



DIRECTOR'S REPORT

April 23, 2026

❖ Projects:

- **CAD production upgrade** to version 2025.2 was completed the morning of April 8 with corrections to reported problems continuing throughout that day and week. We have one remaining major bug pending repair by Tyler development, but most issues were resolved quickly.
- Jeffcom and Pencom continue jointly investigating **cloud-based CAD** systems in hopes of replacing onsite equipment with hosted solutions. The City of Port Angeles issued for Pencom, with Jeffcom 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. This RFI has garnered some interest, and responses will continue to arrive in the coming weeks.
- IT continues to work on **extending our IP network to tower sites** over our microwave system and cellular/satellite backup and adding monitoring.
- IT continues to work on implementing badge-based **multi-factor authentication** as required by federal and state changes to CJIS security requirements.
- **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.
- **Maynard Tower leasing:** The NOAA lease agreement to add them to the tower is close to completion pending final legal review.
- **Port Townsend Tower leasing:** IT continues to work with AT&T and EJFR on the details of adding a cellular lease to this tower without replacement of the tower structure by AT&T. We will need both a lease agreement with AT&T and an amendment to our existing site license with EJFR to provide the interior equipment space and utility and generator electrical service both to pass through to AT&T and for Jeffcom's own future radio receive site.
- 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** remains at 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 most days with supervisor and CO assigned to records and will be treating it as minimum staffing that must be filled on overtime Monday through Saturday beginning May 1 and stretching through the busy summer season and hours.
- **Recruiting:** We expect to interview candidates soon for an anticipated July start date of our next communications officer trainee.
- **CBA** 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 JCSO and PTPD effective June 30, but the work may transition to another Pencom earlier. A senior communications officer will continue working primarily on records as long as Jeffcom has the responsibility on a weekday 4/10 schedule to cover more of the operating days of the court system.

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

- **March communications-staff overtime** was 226.25 hours among ten fulltime communications staff, including 8 hours of scheduled overtime every second week for those working 12-hour shifts (February's was 217, January's 206.5, December's 101).
- **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).

❖ **External Relationships:**

- A **User Group** meeting was held April 14 and attended by representatives from both law and most fire agencies.
 - ◆ Discussed the start of wildland-fire season and the overload that generally results in Jeffcom during such calls
 - ◆ Discussed CAD upgrade and remaining issues, including necessary upgrades of old iPads, laggy performance of Law Mobile and non-functional text notifications to Navy Region dispatch
 - ◆ Discussed status of Pencom's RFI for a cloud-based CAD system
- 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 has begun participating in the state's review of the draft RFP requirements and potentially the evaluation of submitted proposals.

CFS and Call Data: January 1 through April 17, 2026

- **Fire/EMS calls by agency**

Agency	CFS count YTD	CFS count LYTD
EJFR	1628	1646
QFR	180	160
BFD	154	186
DBVFR	44	26
Total		1472

- **Law Enforcement calls by agency**

Agency	CFS count YTD	CFS count LYTD
JCSO	3918	4133
PTPD	2441	2530
Total		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	4429	99.53	n/a
11-15 sec	16	99.89	90%
16-20 sec	4	99.98	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	4450		

- **911 Call Averages**

Metric	YTD Average
Ring time	2.59 sec
Hold time	1.35 sec
Talk time	115.91 sec

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

Metric	YTD
Number of outgoing calls	2427
Number of incoming calls	5134
0-10 sec pick-up time	99.61%
Average ring time	2.88 sec
Average hold time	3.53 sec
Average talk time	99.53 sec