



DIRECTOR'S REPORT

June 27, 2024

❖ Projects:

- **Radio consoles:**

- ◆ Installation began last week with contractor onsite assembling equipment. Programming of the system interfaces is planned for this second week. Dates to bring the system online (whether for dispatcher radio interface or for paging) have not been determined as of this writing.
- ◆ Rich and Mike attended system training the first week of June.
- ◆ IT did extensive preparation for implementation, including reconfiguration and cleanup of dispatch-console cabling, testing equipment options and purchasing some ancillary equipment.
- ◆ Lt Kauzlarich at EJFR has been assisting with cleanup of paging tones in preparation for programming those into the new system.

- **Policies and procedures:**

- ◆ Update of dispatch SOP manual is moving to Communications Supervisor, then Director for finalization.
- ◆ 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.
- ◆ Finance Manager job description has been drafted including Clerk of the Administrative Board duties and will be proposed for consideration by the Board shortly. Work continues to revise and streamline finance procedures.

- **Goats:** Landscaping goats cleaned up the brushy Port Townsend tower site, but extensive manual clearing remained to be done after the goat treatment.
- **Social Media:** Facebook page has been recreated and is active, as is the archiving service. Adopted policy was distributed to staff.
- **Strategic plan:** Continuing discussions and research, including ongoing board conversations about funding mechanisms.



❖ Budgetary Items:

- **Recruiting:** CO trainee hired January 7 was assigned to her own shift at the beginning of June. Three applicants are through background and in final testing – the first two of those will start in coming weeks. Other applicants did not progress through background due to a lack of references and responses.
- **Current staffing** is eight full-time, non-trainee communications staff, bringing days and nights to four COs each. This means everyone is 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.
- **CAD maintenance billing corrections** by Tyler are nearing completion. The corrections eliminate from the Jeffcom invoice those items that are shared with Pencom and should only be billed once – to the City of Port Angeles as the lead agency. The credits resulting from the corrections are being calculated back to the beginning of the CAD consolidation. A significant portion of Jeffcom's credit (somewhat more than one third of it) is owed by Jeffcom to Pencom for our portion of those items that are billed once to them for the joint CAD so will be applied to the Pencom invoice for 2024. The remainder will be applied to the Jeffcom 2024 invoice and may nearly equal the entirety of this year's maintenance costs.

❖ Health, Safety and Quality of Life:

- May communications-staff overtime was 312.5 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.
- Found Therapy Services, which focuses on first-responder mental health, will begin sit-alongs in the center in July 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. Other agencies would be more than welcome to participate in the offsite appointment days, which would spread the costs between agencies and increase appointment availability to our employees.

❖ External Relationships:

- **Jeffcom-Pencom ILA:** Has been signed and returned to Pencom. We will likely need to negotiate an amendment to include joint payment of some Tyler invoices as that issue is resolved, and this may be paired with negotiating a replacement for the long-ago terminated Jeffcom-Tyler contract.
- **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 interested in collaborating with agencies at their events.

- **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. I am interested in meeting with each fire chief and/or each district's CAD power users who may attend such training to work through some response-plan scenarios.
- **Jefferson County Fire Commissioners** presentation last week provided an opportunity to advise the commissioners, chiefs and administrative staff about Jeffcom's staffing, funding and planning.
- **Medivac providers** have both given Jeffcom dispatchers access to their online dispatching systems, which can be used in place of phone calls to request and cancel flights. We continue to work with both providers to clean up the list of LZs shown in those dispatching systems and to address communication problems during launch requests.
- **User Group meeting June 18**
 - ◆ Attended by JCSO, PTPD, EJFR, BFD, DBVFR and the MPD.
 - ◆ Discussed operational issues including priority traffic, calls regarding injured wild animals, and facility contact information.
 - ◆ Discussed projects with EJFR including coming improvements to ActiveAlert paging of fire personnel, CrewForce selection of destination hospitals, unit move-ups from one station to another and testing for cross-staffed stations.
 - ◆ Discussed latest medivac issues, with only one provider now offering true standby service and another provider changing destination hospitals.
 - ◆ Discussed radio issues, including continued efforts to obtain programming files so they can be modified by Kenwood to correct the current repeater incompatibility and agreeing to bring all new makes and models to the User Group for technical evaluation before any agency purchases something new.

❖ **CFS and Call Data: January 1 through June 24, 2024**• **Fire/EMS calls by agency**

Agency	CFS count YTD	CFS count LYTD
EJFR	2676	2712
QFR	273	247
BFD	255	238
DBVFR	60	69
Total	3264	3266

• **Law Enforcement calls by agency**

Agency	CFS count YTD	CFS count LYTD
JCSO	6100	6877
PTPD	4109	4032
Total	10209	10909

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

Pick-up Time	Call count YTD	Cum. % YTD	Standard
0-10 sec	8356	99.22	n/a
11-15 sec	41	99.70	90%
16-20 sec	15	99.88	95%
21-40 sec	10	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	8422		

• **911 Call Averages**

Metric	YTD Average
Ring time	3.40 sec
Hold time	1.20 sec
Talk time	104.53 sec

• **Non-911 Calls**

Metric	YTD
Number of outgoing calls	4247
Number of incoming calls	9064
0-10 sec pick-up time	98.73%
Average ring time	3.61 sec
Average hold time	5.01 sec
Average talk time	103.36 sec