



## DIRECTOR'S REPORT

September 26, 2024

- ❖ **Thanks to acting director Rich and staff** for allowing me to get away for two weeks. As you would expect, the team that keeps Jeffcom functioning daily did so in my absence – and without letting off the accelerator on the radio consoles cutover, network redundancy, training two COs, financial processes and reporting and staffing the center with the continued barely-sufficient non-trainee CO team.
  
- ❖ **Projects:**
  - **Radio consoles:**
    - ◆ IT and communications staff worked to transition all positions to the new consoles the first week of September. Work continues to find issues and tune the system as necessary for Jeffcom usability and clear transmission over the air.
    - ◆ The contractor returned to Jeffcom mid September to assist with final setup and decommissioning of the aged previous consoles and toning system. However, Jeffcom IT is providing to have at least as much knowledge and ability to monitor and adjust the new system as the contractor has provided.
  - **Network connections, redundancy and cloud-based CAD:**
    - ◆ Jeffcom continues to transition to a faster, less expensive option for our connections to the internet, with Pencom making similar moves on their end.
    - ◆ Primary connection remains directly to Jefferson PUD as initiated in August.
    - ◆ Secondary connection is now satellite internet through Starlink, brought online in mid September after Pencom did the same.
    - ◆ We have ordered a second fiber connection from Jefferson PUD that will take a different physical route from Jeffcom to PUD's hub. Because PUD has multiple routes from that hub off the peninsula, our multiple routes to that hub will give us redundancy in the fiber connections that are exposed to physical damage along the roads.
    - ◆ Astound (Wave) has agreed to allow us to terminate our five-year contract approximately a year early because of the lack of redundancy it now provides.



- ◆ The primary and secondary connections to the ESINet for 911 calls remain provided and managed by the state contractor Comtech. They utilize 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.
- **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. Some recent lateral-hire interest may be promising.
- **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** will go to the Board of County Commissioners for their approval. 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 is presented today for a second hearing and requested adoption by the board. 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:**

- August communications-staff overtime was 169.5 hours among the eight full-time, non-trainee employees on staff that month. (July's was 217; June's 191.25; May's 312.5 with seven; April's 324 with seven).
- 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 again two afternoons in August. Working toward a day of offsite, elective private appointments for staff, potentially in cooperation with other agencies.
- Revised Communications Officer job description draft is circulating among staff. 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.
- Revised Communications Supervisor job description is a project for the upcoming weeks, because it will be necessary as staffing increases to the point where we can consider that and need the additional supervisory oversight.

#### ❖ 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 attending a class in Blyn on October 1 and 2. I remain interested in meeting with each fire chief and/or each district's potential trainees to work through some response-plan scenarios.
- **APCO-NENA fall meeting** in Spokane will keep the director and supervisor out of the office the week of October 14.
- **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.
- **No User Group meeting** in August or September due to late July meeting and vacations, with next scheduled for October 22.

❖ **CFS and Call Data: January 1 through September 23, 2024**• **Fire/EMS calls by agency**

Agency	CFS count YTD	CFS count LYTD
EJFR	4208	4280
QFR	429	412
BFD	445	390
DBVFR	104	107
<b>Total</b>	<b>5186</b>	<b>5189</b>

• **Law Enforcement calls by agency**

Agency	CFS count YTD	CFS count LYTD
JCSO	9646	10846
PTPD	6681	6366
<b>Total</b>	<b>16327</b>	<b>17212</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	13649	98.96	n/a
11-15 sec	100	99.68	90%
16-20 sec	24	99.85	95%
21-40 sec	20	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>13793</b>		

• **911 Call Averages**

Metric	YTD Average
Ring time	3.42 sec
Hold time	1.32 sec
Talk time	102.07 sec

• **Non-911 Calls**

Metric	YTD
Number of outgoing calls	6755
Number of incoming calls	14568
0-10 sec pick-up time	98.60%
Average ring time	3.61 sec
Average hold time	6.36 sec
Average talk time	103.90 sec