



DIRECTOR'S REPORT

September 24, 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 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. IT has been testing and configuring two possible systems.
- IT ordered **replacement CAD computers and screens** and will be configuring them and putting them into service over the coming weeks. 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 moved its weather radio onto our tower and began broadcasting. They will begin monthly rental payments in October treating September 1 as the beginning of the lease.
- Jeffcom order for **updated emergency medical dispatching** guidebooks from APCO is pending a second round of legal review.

❖ Budgetary Items:

- **Current staffing** is ten full-time, fully trained communications staff including one supervisor. In August, we added one communications officer trainee, who is progressing well through call-taking training. Two part-time communications officers continue filling some shifts.
- **Recruiting:** If staffing remains stable, we anticipate no further hiring until July 2027.
- Four applications for the **communications supervisor promotion** were received by the September 11 deadline. A panel of Jeffcom, JCSO, PTPD and EJFR staff will evaluate applications and interview candidates the week of October 5. 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 remained on a weekday 4/10 schedule through September to assist with problems and written procedures but has primarily shifted back to communications-officer work.

❖ **Staffing, Health, Recognition:**

- **August communications-staff overtime** was 401.5 hours among ten trained, fulltime communications staff, including 8 hours of scheduled overtime every second week for those working 12-hour shifts (July's was 252.25; June's was 284.25; May's was 259). The significant increase for August was caused by covering a long-term medical absence.
- **Found Therapy** Services continued sit-in appointments with all shifts.
- **Employee recognition** this month included commendations for the following:
 - ◆ CS Erwick and COs Dressler, Aumock and Zimmerman for their handling of the initial Horseshoe fire response. In addition to radio traffic, the team handled 54 calls in the 1200 hour and 28 calls in the 1300 hour, most of which occurred in the several minutes after the incident started at 1246.
 - ◆ COs Sturhan and Cooper for dispatching a lithium battery fire, which was not covered by existing SOPs, quickly and innovatively to ensure sufficient fire personnel and equipment responded.
 - ◆ CO Aumock for dispatching an arson call that was not covered by existing SOPs innovatively to ensure both a fire-suppression unit and overhead responded.
 - ◆ CO Willman for quick triage and telephonic CPR instruction that resulted in rapid bystander-CPR performance.

❖ **External Relationships:**

- A **User Group** meeting was held September 16 and discussed radio terminology, a demo by our current CAD provider Tyler scheduled for October 8, fire-related call types, law-enforcement records issues, radio reprogramming and continued investigation of alternate CAD systems.
- State office continues preparation an RFP for **replacement call handling equipment** as a statewide system. IT is participating in the committee to develop

requirements and is providing feedback on the draft RFP. Jeffcom's hope is to join the new system once it is available, timed for the scheduled 2027 replacement of our current phone system.

- We have completed three contracted **IMT deployments** this season under our interagency agreement with DNR, with the director working on the Skyo (remote with interagency Type 3 team), Sage Creek (remote with local Type 3 team) and Little Giant (in-person and remote with a Complex IMT) fires. We were unable to get our first CO with an open radio-operator taskbook deployed to an incident – our assigned Type 3 team had difficulty bringing rostering a qualified radio operator who could have provided the necessary training. DNR reimbursements for the three incidents will total approximately \$15,600 offsetting added payroll and travel costs of approximately \$8,500.
- State **APCO-NENA conference** will be in Bremerton October 14-15 with pre-meetings October 13. Director, current communications supervisor and three current communications officers will attend due to minimal travel time and adequate staffing to cover shifts.

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

Agency	CFS count YTD	CFS count LYTD
EJFR	4209	4200
QFR	451	430
BFD	417	498
DBVFR	105	84
Fire Total	5182	5212
JCSO	10556	10491
PTPD	6869	6240
Law Total	17425	16731
Info only	2253	2041
Total	24860	23984

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

Pick-up Time	Call count YTD	Cum. % YTD	Standard
0-10 sec	12790	99.32	n/a
11-15 sec	59	99.78	90%
16-20 sec	15	99.90	95%
21-30 sec*	13	100.00	n/a
Total	12877	<i>*calls roll over at 30 sec</i>	

- 911 Calls (including test calls)**

Metric	YTD
Average ring time	2.63 sec
Average hold time	1.16 sec
Average talk time	110.28 sec
Rollovers from Pencom	92
Rollovers to Pencom	5

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

Metric	YTD
Number of outgoing calls	6870
Number of incoming calls	14279
0-10 sec pick-up time	99.54%
Average ring time	2.92 sec
Average hold time	4.23 sec
Average talk time	99.51 sec