



DIRECTOR'S REPORT

July 24, 2025

❖ Projects:

- **Simulcast radio channels** were successfully realigned as reported last month. The Green Mountain repeater was found not to be locked to the same timing as the other sites, and resolving this problem brought the system back to normal operations throughout most of the county. However, some overlap areas have been reported to be problematic, and more will likely be found. We will investigate and work to resolve those.
- **ESChat** system has been migrated to their more secure server, so the few agency users need to have migrated their own accounts by following instructions or need to contact Jeffcom IT for help.
- **Law Primary interference** has been determined to be a digital mode that can be monitored by Jeffcom IT. It is not always receivable at low elevations, but so far we have heard some snippets of human voice and collected some digital talk-group data. We expect to be able to accumulate enough information to determine which agency's transmissions are being received by our towers.
- IT continues to work on **extending our IP network to our tower sites** via microwave and cellular connections and eventually via PUD fiber. 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.
- **ESINet connections** for 911 calls remain more vulnerable to fiber outages than our own connections, and the proposed tertiary use of Starlink is still pending.
- Jeffcom and Pencom continue jointly investigating **cloud-based call-handling** and **cloud-based CAD** systems in hopes of replacing onsite equipment with a hosted solutions. We will need before the end of 2026 to determine whether we are going to replace expensive in-house call-handling equipment and CAD-hosting servers or will shift to cloud-based options for one or both. In the past month, Jeffcom and Pencom saw a demonstration of the cloud version of our current call-handling system. We canceled a planned site visit to Grant County's MACC 911 to see their cloud-based call-handling and CAD in use due to staffing concerns but will reschedule that and continue this effort. Agencies including



users of CAD, LERMS and Corrections will need to participate in efforts to switch CAD systems.

- **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.

❖ **Budgetary Items:**

- **State grant** documents were received from the state this week and forwarded to Jefferson County for board approval. This process is occurring later than usual due to the last-minute addition of \$20,000 per PSAP.
- **Recruiting:** One communications officer trainee started July 13. A second applicant has completed final testing and will be given a start date once the current trainee has reached major milestones and requires less intensive oversight. 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 has been revised, and a draft has been distributed for board awareness. This aligns the CS job description with the 2024 version of the Communications Officer job description, which was itself aligned with the national APCO effort to standardize job descriptions. It also includes provisions for sharing of supervisor duties between two CSs, anticipating the work that will be required to integrate effectively a second promoted CS into the operation.
- **CBA negotiations** will begin in coming weeks following receipt of a letter from the Teamsters local notifying Jeffcom of its intention to negotiate a new agreement to take effective January 1, 2026. The board can expect to see proposals for discussion beginning at its August meeting. This will likely occur simultaneously with presentation of early drafts of the 2026 budget.
- **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:**

- **June communications-staff overtime** was 254 hours among ten fulltime communications staff (May's was 210.25, April's 268.5).

- **Found Therapy** Services continued sit-in appointments with all shifts. This relationship has shown the benefits recently of the accumulated trust by staff in the therapist they get to chat with monthly. Few details are known to me personally and none can be discussed here, but I believe this arrangement will only continue to grow in value.
- **Office relocations** are being planned to relinquish the borrowed space in the EOC and to allow space for a second Communications Supervisor in the supervisor's office. IT has completed their initial work to accommodate two staff in the current director's office, and those employees are working to procure desks that would accommodate sharing of that space.
- **Personnel matters and high operational tempo** have preoccupied the agency for the past several weeks. July has brought its typical high call volume and some major calls. We have encountered some radio issues. Personnel issues that warrant the board's attention will be discussed in executive session. But a few positives should be noted from these otherwise tough weeks, summarizing commendations from in-house, agency and citizen reports:
 - ◆ **Multiple teams**, both normally scheduled shift partners and those brought together to cover overtime or major events, excelled at working together to handle high call volume and major incidents, including the early-morning hotel fire, highly visible brush fires and medical issues among staff.
 - ◆ The 1000-2000 **third shift**, while not always staffed, was put to great use on several occasions to enable us to perform better than we would with minimum staffing of two.
 - ◆ **CO Summer Sturhan** handled a call with minimal information with a quick, intuitive upgrade to CPR, resulting in a save. More recently Summer voluntarily worked a 15-hour shift to assist with the Belgian fire communications.
 - ◆ **CO Whitney Maxfield's** standard propensity to assist in our times of greatest need was incredibly effective this week covering both staffing issues and the Belgian fire. Such timely assistance has been a hallmark of Whitney's work since returning to the agency part time, but the beginning of this week saw a series of exceptionally valuable contributions.
 - ◆ The most major of recent radio issues, a complete failure of one Fire Primary repeater, was resolved quickly only because of **IT Manager Rich DePas** and his foresight and sense of responsibility for our systems. It was reduced to a pair of brief outages rather than the days- or even weeks-long degradation that would have occurred without his efforts over the past couple of years to ensure the survival and maintainability of the current simulcast system until it can be refreshed.

❖ **External Relationships:**

- The **User Group** meeting this month is scheduled for next week.

❖ CFS and Call Data: January 1 through July 18, 2025

• Fire/EMS calls by agency

Agency	CFS count YTD	CFS count LYTD
EJFR	3150	3102
QFR	302	307
BFD	367	316
DBVFR	59	72
Total	3878	3797

• Law Enforcement calls by agency

Agency	CFS count YTD	CFS count LYTD
JCSO	7902	7112
PTPD	4676	4712
Total	12578	11824

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

Pick-up Time	Call count YTD	Cum. % YTD	Standard
0-10 sec	9348	99.34	n/a
11-15 sec	43	99.80	90%
16-20 sec	12	99.93	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	9410		

• 911 Call Averages

Metric	YTD Average
Ring time	2.97 sec
Hold time	0.65 sec
Talk time	106.78 sec

• Non-911 Calls

Metric	YTD
Number of outgoing calls	4418
Number of incoming calls	10230
0-10 sec pick-up time	99.23%
Average ring time	3.25 Sec
Average hold time	7.84 sec
Average talk time	110.58 sec



Draft 2024-25 CFS Summary for 2026 Budget

Agency	Raw Count	Excluded mutual aid	Net CFS Count	% of CFS total
JCSO	12682	1224	11458	43.88%
PTPD	8266	248	8018	30.71%
EJFR	5799	239	5560	21.29%
QFR	563	146	417	1.60%
BFD	634	81	553	2.12%
DBVFR	129	25	104	0.40%
			26110	100.00%

Data Source

Reports from LERMS>DAM: "Jeffcom 2023 [law/fire] CFS counts for budget"
July 1, 2024, through June 30, 2025

Excluded Call Types

Law: BROD, CP, ERR, FU, MTA, New Call, TEST, TRAN, TRANC, TRANI, COM, COMPROB
Fire: COM, COMPROB, ERR, MTA, New Call, TEST

Excluded Mutual Aid

Law: PTPD to JCSO, JCSO to PTPD
Fire: Any district to any other district, including districts outside Jefferson County

Excerpt from Jeffcom ILA 2012

V. BUDGET, paragraph C

In conjunction with the development of the annual budget, the Board will prepare a methodology, based on the formula in Appendix A, for the distribution of JeffCom's operating costs to the parties to this agreement and to other agencies JeffCom is providing service to under contract. Said costs will be distributed proportionally among JeffCom's users as determined by each user's actual usage of JeffCom services as evidenced by the number of C.F.S.'s generated by each member agency. Each year a total count shall be made to determine the number of C.F.S.'s each participating agency generated between July 1st of the year previous to the year in which the budget is being formulated and June 30th of the year in which the budget is being formulated.

Appendix A

- The allocable proportion shall be computed as follows:

After formulating the budget for JeffCom, all outside revenue from taxes, grants, contracts for service and other sources shall be deducted from the total. The resulting balance shall be distributed proportionally among JeffCom's members as determined by each member's actual usage of JeffCom services as evidenced by the number of Calls for Service (C.F.S.) generated by each member agency generated between July 1st of the year previous to the year in which the budget is being formulated and June 30th of the year in which the budget is being formulated for calculating the allocable proportion for each member for the following calendar year.

