



DIRECTOR'S REPORT

February 26, 2026

❖ Projects:

- **CAD test upgrade** to version 2025.2 was completed February 12. Production upgrade remains scheduled for April 8.
- 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.
- 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.
- **Maynard Tower leasing:** DNR and NOAA have the latest drafts of negotiated leases to approve for Maynard's prime lease and new sublease. ICOM was earlier advised of the 20% increase in their costs for 2026 to be followed by a great increase in 2027, though it is worth explaining that a large amount of the increase in our lease with DNR is due to ICOM's added radios, initially proposed to be 3 units but now totaling 5 units. A brief summary shows most of the annual cost impacts are due to and covered by the sublessees:

	2025	2026	2027
Jeffcom's DNR invoice	\$9,066.27	\$16,187.44	\$29,237.68
Sublessee billing	\$16,467.45	\$29,219.63	\$36,596.03

LERN for law enforcement cost has increased to \$3679 and Mednet for EMS/hospital to \$1840 annually as of 2026. Note that the gap between DNR costs and sublease receipts is not profit: It funds a portion of the operational, maintenance and capital costs of the Maynard tower site.



- **Port Townsend Tower leasing:** It is likely the simulcast refresh will include adding the tower at Station 1 back into the system as a receive-only site to enhance portable coverage in parts of Port Townsend. In addition, AT&T Wireless has expressed interest in relocating their cellular site from the roof of the Lincoln Building to our site. There is the possibility of AT&T replacing our tower. Details remain to be explored and negotiated with or without a replacement tower. This is a complex site with the Jeffcom-owned tower hosting mainly Jefferson County DEM equipment standing on land leased from EJFR with power, emergency power and indoor rack space provided by EJFR and possibly some stipulations remaining in force from the agreements that transferred the tower, land and building from the City of Port Townsend. We are pursuing this starting with a site visit early in March for AT&T's stated June deadline.
- **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:**

- **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 hired in January is proceeding well and expected to take her own shift on March 4. We expect to hire the eleventh position around mid-year, particularly if we receive another lateral application.
- **CBA** payroll changes were completed for the February 5 payroll for work performed starting January 1; because this is the CBA start date, no retro payroll is required. Employees adapted to the new FLSA workweek and overtime provisions; the supervisor updated the timesheets and process; and the finance manager reconfigured employee steps, pay items, benefits and accruals in time for that payroll process. These implementation steps remain:
 - ◆ Enrollment with Teamsters Retiree's Welfare Trust and education of employees about qualification and use of that benefit
 - ◆ Jeffcom-Teamsters LOA correcting a typo in a currently unused wage step
 - ◆ Development of policy on consecutive-day work shifts
 - ◆ Development of policy on shift-change timing
 - ◆ Development of process and form for wellness reimbursement

- **Law-enforcement Records MOUs** have been terminated by JCSO and PTPD effective June 30, but the work may transition to another agency earlier. The long-time Records Specialist worked her last day in the office on February 5. A senior communications officer will work many shifts on records until that work is assumed by another agency, and we have mutually moved that CO to a weekday 4/10 schedule beginning next week to cover more of the operating days of the court system.

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

- **January communications-staff overtime** was 206.5 hours among nine fulltime communications staff. For the standard 12-hour communications schedules, this was the first month during which 8 hours of scheduled work every second week was counted as overtime in place of the previous arrangement of FLSA workweeks that yielded 2 hours of scheduled overtime every week. This scheduled weekly overtime totaled 130 hours; under the old system, we would have paid ~142 hours of overtime in January (December's was 101, November's 234, October's 339).
- **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 except removal of the records desk and rearranging that office to accommodate two supervisors with space for meetings with their staff. This is on hold while a CO is temporarily assigned to handle records.
- **Jeffcom uniform shirts** can now be ordered by staff through an online store. The few dozen items ordered in 2024 via a quick, temporary way to get a variety of items and sizes for a small staff will be replaced as staff place their individual orders for embroidered uniform wear.

❖ **External Relationships:**

- A **User Group** meeting was held February 10 and attended by representatives from all law and fire agencies.
 - ◆ Discussed interactions with some outside jurisdictions
 - ◆ Discussed CAD changes including making trespass admonishments alert CAD users and limiting visibility of criminal-justice information on law-only calls
 - ◆ Discussed continued efforts to update automatic radio identifiers (caller ID for radios)
 - ◆ Discussed interaction between Jeffcom and PTPD's online reporting
- **Policy subcommittee** of the state 911 advisory committee
 - ◆ Incremental improvement has been made in the basic service operating grants that provide annual funding from the state to Jeffcom and other small

centers. This should result in a noticeable increase in our 2026-27 grant amount.

- ◆ Subcommittee proposed, and the advisory committee approved, hiring a consultant to analyze our funding model, compare it to that of other states and make recommendations for permanent improvements.
- **World Cup** working group
 - ◆ We participate in monthly meetings despite being beyond the immediate impact area because of the weeklong expected increase in foreign and domestic visitors to the area and the possibility of call overflow.
 - ◆ We expect all public safety telecommunicators in the state to be trained on topics such as personal preparedness, major-event stress, human trafficking, hate crimes and working with foreign consular officials.
 - ◆ We plan to attend a statewide tabletop exercise March 25 focused on low/moderate impacts like staffing shortages, communication-center overload and call routing.
- Advised **state legislators** of Jeffcom's support for and willingness to answer questions regarding the proposed increase in the state E911 coordinating office appropriation in the current budget. This would facilitate access to more of the accumulated balance of dedicated 911 funding. The state office will be distributing more funding to communications centers as described above from current funding but is working on significant additional statewide services – notably a statewide call-handling system and a statewide CAD-to-CAD interface. Though the fund balance is dedicated to specific 911-related expenditures by RCW and WAC, it cannot be spent on these services without being appropriated, and appropriations have fallen below receipts for several years. Two of the three legislators expressed their awareness of and engagement with this issue.

CFS and Call Data: January 1 through February 20, 2026

- **Fire/EMS calls by agency**

Agency	CFS count YTD	CFS count LYTD
EJFR	819	804
QFR	80	71
BFD	70	86
DBVFR	18	17
Total	987	978

- **Law Enforcement calls by agency**

Agency	CFS count YTD	CFS count LYTD
JCSO	1970	2047
PTPD	1165	1175
Total	3135	3222

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

Pick-up Time	Call count YTD	Cum. % YTD	Standard
0-10 sec	2136	99.44	n/a
11-15 sec	9	99.86	90%
16-20 sec	2	99.95	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	2148		

- **911 Call Averages**

Metric	YTD Average
Ring time	2.68 sec
Hold time	1.65 sec
Talk time	118.88 sec

- **Non-911 Calls (including test calls)**

Metric	YTD
Number of outgoing calls	1134
Number of incoming calls	2404
0-10 sec pick-up time	99.67%
Average ring time	2.92 sec
Average hold time	3.72 sec
Average talk time	97.34 sec