



DIRECTOR'S REPORT

August 27, 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.
- IT will be replacing CAD computers and screens in coming months. This is a routine upgrade funded primarily by an Equipment Grant from the state office.
- 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:** NOAA has begun preparations to move its equipment into our facility per the new sublease.
- **Port Townsend Tower leasing:** The AT&T site's 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 order for **updated emergency medical dispatching** guidebooks from APCO is pending legal review of the agreement by APCO.

❖ Budgetary Items:

- The 2026-27 grant agreement for our basic-service and coordinator-training funding, which total \$399,422, with the State E911 Coordination Office has been fully executed. This agreement is between SECO and Jefferson County with the funds dispersed to Jeffcom for 911 call handling.



- **Current staffing** is ten full-time, fully trained communications staff including one supervisor. In August, we added one communications officer trainee. Two part-time communications officers continue filling some shifts.
- **Recruiting:** Applications for the promotional opportunity from communications officer to communications supervisor are due September 11. If staffing remains stable, we anticipate no further hiring until July 2027.
- We continue to treat the **third shift** (1000-2000) as minimum staffing that must be filled (including supervisor and records coverage) on overtime Monday through Saturday from May 1 through the end of September. This will be reevaluated in 2027 for that summer season based on budget and call volume.
- **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** were terminated by JCSO and PTPD effective June 30, and the transition to Pencom records occurred on July 21. The senior communications officer working primarily on records remains on a weekday 4/10 schedule through August to assist with problems and written procedures.

❖ **Staffing, Health, Recognition:**

- **July communications-staff overtime** was 252.25 hours among ten fulltime communications staff, including 8 hours of scheduled overtime every second week for those working 12-hour shifts (June's was 284.25; May's was 259; April's 294.75).
- **Found Therapy** Services continued sit-in appointments with all shifts.
- **Employee recognition** this month included commendations for the following:
 - ◆ CO Dressler for her assumption of law-enforcement records and TAC duties when Jeffcom lost its records specialist while working toward the termination of the JCSO and PTPD MOUs; successful passage of a WSP audit shortly after taking the role; calm and capable performance of these duties while continuing to work phones and radios; providing guidance and education to supervisory and administrative staff through the transition to Pencom records; and work to improve processes through a difficult time that could otherwise have resulted in worsened processes.

❖ **External Relationships:**

- A **User Group** meeting was held August 18 and lightly attended due to schedule conflicts. We discussed radio practices, an upcoming demo from our current CAD provider Tyler, ongoing problems with CAD and expected patches and ongoing projects with the fire districts regarding radio, paging and response programming.

- 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.
- **Clallam County fire districts** approached Jeffcom to inquire about the possibility of Jeffcom providing dispatching services. We met and discussed the high costs of expanding Jeffcom to cover their call volume; the impossibility of Jeffcom operating their fragmented radio channels without negatively impacting our own consolidated operations; and opportunities for improvement without leaving Pencom.
- We completed our first contracted **IMT deployment** under our interagency agreement with DNR, with the director working remotely on the Skyo fire, but so far we have been unable to get our first CO with a radio-operator taskbook deployed to an incident.
- State **911 coordinators meeting** and working groups on August 20 covered a variety of topics including the June service impairment; consistent public messaging regarding 911 service; priorities for actions described in the statewide strategic plan; funding for TERT deployments (mutual aid between ECCs); and accidental system activation other than through 911 voice calls.
- State **APCO-NENA conference** in October will be in Bremerton, so director and several staff will attend due to minimal travel time and adequate staffing to cover shifts.

CFS and Call Data: January 1 through August 21, 2026

Agency	CFS count YTD	CFS count LYTD
EJFR	3705	3695
QFR	402	377
BFD	370	434
DBVFR	95	75
Fire Total	4572	4581
JCSO	9371	9371
PTPD	6149	5543
Law Total	15520	14914
Info only	1991	1779
Total	22083	21274

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

Pick-up Time	Call count YTD	Cum. % YTD	Standard
0-10 sec	11225	99.32	n/a
11-15 sec	51	99.77	90%
16-20 sec	14	99.89	95%
21-40 sec	12	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	2.63 sec
Average hold time	1.20 sec
Average talk time	110.78 sec
Pencom rollovers answered	85
Rollovers to Pencom	3

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

Metric	YTD
Number of outgoing calls	6078
Number of incoming calls	12557
0-10 sec pick-up time	99.58%
Average ring time	2.92 sec
Average hold time	4.22 sec
Average talk time	99.33 sec