Operations Report

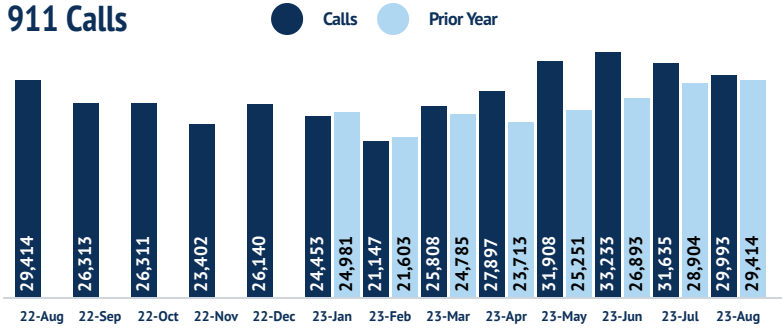
September
2023

Board Meeting: September 21, 2023

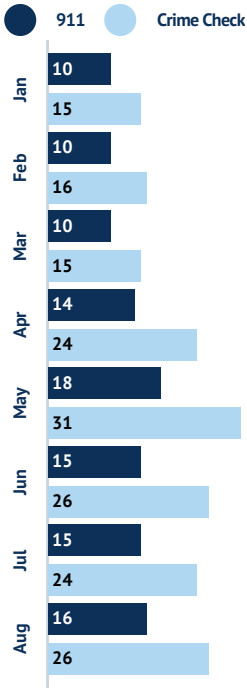
SPOKANE REGIONAL
EMERGENCY
COMMUNICATIONS

Call & Report Statistics

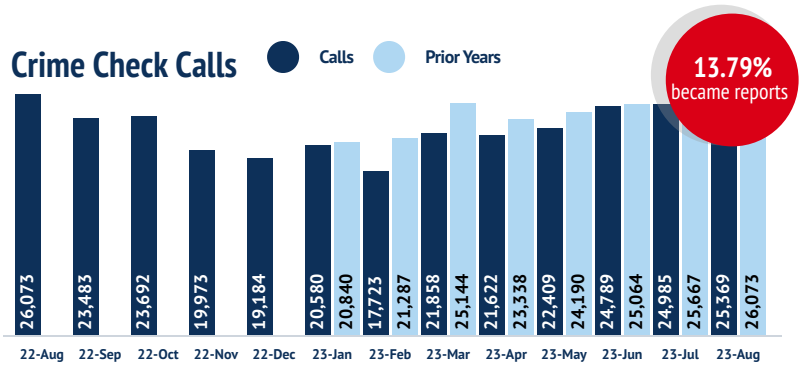
911 Calls



Average Hold Time



Crime Check Calls



YTD Totals

405,409

Total Calls
(2% increase)

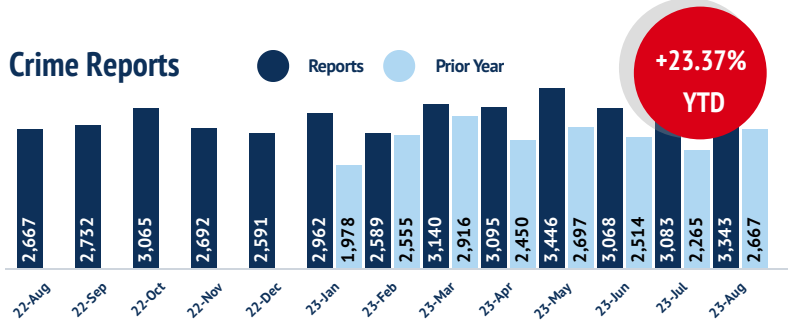
24,726

Total Crime
Check Reports

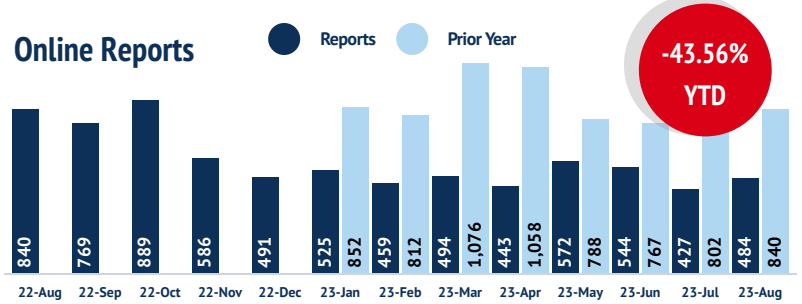
3,948

Total Cop
Logic Reports

Crime Reports



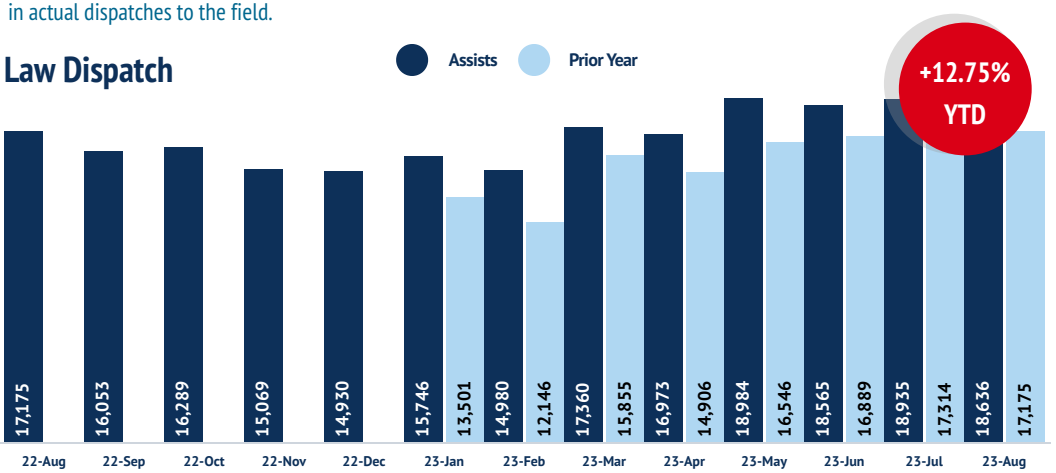
Online Reports



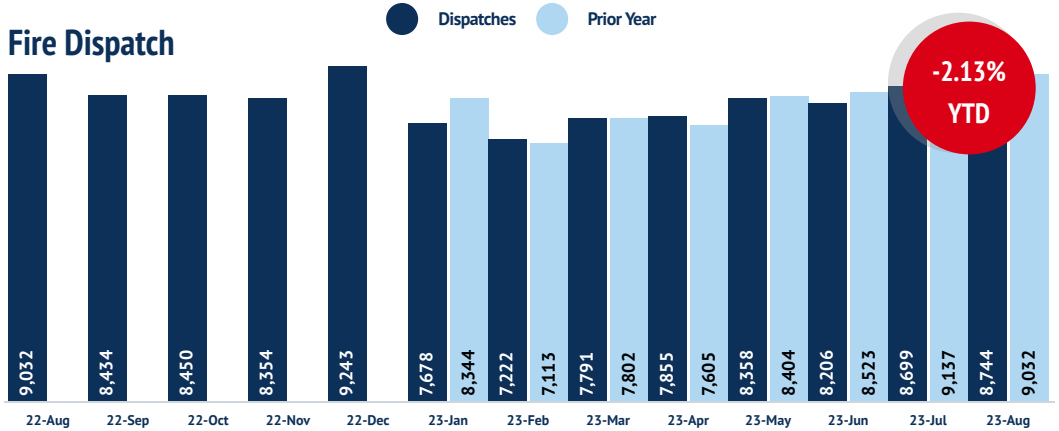
Dispatch Statistics

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

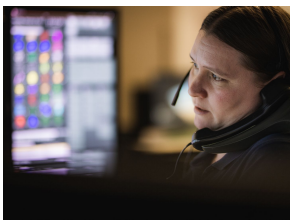
140,179

Law Assists

64,553

Fire Dispatches

SREC Dispatch embraces Flock capabilities



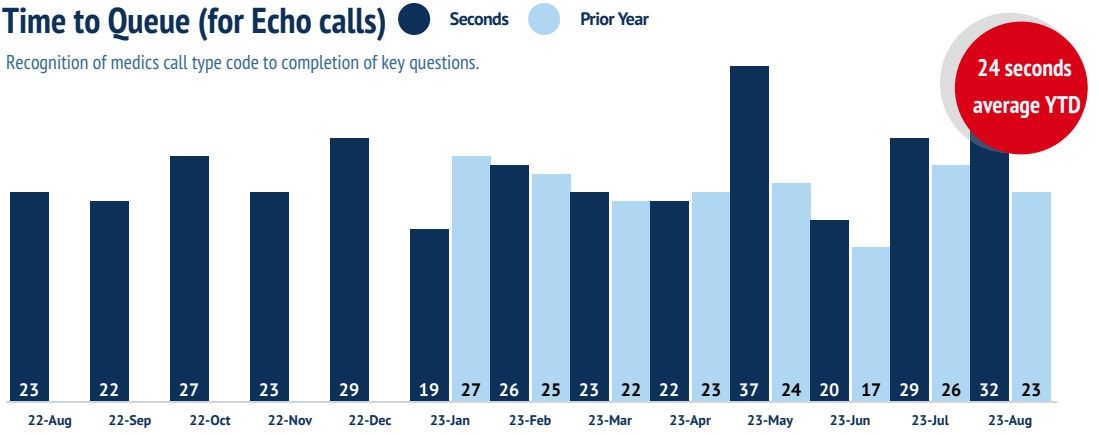
Since receiving 1:1 Flock System training from RIG 9 earlier this year, SREC Dispatchers are really helping to demonstrate the value. From quickly notifying units in the field about stolen vehicles to even more critical situations, results are evident. For example, Dispatch noticed a hit for a stolen vehicle in Liberty Lake and the vehicle was located, and the suspect arrested within 10 minutes. In an even more critical situation and use case for the effectiveness of Flock, the victim of an aggravated assault reported her attack, and a possible suspect vehicle was identified using Flock. The suspect's vehicle was later located and seized as evidence and the suspect was arrested. Thanks to our dispatchers for their focus and use of Flock. It's yet another example of their dedication to officer and citizen safety.

EMD Statistics

Time to Queue (for Echo calls)

Seconds | Prior Year

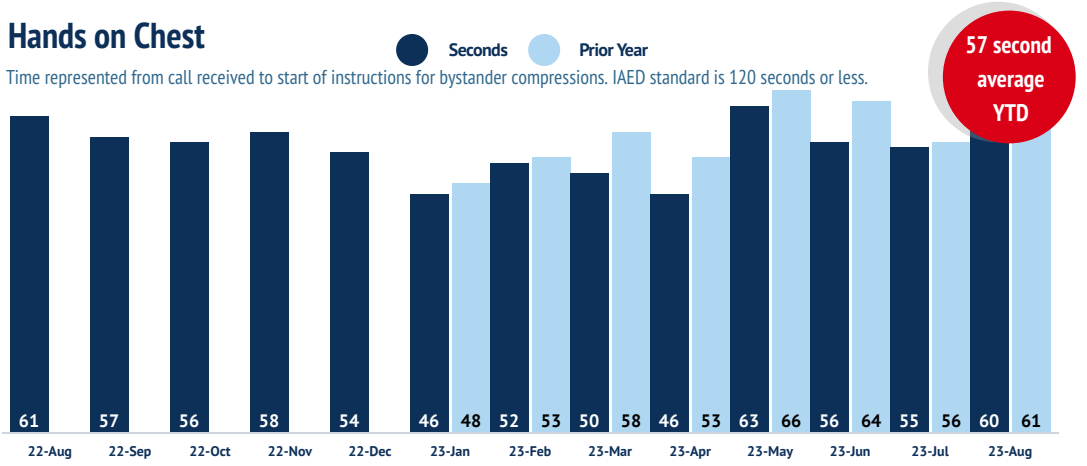
Recognition of medics call type code to completion of key questions.



Hands on Chest

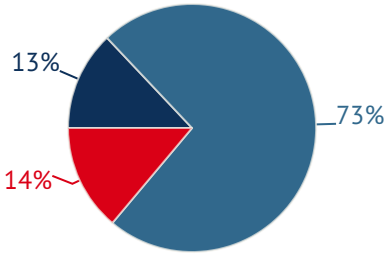
Seconds | Prior Year

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



Staffing

Open | Active | In Training



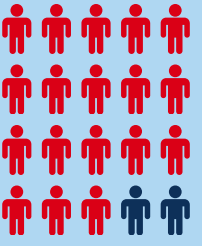
13% vacancies as of September 12, 2023.

8 currently in Academy

7 currently on the floor

Next Academy: November 13

Employee Diversity



White 92%

Non-White 8%