



DIRECTOR'S REPORT

June 26, 2025

❖ Projects:

- **Simulcast radio channels** are scheduled to be realigned after preparation of this report but prior to the board meeting – verbal update on results.
- IT is beginning to source **site-monitoring equipment** to install that will make use of the IP side of our microwave connections, the beginnings of extending our IP network to our tower sites. This is possible because our connection to the OPSCAN system has been terminated freeing the IP side of our main microwave hop from Jeffcom to Maynard, and Clallam County technicians will eventually retrieve the equipment from our sites.
- **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. Our desire to add Starlink was reiterated to the state and Comtech at the June Forum and echoed by other centers such as San Juan.
- Jeffcom and Pencom continue jointly investigating **cloud-based call-handling** systems in hopes of replacing onsite equipment with a hosted solution with IT and communications staff meeting for a demonstration of the leading system last week. This change would be made only when the current system is due for replacement around 2027. We are planning a site visit to Grant County's MACC 911 to see cloud-based call-handling and CAD in use.
- **Tower leasing:** IT staff continue discussing our towers with additional tenants where we have space for leased equipment.
- **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. The draft plan looks good but exhibited major shortcomings upon detailed inspection. Jeffcom suggested it was too focused on handling 911 telephone calls for a plan expected to guide the state for next 20 years, especially because the number of alternate notification routes we are expected to process is starting to grow. The focus of law and funding is on the 911 call alone, and the tension between this focus and the broader costs and



technology and workload involved in emergency communication will only grow as society becomes less dependent on phone calls.

❖ **Budgetary Items:**

- **State grant** documents for Jefferson County approval are still being prepared, later than usual this cycle due to the last-minute addition of \$20,000 per PSAP.
- **Recruiting:** One applicant has completed the hiring process with an anticipated start date of July 13. A second applicant is in final testing. These are communications positions eleven and twelve.
- **Current staffing** remains ten full-time communications staff including one supervisor, three part-time communications officers filling some shifts and JCSO deputies occasionally covering a shift. Scheduling has stabilized to covering the minimum staffing (two) with reasonable overtime plus a third position filled during the historically busiest hours most days.
- **Communications Supervisor** job description remains to be revised, and we still plan for a promotional opportunity for a second supervisor this quarter.
- **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:**

- **May communications-staff overtime** was 210.25 hours among ten fulltime communications staff (April's was 268.5, March's 197).
- **Found Therapy** Services continued sit-in appointments with all shifts. Working toward a day of offsite, elective private appointments for staff in cooperation with other agencies, and one CO is investigating a Found Therapy-supported program to provide a type of initial peer support following an incident.

❖ **External Relationships:**

- The **User Group** meeting will be held the day prior to this board meeting – verbal update.
- **Supervisor** began attending meetings with Pencom and other agencies planning for drills for major events such as active shooters with the intention of working with Pencom on one of us handling phone calls for the other or relieving pressure in other ways during such an event. Supervisor and two COs also participated earlier the week of this meeting in Active Attack Integrated Response class with primarily Clallam County agencies in Sequim.
- **Washington APCO-NENA June Forum** was attended by the director and training coordinator June 10-12 in Vancouver. Major topics included cultural change in the workplace and implementing technology changes. The main discussion topic was the statewide strategic plan, discussed above.

- **Washington GIS Association** conference June 16-18 was attended by the director and, in their other official capacities, those who perform GIS work that impacts Jeffcom data. This was primarily technical education under a part of our state grant for training that we have rarely used in recent years, plus informal discussions with those we collaborate with and some hope of improving our surface-water data with help from DNR.

❖ CFS and Call Data: January 1 through June 20, 2025

• Fire/EMS calls by agency

Agency	CFS count YTD	CFS count LYTD
EJFR	2630	2612
QFR	250	268
BFD	291	251
DBVFR	50	60
Total	3221	3191

• Law Enforcement calls by agency

Agency	CFS count YTD	CFS count LYTD
JCSO	6704	5981
PTPD	3989	4018
Total	10693	9999

• 911 Call Pick-up Time (including test calls and redialing 269 abandoned calls)

Pick-up Time	Call count YTD	Cum. % YTD	Standard
0-10 sec	7599	99.35	n/a
11-15 sec	32	99.76	90%
16-20 sec	11	99.91	95%
21-40 sec	7	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	7649		

• 911 Call Averages

Metric	YTD Average
Ring time	2.96 sec
Hold time	0.63 sec
Talk time	108.57 sec

• Non-911 Calls

Metric	YTD
Number of outgoing calls	3598
Number of incoming calls	8543
0-10 sec pick-up time	99.26%
Average ring time	3.27 Sec
Average hold time	3.76 sec
Average talk time	100.10 sec