



DIRECTOR'S REPORT

August 22, 2024

❖ Projects:

• Radio consoles:

- ◆ Jeffcom IT staff completing programming fire toning and transitioning toning to the new system last week. This was held awaiting a fix from Tyler for the 1500ms delay that CAD was inserting into each break between two-tone pairs. That delay is now configurable by IT.
- ◆ Work continues on setting volumes in the new consoles. Last week, tone volume was balanced against voice transmissions. The same needs to be done for alert tones, priority markers and voice transmissions.
- ◆ The contractor is returning to Jeffcom the week of September 9th to deploy the remaining consoles and remove the old system.

• Network connections, redundancy and cloud-based CAD:

- ◆ Jeffcom is transitioning to a faster, less expensive option for our NoaNet/PUD fiber connection to the internet, which has become our primary connection.
- ◆ Jeffcom and Pencom continue to have a Astound (Wave) fiber connection as Jeffcom's secondary and Pencom's primary connection. Pencom's secondary connection will be through Starlink, after which both centers will discontinue their direct fiber route through NoaNet/JNet.
- ◆ Because the recent outage exposed Astound lessened redundancy, Jeffcom is working directly with PUD on redundant routes to their center and is likely to move to Starlink as our secondary connection in place of Astound.
- ◆ The primary and secondary connections to the ESINet for 911 calls are provided and managed by the state contractor Comtech and are NoaNet and Astound. The state informed us they are also looking at enabling Starlink backhaul to that system, which could provide the resiliency that was found lacking during the outage.
- ◆ Tyler has informed us that they will be discontinuing onsite CAD installations in the coming years and are encouraging all customers to transition to cloud hosting of CAD. We and Pencom have been awarded state grants to pay for the CAD portion of the cloud system transition and first year between now



and June 30, 2025. The costs to the agencies for mobile, corrections and records have yet to be determined.

- **Policies and procedures:**
 - ◆ Dispatch SOP manual updates in SharePoint continue.
 - ◆ Finance Manager job description has been drafted including Clerk of the Administrative Board duties and will be proposed for consideration by the Board shortly.
- **Strategic plan:** Continuing discussions and research, including ongoing board conversations about funding mechanisms and research of recent strategic planning by other agencies

❖ **Budgetary Items:**

- **Recruiting:** Two Communications Officer trainees that started July 1 and July 17 continue to progress through training. Applications, preliminary testing and occasional interviews continue to establish a list for potential hiring once a trainee position is open.
- **Current staffing** is eight full-time, non-trainee communications staff, bringing days and nights to four COs each. Everyone is on a normal 4/3/3/4 schedule except when covering for leave and training. We continue to benefit from assistance from part-time employees and JCSO deputies.
- **CAD maintenance credit invoices** by Tyler have been received and total \$412,779.10 covering fees paid to Tyler from April 2020 through the current maintenance agreement. They are being audited for overlap with our original invoices and with Pencom's. We are also working with Tyler to determine which 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.
- **SECO Equipment Grant** application was approved. This is limited to items that can be funded by SECO and excludes radio infrastructure. It includes some minor equipment already deployed as well as the move to cloud-based CAD.
- **2025 budget** draft will be presented for initial consideration today. Recent discussions about potential modifications to agency fee structure cannot be implemented in this budget, as any such changes would require modification to the attachment to the primary interlocal agreement founding Jeffcom.

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

- July communications-staff overtime was 217 hours among the eight full-time, non-trainee employees on staff that month. (June's was 191.25 with eight employees; May 312.5 with seven; April 324 with seven).
- Last week was our busiest of the year by telephone call volume, with 33% more incoming and outgoing calls than our weekly average for the year.

- Still working on setting up an online store with new logo from which staff can order their allotment of uniform shirts.
- Found Therapy Services, which focuses on first-responder mental health, began sit-alongs in the center in July and will continue to do so approximately monthly.
- Revised Communications Officer job description draft is circulating. This revises the 2013 document and aligns it with the national APCO effort to seek federal recognition that the public-safety-telecommunicator occupation has advanced far beyond the clerical work as which it remains federally classified.

❖ External Relationships:

- **Public Education:** We continue outreach events as staffing allows and will be ordering a tent, folding table and educational items to hand out in coming months.
- **Fire response plans:** Tyler instructor, Pencom, Jeffcom and agencies in both counties are working to schedule a two-day class October 1 and 2. Prior to and in preparation for the training, I am interested in meeting with each fire chief and/or each district's potential trainees to work through some response-plan scenarios.
- **Jefferson County Fire Marshal** has expressed interest in becoming a Jeffcom customer in the future, a topic on the agenda today.
- **Medivac providers** primary (Airlift Northwest) and secondary (Life Flight Network) arrangement is working well to date. We continue to work with both providers to clean up the list of LZs shown in their web-based request systems and to address communication problems during launch requests.
- **User Group July 30**
 - ◆ Attended by JCSO, EJFR, BFD and the MPD.
 - ◆ Discussed radio issues including low dispatcher volume, radio console project, fire use of tac channels on recent working incidents, use of callsigns and untracked units calling Jeffcom with status updates.
 - ◆ Discussed multiagency attendance at upcoming training on fire response plans (October 1 and 2), Tyler regional conference (November 5) and Tyler national conference (May 11-14).
 - ◆ Mentioned recent change to primary/secondary medivac procedure with no noted problems so far.
 - ◆ Discussed additional use of CrewForce app by fire personnel and proposed interagency public-education effort to encourage 911 calls for emergencies in lieu of calls to unstaffed offices and duty phones.
 - ◆ Discussed CAD updates including new map deployed for dispatchers, continued software updates annually in February and March and the Jeffcom's ability to display caller location on agency maps in addition to the main CFS location.

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

• **Fire/EMS calls by agency**

Agency	CFS count YTD	CFS count LYTD
EJFR	3593	3682
QFR	374	336
BFD	381	326
DBVFR	95	96
Total	4443	4440

• **Law Enforcement calls by agency**

Agency	CFS count YTD	CFS count LYTD
JCSO	8315	9463
PTPD	5613	5425
Total	13928	14888

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

Pick-up Time	Call count YTD	Cum. % YTD	Standard
0-10 sec	11710	98.93	n/a
11-15 sec	89	99.68	90%
16-20 sec	21	99.86	95%
21-40 sec	17	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	11837		

• **911 Call Averages**

Metric	YTD Average
Ring time	3.45 sec
Hold time	1.40 sec
Talk time	102.07 sec

• **Non-911 Calls**

Metric	YTD
Number of outgoing calls	5818
Number of incoming calls	12544
0-10 sec pick-up time	98.60%
Average ring time	3.65 sec
Average hold time	6.55 sec
Average talk time	102.84 sec