Spokane Regional EMERGENCY COMMUNICATIONS
SREC 9-1-1

Governing Board Regular Meeting
1620 North Rebecca Street
Spokane, Washington 99217
January 12, 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 December 21, 2023 Regular Meeting
3. **Action Items**
   a. CAD Systems Infastructure – Dusty Patrick
4. **New Business**
   a. HB 2258
5. **Old Business**
   a. New Facility Update – Lori Markham
   b. CAD Update – Brandon Childs
   c. Cheney Update – Lori Markham
   d. HB1155 Update – Scott Simmons
6. **Staff Reports**
   a. Operations – Kim Arredondo
      i. Operations Report - https://infogram.com/1p55m5knzmdwj6fp05dd9egndzt3zdnj7z3?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.

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

   Chief Cody Rohrbach called the meeting to order at 8:00 a.m. The following Board members were in attendance:

   Board Members
   Cody Rohrbach (Chair) – Spokane County Fire District 3
   John Nowels – Spokane County Sheriff's Office
   Chief Dave Ellis – Spokane Valley Police Department
   Chief Brian Schaeffer – Spokane Fire Department
   Chief Frank Soto, Jr. – Spokane Valley Fire Department
   Assistant Chief Howard Johnson – Spokane County Fire District 4
   Scott Simmons – Spokane County
   Garrett Jones – City of Spokane
   Gayne Sears – Citizen Representative

   Staff
   Lori Markham, Executive Director
   Kim Arredondo, Deputy Director
   Dusty Patrick, Technical Services Director
   Jeff Tower, HR Manager
   Heather Thompson, 911 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
   Bre Kostelecky, Public Records Specialist

   Auxiliary Partners/Guests
   Lonnie Rash, SCFD8
   Nathan Jeffries, SCFD9
   Ken Johnson, SCFD 10
   Brian Werst, WBM
   Patrick Burch, Fire Commissioner
   M. Andrews

2. **Consent Agenda**
   Brian Schaeffer motioned to approve the minutes from the November 16, 2023, regular meeting. Dave Ellis seconded. All were in favor. Motion carried.

3. **Action Items**
   a. County Asset Management ILA
      Lori Markham read, "The County desires to authorize SREC to coordinate, conduct and facilitate the operation, maintenance and management of the County's public-safety communications infrastructure, licenses and agreements, including, but not limited to, County assets presently used for the operation and maintenance of the County's PSAP, emergency communications dispatch center and the radio communications system in conjunction with the operation of SREC." Lori added the agreement was

originally put in place when SREC went live, but it has since lapsed. Brian Werst explained the new agreement is the same as the other but the term has changed and now includes an evergreen clause so SREC is not put in the same situation with the ILA expiring. Lori added the agreement essentially gives SREC the authority to continue managing the system. Brian Schaeffer motioned to approve the ILA. Howard Johnson seconded. All were in favor. Motion carried.

b. Broadlinc Contract
Dusty Patrick stated the Broadlinc contract was included in the Board packet and discussed and reviewed at length between the three parties' legal teams: Spokane County, Broadlinc and SREC. The topic has been briefed to the SREC Board several times. Contract language includes monitoring access to the site, maintenance, adding and removing of equipment and SREC's ability to power down the equipment if there is interference. The contract has been approved and signed by the Broadlinc Board and approved by the BoCC (Board of County Commissioners), who will sign once approved and signed by the SREC Board. Brian Schaeffer motioned to approve the Broadlinc contract. Scott Simmons seconded. All were in favor. Motion carried.

c. Hexagon Contract
Cody Rohrbach stated this will be discussed further during the closed session.

d. SCGI Contract
Lori Markham explained SCGI (Stuart Consulting Group) is the consultant group SREC has used over the past few years for employee development, leadership, training and consulting on larger projects in change management. The contract is for the upcoming year and includes consulting for some larger projects (CAD system, phone system, new facility) to ensure staff is prepared for these larger changes; the cost is $104,000. Lori reminded the Board that Stuart Consulting is Dr. De Hicks. Brian Schaeffer motioned to approve the contract with SCGI. Scott Simmons seconded. All were in favor. Motion carried.

4. **New Business**
   a. Spokane County Fire Commissioners Association
   Cody Rohrbach introduced Fire Commissioner Patrick Burch. Patrick thanked the Board for the opportunity to speak. Patrick explained he is the Spokane County Fire Commissioners Association President and the Board Chair for the Spokane Valley Fire Department Board of Fire Commissioners. Patrick stated he is here to ask some questions and get more information as there are some concerns with the recent fee schedule that came out and the exclusion of the Spokane Police Department (SPD) as part of that fee schedule. It appears there is a potential of gifting of taxpayer funds to another agency that is not part of an agency's taxing district. Patrick furthered that there was some legal perspective was provided in an email yesterday but wanted to get more clarity and the perspective of the Board. Cody explained there was an email exchange late yesterday on this topic and Brian Werst provided some legal comments surrounding the topic related to gifting of public funds versus government to government and the equitability, or potential of subsidization based on the services provided to SPD and the user rate model for all the participating agencies of SREC. Cody explained it is a complicated topic and has been discussed previously with the SREC finance and legal teams, to include the different funding streams, in comparison to the services provided to SPD and what the equivalent would be if they were a member of SREC. Lori Markham added this is all in reference to the 1/10th sales tax and House Bill 1155. This was brought up a few months ago when there was concern if SPD would be paying their

portion of the new CAD system. Lori stated their response was that the 1/10th tax should be paying for that. Lori furthered that at that time her and the finance team reviewed what it would look like if SPD contracted with the County under HB1155 for their apportionment of the 1/10th and determined they would fall short of funding for the services they are receiving. Lori furthered that the intent of the 1/10th was for the regional effort for communications of Spokane County. Regardless of the funding source all the money is put towards the regional effort. HB1155 changed that by bifurcating dollars out, but at this time there is no agreement between the County and the City of Spokane for apportionment of those funds. Lori believes there is no desire on the part of the BoCC to push for that bifurcation, as the goal of the County is a regional system. The savings agencies were supposed to see as a Regional system are not as great due to the fact SPD has chosen not to join the regional effort and therefore the rate model and funding sources had to be reevaluated and the SREC Board will need to decide how to move forward. Brian Schaeffer asked why he was not looped into the conversation regarding the possibility of gifting funds. Cody explained it happened late yesterday afternoon and after discussing with legal, it was not an issue of gifting of funds, but rather a question of equitability. Brian Werst explained that in his evaluation there is not a legal prohibition in this instance, but rather a policy issue. Patrick stated he believed it does apply as a gifting issue since Spokane Valley Fire Department's payments, which funds come from Spokane Valley taxpayers, are subsidizing services being provided to SPD, who's tax payers lie within the City of Spokane, not Spokane Valley. Brian Werst clarified it is still not a violation of the State Constitution, but there is certainly a policy consideration for all the agencies involved; the case law is clear regarding gifting of funds, and government agencies can subsidize each other.

Patrick referenced the 2024 Budgeted Cost of Services analysis done and asked why the SFD radio portion was taken out twice. Lori stated she did not have that paper in front of her but would gladly talk with him and the finance team more after this meeting. Patrick asked then if the difference of $2.8M listed at the bottom of that page was what SPD would still owe after getting the 1/10th money. Lori explained the intent of that analysis was to represent what it would look like if SPD took the 1/10th apportionment, based on population, against what their portion (usage) of the radio and crime check services are, as well as administrative fees because they do not participate in the regional system, so there is overhead that needs to be included; the difference is the $2.8M that SPD would owe SREC. The intent in that analysis was to make sure it was clear that the CAD system could not be paid for by the 1/10th monies. At this point there is no contract in place between the City and the County for the City to take the apportionment, so they are continuing with the regional effort in that regard and the decision lies with the BoCC.

Scott Simmons explained there are two separate threads; one is the agencies who are a member of SREC and have realized the more cost-effective model, i.e., SFD has realized it is much more financially feasible to be a part of SREC rather than stand alone, individually it is more expensive because you are no getting the economy to scale the regional system has. The other element is HB1155 which considers the apportionment of the 1/10th dollars based on jurisdictions who want to opt into that and to date, SPD has not opted in. This goes back to the cost analysis that was done, to demonstrate that if SPD did take the apportionment they would end up in an upside-down position. The amount of the 1/10th taxes they would receive would not be equivalent to the cost of services they are receiving from SREC. Scott added he agreed with Brian that it is not a gifting of funds, but a policy determination of equability and how costs are shared in the system itself. Patrick asked if SPD was charged for any services in 2023 and if SREC was providing any services at all. Lori explained their dispatch is done on their own and the only services SREC is providing are the ones the tax dollars

are meant to pay for; initial 911 call taking (911 excise tax), radio and crime check services (1/10th of 1% sales tax). Patrick stated that helped clarify that piece and in reference to the policy discussion what is the plan moving forward to help make the picture for the whole County look better and bring everyone together. Scott reiterated there are the two elements here; one being the City and if they want to take the apportionment dollars out, or keep those in the system and enjoy the benefits of being part of the system; and the second is whether SPD, now or in the future, choses to join SREC and the dispatch area of the system. Scott furthered there is not a policy decision that lies with the SREC Board as HB1155 places the choice with the City of Spokane as the eligible jurisdiction. Patrick thanked the Board for the explanation.

5. **Old Business**
   a. New Facility Update
   Lori Markham explained the County passed a resolution to agree to go into lease with SREC for the site next to the Sheriff's Training Facility. This means SREC can move forward with the new facility process. In January Lori will begin putting the building committee together and looking at different methods of project management and construction. Lori thanked Brian Werst for his help and guidance in getting this started. Lori asked again for volunteers for the building committee and reiterated that it didn't have to be a Board member, but possibly someone in their agency with knowledge or expertise in the area. Scott clarified the resolution sets forth intent on the part of the BoCC. Scott wanted the SREC Board to have some clarity that the BoCC did intend to lease the site to SREC. This resolution is not the lease agreement itself, that will be forthcoming.

   b. CAD Update
   Cody Rohrbach stated this will be discussed during closed session.

   c. Cheney Update
   Lori Markham explained she has heard nothing further from Cheney but is under the impression they are working on some internal agency negotiations. The intent still seems to join SREC, but not sure exactly when.

   d. HB1155 Update
   No new updates. Scott reminded the Board there was a draft ILA presented to the City, but it might be held off until the new administration takes office. Cody Rohrbach reiterated HB1155 was what facilitated pulling numbers out and the cost analysis which has created current conversations.

6. **Staff Reports**
   a. Operations
   Kim Arredondo introduced Kari Kostelecky, the new Training Coordinator who comes with 30 plus years of training and accreditation experience. Erin Lowe, the new Training Administrator, will be filling that role at the beginning of the year. The Operational package reflects average hold times are going down, mainly due to lesser calls in November than October and trainees becoming more proficient. There are training oversight boards scheduled this week and we expect to see a handful of the trainees from the September academy hit the floor. The law sheet reflects a high overview and if there are any agencies that would like a dashboard created specifically for them, please contact Kim or the two CAD Administrators, John Collins and Bradley Dilg. The 911 time reflects from the time of call creation in 911 until ready to dispatch, in seconds. The dispatch time reflects time from ready for dispatch until first unit dispatched, in seconds. Kim reminded the Board that SREC does not have a lot of control over the second one as there are a lot of variables to it, so there may not be much value in it. The priority 1

and priority 2 data now reflects the top ten call types that are closed out as priority 1 or a priority 2. The top ten call types represent 67% of all priority 1 and priority 2 calls. Dave Ellis agreed with Kim regarding the dispatch time and that it is not necessarily valuable information since SREC does not have full control over it and shouldn't necessarily be held accountable for it.

Kim added SREC will be putting out a member survey to all the member agencies in January. This will be one of two surveys that will be sent out to get a better idea of how SREC can serve the agencies; what is working and what is not working. The survey should be distributed through each agency all the way to line staff and boots on the ground. The Fire dispatch statistics ae pulled directly from Priority Dispatch and can not be adjusted to the 90th percentile. The next academy for Report Technicians will be on January 8, 2024, not January 14th as noted in the packet. As of right now there are three new hires for that academy, would like to have had four to finalize the last piece of the live report taking to begin at the beginning of the year; so it may not be until the end of February. The next academy for Communication Officers is scheduled for January 29, 2024.

b. Technical
Dusty Patrick stated the repairs to the Booth Tower have been completed and the tower is now functioning at 100%. Dusty thanked the partners at County purchasing in helping get this complete. A cybersecurity tabletop exercise was completed last month. Consultants were brought in and presented three scenarios that could happen to the agency. There was great regional participation as the SREC network is directly connected to Spokane County and the City of Spokane, so there were IT representatives from both jurisdictions participating. Dusty explained SREC passed with very high scores in every area, and showed to be prepared technically in prevention, had a plan in place to identify and mitigate attacks, and have the right people in the room at the right times to make critical decisions. Dusty stated IT Manager, Bryce Leming was invited to be a panelist at the second annual Inland Empire Cybersecurity conference as a subject matter expert. This speaks to the caliber and resources SREC has in its IT, CAD and GIS teams as they are not only recognized as experts internally, but regionally as well. Cody Rohrbach added that the GIS team was recognized in the County Wildland after action review for the Oregon and Grey Fires for the work done on the evacuation mapping, the technical expertise, and dispatch in general, including the work of SPD dispatch. Dusty added the County after action review was well attended by SREC and the Technical Services teams where they not only received accolades, but also constructive feedback. Dusty explained the feedback will be used to put together some subgroups on the radio and GIS sides of the house to improve upon the systems in place, determine ways to utilize the system better in these events, and using this time of year to accomplish this work and gather the feedback and needs from the end users. Dusty would like to have some decisions made by March on what we want to see the system look like, so that testing and implementation can be completed prior to fire season. Interviews for the IT Applications Manager were held this week, and hopefully making a conditional job offer by the end of the week with onboarding being done mid-January.

c. Finance
Jenni Folden stated that all anticipated revenue has been received for 2023 and work continues on year-end items. Finance is beginning preparations for next year's audit.

d. Human Resources
Jeff Tower stated the last month was spent processing the seven new hires for January and HR is working on their year end work; W-2's for employees, last bill for WCIA, etc.

e. Administration

Lori Markham reminded the Board that the SREC Board retreat is scheduled for Friday, January 12, 2024 at 0900 and will begin with some training from the legal team and then training from De Hicks, SCGI. Lori added that the Strategic Planning workshop is scheduled in February which will be over three days. Lori explained this is exciting and important as we look back at the previous Strategic Plan, and look forward towards SREC's future and the major projects that are coming up. Lori thanked the Board in advance for any time they are able to attend over those three days.

Lori reminded the Board that a removable wall is planned for the dispatch room between SREC dispatch and SPD dispatch. The wall has been purchased and the contract is out for bid and will hopefully be completed in the beginning of January. Cody Rohrbach stated he had discussed with Lori that SPD had reached out in regard to the wall and offered to move their dispatching into SFD's old dispatch room, but that would be cost prohibitive. Cody asked if the Board or Lori had any other input. Lori explained that option was brought forward to SPD a couple years age when SREC was needing to expand its space, but SPD did not want to do that. Since then, SREC has invested a considerable amount of money outfitting that room to fit its needs, moving dispatch consoles cost roughly $150,000 when it was done a couple years ago due to the amount of equipment associated with them and the vendor has to tear the console down completely and then rebuild it in the new space; the wall will cost less than $30,000. Additionally, that room has also provided more office space for SREC staff.

Cody welcomed Lonnie Rash back and is excited to have him back. Cody explained that Lonnie served as Howard Johnson's proxy on the SREC Board and Ken Johnson filled that role in Lonnie's absence. Cody thanked them both for their participation and continued engagement.

Scott Simmons explained he has been in a couple of State legislative meetings over the last couple weeks and Representative Timm Ormsby has mentioned both times he is considering a bill, similar to HB1155 which apportions the 1/10th dollars, this one will apportion the 911 excise tax. Scott wanted this on the Board's radar and from his understanding there is a misconception on the side of Representative Ormsby about what the 911 excise tax is used for, so some clarification and education would be helpful. Lori furthered SREC is the primary PSAP and as the primary PSAP for Spokane County all 911 calls are routed to SREC first. Additionally, that tax has been pretty stagnant the last couple years and not anticipated to increase, but possibly decrease going forward. The 911 excise tax is strictly to cover 911 call receiving and the 911 phone system. Currently the tax is not completely covering those items and a new phone system will be needed in the next five to six years. The previous phone system cost roughly $8M. SPD does receive the services from SREC provided by the 911 excise tax. SREC takes the initial call and then transfers them to SPD if within their jurisdiction. SPD does triage their own calls once the calls are transferred to them as they are not a part of the regional system. SPD does not pay for any portion of the phone system, including maintenance or upkeep. Lori stated that if this happens it will create a lot of frustration throughout the State. Adam Wasserman with the State 911 Office has offered his time for conversations to help bring clarity to the issue.

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 anticipated 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 9:20 a.m. the Board announced the session would be extended 5 minutes.

   The meeting moved to open session at 9:26 a.m.

   Brandon Childs explained SREC has been in contract negotiations with Hexagon for a new CAD system and have now reached an agreement. Some of the negotiated items SREC brought forth included a reliability period. The reliability item ensures the system is stable after go-live and includes the stipulation that for thirty consecutive days the system remains uncorrupted. If there is an issue Hexagon is there to address it and the counter restarts at day one. The negotiations also included milestone payments, so the final payment will be due after the system has been stable for those thirty consecutive days. Also included, is the allowance of internal interface production which will assist as the real time crime center matures and the ability to internally build those and other fire interfaces. Section 5 incudes supporting troubleshooting over five to seven years as the system matures and grows. The current build time is eighteen to twenty months, but due to fire season go-live will mostly be the Fall of 2025. The build schedule, dates and milestones will be firmed up during the kickoff meetings in January or February. The contract period is sixty months at which time there will be an annual option for maintenance contracts. The initial software cost which includes, licensing, building and initial annual maintenance is $3.3M and roughly $500K annually after that. On the server side and required network components side, those are still being finalized, but should be between $1 and $1.5M. There are continued conversations with SPD through Shawna Ernst and she has been provided these numbers as well as SPD's average call history of the last five years and their percentage used of the entire system, which is roughly 47%. SREC has requested allocation of funds from SPD based on that percentage. This is not an upfront cost, Hexagon has provided a milestone payment schedule that includes nine milestone payments. The initial 10% will be due at project kickoff with several steps following and then the final 5% due at the completion of the thirty-day reliability period. Brian Schaeffer motioned to approve the Hexagon contract. Howard Johnson seconded. All were in favor. Motion carried.

9. **Adjourn**
   Adjourned at 9:30 a.m.

The next Regular Governing Board meeting is scheduled for January 18, 2024, at 8:00 a.m.

_____   _____
Board Member   Board Member
Governing Board   Governing Board

CAD Systems Infrastructure - Servers, Storage, Firewall, Switching & Virtualization Solution

Customer
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Cisco UCS Systems - 6 Server Blades

Line	Part Number	Description	Price	Qty	Ext. Price
		Purchasing Contract: NASPO CISCO, NVP #AR3227 - WA Participating Addendum # 05819			
1	UCS-M6-MLB	Cisco UCS - Major Line Bundle (MLB) - server - blade	$0.00	1	$0.00
2	UCSB-B200-M6-U	Cisco UCS B200 M6 Blade Server - Server - blade -	$3,919.79	6	$23,518.74
3	UCS-M2-480G	480GB M.2 SATA SSD	$888.56	12	$10,662.72
4	UCS-M2-HWRAID	Cisco - Storage controller (RAID) - M.2 Card / SATA 6Gb/s - RAID 1 -	$229.12	6	$1,374.72
5	UCSB-MLOM-40G-04	Cisco UCS Virtual Interface Card 1440 - Network adapter - LAN-on-motherboard (LOM) - 40Gb Ethernet / FCoE x 2	$1,075.65	6	$6,453.90
6	UCSX-TPM-002C	Cisco Trusted Platform Module 2.0 - Trusted Platform Module (TPM) 2.0	$57.67	6	$346.02
7	N20-FW018	UCS 5108 Blade Chassis FW Package 4.2	$0.00	6	$0.00
8	UCSB-FBLK-M6	Cisco B200 M6 Front Drive Blank Sleds	$0.00	12	$0.00
9	UCS-DIMM-BLK	Cisco - DIMM blanking panel	$0.00	96	$0.00
10	UCSB-HS-M6-F	Cisco - Processor heatsink - front	$0.00	6	$0.00
11	UCSB-HS-M6-R	Cisco - Processor heatsink - rear	$0.00	6	$0.00
12	UCSB-MSTOR-M6	Cisco FlexStorage Mini Storage (for M.2)	$0.00	6	$0.00
13	UCS-CPU-I8380	Intel Xeon Platinum 8380 - 2.3 GHz - 40-core - 60 MB cache	$26,060.26	12	$312,723.12
14	UCS-MR-X32G1RW	32GB RDIMM SRx4 3200 (16Gb)	$2,002.42	96	$192,232.32
15	CON-SNT-UCSB2M6U	SNTC-8X5XNBD, SmartNet - 3 Years	$1,371.60	6	$8,229.60

Please Note: The current estimated lead time to ship for the above systems is 49 days.

Cisco UCS Systems - 6 Server Blades Subtotal					**$555,541.14**

Cisco Firepower Management Systems - 2 Appliances

Line	Part Number	Description	Price	Qty	Ext. Price
	Purchasing Contract: NASPO CISCO, NVP #AR3227 - WA Participating Addendum # 05819				
16	FMC2700-K9	Cisco FirePOWER Management Center 2700 Chassis - Network management device - 10 GigE - front to back airflow - 1U	$28,435.76	2	$56,871.52
17	FMC-M6-PS-AC-1050W	Cisco - Power supply - hot-plug / redundant (plug-in module) - AC - 1050 Watt	$0.00	4	$0.00
18	CAB-N5K6A-NA	Cisco - Power cable - IEC 60320 C13 to NEMA 6-15 (M) - AC 250 V - 8 ft	$0.00	4	$0.00
19	SF-FMC-7.4.0-K9	Cisco Secure Firewall Management Center Software v7.4.0	$0.00	2	$0.00
20	FMC-M6-NIC-SFP	Intel X710-DA2 - Network adapter - 10 Gigabit SFP+ x 2	$0.00	2	$0.00
21	FMC-M6-HDD-240GB	Cisco - SSD - 240 GB - internal - M.2 - SATA	$0.00	4	$0.00
22	FMC-M6-HWRAID	Cisco FMC M6 Boot optimized M.2 Raid controller	$0.00	2	$0.00
23	FMC-M6-TPM-2.0	Cisco - Trusted Platform Module (TPM) 2.0 - for P/N: FMC1700-K9	$0.00	2	$0.00
24	FMC-M6-MEM-X-16GB	Cisco - DDR4 - module - 16 GB - DIMM 288-pin - 3200 MHz / PC4-25600 - registered - for P/N: FMC1700-K9	$0.00	8	$0.00
25	FMC-M6-MRAID-12G	Cisco FMC 12G Modular RAID controller with 2GB cache	$0.00	2	$0.00
26	FMC-M6-O-ID10GC	Intel X710-T2L - Network adapter - OCP 3.0 - 100M/1G/2.5G/5G/10 Gigabit Ethernet x 2	$0.00	2	$0.00
27	FMC-M6-OCP3-KIT	Cisco FMC C2XX OCP 3.0 Interposer W/Mech Assy	$0.00	2	$0.00
28	FMC-M6-CPU-A7282	AMD EPYC 7282 - 2.8 GHz - 16-core - 64 MB cache	$0.00	2	$0.00
29	FMC-M6-HDD-600G	Cisco - Hard drive - 600 GB - hot-swap - 2.5" SFF - SAS 12Gb/s - 10000 rpm	$0.00	8	$0.00
30	CON-SNT-FMC2700K	SNTC-8X5XNBD Cisco Secure Firewall, SmartNet - 3 Years	$28,206.90	2	$56,413.80
	Please Note: The current estimated lead time to ship for the above systems is 154 days.				
	License upgrade for existing FirePower Appliance				
31	L-FPR2140T-T=	Cisco FPR2140 Threat Defense Threat Protection License	$0.00	1	$0.00
32	L-FPR2140T-T-3Y	Cisco FPR2140 Threat Defense Threat Protection 3Y Subs	$16,525.08	1	$16,525.08
Cisco Firepower Management Systems - 2 Appliances Subtotal					**$129,810.40**

Cisco Firepower Next Gen Firewalls - 2 Systems

Line	Part Number	Description	Price	Qty	Ext. Price
		Purchasing Contract: NASPO CISCO, NVP #AR3227 - WA Participating Addendum # 05819			
33	FPR3105-NGFW-K9	Cisco FirePOWER 3105 Next-Generation Firewall - Security appliance - 1U	$13,718.25	2	$27,436.50
34	FPR3100-FTD-HA-BUN	Cisco Secure Firewall 3K Threat Defense	$0.00	1	$0.00
35	L-FPR3105T-TMC-3Y	Cisco Secure Firewall 3105 TD, AMP & URL Filtering 3 Year Subscription	$12,593.35	2	$25,186.70
36	FPR3K-PWR-AC-400	Cisco - Power supply (plug-in module) - AC - 400 Watt	$0.00	2	$0.00
37	FPR3K-PWR-AC-400	Cisco - Power supply (plug-in module) - AC - 400 Watt	$1,922.19	2	$3,844.38
38	CAB-C13-C14-3M-IN	Cisco - Power cable - IEC 60320 C13 to IEC 60320 C14 - 10 ft	$0.00	4	$0.00
39	SF-F3K-TD7.3.1-K9	Cisco FirePOWER Threat Defense - (v. 7.3.1) - license - for P/N: FPR3105-NGFW-K9	$0.00	2	$0.00
40	SFP-H10GB-CU3M	Cisco SFP+ Copper Twinax Cable - Direct attach cable - SFP+ to SFP+ - 10 ft - twinaxial	$83.77	4	$335.08
41	FPR3K-SSD900	Cisco - SSD - 900 GB -	$0.00	2	$0.00
42	FPR3K-SLIDE-RAILS	Cisco - Slide rail kit -	$0.00	2	$0.00
43	FPR3105-BSE	Cisco - Base License - for P/N: FPR3105-ASA-K9, FPR3105-NGFW-K9	$0.00	2	$0.00
44	FPR3K-FAN	Cisco FirePOWER - Network device fan tray	$0.00	4	$0.00
45	FPR3K-SSD-BLANK	Cisco - Blank panel -	$0.00	2	$0.00
46	FPR3K-NM-BLANK	Cisco FirePOWER - Network device slot cover -	$0.00	2	$0.00
47	L-FPR3105T-TMC=	Cisco Secure Firewall 3105 TD, AMP & URL Filtering License	$0.00	2	$0.00
48	CON-SNT-FPR3105N	SNTC-8X5XNBD Cisco Secure Firewall, SmartNet - 3 Years	$4,536.00	2	$9,072.00

Please Note: The current estimated lead time to ship for the above systems is 28 days.

Cisco Firepower Next Gen Firewalls - 2 Systems Subtotal		**$65,874.66**

Cisco Nexus 9500 Switches - 2 Systems

Line	Part Number	Description	Price	Qty	Ext. Price
	Purchasing Contract: NASPO CISCO, NVP #AR3227 - WA Participating Addendum # 05819				
49	C9500-24Y4C-A	Cisco Catalyst 9500 - Network Advantage - switch - L3 - managed - 24 x 25 Gigabit SFP28	$17,107.47	2	$34,214.94
50	CAB-9K12A-NA	Cisco - Power cable - IEC 60320 C13 to NEMA 5-15 (M) - AC 110 V - 8 ft	$0.00	4	$0.00
51	C9K-PWR-650WAC-R	Cisco - Power supply - redundant - 650 Watt	$0.00	2	$0.00
52	C9K-PWR-650WAC-R/2	Cisco - Power supply - redundant - 650 Watt - for Catalyst 9500	$1,731.11	2	$3,462.22
53	C9K-F1-SSD-BLANK	Cisco - Blank panel	$0.00	2	$0.00
54	C9K-T1-FANTRAY	Cisco Type 4 - Fan tray	$0.00	4	$0.00
55	C9500-NW-A	Cisco Network Advantage - Term License -	$0.00	2	$0.00
56	S9500UK9-179	Cisco IOS XE Universal - (v. 17.9) - license	$0.00	2	$0.00
57	C9500-SSD-NONE	Cisco - Configuration option - no SSD card selected	$0.00	2	$0.00
58	NETWORK-PNP-LIC	Network Plug-n-Play License for zero-touch device deployment	$0.00	2	$0.00
59	C9500-DNX-A-24Y-3Y	C9500 Adv software subscription, 24P 25G Fiber, 3Yr License	$8,073.00	2	$16,146.00
60	CON-L1NBX-C95024YA	CX LEVEL 1 8X5XNBD Catalyst 9500 24x11, SmartNet - 3 Years	$3,393.90	2	$6,787.80
61	CON-L1SWX-5XA24YMY	CX LEVEL 1 SW C9500 DNA Advantage, SmartNet + Subscription - 3 Years	$869.40	2	$1,738.80
62	SVS-DNXS-CATSUBEM	Software support included in Catalyst software subscription above	$0.00	2	$0.00
63	SVS-DNXD-CATHWEM	Product support included in Catalyst software subscription above	$0.00	2	$0.00
	Please Note: The current estimated lead time to ship for the above systems is 28 days.				
64	SFP-H25G-CU1M=	Cisco Passive Copper Cable - 25GBase-CR1 direct attach cable - SFP28 to SFP28 - 3.3 ft - twinaxial	$102.23	3	$306.69
65	SFP-H25G-CU1M=	Cisco Passive Copper Cable - 25GBase-CR1 direct attach cable - SFP28 to SFP28 - 3.3 ft - twinaxial	$102.23	3	$306.69

Cisco Nexus 9500 Switches - 2 Systems Subtotal	**$62,963.14**

VMWare Virtualization Application

Line	Part Number	Description	Price	Qty	Ext. Price
		Purchasing Contract: Purchasing Contract: NASPO VMWare, #AR2472 - WA			
66	VS8-EPL-C	VMware vSphere 8 Enterprise Plus for 1 processor	$3,831.50	12	$45,978.00
67	VS8-EPL-3P-SSS-C	Production Support - VMware vSphere 8 Enterprise Plus - 3 Years	$2,904.72	12	$34,856.64

Please Note - The Above Pricing is an Estimate Only as VMWare is being acquired by Broadcom and all Quoting Tools have been frozen.   This pricing reflects our most recent pricing prior to the acquisition. This quote may need to be refreshed if the Broadcom makes pricing changes.

VMWare Virtualization Application Subtotal **$80,834.64**

NetApp HA Storage Systems - 2 Systems

Line	Part Number	Description	Price	Qty	Ext. Price
		Purchasing Contract: NASPO NETAPP MNWNC-121 - WA Participating Addendum # 05815-009			
		Primary Production DataCenter NetApp HA Storage System			
68	AFF-A250	AFF-A250	$0.00	1	$0.00
69	AFF-A250-121-C	AFF A250,8X3.8TB,NVME,SED,NO PSU,-C	$45,356.26	1	$45,356.26
70	X737A-C	POWER SUPPLY,1600W,-C	$0.00	2	$0.00
71	X66240A-05-N-C	CABLE,25GBE,SFP28-SFP28,CU,0.5M,-C	$0.00	2	$0.00
72	X6566B-2-N-C	CABLE,DIRECT ATTACH CU SFP+ 10G,2M,-C	$0.00	8	$0.00
73	X5532A-N-C	RAIL,4-POST,THIN,RND/SQ-HOLE,SM,ADJ,24-32,-C	$0.00	1	$0.00
74	DOC-AFF-A250-C	DOCUMENTS,AFF-A250,-C	$0.00	1	$0.00
75	X800-42U-R6-C	JUMPER CRD,IN-CAB,C13-C14,-C	$0.00	2	$0.00
76	X1152-N-C	MEZZANINE 4-PORT 25GBE,-C	$5,809.43	2	$11,618.86
77	DATA-AT-REST-ENCRYPTION	DATA AT REST ENCRYPTION CAPABLE OPERATING SYS	$0.00	2	$0.00
78	AFF-A250A-001	AFF A250 HA SYSTEM	$8,177.81	2	$16,355.62
79	SW-ONTAPO-NVME-A01-C	SW,ONTAP ONE PACKAGE,PER-0.1TB,NVME,A01,-C	$314.21	456	$143,279.76
80	X4011A-2-N-C	DRIVE PACK 2X3.8TB,NVME,SED,-C	$10,508.22	2	$21,016.44
81	SW-SMIRROR-CLD-ONTAP-ONE	SW-SMIRROR-CLD-ONTAP-ONE	$0.00	1	$0.00
82	SW-S3-SM-ONTAP-ONE	SW-S3-SM-ONTAP-ONE	$0.00	1	$0.00
83	CS-4HR-REPLACEMENT	4HR PARTS DELIVERY AND REPLACEMENT - 3 Years	$6,780.29	1	$6,780.29

NetApp HA Storage Systems - 2 Systems

Line	Part Number	Description	Price	Qty	Ext. Price
84	CS-G1-SE-ADVISOR	SUPPORTEDGE ADVISOR - 3 Years	$33,901.43	1	$33,901.43

Secondary [DR] DataCenter NetApp HA Storage System

Line	Part Number	Description	Price	Qty	Ext. Price
85	AFF-A250	AFF-A250	$0.00	1	$0.00
86	AFF-A250-121-C	AFF A250,8X3.8TB,NVME,SED,NO PSU,-C	$45,356.26	1	$45,356.26
87	X737A-C	POWER SUPPLY,1600W,-C	$0.00	2	$0.00
88	X66240A-05-N-C	CABLE,25GBE,SFP28-SFP28,CU,0.5M,-C	$0.00	2	$0.00
89	X6566B-2-N-C	CABLE,DIRECT ATTACH CU SFP+ 10G,2M,-C	$0.00	8	$0.00
90	X5532A-N-C	RAIL,4-POST,THIN,RND/SQ-HOLE,SM,ADJ,24-32,-C	$0.00	1	$0.00
91	DOC-AFF-A250-C	DOCUMENTS,AFF-A250,-C	$0.00	1	$0.00
92	X800-42U-R6-C	JUMPER CRD,IN-CAB,C13-C14,-C	$0.00	2	$0.00
93	X1152-N-C	MEZZANINE 4-PORT 25GBE,-C	$5,809.43	2	$11,618.86
94	DATA-AT-REST-ENCRYPTION	DATA AT REST ENCRYPTION CAPABLE OPERATING SYS	$0.00	2	$0.00
95	AFF-A250A-001	AFF A250 HA SYSTEM	$8,177.81	2	$16,355.62
96	SW-ONTAPO-NVME-A01-C	SW,ONTAP ONE PACKAGE,PER-0.1TB,NVME,A01,-C	$314.21	456	$143,279.76
97	X4011A-2-N-C	DRIVE PACK 2X3.8TB,NVME,SED,-C	$10,508.22	2	$21,016.44
98	SW-SMIRROR-CLD-ONTAP-ONE	SW-SMIRROR-CLD-ONTAP-ONE	$0.00	1	$0.00
99	SW-S3-SM-ONTAP-ONE	SW-S3-SM-ONTAP-ONE	$0.00	1	$0.00
100	CS-4HR-REPLACEMENT	4HR PARTS DELIVERY AND REPLACEMENT - 3 Years	$6,780.29	1	$6,780.29
101	CS-G1-SE-ADVISOR	SUPPORTEDGE ADVISOR - 3 Years	$33,901.43	1	$33,901.43
NetApp HA Storage Systems - 2 Systems Subtotal					**$556,617.32**

Project Services

Line	Part Number	Description	Price	Qty	Ext. Price
102	EDPROJECT	Ednetics IT Project Services - Please see attached Services Scope document for details.	$65,580.92	1	$65,580.92
Project Services Subtotal					**$65,580.92**

Project Discount

Line	Part Number	Description	Price	Qty	Ext. Price
103	EDDISCOUNT-M	Ednetics Discount - valid for a Single PO extended for all items quoted above.	($400,000.00)	1	($400,000.00)
Project Discount Subtotal					**($400,000.00)**

Quote Summary

Cisco UCS Systems - 6 Server Blades	$555,541.14
Cisco Firepower Management Systems - 2 Appliances	$129,810.40
Cisco Firepower Next Gen Firewalls - 2 Systems	$65,874.66
Cisco Nexus 9500 Switches - 2 Systems	$62,963.14
VMWare Virtualization Application	$80,834.64
NetApp HA Storage Systems - 2 Systems	$556,617.32
Project Services	$65,580.92
Project Discount	($400,000.00)
Subtotal	**$1,117,222.22**
Estimated Tax	**$94,647.76**
Total	**$1,211,869.98**

Terms and Conditions Agreement

This agreement (Agreement) is by and between Spokane Regional Emergency Communications (Customer) and Ednetics Inc. (Ednetics) and documents the terms and conditions of Quote 81646 (Quote).

Unless superseded in writing by a Master Terms and Conditions Agreement the terms of this Agreement are binding and together with any associated written services scope of work, and any future change orders or additional quotes related to this project, constitute the entire contract between Ednetics and Customer. Customer agrees to waive all provisions contained in any form or in any written or verbal communication, including any forthcoming purchase orders that would negate, limit, extend, or otherwise modify or conflict with provisions within this Agreement unless and until agreed to in writing, as evidenced by an Ednetics officer's signature. Customer submission of a purchase order indicates your agreement to all terms and conditions included in this document.

Pricing and Availability

Pricing in this Quote is subject to change as a result of increased material costs, (the term "material" as used herein shall include equipment), labor costs, or applicable taxes that occur prior to final execution of this Agreement. Pricing does NOT include applicable taxes, insurance, delivery, setup fees, cabling services or material unless specifically listed in the quote. Ednetics cannot guarantee delivery date as material supply is subject to availability.

Materials will be delivered directly to Customer. These materials are ordered and delivered as they become available. Upon shipping of materials, an invoice for those materials will be generated and Customer agrees to pay the invoice in accordance with the Invoicing Terms described below. Due to backorders, multiple suppliers, or other issues outside of Ednetics control, materials may ship at different times resulting in multiple invoices.

All materials will be F.O.B. shipping point with all risk of loss or damage transferring to the Customer when shipping from a supplier of Ednetics choosing.

Disclaimer of Warranties

Ednetics does not warrant that the materials, or any products or results of the use thereof, will meet customer's or any other person's requirements, operate without interruption, or achieve any intended result. All third-party materials are provided without warranty by Ednetics and are limited to any warranties provided by the manufacturer of the same. Ednetics agrees to reasonably cooperate with Customer's efforts to process third-party warranty claims by providing supporting shipping documents, contact information, or other peripheral support.

Invoicing Terms

Generally, invoice line items will match each line item included in this Quote regardless of Customer purchase order format. Due to billing products in quantities as they are shipped to Customer, only a portion of each quoted line item on the Quote may be included on an invoice with the remaining portion of the quoted line item reflected on a future invoice.

Customer will be responsible for reimbursing Ednetics for all sales, use, excise or other taxes. These items will be added to the invoice in the amount incurred by Ednetics unless the Quote associated with this Agreement specifically indicates these will be provided at no cost.

Payment for all invoices will be due within 30 days of the invoice date. However, Ednetics will have the continuing right to approve Customer's credit on an ongoing basis, and may, at times, require advance payment if Ednetics determines Customer has significant balances that remain unpaid after the due date or based upon other payment history.

Any invoice dispute must be submitted in writing to receivables@ednetics.com prior to the due date of any disputed invoice. A service charge of the lesser of 1.0% of the outstanding balance or the highest amount permitted by law, will be charged each month on all past due invoices, including for any disputed amounts determined to have been valid. Any temporary waiver on the service charge shall not constitute a waiver of the future rights of Ednetics to impose the service charge for past due invoices.

Returns

Based on written consent from an authorized Ednetics representative, returns of product purchased may be eligible in certain, limited circumstances if requested within 30 days from the date of shipment. If approved, product should be returned either un-opened or in all of its original packaging. Upon completion of any authorized return, a credit memo will be issued to Customer to be applied at Customer discretion. Any credit provided for returns will be reduced by manufacturer specific restocking fees, as applicable. Customer agrees to assume financial responsibility for all transportation costs associated to a return. Returns or refunds due to defective product are to be handled as warranty claims directly with the manufacturer.

Submission

Please submit PO to: orders@ednetics.com or fax to: (208) 777-4708

EDNETICS PROJECT

CAD Data Center Expansions
Scope of Work

December 3, 2023

Prepared for
Bryce Leming, 3rd: Network, 4th:
Systems; Public Safety Systems
Manager

Customer
Spokane Regional Emergency
Communications
1620 N Rebecca St.
Spokane, WA 99217

(888) 809-4609
www.ednetics.com

Ednetics Project Scope of Work

Executive Summary

Ednetics will stage, install, and configure two new NetApp AFFA250 Storage Arrays and six new UCS B200M6 blades with VMware vSphere for use with a new CAD system for Spokane Regional Emergency Communications. One storage array and three blades will be installed in each data center. Ednetics will work with the customer to configure SnapMirror Business Continuity with a third location for a witness.

Ednetics will also stage, configure, and install two new Cisco FPR3105 Next Generation Firewalls in an HA pair and redundant FMC management servers at the CCB data center and move the existing firewall and FMC management server to the BUC data center and configure those firewalls in an HA pair. Ednetics will stage, install, and configure two new Cisco C9500 core switches at the BUC data center. All work will be performed during weekday maintenance windows, and Ednetics will provide project management throughout the project's life.

Customer Responsibilities

Planning
- Provide any necessary wiring including cable testing, tracing, labeling, and new cabling.
- Ensure availability of necessary electrical facilities including power outlets, Uninterrupted Power Supplies, etc, able to support incoming hardware.
- Provide any necessary environmental facilities including air conditioning, proper ventilation, etc..
- Ensure availability of necessary racks and rack space for new project equipment.
- Complete any Ednetics-provided customer information templates.
- Provide a technical resource for any necessary coordination of remote and on-site planning, installation, configuration, and testing during the project.
- Provide Ednetics with a fully functional IPSEC remote access VPN into the network for the life of the project and any subsequent support contracts.
- Consent to a Materials Staging Agreement allowing Ednetics to receive project-related equipment for staging at Ednetics' facilities.
- Provide an authorized weekday outage window to perform the installation of equipment.
- Provide any available network diagrams/documentation to assist in configuration of the infrastructure.

Staging
- Provide desired credentials for administrative login and management of project equipment.
- Associate/Allow Ednetics profiles access to manufacturer licensing and contract portals.
- Review the firewall audit with Ednetics to confirm network vulnerabilities and items outside of best practice.

Implementation
- Coordinate with third party regarding project implementation, such as Internet Service Provider.

Testing and Training
- Disposal or recycle of legacy, non-functioning, or obsolete equipment.
- Provide feedback to project team and complete post-project customer satisfaction survey.

Ednetics Responsibilities

Project Management
- Collect and review project documentation including system design, scope of work (SoW), and equipment orders.
- Establish the Ednetics project team based on the identified requirements.
- Hold a kickoff meeting with customer stakeholders; introduce the teams, review the SoW, and document the communication plan.
- Work with the team to establish the project timeline, key objectives, and milestones.
- Hold cadence meetings at an appropriate interval for tracking progress.
- Record and distribute meeting minutes including action items, status updates, and scheduling details.
- Continually monitor and communicate project-related risks, manage changes, and act as the primary point of contact.
- Perform project close-out; audit deliverables to ensure SoW is complete and objectives are met, provide summary report, and closeout documentation.

Planning
- Work with Customer to determine an appropriate pre- and post-upgrade test plan.
- Work with Customer to determine project equipment IP addresses and network parameters.
- Work with Customer to determine any required VLANs, IP Schema, access lists, or traffic shaping requirements.
- Work with Customer to determine desired settings and configuration.
- Work with Customer to plan a consistent naming convention for new equipment labeling and management.
- Work with Customer to schedule a service outage window for network configuration and implementation including removal and testing.
- Review storage configuration and plan storage allocations with the customer.
- Work with customer to register storage system with correct address and contact information.
- Optimize storage layout to meet customer needs.
- Work with Customer to determine the schedule for the firewall cut-over (scheduled off-hours maintenance window).

Staging
- Receive all project-related equipment at our facilities for staging and configuration.
- Create a detailed asset sheet of all inventoried project equipment involved in the installation.
- Obtain, apply, and verify all product licensing to project equipment.
- Obtain any necessary recommended software versions for project equipment.
- Label all project equipment with Ednetics- or Customer-specified labeling preferences.
- Power on and burn-in each piece of project equipment received for installation.
- Download the latest recommended ESXi build.
- Install and configure ESXi on staged servers.
- Configure and burn in storage system(s) at Ednetics facilities.
- Download the latest recommended NetApp OS build.
- Configure virtual stacking link(s) to create a single logical device
- Obtain updated code for ASA, ASDM and FX-OS (latest recommended versions).
- Perform a firewall audit for network vulnerabilities and items outside of best practice.
- Upload recommended code version and AnyConnect images to firewall.

Configuration
- Configure project equipment to implement the specified Layer 3 design.
- Configure AnyConnect remote access VPN for Ednetics remote management.
- Create Cisco Defense Orchestrator account on behalf of the customer and register the device(s) to the account

Implementation
- Install network equipment into existing racks during authorized time window, ensuring proper communication and functionality.
- Verify all installed project equipment is uplinked and communicating properly.
- Complete on-site programming and make any final changes to system data.
- Ensure all project equipment is running a consistent, updated software version.
- Create UCS service profile.
- Install blade into blade chassis.
- Add ESXi host(s) to vCenter appliance.
- Provision new datastores in vSphere environment.
- Upgrade NetApp OS to latest recommended revision.
- Rack and cable disk shelf(s) in customer provided rack space.
- Rack and cable storage system(s) in customer provided rack space.
- Work with customer to create or verify storage networks are in place according to Ednetics best practices.
- Generate and install SSL certificate for remote access VPN.
- Implement the configuration audit results and best practices to develop a new configuration for the firewall.

Testing and Training
- Perform predetermined test plan according to pre- and post-upgrade requirements.
- Provide project closeout documentation including configuration backups, asset sheets, network diagrams, and any other relevant project information.
- Provide thirty (30) days of up and running technical support for installed network equipment operation and configurations performed during the project.
- Provide up to one (1) hour of knowledge transfer webinar on the operation of new network infrastructure.
- Verify new server(s) are functioning and communicating on the network.
- Verify NetApp Auto Support functionality.
- Verify new SAN controllers are functioning and communicating on the network.
- Test controller failover to ensure storage high availability.

Conditions of Service
This service project has been priced based on the above scope of work and corresponding bill of materials. Project pricing does not reflect a price per unit installation, but the project scope as a whole. Changes to the bill of materials or scope will need to be evaluated by Ednetics for potential revisions in this service pricing. Average service costs per unit are not guaranteed or fixed with changes in equipment quantity or scope.
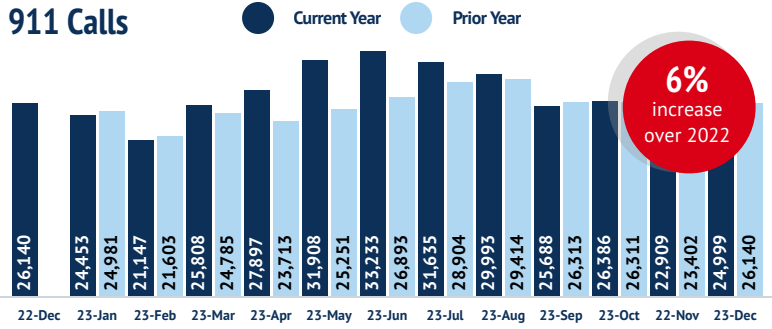
Operations Report

January
2024

SREC
911

SPOKANE REGIONAL
EMERGENCY
COMMUNICATIONS

Call & Report Statistics

911 Calls

Current Year | **Prior Year**

Red circle: **6% increase over 2022**

22-Dec	23-Jan	23-Feb	23-Mar	23-Apr	23-May	23-Jun	23-Jul	23-Aug	23-Sep	23-Oct	23-Nov	23-Dec
26,140	24,453	21,147	25,808	27,897	31,908	33,233	31,635	29,993	25,688	26,311	22,909	26,140
	24,981	21,603	24,785	23,713	25,251	26,893	28,904	29,414	26,313	26,386	23,402	24,999
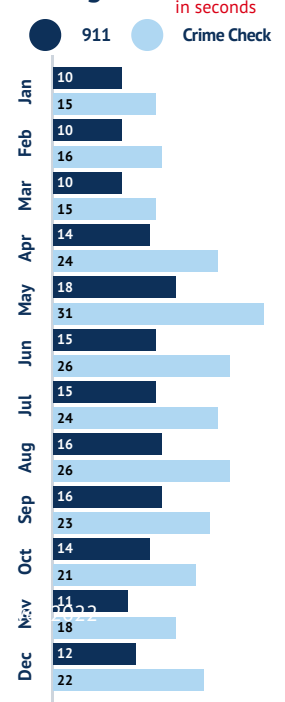
*June 2023 call totals adjusted according to average calls per day given 9 days at BUC.

Crime Check Calls

Current Year | **Prior Years**

Red circle: **-5% over 2022**

13.70% of Crime Check calls became reports

22-Dec	23-Jan	23-Feb	23-Mar	23-Apr	23-May	23-Jun	23-Jul	23-Aug	23-Sep	23-Oct	23-Nov	24-Dec
19,184	20,580	17,723	21,287	21,622	22,409	24,789	24,985	25,369	22,357	22,324	19,360	19,184
	20,840	21,858	25,144	23,338	24,190	25,064	25,667	26,073	23,483	23,692	19,973	20,662

Average Hold Time
in seconds

911 | **Crime Check**

Month	911	Crime Check
Jan	10	15
Feb	10	16
Mar	10	15
Apr	14	24
May	18	31
Jun	15	26
Jul	15	24
Aug	16	26
Sep	16	23
Oct	14	21
Nov	11	18
Dec	12	22

2022

YTD Totals

590,094
Total Calls (0.76% increase)
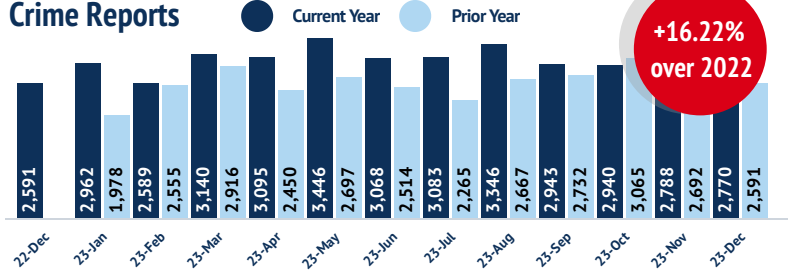
36,170
Total Crime Check Reports
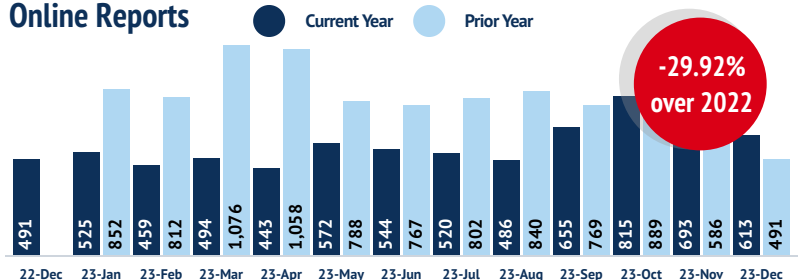
6,819
Total Online Reports

Crime Reports

Current Year | **Prior Year**

Red circle: **+16.22% over 2022**

22-Dec	23-Jan	23-Feb	23-Mar	23-Apr	23-May	23-Jun	23-Jul	23-Aug	23-Sep	23-Oct	23-Nov	23-Dec
2,591	2,962	2,589	3,140	3,095	3,446	3,068	3,083	3,346	2,943	2,940	2,788	2,770
	1,978	2,555	2,916	2,450	2,697	2,514	2,265	2,667	2,732	3,065	2,692	2,591

Online Reports

Current Year | **Prior Year**

Red circle: **-29.92% over 2022**

22-Dec	23-Jan	23-Feb	23-Mar	23-Apr	23-May	23-Jun	23-Jul	23-Aug	23-Sep	23-Oct	23-Nov	23-Dec
491	525	459	494	443	572	544	520	486	655	815	693	613
	852	812	1,076	1,058	788	767	802	840	769	889	586	491

Top 15 Officer Initiated Call Types
December 2023

Top 15 Call Types represent 59% of all Officer Initated Calls

Call Type	Count
Traffic Stop	1,402
Prowl Check	1,117
Community Oriented Poli...	383
Business Contact	326
Suspicious Vehicle	323
Walk Through/Foot Patrol	146
DV Order Service	122
Sex Offender Registration ...	110
Citizen Contact	106
Follow Up	102
Suspicious Person	102
Civil Paper Service	93
Special Patrol Assignment	72
Trespassing	66
Traffic Enforcement/Radar	53

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

Top Overall 15 Call Types
December 2023

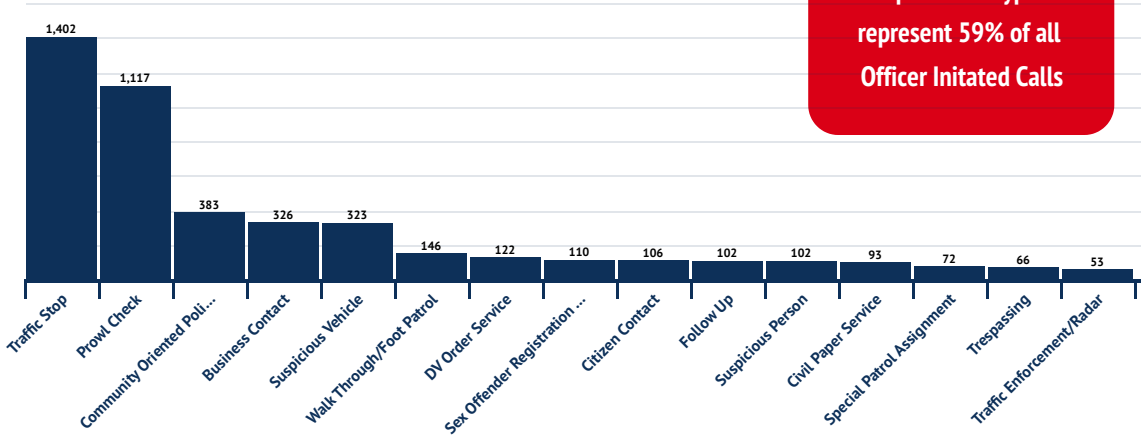| Call Type	Count
Medics	2,272
Reckless Driver / Road Rage	455
Accident - Non Injury	234
Welfare Check	216
Domestic Violence	206
Mental Health Crisis	161
Accident / Injury	156
Fire	147
Suspicious Circumstances	136
Traffic Hazard	124
Welfare Check w/Medics	117
911 Hang Up	110
Argument	99
Suspicious Person	90
Alarm Commercial	78
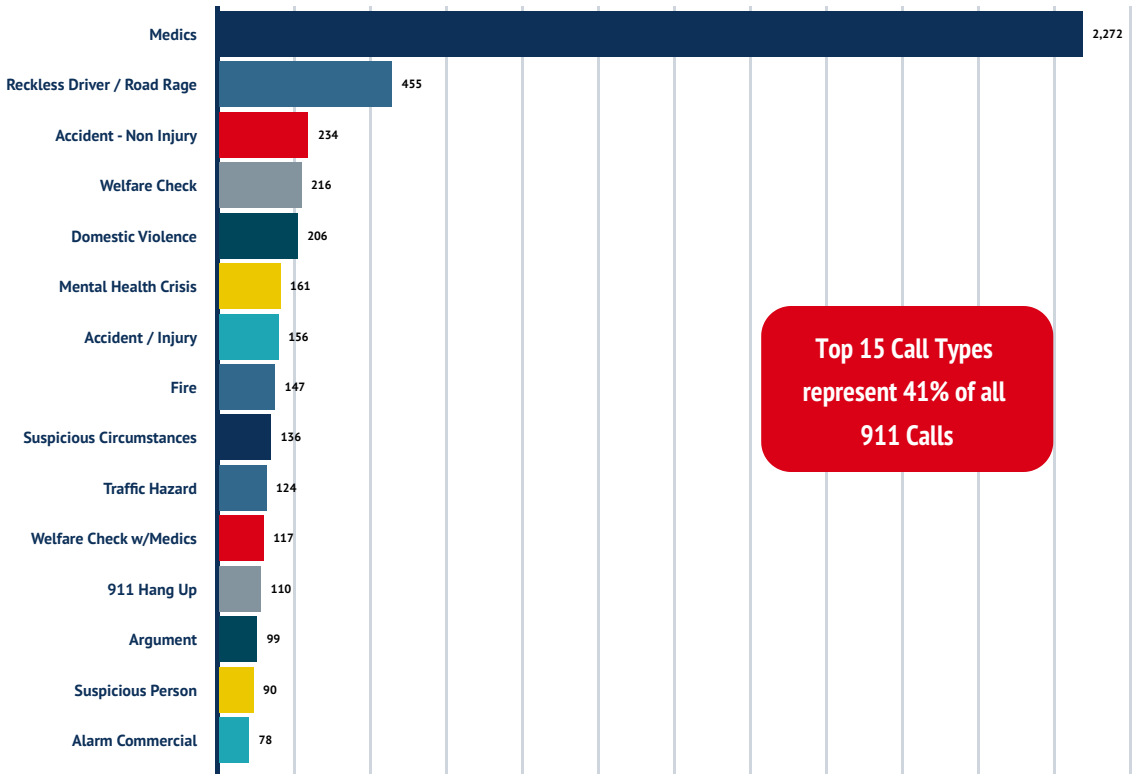
Top 15 Call Types represent 41% of all 911 Calls

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.
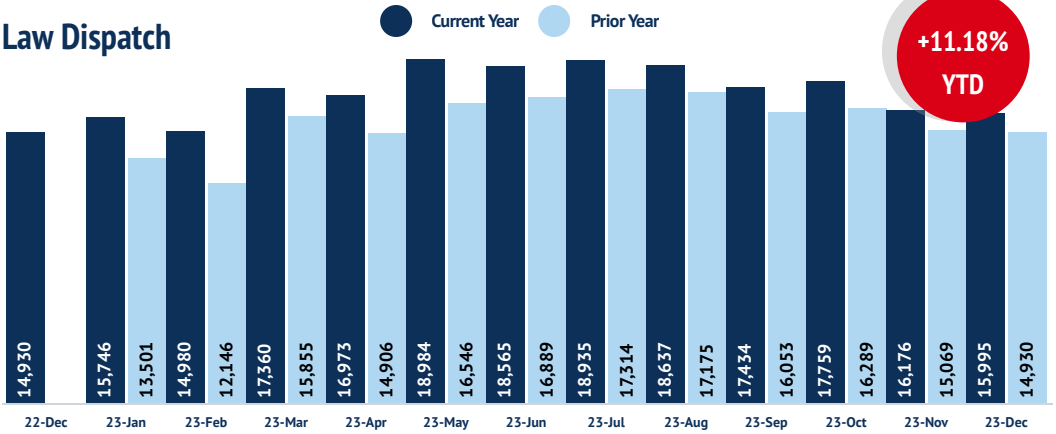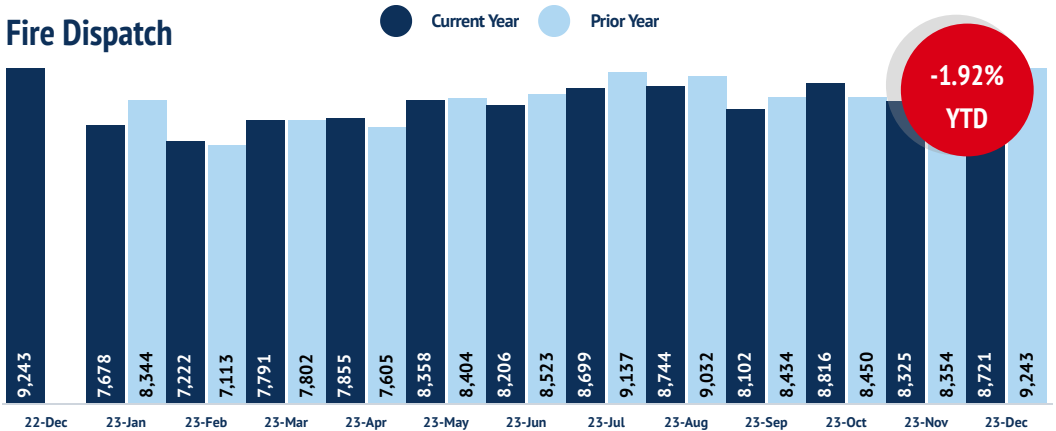
Law Dispatch

Current Year   **Prior Year**

+11.18% YTD

	22-Dec	23-Jan	23-Feb	23-Mar	23-Apr	23-May	23-Jun	23-Jul	23-Aug	23-Sep	23-Oct	23-Nov	23-Dec
Current Year	14,930	15,746	14,980	17,360	16,973	18,984	18,565	18,935	18,637	17,434	17,759	16,176	15,995
Prior Year		13,501	12,146	15,855	14,906	16,546	16,889	17,314	17,175	16,053	16,289	15,069	14,930

Fire Dispatch

Current Year   **Prior Year**

-1.92% YTD

	22-Dec	23-Jan	23-Feb	23-Mar	23-Apr	23-May	23-Jun	23-Jul	23-Aug	23-Sep	23-Oct	23-Nov	23-Dec
Current Year	9,243	7,678	7,222	7,791	7,855	8,358	8,206	8,699	8,744	8,102	8,816	8,325	8,721
Prior Year		8,344	7,113	7,802	7,605	8,404	8,523	9,137	9,032	8,434	8,450	8,354	9,243

YTD Totals

207,544

Law Assists

98,517

Fire Dispatches

SREC Law Dispatchers called out in RTCC success stories

SREC Dispatchers were called out multiple times in the November and December 2023 SCSO "Real-Time Crime Center Success Stories" reports. Communications Officers Dasha Davis, Shealton Legler, and Jen Sundheim, as well as Communication Supervisors Sarah Hall and Suzanne Kirk were recognized for their contributions to the detection and return of stolen vehicles, detection of stolen license plates, and apprehension of wanted suspects. Across these two months of reports, SREC Law Dispatchers were called out a total of 17 times.
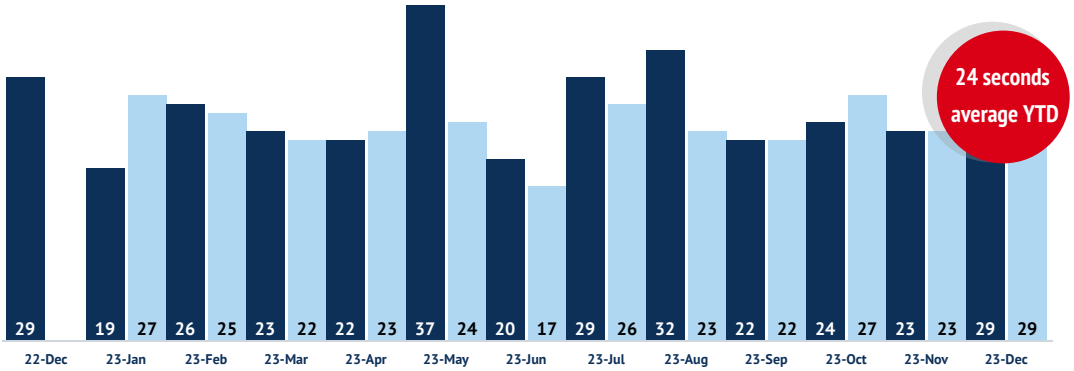
EMD Statistics

Time to Queue (for Echo calls)
● Current Year ● Prior Year

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

24 seconds average YTD

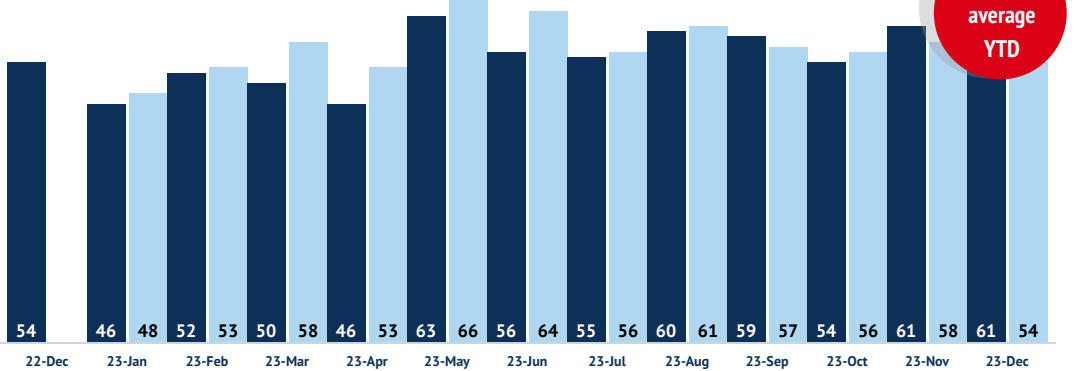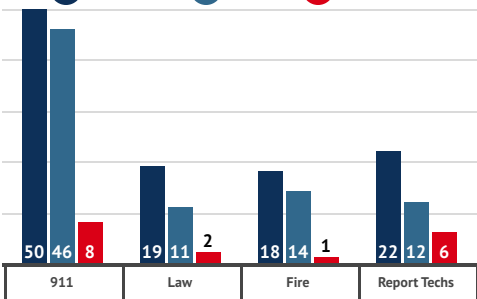| 22-Dec	23-Jan	23-Feb	23-Mar	23-Apr	23-May	23-Jun	23-Jul	23-Aug	23-Sep	23-Oct	23-Nov	23-Dec
29	19 27	26 25	23 22	22 23	37 24	20 17	29 26	32 23	22 22	24 27	23 23	29 29

Hands on Chest
● Current Year ● Prior Year

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

57 seconds average YTD

22-Dec	23-Jan	23-Feb	23-Mar	23-Apr	23-May	23-Jun	23-Jul	23-Aug	23-Sep	23-Oct	23-Nov	23-Dec
54	46 48	52 53	50 58	46 53	63 66	56 64	55 56	60 61	59 57	54 56	61 58	61 54

Staffing Vacancies
● Budgeted ● Filled ● Training

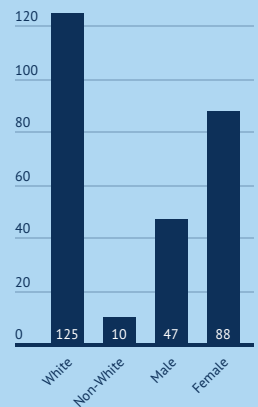|	911	Law	Fire	Report Techs
Budgeted	50	19	18	22
Filled	46	11	14	12
Training	8	2	1	6

8% total vacancies as of January 11, 2024

New trainee to Fire in March

New trainees to Law in Feb & April

Employee Diversity

White	Non-White	Male	Female
125	10	47	88

🎓 Upcoming Academies: COs--Jan 29 & Feb 19