



## DIRECTOR'S REPORT

August 28, 2025

### ❖ Projects:

- **Fire Primary simulcast system** still has a slight imbalance between Hadlock tower and other sites. Rich tuned it enough for acceptable audio in most areas and is working on scheduling the technician to retune it more accurately with additional equipment when he returns to do annual preventative maintenance on our tower sites.
- **Law Primary interference** has been heard on occasion recently, and we are still working on tracking it down. Rich spent a day driving to Green Mountain, where the interference was received early in the morning, but it ceased by the time he got to the site and did not recur.
- IT continues to work on **extending our IP network to tower sites** over our microwave system and cellular/satellite backup. We will propose some capital funding in 2026 for this project and are informing the potential providers of simulcast radio systems that we should be ready to deploy the proposed simulcast system refresh early in 2027.
- **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. 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, and we expect to lease space to NOAA for a weather radio transmitter.
- **Strategic plan:** Statewide E911 strategic plan is expected to be reviewed at statewide conference in October 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 have been fully executed and reporting begun for the 2025-26 state fiscal year. We expect to defer payment again until early in our 2026 calendar-year fiscal year.
- **Recruiting:** Communications officer trainee that started July 13 continues to progress through training. 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. Scheduling has been disrupted since early July due to scheduled vacations and other extended leave.
- Updated **Communications Supervisor** job description has been finalized.
- **CBA** negotiations will begin in coming weeks. As of this writing, no proposal has been received from the Teamsters local, but if one is received prior to the board meeting I expect to summarize it and perhaps to discuss strategy in executive session. The timing is likely to make early adoption of the Jeffcom budget improbable this year.
- **CAD maintenance credit** statement has been provided by Tyler and largely aligns with our records. A portion of it will be transferred to the account of the City of Port Angeles to cover Jeffcom's third of shared-cost items for the core CAD system, for which Jeffcom is no longer invoiced directly by Tyler. The remainder will be applied to Jeffcom's pending 2025 invoices from Tyler. Discussion continues with Pencom about the extent of those shared-cost items.

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

- **July communications-staff overtime** increased significantly to 352 hours among nine fulltime communications staff not on leave (June's was 254, May's 210.25, April's 268.5).
- **Found Therapy** Services continued sit-in appointments with all shifts, and we participated in EJFR's first scheduled day of private, off-site wellness appointments. Staff continues to show growing trust in that relationship and have started greater making use of Found Therapy resources.
- **Office relocations** are in process, and one new desk has been purchased. We will work in stages to move the finance manager out of the EOC, then director, then records specialist, then public-education supplies, and finally making space for a second supervisor.

- **Personnel matters and high operational tempo** continue to occupy the agency with a bit more stress throughout July and August than we had been under in recent months.

❖ **External Relationships:**

- The July **User Group** meeting was held after our last meeting on July 29.
  - ◆ Jeffcom provided an update on current plans for the simulcast radio system refresh and one on tuning the current simulcast system.
  - ◆ EJFR reported continued work on response-plan issues as they arise.
  - ◆ EJFR and PTPD reported on their portable-radio tests in the new hospital building, where the distributed antenna system seemed to provide some improvement on Law but needed more work on Fire Primary.
  - ◆ Jeffcom reported the Jefferson Healthcare has opened a kennel and could take care of a patient's dog if that was needed to facilitate patient transport.
  - ◆ Jeffcom reported on recent and planned map updates in CAD, mobile and CrewForce/ShieldForce.
  - ◆ JCSO reported that LERMS is being discontinued, with Tyler pushing agencies to move to Enterprise Records. We discussed briefly how shopping for a replacement CAD system could impact this.
- Next User Group meeting will be September 9, after no meeting in August due to vacations.
- Draft amendment to the MOUs with Jefferson County and City of Port Townsend for **law-enforcement records services** was drafted and refined this month and will be proposed in this meeting for discussion.
- Presentation hosted at the Jefferson County Public Library by Department of Emergency Management with speakers from DEM, KTPZ and VECOM on August 21 was well attended and featured a high level of interest and inquiries from attendees about Jeffcom and issues related to calling 911.

## ❖ CFS and Call Data: January 1 through August 22, 2025

## • Fire/EMS calls by agency

Agency	CFS count YTD	CFS count LYTD
EJFR	3706	3634
QFR	378	380
BFD	435	387
DBVFR	75	96
<b>Total</b>	<b>4594</b>	<b>4497</b>

## • Law Enforcement calls by agency

Agency	CFS count YTD	CFS count LYTD
JCSO	9401	8442
PTPD	5557	5677
<b>Total</b>	<b>14958</b>	<b>14119</b>

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

Pick-up Time	Call count YTD	Cum. % YTD	Standard
0-10 sec	11277	99.34	n/a
11-15 sec	52	99.80	90%
16-20 sec	14	99.92	95%
21-40 sec	9	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
<b>Total</b>	<b>11352</b>		

## • 911 Call Averages

Metric	YTD Average
Ring time	2.98 sec
Hold time	0.67 sec
Talk time	106.94 sec

## • Non-911 Calls

Metric	YTD
Number of outgoing calls	5456
Number of incoming calls	12356
0-10 sec pick-up time	99.26%
Average ring time	3.25 Sec
Average hold time	7.14 sec
Average talk time	99.97 sec