



DIRECTOR'S REPORT

January 22, 2026

❖ Projects:

- **CAD upgrade** to version 2025.2 remains rescheduled for April 8 after a test upgrade February 12. We still have no resolution of the various issues that arose on client machines during the failed 2025.1 test upgrade, but the lengthy time between test and prod upgrades should allow for further resolution. The earlier GIS issues were resolved.
- 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. It is likely this will include adding the **Station 1 tower** back into the system as a receive-only site to enhance portable coverage in parts of Port Townsend.
- **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 hosted solutions. We have started discussing a **joint RFI or RFP** in 2026 to solicit formal information and demonstrations for a replacement CAD system while also **encouraging agencies to visit** Thurston County (law-enforcement records and corrections only) and Grant County (fire, corrections and some LE mobile use) to see the type of cloud-native CAD system that is available.
- **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. DNR supplied details of a ramped-up cost increase for Maynard and pricing with and without the additional NOAA radio, and new lease should be executed in the coming weeks.
- **Strategic plan:** Statewide E911 strategic plan was 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.



- Jeffcom and Pencom continue working on joint procurement for **updating emergency medical dispatching** guidebooks from APCO. The formalities involved in the procurement and onboarding processes have caused administrative delays.

❖ **Budgetary Items:**

- **CAD maintenance credit** from previous years was exhausted on Jeffcom's 2025 maintenance invoice. We expect to pay the full amount of our 2026 maintenance invoice plus our third of Pencom's costs for core system components per our agreement and to pass through to agencies their traditional shares of agency-specific costs.
- **Current staffing** remains at nine full-time, fully trained communications staff including one supervisor plus three part-time communications officers filling some shifts. We have the third shift (1000-2000) filled some days but are not treating it as minimum staffing that must be filled on overtime.
- **Recruiting:** The lateral-hire communications officer trainee started this month and is proceeding well. We expect to hire the eleventh position around mid-year, particularly if we receive another lateral application.
- **CBA** negotiations concluded, and the union voted to approve the draft agreement.
- **Law-enforcement Records MOUs** will be terminated by JCSO and PTPD per their written notices, effective June 30 if not earlier. Staff will need direction from the board on whether to charge the two agencies their prorated portions of the budgeted MOU costs by percentage of the year covered or to include the costs of accrued leave by the incumbent records specialist.

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

- **December communications-staff overtime** dropped significantly to 100.5 hours among nine fulltime communications staff (November's was 234, October's 339, September's 309.5).
- **Found Therapy** Services continued sit-in appointments with all shifts. Our therapist is relocating out of the area but intends to return monthly to maintain our relationship.
- **Office relocations** are complete with the director and finance manager sharing the front office. The vacation of the records specialist position will free up the supervisors office, making further relocations and the use of the room behind the kitchen unnecessary.

❖ **External Relationships:**

- A **User Group** meeting was held January 14 and attended by BFD, EJFR and the county MPD. No law-enforcement presence due to scheduling conflicts.

- ◆ Discussed lack of progress with procuring and onboarding new APCO criterial-based dispatching system and other counties' use of response plans to dispatch blood products to certain calls.
- ◆ Mentioned that the MCI plan should be done this year, though response plans are still blank.
- ◆ Clarified that change to creating a separate CFS for fire when added to an ongoing law incident did not change per-CFS-share billing.
- ◆ Revisited discussion about removing access to law-only CFSs for fire personnel other than command staff authorized, trained and overseen for CJIS compliance by agreement with JCSO.
- ◆ Discussed recent corrections to DBVFR response plans and ongoing work to improve them.
- ◆ Discussed how CAD is only capable of dispatching fire units by station order, not by GPS location.
- ◆ Discussed recent terminology change to unit statuses to clarify discussions about cross-staffed EJFR units.

CFS and Call Data: Calendar Year 2025

• Fire/EMS CFS Counts by Agency

Agency	2025	2024
EJFR	5855	5848
QFR	606	590
BFD	648	606
DBVFR	129	137
Total	7238	7181

• Law Enforcement CFS Counts by Agency

Agency	2025	2024
JCSO	15917	12871
PTPD	8653	8904
Total	24570	21775

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

Pick-up Time	Call count 2025	Cum. % 2025	Cum. % 2024	Standard
0-10 sec	17573	99.28	99.02	n/a
11-15 sec	85	99.76	99.69	90%
16-20 sec	23	99.89	99.85	95%
21-40 sec	20	100.0	100.0	n/a
41-60 sec	0	100.0	100.0	n/a
61-120 sec	0	100.0	100.0	n/a
120+ sec	0	100.0	100.0	n/a
Total	17701		Count: 18678	

• 911 Call Averages

Metric	2025 Average	2024 Average
Ring time	2.91 sec	3.40 sec
Hold time	0.63 sec	1.23 sec
Talk time	108.60 sec	100.89 sec

• 2025 Call Volume by Hour

Hour	911	Adm In	Adm Out	Total
00:00	418	275	239	932
01:00	358	242	179	779
02:00	281	213	145	639
03:00	242	171	110	523
04:00	238	162	134	534
05:00	286	256	129	671
06:00	398	411	166	975
07:00	616	587	271	1474
08:00	749	1008	363	2120
09:00	900	1299	450	2649
10:00	922	1484	470	2876
11:00	1008	1449	528	2985
12:00	963	1430	519	2912
13:00	1024	1465	522	3011
14:00	1153	1411	622	3186
15:00	1235	1364	613	3212
16:00	1092	1250	532	2874
17:00	1124	1044	495	2663
18:00	1035	868	444	2347
19:00	946	748	443	2137
20:00	842	642	386	1870
21:00	768	566	357	1691
22:00	592	472	257	1321
23:00	511	363	271	1145

• Non-911 Calls

Metric	2025	2024
Number of outgoing	8645	9149
Number of incoming	19180	19480
0-10 sec pick-up time	99.11%	98.62%
Average ring time	3.22 sec	3.60 sec
Average hold time	5.79 sec	5.79 sec
Average talk time	107.96 sec	102.76 sec

• 2025 Call Volume by Day of Week

Hour	911	Adm In	Adm Out	Total
Sun	2333	1952	981	5266
Mon	2392	2881	1106	6379
Tue	2563	2950	1170	6683
Wed	2555	3010	1309	6874
Thu	2607	2915	1379	6901
Fri	2633	3191	1441	7265
Sat	2618	2281	1259	6158

❖ CFS and Call Data: January 1 through January 16, 2026

• Fire/EMS calls by agency

Agency	CFS count YTD	CFS count LYTD
EJFR	266	237
QFR	24	15
BFD	22	27
DBVFR	4	7
Total	316	286

• Law Enforcement calls by agency

Agency	CFS count YTD	CFS count LYTD
JCSO	580	656
PTPD	316	366
Total	896	1022

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

Pick-up Time	Call count YTD	Cum. % YTD	Standard
0-10 sec	724	99.45	n/a
11-15 sec	2	99.73	90%
16-20 sec	1	99.86	95%
21-40 sec	1	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	728		

• 911 Call Averages

Metric	YTD Average
Ring time	2.83 sec
Hold time	1.03 sec
Talk time	110.70 sec

• Non-911 Calls (including test calls)

Metric	YTD
Number of outgoing calls	344
Number of incoming calls	733
0-10 sec pick-up time	99.59%
Average ring time	3.02 sec
Average hold time	4.36 sec
Average talk time	94.63 sec