



DIRECTOR'S REPORT

January 23, 2025

❖ 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 agreed on project close-out with the contractor, including a 30% reduction in the project's service costs to reflect work that was not yet completed or that was completed by Jeffcom IT staff. We and Pencom can now plan and implement complex interconnection project between our similar radio systems, whether we together hire the original contractor or an alternate contractor or perform the work with in-house staff.
- **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:**
 - ◆ SOP manual has been judged complete enough for the first periodic printing into a hard copy for reference use in the center, though updates continue to individual SOPs as need arises, changes are agreed upon between Jeffcom and the User Group and time allows senior staff to draft and edit new language.
 - ◆ 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.
- **Telecommunicator Certification:** The state certification board, newly formed to handle this new requirement, has published the certification manual for public safety telecommunicators. Management, supervisor and training officer are working to digest how to comply and move forward with first-time certification of existing staff, certification of new hires as they become trained and periodic recertification of all staff. Required continuing education remains at 24 hours annually but now includes specific CE topics, and initial certification will require revised training provided by the state. Simultaneously the state E911 office is



transitioning to a new platform for online CE, and the same staff will need to adapt to the new system. We have asked the state board for clarification about the future fill-in use of law-enforcement officers in telecommunications since dual certification of them for occasional purposes would be overly burdensome.

- **Tower leasing:** IT staff are negotiating with NOAA for the possible relocation of a weather radio transmitter system to our shelter and tower at Maynard and are also in discussions with Day Wireless regarding possible addition of a private radio system to our shelter and tower at Port Townsend.
- **Strategic plan:** Continuing discussions and research, including locating the original Jeffcom plan and related communications in old files.

❖ Budgetary Items:

- **Recruiting:** One lateral candidate started January 1 and is progressing quickly due to experience at Pencom while learning local language and procedures. A second completed final testing but continues to work on relocation. Candidate sit-ins, testing and interviews continue but less urgently. The most recent trainee who did not complete training has been effectively performing backlogged administrative work while pursuing a transition to JCSO employment.
- **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 released from training shortly 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 unless this board agrees to another course of action such as wrapping most or all CAD costs into user fees allocated by CFS or calculation may be implemented in the future.
- **Transition to Tyler cloud-based hosting** may be tabled for now and our state-awarded equipment grant for this project declined, though discussions with Pencom continue. Staff have investigated and weighed the few benefits it may present, the several drawbacks it will bring, the additional cost and Tyler's stated

intention to discontinue updates to locally hosted software in coming years. On balance, it seems most prudent to maintain our current perpetual software contracts and reliable onsite hosting until we have evaluated options and decided to pursue a next-generation cloud-native (rather than simply cloud-hosted) CAD suite. There is no conceivable return on a quoted \$107k annual increase (to all agencies in the two counties) simply to transition the current generation of software to cloud-based hosting and subscription-based licensing. If we table the cloud-hosting move, Jeffcom and Pencom must consider server replacement within a couple of years; Jeffcom, Pencom and all of the agencies using interconnected Tyler software packages should also then begin a multiyear process of evaluating and procuring next-gen software – whether that improved suite is to be furnished by Tyler or another vendor. Note that the window for state equipment grant proposals and the window for grant performance were very short, requiring that we apply first and fully investigate and plan later – and, as is likely here, leaves us declining awarded grant funding when doing so is the most prudent course of action.

- **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 if we move to a single invoice to the City of Port Angeles. This is desirable even if we table the cloud-hosted transition to formally and finally eliminate duplication in invoicing. 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. Corrections and law-enforcement reports are the main areas of concern. New ILAs may be required depending on these decisions.

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

- December communications-staff overtime was 183.5 hours (November's was 239; October's 212; September's 256.5) among the nine full-time, non-trainee employees on staff these months.
- Found Therapy Services, which focuses on first-responder mental health, resumed sit-in appointments with all shifts in January. Working toward a day of offsite, elective private appointments for staff in cooperation with other agencies.

❖ **External Relationships:**

- **User Group January 21** occurred after this report was prepared. Verbal update will be provided.

CFS and Call Data: Calendar Year 2024

• **Fire/EMS CFS Counts by Agency**

Agency	2024	2023
EJFR	5848	5764
QFR	590	568
BFD	606	535
DBVFR	137	140
Total	7181	7007

• **Law Enforcement CFS Counts by Agency**

Agency	2024	2023
JCSO	12871	14672
PTPD	8904	8480
Total	21775	23152

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

Pick-up Time	Call count 2024	Cum. % 2024	Standard
0-10 sec	18495	99.02	n/a
11-15 sec	125	99.69	90%
16-20 sec	30	99.85	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	18678		

• **911 Call Averages**

Metric	2024 Average
Ring time	3.40 sec
Hold time	1.23 sec
Talk time	100.89 sec

• **2024 Total Call Volume by Hour**

Hour	911	Adm In	Adm Out	Total
00:00	401	238	185	824
01:00	339	193	152	684
02:00	300	194	100	594
03:00	235	131	101	467
04:00	267	155	99	521
05:00	342	213	153	708
06:00	410	377	221	1008
07:00	639	549	277	1465
08:00	764	1059	420	2243
09:00	903	1605	512	3020
10:00	969	1480	504	2953
11:00	1030	1461	529	3020
12:00	1150	1395	593	3138
13:00	1101	1535	622	3258
14:00	1171	1523	643	3337
15:00	1141	1541	617	3299
16:00	1253	1316	563	3132
17:00	1245	1002	528	2775
18:00	1111	817	491	2419
19:00	933	747	456	2136
20:00	952	629	443	2024
21:00	847	516	378	1741
22:00	653	453	334	1440
23:00	522	351	228	1101

• **Non-911 Calls**

Metric	2024
Number of outgoing calls	9149
Number of incoming calls	19480
0-10 sec pick-up time	98.62%
Average ring time	3.60 sec
Average hold time	5.79 sec
Average talk time	102.76 sec

• **2024 Total Call Volume by Day of Week**

Hour	911	Adm In	Adm Out	Total
Sun	2520	1995	1172	5687
Mon	2480	3013	1293	6786
Tue	2659	2998	1443	7100
Wed	2697	3064	1253	7014
Thu	2647	2875	1244	6766
Fri	2808	3194	1384	7386
Sat	2867	2341	1360	6568

❖ **CFS and Call Data: January 1 through January 17, 2025**

• **Fire/EMS calls by agency**

Agency	CFS count YTD	CFS count LYTD
EJFR	253	282
QFR	15	40
BFD	27	31
DBVFR	8	9
Total	303	362

• **Law Enforcement calls by agency**

Agency	CFS count YTD	CFS count LYTD
JCSO	716	612
PTPD	394	367
Total	1110	979

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

Pick-up Time	Call count YTD	Cum. % YTD	Standard
0-10 sec	687	98.99	n/a
11-15 sec	6	99.86	90%
16-20 sec	1	100.00	95%
21-40 sec	0	100.00	n/a
41-60 sec	0	100.00	n/a
61-120 sec	0	100.00	n/a
120+ sec	0	100.00	n/a
Total	694		

• **911 Call Averages**

Metric	YTD Average
Ring time	3.24 sec
Hold time	0.80 sec
Talk time	117.67 sec

• **Non-911 Calls**

Metric	YTD
Number of outgoing calls	328
Number of incoming calls	737
0-10 sec pick-up time	99.05%
Average ring time	3.54 Sec
Average hold time	3.76 sec
Average talk time	110.20 sec