



## DIRECTOR'S REPORT

October 24, 2024

### ❖ Projects:

- **Radio consoles:**

- ◆ Fine-tuning continues, mostly with comms and IT staff working together to test and verify issues and solve them.
- ◆ Rich was able to work with an alternate radio contractor while they were onsite to resolve the audio-level problem on the primary law channel.
- ◆ We are discussing project close-out with the primary contractor for the project, including both some minor operational complains and the major subproject of connecting Jeffcom and Pencom radios, replacing OPNET for voice communication between centers and allowing APSAP radio dispatching. We may seek agreement from Pencom to use an alternate contractor for the complex interconnection project.

- **West End law radio** is now connected directly to the new radio consoles via Starlink with a cellular backup. It is installed in parallel with the analog connection through the OPNET fiber system, but we will test and transition to the new connection then disconnect OPNET.

- **Network connections, redundancy and cloud-based CAD:**

- ◆ Our move to redundant trio of connections to the internet is completed. It is also faster and less expensive than the suite of connections we previously maintained. Pencom has completed their similar upgrades using only two connections but one of which is Starlink.
- ◆ The primary and secondary connections to the ESINet for 911 calls remain provided and managed by the state contractor Comtech. We wrote and met directly with Comtech to suggest that they follow our lead and were advised that they are working on revised connection paths but without an ETA. There is also the option of an alternate route through Pencom to Jeffcom and through Jeffcom to Pencom if our network connections remain workable if the ESINet connections failed, but this would require work to both phone systems at cost to both agencies.

- **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.
- ◆ Revised Communications Officer job description draft is with the Teamsters local for comments. 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.
- **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. One is expected to complete training signoffs and take a shift mid November. Two lateral applicants are in the final stages of the hiring process, and a third has applied.
- **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 part-time employees and JCSO deputies filling shifts.
- **WCIA risk pool** this month approved splitting their catch-all risk group for non-city entities into categories by agency type, including one for the nearly PSAPs in the pool. The estimate they quoted prior to voting to do so was that premiums for PSAPs would drop 28% if implemented in 2025 – but the exact impact remains to be seen prior to actual implementation January 1, 2026. The change will also provide an opportunity to pool members in that group to leave the pool without the one-year waiting period otherwise required. We continue to work on a quote for alternate insurance coverage for comparison.
- **CAD maintenance credit invoices** remain outstanding due to vacation at Tyler and both agencies. The draft credits total \$412,779.10 covering fees paid to Tyler from April 2020 through the current maintenance agreement but are incomplete, leaving Jeffcom having paid for unused items. 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.

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

- September communications-staff overtime increased due to leave coverage to 256.5 hours (August's was 169.5; July's 217; June's 191.25) among the eight full-time, non-trainee employees on staff these months.
- 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 continues those monthly on two days to catch both shifts on both halves of the week. Working toward a day of offsite, elective private appointments for staff, potentially in cooperation with other agencies.
- 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 have ordered a tent, tablecloth, folding table and educational items to hand out.
- **Fire response plans:** Tyler instructor, Pencom, Jeffcom and agencies in both counties held a class in Carlsborg on October 1 and 2. Staff now have the technical knowledge to implement more resilient response plans and related items like station cross staffing, and I advised the Fire Chiefs Association that most of the progress in that direction depends on their direction to staff.
- **APCO-NENA fall meeting** in Spokane was attended by me and communications supervisor Marlo last week. Marlo attended public-records sessions and others, and I attended administrative and technical sessions and spoke about our progress with Pencom GIS on updating data and usability in our CAD and mobile maps. Side meetings included the following:
  - ◆ Spoke with radio console vendor about our dissatisfaction to date with progress toward project completion and the amount of work completed by Jeffcom staff rather than the contractor.
  - ◆ Spoke with manufacturer representative and alternate contractor for the radio consoles regarding possibility of using another contractor to complete the final complex steps of the project.
  - ◆ Spoke with Comtech about the ESInet connection issues described above and requested a plan and ETA for improvements.
  - ◆ Spoke with Intrado about potential improvements to our phone system including the interconnection with Pencom described above, which leads to the question of whether at the same time we should implement the I3 standard for cell-call location and whether we should make investments at all in onsite equipment versus shifting to a remote node of a multi-site host/remote system run by a larger PSAP.
  - ◆ Discussed screen recording and the possibility of a public-facing archive of radio recordings with our logging-recorder contractor.

- ◆ Set a meeting for next week with one potential supplier of a refresh of the two-channel simulcast system to obtain budgetary pricing we can utilize to make financial plans for that project, requested the same numbers again from another potential supplier and was quoted \$2MM as an approximate price of a very similar system currently being deployed for another county.
- **User Group October 22** occurred subsequent to this report being published. Update will be provided verbally.

❖ **CFS and Call Data: January 1 through October 21, 2024**• **Fire/EMS calls by agency**

Agency	CFS count YTD	CFS count LYTD
EJFR	4713	4680
QFR	467	458
BFD	499	431
DBVFR	112	116
<b>Total</b>	<b>5791</b>	<b>5685</b>

• **Law Enforcement calls by agency**

Agency	CFS count YTD	CFS count LYTD
JCSO	10616	12022
PTPD	7325	7004
<b>Total</b>	<b>17941</b>	<b>19026</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	15131	98.95	n/a
11-15 sec	110	99.67	90%
16-20 sec	27	99.85	95%
21-40 sec	23	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>15291</b>		

• **911 Call Averages**

Metric	YTD Average
Ring time	3.42 sec
Hold time	1.29 sec
Talk time	101.40 sec

• **Non-911 Calls**

Metric	YTD
Number of outgoing calls	7473
Number of incoming calls	16072
0-10 sec pick-up time	98.56%
Average ring time	3.61 sec
Average hold time	6.19 sec
Average talk time	103.45 sec