



DIRECTOR'S REPORT

September 25, 2025

❖ Projects:

- **CAD upgrade** is underway after being delayed several months because Tyler would not schedule our desired annual spring upgrade. We are moving from version 2023.2 to version 2025.1, which includes a major and overdue upgrade of the GIS back end that provides address verification, mapping, quadrants, etc. The test side was upgraded last week, and the production site is scheduled to be updated November 3 (with a lengthy and total CAD outage required).
- **Fire Primary simulcast system** imbalance in audio levels was corrected by contracted technician last Tuesday. Technicians then completed annual preventative maintenance on all sites in the simulcast system and West End repeater with no major issues identified.
- **Law Primary interference** has been minimal lately with no progress toward tracking it down.
- IT continues to work on **extending our IP network to tower sites** over our microwave system and cellular/satellite backup. Capital funding is proposed in the 2026 draft budget to complete it, making it possible 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. Our own network failed over to Starlink this week due to an extended early-morning PUD maintenance outage, and IT has made some adjustments to network traffic that is allowed to use the Starlink connection to ensure that connection is more reliable when we fail over to it.
- 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. 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. NOAA's desire for a fixed long-term lease is causing some issues to be resolved because of Jeffcom's lease from WA DNR is not of similar terms.
- **Strategic plan:** Statewide E911 strategic plan will be reviewed and perhaps adopted 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. An overview reviewed at the statewide meeting this month showed it to be well on track, addressing each of the areas listed above and nearing completion.
- Jeffcom and Pencom with the assistance of the medical program directors and EMS personnel from both counties have started the process of **updating emergency medical dispatching** guidebooks. We are jointly switching from a now unsupported guidebook from King County EMS to a fully supported program from APCO. Startup expenses include retraining all communications staff at both centers (\$100 per CO for classes taught at Pencom, \$300 for a center manager to oversee the program, \$1200 to certify instructors at Pencom) and printing customized guidecard books (\$2000). Benefits will include freshly updated guidance that matches field EMS protocols, refresher training on EMD for all communications staff and ongoing training and recertification through APCO. Future training for new COs will likely be done online through APCO classes that start every week and run for six weeks, a correction for the vexing issue we currently face of not being able to send new employees to training.

❖ **Budgetary Items:**

- **State equipment grant** application period has opened, and we expect to apply for funding to replace CAD computers and monitors in 2026, to replace network switches and firewalls in 2026 and to replace our server cluster in 2027. Whether the server will be like-for-like or scaled down will depend on our decision regarding moving to a cloud-native CAD. The grant period covers the state's 2025-27 biennium.
- **Current staffing** has dropped to nine full-time, fully trained communications staff including one supervisor, three part-time communications officers filling some shifts. Scheduling is returning to normal in October after being disrupted by administrative leave for the employee who is resigning, though we will no longer have a fully trained CO working the 1000-2000 shift for the back half of the week.
- **Recruiting:** Communications officer trainee that started July 13 continues to progress through training. A second applicant has will start next week on the

opposite half of the week. These are communications positions ten and eleven. Position twelve will be filled only once others are through training.

- **CBA negotiations** will continue at least through October given the current schedule and assumptions regarding meetings and counter proposals.
- **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:**

- **August communications-staff overtime** remained high at 308 hours among nine fulltime communications staff not on leave (July's was 352, June's 254, May's 210).
- **Found Therapy** Services continued sit-in appointments with all shifts, and we offered staff slots at EJFR's second of two scheduled days 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. 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.

❖ **External Relationships:**

- A **User Group** meeting was held September 9.
 - ◆ Jeffcom mentioned that telephonic interpretive services for officers on scene should not be billed to Jeffcom's grant funding for 911 interpretive services, so agencies need to redistribute to instructions on using their own accounts.
 - ◆ Debriefed progress on the shift to using their table app to update unit statuses and related issue with units from all districts clearing calls entirely and resultant confusion or Jeffcom having to reactivate calls.
 - ◆ Discussed upcoming debriefing of the recent use of the Navy helicopter for a medivac.
 - ◆ Discussed records entry by Jeffcom and what additional records work can be done by staff of LE agencies.
 - ◆ Discussed upcoming project by Jeffcom and Pencom to change APCO emergency medical dispatching guidance and an invitation/request for representatives of fire agencies in both counties to help.
- Draft amendment to the MOUs with Jefferson County and City of Port Townsend for **law-enforcement records services** was refined and sent to JCSO to go through the county's risk/legal review. Similar process with City of Port Townsend has not been started.

❖ CFS and Call Data: January 1 through September 19, 2025

• Fire/EMS calls by agency

Agency	CFS count YTD	CFS count LYTD
EJFR	4218	4126
QFR	432	426
BFD	499	438
DBVFR	84	102
Total	5233	5092

• Law Enforcement calls by agency

Agency	CFS count YTD	CFS count LYTD
JCSO	10538	9477
PTPD	6261	6570
Total	16799	16047

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

Pick-up Time	Call count YTD	Cum. % YTD	Standard
0-10 sec	12838	99.33	n/a
11-15 sec	61	99.80	90%
16-20 sec	16	99.92	95%
21-40 sec	10	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	12925		

• 911 Call Averages

Metric	YTD Average
Ring time	2.95 sec
Hold time	0.69 sec
Talk time	107.68 sec

• Non-911 Calls

Metric	YTD
Number of outgoing calls	6155
Number of incoming calls	14016
0-10 sec pick-up time	99.18%
Average ring time	3.25 Sec
Average hold time	6.78 sec
Average talk time	100.17 sec