



DIRECTOR'S REPORT

June 25, 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 reviewed the responses and agreed that we need more exact pricing and need it broken down by agency or at least by discipline (comms center core versus law-only and fire-only costs). Jeffcom's preference is to issue paired RFPs based on the details we gained from the RFI responses. We expect some of the RFI respondents as well as our current vendor Tyler Technologies to respond to the RFP.
- 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. 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:** The AT&T site is online. Its connection to fiber-optic backhaul, the addition of backordered antennas for the third wireless band and AT&T's application for a permanent building permit remain to be done.
- Jeffcom and Pencom continue working on joint procurements for **updating emergency medical dispatching** guidebooks from APCO, though administrative focus is currently on more timely projects.



❖ Budgetary Items:

- The State E911 Coordinating Office has sent us final 2026-27 grant agreement for our basic service and coordinator training funding, which totals \$399,422. This agreement is between SECO and Jefferson County with the funds dispersed to Jeffcom for 911 call operations, so the agreement will go to the Board of County Commissioners shortly for their approval.
- **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:** The top candidate from early-June interviews is in the background-check process. Three other candidates are on our list for future openings.
- **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 Port Angeles PD records staff later. A senior communications officer will continue working primarily on records as long as Jeffcom has that responsibility, working a weekday 4/10 schedule to cover more of the operating days of the court system.

❖ Health, Safety and Quality of Life:

- **May communications-staff overtime** was 259 hours among ten fulltime communications staff, including 8 hours of scheduled overtime every second week for those working 12-hour shifts (April's was 294.75; March's 226.25; February's 217).
- **Found Therapy** Services continued sit-in appointments with all shifts.

❖ External Relationships:

- A **User Group** meeting was held June 9 and attended by representatives from most agencies. We discussed telephonic search warrant recordings, blood draws, junk vehicles, fire's MDC ID schema, MCI response plans, structure-fire response plans, regional radio interoperability, dispatching to caller coordinates rather than nearby addresses and a lack of info to Jeffcom about a planned event.
- State office continues preparation an RFP for **replacement call handling equipment** as a statewide system. IT is participating. Jeffcom's hope is to join the new system once it is available, timed for the scheduled 2027 replacement of our current phone system.

CFS and Call Data: January 1 through June 18, 2026

Agency	CFS count YTD	CFS count LYTD
EJFR	2641	2607
QFR	278	245
BFD	249	286
DBVFR	63	49
Fire Total	3231	3187
JCSO	6510	6608
PTPD	4313	3957
Law Total	10823	10565
Info only	1290	1131
Total	15344	14883

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

Pick-up Time	Call count YTD	Cum. % YTD	Standard
0-10 sec	7494	99.57	n/a
11-15 sec	25	99.91	90%
16-20 sec	6	99.99	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	7526		

- **911 Call Averages**

Metric	YTD Average
Ring time	2.59 sec
Hold time	1.20 sec
Talk time	111.69 sec

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

Metric	YTD
Number of outgoing calls	4016
Number of incoming calls	8424
0-10 sec pick-up time	99.55%
Average ring time	2.92 sec
Average hold time	4.34 sec
Average talk time	98.76 sec