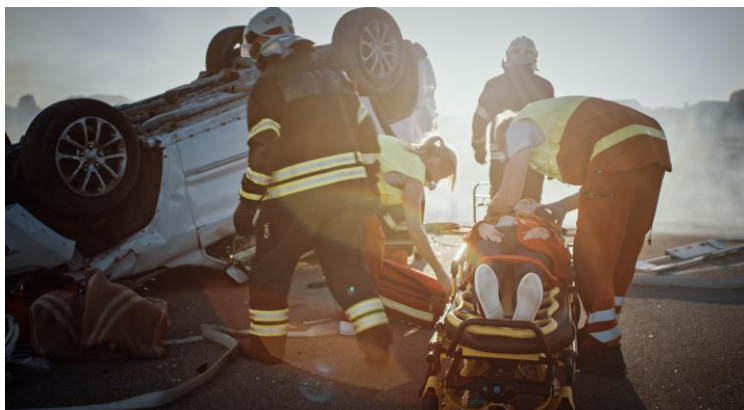
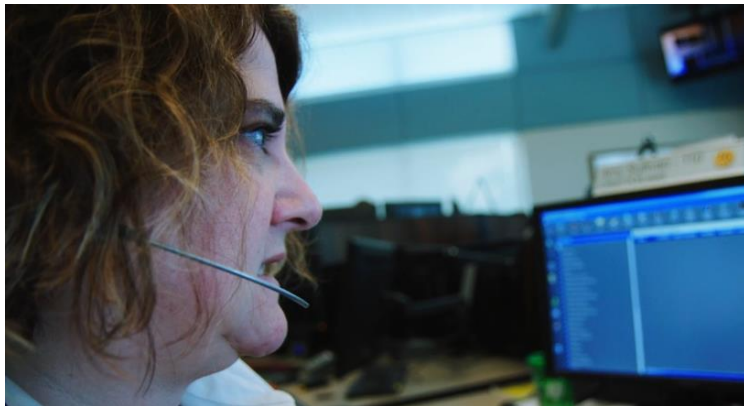




Regionalizing Emergency Response Communications

As the cost and complexity of emergency communication systems grows and new capabilities emerge, leveraging resources through a single communications agency increases efficiency and reduces costs.



Focusing on Interoperability

Interoperability means computer and communication systems have the ability to connect and interact with one another readily and with reciprocity. In the context of emergency communications, interoperability means that **911 and Dispatch Communications Officers, Law Enforcement, Emergency Medical Systems (EMS), and Fire** all operate within a single communications organization—streamlining the process and continually improving the response time of emergency dispatches.

Today's System

Spokane Regional Emergency Communications (SREC) was formed in 2018 with the vision of achieving interoperability and delivering faster response times for citizens. Since that time, all of Spokane County Fire and most Law Enforcement agencies have joined SREC as members, utilizing the same call receivers and dispatchers to enhance services for the public when they need it most, increasing efficiency, consistency, and saving money.

Saving Lives. Faster.

Integrating our region's emergency dispatch response communications has created faster dispatch times for EMS and Fire, while also creating consistency of service for citizens in their time of need (less transfers). When combined with additional organizational efficiencies, the adoption of an interoperable model is even more essential and necessary.

- Continual and coordinated improvements in levels of service.
- More operational capacity through more efficient usage of tax dollars.
- Leveraged acquisition of the latest technology to further enhance services.
- Improved coordination with emergency management and disaster preparedness, response, and recovery.

The Journey Towards Interoperability

1998

All Spokane County fire districts consolidated their communication systems into one: The Combined Communications Center

2004

The Combined Communications Building was built with future interoperability in mind.

2008

The 1/10th Ballot Measure was passed to build an interoperable radio system.

2017

83% of Spokane County voters pass Proposition 1: 1/10th of 1% Sales Tax Renewal providing financial stability for improvements through 2028 including Crime Check services, as well as achieving countywide leadership's intent of regionalization.

2018

Spokane Regional Emergency Communications (SREC) forms as a Public Development Authority to integrate emergency communication services into a single organization, maximizing efficiencies, operations, and to prepare for future technology.

2019

SREC regionalizes with law enforcement and fire agencies throughout Spokane County, except for the City of Spokane Police Department and Fire Department, Cheney Police Department, and Spokane International Airport Police.

2022

The City of Spokane Fire Department joins SREC for centralized dispatching services.



SPOKANE REGIONAL
EMERGENCY
COMMUNICATIONS

Delivering on Voter Expectations

Regionalizing our region's emergency response communications is part of fulfilling the promise of Spokane County's Proposition 1 which **received 83% approval from voters** in October 2017. The Prop 1, 1/10th renewal promised **faster response in crisis** and pledged to **integrate Computer Aided Dispatch (CAD)** between Police, Sheriff, Fire, and EMS. SREC remains focused on continuing to deliver exceptional service while managing the state-of-the-art technology and infrastructure systems critical to emergency communications for our region.

 **85%**

of non-law enforcement calls are medical related

In 2022.

 **57**

average seconds for "hands on chest"

Internationally recognized target critical to lifesaving efforts is 120 seconds (SREC 2022 average).

 **21**

exceeding international standards for time to queue by 21 seconds

Time to queue is the measure of how long it takes a communications officer to move a medical call to a complete dispatchable incident

