



DIRECTOR'S REPORT

April 25, 2024

❖ Projects:

- **Radio consoles:** Installation projected for June. IT continues to on details in preparation for implementation, including current reconfiguration and cleanup of dispatch-console cabling. Both Rich and Mike will attend system training the first week of June.
- **Simulcast system:** IT staff tested a cellular router with dual SIM cards at all tower sites early this month and confirmed usability at Mt Octopus to replace the OPSCAN microwave link with an IP gateway for our West End tower site.
- **Communications site monitoring:** Received word that our proposal for grant funding to install camera systems at all sites was not awarded by the risk pool. We are proceeding toward a limited deployment of cameras at tower sites because of long-ago identified security concerns and to exercise the IP network as it is built out.
- **Redundancy and resiliency in the Jeffcom-Pencom connection:** Pencom's firewall-replacement project continues to progress with heavy assistance from Jeffcom IT. Notable, all network traffic is moving to their new firewalls, and the backup internet connection between the centers is now usable.
- **CAD move to cloud servers:** Tyler has informed us that our next server replacement will likely mean a migration to their cloud-based system. We and Pencom are working with them to determine what that will mean for our costs and system configuration. Pencom is investigating grant funding for part of that migration.
- **Policies and procedures:**
 - ◆ Update of dispatch SOP manual is in progress by the training coordinator pending definition of call types by the agencies who use them (both law and fire, but notably traffic collisions and mass-casualty incidents).
 - ◆ The personnel manual draft is proposed today for adoption by the board.
 - ◆ Emergency-medical dispatch procedures are on the list after regional EMS protocol revision.



- ◆ Finalizing updated Finance Manager job description including Clerk of the Administrative Board duties to for consideration by the Board following completion of year-end reporting. In the meantime, I have been working with Finance Manager to revise and streamline accounts payable procedures
- **Goats:** Landscaping goats are scheduled to clean up the brushy Port Townsend tower site.
- **Social Media:** Archiving service quoted at reasonable cost. Policy for our social-media presence is in initial draft form for discussion today.
- **Strategic plan:** Beginning to draft a document based on input collected so far that can guide additional input from board and other user agencies. Located Jeffcom strategic plan from 2010 to ensure the new plan addresses any issues that remain from that earlier process. Will continue collecting input via staff and stakeholder interviews in the following broad areas about current status, projected growth and change due to outside factors, and desired change and improvement.

❖ **Budgetary Items:**

- **Recruiting:** New CO trainees hired September 27 and January 7 are progressing through training. Trainees continue to work a 4/10 schedule, and we are making good use of that timing and the overlap day between the two trainees so they can do training exercises together. Three applicants are in background and could begin as soon as we have an open training shift. Two additional interviews are scheduled this week.
- **Current staffing** is seven full-time, non-trainee communications staff. Day shift is now on standard shifts with weekends, while night shift has become the short shift working a 4-on/2-off rotating schedule with assistance from three part-time employees and two JCSO deputies to allow coverage of vacation and training.

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

- March communications-staff overtime was 264 hours among the seven full-time, non-trainee employees on staff that month.
- Still working on finalizing an initial order of uniform shirts with new logo.

❖ **External Relationships:**

- **Telecommunicator Week:** Thanks to all agencies for showing up to thank communications officers last week.
- **Statewide phone excise tax increase:** This is being discussed for potential request no earlier than the 2026 legislative session. Ample research has been done to show the loss of buying power since it was last increased and the relatively low tax compared to other states.
- **Fire response plans:** Working with Tyler, EJFR as the primary administrator of response plans and the other districts to find the opportunities for improvement

of our response plans. Intent is to make them more adequately reflect actual district agreements and intent regarding initial and auto-aid dispatches and subsequent mutual-aid dispatches.

- **User Group meeting**
 - ◆ Attended by PTPD, JCSO, EJFR, QFR
 - ◆ Discussed continued follow-up to March's CAD upgrade. Few issues resulted for Jeffcom and its agencies, but IT was following up on a few.
 - ◆ Discussed additional call types, including Law's marine calls and Fire's traffic collisions, MCIs, rescues, multi-family structures, etc. Most of these have been resolved among the agencies and configured properly in CAD and Jeffcom SOPs.
 - ◆ A discussion started and continues about how to handle automated alarms from Apple Watches and iPhones.
 - ◆ A discussion started about dispatching multiple fire units of a certain type to a major call. CAD testing of this issue is ongoing. Coincident with and related to this are efforts to test and propose revised approaches to configuration of fire response plans to more closely mimic in CAD the agreements and practices of dispatching within a district and mutual aid.
 - ◆ System-wide (Jeffcom/Pencom) changes to Fire unit statuses were discussed and have since been implemented. Other systemwide changes such as proximity-based dispatching and related efforts to shift to cross-staffing and geofencing are in discussion and testing.
 - ◆ Implementing two-way use of CrewForce by EJFR personnel was discussed and resulted in the development of training for personnel.
- **Non-user agency issues**
 - ◆ Have begun floating the idea with other public agencies that Jeffcom could administer a countywide 311-style AI-based phone service. We have a demo of the Aurelian system up and running and can demonstrate it to any agency upon request by programming it to handle the most common calls from the public typically received by admin staff.

❖ **CFS and Call Data: January 1 through April 22, 2024**

- **Fire/EMS calls by agency**

Agency	CFS count YTD	CFS count LYTD
EJFR	1711	1807
QFR	182	146
BFD	161	148
DBVFR	42	48
Total	2096	2149

- **Law Enforcement calls by agency**

Agency	CFS count YTD	CFS count LYTD
JCSO	3860	4268
PTPD	2455	2444
Total	6315	6712

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

Pick-up Time	Call count YTD	Cum. % YTD	Standard
0-10 sec	5227	99.26	n/a
11-15 sec	24	99.72	90%
16-20 sec	9	99.89	95%
21-40 sec	6	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	5266		

- **911 Call Averages**

Metric	YTD Average
Ring time	3.38 sec
Hold time	1.11 sec
Talk time	103.74 sec

- **Non-911 Calls**

Metric	YTD
Number of outgoing calls	2644
Number of incoming calls	5671
0-10 sec pick-up time	98.82%
Average ring time	3.55 sec
Average hold time	4.64 sec
Average talk time	104.17 sec