

Regular Meeting Minutes
Spokane Regional Emergency Communications Governing Board
March 18, 2021

1. Call to Order and Roll Call 7:30 a.m.

Chief Bryan Collins called the meeting to order at 7:34 a.m. The following Board members were in attendance:

Board Members – via Zoom

Chief Bryan Collins – Spokane Valley Fire Department (Chair)
Sheriff Ozzie Knezovich – Spokane County Sheriff's Office (Vice Chair)
Chief Randy Johnson – Spokane County Fire District 4
Chief Cody Rohrbach – Spokane County Fire District 3
Chief Brad Richmond – Airway Heights Police Department
Chief Dave Ellis – Spokane Valley Police Department
Gayne Sears – Citizen Representative

Staff – via Zoom

Lori Markham, Executive Director
Kim Arredondo, Deputy Director
Tim Henry, Finance Manager
Bob Schwent, Technical Services Manager
Brad Kane, Dispatch Operations Manager
Heather Wood, 911 Operations Manager
Patrick Erickson, Communication and Media Manager
Cherell Yates, Office Manager
Jenni Folden, Finance Analyst
Megan Schneider, HR Analyst

Auxiliary Partners / Guests – via Zoom

Assistant Chief Howard Johnson, SCFD4
Lt. Alan Arnzen, SPD
Laura McAloon, McAloon Law Offices
Ariane Schmidt, Spokane Regional Project Manager
Todd Mielke, Spokane County Sheriff's Office
Brian Schaeffer, City of Spokane
Lonnie Rash, SCFD 8
Tom Williams, City of Spokane
Brian Scott, BDS Planning and Urban Design
Ishmael Nunez, BDS Planning and Urban Design
Dori Krupanics, BDS Planning and Urban Design

2. Consent Agenda

Randy Johnson motioned to approve the minutes from the February 18, 2021 regular meeting. Dave Ellis seconded. All were in favor. Motion carried.

3. Action Items

a. SREC By-Laws

Lori Markham explained an updated copy was included in the Board packet to reflect changes in the Charter. The track changes were sent out to the Board and the feedback was incorporated into the copy included in the Board packet. Lori added that her and Laura McAloon suggest section 13 regarding termination be removed as termination is covered in the partner agency SLA's. Bryan Collins asked for a vote to approve the bylaws as amended and remove section 13. All were in favor. Motion carried,

b. Citizen Representative

Lori Markham explained interviews were held by the Executive Committee last week. Bryan Collins stated Gayne Sears was selected and brings a background of public service with her. Gayne Sears explained she retired as a District Ranger from the US Forest Service last May and is looking forward to continuing her career in public service as a member of the SREC Governing Board. Her experience in the Forest Service included, incident command, PIO, varied managerial roles, but limited in her experience with regards to emergency communications. The Board members each gave short introductions about themselves to Gayne. Cody Rohrbach motioned to approve the selection of Gayne Sears to the position of Citizen Representative. Randy Johnson seconded. All were in favor. Motion carried.

4. New Business

a. SREC Board Chair Position

Lori Markham explained Bryan Collins has now served a couple terms as Chair and asked if anyone else was interested in serving as Chair, or if Bryan would like to continue to serve. Bryan Collins stated he does not mind continuing, but wants to make sure someone else has the opportunity. The Board agreed to address the topic at the next Board meeting.

5. Old Business

a. Strategic Plan Update - BDS

Brian Scott presented a slideshow to the Board updating the work being done on defining membership tiers, and finalizing goals and objectives. Brian explained the recommendations from the subcommittee for defining SREC users were; full users take advantage of all or most of SREC's suite of services, including Crime Check call taking, 911 call taking, dispatch (law, fire or both), and radios, partial users are agencies who choose to contract with SREC for just one or two services, such as just Crime Check and 911 call taking or just radios. The rate formula addresses inside and outside Spokane County. Inside Spokane County, full or partial membership tier is based on use of services, with the same rates for each type. Call taking is paid for by 911 taxes, so charges are just for dispatch or radios. Dispatch services are based on established rate formula, based on call volume. Radios are a cost recovery rate, based on equipment, use, and overhead. Outside Spokane County, customers will be whole dispatch system, not individual public safety agencies. SREC will determine those fees based on a cost analysis. The potential new customer is responsible for payment for the analysis. The rates may vary and depend on the variables determined by the cost analysis.

Brian explained governance representation was another topic addressed by the subcommittee. The consensus was no elected officials would serve on the Board, except the Sheriff as the head of a large law enforcement agency. Only full users will get a seat on the Governing Board, partial users do not. All users get a seat or seats on communications advisory boards, i.e., the law operations advisory board, fire communications advisory board, etc. If a new dispatch and communications system outside Spokane County wants to join SREC for full services, it would get one governing board (voting) seat for the system and one seat for the system on the law and fire user groups.

Brian stated IXP was consulted to outline a cost analysis that would be applied to agencies outside of Spokane County that wanted to join SREC. The analysis of impacts is based on; governance, operations, technology, facilities, and includes one-time and ongoing costs. Brian continued by defining the impacts. Governance refers to full or partial users, with voting implications as well as cost and service level expectations.

Operations refers to protect existing members' services and costs which could include, aligning new customer's operating model with SREC's, a workload study and staffing and training needs. Technology refers to examining current systems at SREC and adding a new agency. Call flow approach refers to impacts from call receiving to dispatching to incident reporting. Impacts are to both the primary center and backup center. Facilities refers to furniture and space utilization, also at the primary and backup centers. Financial models refer to one-time and ongoing costs from governance, operations, technology and facility impacts. Financial models include costs for management, training (incl. overtime), and documentation, as well as incremental technology or facility changes. The analysis can be scaled, i.e., radios only, might be fully in-house, or a small agency fitting within SREC's existing structure, might be largely in-house with outside review or a large scale/user, i.e., a neighboring county might require a fully structured independent analysis. Cody Rohrbach motioned to approve BDS moving forward in the strategic plan as presented. Randy Johnson seconded. All were in favor. Motion carried.

Brian continued the next step was to finalize the goals and objectives of the strategic plan. The group identified four strategic priorities; internal culture, finance, operational independence and regional relations, all of which were assigned work groups. Work groups were also assigned to mission, values, and guiding principles which will be revisited at the May Board meeting. Brian went through and detailed the objectives and goals the work groups decided on.

Internal culture goal: SREC is a professional, cohesive, and caring team of emergency communications professionals. Objectives are: SREC's front-line staff are consulted in administrative decisions, which are implemented with consistent messaging and follow-through. SREC's internal communications are transparent and accountable. SREC's vital and supportive internal culture is evidenced by strong employee morale, tenure and trust, measured on an annual basis. SREC enjoys strong and consistent leadership from supervisors and managers who are respected by staff, measured on an annual basis. SREC has a cohesive team of career professionals who all work to continually improve their skills. SREC has an exemplary training program that gives team members every opportunity to succeed, rewards continuous learning, and consistently deploys best practices standards to its work.

Finance goal: ensure cost effective, independent, and sustainable financial operations, with adequate reserves for capital investments and unexpected events. Objectives are: Finalize and publish SREC member and customer cost policies to clarify current customers and guidelines for new customers. Make this publicly transparent. Establish more diversity in funding mechanisms to provide balance and stability. Refine and enhance definitions of established priorities for ongoing stewardship in use of 1/10th of 1% funds in alignment with voter intent. By 2027, develop regional consensus on an enhanced definition of uses for 1/10th funds and conduct public education to ensure continuation of 1/10th funding. Continuously improve financial controls, reporting systems, and communication tools to enable cost-efficient operations and transparent cost management. Review and report annually, including procedures and communications systems.

Operational independence goal: Position SREC's technology, operations, and facilities to support long-term independence. Objectives are: Continuously update SREC's 6-year technology plan to keep pace with user needs and anticipate next generation innovations. Complete an annual review and update in sync with operations plans. Complete planning and financing for a new facility by Q4 2024. Incorporate the radio shop. Sort out ownership of various elements. Minimize dependence on outside

jurisdictions while maintaining regional alliances. Annual review in sync with operations plans. Independent CAD. Records will stay with City of Spokane. Develop an evolving consensus concept for SREC's pace of growth and optimal size by Q4 2024. Stabilize current operations first. Update annually in sync with operations plans.

Regional relations goal: Ensure SREC's position as the leader in public safety communication throughout Spokane County and Eastern Washington. Objectives are: Develop and implement a comprehensive public information campaign to bolster SREC's regional reputation today and anticipating the extension of 1/10th of 1% funding in 2027. Establish clear, consistent, and deliberate messaging to support active and effective networking with regional public safety partners at the staff, executive, and elected levels. Work with the City of Spokane to immediately untangle separate functions. Work toward collaborative efforts with the City of Spokane, ensuring professional and respectful relations to allow for future joint ventures. Remain open to potential partnerships within and beyond Spokane County, while prioritizing local operations and ensuring that any future relationships are beneficial (and not detrimental) to SREC's core operations.

Bryan Collins asked if the Board supported the goals and objectives as presented and supported moving forward with including them in the strategic plan. No objections. Brian explained the next steps would be to convene the work groups in April to design the implementation plans as well as reconvening the mission, vision and values staff work group to finalize those statements in light of the goals and objectives being adopted today. BDS will update the Board at the May meeting and review implementation plans

b. CopLogic

Heather Wood reminded the group, CopLogic is an online reporting solution which will allow citizens to make certain reports online. This has been a two-year process and hoping to go live in the next couple months. Patrick Erickson along with the Sheriff's Office PIO will conduct a public education campaign prior to going live. Bryan Collins encouraged Heather to engage the Law Enforcement user group to help craft the public outreach campaign.

c. HB 1155

Bryan Collins stated there was a hearing in the Senate subcommittee yesterday. The bill has not moved out of committee as of last night. Ozzie Knezovich explained it was suggested to him that Bryan and Lori reach out to Senator Billig and Marcus Riccelli to possibly pull back the bill and explain the true issues and impacts surrounding the bill. Ozzie continued the City of Spokane is under the false pretense they have SREC over a financial barrel. He believes SREC will fare better financially if the City takes its share of the 1/10th and SREC can bill the City of Spokane for SREC's services. Ozzie added he is trying to schedule a meeting with the editorial board at the Spokesman to correct the false narrative that the combined dispatch system was a City led initiative prior to SREC and is now somehow a County centric system, rather than a regional one. Ozzie reminded the Board his office dispatched for every law enforcement agency in the region except two, prior to SREC. The Sheriff's office gave up its dispatching department to form SREC.

6. Staff Reports

a. Operations

Kim Arredondo stated fire dispatchers are officially off of 24 hour shifts as of Sunday. The two fire supervisors who were in training have now been released, SREC now has two cross-trained supervisors and the fire supervisor team is fully staffed. One 911 employee has moved into fire and two more will be moving to law later in the month. An

interview panel was conducted for those interested in constraining and there are five employees interested. Four of the report technicians are working from home and two more will begin working from home next week. Bryan Collins stated it is great progress in operations and cross trained supervisors is a big milestone.

b. Technical

Bob Schwent stated work continues on getting report technicians situated to work at home. GIS is working with the New World team to make sure information is correct for the upcoming CAD upgrade. Started programming for City Fire who requested some changes, after testing, reprogramming should begin next week. The radio group is also working on upgrades to the infrastructure to ensure redundancy on the microwave transport and GeoPrime site. Bob explained there were some communication issues which have been dealt with and an outage communication and expectation policy will be brought to the Board for review at the next Board meeting. The candidate for the radio technician position withdrew for personnel reasons and there is still a vacant IT position, the candidate for the GIS position is still in the background process.

c. Finance

Tim Henry stated focus remains on the 2020 BARS report. The report will be brought to the Board at the April meeting for review, it needs to be approved prior to the May 28th filing date.

d. Human Resources

Lori Markham stated the base unit contract was passed yesterday. She furthered it was a good collaborative effort by all parties.

e. Administration

Lori Markham explained building discussions continue, there are concerns from SPD concerning the financial impact and loss of interoperability if law groups are no longer sitting together. Lori furthered it is important for SREC to be able to collocate its employees, especially with cross training and moving forward as one entity. Lori stated Patrick Erickson and staff have been working on the annual report and thanked the Board for their assistance. A draft of the annual report will hopefully be available at the next Board meeting.

7. Open/Public Comment

No public comments.

8. Closed Meeting to Discuss Matters with Legal Counsel Related to Potential Litigation

As allowed by RCW 42.30.110 (1)(i)

Moved to closed session at 8:36 am, estimated 10 minutes, will reconvene at 8:48 and extend if needed.

At 8:48 am the Board estimated an additional 7 minutes.

At 8:55 am the Board estimated an additional 3 minutes.

The regular meeting reconvened at 8:58 am.

No action was taken. Bryan Collins stated that during testimony on HB1155 Ozzie Knezovich made a great point in reference to the City's accusation that they have no representation regarding the 1/10th sales tax use. He pointed out that he is elected in the City of Spokane and as an elected official represents the City of Spokane as the Sheriff. Lori added the City also holds positions on the operations groups and advisory boards which is where many of the decisions and recommendations for use of the 1/10th money and changes in services come

from. Cody Rohrbach explained that SREC has not implemented anything that has not been of unanimous consent by the operation groups and advisory boards.

9. Adjourn

The meeting adjourned at 8:59 a.m.

The next Regular Governing Board meeting is scheduled for April 15, 2021 at 7:30 a.m.

DocuSigned by:

Bryan Collins

6FC8D028D1AD4E9...

Board Member
Governing Board

DocuSigned by:

Angie Knezovich

760513277E67477...

Board Member
Governing Board