



DIRECTOR'S REPORT

July 23, 2026

❖ Projects:

- Jeffcom and Pencom continue jointly investigating **cloud-based CAD** systems in hopes of replacing onsite equipment with hosted solutions. Jeffcom's preference is for each agency to issue an RFP based on the details we gained from the RFI responses and subsequent demos. IT has scheduled the first demos for July 30th and encourages all member agencies to send staff to observe and comment.
- 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 problems with the first demo system have led IT to look at two alternatives, which are being investigated and may be tested.
- 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. However, **IT staff implemented another option** demonstrated by Snohomish County during a statewide degradation in 911 service that occurred on June 15: We are now able to redirect our 911 calls to our 10-digit number as an emergency measure. Because our 10-digit calls are delivered via VoIP, IT can route them to Jeffcom over any available internet connection. This is not a perfect substitute for delivering native 911 calls over the ESINet via redundant internet connections because 10-digit calls are delivered without ANI/ALI information, but our over-the-top information systems provide alternate sources of location data from mobile phones. Therefore we have a relatively workable backup solution if we were again to lose both fiber ESINet connections (as occurred two years ago) and would in such case be able to deliver calls to Jeffcom rather than diverting them to Pencom or another PSAP.
- **Maynard Tower leasing:** The NOAA lease agreement to add a weather-radio transmitter to the tower has been executed. We expect them to start construction this summer. Rich did the work to accommodate their equipment by relocating existing equipment within our shelter.
- **Port Townsend Tower leasing:** The AT&T site is online. Its connection to fiber-optic backhaul and the addition of antennas for the third wireless band remain



to be completed. AT&T's application for a permanent building permit was reviewed by Jeffcom and EJFR and is being submitted to the city.

- Jeffcom has placed an order for **updated emergency medical dispatching** guidebooks from APCO. Pencom has chosen to focus on revisions to the formerly licensed guidance from King County EMS for the immediate future in lieu of moving to APCO's system. Jeffcom will accomplish the move on its own using APCO online training instead of relying on Pencom for a local trainer. The licensing agreement is through our legal review and is pending APCO's review of our requested changes. Next steps will include working with the EMS Council, including its medical program director and all fire districts, to make local revisions to the APCO boilerplate; six-week self-paced remote classes for existing communications staff; a four-day live remote class for any newly hired communications officer; and renewed CPR certifications for all communications staff. We expect the implementation process to take several months. First-year cost will be \$8330, consisting almost entirely of class tuition, plus CPR certifications. Ongoing cost will be \$900 per year for the subscription to the system.

❖ **Budgetary Items:**

- The BOCC approved and signed the 2026-27 grant agreement for our basic-service and coordinator-training funding, which total \$399,422, with the State E911 Coordination Office. This agreement is between SECO and Jefferson County with the funds dispersed to Jeffcom for 911 call handling. The contract has been returned to SECO for final execution.
- **Current staffing** remains at ten full-time, fully trained communications staff including one supervisor plus three part-time communications officers filling some shifts.
- **Recruiting:** The top candidate from early-June interviews is in the final testing process. Three other candidates are on our list for future openings, and applications are received every month.
- We continue to treat 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.
- **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 transition to Pencom records will likely occur in mid or late July. A senior communications officer continues 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. IT staff implemented a secure method for scanning documents to our CAD workstations, so we have been able to begin moving toward the electronic-only filing system proposed for the Pencom transition.

❖ **Staffing, Health, Recognition:**

- **June communications-staff overtime** was 284.25 hours among ten fulltime communications staff, including 8 hours of scheduled overtime every second week for those working 12-hour shifts (May's was 259; April's 294.75; March's 226.25).
- **Found Therapy** Services continued sit-in appointments with all shifts.
- **Employee recognition** this month included commendations for the following:
 - ◆ CO Ellis for remarkable work controlling Fire Primary during the July 7 Towne Point structure fire and overlapping ALS calls within that district.
 - ◆ The entire four-person day and afternoon shifts on July 7 for handling extreme 911-call volume and busy radio law and fire channels.
 - ◆ CO Sturhan and CO Cooper for their handling of the fatality traffic collision in Discovery Bay on July 12, including Cooper's efforts to obtain information from the scene and Sturhan's to locate additional units for dispatch to upgrade the incident.

❖ **External Relationships:**

- Before the April 23 board meeting was called to order, a user under the name "Public Notetaker" joined the call. I understood that username as being associated with an AI bot, commonly called "[something] Notetaker" when they automatically join meetings. Because all other attendees online were Jeffcom employees and Jeffcom board members, **I removed what I incorrectly believed to be that AI bot from the meeting**, intending to prevent whichever Jeffcom employee or board member with which it was associated from creating a public record based on AI summarization that would need to be maintained and subject to PRA requests.

Name	First join	Last leave	In-meeting ...	Role
 Steve Craig (External) scraig@ejfr.org	08:47	10:14	1h 26m 51s	Presenter
 Public Notetaker (Unverified)	08:54	08:55	25s	Presenter

During the BOCC meeting on July 13, a member of the public stated that he had been removed from virtual attendance at the start of a recent Jeffcom meeting. I contacted that individual by email to track down the issue and learned that "Public Notetaker" was that member of the public, not an AI bot associated with

a Jeffcom employee or board member. In a recording furnished by that individual of that period before our recording starts, I can be heard mentioning that username, which I recall was part of my asking whether anyone claimed an AI bot by that name. In the future, the removal of any AI attendee can be performed only if it can be affirmatively verified that the AI attendee belongs to a Jeffcom employee or board member and would thus create a public record if allowed to summarize the meeting.

I reviewed the meeting recordings and attendance logs maintained by Teams for the first six months of 2026 and found no other such errors. A member of the public virtually attended the June meeting without known complaint (this Commissioner Brotherton noticed and mentioned during the meeting to ensure the person successfully joined), and an anonymous user attended the March meeting without known issues.

- A **User Group** meeting was held July 14 and attended by representatives from both law agencies and half of the fire districts. We discussed a newfound problem in the maintenance of call-type priority settings and its impact on checking status of on-scene law and fire units and agreed on a plan to address it. Agencies noted corrections to some radio-programming issues and ongoing need for work on fire response plans. Jeffcom encouraged attendance at the CAD demo next week.
- State office continues preparation an RFP for **replacement call handling equipment** as a statewide system. IT is participating in the committee to develop requirements. 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 July 17, 2026

Agency	CFS count YTD	CFS count LYTD
EJFR	3102	3127
QFR	325	299
BFD	313	364
DBVFR	75	59
Fire Total	3815	3849
JCSO	7803	7866
PTPD	5196	4648
Law Total	12999	12514
Info only	1616	1412
Total	18430	17775

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

Pick-up Time	Call count YTD	Cum. % YTD	Standard
0-10 sec	9182	99.57	n/a
11-15 sec	38	99.88	90%
16-20 sec	9	99.98	95%
21-40 sec	2	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	9231		

- 911 Calls (including test calls)**

Metric	YTD
Average ring time	2.62 sec
Average hold time	1.23 sec
Average talk time	110.69 sec
Pencom rollovers answered	81
Rollovers to Pencom	1

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

Metric	YTD
Number of outgoing calls	4949
Number of incoming calls	10159
0-10 sec pick-up time	99.54%
Average ring time	2.94 sec
Average hold time	4.40 sec
Average talk time	99.14 sec