



DIRECTOR'S REPORT

May 28, 2026

❖ Projects:

- 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. Pencom received five responses proposing four CAD systems: FSH-PSP, 365Labs, Mark43 and ProPhoenix. Pencom and Jeffcom staff are reviewing the responses. We will then work with agencies in both counties to schedule demonstrations and discussions with the responding vendors.
- IT continues to work on **extending our IP network to tower sites** over our microwave system and cellular/satellite backup and adding monitoring. Most recently we reviewed a proposal (based on national contract pricing) for an 11-GHz microwave system that would be installed over the top of our current microwave system, which would later be decommissioned. This project would be built and funded separately from the simulcast-system refresh. In short, the project is estimated in today's dollars at around \$150,000 for each of four microwave links, totaling around \$700,000 including services and tax.
- IT continues to work on implementing badge-based **multi-factor authentication** as required by federal and state changes to CJIS security requirements. The first unit is being tested and problems worked through before wider deployment.
- **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 through legal review by our attorney and pending execution. We expect them to move ahead with the agreement in the next couple of weeks and to start construction this summer, which will require some work by IT to deconflict with existing equipment in our shelter.
- **Port Townsend Tower leasing:** We executed 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. AT&T began



construction on May 11. IT has been overseeing construction to ensure coordination with EJFR and with infrastructure on the tower belonging to Jeffcom and to DEM.

- Jeffcom and Pencom continue working on joint procurement for **updating emergency medical dispatching** guidebooks from APCO, though administrative focus is currently on more timely projects.

❖ **Budgetary Items:**

- IT has applied for the additional year's **cybersecurity grant** funding that became available and given indication we will likely have multiple projects funded this year due to IT's ability to implement projects quickly. In addition to the previously funded \$44,251 project for a commercial Security Information and Event Management (SIEM) capable of aggregating and correlating logs to identify and alert us to potential threats to our infrastructure, award(s) are expected to fund replacement of our firewalls and switches.
- **Current staffing** remains at ten full-time, fully trained communications staff including one supervisor plus three part-time communications officers filling some shifts.
- We are treating the **third shift** (1000-2000) as minimum staffing that must be filled on overtime Monday through Saturday from May 1 through the busy summer season, though it is filled most days by the communications supervisor and/or communications officer assigned to law-enforcement records.
- **Recruiting:** We will interview candidates next week 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:**

- **April communications-staff overtime** was 294.75 hours among ten fulltime communications staff, including 8 hours of scheduled overtime every second week for those working 12-hour shifts (March's was 226.25; February's 217, January's 206.5).
- **Found Therapy** Services continued sit-in appointments with all shifts. Our therapist has relocated out of the area but returns monthly.

❖ External Relationships:

- A **User Group** meeting was held May 12 and attended by representatives from EJFR and JCSO only. We discussed mapping improvements, CAD issues, the CAD RFI, radio testing, mobile use of Starlink, handling complaint calls and other issues.
- Investigation and procurement of **replacement call handling equipment** has become an external issue rather than a Jeffcom project, with the state preparing an RFP for a statewide system. IT is participating in development of the draft RFP and potentially the evaluation of submitted proposals. Jeffcom's hope is to join the new system once it is available, and our primary desire is that we will have the option to utilize a cloud-based system to which we can connect via a variety of fiber and satellite internet providers rather than being reliant only on two fiber-based services that have proven vulnerabilities.

CFS and Call Data: January 1 through May 22, 2026

- **Fire/EMS calls by agency**

Agency	CFS count YTD	CFS count LYTD
EJFR	2177	2174
QFR	226	201
BFD	209	242
DBVFR	54	38
Total	2666	2655

- **Law Enforcement calls by agency**

Agency	CFS count YTD	CFS count LYTD
JCSO	5277	5423
PTPD	3498	3345
Total	8775	8768

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

Pick-up Time	Call count YTD	Cum. % YTD	Standard
0-10 sec	5967	99.55	n/a
11-15 sec	21	99.90	90%
16-20 sec	5	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	5994		

- **911 Call Averages**

Metric	YTD Average
Ring time	2.60 sec
Hold time	1.32 sec
Talk time	117.70 sec

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

Metric	YTD
Number of outgoing calls	3255
Number of incoming calls	6877
0-10 sec pick-up time	99.52%
Average ring time	2.92 sec
Average hold time	4.74 sec
Average talk time	99.80 sec