



DIRECTOR'S REPORT

March 27, 2025

❖ Projects:

- **ESINet connections** for 911 calls remain more vulnerable to fiber outages than our own network connections, and the proposed use of Starlink as a tertiary connection is still pending.
- **Policies and procedures:**
 - ◆ 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.
 - ◆ Several SOPs were drastically improved with the help of the User Group, including covering watch-based fall detection and personal health monitoring.
- **Telecommunicator Certification:** The state approved certification of existing and new-hire telecommunicators. Staff have completed multiple training courses in the state's new platform for online continuing education. We are still awaiting an answer from the state board 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 continue negotiating with NOAA for the possible relocation of a weather radio transmitter system to our shelter and tower at Maynard, are also in discussions with Day Wireless regarding possible addition of a private radio system to another tower and have suggested a third tower for AT&T Wireless use. Jeffcom's leasing contractor has completed multiyear negotiations with Verizon on a major update to their existing lease, which is proposed for adopted by the board today.
- **Strategic plan:** Statewide E911 strategic plan is nearing completion and will provide a significant source of guidance for our own plan, particularly regarding future interagency technology deployment but also in areas of staff health and wellness and career development.



- **Continuity of Operations Plan** will no longer be required to be submitted to the state E911 office this June and can instead be developed as an expected task in the strategic plan.

❖ **Budgetary Items:**

- **Recruiting:** We have continued low-key advertising and occasional interviews and have applicants awaiting offers but have paused further hiring steps to provide a short break to training officers who have been engaged in new-hire training nearly continuously for a couple of years.
- **Current staffing** remains ten full-time, non-trainee communications staff including one supervisor.
- **CAD maintenance credit** discussed previously will be applied to our 2025 invoices from Tyler. Payment of our Tyler invoice and pass-through billing of specific line items to agencies will begin after Tyler furnishes revised statement of the credit and to which invoices it has been applied.

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

- February communications-staff overtime was 249.25 hours (January's was 155.5; December's 183.5; November's 239) among the nine full-time, non-trainee employees on staff these months. The increase was due to coverage of vacation and sick leave and multiday training.
- Found Therapy Services continued sit-in appointments with all shifts this month. Working toward a day of offsite, elective private appointments for staff in cooperation with other agencies.

❖ **External Relationships:**

- **User Group March 18**
 - ◆ Attended by every law and fire agency
 - ◆ Approved updates to portions of approximately 15 Jeffcom SOPs based on discussions over previous months
 - ◆ Debriefed Jeffcom-related portions of recent major fires in Jefferson and Clallam Counties and the problematic differences between Jefferson and Clallam fire units and response plans during intercounty mutual aid and move-up coverage
 - ◆ JCSO administrative staff have been working hard on improvements to workflows with their office to lessen administrative burdens that had shifted in part to Jeffcom over the years
- **SECO Advisory Committee and Policy Subcommittee March 19-20**
 - ◆ Policy subcommittee working on revisions to 2013-era caps on state support and basic operations funding
 - ◆ AC voted to remove the contractual requirement for COOP submittal

- ◆ AC expressed broad interest in addressing through policy or legislation the continued growth in devices that automatically dial 911
- ◆ AC and Policy both expressed continued support for frequent, multiday, in-person meetings

❖ CFS and Call Data: January 1 through March 21, 2025

• Fire/EMS calls by agency

Agency	CFS count YTD	CFS count LYTD
EJFR	1219	1247
QFR	115	142
BFD	134	117
DBVFR	23	33
Total	1491	1539

• Law Enforcement calls by agency

Agency	CFS count YTD	CFS count LYTD
JCSO	3149	2726
PTPD	1877	1814
Total	5026	4540

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

Pick-up Time	Call count YTD	Cum. % YTD	Standard
0-10 sec	3354	99.50	n/a
11-15 sec	11	99.82	90%
16-20 sec	3	99.91	95%
21-40 sec	3	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	3371		

• 911 Call Averages

Metric	YTD Average
Ring time	3.01 sec
Hold time	0.62 sec
Talk time	110.45 sec

• Non-911 Calls

Metric	YTD
Number of outgoing calls	1615
Number of incoming calls	3749
0-10 sec pick-up time	99.15%
Average ring time	3.38 Sec
Average hold time	3.10 sec
Average talk time	105.47 sec