



## DIRECTOR'S REPORT

October 23, 2025

### ❖ Projects:

- **CAD upgrade** is still not working in the test environment, so November's planned upgrade of the production environment may be tabled – or at least delayed. We may attempt to reschedule an upgrade for spring, our usual annual preference, and skip this version that has proven problematic in two ways: Inability to build a working GIS map package based on our existing data and maps and difficulty getting each user's workstation upgraded and functioning.
- IT continues to work on **extending our IP network to tower sites** over our microwave system and cellular/satellite backup and adding monitoring including a new camera at Maynard. Capital funding is in the 2026 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. At least one additional county is pushing for the same.
- 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 and DNR's interest in negotiating a new lease to Jeffcom may coincide well.
- **Strategic plan:** Statewide E911 strategic plan will be reviewed and perhaps adopted at statewide conference in October (planned for the morning of this writing) 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.

- 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 closed, and we applied for funding to replace CAD computers and monitors 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** remains at nine full-time, fully trained communications staff including one supervisor plus three part-time communications officers filling some shifts. Scheduling returned 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 trainee started late in September. 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 November 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 with Pencom has resolved for now the extent of those shared-cost items, so we expect to move forward with invoice payment and agency pass-through billing in October and November.

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

- **September communications-staff overtime** remained high at 309.5 hours among nine fulltime communications staff not on leave (August's was 308, July's 352, June's 254).
- **Found Therapy** Services continued sit-in appointments with all shifts, and we offered staff slots at EJFR's scheduled days of private, off-site wellness appointments.
- **Office relocations** continue 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 October 7.
  - ◆ We discussed the stalled CAD upgrade process.
  - ◆ We talked about when a fire call to assist law should be a separate CFS and when they should be added to the law CFS.
  - ◆ Jeffcom and EJFR discussed the need for better communication when cross staffing has to be disabled or modified to dispatch units to a call and ongoing adaptations to radio and electronic status communication.
  - ◆ There was some desire for a multi-disciplinary drill for Code Blue/99 procedures.
  - ◆ We briefly discussed communications by school districts as required by a new law and indicated by some recent district outreach and agreed there is a gap.
- Director, IT Manager, Training Coordinator and one Communications Officer attended Washington APCO-NENA annual conference in Wenatchee and found relevant training as well as opportunities to connect or reconnect with other agencies on issues of shared concern.

## ❖ CFS and Call Data: January 1 through October 17, 2025

## • Fire/EMS calls by agency

| Agency       | CFS count YTD | CFS count LYTD |
|--------------|---------------|----------------|
| EJFR         | 4655          | 4619           |
| QFR          | 479           | 453            |
| BFD          | 542           | 487            |
| DBVFR        | 95            | 109            |
| <b>Total</b> | <b>5771</b>   | <b>5668</b>    |

## • Law Enforcement calls by agency

| Agency       | CFS count YTD | CFS count LYTD |
|--------------|---------------|----------------|
| JCSO         | 11688         | 10446          |
| PTPD         | 6866          | 7244           |
| <b>Total</b> | <b>18554</b>  | <b>17690</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     | 14155          | 99.33      | n/a      |
| 11-15 sec    | 65             | 99.78      | 90%      |
| 16-20 sec    | 19             | 99.92      | 95%      |
| 21-40 sec    | 12             | 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>14251</b>   |            |          |

## • 911 Call Averages

| Metric    | YTD Average |
|-----------|-------------|
| Ring time | 2.94 sec    |
| Hold time | 0.65 sec    |
| Talk time | 107.75 sec  |

## • Non-911 Calls

| Metric                   | YTD        |
|--------------------------|------------|
| Number of outgoing calls | 6799       |
| Number of incoming calls | 15427      |
| 0-10 sec pick-up time    | 99.18%     |
| Average ring time        | 3.23 Sec   |
| Average hold time        | 6.49 sec   |
| Average talk time        | 109.33 sec |