



DIRECTOR'S REPORT

March 26, 2026

❖ Projects:

- **CAD production upgrade** to version 2025.2 remains scheduled for April 8. Several problems reported during testing have been fixed with updates to the test side since that was upgraded, though we continue to test and have a few issues pending with Tyler support.
- Jeffcom and Pencom continue jointly investigating **cloud-based CAD** systems in hopes of replacing onsite equipment with hosted solutions. The City of Port Angeles last week issued for Pencom, with Jeffcom described as a participating agency, a basic RFI hoping to start supplier conversations that will lead toward finalizing our requirements to procure, jointly or separately, a new CAD system.
- IT continues to work on **extending our IP network to tower sites** over our microwave system and cellular/satellite backup and adding monitoring. Capital funding is in the 2026 budget to complete it, making it possible to deploy the proposed simulcast system refresh early in 2027. This month they extended our network over the microwave system to Maynard, Port Townsend and Coyle (and separately earlier over Starlink and cellular to Octopus). That leaves Teal Lake, which is next on the list; Green Mountain, which is dependent on requesting an IP-over-microwave link from PSE; and Station 1, which currently has no microwave link and no Jeffcom infrastructure.
- IT has installed a replacement **GPS-based time server** at Jeffcom, replacing one that was programmed without expectations of functioning beyond 2025. Computer and network systems are now controlled by the new time server. The master time display in the communications center has also been replaced with one controlled by the time server. The simulcast system at Hadlock will be switched over to the new time server, and then IT will work to replace aged time sources at our remaining tower sites with the new model. The modern devices are \$6000 each, improve reacquisition after rebooting (simulcast sites will be down for five minutes after reboot instead of two hours) and prepare us to install modern radio repeaters in the simulcast refresh.
- IT has refined plans for **refreshing the microwave infrastructure** that connects our simulcast towers now and will remain a primary connection method even with the simulcast-refresh project's IP-connected repeaters. The primary plan is



to license new 11 GHz spectrum and deploy a new microwave network. The modern equipment features radios built in to the tower-mounted antennas, eliminating the current expensive system connecting microwave radios in the building with microwave antennas on the tower. After the new 11 GHz microwave system is deployed and tested, our connections can be switched to it and the legacy microwave system removed. This could happen before or after the simulcast refresh project, depending on fiscal considerations.

- **Multi-factor authentication** is required by federal and state changes to CJIS security requirement, which must be complied with by all law-enforcement users of CAD and CAD-connected systems. Jeffcom is working to test and implement a solution based on our ID badges at a cost of \$5500 annually for Jeffcom computers and employees. The new version of CAD has an MFA option, but we cannot turn it on for individual agencies. Therefore, JCSO and PTPD will need to maintain their own device-level MFA on computers to meet their audit requirements. We may be able to turn on Tyler's MFA for phone and tablet apps (including those of fire personnel with access to CJIS).
- **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.
- Pencom is issuing an RFI on behalf of both agencies to solicit formal information and demonstrations for a replacement cloud-based CAD.
- **Maynard Tower leasing:** The new fifteen-year lease agreement has been executed. We are waiting for NOAA to respond with a final lease agreement before adding them to the site.
- **Port Townsend Tower leasing:** IT continues to work with AT&T and EJFR on the details of adding a cellular lease to this tower, with or without replacement of the tower structure by AT&T.
- 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 caused administrative delays, compounded by administrative focus on other projects.

❖ **Budgetary Items:**

- **Current staffing** increased to ten 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 with supervisor and CO assigned to records and are not treating it as minimum staffing that must be filled on overtime. Part-time COs are working less due to only fulfilling minimum staffing – previously they were collectively filling major gaps in the schedule during staffing shortages but were also electively scheduled above minimum staffing.
- **Recruiting:** We expect to interview candidates soon for an anticipated July start date of our next communications officer trainee.

- **CBA** payroll changes continued with enrollment with Teamsters Retiree's Welfare Trust (though education of employees about qualification and use of that benefit remains lacking). A process and form for wellness reimbursement were developed. These implementation steps remain:
 - ◆ 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
- **Law-enforcement Records MOUs** have been terminated by JCISO 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 moved that CO to a weekday 4/10 schedule to cover more of the operating days of the court system.

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

- **February communications-staff overtime** was 217 hours among nine fulltime communications staff, including 8 hours of scheduled overtime every second week for those working 12-hour shifts (January's was 206.5, December's 101, November's 234).
- **Found Therapy** Services continued sit-in appointments with all shifts. Our therapist has relocated out of the area but returns monthly to maintain our relationship (and similar relationships with other agencies). This transition has worked well so far.

❖ **External Relationships:**

- A **User Group** meeting was held March 17 and attended by representatives from both law and most fire agencies.
 - ◆ Discussed and Jeffcom subsequently revised SOPs for traffic collisions to clarify differences between standard and upgraded incidents to ensure calls get upgraded if additional information gathered over the phone suggests the need for additional fire resources
 - ◆ Briefly discussed MDC 1200 schema and reprogramming radios.
 - ◆ EJFR mentioned their new Dark Horse analysis software for call data.
 - ◆ Discussed reasons for recording starting and ending mileage on transports and methods for doing so.
 - ◆ DBVFR mentioned increasing their CrewForce usage among volunteer responders, for which Jeffcom can help facilitate training.
 - ◆ Discussed testing of the CAD upgrade and schedule for upgrading the production environment April 8.
 - ◆ Discussed the cloud-based CAD being issues by the City of Port Angeles and the need for agency participants to evaluate information received from respondents.

- **World Cup** working group
 - ◆ 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.
 - ◆ I attended a statewide tabletop exercise yesterday.
- Thanked **state legislators** for mostly enacting the proposed increase in the state E911 coordinating office appropriation in the current budget. This will 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. One hiccup was an undesirable carve-out within the appropriate for WSP 911 expenses separate from the established contract between the state office and WSP, which was already similar to contracts the state has with all of us.
- Investigation and procurement of **cloud-based call handling equipment** has become an external issue rather than a Jeffcom project, with the state preparing an RFP for a statewide system. Michael Chamberlain will participate in the state's review of the draft RFP requirements and potentially the evaluation of submitted proposals.

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

- **Fire/EMS calls by agency**

Agency	CFS count YTD	CFS count LYTD
EJFR	1239	1200
QFR	125	115
BFD	110	134
DBVFR	30	23
Total	1504	1472

- **Law Enforcement calls by agency**

Agency	CFS count YTD	CFS count LYTD
JCSO	2885	3109
PTPD	1778	1855
Total	4663	4964

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

Pick-up Time	Call count YTD	Cum. % YTD	Standard
0-10 sec	3332	99.49	n/a
11-15 sec	13	99.88	90%
16-20 sec	3	99.97	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	3349		

- **911 Call Averages**

Metric	YTD Average
Ring time	2.62 sec
Hold time	1.33 sec
Talk time	117.00 sec

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

Metric	YTD
Number of outgoing calls	1827
Number of incoming calls	3800
0-10 sec pick-up time	99.67%
Average ring time	2.89 sec
Average hold time	3.53 sec
Average talk time	99.63 sec