

Regular Meeting Minutes
Spokane Regional Emergency Communications Governing Board
October 19, 2023

1. Call to Order and Roll Call

Chief Cody Rohrbach called the meeting to order at 8:01 a.m. The following Board members were in attendance:

Board Members

Chief Cody Rohrbach (Chair) – Spokane County Fire District 3
Chief Brad Richmond (Vice Chair) – Airway Heights Police Department
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
Scott Simmons – Spokane County

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, Media and Communication Manager
Jenni Folden, Finance Analyst
Megan Schneider, HR Analyst
Bradley Dilg, CAD Administrator

Auxiliary Partners/Guests

Nathan Jeffries, SCFD9
Brian Banks, SPD
Erik Lamb, Spokane Valley
Jeff Galloway, WBM

2. Consent Agenda

Brian Schaeffer motioned to approve the minutes from the September 21, 2023, regular meeting. Scott Simmons seconded. All were in favor. Motion carried.

3. Action Items

a. 2024 Draft Budget

Lori Markham stated the draft budget was presented at last month's meeting and has been sent to the partner agencies for review. There has been no feedback and Lori asked the Board to approve the 2024 budget. Cody Rohrbach added the draft budget was also sent to the IEFCA (Inland Empire Fire Chief's Association) and FCAB (Fire Chief's Advisory Board) groups who had no concerns or feedback. Brian Schaeffer motioned to approve the 2024 budget. John Nowels seconded. All were in favor. Motion carried.

4. New Business

a. Q3 Board Report

Scott Simmons presented the Q3 Board report. Sales taxes are trending higher than originally budgeted due to the 1/10th apportionment not going to the City of Spokane as originally anticipated. Overall revenues are up roughly 8% year-to-date, as well as interest earnings. The total revenues collected through Q3 2023 is 5% above the same period last year, but down from the Q2 year over year collections variance of 9%; this is consistent with what the County is seeing also. Being mindful of the softening in sales tax growth the 2024 budget has set the projected sales tax growth at less than 5%, in line with the County projections. Supplies and services expenses are trending under budget, specifically in technical services (capital outlay) and salary and benefits. The overall year-to-date summary shows the budget is trending on pace with a little room. SREC is in a good place with the cash and fund balances for funding current and future projects. The Board will have some decisions to make at the end of the year on how to allocate those funds.

5. Old Business

a. Asset Disposal Policy

Lori Markham explained she misspoke at last month's meeting that there was a SREC policy stating asset disposals had to be approved by the SREC Board. There is no policy, but the by-laws actually state that the SREC Board needs to review any assets that are going to be donated by SREC. Lori stated that SREC started the practice of having the Board approve any disposals back when SREC began as a way to show due diligence and good stewardship. Lori reiterated that Brian Schaeffer stated at last month's meeting that the Board did not need to approve asset disposals as that should be left at the discretion of the Executive Director and their designees. Lori asked the Board if they would approve forgoing with this practice and SREC will only bring forward items that are to be donated, or any assets of high value to be disposed of. The Board agreed to leave asset disposals to the discretion of the Executive Director and any high value items, or items to be donated will be brought to the Board for review.

b. CAD Update

Brandon Childs reminded the Board that during last month's meeting the Board approved SREC to enter into contract negotiations with Hexagon. Hexagon has submitted the statement of work, roughly 120-130 pages, the consultants and internal teams have begun reviewing it. SPD and the real time crime center teams have also been looped in as there will be numerous interfaces. Next week there will be an initial sit down with the consultants to review the red lines and additional asks that were not included in the first draft.

c. Cheney Update

Lori stated there is no further updated, she has sent two emails within the last month asking if they are still on track with their transition timing but has not heard back.

d. New Facility Update

Lori Markham stated she received the square footage but has a couple questions before she sends that off to Scott Simmons. The ribbon cutting ceremony for the Sheriff's Training facility is this afternoon and there is a large sign out there stating, future home of SREC 911. Scott stated he is working on a Resolution for the BoCC (Board of County Commissioners) acknowledging their support for locating the SREC facility next to the Sheriff's facility and then give approval to move forward with a lease agreement. Scott would like some formality to the BoCC's support before the SREC Board approves spending money on the new facility.

c. HB1155 Update

Scott Simmons stated there has been no progress or conversations with the City. Scott explained him, Lori Markham and the Board have talked about wanting to keep the sales tax with SREC but there may be some benefits to an apportionment. Lori stated this will be discussed further during closed session.

6. Staff Reports

a. Operations

Kim Arredondo stated that based on some of the feedback there have been adjustments to the operational report. The average hold times are reported in seconds and are trending down. Kim thanked Kelly Conley, John Collins and Bradley Dilg for all their hard work on the operations report and gathering stats. Kim reiterated the further along the trainees are the better those times will get. The second page reflects stats that were asked for by law partners. The first graph shows dispatch calls, the time a call is created until it is dispatched, this is for priority one calls only, is reflected in minutes and shows a year at-a-glance. The second graph shows the first dispatch until the first unit arrives on scene. The metrics can get a bit skewed with variables such as not being checked on scene (though it was handled and closed) or was already in progress when arriving on scene and dispatched. The third graph shows the four jurisdiction priority ones broken out, Eastern Washington University and Cheney were not included in these numbers. The last graph reflects the highest volume of calls, most popular calls. The graphs reflect priority one calls that were closed out as priority ones.

Scott Simmons stated there has been a lot of discussion on response times on the Fire side, but not so much on the Law side. What is the target number we want to see for dispatch times? Kim explained that for Law there isn't a national standard, we are just competing against ourselves. When a call is being triaged, a typical call that is not a priority one is 3 to 4 minutes of processing time. John Nowels reminded the group that they are never being dispatched from a static location and depending on where people are being deployed that can change average response times. John added some of the things the Sheriff's office tracks internally are priority one and two calls, and those metrics. There is no national standard and there are a lot of variables that come into play with the metrics. The metrics in Spokane Valley will look different than in the unincorporated areas, i.e., distances traveled, etc. John stated there isn't a problem with looking at what we want to do, but it will be our standard. Kim clarified the graphs on page two are for priority one calls only; these are comparable to echo calls on the Fire side. Kim furthered that many calls come in as a priority one based on the initial nature of the call, and within 10 to 20 seconds that call can change dramatically to a priority two call. The graphs show priority one calls that come in and are closed as priority ones. John asked that priority one and priority two calls be pulled, to see what that metric would look like. Kim suggested that if that is done then some specific type codes also be picked to look at and dive a little deeper.

Kim explained the abbreviations on the last graph of page two are: prowl check (PRCHK), reckless driver (RECKDR), suspicious vehicle (SUSVEH), welfare (WELFAR), suspicious person (SUSPER) and suspicious circumstance (SUSCIR). Kim added that she would get rid of the welfare stat since so many of those types of calls get transferred to Fire. Dave Ellis suggested taking out welfare and prowl checks as these are mostly officer initiated and keep the stats to caller-initiated calls only. Kim explained that was why traffic stops and citizen contacts were not included and agreed with also getting rid of the prowl checks. Brian Shaeffer cautioned against reflecting other agencies response times and just sticking with dispatch times and set the standard at 90%. From a public standpoint this is very confusing and gets into response times that have nothing to do with SREC. Dave agreed with Brian and reiterated it is important to show the dispatch

times and dive deeper into those metrics. Kim added that from the time the call comes in, to the time it is dispatched is also dependent on officer availability. Brian suggested those detailed explanations be included, which will also explain any outliers. Erik Lamb stated he likes this version of the report and suggests the 90th percentile metric be included as well as the average to include those outliers and include that detail, so citizens can see and understand why it is happening. This would also allow SREC to see and address why some of those outliers are happening and provide better service. Frank Soto, Jr., explained that if the data set is too small the numbers don't give a true reflection. Frank suggested adding in the priority two's and getting a larger data set and then diving down deeper into the specific type codes.

Cody Rohrbach explained there is a facilitated learning analysis team for the Gray and Oregon Fires in place right now and is a wildland and fire service centric product intended to capture and share any lessons learned. Cody added that dispatch will play a role in that and a big piece is sharing the work that dispatch did on those fires. Law agencies will also be included. Cody added that the Spokesman Review is also doing a story on the fires and the role SREC played. Those interviews have been done and the piece is scheduled to run mid-November.

Kim concluded the last page reflects staffing stats and the vacancies by discipline have been added. The Law side will have a dispatcher coming over on October 22nd and another in December, and also one to Fire in December. The next academy is in November, with four Communications Officers and four Report Technicians which will bring numbers to full staffing, on paper, and a lot of training ahead.

b. Technical

Dusty Patrick stated he and Lori Markham went to the BoCC per the Board's request to inform them of the request from Broadline to install equipment on the Coe Road radio tower which is operated by SREC. Currently attorneys from the three agencies are working on a contract to meet everyone's needs.

Dusty reminded the Board there was structural damage to the Booth Tower. The County gave approval for the repair purchase, that piece has been ordered but there is no repair date, hopefully mid-December.

c. Finance

Tim Henry stated now that the 2024 budget is approved focus will be on year-end and preparing for the next audit.

d. Human Resources

Jeff Tower stated there will be a modest increase of 3% to 5% in health and dental benefits for 2024. Jeff also had a meeting with the insurance authority and SREC is meeting all of its contract requirements for training, meeting obligations, etc.

e. Administration

Lori Markham stated she will be at the BoCC on Monday, November 6th to provide the Commissioners with an update on SREC and an overview of the 2024 budget.

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

As allowed by RCW 42.30.110 (1)(iii), it is not anticipated the Board will take any action. Chair Rohrbach closed the meeting at 8:44 a.m. and estimated the Board would open the meeting in 15 minutes.

At 8:59 a.m. the Board announced the session would be extended 5 minutes.

The meeting moved to open session at 9:04 a.m. No action was taken.

8. Open/Public Comment

No open/public comment.

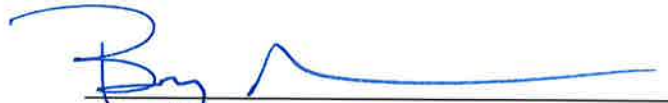
9. Adjourn

Adjourned at 9:05 a.m.

The next Regular Governing Board meeting is scheduled for November 16, 2023, at 8:00 a.m.



Board Member
Governing Board



Board Member
Governing Board