DIRECTOR'S REPORT November 19, 2026

❖ **Projects:**

- Staff are beginning to develop written requirements for the **simulcast radio refresh** planned for procurement and installation in 2027.
- 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. We have an onsite demo of one product scheduled for January 20 and invite all agencies to participate.
- 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. After extensive configuration, testing and improvements, IT has ordered the system and will begin implementation shortly.
- **Replacement CAD computers** are being configured **and screens** are in service. This is a routine upgrade funded primarily by an Equipment Grant from the state office. The replaced equipment is being passed down for administrative use.
- The proposed use of Starlink as a **tertiary connection for 911 calls** is pending the investigation the state directed the ESINet contractor to perform.
- As a result of conversations at the recent WA APCO-NENA conference, our **radio-console manufacturer is visiting** today with engineering staff who hope to track down the longstanding problem that causes Jeffcom to clip the end of its transmissions.

❖ **Budgetary Items:**

- The director, existing communications supervisor and **new communications supervisor** have begun work 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. The supervisors and IT have worked to reconfigure their office into a workable space, and we have been using this opportunity to remove unworkable and unused furniture and supplies from the corners of our limited space.

- **Current staffing** is ten full-time, fully trained communications staff including two supervisors. In August, we added one communications officer trainee, who is progressing well through fire radio. 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

❖ **Staffing, Health, Recognition:**

- **October communications-staff overtime** was 368.5 hours among ten trained, fulltime communications staff, including 8 hours of scheduled overtime every second week for those working 12-hour shifts (September's was 254; August's was 401.5; July's was 252.25).
- **Found Therapy** Services continued sit-in appointments with all shifts.
- **Employee recognition** deferred this month for the chair to recognize an employee at our next meeting.

❖ **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.
- 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. We sent one CO to observe CRT training in November to begin integrating with that team.

- After providing advance data, we will be meeting with the **Washington Surveying and Rating Bureau** two weeks from today to answer their questions that are used to evaluate fire protection and suppression in EJFR's district. For Jeffcom, the answers provided during this evaluation will also be used in WSRB's subsequent evaluation of the other fire districts.

CFS and Call Data: January 1 through November 12, 2026

Agency	CFS count YTD	CFS count LYTD
EJFR	5222	5069
QFR	529	523
BFD	485	589
DBVFR	127	111
Fire Total	**6363**	**6292**
JCSO	12652	12677
PTPD	8281	7455
Law Total	**20933**	**20132**
Info only	2691	2457
Total	**29987**	**28881**

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

Pick-up Time	Call count YTD	Cum. % YTD	NENA Standard
0-10 sec	15531	99.37	n/a
11-15 sec	70	99.81	90%
16-20 sec	16	99.92	95%
21-30 sec*	13	100.00	n/a
Total	**15630**		

**calls roll over at 30 sec*

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

Metric	YTD
Average ring time	2.58 sec
Average hold time	1.13 sec
Average talk time	109.94 sec
Rollovers from Pencom	97
Rollovers to Pencom	5

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

Metric	YTD
Number of outgoing calls	8278
Number of incoming calls	17105
0-10 sec pick-up time	99.53%
Average ring time	2.91 sec
Average hold time	4.10 sec
Average talk time	99.69 sec