



Governing Board Regular Meeting

1620 North Rebecca Street
Spokane, Washington 99217
March 21, 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 February 15, 2024 Regular Meeting
- 3. New Business**
 - a. Q4 Board Report – Scott Simmons
- 4. Action Items**
 - a. 2024 Budget Amendment – Lori Markham
 - b. Resolution 2024-1 Reserves Fund Designation – Lori Markham
 - c. Priority Dispatch - Dusty Patrick
- 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/1ppmn5p79vm5qmcnrn536jp31rnbzd6l9nvq?live>
 - b. Technical – Dusty Patrick
 - c. Finance – Tim Henry
 - d. Human Resources – Jeff Tower
 - e. Administration – Lori Markham
- 7. Open/Public Comment**
 - a. Speakers sign-in onsite and are allowed 3 minutes each to address the Board
- 8. Executive Session**
- 9. Adjourn**

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

Regular Meeting Minutes
Spokane Regional Emergency Communications Governing Board
February 15, 2024

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
Chief Brad Richmond – Airway Heights Police Department (Vice Chair)
Sheriff John Nowels – Spokane County Sheriff's Department
Chief Dave Ellis – Spokane Valley Police Department
Assistant Chief Tom Williams – Spokane Fire Department
Chief Frank Soto, Jr. – Spokane Valley Fire Department
Assistant Chief Howard Johnson – Spokane County Fire District 4
Scott Simmons – Spokane County
Maggie Yates – 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
Tim Henry, Finance Manager
Heather Thompson, 911 Operations Manager
Brad Kane, Dispatch Operations Manager
Brandon Childs, Technical Projects Manager
Kelly Conley, Communication and Media Manager
Michelle Coker, IT Applications Manager
Kari Kostelecky, Training Coordinator
Jenni Folden, Finance Analyst
Megan Schneider, HR Analyst
Bradley Dilg, CAD Administrator
John Grey, Fire Dispatch Supervisor

Auxiliary Partners/Guests

Lonnie Rash, SCFD8
Nathan Jeffries, SCFD9
Ken Johnson, SCFD 10
Brian Werst, WBM
Erik Lamb, Spokane Valley
Adam Wasserman, State E911
Jim Walkowski, SCFD9

2. Consent Agenda

Brad Richmond motioned to approve the minutes from the January 18, 2024, regular meeting. Howard Johnson seconded. All were in favor. Motion carried.

3. Action Items

a. Bidirectional Amplifier Test and Monitoring Equipment

Dusty Patrick explained the equipment is due to NFPA codes requiring new and existing facilities to have adequate radio coverage inside the building. The equipment will allow

the radio shop to test the bandwidth for the radio equipment. The solution for the business is to purchase a bidirectional amplifier on their own and have it configured to the specifications the radio shop has given the County that meet the specifications of the radio network. The radio shop will then test to ensure it meets the specifications and will not cause interference on the network. The equipment is not only to test the bandwidth but equipment will also be placed on three of the tower sites and monitor the traffic so if there are any changes the radio shop is immediately notified and changes can be made or turned off as not to cause system instability. The quote is included in the packet and the cost is roughly \$154,000 for the hardware and \$76,000 for four years of support and maintenance. The funds will come out of the systems and supplies budget. Howard Johnson motioned to approve the purchase of the bidirectional amplifier test and monitoring equipment. Tom Williams seconded. All were in favor. Motion carried.

b. RAVE AppArmor Mobile App

Dusty Patrick explained this would be for a SREC application for smartphones and give the public easy access to everything that is SREC; branding, evacuation mapping, online reporting, reporting fireworks, important notifications, etc. SREC leadership has seen examples of apps other centers around the Country are using and who Have seen a decrease in call volume because information was easily accessible via the app. This is the direction technology is going and the future SREC needs to keep up with. The County has seen over 300,000 third party downloads daily. The quote is included in the packet and is roughly \$57,000 annually, for three years. Lori Markham reiterated the County continues to grow and SREC staff can only grow as fast as it can, this gets more information to the public and is the direction the public and users are moving, one stop shopping. This provides opportunities for SREC to connect with the community and provide accurate up to date information they can rely on. SREC will manage the content, RAVE manages hosting, updating, compatibility with new phones, etc. Brad Richmond motioned to approve the purchase of the mobile app. Howard Johnson seconded. All were in favor. Motion carried.

4. New Business

There was no new business.

5. Old Business

a. HB2258

Lori Markham explained the bill did not make it off the house floor for a vote, so it is dead for 2024. The bill could be reintroduced for 2025. Lori introduced Adam Wasserman from the State 911 Office.

b. New Facility Update

Lori Markham stated her and Brandon Childs met with the project manager at the Spokane International Airport where they are using the alternative build project and will be providing some documentation. The RFQ (request for quotes) should be going out soon for a contract manager. Lori added there has been communication with the County and legal to start the framework for the land lease for the new facility. Scott Simmons reminded the Board the County has used the progressive design build and has resources available to SREC regarding the process.

c. CAD Update

Brandon Childs explained work continues on the kick-off meeting agenda and once that is finalized invites will be sent out. The kick-off is scheduled for March 19, 2024, and save -a-dates will be sent out next week. Everyone is welcome, the morning will start off with a general session and then break off into technical sessions. More details to come.

Brandon stated there is a demo day scheduled for February 29, 2024, for MDCs (Mobile Digital Communicator) for Fire users. There will be three vendors, Streetwise, Hexagon and Tablet Command. Invites were circulated throughout the Fire agencies. Now that there is a contract in place with Hexagon, their roadmap can be seen so there will be more information available for their product versus the demo day last year.

Brandon asked the Chair of the SREC Board for permission to form a new subcommittee for the purpose of leadership discussions regarding the new CAD system, i.e., duplicate unit identifiers, and as the project moves forward more instances will present themselves. The term of the subcommittee will be the duration of the project. The subcommittee will be similar to the CAD Executive team but will include both law and fire agencies. After go-live of the new CAD system, the subcommittee can be re-envisioned to be more of an advisory group like the CAD Core team now. Cody Rohrbach stated the intent would be specific to CAD, composed of law and fire users and act as a technical advisory committee. Lori Markham added that they need to be decision makers for both Law and Fire groups. Per SREC's bylaws, it is the Chair who authorizes subcommittees, once authorized SREC can put out the guidelines to the Law and Fire groups as to what/who they are looking for to be on the subcommittee. Cody stated he overall supports the concept and would like to get information out on intent to the user groups. Brandon added they would like to see three to four representatives from each discipline. Cody asked if there were any concerns from the Board moving this forward. There were no concerns. Lori and Brandon will begin the process of getting information out and forming the subcommittee. Cody reminded the Board to have as much representation as possible from the member agencies at the February 29th demo day and March 19th kick-off.

d. Cheney Update
No further update.

d. HB1155 Update
Scott Simmons stated he met with Garrett Jones a couple weeks ago and reminded him that the draft ILA (interlocal agreement) was sent by the County back in October 2022, and there still has been no response. Scott resent the ILA to Garrett and the City attorney reminding them that there is a need to have it executed no matter what direction they decide to go. There is a new administration at the City of Spokane and they need to get brought up to speed.

6. Staff Reports

a. Operations

Kim Arredondo explained the new crime check process starts on February 20th. Kelly Conley has created some surveys to send out to the community, so those will be sent out with crime check reports for the report technicians and also coplogic reports. Kim added they would really like some feedback on the coplogic side as there have been technical difficulties in the past and this can help determine if there may be another path for online reporting with the new CAD system. Kelly will also be doing a large media push for the new process on social media but will wait to do a press release until a little time has passed and any issues can be worked out, maybe about three weeks. This process will be a shift in workload for the report technicians as they will be learning how to multi-call process. Additionally, the QA Supervisor is leaving to pursue a career in nursing, so a recruitment was held and selection made, so she will mentor with the current QA Supervisor for a couple months before she leaves.

Kim explained there was a little dip in 911 and crime check calls, but an increase in crime check and online reports. Kim went through the operations report and dispatch stats. Kim celebrated the CTO's (certified training officers). In 911 there were eighteen new hires trained and retained in 2023 as well as four in the January 2024 academy and four more expected in February. Currently there is a trainee in Fire and one in Law with a second going to Law next week and possibly another. The vacancy rate shifted a bit from last month as the FTE number was updated to reflect what the Board approved for 2024.

b. Technical

Dusty Patrick stated the new IT Applications Manager has been onboarded and is working on the new scheduling software. Joe Sacco, GIS Manager, has scheduled a meeting with subject matter experts next Wednesday in fire and law regarding the wildfires last year to get feedback. This should allow enough time to implement changes and conduct testing before fire season. Dusty thanked the participating agencies for their engagement, support and work on evacuation mapping. Work continues with Broadlinc and the project at Coe Road. They are in the final clean up stages. The radio shop continues with radio reprogramming.

c. Finance

Tim Henry stated work continues on closing out 2023 and will submit that data to the State Auditor's Office as well as the County Auditor. A draft of the annual report will be presented to the Board before submitted to the State Auditor's Office. The finance team is also beginning set up for the 2024 budget.

d. Human Resources

Megan Scheider stated that Human Resources conducted sixty-three background interviews in 2023. Magan added she is finishing total compensation sheets for each employee for 2023. HB1055 amended eligibility requirements PSERS (Public Safety Employment Retirement System) for telecommunicators, those who answer emergency and nonemergency calls, will now be eligible to join that retirement system. There will be an open enrollment for employees June 1st to September 2024 where current employees will have the option of switching retirement systems; employees hired after June 1, 2024, will automatically be placed in the PSERS system. The main difference is the retirement age; in PESRS employees with ten years of service can retire at sixty instead of sixty-five and receive 100% of benefits. Service credits paid into PERS count towards eligibility in both. Employees must be vested in both systems to receive a benefit from both systems. Lori Markham explained this is what the State has been pushing for, for many years to get telecommunicators reclassified from secretarial to public safety. This is a huge benefit for the telecommunicators.

e. Administration

Lori Markham thanked all those that were able to participate in the Strategic Planning process last week and anticipates the report being complete in the next couple of weeks. Kelly Conley will be sending out a type of report card from the last Strategic Planning document and reflect on what SREC has accomplished. Lori reminded the group the Board Retreat is next Friday, February 23, 2025. Cody Rohrbach thanked the work that was done and appreciated the opportunity to engage. Gayne Sears also thanked the group for the engagement and opportunity.

7. Open/Public Comment

No open/public comment.

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

As allowed by RCW 42.30.110 (1)(i), it is unknown if the Board will take action.
Chair Rohrbach closed the meeting at 8:44 a.m. and estimated the Board would open the meeting in 20 minutes.

At 9:04 a.m. the Board announced the session would be extended 15 minutes.
At 9:21 a.m. the Board announced the session would be extended 15 minutes.
At 9:36 a.m. the Board announced the session would be extended 10 minutes.
At 9:46 a.m. the Board announced the session would be extended 10 minutes.
At 9:56 a.m. the Board announced the session would be extended 5 minutes.

The meeting moved to open session at 10:01 a.m. No action was taken.

9. Adjourn

Adjourned at 10:01 a.m.

The next Regular Governing Board meeting is scheduled for March 21, 2024, at 8:00 a.m.

Board Member
Governing Board

Board Member
Governing Board

**SREC Financial Sub-committee
Preliminary Annual Report to the Board
FYE 2023**



SPOKANE REGIONAL
EMERGENCY
COMMUNICATIONS

Financial Sub-committee

Chief Cody Rohrbach - Spokane County Fire District 3 (Chair)

Chief Brad Richmond - Airway Heights Police Department (Vice-chair)

Scott Simmons - Spokane County CEO (Executive Committee)

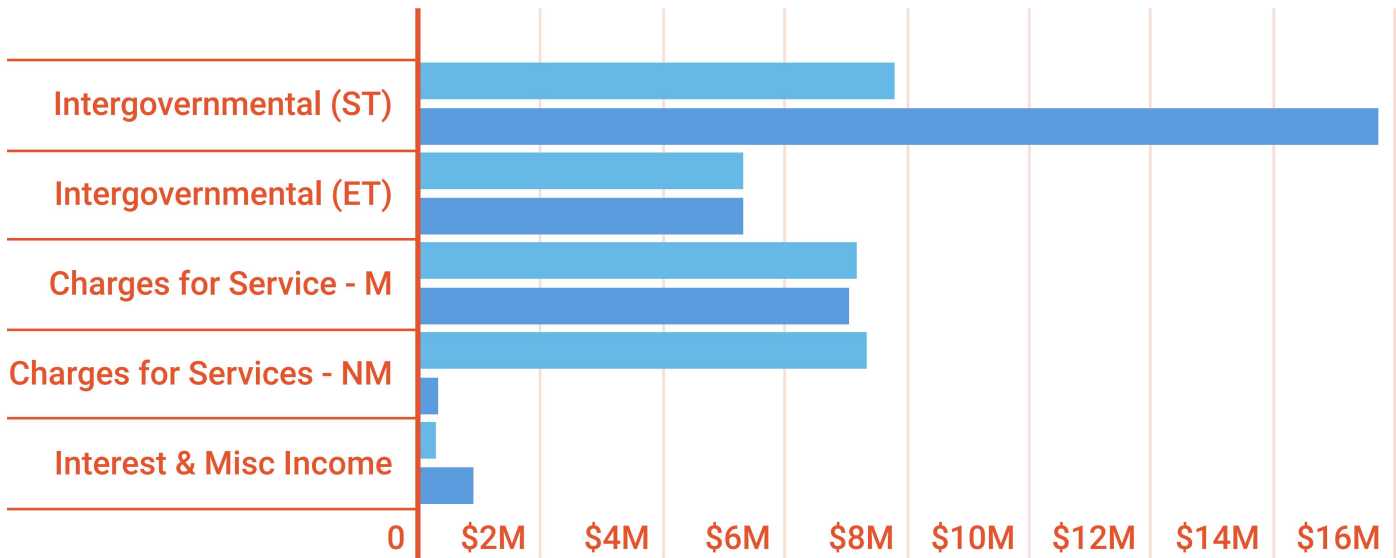
Lori Markham - Executive Director

Tessa Sheldon - Spokane County, Sr. Management & Budget Analyst (Designee)

Matt Boston - City of Spokane Finance Director

Overview--Revenue

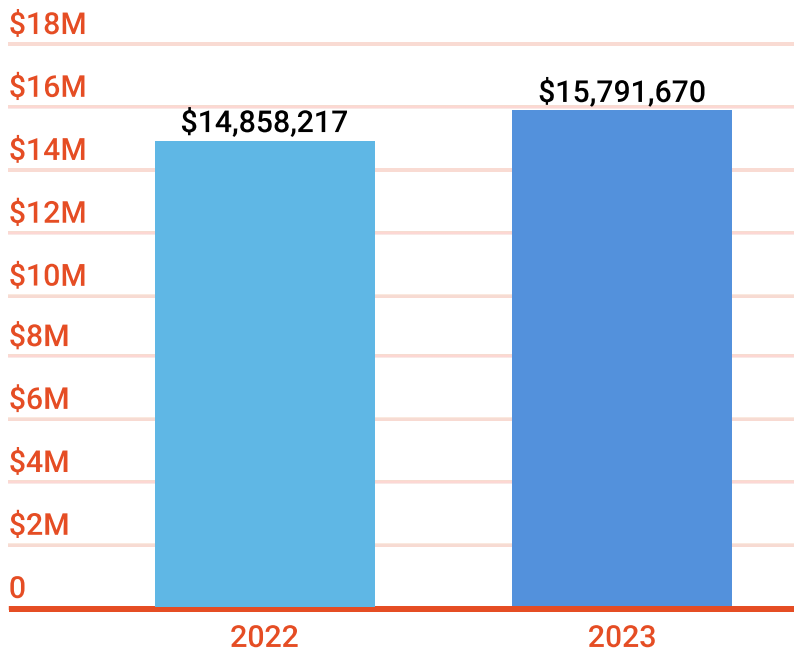
Total revenue collected in 2023 was \$29,202,243, exceeding the budgeted amount by 6% or \$1.63 million. This surplus resulted from excess tax revenue and SCIP interest offset by one member (COS) delaying in paying the final user fees. Currently all 2023 User Fees have been paid.



● Budget ● Actual

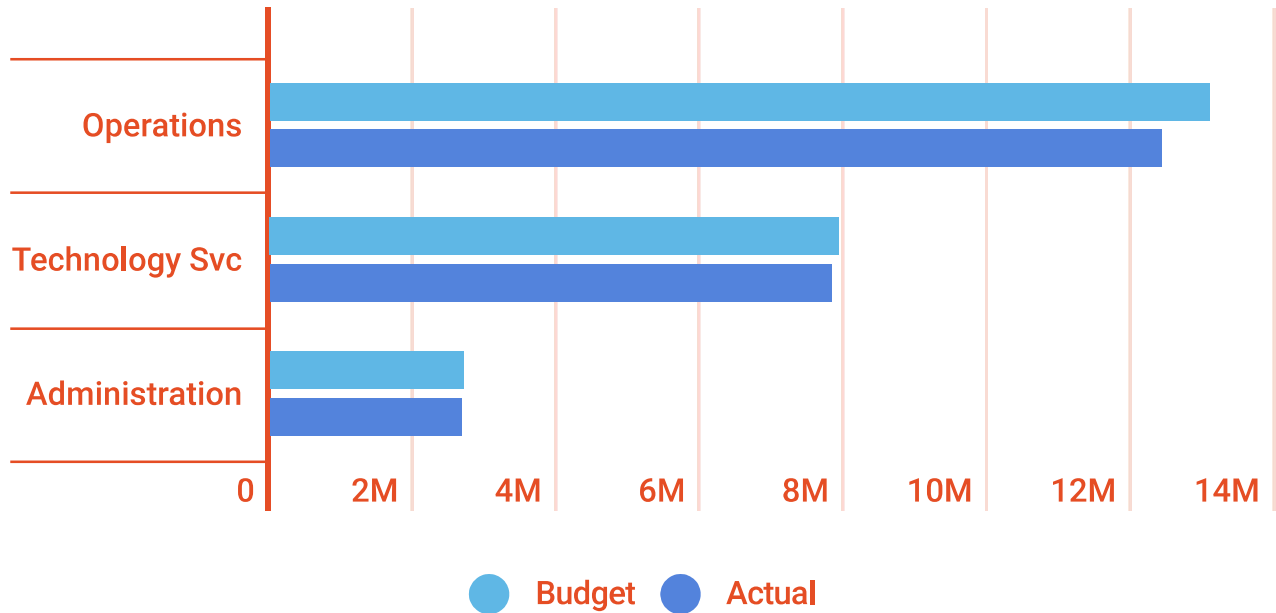
Intergovernmental Revenue from the Emergency Communications Sales Tax year over year comparison.

The total collected in 2023 is 6% above the same period last year, down from the 2022 year over year collections variance of 8%.

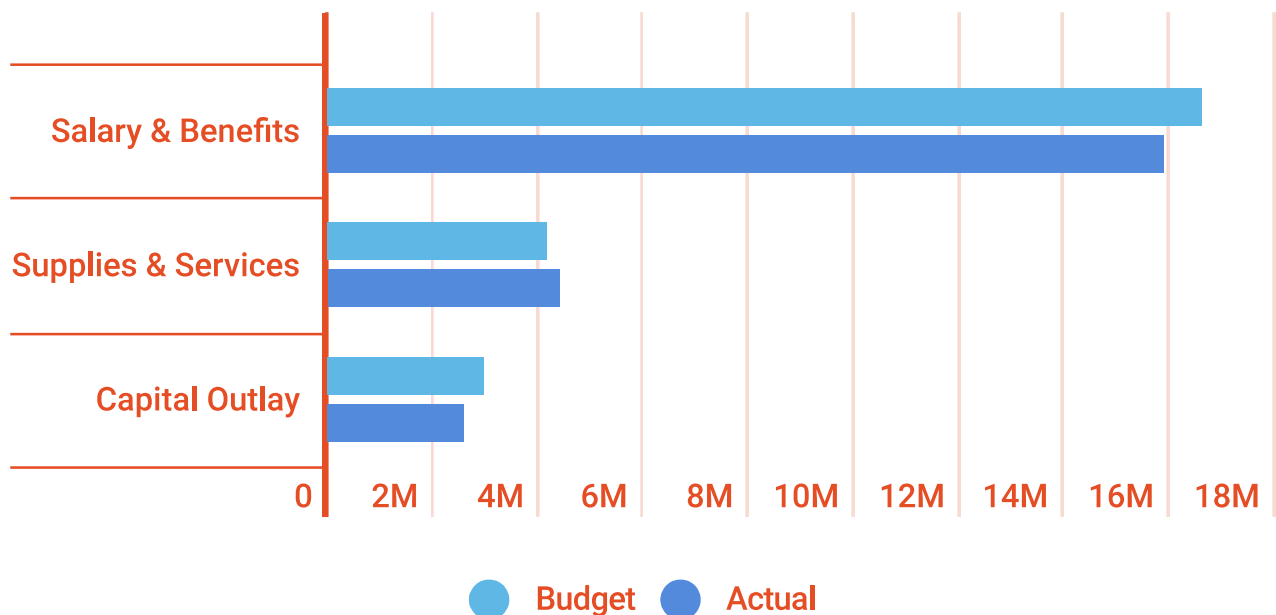


Overview--Expenses

2023 expenses total \$22,904,564 under the budgeted amount by 3.5%.



2023 expenses by type: Salary & Benefits under budget by 4%, Supplies and Services over budget by 6%, and Capital Outlay under budget by 12%.



YTD Summary Report



Spokane Regional Emergency Communications

Budget Report Group Summary

For Fiscal: 2023 Period Ending: 12/31/2023

ExpObject;RevElement	Current Total Budget	Fiscal Activity	Variance Favorable (Unfavorable)	Percent Remaining
Revenue				
3300600 - Intergovernmental Revenue (ST)	7,755,000.00	15,704,231.71	7,949,231.71	102.50%
3300800 - Intergovernmental Revenue (ET)	5,287,000.00	5,300,298.07	13,298.07	0.25%
3425000 - Charges for Services Member Agency	7,161,751.00	7,016,780.40	(144,970.60)	2.02%
3426000 - Charges for Services Non-member Agency	7,134,984.00	302,405.54	(6,832,578.46)	95.76%
3610000 - Interest Earnings	210,000.00	815,557.81	605,557.81	288.36%
3670000 - Miscellaneous Revenue	20,000.00	62,969.73	42,969.73	214.85%
Revenue Total:	27,568,735.00	29,202,243.26	1,633,508.26	5.93%
Expense				
10 - Salaries and Wages	11543000	11496587.99	46412.01	0.40%
20 - Personnel Benefits	5078128	4388993.71	689134.29	13.57%
30 - Supplies	297000	466004.52	-169004.52	-56.90%
40 - Services	3861500	3948547.05	-87047.05	-2.25%
60 - Capital Outlays	2965000	2604430.85	360569.15	12.16%
Expense Total:	23744628	22904564.12	840063.88	3.54%
Report Surplus (Deficit):	3824107	6297679.14	2473572.14	-64.68%

1/31/2024 3:02:14 PM

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Intergovernmental Revenue (ST) represents the 1/10th of 1% Sales Tax for Emergency Communications

Intergovernmental Revenue (ET) represents the Enhanced 911 Excise Tax

Charges for Services Member Agency represents the Agency Dispatch User fees

The adjusted 2023 ending balance is \$33,717,390 cash. The available fund balance is \$2,549,185 as calculated below and is to be assigned by SREC Board direction.

Beginning Balance	\$ 27,419,711
Total Revenues	29,202,243
Total Expenses	(22,904,564)
Ending Balance	33,717,390
Operating Reserve	(5,194,914)
Capital Expenditure Reserve - Building	(18,000,000)
2023 Planned Facility Contribution	(2,000,000)
Capital Expenditure Reserve - CAD	(2,500,000)
2023 Total Encumbrance into 2024	(73,291)
Unrestricted Minimum Fund Balance	(3,400,000)
Available Balance	\$ 2,549,185

2024 Budget and Capital Improvement Plan proposed amendment.

The proposed amendment includes changes related to the CAD replacement project, and the receipt of updated draft agreements from the City of Spokane for shared maintenance of the “CCB” and Fire CAD services provided by the city. Additional resources are also requested to balance with the increased expenses.

The proposed amendment includes additional expenses in Supplies and Services of \$1,340,000 and Capital of \$1,212,000. The specific items being increased are:

\$810,000 for shared maintenance cost for CCB

\$80,000 for shared Fire CAD system cost

\$450,000 for CAD replacement project services

\$1,212,000 for Capital Improvement Plan-CAD Replacement Project

SREC recently received the draft agreement from the City of Spokane for shared maintenance cost for the CCB. This agreement indicated the actual cost for 2022 and 2023 and is being used as an updated estimate for 2024. The current approved budget only includes \$520,000, therefore requires an additional \$810,000 to cover all three years.

SREC also recently received the draft agreement from the City of Spokane for shared cost of the Fire CAD system. This agreement indicated the cost for 2022 and 2023 and is being used as an updated estimate for 2024. The current approved budget only includes \$130,000, therefore requires an additional \$80,000 to cover all three years.

SREC recently entered an agreement with Hexagon for CAD replacement project services in the amount of \$3,646,000. The estimated expenses for 2024 are \$2,000,000 with the remainder being expensed in 2025 and 2026. The current approved budget only includes \$1,550,000, therefore requires an additional \$450,000 to cover the 2024 estimated expenses.

SREC recently entered into an agreement with Ednetics for CAD replacement hardware in the amount of \$1,212,000. The current approved Capital Improvement Plan does not include any expenses for this capital expenditures, therefore requires an additional \$1,212,00 in capital expenses.

The proposed amendment includes additional resources of \$2,500,000 and recommends the source of these additional funds be identified as a use of some of the 2023 ending fund balance.

*Some numbers have been rounded for ease of calculations and presentation

2024 Budget and Capital Improvement Plan proposed amendment.
Background.

The late arriving contracts from the City of Spokane and the ongoing confusion around both the CCB facility and Fire CAD were outside the control of SREC staff. Outdated estimates were used, and prior year “unpaid” amounts were not considered during the 2024 budget development cycle.

The CAD replacement project services were based on early estimates, as the agreement with Hexagon was executed and updated timelines became available, the need for additional 2024 expense authorization became apparent.

The CAD replacement project Capital hardware expenses were not identified in the project scope until later in the project development.

The CAD project is complicated and initial thoughts around SREC sharing the cost with the City of Spokane further clouded the project planning. The project was initially planned and presented in earlier years as part of the CIP, later it was thought to be all included in services, cloud based and hosted. As we have now completed the final planning and agreements it turns out to be a mix of both.

The additional resources being recommended are from the 2023 available cash balance. The overall CAD replacement cost are not all inclusive as other add-ons are being considered. As a general idea, the Project will come close to or exceed \$5,000,000. Without the sharing of cost—which may be resolved in the future, the reserve amount set aside of \$2.5 million will be about half. Rather than designate the 2023 available fund balance to reserve, and then release funds from reserves, it is recommended that we simply use the fund balance. The remaining \$1,250,000 in CAD reserves will be utilized in 2025 to complete the Hexagon contract expenses.

**Spokane Regional Emergency Communications
2024 Budget and Capital Improvement Plan**

Action by the Governing Board of the Spokane Regional Emergency Communications

The Board approves and adopts the fiscal year 2024 budget and capital improvement plan as attached at a regular meeting held on the 19th day of October 2023.

See official minutes.

2024 BUDGET SUMMARY

Resources		2024
Intergovernmental-Sales Tax	\$	15,645,703
Intergovernmental-Excise Tax		5,287,000
Charges for Services Member Agencies		8,088,202
Intergovernmental-State Grant		50,000
Investment Earnings		750,000
Miscellanies Income		25,000
Reserve Balance Use		1,750,000
Total Resources	\$	<u>31,595,905</u>
Uses Operating		
Salaries and Benefits	\$	17,524,689
Supplies & Services		8,422,812
Total Operating Expenses	\$	<u>25,947,501</u>
Uses Capital		
Radio Replacement Program	\$	127,000
Information Technology Plan		90,000
Vehicle Replacement		109,000
Facility		500,000
Total Capital Expenses	\$	<u>826,000</u>
Operating Reserve Contribution	\$	979,479
Capital Project Reserve Contribution		3,000,000
Total Reserve Contributions	\$	<u>3,979,479</u>
Net	\$	842,925

CAPITAL IMPROVEMENT PLAN SUMMARY

**SPOKANE REGIONAL EMERGENCY COMMUNICATIONS ("SREC")
CIP SIX YEAR PLAN
FY 2024 - FY 2029**

DESCRIPTION	FY 2024 REQUEST	FY 2025 REQUEST	FY 2026 REQUEST	FY 2027 REQUEST	FY 2028 REQUEST	FY 2029 REQUEST	6 - YEAR TOTAL
MAJOR EQUIPMENT PLAN							
Radio Replacement Program	127,000	150,000	173,000	196,000	225,000	259,000	1,130,000
Information Technology Plan	90,000	1,269,000	240,000	110,000	110,000	126,500	1,945,500
CAD Replacement	-	-	-	-	-	-	-
Vehicle Replacemnt	109,000	70,000	125,000	80,000	80,000	80,000	544,000
Radio System Infrastructure Replacement	-	-	-	-	-	-	-
TOTAL MEQ	326,000	1,489,000	538,000	386,000	415,000	465,500	3,619,500
CAPITAL PROJECTS							
Facility Replacement	500,000	12,500,000	13,000,000	14,000,000	-	-	40,000,000
TOTAL CAPITAL PROJECTS	500,000	12,500,000	13,000,000	14,000,000	-	-	40,000,000
TOTAL CIP	826,000	13,989,000	13,538,000	14,386,000	415,000	465,500	43,619,500

**Spokane Regional Emergency Communications
2024 Budget and Capital Improvement Plan Amendment**

Action by the Governing Board of the Spokane Regional Emergency Communications

The Board approves an amendment to the fiscal year 2024 budget and capital improvement plan as attached at a regular meeting held on the 21st day of March 2024.

See official minutes.

2024 BUDGET SUMMARY

Resources	2024	Revision 1	2024 Revised
Intergovernmental-Sales Tax	\$ 15,645,703		15,645,703
Intergovernmental-Excise Tax	5,287,000		5,287,000
Charges for Services Member Agencies	8,088,202		8,088,202
Intergovernmental-State Grant	50,000		50,000
Investment Earnings	750,000		750,000
Miscellanies Income	25,000		25,000
Fund Balance Use	-	2,500,000	2,500,000
Reserve Balance Use	1,750,000		1,750,000
Total Resources	\$ 31,595,905	\$ 2,500,000	\$ 34,095,905
Uses Operating			
Salaries and Benefits	\$ 17,524,689		17,524,689
Supplies & Services	8,422,812	1,340,000	9,762,812
Total Operating Expenses	\$ 25,947,501	\$ 1,340,000	\$ 27,287,501
Uses Capital			
Radio Replacement Program	\$ 127,000		127,000
Information Technology Plan	90,000		90,000
Vehicle Replacement	109,000		109,000
Facility	500,000		500,000
CAD Replacement	-	1,212,000	1,212,000
Total Capital Expenses	\$ 826,000	\$ 1,212,000	\$ 2,038,000
Operating Reserve Contribution	979,479	-	979,479
Capital Project Reserve Contribution	\$ 3,000,000	-	3,000,000
Total Reserve Contributions	3,979,479	-	3,979,479
	\$ 842,925	\$ (52,000)	\$ 790,925

CAPITAL IMPROVEMENT PLAN SUMMARY

**SPOKANE REGIONAL EMERGENCY COMMUNICATIONS ("SREC")
CIP SIX YEAR PLAN
FY 2024 - FY 2029**

DESCRIPTION	FY 2024 REQUEST	FY 2025 REQUEST	FY 2026 REQUEST	FY 2027 REQUEST	FY 2028 REQUEST	FY 2029 REQUEST	6 - YEAR TOTAL
MAJOR EQUIPMENT PLAN							
Radio Replacement Program	127,000	150,000	173,000	196,000	225,000	259,000	1,130,000
Information Technology Plan	90,000	1,269,000	240,000	110,000	110,000	126,500	1,945,500
CAD Replacement	1,212,000	-	-	-	-	-	1,212,000
Vehicle Replacemnt	109,000	70,000	125,000	80,000	80,000	80,000	544,000
Radio System Infrastructure Replacement	-	-	-	-	-	-	-
TOTAL MEQ	1,538,000	1,489,000	538,000	386,000	415,000	465,500	4,831,500
CAPITAL PROJECTS							
Facility Replacement	500,000	12,500,000	13,000,000	14,000,000	-	-	40,000,000
TOTAL CAPITAL PROJECTS	500,000	12,500,000	13,000,000	14,000,000	-	-	40,000,000
TOTAL CIP	2,038,000	13,989,000	13,538,000	14,386,000	415,000	465,500	44,831,500

*Proposed revision 3/2024 to add CAD Replacement to Major Equipment Plan

**Spokane Regional Emergency Communications
Resolution No. 2024-01**

A Resolution of the Governing Board of the Spokane Regional Emergency Communications to designate a portion of the 2023 Ending Cash & Investments as Capital Facility Reserve

WHEREAS, Spokane Regional Emergency Communications (“SREC”) is a municipal corporation operating and existing under and pursuant to the Constitution and the laws of the state of Washington, pursuant to RCW 35.21.730 through RCW 35.21.759 and under the direction of its Governing Board (the “Board”); and

WHEREAS, pursuant to the by-laws the Board is empowered and authorized to approve the annual budget and financing and funding methodologies based on the recommendation of the Executive Director and the Financial Sub-committee.

WHEREAS, the Board has reviewed the recommended designation of \$2,000,000 as Capital Facility Reserve:

THEREFORE, BE IT RESOLVED by the Board as follows:

1. The Board hereby approves the designation of funds to the Capital Facility Reserve.

Adopted by the Governing Board for Spokane Regional Emergency Communications at a regular meeting held on the 21st day of March 2024.

Cody Rohrbach, SREC Governing Board Chair



INVOICE

Medical Priority Consultants, Inc.
 dba Priority Dispatch Corp
 110 S Regent St Ste 500, Salt Lake City, UT, 84111-1997, US
 Phone: (801) 363-9127 Fax: (801) 746-5879
 www.prioritydispatch.net
 accounting@prioritydispatch.net

Invoice Number	SIN358343
Invoice Date	12/13/2023
Agency ID	24581

Billing Address

Spokane Regional Emergency Communications
 1620 N Rebecca St
 Spokane, WA 99217-7200
 United States

Shipping Address

Spokane Regional Emergency
 Communications
 1620 N Rebecca St
 Spokane, WA 99217-7200
 United States

Customer Reference	Quote #	PO #	Invoice Currency	Due Date
	Q-69118		USD	Net 30

Product Name	Quantity	Total
The One Plan Maintenance Package <i>The One Plan Maintenance Package System License Renewal, Services & Support</i> 1/1/2024 - 12/31/2024	1	\$ 52,500.00

Net Total	\$ 52,500.00
Tax Total	\$ 4,410.00
Invoice Total	\$ 56,910.00

Payment Detail
<p>FEDERAL TAX ID# 87-0447422</p> <p>Check payments: Medical Priority Consultants, Inc. dba Priority Dispatch Corp. P.O. Box 30847 Salt Lake City, UT, 84130-0847</p> <p>Wire/ACH payments: Medical Priority Consultants, Inc. dba Priority Dispatch Corp. 110 South Regent Street, Suite 500 Salt Lake City, Utah 84111</p> <p>Account Number: 002226546 Routing Number: 124000054 Swift Code: ZFNBUS55 Bank Name: Zions First National Bank</p> <p>Credit Card payments: please visit https://payment.prioritydispatch.net</p> <ul style="list-style-type: none"> • (a 3% fee will be added for all credit card charges over \$5K) <p>Remittance Email: finance@prioritydispatch.net Questions or Corrections: accounting@prioritydispatch.net</p>



Medical Priority Consultants, Inc.
dba Priority Dispatch Corp
110 S Regent St Ste 500, Salt Lake City, UT, 84111-1997, US
Phone: (801) 363-9127 Fax: (801) 746-5879
www.prioritydispatch.net
accounting@prioritydispatch.net

INVOICE

Invoice Number	SIN358343
Invoice Date	12/13/2023
Agency ID	24581

Operations Report



March
2024

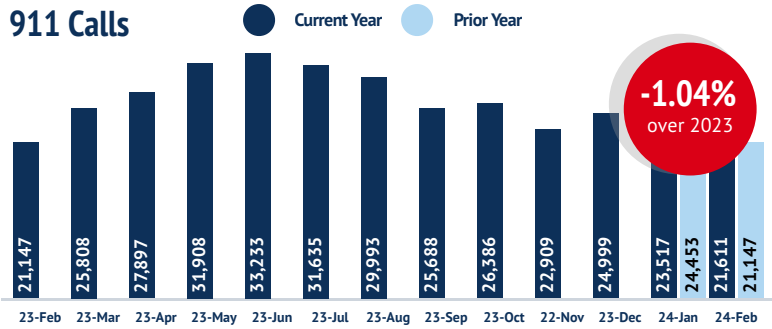
Board Meeting: March 21, 2024



SPOKANE REGIONAL
EMERGENCY
COMMUNICATIONS

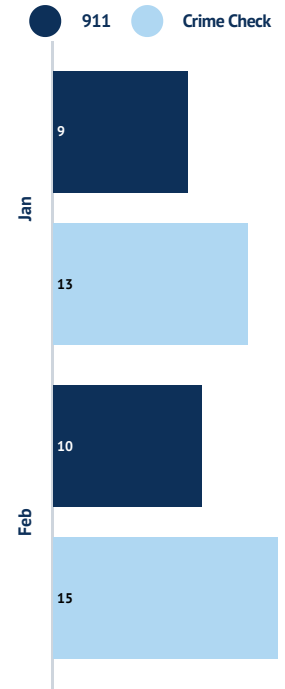
Call & Report Statistics

911 Calls



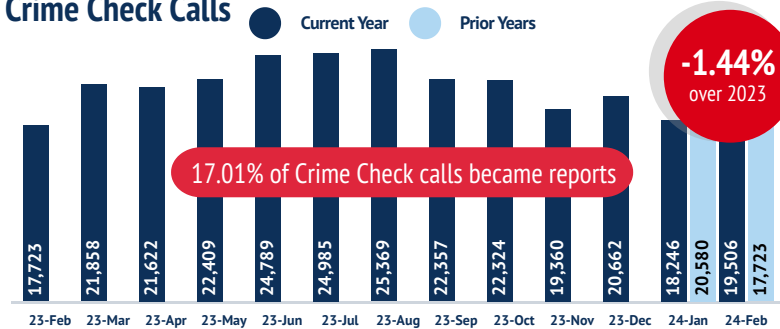
Average Hold Time

in seconds



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

Crime Check Calls



YTD Totals



82,880

Total Calls
(0.76% increase)



6,423

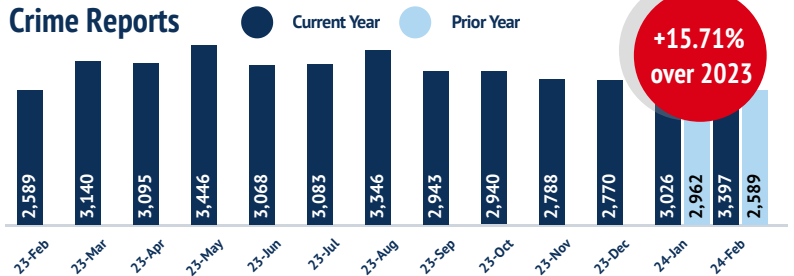
Total Crime Check Reports



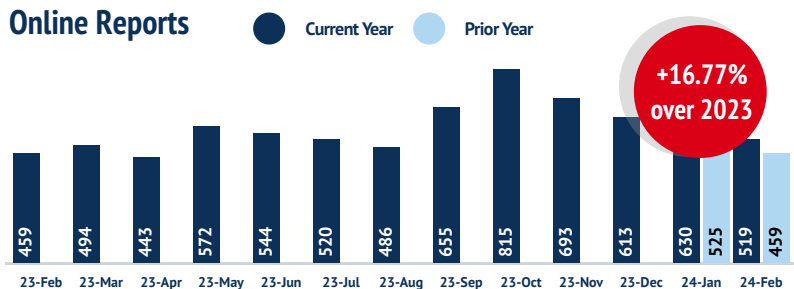
1,149

Total Online Reports

Crime Reports

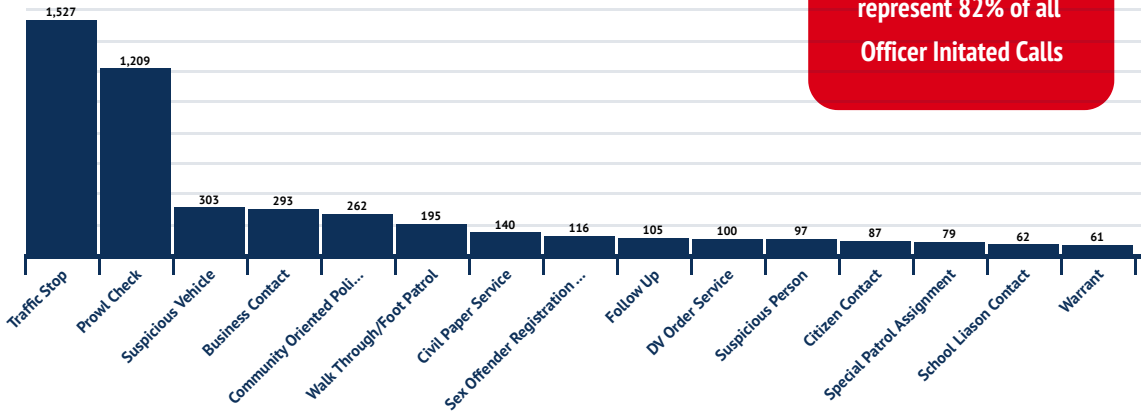


Online Reports



Top 15 Officer Initiated Call Types

December 2023

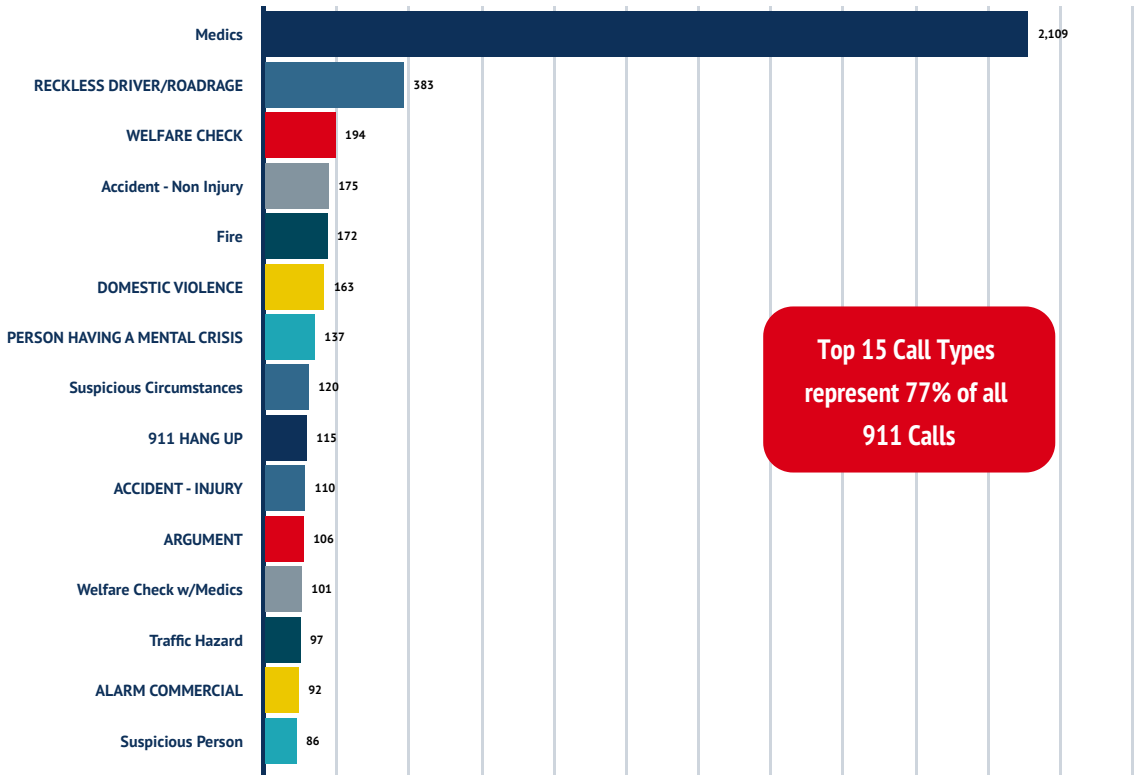


Top 15 Call Types represent 82% of all Officer Initated Calls

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

Top Overall 15 Call Types

December 2023

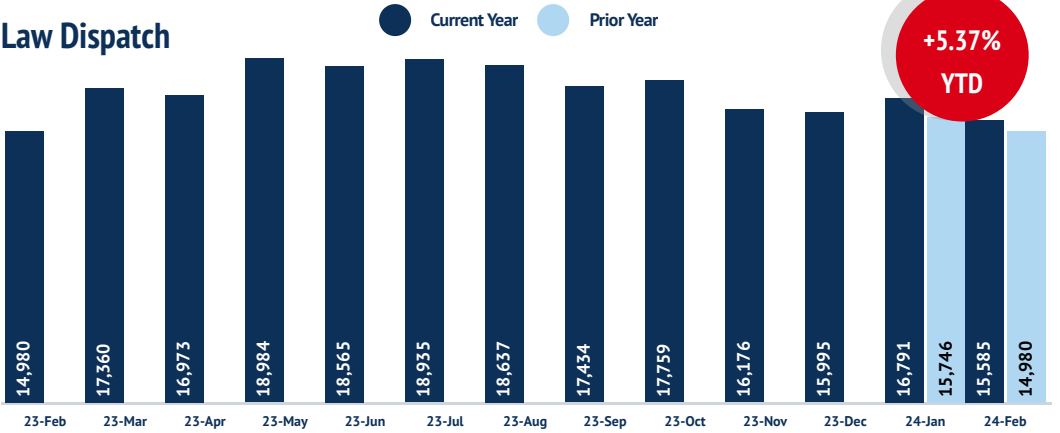


Top 15 Call Types represent 77% of all 911 Calls

Dispatch Statistics

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

Law Dispatch



Fire Dispatch



YTD Totals



32,376

Law Assists

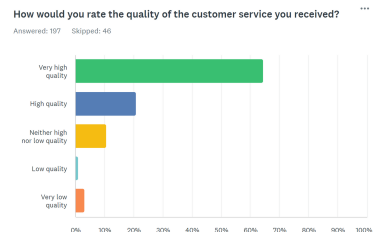


17,208

Fire Dispatches

Crime Check receives praise from citizens

When we launched the new Report Tech staffing model in mid-February, we also started sending out citizen surveys regarding overall satisfaction about the Crime Check report taking process. To date, we've received 243 responses and the results have been reassuring, to say the least. When asked how satisfied they were with the time it took to answer their call, 86% answered "Satisfied" or "Very Satisfied". Additionally, 87% stated they were "Satisfied" or "Very Satisfied" with the report taking process, while 85% stated they received "High Quality" or "Very High Quality" customer service. The new staffing model is garnering positive results as well as giving us good insight into areas where we can improve and the ability to respond directly back to citizens who have questions or concerns.

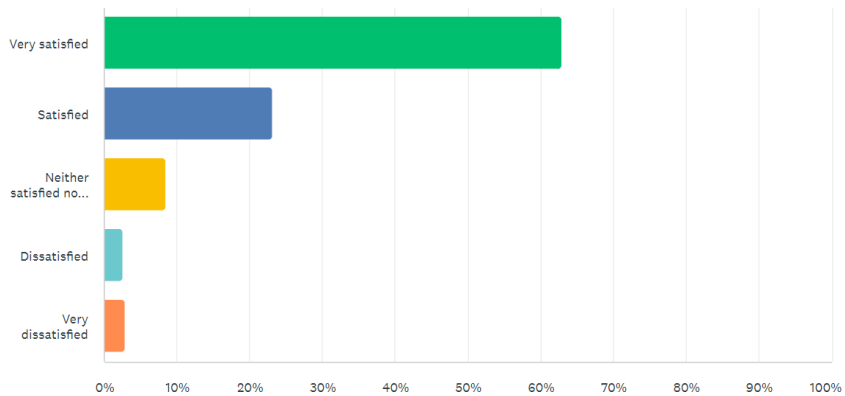


Crime Check Survey Results

SREC began surveying citizens making Crime Check reports over the phone on February 22, 2024. As of March 13, we have received 273 responses.

How satisfied were you with the time it took to answer your call?

Answered: 273 Skipped: 0

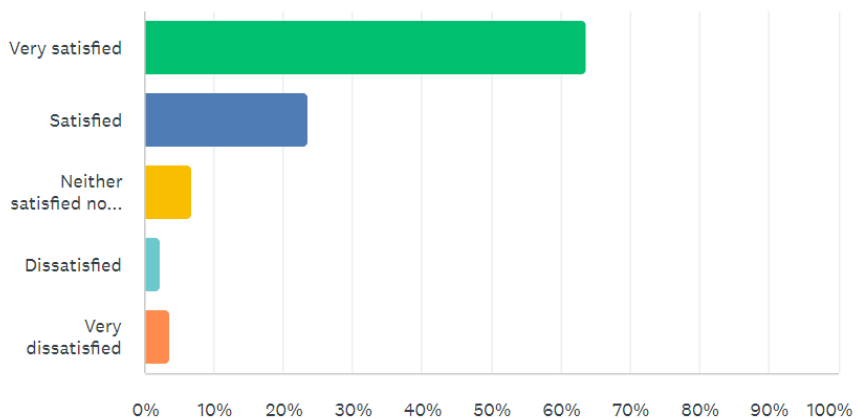


Crime Check Satisfaction Survey

🔍 (0)

How satisfied were you with the report taking process?

Answered: 220 Skipped: 53



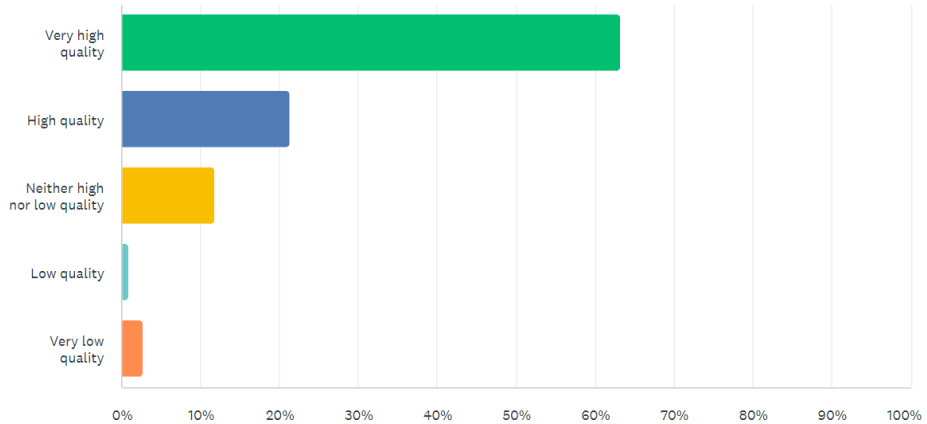
Crime Check Satisfaction Survey

🔍 (0)

Crime Check Survey Results continued...

How would you rate the quality of the customer service you received?

Answered: 220 Skipped: 53

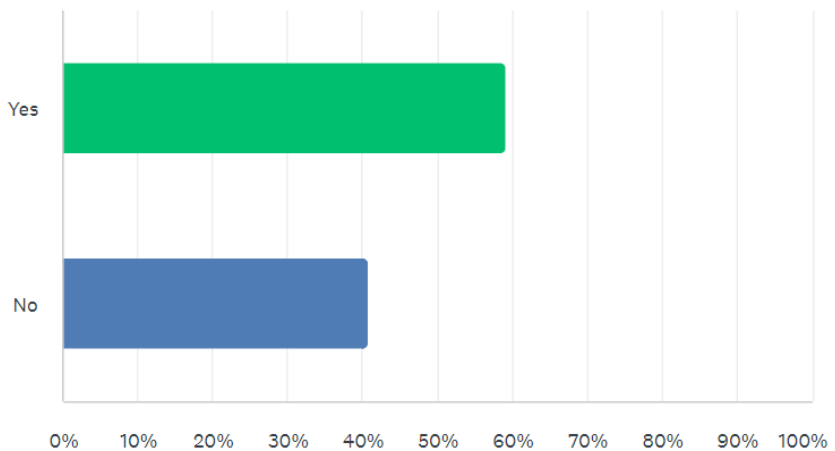


Crime Check Satisfaction Survey

0

Are you aware of the next steps in your report process?

Answered: 220 Skipped: 53



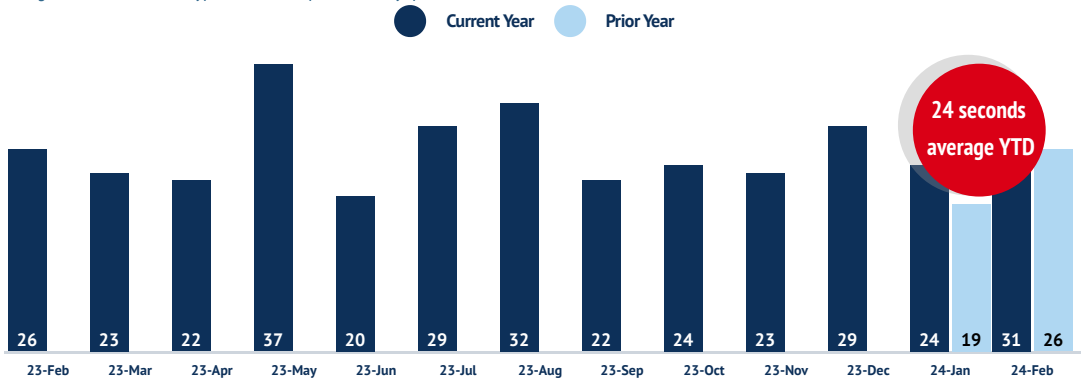
Crime Check Satisfaction Survey

0

EMD Statistics

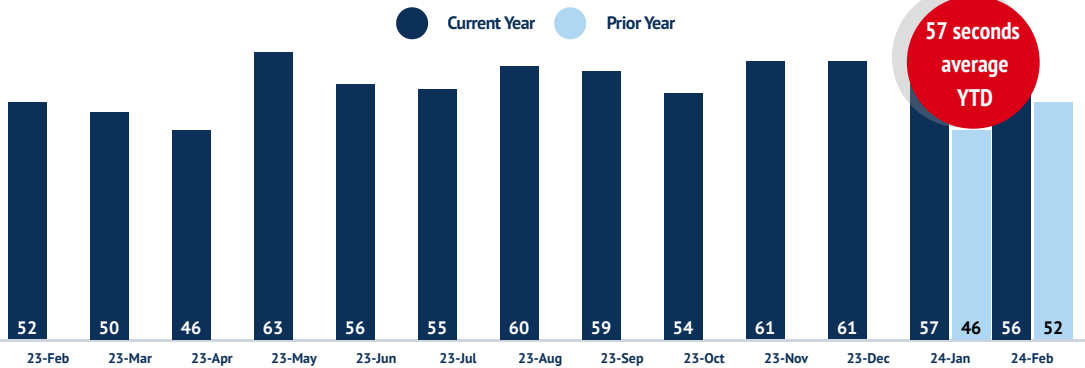
Time to Queue (for Echo calls)

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

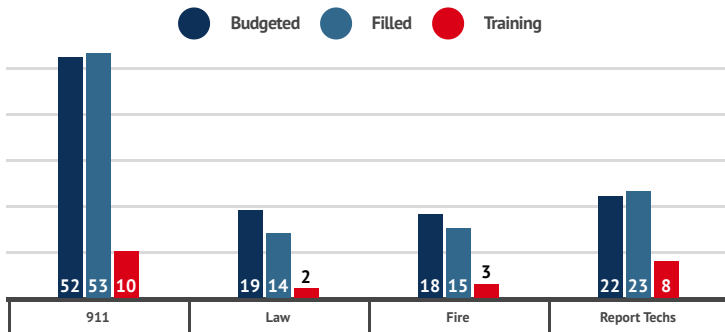


Hands on Chest

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



Staffing Vacancies



5% total vacancies as of March 12, 2024

2 New Trainees started in Fire

2 New Trainees started in Law



Upcoming Academy: April 1st - 3 COs + 4 RTs