



DIRECTOR'S REPORT

November 21, 2024

❖ Projects:

- **Radio consoles** fine-tuning continues, mostly with comms and IT staff working together to test and verify issues and solve them. We continue discussing project close-out and an alternate contractor for the complex interconnection project.
- **West End law radio** remains in transition to the new Starlink-based connection while we resolve an issue of echo within the dispatch center when transmitting on it. For now we remain connected through OPSCAN.
- **ESINet connections** 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 initial round of updates has been completed, along with moving the manual to a shared OneNote system. This allow easier access and updates as procedures are discussed and modified internally and with the User Group. The completion of the overall update and our improved staffing situation allow staff now to begin filling gaps in written documentation and making improvements that have long taken a back seat to keeping the lights on.
 - ◆ Finance Manager job description has been adopted.
 - ◆ Revised Communications Officer job description has been adopted.
 - ◆ Revised Communications Supervisor job description is a project for the upcoming weeks.
- **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:** Communications Officer trainee that started July 1 has completed training and been assigned to a shift beginning November 9. Trainee that began July 17 did not progress adequately through call-taking training and is currently working through the application process with JCSO Corrections while helping staff with project work to wrap up employment with Jeffcom. Two lateral applicants are in the final testing stages of the hiring process, and a third lateral candidate is in background.
- **Current staffing** is nine full-time, non-trainee communications staff, bringing days and nights to four COs each. All eight Communications Officers are on the normal 4/3/3/4 twelve-hour shifts except when covering for leave and training. The one Communications Supervisor is working Monday through Thursday 1000-2000 except when covering shifts. We continue to benefit from part-time employees and JCSO deputies filling shifts.
- **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. We continue to try to explain overlap between our original invoices and Pencom's including through a series of meetings in which Tyler continues to provide minimal and unsatisfactory answers regarding justification for line items. More helpfully, Tyler staff supplied their determination of the portion of Pencom's invoices for the combined system are best allocated to all system users, which will result in a portion of Jeffcom's credit being owed by Jeffcom to Pencom. *It is the director's opinion that duplicate billings will be resolved only by careful consolidation of all invoicing for the combined CAD under the City of Port Angeles, whether as part of the move to cloud-based CAD or prior to it. Re-procurement of the system would also resolve the issue but at considerable expense and likely disruption to operations.*

❖ Health, Safety and Quality of Life:

- October communications-staff overtime dropped to 212 hours (September's was 256.5; August's 169.5; July's 217) among the eight full-time, non-trainee employees on staff these months.
- Director has shifted to working Tuesday through Friday 0800-1800 except when needed on Monday or any other time due to standing meetings or abnormal occurrences.
- First batch of uniform wear is on order through a small-batch process at the local printer.
- Found Therapy Services, which focuses on first-responder mental health, began sit-alongs in the center in July and continues those monthly except a break in

November due to staffing. Working toward a day of offsite, elective private appointments for staff, potentially in cooperation with other agencies.

❖ **External Relationships:**

- **Public Education:** We now have a suitable canopy tent, tablecloth, folding table and new educational items and will seek opportunities to use them as our communications-staff schedule loosens further.
- **OPSCAN system:** From what we can determine from minutes of this board's meetings, neither Jefferson County nor Jeffcom signed the interlocal agreement drafted in 2006 that would have made us a member of the OPSCAN system and board. Minutes from August 2006, March 2010 and July 2011 mention continued discussion and confusion about the issue. Clallam County has stated they have no record of an agreement for Jeffcom to join the system as a member or as a customer. We have been treated as a contracted customer. We continue to use the system and are paying the 2024 invoice but have informed Clallam County of our efforts to move our operations away from OPSCAN to internet connections in the coming months.
- **Fire response plans:** The Fire Chiefs Association discussed the need for chiefs' direction on implementing the recent training to improve our response plans. A draft form for use in that effort is being circulated for their approval.
- **User Group November 20** occurred subsequent to this report being published. Update will be provided verbally.

❖ **CFS and Call Data: January 1 through November 15, 2024**

- **Fire/EMS calls by agency**

Agency	CFS count YTD	CFS count LYTD
EJFR	5098	5103
QFR	511	493
BFD	536	468
DBVFR	120	119
Total	6265	6183

- **Law Enforcement calls by agency**

Agency	CFS count YTD	CFS count LYTD
JCSO	11430	12918
PTPD	7930	7546
Total	19360	20464

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

Pick-up Time	Call count YTD	Cum. % YTD	Standard
0-10 sec	16328	98.98	n/a
11-15 sec	113	99.67	90%
16-20 sec	28	99.84	95%
21-40 sec	27	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	16496		

- **911 Call Averages**

Metric	YTD Average
Ring time	3.42 sec
Hold time	1.24 sec
Talk time	101.01 sec

- **Non-911 Calls**

Metric	YTD
Number of outgoing calls	8092
Number of incoming calls	17349
0-10 sec pick-up time	98.59%
Average ring time	3.60 sec
Average hold time	6.01 sec
Average talk time	103.18 sec