



DIRECTOR'S REPORT

December 19, 2024

❖ Projects:

- **Radio consoles** work continues with diagnosis of clipping the end of dispatcher transmissions and switching the West End law radio over to an IP connection. We continue discussing project close-out with the contractor and possibly an alternate contractor for the complex interconnection project with Pencom's similar system.
- **ESINet connections** for 911 calls remain more vulnerable to fiber outages than our own network connections. We wrote and met directly with state contractor Comtech to suggest that they follow our lead and were advised that they are working on revised connection paths but still with no ETA.
- **Policies and procedures:**
 - ◆ Dispatch SOP manual has been moved to the shared OneNote system. Routine efforts to fill gaps and incorporate changes to procedures will continue without end but are more manageable thanks to the overall update and new system. Non-dispatch policies, notes from staff meetings and user-group meetings and other important documentation has also been compiled in OneNote.
 - ◆ Revised Communications Supervisor job description is a project for the upcoming weeks, and second quarter of 2025 is potentially when we would advertise the promotional opportunity for a second supervisor.
 - ◆ Org chart has been updated to show current staff and vacancies. Note that the previous version (undated but from 2021 or 2022) contained three additional vacant positions: Ops Supervisor, Admin Supervisor and GIS. The two supervisor positions are not believed to have been authorized by the board, and the GIS position was depreciated in 2021 in favor of a second network-intensive position while GIS duties are contracted with additional work by the director and the Pencom GIS analyst.
- **Strategic plan:** Continuing discussions and research, including locating the original Jeffcom plan and related communications in old files.



❖ Budgetary Items:

- **Recruiting:** One lateral candidate will start January 1. A second is considering this opportunity versus another, and the third continues to work on a complex geographic relocation and final testing.
- **Current staffing** is nine full-time, non-trainee communications staff, bringing days and nights to four COs each. The eight Communications Officers are on the normal 4/3/3/4 twelve-hour shifts except when covering for leave and training. The Communications Supervisor is working Monday through Thursday 1000-2000 except when covering shifts. Part-time employees and JCSO deputies continue to fill shifts. Reaching ten full-time communications staff as expected on January 1 will mean the end of the contractually defined staffing shortage and its compensatory provisions.
- **CAD maintenance credit** invoices have been resolved as discussed at the previous meeting. Jeffcom's credits total \$412,779.10. Of that, Jeffcom has directed Tyler to transfer a credit of \$82,841.07 to the City of Port Angeles account to cover what Jeffcom owes PA for our one-third share of maintenance charges for core CAD components for three years. The next portion of our credit will be applied to our outstanding balance of \$209,306.21 for 2024-25 CAD support. That will leave a credit balance of \$120,631.82 (Tyler's math says \$123,632.50) on our account to be applied to our 2025 invoice.
- **Agency billing of pass-through Tyler charges** will resume with the 2025-26 Tyler invoice and/or the move to cloud-based CAD. Agencies' pass-through portions of CAD maintenance for 2023-24 and 2024-25 invoices will not be billed. The amounts credited back to Jeffcom after they were paid by agencies for previous years and the amounts that were owed by agencies for these latest years were roughly equivalent. This primarily applies to law-enforcement mobile, records and reporting charges but also CrewForce and ShieldForce.
- **Jeffcom, Pencom, Jefferson County Sheriff's Office and Clallam County Sheriff's Office** will need to make decisions in coming weeks and months about pass-through billing once we move to a single invoice to the City of Port Angeles for cloud services. Tyler does not itemize invoices for this service, other than these big buckets: CAD, mobile, field reporting, LE records, corrections and integrations. Jeffcom and Pencom have an ILA defining a one-thirds, two-thirds split, but we need to determine whether this is appropriately applied to each bucket and how much of each bucket Jeffcom would pass through to law (mostly) or fire (minimally) agencies. New ILAs may be required depending on these decisions.

❖ Health, Safety and Quality of Life:

- November communications-staff overtime was 239 hours (October's was 212; September's was 256.5; August's 169.5; July's 217) among the nine full-time, non-trainee employees on staff these months.

- 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:**

- **User Group December 17** occurred subsequent to this report being published. Update will be provided verbally.

❖ **CFS and Call Data: January 1 through December 13, 2024**

- **Fire/EMS calls by agency**

Agency	CFS count YTD	CFS count LYTD
EJFR	5538	5505
QFR	548	535
BFD	571	506
DBVFR	132	135
Total	6789	6681

- **Law Enforcement calls by agency**

Agency	CFS count YTD	CFS count LYTD
JCSO	12223	13941
PTPD	8541	8111
Total	20764	22052

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

Pick-up Time	Call count YTD	Cum. % YTD	Standard
0-10 sec	17609	99.02	n/a
11-15 sec	118	99.69	90%
16-20 sec	28	99.84	95%
21-40 sec	28	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	17783		

- **911 Call Averages**

Metric	YTD Average
Ring time	3.40 sec
Hold time	1.24 sec
Talk time	100.59 sec

- **Non-911 Calls**

Metric	YTD
Number of outgoing calls	8735
Number of incoming calls	18657
0-10 sec pick-up time	98.60%
Average ring time	3.60 sec
Average hold time	5.82 sec
Average talk time	102.86 sec