



DIRECTOR'S REPORT

April 24, 2025

❖ Projects:

- **Alternate PSAP** functionality resulting from last year's radio console replacement project is coming to fruition with ongoing work by IT staff to allow Jeffcom and Pencom consoles to communicate with each other. This will allow each center to operate the other's radios in case of an outage or other emergency and will replace our current interagency chat channel.
- **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. Staff at Jeffcom and Pencom have begun investigating cloud-based call-handling systems in hopes of replacing onsite equipment with a hosted solution. This change would be made only when the current system is due for replacement so is some years in the future. A benefit of this change would be local control of the diversity and redundancy of our connection to the system.
- **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:

- **Recruiting:** We have continued low-key advertising and occasional interviews and have a short hiring list. We anticipate starting the process with a candidate in the next month for one of the two remaining open positions.
- **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.
- **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:**

- **Dispatcher of the Year:** Katy Dressler was voted by her peers to be the 2024-25 dispatcher of the year in conjunction with National Public Safety Telecommunicator Week. Those voting for Katy had much to say about her deserving the award, including that she is always there for everyone, callers and coworkers; is calm, capable, friendly and kind; is consistently competent and pleasant; is readily willing to take on a last-minute shift; and that she would be the one they want on the other end of the line if they ever had to call 911. Hailey Willmann and Troy Zimmerman were the closest runners up in voting.
- **National Public Safety Telecommunicator Week** is coming to an end as I write this report, and staff have appreciated the visits and meals and treats provided by board members, agency staff and unions. We all also appreciate the coverage provided by JCSO so all available Jeffcom employees could have an offsite staff meeting and dinner.
- **March communications-staff overtime** was 197 hours among ten fulltime communications staff (February's was 249.25; January's was 155.5; December's 183.5) among the then primarily nine staff.
- Found Therapy Services continued sit-in appointments with all shifts this month. 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.
- Staff emergency-contact information and preferences for handling a major emergency are being updated, following EJFR's model for such information.

❖ **External Relationships:**

- The April **User Group** meeting is scheduled for next week.
- Participated in the County Connections radio show on KPTZ with Commissioner Brotherton on April 18.
- **Washington APCO-NENA Spring Forum**
 - ◆ Attended by the director (director's training track) and communications supervisor (public-education subcommittee meeting and training track).
 - ◆ Interesting discussions centered on AI use in call handling and quality assurance as well as other emerging technology for ECCs.
 - ◆ Met with State Senator Chapman jointly with Pencom to discuss challenges facing emergency communications centers and invite the senator to visit.

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

• Fire/EMS calls by agency

Agency	CFS count YTD	CFS count LYTD
EJFR	1658	1656
QFR	161	177
BFD	188	151
DBVFR	27	41
Total	2034	2025

• Law Enforcement calls by agency

Agency	CFS count YTD	CFS count LYTD
JCSO	4161	3714
PTPD	2549	2368
Total	6710	6082

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

Pick-up Time	Call count YTD	Cum. % YTD	Standard
0-10 sec	4567	99.50	n/a
11-15 sec	15	99.83	90%
16-20 sec	5	99.93	95%
21-40 sec	3	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	4590		

• 911 Call Averages

Metric	YTD Average
Ring time	3.01 sec
Hold time	0.64 sec
Talk time	110.52 sec

• Non-911 Calls

Metric	YTD
Number of outgoing calls	2125
Number of incoming calls	5148
0-10 sec pick-up time	99.26%
Average ring time	3.37 Sec
Average hold time	3.86 sec
Average talk time	102.61 sec