



## DIRECTOR'S REPORT

May 30, 2024

### ❖ Projects:

- **Radio consoles:**

- ◆ Installation projected for June, but we are awaiting a schedule.
- ◆ IT continues to work on details in preparation for implementation. This has included reconfiguration and cleanup of dispatch-console cabling, testing equipment options and purchasing some ancillary equipment.
- ◆ Rich and Mike will attend system training the first week of June with the installation scheduled for the latter part of the month.
- ◆ The cost for the main project increased by \$780.61 due to a necessary option that had not been included in the quote, but otherwise costs for the system and the ancillary equipment have remained as projected and budgeted.

- **Policies and procedures:**

- ◆ The updated personnel manual has been distributed to staff.
- ◆ Update of dispatch SOP manual remains in progress. Additional undefined or unresolved questions about procedures continue to be investigated and written as they crop up.
- ◆ Emergency-medical dispatch criteria are on the list after regional EMS protocol revision. Working with MPD on a proposed schedule for periodic meetings to review each procedure and its ALS and BLS criteria on a regular basis.
- ◆ 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. In the meantime, I have been working with Finance Manager to revise and streamline accounts payable procedures, and this seems to be working well giving Lisa time to complete several large projects (the audit, the annual report to the auditor and the annual grant application for SECO funding) well before their deadlines.

- **Goats:** Landscaping goats are scheduled to clean up the brushy Port Townsend tower site beginning late last week.



- **Social Media:** A revised policy is presented for continued discussion today incorporating previous Board comments and legal review.
- **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:** CO trainee hired September 27 did not progress adequately, so probation was terminated on May 15. CO trainee hired January 7 is progressing well, has been moved to a split shift on evenings and is expected to take her own shift next week. One applicant is through background and in final testing and should start in early June. Two additional applicants were interviewed last week and are starting the background process. Other applicants did not progress through background due to a lack of references and responses.
- **Current staffing** is seven full-time, non-trainee communications staff, but that will increase to eight with the trainee released to a shift in June. This will bring days and nights to four COs each, meaning everyone will be on a normal 4/3/3/4 schedule except when covering for leave and training. We continue to benefit from assistance from three part-time employees, particularly one who works key shifts to provide time off to others, and two JCSO deputies.

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

- April communications-staff overtime was 324 hours among the seven full-time, non-trainee employees on staff that month.
- Working on setting up an online store for uniform shirts with new logo from which staff can order their allotment.
- Formalizing plans with Found Therapy Services, which focuses on first-responder mental health, to provide sit-alongs in the center by a provider followed by local confidential appointments offsite. Staff will also be encouraged as this relationship grows to contact Found Therapy directly using insurance for in-person or telehealth visits if they wish for additional individual care.

#### ❖ **External Relationships:**

- **Jeffcom-Pencom ILA:** This was assumed by both agencies to have been fully executed late in 2021. Jeffcom's signatures and secondary signatures from the City of Port Angeles were never applied to the document. Legal review, City of PA signatures, need to execute, likely amendment being discussed.

- **Public Education:** With staffing on slightly firmer footing than last year, we can resume in-person public education to both children (basics of calling 911) and adults (911 versus non-emergency reports, cell hangups, text to 911 and mobile-phone health profiles). Marlo is working on a schedule of attendance at fairs, farmers markets and schools. We are very open to collaborating with agencies at their events, including the recent firefighters union breakfast and upcoming farmers markets with EJFR.
- **Fire response plans:** Pencom and its agencies are very interested in paying Tyler to deliver in-person training for dispatch, IT and fire personnel on complex response plans. Intent is to make them more adequately reflect actual inter-district agreements and command intent for initial and auto-aid dispatches and subsequent mutual-aid dispatches – and both counties want to formulate those ideas before scheduling the training so it can be effective and focused on our needs.
- **User Group meeting**
  - ◆ Attended by PTPD, EJFR, QFR and Jeffcom.
  - ◆ Update on progress of updates to Kenwood and other radios owned by the agencies. Jeffcom is awaiting programming files from the agencies that Kenwood can fix, and for other manufacturers we are jointly waiting for responses regarding the problem.
  - ◆ Discussed Code 99/Blue procedure for fire/EMS call for backup in life-threatening situations, which is in need of update and regular practice.
  - ◆ Briefly discussed the fire response plans issue and proposed solution described above.
  - ◆ Checked in on the change to procedures not to broadcast certain information-only items on Law Primary, with agreement that it is working well.
- **Non-user agency issues**
  - ◆ Demonstrations for Jefferson County of 311-style AI-based phone service.

❖ **CFS and Call Data: January 1 through May 24, 2024 (early due to holiday this week)**• **Fire/EMS calls by agency**

Agency	CFS count YTD	CFS count LYTD
EJFR	2164	2269
QFR	227	197
BFD	204	191
DBVFR	48	57
<b>Total</b>	<b>2643</b>	<b>2714</b>

• **Law Enforcement calls by agency**

Agency	CFS count YTD	CFS count LYTD
JCSO	4978	5530
PTPD	3293	3224
<b>Total</b>	<b>8271</b>	<b>8754</b>

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

Pick-up Time	Call count YTD	Cum. % YTD	Standard
0-10 sec	6823	99.23	n/a
11-15 sec	33	99.71	90%
16-20 sec	11	99.87	95%
21-40 sec	9	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
<b>Total</b>	<b>6876</b>		

• **911 Call Averages**

Metric	YTD Average
Ring time	3.38 sec
Hold time	1.14 sec
Talk time	104.35 sec

• **Non-911 Calls**

Metric	YTD
Number of outgoing calls	3484
Number of incoming calls	7412
0-10 sec pick-up time	98.93%
Average ring time	3.56 sec
Average hold time	4.72 sec
Average talk time	103.95 sec