and JCSO deputies, which allowed day-shift personnel to have some weekends.
- Still working on finalizing an initial order of uniform shirts with new logo.

❖ **External Relationships:**

- **APCO-NENA**
 - ◆ Attended Spring Forum early in March in Olympia along with Marlo

- ◆ Directors focus on presence with the legislature, staffing issues, pending change to retirement plan for communications officers and changing technology
- ◆ Public-education focus on social-media use and 911 hang-up calls
- **User Group meeting March 20, 2024**
 - ◆ Attended by PTPD, JCSO, EJFR, QFR
 - ◆ Focused on discussion of call types that have not been defined or that need revision so Jeffcom can complete a long-overdue update to its SOP manual
 - ◆ Discussed Apple notifications from phones and watches that are often unfounded
 - ◆ Discussed some CAD issues including this month's update that allows self-dispatching by fire personnel, dispatching to coordinates inside a facility and future implementation of proximity-based fire toning and version 2 of the recommendation engine – most of these intended to improve the accuracy of initial dispatch to fire/EMS calls for service
- **Non-user agency issues**
 - ◆ Have begun floating the idea with other public agencies that Jeffcom could administer a countywide 311-style AI-based phone service.

❖ **CFS and Call Data: January 1 through March 25, 2024**

- **Fire/EMS calls by agency**

Agency	CFS count YTD	CFS count LYTD
EJFR	1306	1391
QFR	146	116
BFD	121	107
DBVFR	33	35
Total	1606	1649

- **Law Enforcement calls by agency**

Agency	CFS count YTD	CFS count LYTD
JCSO	2865	3220
PTPD	1879	1899
Total	4744	5119

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

Pick-up Time	Call count YTD	Cum. % YTD	Standard
0-10 sec	3950	99.15	n/a
11-15 sec	22	99.70	90%
16-20 sec	7	99.87	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	3984		

- **911 Call Averages**

Metric	YTD Average
Ring time	3.57 sec
Hold time	4.82 sec
Talk time	105.08 sec

- **Non-911 Calls**

Metric	YTD
Number of outgoing calls	1967
Number of incoming calls	4245
0-10 sec pick-up time	98.80%
Average ring time	3.68 sec
Average hold time	5.21 sec
Average talk time	100.38 sec