



## Governing Board Regular Meeting

1620 North Rebecca Street

Spokane, Washington 99217

February 15, 2024 at 0800 hours

### AGENDA

**\*\*\*This meeting will be offered in person and online\*\*\***

Meeting ID: 881 8066 3611

Passcode: 180186

(253) 215 8782

Any member of the public shall have the right to provide oral comment to the SREC Governing Board during the Open/Public Comment portion of the meeting. Those wishing to speak at that time need to sign up on the sheet posted outside the SREC Executive Conference Room, or in the chat session, once signed in remotely to the meeting. A maximum time not more than three (3) minutes shall be allowed for each speaker.

Agenda items may be added to the agenda or taken out of sequence.

1. **Call to Order**
2. **Consent Agenda**
  - a. Minutes from the January 18, 2024 Regular Meeting
3. **Action Items**
  - a. Bidirectional Amplifier Test and Monitoring Equipment – Dusty Patrick
  - b. RAVE AppArmor Mobile App – Dusty Patrick
4. **New Business**
  - a.
5. **Old Business**
  - a. HB2258
  - b. New Facility Update – Lori Markham
  - c. CAD Update – Brandon Childs
  - d. Cheney Update – Lori Markham
  - e. HB1155 Update – Scott Simmons
6. **Staff Reports**
  - a. Operations – Kim Arredondo
    - i. Operations Report -  
<https://infogram.com/1p1jdwr73z77pgfmyr1wnnzkdgu6ry3dmnz?live>
  - b. Technical – Dusty Patrick
  - c. Finance – Tim Henry
  - d. Human Resources – Jeff Tower
  - e. Administration – Lori Markham
7. **Open/Public Comment**
  - a. Speakers sign-in onsite and are allowed 3 minutes each to address the Board
8. **Executive Session**
9. **Adjourn**

*Spokane Regional Emergency Communications gets the right resources to the right location with an uncompromising focus on responder and citizen safety.*

Regular Meeting Minutes  
Spokane Regional Emergency Communications Governing Board  
January 18, 2024

**1. Call to Order and Roll Call**

Chief Cody Rohrbach called the meeting to order at 8:09 a.m. The following Board members were in attendance:

Board Members

Cody Rohrbach (Chair) – Spokane County Fire District 3  
Chief Brad Richmond – Airway Heights Police Department (Vice Chair)  
Chief Dave Ellis – Spokane Valley Police Department  
Assistant Chief Tom Williams – Spokane Fire Department  
Chief Frank Soto, Jr. – Spokane Valley Fire Department  
Assistant Chief Howard Johnson – Spokane County Fire District 4  
Scott Simmons – Spokane County  
Gayne Sears – Citizen Representative

Staff

Lori Markham, Executive Director  
Kim Arredondo, Deputy Director  
Dusty Patrick, Technical Services Director  
Jeff Tower, HR Manager  
Tim Henry, Finance Manager  
Heather Thompson, 911 Operations Manager  
Brad Kane, Dispatch Operations Manager  
Brandon Childs, Technical Projects Manager  
Kelly Conley, Communication and Media Manager  
Kari Kostelecky, Training Coordinator  
Jenni Folden, Finance Analyst  
Megan Schneider, HR Analyst  
Bradley Dilg, CAD Administrator  
John Grey, Fire Dispatch Supervisor

Auxiliary Partners/Guests

Lonnie Rash, SCFD8  
Nathan Jeffries, SCFD9  
Ken Johnson, SCFD 10  
Brian Werst, WBM  
Eric Olsen, SPD  
Darrell  
?

**2. Consent Agenda**

Once a quorum was in attendance, Scott Simmons motioned to approve the minutes from the December 21, 2023, regular meeting. Brad Richmond seconded. All were in favor. Motion carried.

**3. Action Items**

a. CAD Systems Infrastructure

Dusty Patrick explained the detailed quote was included in the Board packet and is to purchase hardware so SREC can support the new CAD system; it will be purchased off the NaSPO contract. It includes servers, networking gear, firewalls and storage; everything needed for SREC to support the system. It has been vetted by the CAD Administrators, Project Manager and will provide high availability across the two centers

(Combined Communications Building CCB and Backup Center BUC) and can be moved to the new facility. There is a 35-day lead time for the server equipment needed to build the system on, the networking gear is about 6 months out, going live is about 18 to 24 months out. The total cost is \$1,211,869.98 and has been budgeted for out of funds set aside for the new CAD system. Scott Simmons asked if the \$1.2M was out of SREC's budgeted portion of \$2.5M, or the total \$5M estimated for the system, and will it be used solely for SREC means, or other users as well. Lori Markham explained it will be utilized by other users if they decide to participate, but either way the equipment is needed and SREC will bill out accordingly. Once a quorum was in attendance Scott Simmons motioned to approve the purchase from Ednetics to support the CAD system. Brad Richmond seconded. All were in favor. Motion carried.

#### **4. New Business**

##### **a. HB2258**

Lori Markham explained this bill was brought forward last week and is intended to apportion the 911 excise tax and provide it to municipalities within a County to help support their phone system and call receivers. Lori added that a couple of SREC Board Members and general members were able to speak at the legislative hearing as to why the bill should not move forward. The bill, as written will impact not only Spokane, but many other Counties throughout the State. There was conversation to possibly narrow down the bill to only include Spokane, similar to HB1155. There will be further discussion on the possible impacts during closed session. Cody Rohrbach explained there was a meeting with Adam Wasserman at the State 911 Office where they discussed the intended use of those funds related to services currently being provided based on RCW language and a State paper released in December of 2021. Cody added that after reviewing the RCW's, all the agencies, including SPD, are receiving the full benefit of intent of use of those funds. Cody supports any agency having the right to choose to join the regional system, but when those choices impact all the other users inequitably then there are concerns and that is what this bill will do. Additionally, if the bill isn't good for the other jurisdictions in the State then it is not good locally, for those same reasons.

Lori furthered that the 911 tax is roughly over \$5M and is a stagnant tax, not moving one way or the other and is based off cell phones, landline and VoIP phones. The tax has not changed in many years even though the cost of doing business has increased and now no longer covers the intended costs; falling short of its intended use here and Statewide. Currently the difference is being made up by user fees and other means. Scott Simmons added the BoCC (Board of County Commissioners) during the legislative session, receives updates every Tuesday from the County lobbyists on legislative items and this bill was a discussion last Tuesday. The majority of the Board expressed their opposition to this bill as it undermines the intent and benefits of the entire system, and being part of the effectiveness of what an integrated system does. Scott shared with the BoCC some of the overviews of what it is used for and what the dollar amounts are that come through the County to SREC for those uses. There will be negative impacts if this bill is passed and decisions will need to be made. Cody added there was some discussions around HB1155 and where it stands today.

#### **5. Old Business**

##### **a. New Facility Update**

Lori Markham stated that Brian Werst has put her in contact with the project manager at the Spokane International Airport where they are using the alternative build project. Lori and Brandon Childs will meet with her to learn more about the process in the next couple weeks. Lori added the building committee will start meeting in the next month to get started.

- b. CAD Update  
Brandon Childs reiterated the lead time for the hardware, if ordered today is over a month. Currently the kickoff meeting is tentatively scheduled for mid-March, but if hardware is ordered today, delivered on time and configured, that kickoff date could be scheduled a couple weeks sooner. Build and core teams are beginning to be developed to include Fire and Law users.
- c. Cheney Update  
No further update.
- d. HB1155 Update  
Scott Simmons explained nothing has changed, it is the same as the last year and a half. The County presented the City of Spokane with an ILA back in October of 2022 and they have still not taken any action.

## 6. Staff Reports

- a. Operations  
Kim Arredondo explained dispatch has been working out of the BUC the last couple days as the sound barrier wall was being installed. Kim added that two report technicians started on the 8<sup>th</sup> and a new academy of four communication officers start on the 29<sup>th</sup>; there will be back to back classes in February to complete staffing for report technicians and 911. For situational awareness, a fire dispatcher resigned last night because they did not want to complete their proficiency hours in 911. Kim explained this is a hold over cultural piece that has been dealt with and shouldn't be an issue going forward.

The operations report shows 911 and crime check calls compared to last year as well as crime check and online reporting. The online reporting gap is closing, there were issues found with Coplogic and that is being resolved. Crime check live reporting is set to go live on February 19, 2024. A media push will go out prior to that. Cody Rhorbach asked if there was a correlation to the decrease in crime check calls and the increase in crime check reports. Kim answered there was an overall increase in calls, so there are probably multiple factors. Scott Simmons asked why only about 13% of crime check calls actually become reports. Kim stated that has been a consistent trend and that crime check is a popular number for citizens and a good resource for them, including priority 1 and 2 calls that really should have come in on 911, but well over 50% of the crime check calls do require a law enforcement response, they are just not emergent or a crime check report. SREC will continue to put out social media posts regarding the proper use of crime check and 911.

The law dispatch statistics page shows the top fifteen officer initiated call types, and the top fifteen overall call types for December 2023. Kim reminded the Board that member agencies can set up meetings with SREC to create personalized electronic dashboards. The next page reflects the amazing job the dispatch staff is doing and has a summary of some real crime center success stories. The final page shows SREC has an overall vacancy rate of 8%, the lowest it has ever been. Kim gave kudos to the CTO staff and supervisors as well as the HR team for getting these new employees hired, onboarded and in training. Kim introduced John Grey, fire dispatch supervisor. As a great example of the progression communications officers can take. John started in 911, became a CTO, promoted, then moved into Fire, trained and is now filling a supervisor position in Fire dispatch.

b. Technical

Dusty Patrick stated the IT Applications Manager position has been filled by Michelle Coker from SFD, who has 13 years of experience in IT with a background in data base administration, applications, business intelligence, system analysis, 24-hour operations and public safety. Dusty explained IT personnel were on site at the BUC to ensure the transition went smoothly over the last couple days while dispatch was working out of there. They were able to address any issues that came up. Work for the Broadline project began January 8<sup>th</sup>, installing equipment on the Coe Road tower. This began during the extreme cold snap, but will hopefully be wrapping up this week. All fire radios will be reprogrammed for some frequency changes, SFD has requested bigger changes, so the radio shop will be scheduling the different agencies.

Radio training was discussed at the last Regional Training Fire Chief's meeting and the radio shop was given permission to utilize SFD's audio visual department to create some video training to include radio refresher training for both law and fire agencies, how to deactivate your Emer button, etc. Joe Sacco has worked with some subject matter experts for some GIS support on enhancing the evacuation alerting that was rolled out this last summer. Feedback from field operations is coming in and will meet with them in the upcoming weeks, so implementation can be done by March and everything tested prior to fire season. There has been really good engagement on the evacuation alerting.

Scott Simmons asked that Dusty let him and Tessa Sheldon know when the Broadline project is complete as there are some billing triggers on the County side. Gayne Sears stated having to work out of the BUC while the wall was being installed is a great opportunity to ensure everything is functioning properly. Dusty explained Fire dispatch tests the BUC quarterly and IT routinely runs updates there. Lori Markham reminded the Board that SREC is the only Communication Center in the State to have a fully functioning BUC and is very grateful to Fire District 9 for their hospitality and support. Ideally, the goal is to make the current CCB the BUC when SREC moves to its new facility.

c. Finance

Tim Henry stated work continues on year-end and recording 2023 expenses. Year-end also includes W2s, 1099s, year-end payroll, liabilities, reconciliations, closing out purchase orders and incumbrances. There will be roughly \$2M in excess and a final number will be reported out as soon as it is available. Lori Markham thanked the finance team for the amazing job they do.

d. Human Resources

Jeff Tower stated he has the quarterly meeting tomorrow with WCIA on what the insurance rates for 2025 will be. The rates have not been great lately due to verdicts against law enforcement agencies in the State. At the end of the month there is a meeting with WCIA to discuss cyber security and cyber security insurance. Jeff stated SREC should not have any problems as there are consistence trainings and SREC has participated in tabletop exercises.

e. Administration

Lori Markham stated SREC has purchased a new scheduling software that will better integrate with SREC's needs; it also includes an app that employees will have access to whenever they need it. Lori added that with the completion of the sound barrier wall in dispatch, hopefully some positive cultural shifts will begin.

**7. Open/Public Comment**

No open/public comment.

**8. Closed Meeting to Discuss Matters with Legal Counsel Related to Potential Litigation and Financial Risks.**

As allowed by RCW 42.30.110 (1)(i), it is unknown if the Board will take action.

Chair Rohrbach closed the meeting at 8:53 a.m. and estimated the Board would open the meeting in 20 minutes.

At 9:13 a.m. the Board announced the session would be extended 10 minutes.

At 9:23 a.m. the Board announced the session would be extended 5 minutes.

The meeting moved to open session at 9:29 a.m.

**9. Adjourn**

Adjourned at 9:30 a.m.

The next Regular Governing Board meeting is scheduled for February 15, 2024, at 8:00 a.m.

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Board Member  
Governing Board

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Board Member  
Governing Board



## Quotation

In accordance with your inquiry, PCTEL is pleased to quote the price on the requested items as follows:

Quote Number: SREC-3STE+P25KIT-LCS-011224	Quote Date: 01-12-2024
Customer: Spokane Regional Emergency Communications	PCTEL: Jason Chambers – Public Safety Sales Director
User name: Kevin Groth	Tel: 850-803-8971
User tel: 509-220-6484	
User email: <a href="mailto:kevin.groth@srec911.org">kevin.groth@srec911.org</a>	Email: <a href="mailto:jason.chambers@pctel.com">jason.chambers@pctel.com</a>

**Spokane Regional Emergency Communications (SREC) – Life-Cycle Services for 3 Site Monitor System & P25 Field Test Kit**

Part Number	Description	Years	RTUs	Price (Per Year & Per Unit)	Total
<b>SeeHawk Monitor - Life Cycle Services</b>					
OPS177	SeeHawk Monitor Maintenance, Calibration, Warranty Extension per RTU (1 year)	4	3	\$4,485	\$53,820
	4 Additional Years - Firmware/Software Updates/ Technical Support/Extended Warranty/ RTU Calibration (Every 2 years)				
<b>SeeHawk Touch, Reports &amp; iBflex Calibration - Life Cycle Services</b>					
		<i>QTY</i>	<i>Kits</i>	<i>Price (Per Year &amp; Per Unit)</i>	<i>Total</i>
OPS178-X2	SeeHawk Touch/Central Annual Maintenance Software Support for Permanent License (2 Year - Each	2	1	\$4,485	\$8,970
OPS176-C	SeeHawk Collect Playback with Maps and Reports Annual Maintenance for Cloud License	4	1	\$943	\$3,772
OPS137	Full Calibration, IBflex Receiver (2 year calibration)	2	1	\$1,843	\$3,686
<b>Life-Cycle Services (4 Additional Years) TOTAL (excluding taxes and shipping)</b>					<b>\$70,248</b>

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The additional Terms and Conditions of Sale that follow are part of this Quotation.



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PCTEL Quotation Form (631002-TP Rev. Y)

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Warranty Period	Description of Products
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3 years	Gflex™ scanning receivers
2 years	HBflex™ and IBflex® Lite scanning receivers <sup>2</sup> SeeHawk Monitor hardware
1 year	SeeGull® CW Transmitters SeeWave® interference locating system hardware TX2440 mmWave Transmitter PCTEL battery products
6 months	Antennas – OP318 and OP319 Amp mmWave Ant,24-40GHz
1 Year or Pass-Through Warranty Offered by applicable Third Party Manufacturer (whichever is greater)	CW Transmitter 23.5 MHz – 6.0 GHz (OP712) <sup>3</sup> Any other Products

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B. **Exclusions.** Notwithstanding the foregoing, PCTEL shall have no obligation to indemnify Buyer pursuant to paragraph 8(A) above with respect to any infringement or alleged infringement resulting from, or relating to, (i) any modification to the Product made by any person other than PCTEL or its authorized representative, (ii) any modification made to the Product by PCTEL at Buyer's specific direction, (iii) any unauthorized use of the Product by Buyer, its customer, or any other third party, (iv) any use of the Product in combination with other products, devices, hardware, software, or data, where, but for such combination, no infringement involving the Product would have occurred, or (v) the CW Transmitter 35 MHz – 4.4 GHz (OP711).

C. **Buyer Indemnification Obligations.** Buyer shall defend PCTEL and its officers, directors and employees in any lawsuit and pay (i) any damages finally awarded, or (ii) any settlement of such lawsuit (in either case, including but not limited to reasonable attorneys' fees) resulting from any third party claim against PCTEL arising out of (a) any representations or warranties regarding the capabilities, performance, functional characteristics or compatibilities of the Product beyond or inconsistent with the description set forth in the documentation provided by PCTEL; (b) the sale, distribution or use of a Product in connection with any other product, device, hardware, software, or data offered by Buyer, except to the extent that any such claim arises out of any infringement claims covered by paragraph 8(A) after application of the exclusions in paragraph 8(B) above; (c) any breach by Buyer of its representations and warranties hereunder; or (d) any claim (including a claim for personal injury or property damage) asserting that any Product, when bundled with any other product, device, hardware, software or data or sold as a system using other such items, is defective or unreasonably dangerous or fails to comply with a warranty made by Buyer. THE FOREGOING PROVISIONS OF THIS PARAGRAPH (C) STATE THE ENTIRE LIABILITY OF BUYER, AND THE SOLE REMEDY OF PCTEL, WITH RESPECT TO ANY ACTUAL OR ALLEGED CLAIMS AS DESCRIBED IN SUBSECTIONS (a) THROUGH (d).

D. **Indemnification Procedures.** If a party entitled to indemnification under this paragraph 8 (an "**Indemnified Party**") makes an indemnification request to the other party ("**Indemnifying Party**"), the Indemnified Party shall permit the other party to control the defense, disposition or settlement of the matter at its own expense; provided that the Indemnifying Party shall not, without the consent of the Indemnified Party, enter into any settlement that imposes any obligations on the Indemnified Party other than the payment of monies that are readily measurable for purposes of determining the indemnification obligations of the Indemnifying Party. The Indemnified Party shall notify the Indemnifying Party promptly of any claim for which the Indemnifying Party is responsible and shall reasonably cooperate with the Indemnifying Party to facilitate the defense of any such claim.

9. **Export Restrictions.** Buyer agrees to comply with all applicable export laws, restrictions and regulations of the United States and any other relevant jurisdiction. This includes the U.S. Export Administration Regulations (EAR) and International Traffic in Arms Regulations (ITAR), as well as all other laws, restrictions and regulations administered by the U.S. Department of Commerce, U.S. Department of State, U.S. Department of Defense, U.S. Department of Homeland Security, and any other relevant domestic or foreign agency or authority. Buyer agrees not to export, or allow the export or re-export, of any Products or related technical data in violation of any such laws, restrictions, or regulations. Buyer shall indemnify PCTEL for all liabilities, penalties, losses, damages, costs, or expenses (including attorneys' fees) incurred by PCTEL in connection with any violations of such laws, restrictions, and regulations.

10. **Choice of Law.** These General Terms shall be governed by and construed under the laws of the State of Illinois, excluding that body of law pertaining to conflict of laws. The rights and obligations of the parties shall not be governed by the provisions of the United Nations Convention on Contracts for the International Sales of Goods.

11. **Dispute Resolution.** PCTEL and Buyer will attempt to settle any claim or controversy between them (other than disputes involving intellectual property) through good faith consultation and negotiation. If the parties are unable to settle any such dispute within thirty (30) days, the parties agree to settle such dispute (other than disputes involving intellectual property) through mediation or other form of alternate dispute resolution ("ADR"). If the parties are unable to agree on the form of ADR, the matter shall be submitted to arbitration to be arbitrated by one arbitrator. The ADR or arbitration proceeding shall take place in Cook County, Illinois and be conducted in the English language. Notwithstanding the foregoing, any dispute with respect to intellectual property rights shall be submitted to the U.S. District Court for the Northern District of Illinois and not be referred to ADR or arbitration as described above.



12. **Notices.** All notices, demands, requests or other communications which may be or are required to be given, served, or sent by either party to the other party shall be in writing and shall be hand delivered or sent by courier, addressed to each party at the address shown on the relevant quotation, purchase order, confirmation, or invoice. Each party may designate by written notice a new address to which any notice, demand, request, or communication may thereafter be delivered, given, served, or sent. Documents delivered by hand shall be deemed to have been received upon delivery, and documents sent by courier shall be deemed to have been received upon receipt or at such time as delivery is refused by addressee upon presentation.

13. **Entire Agreement.** These General Terms and any documents in which they are referenced constitute the entire agreement between PCTEL and Buyer and supersede all prior understandings between PCTEL and Buyer, and supersede all prior understandings or agreements on the subject matter.



# Quotation

In accordance with your inquiry, PCTEL is pleased to quote the price on the requested items as follows:

Quote Number: SREC-3STE-MNTR-P25KIT-011224R1      Quote Date: 01-12-2024  
 Date:  
 Customer: Spokane Regional Emergency Communications      PCTEL: Jason Chambers – Public Safety Sales Director  
 User name: Kevin Groth      Tel: 850-803-8971  
 User tel: 509-220-6484  
 User email: [kevin.groth@srec911.org](mailto:kevin.groth@srec911.org)      Email: [jason.chambers@pctel.com](mailto:jason.chambers@pctel.com)

## Spokane Regional Emergency Communications (SREC) - 3 Site Monitor System & P25 Field Test Kit

In this proposal:

### Hardware

- Qty 3: 3 SeeHawk Monitor RTUs along, 3 racks for installation & 3 Set-Up Installations
- Qty 1: Platform Manager which controls 3-Sites on a single system
- Qty 1: IBflex P25 Grid, Walk and Drive Test Kit w/Reporting
- Qty 1: Extra Battery Pack & Charger for the IBflex Scanner

Part Number	Description	Qty	Price (ea.)	Price Total
<b>SeeHawk Monitor</b>				
08920-01	SeeHawk Monitor P25 Remote Test Unit (RTU) w/ Spectrum Analysis & P25 Uplink	3	\$34,995	\$104,985
OP009A	Rack Mount, Dual Bracket/Shelf Kit, 19 Inch 1U (For SeeHawk Monitor Remote Test Unit)	3	\$95	\$285
OPS181	SeeHawk Monitor System Interference Channel Setup (one day remote support)	1	\$1,000	\$1,000
09218-F	SeeHawk Monitor Platform Manager with Transferable License (Windows based)	1	\$4,995	\$4,995
<b>SUBTOTAL (excluding taxes and shipping)</b>				<b>\$111,265</b>
<b>P25 Test Kit</b>				
09500-05	Public Safety Network Testing Solution – In-Building P25	1	\$21,520	\$21,520
09500-20-U1	Outdoor Upgrade for LMR Testing for Permanent License (IBflex)	1	\$7,746	\$7,746
OP416	Dual Battery Power Pack and Charger Kit - IBflex (Includes 2 batteries)	1	\$1,418	\$1,418
09531-NL	SeeHawk Central Base with Automated Workflow Management, Unlimited Uploads	1	\$0	\$0
UPL-NL	SeeHawk Central Bulk Upload	1	\$0	\$0
<b>SUBTOTAL (excluding taxes and shipping)</b>				<b>\$30,684</b>
<b>P25 Test Kit/Monitor/Central Training</b>				
OPT005-C	Certification Training for SeeHawk Touch Public Safety Package - 2 days at Customer Site for up to 5 people (North America)	1	\$2,620	\$2,620
OPS179	SeeHawk Monitor System Setup and Training (2 days on site)	1	\$4,750	\$4,750
<b>SUBTOTAL (excluding taxes and shipping)</b>				<b>\$7,370</b>
<b>Total Project</b>	<i>Includes Hardware, Software, Training, Maintenance &amp; Services for 1-year</i>			
<b>TOTAL (excluding taxes and shipping)</b>				<b>\$149,319</b>
<b>Discounts/Incentives</b>				
Discount	OPT005-C; Certification Training for SeeHawk Touch Public Safety Package - 1 day at Customer Site for up to 5 people (North America)	1	(\$2,620)	(\$2,620)
Discount	OPS179; SeeHawk Monitor System Setup and Training (2 days on site)	1	(\$4,750)	(\$4,750)
<b>SUBTOTAL (Discounts)</b>				<b>(\$7,370)</b>
<b>Total Project</b>	<i>Includes Hardware, Software, Training, Maintenance &amp; Services WITH Discounts &amp; Incentives</i>			
<b>TOTAL (excluding taxes and shipping)</b>				<b>\$141,949</b>



1. All purchase orders are subject to acceptance by confirmation in writing by PCTEL's authorized officer.
2. This Quotation is valid for thirty (30) days from Quote Date unless otherwise indicated.
3. Delivery of all Products ordered by Buyer shall be made, and title and risk of loss shall pass to Buyer in accordance with, EXW (Ex-Works) PCTEL's point of shipment.

The additional Terms and Conditions of Sale that follow are part of this Quotation.



## General Terms and Conditions of Sale

**SPECIAL NOTICE:** As a result of the ruling by the United States Department of Commerce, Bureau of Industry and Security (BIS) on May 16, 2019 adding Huawei Technologies Co., Ltd. and 68 of its subsidiaries and affiliates (“Huawei”) to the Entity List maintained under the Export Administration Regulations, many of PCTEL’s test and measurement products (including its scanning receivers) cannot be sold directly or indirectly to Huawei unless authorized by a separate license issued by the Commerce Department or unless eligible for a Temporary General License. Please see the published notification from BIS ([Docket No. 190513445-9445-01](#)).

- Purchase Orders.** Any purchase order (“Purchase Order”) submitted by Buyer and accepted by PCTEL, Inc. (“PCTEL”), shall be subject to these General Terms and Conditions of Sale (these “General Terms”). PCTEL objects to any terms proposed by Buyer in a purchase order or otherwise, which add to, vary from or conflict with these General Terms. Any such proposed terms shall not operate as a rejection of these General Terms, but are deemed a material alteration, and these General Terms shall be deemed accepted by Buyer without said additional or different terms. “**Buyer**” as used in these General Terms shall refer to the purchaser, whether an individual, a partnership, a company or any other type of entity or organization. “**Product**” as used in these General Terms shall mean devices, receivers, transmitters, systems, copies of Software, related materials or documentation, and related parts and components sold or licensed to Buyer by PCTEL.
- Software.** “**Software**” shall mean the software, in object code form, or software programs incorporated in or provided directly or indirectly by PCTEL to be used in connection with the Products, including any corrections, updates, upgrades, enhancements, new releases, new versions, patches and other modifications made thereto. PCTEL expressly reserves all title and ownership in and to the Software (and all copies thereof), in any form. Title to the Software shall not pass to Buyer at any time. PCTEL will grant a personal, non-exclusive, non-transferable right and license to Buyer to install and/or use the Software solely as embedded in or in conjunction with the Products. Buyer will be prohibited from copying, distributing, modifying, adapting, reverse engineering, disassembling, or preparing derivative works of the Software.
- Price and Payment.** All invoices shall be paid in United States Dollars. Late charges will be imposed on past due accounts at an interest rate which shall be the lower of the maximum legal rate at the time the purchase order is accepted or 1.5% per month. PCTEL may request a deposit or progress payments in conjunction with custom Products or large Product orders. In all other cases, payment is due immediately prior to shipment of the Products to Buyer. The foregoing notwithstanding, if Buyer desires to purchase the Products on thirty (30) day credit terms, Buyer may complete the PCTEL Credit Application form (the “**Application**”) and submit it to PCTEL for consideration. If Buyer’s Application is approved by PCTEL in its sole discretion, Buyer may pay the invoiced amount of the Products within thirty (30) days of the date of the invoice. If Buyer is located in the United States, Buyer may pay the invoiced amount of the Products as follows: (i) by Automated Clearing House (ACH), (ii) by wire transfer of immediately available funds to the account specified by PCTEL, or (iii) if Buyer’s Application is approved, by corporate check in accordance with the instructions provided by PCTEL. If Buyer is located in a country other than the United States, payment must be made by wire transfer of immediately available funds to the account specified by PCTEL or by such other means of payment approved in writing by PCTEL. Product prices are exclusive of any federal, state, or local excise, sales, use, value added, or other taxes, customs, duties, or similar tariffs and fees, which shall be the responsibility of Buyer. Unless otherwise stated, prices do not include installation instruction or other special documentation costs, or costs for special packaging materials, each of which will be quoted separately based upon Buyer’s requirements.
- Delivery.** Delivery of all Products ordered by Buyer shall be made, and title and risk of loss shall pass to Buyer in accordance with, EXW (Ex-Works) PCTEL’s point of shipment. Buyer shall be solely responsible for the expenses associated with shipping, including shipping for return and redelivery of the Products to be upgraded. Warranty shipping is covered under 6(C). ICC Incoterms 2020 shall apply to international shipments, except insofar as the Incoterms may be inconsistent with the express provisions of these General Terms. PCTEL shall not be liable for failure to perform any obligation under any purchase order or any loss, damage, or delay due directly or indirectly to causes beyond the control and without the fault or negligence of PCTEL, including, without limitation: (i) acts of God or unusually severe weather conditions, including earthquake, storm, fire, or flood; (ii) acts of the public enemy, war, hostility, or invasion; (iii) civil disturbances, riots, or insurrections; (iv) public health issues, including epidemics and pandemics; (v) any accident, explosion, sabotage, or similar disruption; (vi) any labor difficulty (whether general, local, or confined to a particular group of employees, including but not limited to strikes, lockouts, work stoppages, or refusal to cross a picket line); and (vii) any transportation difficulty, wreck, accident, or traffic delay.

PCTEL Quotation Form (631002-TP Rev. Y)

22600 Gateway Center Drive Suite 100, Clarksburg, MD 20871 / Tel: +1 301 515 0036 / [www.pctel.com](http://www.pctel.com)

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5. **Cancellation.** No cancellation or return of custom or special Products is permitted. PCTEL may, in its sole discretion, approve in writing the cancellation or return of certain standard Products, subject to a restocking fee.

6. **Inspection; Warranty.**

A. Inspection. Buyer shall promptly inspect the shipped Products for accuracy and completeness, and shall notify PCTEL of any deficiency within ten (10) days of receipt. In the event Buyer fails to give written notice to PCTEL of any deficiency in the foregoing (specifying the basis of the claim in detail) within such time period, Buyer waives any claim related to such deficiency. In the event that PCTEL receives written notice of such a deficiency, PCTEL will promptly correct any short or incorrect shipment at its own expense and will repair or replace defective Products in accordance with the terms of paragraph 6(B).

B. General Warranty. PCTEL warrants that the Products furnished hereunder shall be free from defects in material and workmanship under normal use and operation for the following periods of time commencing with the date of shipment by PCTEL:

Warranty Period	Description of Products
5 years	MXflex®, and IBflex® scanning receivers <sup>1</sup>
3 years	Gflex™ scanning receivers
2 years	HBflex™ and IBflex® Lite scanning receivers <sup>2</sup> SeeHawk Monitor hardware
1 year	SeeGull® CW Transmitters SeeWave® interference locating system hardware TX2440 mmWave Transmitter PCTEL battery products
6 months	Antennas – OP318 and OP319 Amp mmWave Ant,24-40GHz
1 Year or Pass-Through Warranty Offered by applicable Third Party Manufacturer (whichever is greater)	CW Transmitter 23.5 MHz – 6.0 GHz (OP712) <sup>3</sup> Any other Products

<sup>1</sup> Except in situations involving an upgrade from:

- a SeeGull® MX Scanning Receiver to an a MXflex® scanning receiver, or
- an IBflex® model 0890x Scanning Receiver to an IBflex® model 0890x-E scanning receiver, or
- a SeeGull® EX or EXflex® scanning receiver to an IBflex® scanning receiver,

in which cases the warranty period shall be the longer of (i) 2 years or (ii) the remaining warranty period on the scanning receiver being upgraded.

<sup>2</sup> Except in situations involving an upgrade from an IBflex® or IBflex® Lite scanning receiver to an HBflex™ scanning receiver, in which case the warranty period shall be the shorter of (i) 2 years or (ii) the remaining warranty period on the scanning receiver being upgraded.

<sup>3</sup> The 2 year pass-through warranty, as well as warranty service, are provided by AudioVideo BrandBuilder Corporation.

PCTEL does not provide a warranty on the SeeWave®, SeeHawk® Collect, SeeHawk® Touch, SeeHawk™ Central Software applications or any other Software. Software is licensed and not sold. Each license for SeeWave, SeeHawk Collect, and SeeHawk Touch includes a subscription for support and maintenance for an initial period. PCTEL may offer renewals or extensions of subscriptions for support and maintenance. SeeHawk Central is provided as SAAS on a subscription basis requiring maintenance of a subscription in order to continue using the Software/system and receiving support.

PCTEL’s sole and exclusive obligation under the foregoing warranty is, at its option, to repair or replace any defective Product that fails during the warranty period. The expense of removal and reinstallation of any item is not included in this warranty. THE





FOREGOING WARRANTY IS EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE AND ANY WARRANTIES ARISING FROM A COURSE OF DEALING, USAGE OR TRADE PRACTICE WITH RESPECT TO THE PRODUCTS. Repair or replacement in the manner provided herein shall be the sole and exclusive remedy of the Buyer for breach of warranty and shall constitute fulfillment of all liabilities of PCTEL with respect to the quality and performance of the Products.

The foregoing warranty shall apply only if: (a) the Product has been properly installed and used at all times in accordance, in all material respects, with the applicable Product documentation; (b) no modification, alteration or addition has been made to the Product by persons other than PCTEL or PCTEL's authorized representatives or otherwise approved by PCTEL in writing; and (c) the Product has not been subjected to abuse, misuse, neglect or unusual physical, electrical or electromagnetic stress, or some other type of accident. PCTEL DOES NOT WARRANT THAT THE OPERATION OF THE PRODUCTS IS ERROR-FREE OR THAT OPERATION WILL BE UNINTERRUPTED. IN NO EVENT SHALL PCTEL BE LIABLE FOR: (i) ANY SPECIAL, INCIDENTAL, CONSEQUENTIAL OR INDIRECT DAMAGES TO THE BUYER OR ANY THIRD PARTY, WHETHER THE CLAIM IS BASED UPON CONTRACT, TORT, STRICT LIABILITY OR OTHERWISE, (ii) THE BUYER'S SELECTION OF PRODUCTS FOR THE BUYER'S APPLICATION, AND/OR (iii) FAILURE OF PRODUCTS TO MEET GOVERNMENT OR REGULATORY REQUIREMENTS. PCTEL'S MAXIMUM AGGREGATE LIABILITY TO THE BUYER SHALL BE LIMITED TO THE TOTAL AMOUNT PAID BY THE BUYER TO PCTEL FOR THE SPECIFIC PRODUCTS FROM WHICH LIABILITY ARISES. THE FOREGOING EXCLUSIONS AND LIMITATIONS OF LIABILITY AND DAMAGES SHALL NOT APPLY TO DAMAGES FOR PERSONAL INJURY.

C. **Warranty Procedures.** In the event of a warranty claim, the Buyer must contact PCTEL to arrange for Product return. No Product will be accepted for replacement or repair without first obtaining a Return Material Authorization (RMA) number from the PCTEL website at [www.pctel.com/support/product-returns-rma](http://www.pctel.com/support/product-returns-rma), or by contacting PCTEL Customer Service by telephone at 1-240-460-8833 or by email at [support.rfsg@pctel.com](mailto:support.rfsg@pctel.com). PCTEL reserves the right to inspect all defective Products. Products returned without an RMA number will not be processed and will be returned to the Buyer freight collect. The warranty period of any repaired or replaced Product shall not extend beyond the original term of the warranty on the Product repaired or replaced. Product to be repaired or replaced under warranty is to be returned, freight prepaid, to the following address with the assigned RMA number displayed on the box:

**PCTEL, Inc.**  
Attn: RMA Coordinator  
22600 Gateway Center Drive, Suite 100  
Clarksburg, MD 20871 USA

7. **Confidential and Proprietary Information.** Any Software, information, data, drawings, pricing, manuals, and other documents (collectively, "Documents") transmitted by PCTEL to Buyer shall be deemed PCTEL Confidential Proprietary Information, shall remain PCTEL's property, shall be kept confidential by Buyer and its employees, agents, officers and directors, and shall be promptly returned to PCTEL at PCTEL's request. Buyer acknowledges that the Software contains valuable proprietary information and trade secrets of PCTEL and that unauthorized or improper use of Software may result in irreparable harm to PCTEL for which monetary damages would be inadequate and for which PCTEL will be entitled to immediate injunctive relief. Buyer shall not disclose, without PCTEL's written permission, any Documents to any other person (other than to Buyer's employees having a need to know, and its attorneys, accountants, and other professional advisors as reasonably necessary, or as required by law or pursuant to a court decree). The obligations of this Section shall survive cancellation, termination, or completion of Buyer's Purchase Order.

8. **Indemnification.**

A. **PCTEL Indemnification Obligations.** PCTEL shall defend Buyer in any lawsuit and pay (i) any damages finally awarded, or (ii) any settlement of such lawsuit as provided below (in either case, including but not limited to reasonable attorneys' fees) resulting from any third party claim alleging that the Product, when properly used as contemplated herein, directly infringes any copyright, trade secret or U.S. patent of any third party. THE FOREGOING STATES THE ENTIRE LIABILITY OF PCTEL, AND THE SOLE REMEDY OF BUYER, WITH RESPECT TO ANY ACTUAL OR ALLEGED CLAIM OF INFRINGEMENT OR MISAPPROPRIATION OF INTELLECTUAL PROPERTY RIGHTS. In the event of an infringement claim against Buyer as described above or in the event PCTEL believes such a claim is likely, PCTEL shall have



the option, at its expense, to (i) modify the Product so that it is non-infringing; or (ii) obtain for Buyer a right to continue using the Product. If it is not commercially reasonable to perform either of the above options, then PCTEL may terminate Buyer's right to obtain, resell and use the Product.

B. **Exclusions.** Notwithstanding the foregoing, PCTEL shall have no obligation to indemnify Buyer pursuant to paragraph 8(A) above with respect to any infringement or alleged infringement resulting from, or relating to, (i) any modification to the Product made by any person other than PCTEL or its authorized representative, (ii) any modification made to the Product by PCTEL at Buyer's specific direction, (iii) any unauthorized use of the Product by Buyer, its customer, or any other third party, (iv) any use of the Product in combination with other products, devices, hardware, software, or data, where, but for such combination, no infringement involving the Product would have occurred, or (v) the CW Transmitter 35 MHz – 4.4 GHz (OP711).

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D. **Indemnification Procedures.** If a party entitled to indemnification under this paragraph 8 (an "**Indemnified Party**") makes an indemnification request to the other party ("**Indemnifying Party**"), the Indemnified Party shall permit the other party to control the defense, disposition or settlement of the matter at its own expense; provided that the Indemnifying Party shall not, without the consent of the Indemnified Party, enter into any settlement that imposes any obligations on the Indemnified Party other than the payment of monies that are readily measurable for purposes of determining the indemnification obligations of the Indemnifying Party. The Indemnified Party shall notify the Indemnifying Party promptly of any claim for which the Indemnifying Party is responsible and shall reasonably cooperate with the Indemnifying Party to facilitate the defense of any such claim.

9. **Export Restrictions.** Buyer agrees to comply with all applicable export laws, restrictions and regulations of the United States and any other relevant jurisdiction. This includes the U.S. Export Administration Regulations (EAR) and International Traffic in Arms Regulations (ITAR), as well as all other laws, restrictions and regulations administered by the U.S. Department of Commerce, U.S. Department of State, U.S. Department of Defense, U.S. Department of Homeland Security, and any other relevant domestic or foreign agency or authority. Buyer agrees not to export, or allow the export or re-export, of any Products or related technical data in violation of any such laws, restrictions, or regulations. Buyer shall indemnify PCTEL for all liabilities, penalties, losses, damages, costs, or expenses (including attorneys' fees) incurred by PCTEL in connection with any violations of such laws, restrictions, and regulations.

10. **Choice of Law.** These General Terms shall be governed by and construed under the laws of the State of Illinois, excluding that body of law pertaining to conflict of laws. The rights and obligations of the parties shall not be governed by the provisions of the United Nations Convention on Contracts for the International Sales of Goods.

11. **Dispute Resolution.** PCTEL and Buyer will attempt to settle any claim or controversy between them (other than disputes involving intellectual property) through good faith consultation and negotiation. If the parties are unable to settle any such dispute within thirty (30) days, the parties agree to settle such dispute (other than disputes involving intellectual property) through mediation or other form of alternate dispute resolution ("ADR"). If the parties are unable to agree on the form of ADR, the matter shall be submitted to arbitration to be arbitrated by one arbitrator. The ADR or arbitration proceeding shall take place in Cook County, Illinois and be conducted in the English language. Notwithstanding the foregoing, any dispute with respect to intellectual property rights shall be submitted to the U.S. District Court for the Northern District of Illinois and not be referred to ADR or arbitration as described above.



12. **Notices.** All notices, demands, requests or other communications which may be or are required to be given, served, or sent by either party to the other party shall be in writing and shall be hand delivered or sent by courier, addressed to each party at the address shown on the relevant quotation, purchase order, confirmation, or invoice. Each party may designate by written notice a new address to which any notice, demand, request, or communication may thereafter be delivered, given, served, or sent. Documents delivered by hand shall be deemed to have been received upon delivery, and documents sent by courier shall be deemed to have been received upon receipt or at such time as delivery is refused by addressee upon presentation.

13. **Entire Agreement.** These General Terms and any documents in which they are referenced constitute the entire agreement between PCTEL and Buyer and supersede all prior understandings between PCTEL and Buyer, and supersede all prior understandings or agreements on the subject matter.





## SPOKANE REGIONAL EMERGENCY COMMUNICATIONS

02/08/2024

02/08/2024

SPOKANE REGIONAL EMERGENCY COMMUNICATIONS  
1620 N REBECCA  
SPOKANE, WA 99217

Dear Dusty Patrick,

Motorola Solutions is pleased to present SPOKANE REGIONAL EMERGENCY COMMUNICATIONS with this quote for quality communications equipment and services. The development of this quote provided us the opportunity to evaluate your requirements and propose a solution to best fulfill your communications needs.

Billing Address:  
 SPOKANE REGIONAL  
 EMERGENCY  
 COMMUNICATIONS  
 1620 N REBECCA  
 SPOKANE, WA 99217  
 US

Shipping Address:  
 SPOKANE COUNTY  
 N SUMMIT RD  
 MEAD, WA 99021  
 US

Quote Date:02/08/2024  
 Expiration Date:05/08/2024  
 Quote Created By:  
 JAMES WYLIE  
 CES  
 JAMES.WYLIE@  
 motorolasolutions.com  
 972-837-0008

End Customer:  
 SPOKANE REGIONAL EMERGENCY  
 COMMUNICATIONS  
 Dusty Patrick  
 Dusty.Patrick@srec911.org

Contract: 17724 - HGAC (TX)-RA05-21  
 Payment Terms:30 NET

### Summary:

Any sales transaction resulting from Motorola's quote is based on and subject to the applicable Motorola Standard Terms and Conditions, notwithstanding terms and conditions on purchase orders or other Customer ordering documents. Motorola Standard Terms and Conditions are found at [www.motorolasolutions.com/product-terms](http://www.motorolasolutions.com/product-terms).

Line #	Item Number	Description	Qty	Term	Sale Price	Ext. Sale Price
	Rave AppArmor					
1	SSV00S03966A	SOFTWARE,RAVE APPARMOR BUNDLE*	1	3 YEAR	\$0.00	\$0.00
2	SSV00S03967A	SOFTWARE,RAVE APPARMOR BASE ANNUAL LICENSE*	1	3 YEAR	\$108,000.00	\$108,000.00
3	SSV00S03968A	SOFTWARE,RAVE APPARMOR VARIABLE ANNUAL LICENSE*	1	3 YEAR	\$64,800.00	\$64,800.00

**Grand Total** **\$172,800.00(USD)**

### Pricing Metric :

Price is indicative of the following -  
 Population Size Rave AppArmor - 540000

### Pricing Summary



Any sales transaction following Motorola's quote is based on and subject to the terms and conditions of the valid and executed written contract between Customer and Motorola (the "Underlying Agreement") that authorizes Customer to purchase equipment and/or services or license software (collectively "Products"). If no Underlying Agreement exists between Motorola and Customer, then Motorola's Standard Terms of Use and Motorola's Standard Terms and Conditions of Sales and Supply shall govern the purchase of the Products.

Motorola Solutions, Inc.: 500 West Monroe, United States - 60661 ~ #: 36-1115800

	Sale Price	
Upfront Costs for Hardware, Accessories and Implementation (if applicable), plus Subscription Fee	\$57,600.00	\$0.00
Year 2 Subscription Fee	\$57,600.00	\$0.00
Year 3 Subscription Fee	\$57,600.00	\$0.00
Grand Total System Price	\$172,800.00	\$0.00

### Notes:

- Additional information is required for one or more items on the quote for an order.
- This quote contains items with approved price exceptions applied against them.
- Unless otherwise noted, this quote excludes sales tax or other applicable taxes (such as Goods and Services Tax, sales tax, Value Added Tax and other taxes of a similar nature). Any tax the customer is subject to will be added to invoices.



## APPARMOR SOLUTION DESCRIPTION

AppArmor is a personal safety and emergency response platform for mobile phones, branded to your organization. Offering a range of products that help your people stay informed and improve safety, AppArmor is highly configurable to the needs of your community.

AppArmor products that target different strategies and enhance the safety and communication on your campus or at your organization include:

- **AppArmor Safety**

This serves as an organization's official mobile safety app, which includes over 50 tools for users to stay informed, ask for help, and communicate with safety officers. For example, on a university campus, students can instantly reach out to campus security for help via one-to-one chat, use the virtual walk-home function if returning to a dorm late at night, push the emergency button in the case of an incident, easily report suspicious activity, or receive emergency alerts.

- **AppArmor Alert**

This mass notification alert uses a single intuitive and reliable dashboard to quickly alert targeted users in a crisis. The platform makes it easy to send messages even in a high-stress situation, and it includes options for pushing out information across multiple channels in addition to mobile phone alerts, such as email, social media channels, desktop alerting, voice calls, and website banners.

- **AppArmor Command**

This crisis communication and response platform optimizes communication between your security officers and team members, and with first responders. Users can easily push notifications to individuals or to a group in this secure environment and continue to chat to keep everyone informed. Automatic conference calling options, easy-to-access contact lists, and interactive maps help to improve communication, which can lead to more efficient emergency response.

- **AppArmor Report**

This comprehensive reporting tool lets users click through an app to quickly report a situation or give a tip on something they have seen. This can include a brief description, location, and video. Administrators use the same app to inform others of the incident, and a message can go out via email, SMS, or phone to deliver the information promptly to the right people.

- **AppArmor Work Alone**

An automated safety check-in system, Work Alone makes it easy for people working late or working in isolated areas to know they can quickly get help if needed. An intuitive user interface lets people indicate where and for how long they will be working alone, and set intervals for automatic check-ins, at which point the worker simply clicks "confirmed" if all is well. An emergency button enables users to immediately send a message to relevant authorities and get help as quickly as possible in case of an emergency.





With AppArmor, your organization can determine what tools will be the most valuable for protecting your community. By choosing AppArmor, your organization benefits from:

**A solution that is highly customizable for organizations of any size or function.**

The apps and the product groups can align with the unique needs of your organization, and be customized to target students, employees, or community members.

**A suite of tools applicable to both daily living and emergency situations.**

The AppArmor offerings provide support for everyday events, like walking to a dorm or parking garage late at night or contacting help in the case of a fall or minor incident; they also offer solutions so that information and responses can flow in moments of emergency.

**An offering that sends a strong message about public safety in your organization.**

With an app that is custom-branded to match your organization's look and logo, and has easy-to-use features that support asking for help and reporting suspicious activity, you provide a powerful and reassuring message to your community members that there is a reliable safety team ready to respond.

Millions of people are currently using AppArmor in industries that span universities, schools, health care facilities, businesses, and government agencies. It is an award-winning application that has proven instrumental in increasing safety and security in each location.



# Operations Report



February  
2024

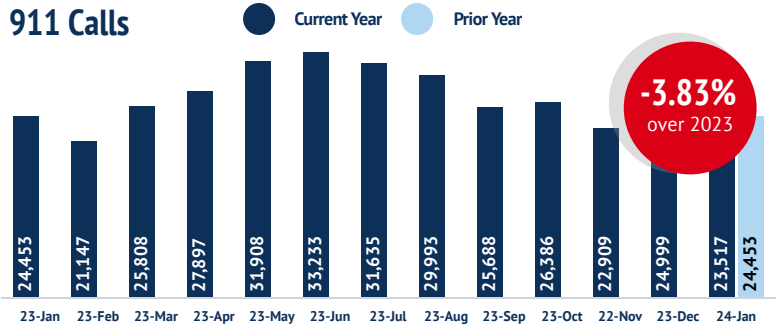
Board Meeting: February 15, 2024



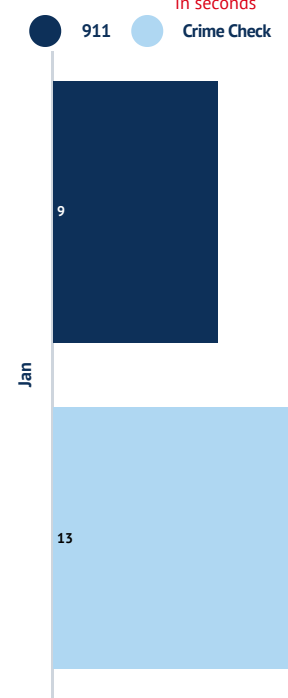
SPOKANE REGIONAL  
**EMERGENCY**  
COMMUNICATIONS

# Call & Report Statistics

## 911 Calls

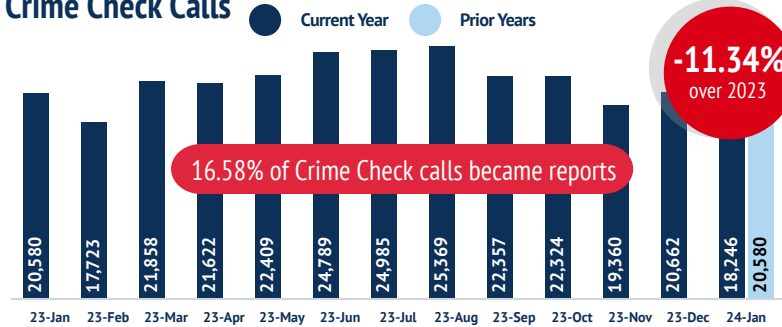


## Average Hold Time



\*June 2023 call totals adjusted according to average calls per day given 9 days at BUC.

## Crime Check Calls



## YTD Totals



41,763

Total Calls  
(0.76% increase)



3,026

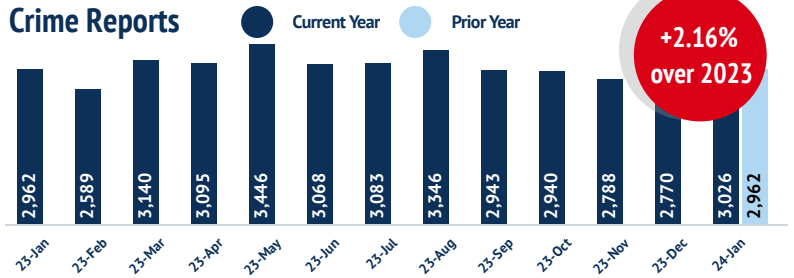
Total Crime Check Reports



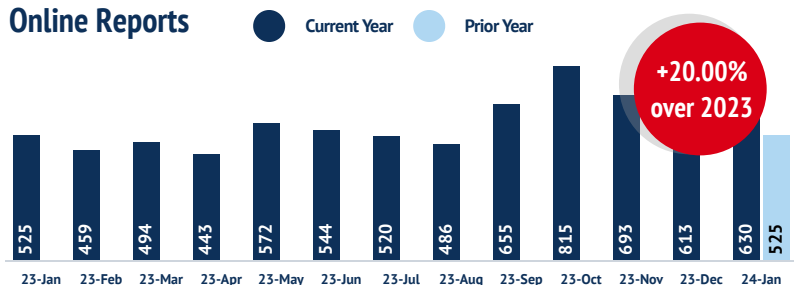
630

Total Online Reports

## Crime Reports

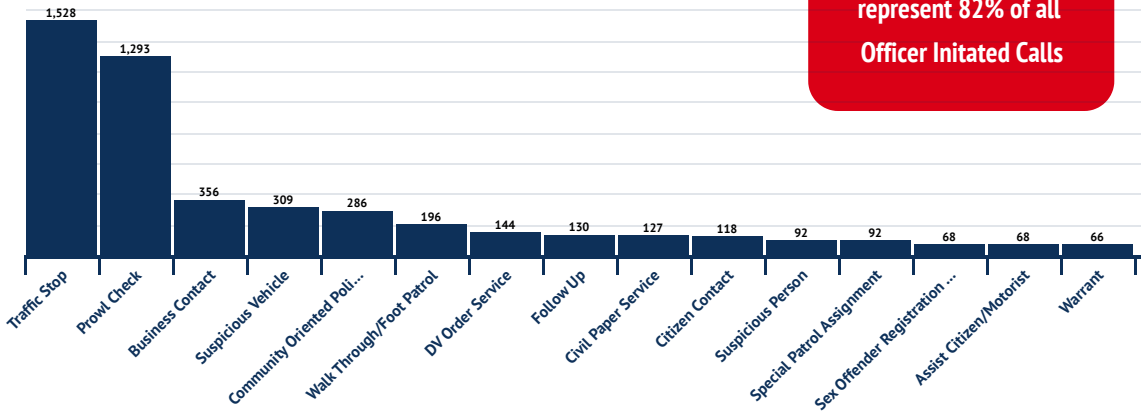


## Online Reports



# Top 15 Officer Initiated Call Types

December 2023

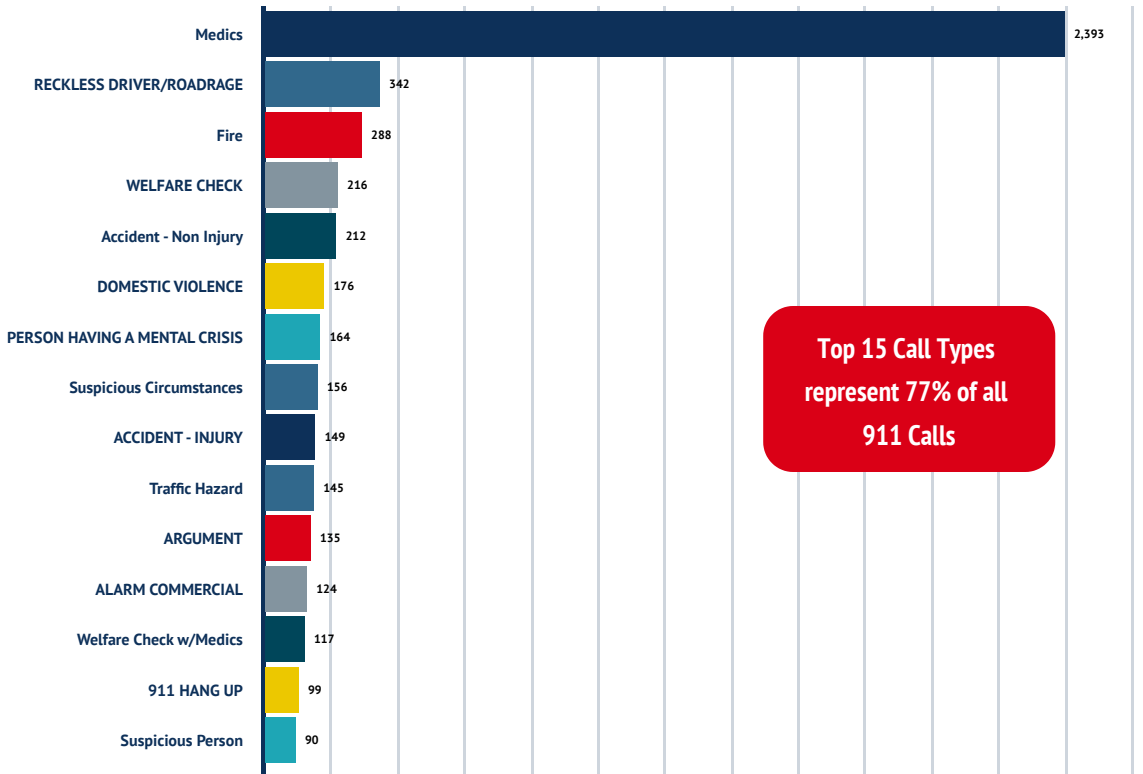


**Top 15 Call Types represent 82% of all Officer Initiated Calls**

**Reminder: Member Law Enforcement agencies can set up meetings with SREC staff to develop personalized electronic dashboards.**

# Top Overall 15 Call Types

December 2023

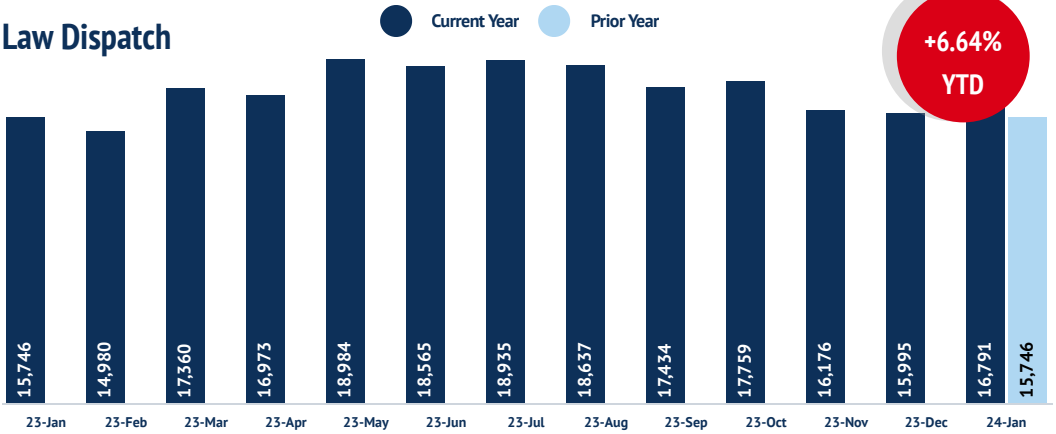


**Top 15 Call Types represent 77% of all 911 Calls**

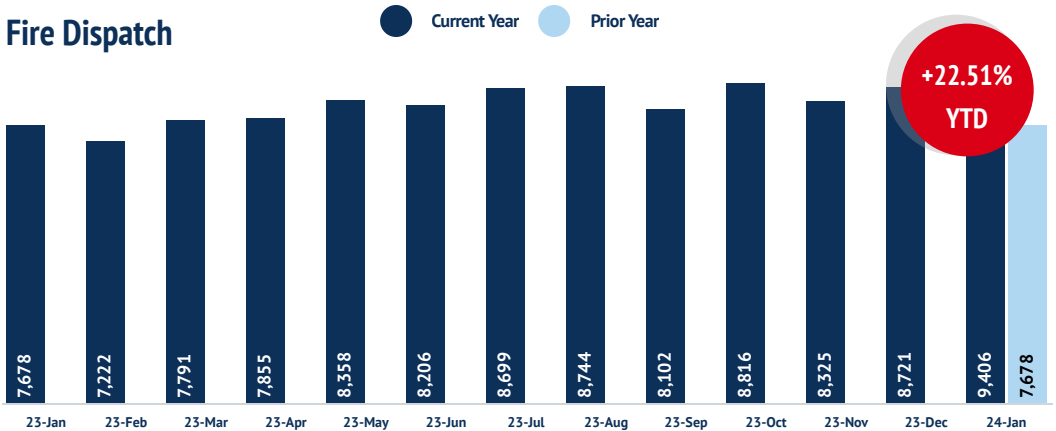
# Dispatch Statistics

Law Dispatch is measured in "assists". Numbers reflect each call a dispatcher works for patrol. Fire Dispatch is measured in actual dispatches to the field.

## Law Dispatch



## Fire Dispatch



## YTD Totals



**16,791**

Law Assists

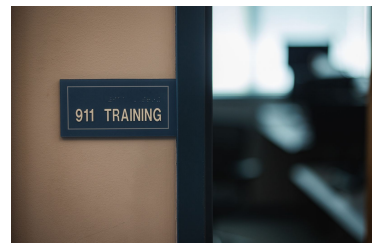


**9,406**

Fire Dispatches

## CTOs take training to the next level

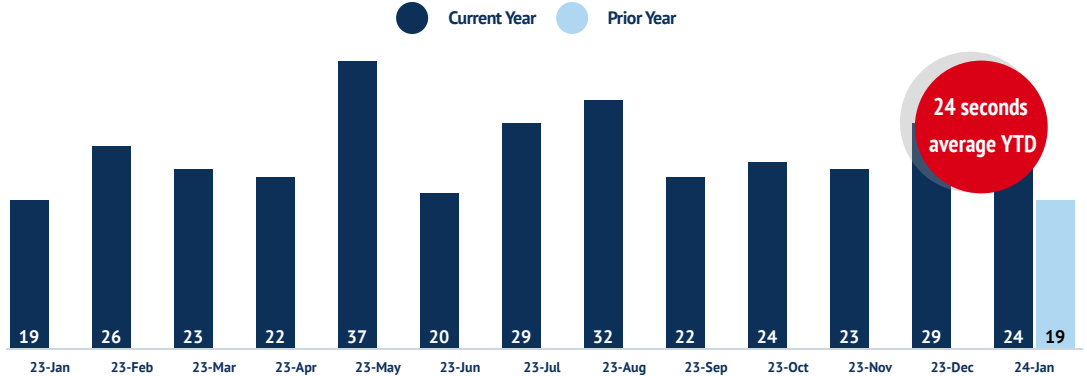
2023 was a busy year of hiring, training, and cross-training, meaning our Communications Training Officers (CTOs) were put to the test. Despite the pace and larger classes, our CTOs rose to the occasion with determination as well as flexibility. In 911 alone, we saw 18 new COs trained and retained, with 4 more in our January Academy and up to 4 more expected in February. With our change in staffing model, we hired and trained 9 Report Techs at the end of 2023 and 3 more in January 2024, with several more expected over the coming months. And it didn't stop there. We had three COs join our Law Dispatch team in 2023, with 2 more in February. For Fire Dispatch, we had 2 COs move into fire in 2023, with 1 more in January 2024 and another 1 upcoming in March. Thank you to our CTO team for all you do to make our agency better. We truly appreciate you!



# EMD Statistics

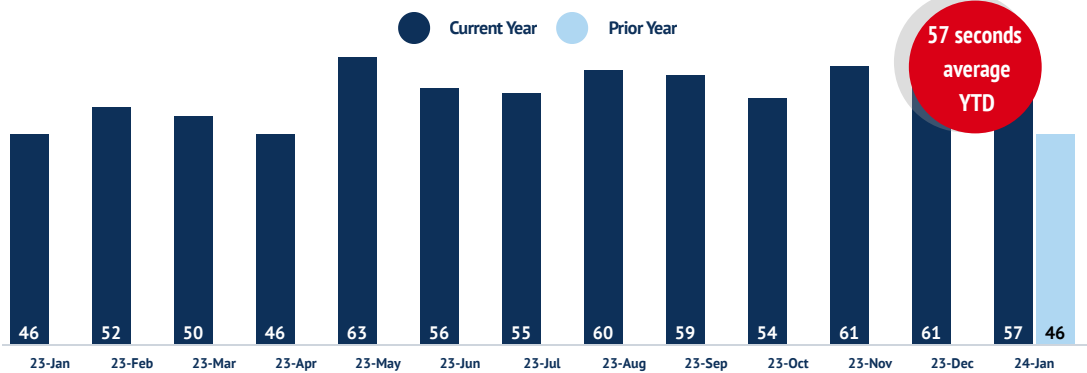
## Time to Queue (for Echo calls)

Recognition of medics call type code to completion of key questions.

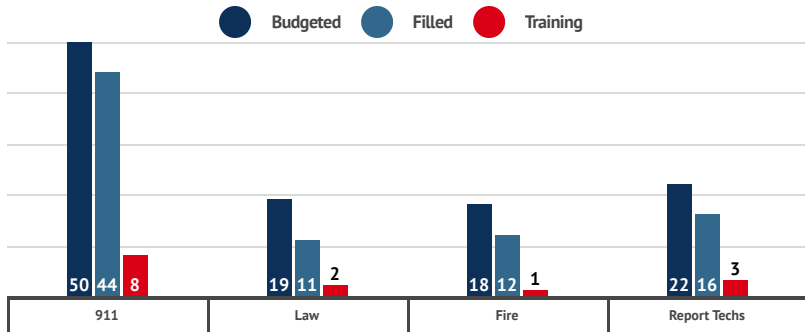


## Hands on Chest

Time represented from call received to start of instructions for bystander compressions. IAED standard is 120 seconds or less.



## Staffing Vacancies



New trainee to Fire in March

New trainees to Law in Feb & March

11% total vacancies as of February 8, 2024



Upcoming Academy: Feb 19--2 RTs + 4 COs