DIRECTOR'S REPORT October 22, 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. Based on additional reports from Grant County, our preferred next step is to schedule a demonstration exclusively for law enforcement to review a cloud-based program for use on vehicle laptops and tablets.
- 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**, installed the new screens and is configuring the computers to go 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.
- Jeffcom order for **updated emergency medical dispatching** guidebooks from APCO is pending a second round of legal review.

❖ **Budgetary Items:**

- The four candidates for the **communications supervisor promotion** were evaluated by a panel of Jeffcom, JCSO, PTPD and EJFR staff on both written applications and panel interviews. Communications Officer Conway was selected as the top candidate, accepted the promotion and will become Communications Supervisor Conway on November 1, 2026. The director and two communications supervisors will then work for the next several months to integrate this third person into the supervisory structure, to provide training, to delegate duties and in other ways to restructure and rebuild the two-supervisor system that Jeffcom has not had for several years.

- **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.
- **Third shift** (1000-2000) is not being filled as minimum staffing Monday through Saturday for October through April. This will be reevaluated in 2027 for that summer season based on budget and call volume. However, the two supervisors when not out of the office combine to cover those hours as surge capacity when needed.
- **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 but has shifted fully back to communications-officer work on a standard shift.

❖ **Staffing, Health, Recognition:**

- **September communications-staff overtime** returned to a reasonable 254 hours among ten trained, fulltime communications staff, including 8 hours of scheduled overtime every second week for those working 12-hour shifts (August's was 401.5; July's was 252.25; June's was 284.25). 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** deferred this month due to early publishing of meeting materials

❖ **External Relationships:**

- A **User Group** meeting was held yesterday and will be reported verbally.
- 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.
- State **APCO-NENA conference** was in Bremerton last week and will be reported verbally.
- A single **Hoh tribal wildlife officer** has been authorized for light usage of the West End radio channel for the past three years. We are in discussions with the

tribe to negotiate a replacement agreement for the one that expired in 2022 that would formalize that arrangement and see Jeffcom provide increased service to tribal officers in exchange for compensation. This board will likely see an agreement for consideration at an upcoming meeting.

- Jeffcom and Pencom have begun discussions with the Jefferson-Clallam multiagency CRT to provide onsite **tactical dispatching**, a long-standing stated desire of Jeffcom communications staff. Several Jeffcom communications officers will complete a remote tactical-dispatching course from APCO over the next couple of months to prepare for possible work with CRT along with potential similar work with fire agencies and to improve their own skills. This board may see an agreement or policy related to CRT work for consideration over the next several meetings.

CFS and Call Data: January 1 through October 9, 2026 (note early publication this month)

Agency	CFS count YTD	CFS count LYTD
EJFR	4607	4537
QFR	476	462
BFD	448	533
DBVFR	116	89
Fire Total	**5647**	**5621**
JCSO	11356	11428
PTPD	7428	6677
Law Total	**18784**	**18015**
Info only	2432	2216
Total	**26863**	**25852**

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

Pick-up Time	Call count YTD	Cum. % YTD	Standard
0-10 sec	13829	99.34	n/a
11-15 sec	63	99.79	90%
16-20 sec	16	99.91	95%
21-30 sec*	13	100.00	n/a
Total	**13921**	**calls roll over at 30 sec*	

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

Metric	YTD
Average ring time	2.61 sec
Average hold time	1.16 sec
Average talk time	110.44 sec
Rollovers from Pencom	95
Rollovers to Pencom	5

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

Metric	YTD
Number of outgoing calls	7448
Number of incoming calls	15458
0-10 sec pick-up time	99.53%
Average ring time	2.91 sec
Average hold time	4.21 sec
Average talk time	99.08 sec