

# SRECC 2021 ANNUAL REPORT



SPOKANE REGIONAL  
**EMERGENCY**  
COMMUNICATIONS

1620 N. Rebecca St.  
Spokane, WA 99217  
[www.srec911.org](http://www.srec911.org)



SPOKANE REGIONAL  
**EMERGENCY**  
COMMUNICATIONS



**LORI MARKHAM** - EXECUTIVE DIRECTOR  
**KIM ARREDONDO** - DEPUTY DIRECTOR  
**HEATHER THOMPSON** - 911 OPERATIONS MANAGER  
**BRAD KANE** - DISPATCH OPERATIONS MANAGER  
**TIM HENRY** - FINANCE MANAGER  
**JEFF TOWER** - HUMAN RESOURCES MANAGER  
**BOB SCHWENT** - TECHNICAL SERVICES MANAGER  
**BRYCE LEMING** - PUBLIC SAFETY SYSTEMS MANAGER  
**JON ADAMS** - TRAINING MANAGER  
**CHERELL YATES** - OFFICE MANAGER  
**PATRICK ERICKSON** - COMMUNICATION & MEDIA MANAGER



# SPOKANE REGIONAL **EMERGENCY** COMMUNICATIONS

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# MISSION

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

At Spokane Regional  
Emergency Communications,  
we are professionals

who value:

- Integrity
- Curiosity
- Accountability
- Respect
- Optimism
- Teamwork

# VALUES

# VISION

SREC will be the model of a consolidated center that provides top tier service to the community in a manner that fosters trust, respect, confidence and appreciation at every level.

SREC will have an excellent workplace future, be a highly engaged member of the public safety regional team and provide exceptional service to citizens and first responders.

# EXECUTIVE DIRECTOR'S MESSAGE



On behalf of the 911 Dispatch and Support Professionals at Spokane Regional Emergency Communications (SREC) it is a privilege to present the 2021 SREC Annual Report. As Spokane's regionalized public safety 911 center, 2021 has continued to be a year of growth and progress as the agency navigated through the ever-present COVID 19 pandemic, staffing shortages, process and procedural changes, and opportunities to better serve our community.

As you read through the report you will see that SREC was able to accomplish several tasks and achieve numerous goals that we, as an agency, had set in 2020. We have continued to work on areas where we can streamline our call processing, align our mission and provide support to both our responders and our community. We finalized our online reporting process, allowing our citizens an alternative method of being able to report certain crimes without having to make a call to Crime Check. SREC worked towards fine tuning the process for medical calls by utilizing quality assurance feedback and creating training to continually develop our team members. By doing this we are able to provide critical instruction and life-saving guidance, all while improving our response times. The radio and technical services teams within SREC continue to monitor, enhance, and develop the core central services that are necessary for overall functionality of the 911 and Radio systems that are vital to our community and responders.

SREC continues to benefit from strong governance support. The Law Enforcement, Fire, EMS, County CEO, and Citizen Representative Leaders that embody our member agencies and Community on the SREC Governing Board, provide guidance and direction for the organization. Additionally, the Fire Communications Advisory Board and the Law Communications Advisory Board have representation from all agencies within Spokane County that provide guidance, develop operational policies and practices along with recommendations for enhancements. Together, these boards recognize the valuable role that SREC plays in public safety and the link it creates between citizens and first responders. We are continually grateful for their support and partnership.

At the heart of SREC are the talented Professionals who are here to answer 911 or Crime Check calls, dispatch responders, and administer, support, and maintain all the necessary systems that are needed to accomplish our mission. Our team continues to navigate all the changes and progression that a dynamic Communications Center needs to develop, all while concentrating on getting the "right resources to the right location with an uncompromising focus on responder and citizen safety." We are grateful for their hard work and dedication to the responders and citizens of Spokane County.

This annual report will highlight all of the achievements and dedicated hard work SREC was able to accomplish in 2021. We are honored and proud to serve the Spokane Region and look forward to embracing the challenges and celebrating the successes that await our organization in 2022.

If you have any questions, feel free to contact me at [lori.markham@srec911.org](mailto:lori.markham@srec911.org)



**Lori Markham**

# BOARD MEMBERS



**Chair**

**Chief Bryan Collins**

**Spokane Valley Fire Department**

Bryan Collins serves as the Fire Chief of the Spokane Valley Fire Department and has served as a member of the SREC Board since its inception in 2019. Chief Collins has more than 36 years of experience in fire and emergency services and holds a bachelor's degree in Occupational Studies and a master's degree in Emergency Services Administration from California State University-Long Beach. He also is an Executive Fire Officer and Chief Fire Officer through the Centers for Public Safety Excellence.



**Vice Chair**

**Sheriff Ozzie Knezovich**

**Spokane County  
Sheriff's Office**

Sheriff Ozzie Knezovich was appointed as Sheriff of Spokane County on April 11, 2006. He was elected to the Office of Sheriff in the fall of 2006 and is currently serving his fourth term as our Sheriff. This year marks his 30th year in the Law Enforcement Profession.

As Sheriff of Spokane County, he oversees the law enforcement activities in the unincorporated areas of Spokane County and several contract cities and towns. He is also responsible for managing the County's Department of Emergency Management.



**NW Law Leadership Small  
Cities/Towns Rep.**

**Chief Brad Richmond  
Airway Heights Police  
Department**

Brad Richmond serves as the Police Chief of the Airway Heights Police Department and has served as a member of the SREC Board since September, 2020. Chief Richmond is a United States Air Force veteran and has served over 28 years as a Law enforcement officer. Chief Richmond served most of his career on FBI Federal Task forces combating criminal gang, drug and human trafficking enterprises operating in Eastern Washington.



**EMS & Trauma Care Council  
Rep.**

**Chief Cody Rohrbach  
Spokane County Fire District 3**

Cody Rohrbach serves as the Fire Chief for Spokane County Fire District 3. Fire District 3 is a diverse combination department with 24 full-time personnel and an additional 150 part-time paid members. Fire District 3 provides service from eleven fire stations across 570 square miles in southwest Spokane County. Chief Rohrbach has extensive experience at the Federal, state, and local level from a career that has spanned 25+ years. This includes serving as an Operations Chief on a Type 1 National Incident Management Team, a team that manages our nations largest wildfires and natural disasters. Cody has a Bachelor of Science in Natural Resource Management from Washington State University.

# BOARD MEMBERS



**Chief Dave Ellis**  
**Spokane Valley**  
**Police Department**

Spokane Valley Police Chief Dave Ellis started his law enforcement career with the Post Falls Police Department in 1998. During that time, he worked as a patrol officer, Field Training Officer, and as a member of the SWAT team. He was awarded the Officer of the Year award in 2000.

In 2002, Chief Ellis joined the Spokane County Sheriff's Office. During that time, he has worked as a Patrol Deputy, Detective, Sergeant, Chief Criminal Deputy, and Undersheriff overseeing all aspects of the Spokane County Sheriff's Office.

During his career with the Spokane County Sheriff's Office, he has been awarded the Life Saving Medal, Unit Merit award, and the Sheriff's Star award.

Chief Ellis also serves as the Vice President for the Airborne Public Safety Association and is a graduate of the FBI National Academy.



**Inland Empire Fire Chief Association Rep.**  
**Executive Officer Randy Johnson**  
**Spokane County Fire District 4**

Randall M. "Randy" Johnson was promoted to Fire Chief with Spokane County Fire District 4 in 2012. Prior to that, he served for three years as Deputy Chief for Fire District 4, a combination department with 200 volunteers, 35 part-time and 15 full-time firefighters. Chief Johnson also serves as the Northeast Region Coordinator for Washington State Fire Mobilization, and as Chair of the Northwest Geographic Area Board that oversees Incident Management Teams for natural disasters in Washington and Oregon. He is an Operations Section Chief for one of the two national Incident Management Teams in the region.



**Spokane County CEO**  
**Scott Simmons**

Scott Simmons serves as Chief Executive Officer for Spokane County. As the administrative head of Spokane County, the CEO serves as a dynamic and effective ambassador for the mission, goals and values of the Board of County Commissioners both within County Government and throughout the community. Scott has over 20 years of experience in public administration and a proven record of efficient operations leadership in the areas of finance, customer service, and employee engagement.

Previous to his role as CEO of Spokane County, Scott served as the Acting City Administrator and Director of Public Works for the City of Spokane. Scott worked for the City of Spokane from 2013 to 2021, serving as the City's Business and Developer Services Division Director in 2015, serving as the Public Works Division Director position since 2016 and assuming his additional current role of Acting City Administrator in September of 2020.



**Citizen Board**  
**Member Ganye Sears**

Ganye Sears retired from a 30 year career with the US Forest Service as a District Ranger at the Newport/Sullivan Lake Ranger District of the Colville National Forest in 2020. She has over 20 years experience in wildland firefighting, from on-the-ground firefighting to Agency Administrator/decision maker for large wildland fire incidents. Ganye remains active on Incident Command Teams as a fire information specialist. She is active on several non-profit boards and enjoys camping, rowing, hiking, and work around our home. Ganye is married and has nine grandkids.

# MEMBER AGENCIES



Airway Heights Fire Department



Airway Heights Police Department



Cheney Fire Department

For all Fire Member Agencies SREC provides all 911/EMS call receiving and dispatching services to:

- Spokane Valley Fire Department
- Airway Heights Fire Department
  - Cheney Fire Department
- Spokane County Fire District 2
- Spokane County Fire District 3
- Spokane County Fire District 4
- Spokane County Fire District 5
- Spokane County Fire District 8
- Spokane County Fire District 9
- Spokane County Fire District 10
- Spokane County Fire District 11
- Spokane County Fire District 12
- Spokane County Fire District 13



EWU Police Department



Kalispel Tribe Public Safety Department



Liberty Lake Police Department



Spokane County Sheriff's Office



Spokane County Fire District 2



Spokane County Fire District 3



Spokane County Fire District 4



# MEMBER AGENCIES



Spokane County Fire District 5



Spokane County Fire District 8



Spokane County Fire District 9

For all Law Enforcement Member Agencies SREC provides all 911 call receiving, dispatching services, and Crime Check report writing for:

- Spokane County Sheriff's Office
- Spokane Valley Police Department
- Liberty Lake Police Department
- EWU Police Department
- Kalispel Tribe Public Safety Department
- Airway Heights Police Department



Spokane County Fire District 11



Spokane County Fire District 10



Spokane County Fire District 12



Spokane County Fire District 13



Spokane Valley Fire Department



Spokane Valley Police Department

# PARTNER AGENCIES



Spokane Fire Department



Spokane Police Department

**For all Non-Member Law and Fire Agencies  
SREC provides all 911 call receiving for:**

- Spokane Fire Department
- Spokane Police Department
- Cheney Police Department
- Spokane Airport Police Department

**SREC also provides all Crime Check report**

**writing for:**

- Spokane Police Department



Cheney Police Department

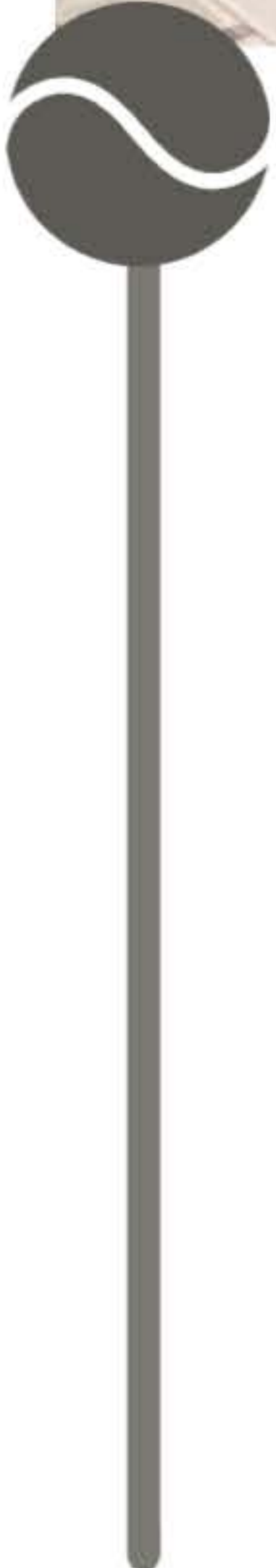


Spokane Airport Police

# SREC HISTORY (2019- PRESENT)

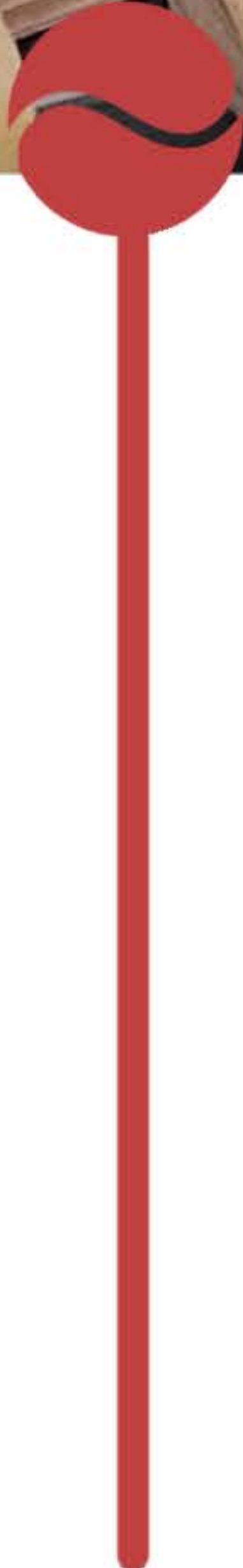


Spokane County took the first step toward integration in 1998 when Spokane County fire districts consolidated their communications systems into one, The Combined Communications Center. Emergency communications were further integrated on July 1st 2019, when Spokane Regional Emergency Communications, a single organization was established as a Public Development Authority. Their regional approach created to improve current operations and prepare for future technology, bringing Spokane County up to speed with the rest of the northwest in providing quality service in an emergency situation. This integrated approach focuses on customer service needs and getting emergency responders where they need to be faster, delivering on the established SREC standard of efficient, effective, affordable, and sustainable emergency service to Spokane County. SREC gets the right resources to the right location with an uncompromising focus on responder and citizen safety. SREC integrated all emergency communications in Spokane County, with the exception of the City of Spokane Fire and Police dispatch, Cheney Police dispatch, and Fairchild Air Force Base.



Emergency service communications in the Spokane region integrates on July 1 as Spokane Regional Emergency Communications, a single organization established as a Public Development Authority created to improve current operations and prepare for future technology.

**2019**



SREC moves Emergency Medical Dispatch from Fire to 911. Now, a caller facing a medical emergency will stay on the line with the original Communication Officer while responders are being dispatched. The update will bring one of the major purposes for SREC integration full circle, saving vital moments in response time and providing comfort and aide to our citizens in need and eliminating a call transfer.

**2020**



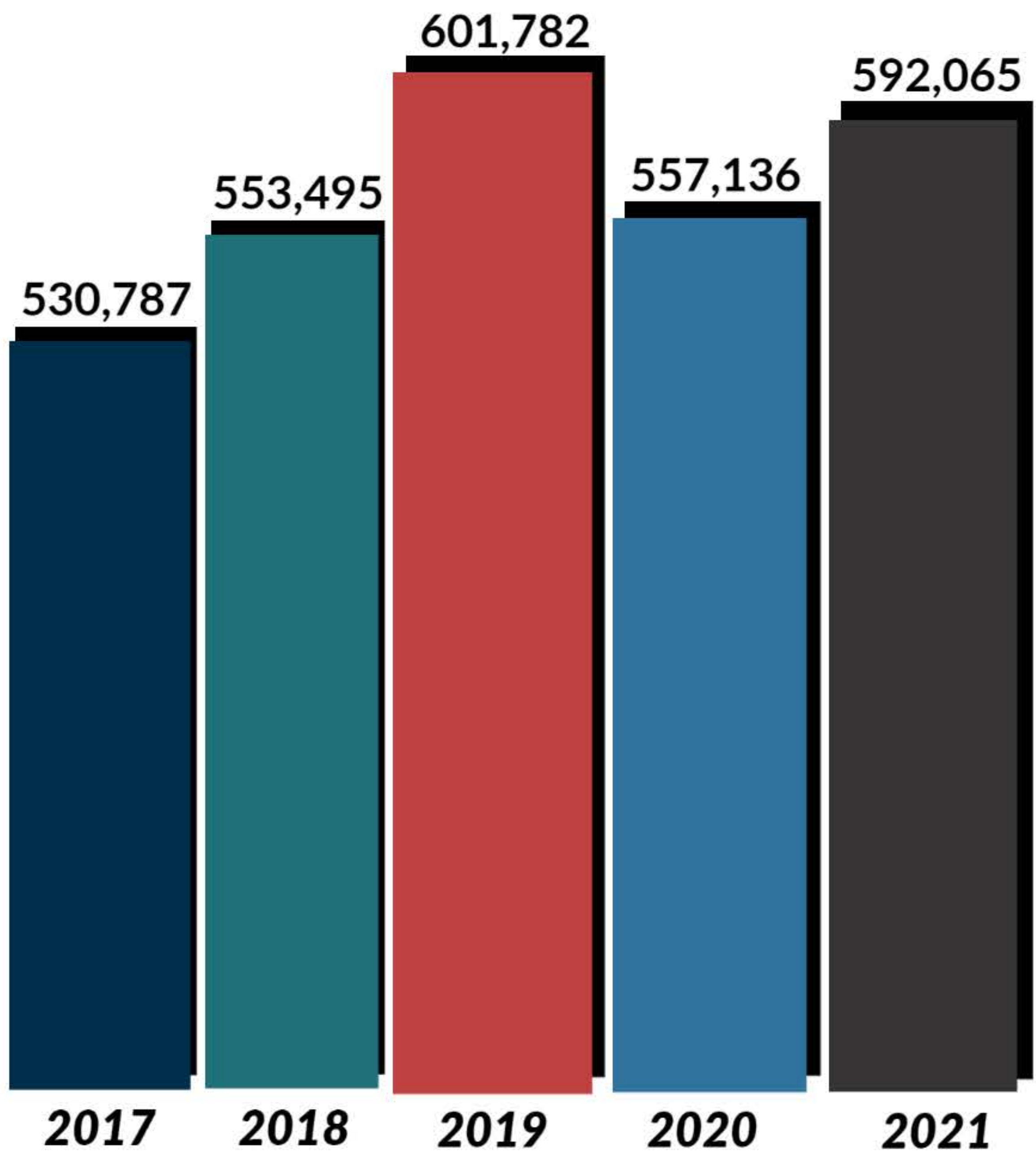
Crime Check Online Reporting: Citizens in Spokane, Spokane Valley, Liberty lake, Airway Heights and Spokane County can now file an official police report online for a crime or incident that is not an emergency. This allows citizens to submit a report immediately and print a copy of the police report at no cost.

**2021**

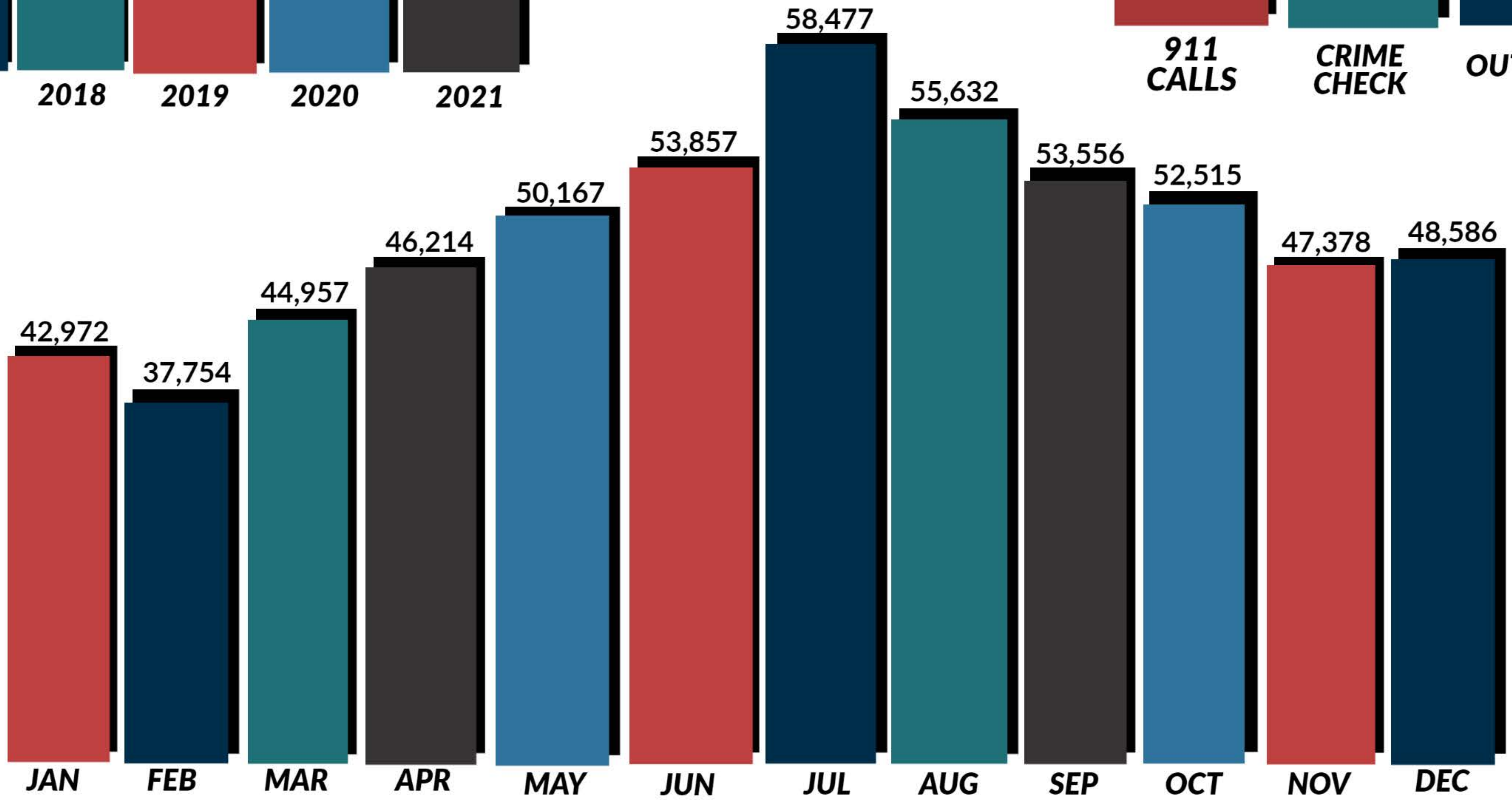
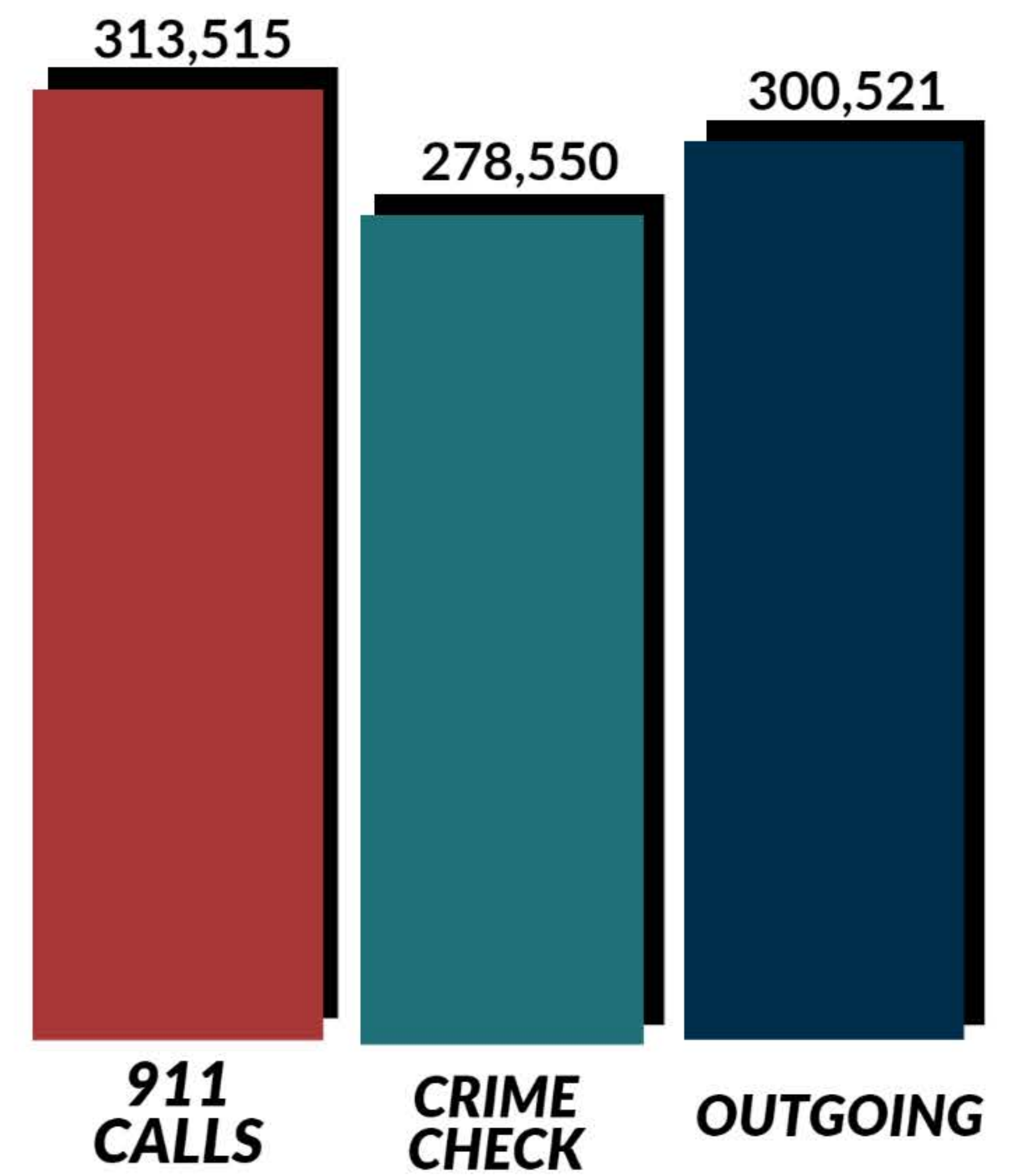
# 2021 CALL STATISTICS



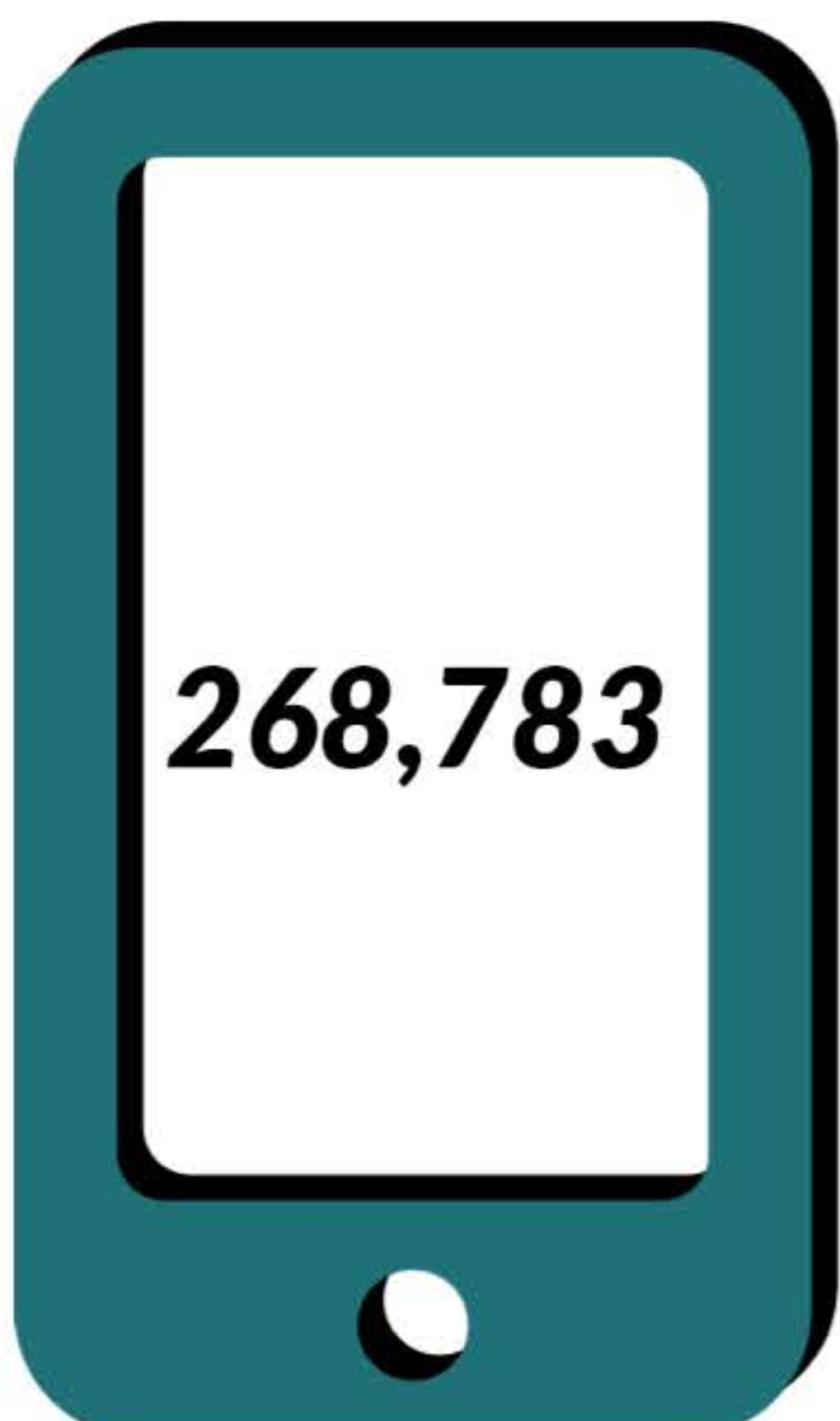
## 5 YEAR INCOMING CALL COMPARISON



## 2021



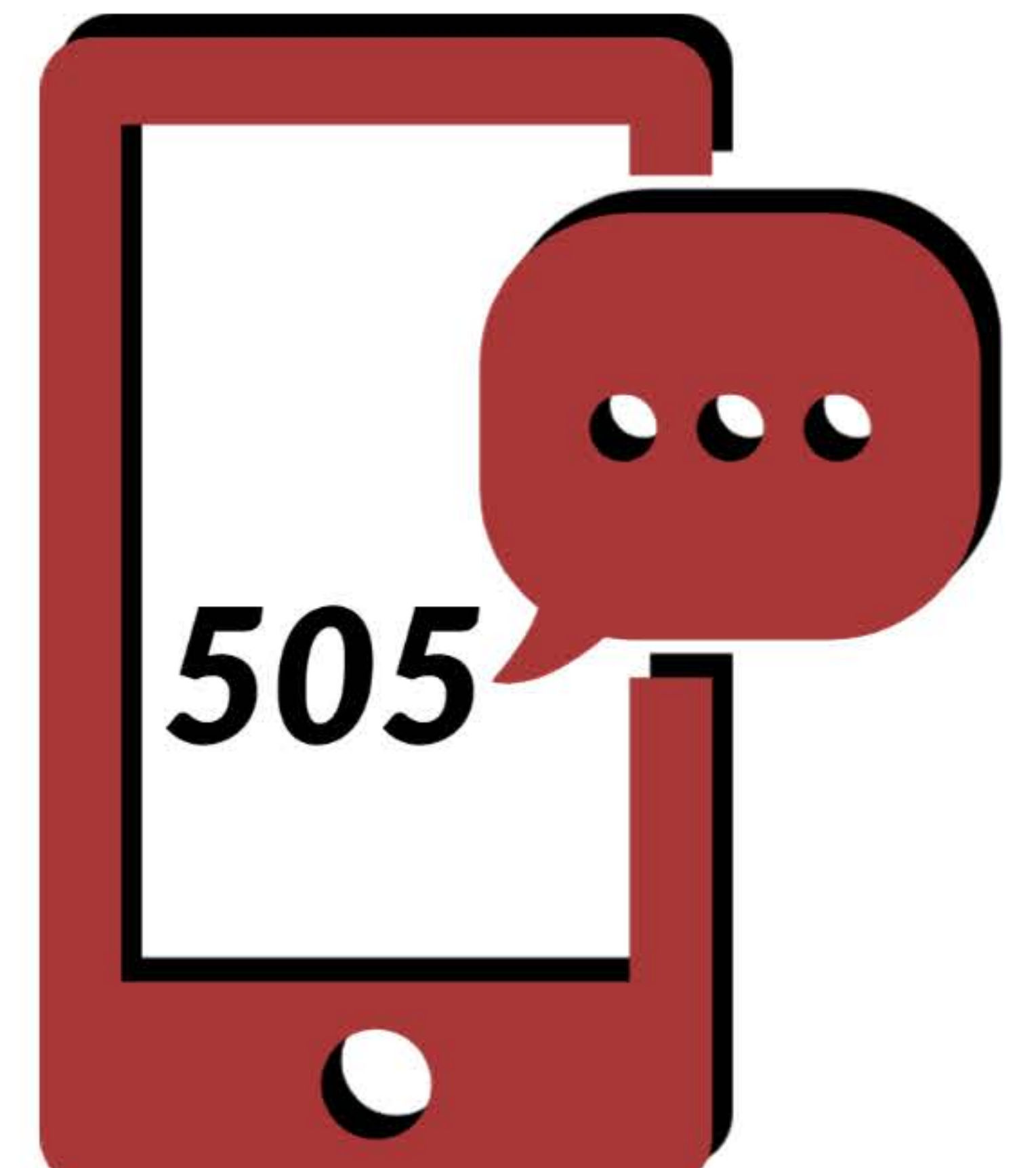
## WIRELESS CALLS



## CRIME CHECK REPORTS



## TEXTS TO 911



# HUMAN RESOURCES



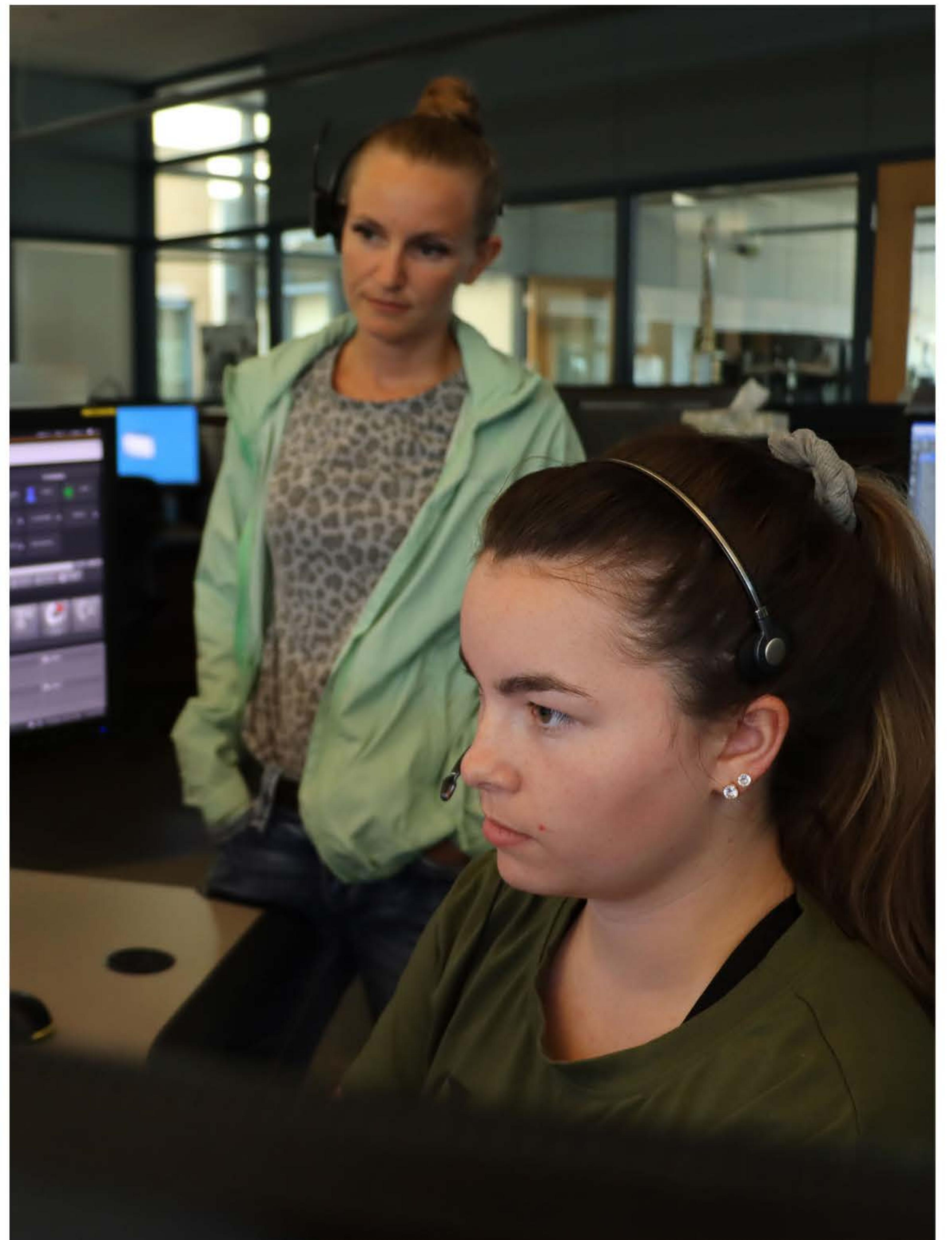
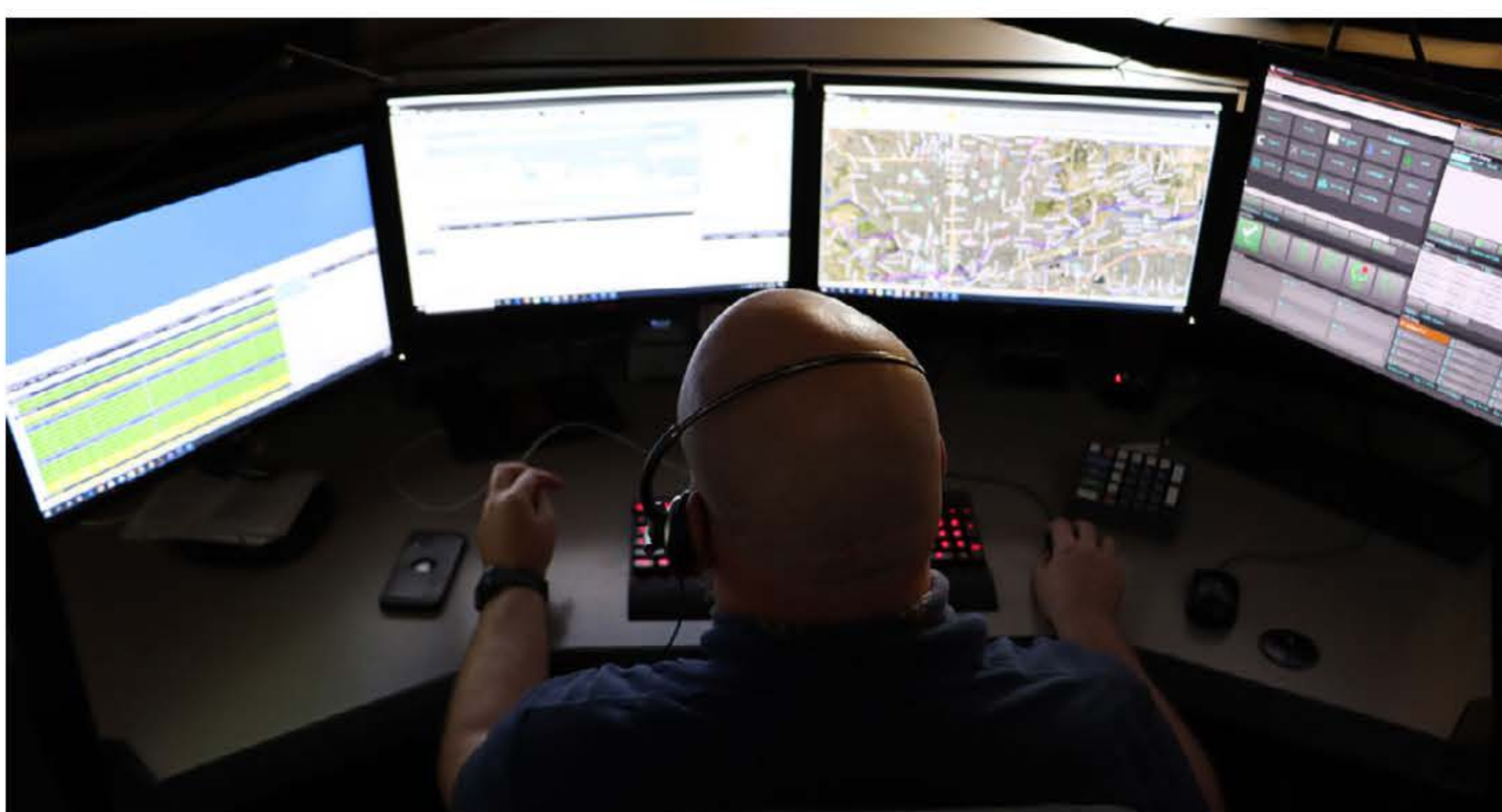
## 2021 PRIORITIES:

- 1) Hiring
- 2) Collective Bargaining
- 3) Policy Review and updates



Hiring remained a focal point for SREC in 2021. New positions were authorized and turnover increased for a variety of reasons. HR conducted 36 background interviews and helped hire 15 Call Receivers and Report Technicians; 1 Public Safety Network Administrator; 1 GIS Analyst and 1 Public Safety System Specialist. With new positions authorized for 2022, hiring will remain a focal point for HR and SREC for the foreseeable future.

Collective Bargaining was also a priority for HR as both union contracts expired on December 31, 2021. Negotiations with both unions began in August and continued to the middle of January 2022. During this negotiation cycle both unions had elected officers in place which made the negotiation process go much more smoothly than the negotiations for the original collective bargaining agreements. As a result of the hard work put in by union officials and SREC Management, three year agreements are in place with both unions that will run through 2024.



Policy Review and updates continue to be at the forefront for HR. When SREC integrated in 2019, SREC had all of the basic policies and procedures necessary for a public service agency. It did not have certain policies and procedures that are unique to an agency that has some history. We are continuing to develop and implement some of these policies such as pets at work, group email authorization, employee reference authorizations, etc. HR also assisted the Finance Department in implementing a new schedule and payroll system that is integrated. This was a huge undertaking for the entire agency and will result in a more automated, accurate payroll and time tracking system.

## 2022 GOALS

- Develop an Employee Handbook
- Streamline the hiring process
- Develop an HR self-help section for employees on the Intranet

# TRAINING



The SREC Training Program guides employees in learning, developing, and polishing the information and skills needed to accomplish the mission of SREC, while continually driving the SREC culture in a positive direction. The Training Program meets its mission statement by using a two-pronged approach. The program divides its time between training new employees while also focusing on ensuring continuing education opportunities for employees who have already become proficient.

## 2021 BY THE NUMBERS:

### TRAINED

- 14 new Call Receivers
- 2 cross-trained Fire Dispatchers
- 2 cross-trained Fire Supervisors
- 1 new Report Technician
- 1 Training Supervisor

### TRAINING AND CONTINUING EDUCATION:

- 9,728 Hours of Training for Operational Employees
- 1,731 Hours dedicated to EMD-specific topics

### QUALITY ASSURANCE

- 7,973 calls reviewed for Quality Assurance, including:
  - 1,321 medics calls
  - 6,335 law-specific 911 calls
  - 317 CPR calls



## 2021 ACCOMPLISHMENTS:

- Enhanced the Continuing Education Program for Operational Employees
- Expanded the Training Program to include a Training Supervisor
- Supported the Quality Assurance Administrator to expand the QA Program, including their addition of a QA Program in the Fire Discipline
- Developed a system for communication with the SREC Medical Director.
- Communication between the SREC Medical Director, Training, QA and the Dispatch Review Committee
- A focus on reducing response times, CPR incidents and improving bystander Hands-On-Chest effectiveness
  - Hands-On-Chest numbers improved from an average of 72 seconds per call in January '21 to 56 seconds in December of '21. An improvement of 16 seconds for every CPR call processed
- Collaborated with Valley Fire to explore joint training opportunities



## 2022 GOALS:

- Increase the number of proficient cross-trained Communications Officers and Supervisors
- Expand the QA Program to the Law Discipline
- Continue to improve response and HOC times
- Collaborate with Spokane County Sheriff and partner Fire agencies for additional training opportunities



# EMPLOYEE MILESTONES



## 30 YEARS

Janet Hawkins

## 25 YEARS

Marshall Yenney

Randy Langford

Jackie Ochs

## 20 YEARS

John Heglin  
Suzanne Kirk  
Karen Crawford  
Dave Heglin  
Joe Dellwo

Todd Devenish  
Chad Hardy  
Alan Heagle  
Andrea Greenfield  
Tera Zajack

## 15 YEARS

Kim Arredondo  
Amy Sullivan  
Gary Hobbs  
Amanda Vandenberg  
Michael Holbrook

Heather Wood  
Jen Sundheim  
Kelli Mehaffey  
Chad Heikkila  
Laura Hawkins  
Trisha Weitz

## 10 YEARS

Jeffrey Hunt  
Gerald London  
Cassidy Haas  
KJ Petersen  
Jason Molina  
Lori Markham  
Daryl Dunckel  
Erin Lowe

Jayme McGregor  
Veronica Hamm  
Melanie Hall  
Jon Adams  
Eric Olson  
Brad Kane  
Theresa McCollum  
Louis Lefebvre

## 5 YEARS

Chris Drohan  
Holly King  
Cherell Yates  
Jourdan Neal  
Daniel Roach  
Ash Lewan  
Daniel O'Neill  
Ashley Seubert

Raegan Hays  
Dillon Jacobsen  
Breann Kostelecky  
Frank Lovasz  
Rocky Botner  
Amanda Fleming  
Grant Schwallie  
Ivy Jennings

SREC 911 is staffed with highly trained Communications Officers dedicated to public safety. SREC Call Receivers answer all 911 and Crime Check calls within Spokane County. Additionally, SREC employs Report Technicians who are responsible for processing Crime Check reports over the phone.

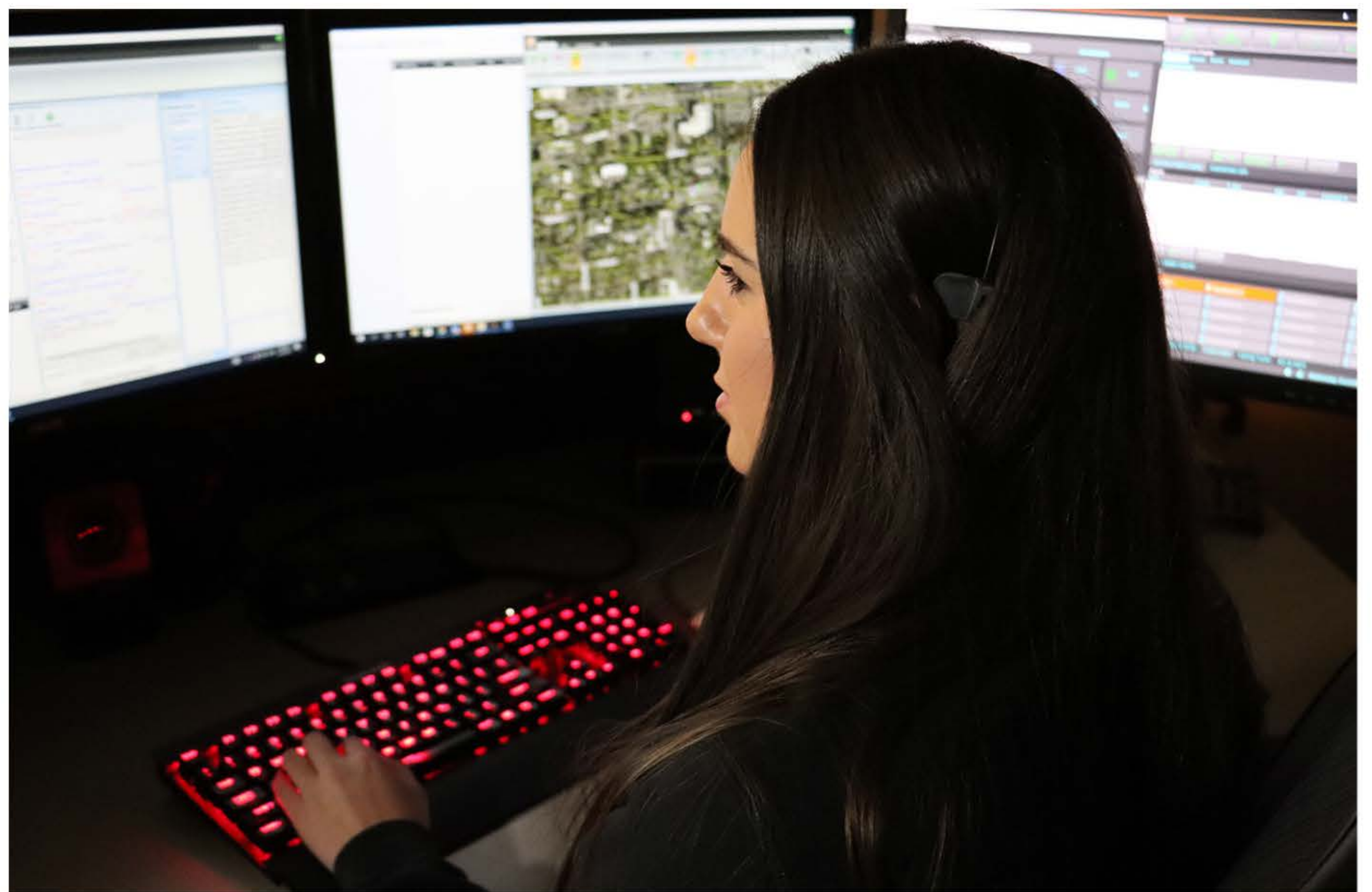
Report Technicians were responsible for writing 57% of the reports that came through Crime Check throughout 2021. As the year went on, that percentage increased up to 68% in the last quarter.

On May 1, 2021, 911 began processing fire calls. Previously a fire call would be transferred into fire dispatchers who would perform the interview. Transitioning fire call taking to 911 provides better customer service to citizens and decreases the time it takes to dispatch a call.

For more than 2 ½ years SREC has been working on bringing citizens another tool to report crimes. In May of 2021 the first phase of implementation was completed when the citizens in unincorporated Spokane County had the option of filing a crime report online. The final phase was completed in December.

## 2021 ACCOMPLISHMENTS:

- **May 1, 2021, Call taking for fire calls transitioned to 911 from fire dispatch.**
- **May 10, 2021, online reporting went live for the Sheriff's County Sheriff's Office.**
- **June 24, 2021, online reporting went live for the Spokane Valley Police Department.**
  - **August 23, 2021, online reporting went live for the Spokane Police Department.**
  - **November 1, 2021, online reporting went live for the Liberty Lake Police Department.**
  - **December 28, 2021, online reporting went live for the Airway Heights Police Department.**
    - **SREC answered 95% of incoming 911 calls within 20 seconds, meeting industry standards.**



## 2022 GOALS:

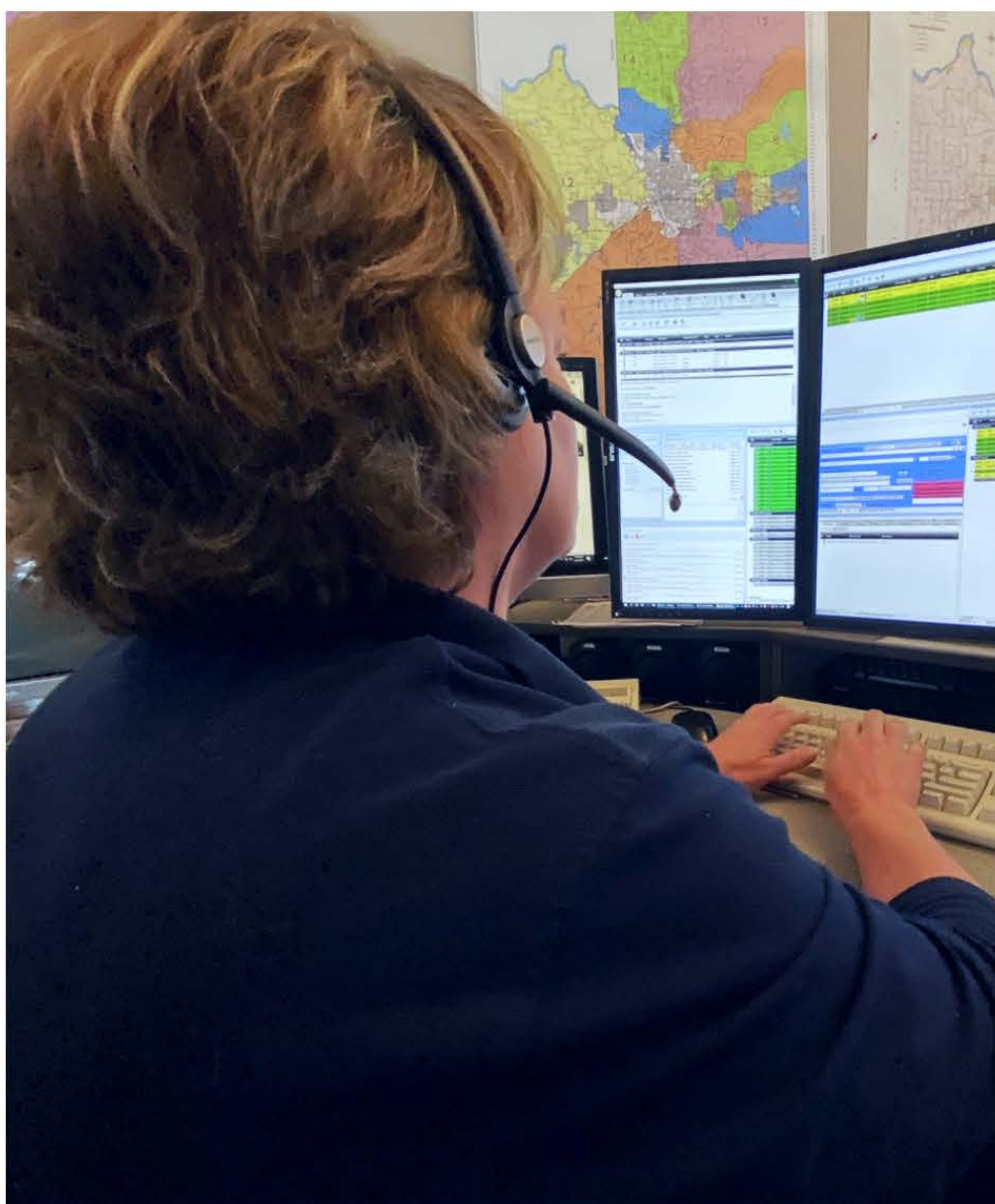
- **SREC will hire two additional Report Technicians going from a total of eight to ten.**
- **Continue to transition Communications Officers to cross train in law and fire dispatch.**
- **Improve EMD compliance ratings with the long-term goal of accreditation.**
- **SREC will meet or exceed industry standards by answering 95% of incoming calls in 20 seconds or less.**
- **SREC will continue to focus on recruiting and advertising to hire more Communications Officers.**
  - **Develop additional employee recognition programs.**
  - **Enhance our existing health and wellness programs.**



# DISPATCH



SREC provides Fire and Law Dispatch services to 13 local Fire Protection Authorities and 6 local Law Enforcement Agencies in Spokane County. The coverage area of SREC includes over 1700 square miles. SREC Dispatch employs twenty-four dedicated staff members that work a configuration of 8, 10, and 12-hour shifts to get the right resources to the right location 24 hours a day, 7 days a week. Dispatch provides a vital link from when the call comes in through 911 to the responding units in the field. Dispatch reviews and processes the critical information from the 911 call and continually updates the responders so they can form the best course of action. During and after the call, Dispatchers provide on-going support for the field units including, but not limited to interfacing with other agencies, generating additional resources for response, coordinating additional field support, interfacing with the public, while maintaining utmost awareness to each situation for both responder safety and citizen safety.

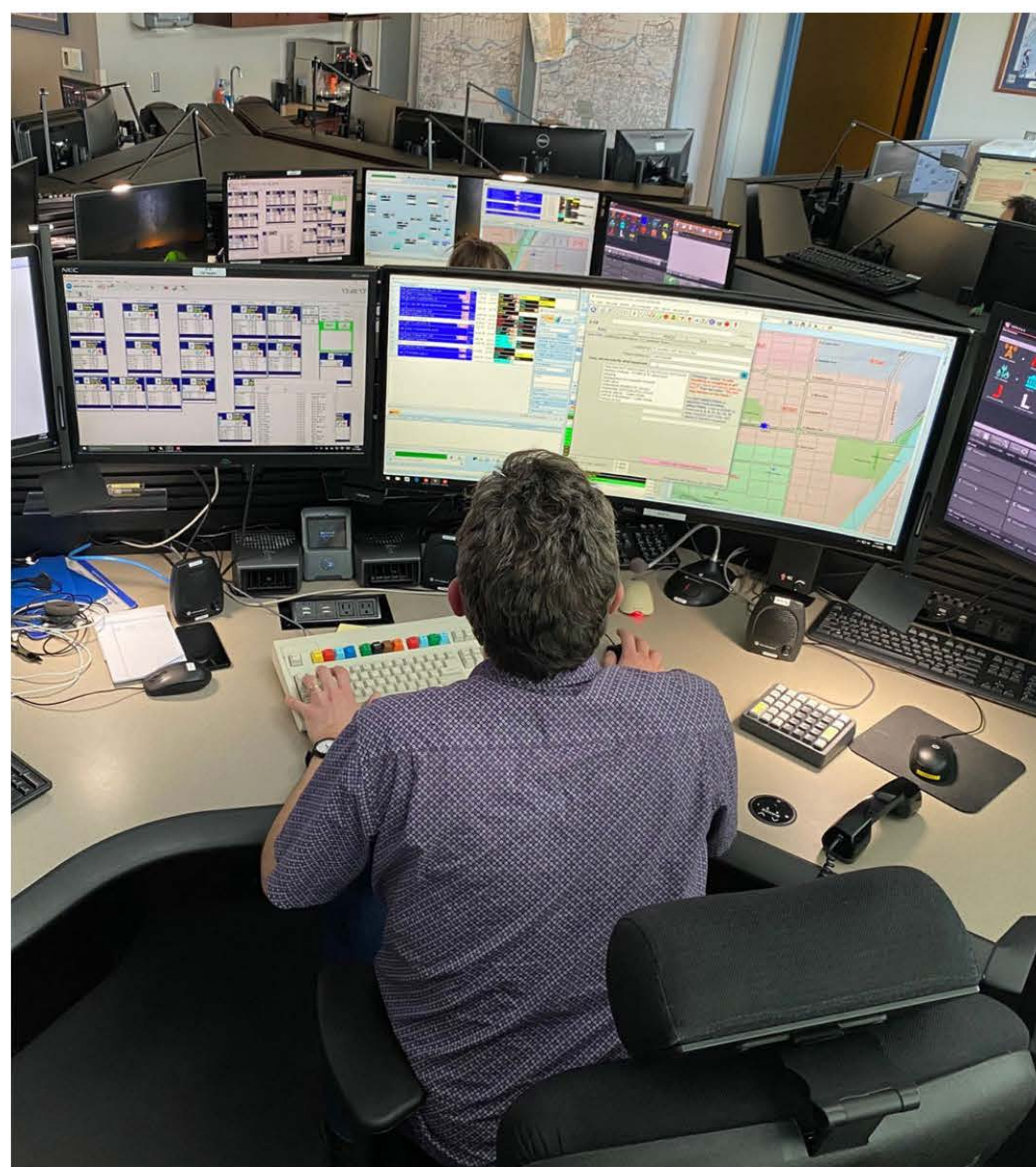


## 2021 ACCOMPLISHMENTS:

- Transitioned of Fire call taking duties to Communication Officer 1
- Developed QA program for Fire and Law Dispatch
- Continued to cross-train Communications Officer 1 to Communications Officer 2
- Provided continuing education and training for employees to include field personnel
- Supported field training exercises with a dedicated dispatcher

## 2022 GOALS:

- Go-live with Fire Dispatch QA program
- Continue Cross Training of Communication Officers & Communication Supervisors
  - Develop closer working relationship between Law and Fire Dispatch
- Identify a new CAD system for SREC
- Sending staff to in person trainings to enhance their knowledge and skills
  - Increase number of Cross Trained employees to 25%



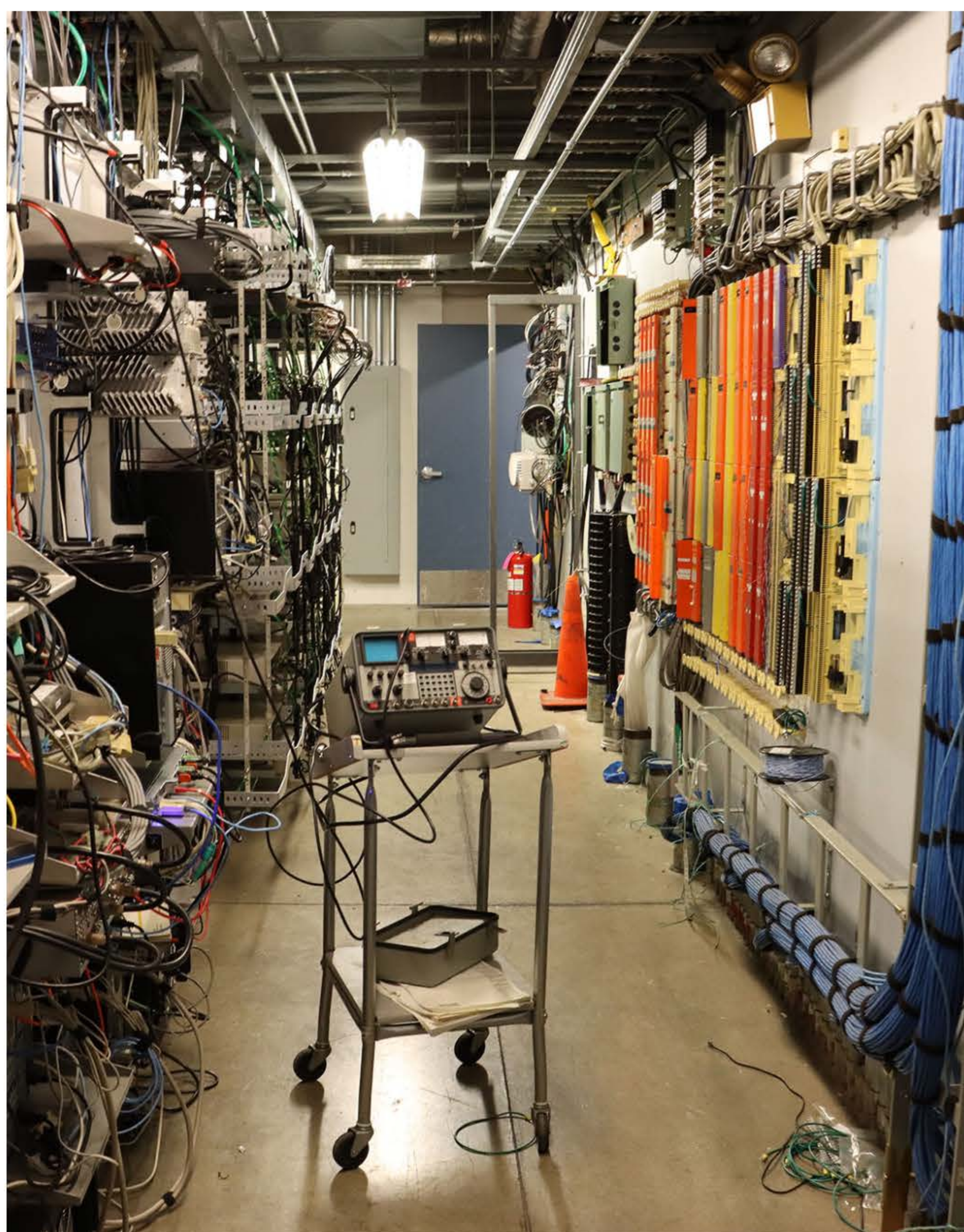
# INFORMATION TECHNOLOGY



SREC IT is happy to announce that the department is fully staffed, and enjoyed a less hectic year than 2020 turned out to be. The department took the opportunity to use 2021 to recoup from all the craziness 2020 brought (IT Department domain standup, etc.) and focus on projects that bolster security and systems reliability. Although this year was less hectic and stressful, IT has still made some significant improvements and met goals set last year.

The IT department developed and tested, successfully, a virtual environment for the Computer Aided Dispatch system clients. This Virtual Environment system isolates CAD operations from normal admin PC use; further protecting the CAD network against bad actors and other threats. Additionally, the IT team made provisions to the SREC network to facilitate a work from home program so admin staff and Report Writers could work from home during Covid-19 restrictions.

Enabling Report Writers to work from home proved to be a successful program for the 911 Operations group! IT is also extremely enthusiastic about providing excellent service to it's customers and teammates in the coming years.

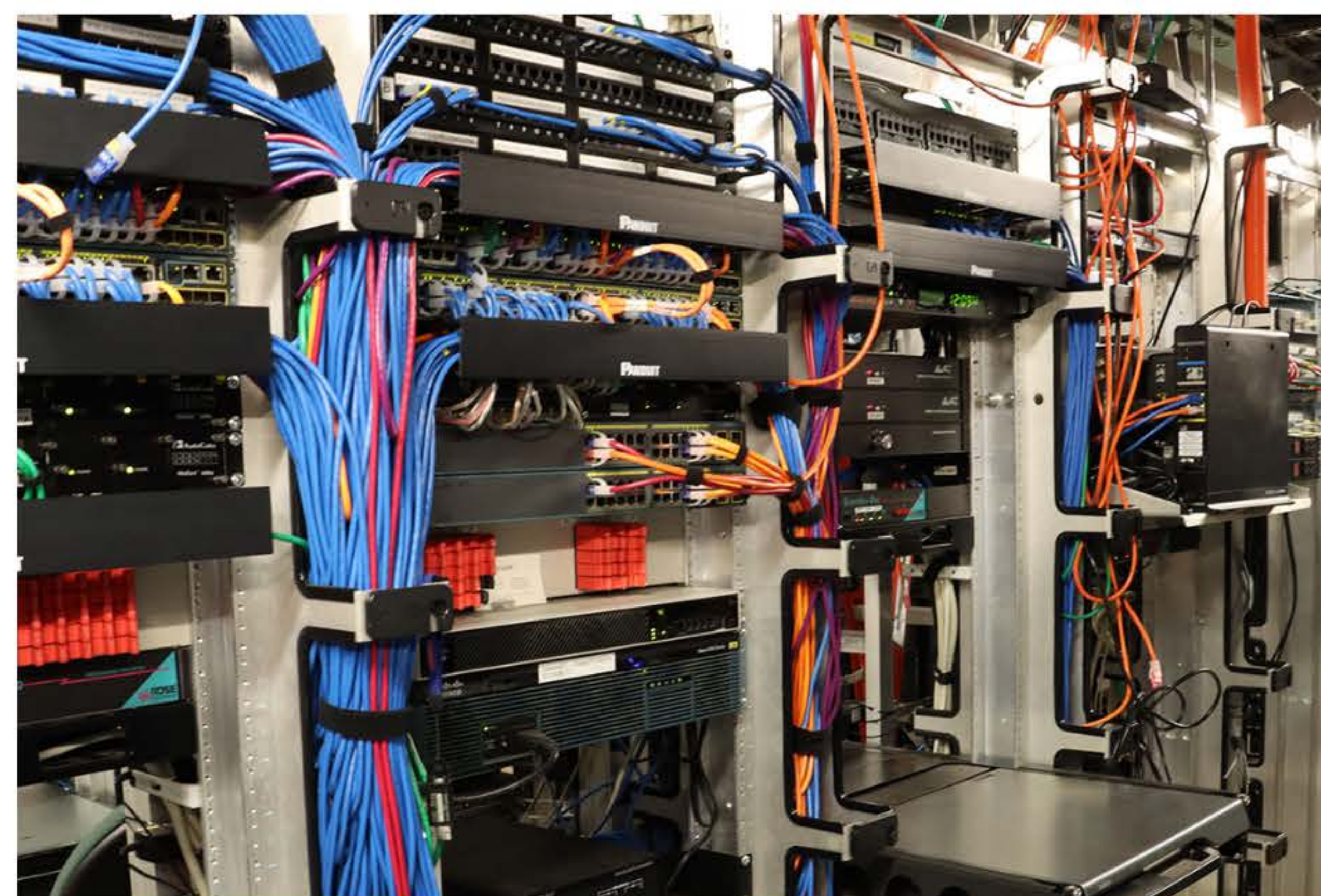


## 2021 ACCOMPLISHMENTS:

- Developed and deployed work from home program for Report Writers
- Substantially increased virtual environment compute and storage to facilitate hosting Public Safety and GIS systems
  - Designed and tested working virtual environment for CAD clients
- Console furniture design and remodel of dispatch area started
  - Design and implementation of SREC Intranet site
- Hired full-time Senior Network Administrator (IT fully staffed)
  - Designed and implemented work from home program for admin and operations team
- Developed Incident Data Warehouse and CallMapper 3.0 for our users and customers

## 2022 GOALS:

- 911 Phone System Upgrade
- Implement Horizon View (Remote Desktop Application)
- Implement 2FA (Two Factor Authentication)
- Implement full ISE throughout organization
- Document procedures and develop comprehensive IT policies



# RADIO SERVICES



The Spokane Regional Emergency Communications radio system is a 800MHz trunked system, with VHF interoperability resources, that provides emergency radio service to all County, City, State, and Tribal first responders in Spokane County. The system consists of 23 radio sites, fully redundant network cores for resiliency and a backup Communication Center for dispatch. The primary trunking system provides 95% coverage or better using portable radios.

## RADIO SHOP

Critical Microwave networks were refreshed with new technology, and old, no longer supported mutual aid radios were replaced with modern radios and the system optimized for coverage and reliability. A new power system maintenance program was put in place to ensure reliable energy to the critical systems, even if there is a loss of commercial power. This program identified failing power systems and batteries which resulted in the replacement of equipment that could prove unreliable at a critical time. A potential vulnerability was identified in the radio system design and a project was started to build more resiliency into the system to mitigate this. The focus of the radio shop in 2022 will be the completion of major infrastructure projects and the replacement of out of support mobile and portable radios, in addition to the routine maintenance, repair, and programming of the public safety communication radios and systems.



### 2021 ACCOMPLISHMENTS:

- Replaced out of support Microwave network equipment and upgraded the management system.
- Increased Radio System reliability and resiliency with the addition of a Geo-Redundant Prime Site.
  - Reprogrammed over 2000 radios with updated code-plugs
- Replaced out of support radios at the correctional facilities
- Replaced out of support radios and updated the Fire Station Alerting system for all fire districts and SFD
- Maintained 24x7 support from the radio shop through the COVID-19 pandemic
  - Acquired a new air to ground radio system for the Sheriff's Aviation unit.
  - Provided GIS and mapping support for the Computer Aided Dispatch (CAD) systems and in support of Wildland Fire evacuations.



# GEOGRAPHIC INFORMATION SYSTEM (GIS)

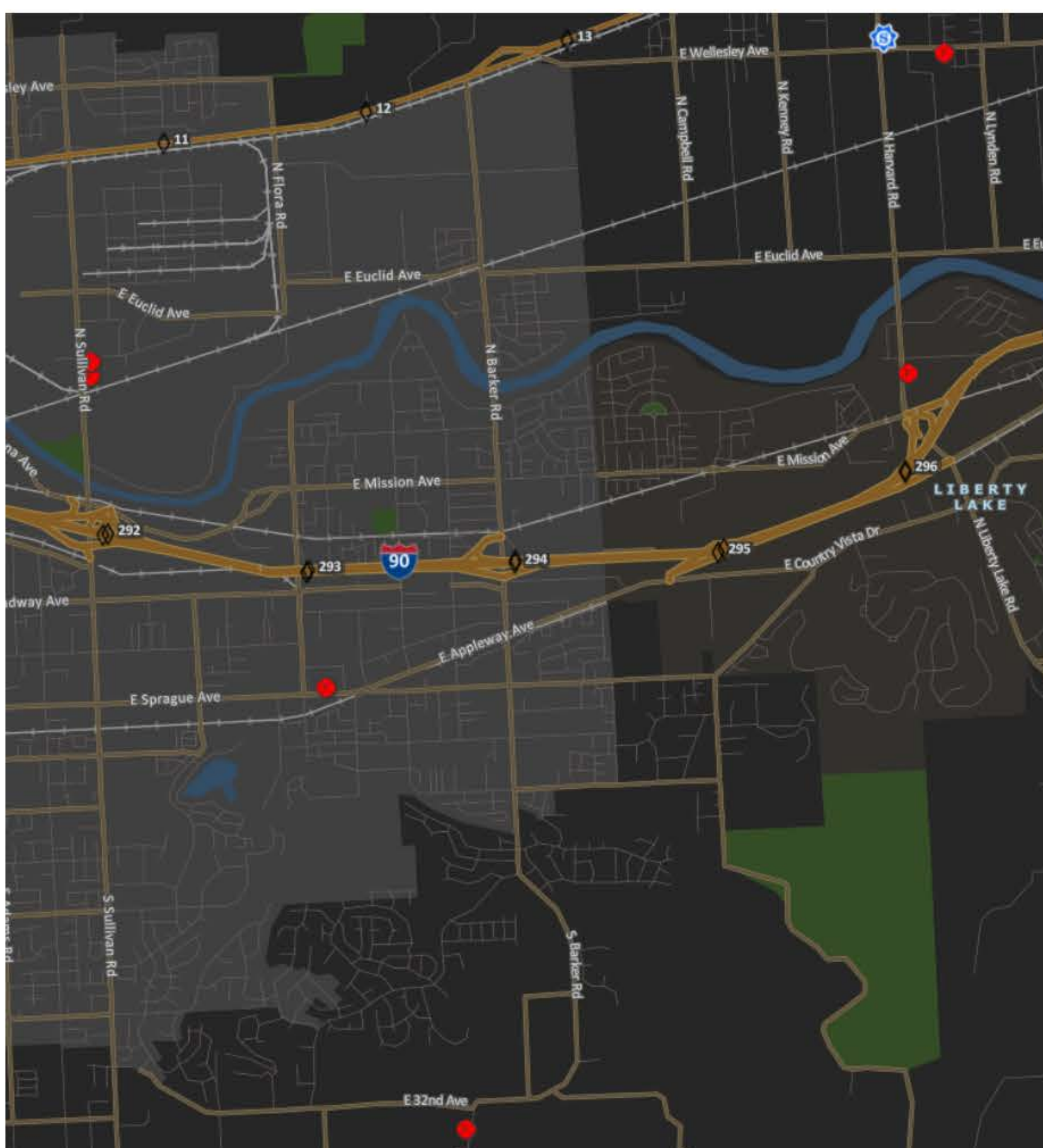
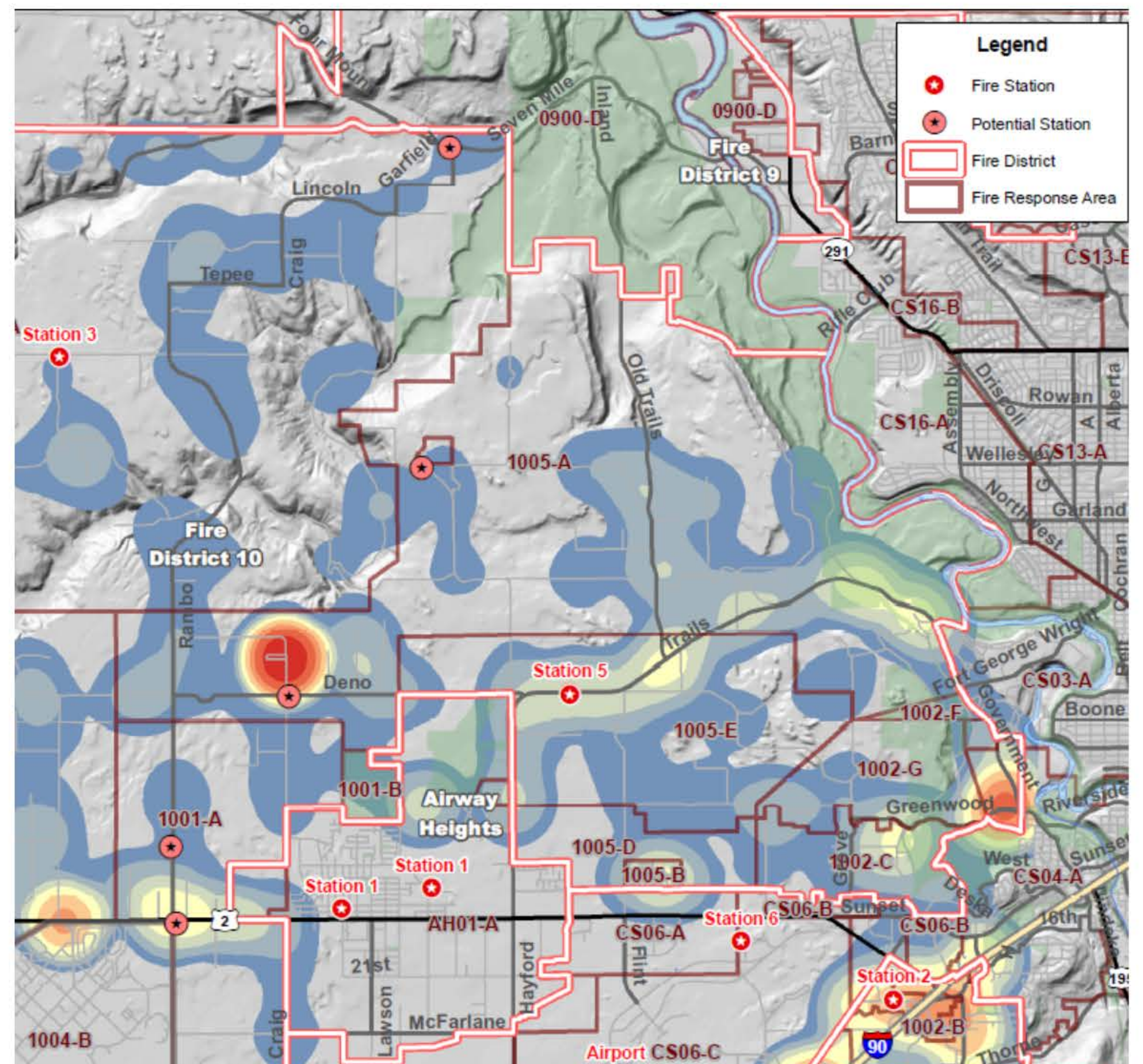


The SREC GIS focus for the first half of 2021 was on the upgrade to the New World Law CAD/RMS system. This required a new GIS environment and full rebuilds of most mapping products. While most functionality was kept status quo for stability, SREC GIS did leverage new ArcGIS Pro map styles and a new tile packaging format to create a Day/Night Mode option for Mobile users. SREC also took over hosting of Pictometry oblique imagery and updated both Fire and Law CAD systems to the most current aerial images. SREC GIS provided boundary data for Live911 and geocoding data for CopLogic for all member and partner agencies utilizing these products.

A major milestone in 2021 included the hiring and training of a GIS Analyst. The new position immediately undertook a data integrity project with a thorough review of all GIS data. Attributes for roads and addresses were cleaned up, missing sub-unit data was added, topology errors in our boundary data fixed, and network routing issues resolved. This year also brought a significant transition to NextGen 911 with the retirement of the MSAG database, which was replaced by a GIS based data system. The new analyst was able to fully automate our NG911 data submittal process to the State. SREC GIS also worked with several of its member fire agencies, primarily serving the growing West Plains vicinity, to provide data and support for everything from WSRB rating, to service area coverage, to station location analysis based on allocation of historic incident data.

## 2021 ACCOMPLISHMENTS:

- Updated Fire CAD response areas for SCFD 9
- Supported evacuation mapping through fire season
- Incorporated TAC Channels into GIS data for auto assignment within CAD
- Automated data prep for Law CAD weekly GIS update
- Automated Cop-Logic data submittal
- Achieved 99.8% accuracy in NG911 data of nearly 400K records (0 Critical Errors)



## 2022 GOALS:

- Create Day/Night mode for Law CAD map, similar to Mobile
- Create GIS training videos for NW Law CAD system
- Upgrade NW Law CAD/RMS system to newer version
- Finalize conversion of Public Safety databases to SREC network
- Publish data web services for internal and partner agency use
- Create web apps and dashboards for operational awareness and statistical analysis

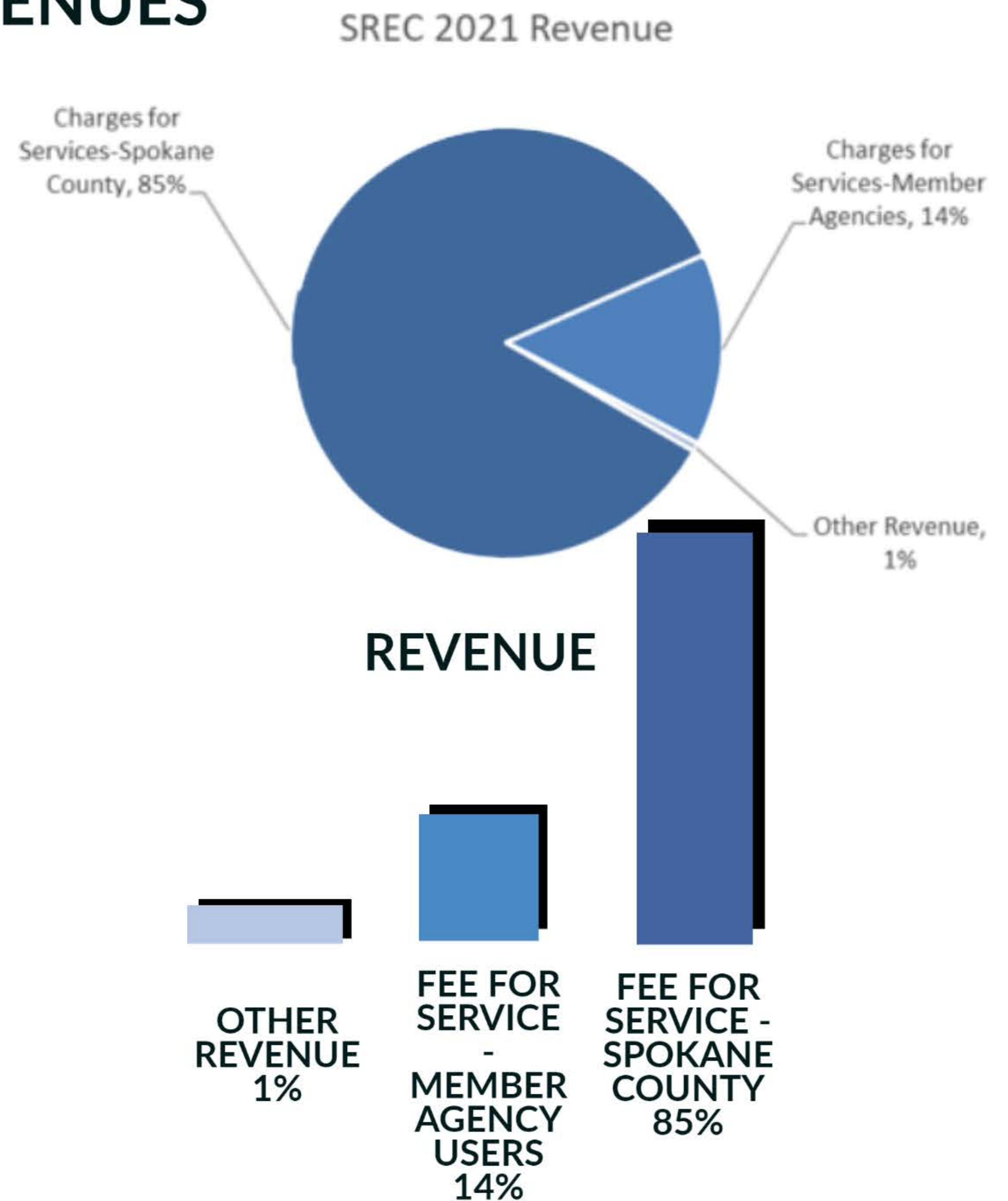
# BUDGET & FINANCE



The finance division continues work to strengthen internal controls, improve reporting, and further implement the Incode software system. The budget development process was completed with the Governing Board approving the 2022 Budget and Capital Improvement plan during the November 2021 meeting. The 2020 BARS annual filing was prepared and submitted, and work began on long term financial and strategic planning. The fixed asset tracking and inventory system continues to be an area of focus as acquisitions and disposals were completed throughout the year.

## 2021 REVENUES

- 85% of the SREC 911 funding came from Spokane County-Board of County Commissioners approved and dedicated revenue from the county generated Enhanced 911 and the 1/10th of 1% Communications sales, use, and excise taxes.
- 14% of the revenue was received from Member Agencies.
- 1% of the revenue was received from Non-member Agencies, Interest Earning, and Miscellaneous.

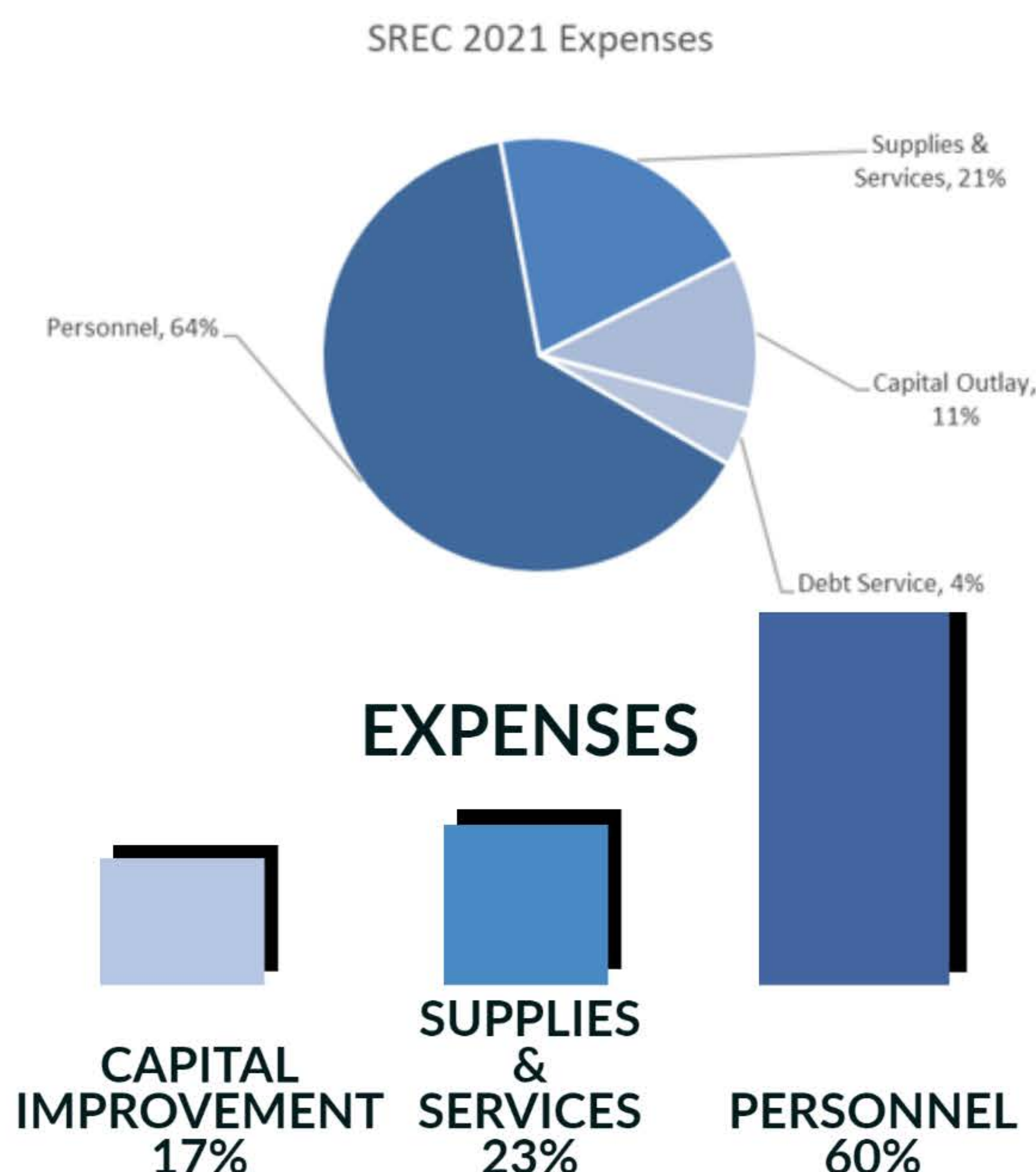


SREC 2021 Revenue

|                                      |                      |             |
|--------------------------------------|----------------------|-------------|
| Charges for Services-Spokane County  | \$ 33,117,420        | 85%         |
| Charges for Services-Member Agencies | 5,579,994            | 14%         |
| Other Revenue                        | 248,533              | 1%          |
| <b>Total Revenue</b>                 | <b>\$ 38,945,946</b> | <b>100%</b> |

## 2021 EXPENDITURES

- 64% of the expenses were personnel.
- 21% of the expenses were Supplies & Services.
- 11% of the expenses were Capital Outlay.
- 4% of the expenses were Debt Service



SREC 2021 Expenses

|                       |                      |             |
|-----------------------|----------------------|-------------|
| Personnel             | \$ 12,970,935        | 64%         |
| Supplies & Services   | 4,171,748            | 21%         |
| Capital Outlay        | 2,332,097            | 11%         |
| Debt Service          | 862,584              | 4%          |
| <b>Total Expenses</b> | <b>\$ 20,337,365</b> | <b>100%</b> |

# RECORDS



Spokane Regional Emergency Communications is considered a local government agency and is therefore subject to the Public Records Act. This was another unprecedented year in records requests, processing over 1000 more requests than last year. SREC utilizes GovQA which is a public records management software and allows SREC to receive, respond to, track and maintain records requests, while remaining compliant with the Freedom of Information Act, Washington State Public Disclosure Laws and Washington State Retention Laws. SREC receives thousands of requests a year from interagency customers as well as the public. Each year the number of requests increases and that trend is continuing. One of the goals from 2021 was to fully train another staff member in processing internal requests to help support the Public Records Specialist, that goal was completed.

## Totals for Public and Internal Records Requests:

**Total Number of Public and Internal Requests = 6,075**

**Total Number of calls recorded = 15,562**

**Total number of hours recorded = 912**

### Internal Requests Only:

**Total # of requests - 5457**

**Total # of calls recorded - 13,608**

**Total # hours recorded - ~795**

### Public Records Requests Only:

**Total # of requests - 618**

**Total # of calls recorded - 1,954**

**Total # hours recorded - ~117**



**PUBLIC AND INTERNAL  
RECORDS REQUESTS**

## 2022 GOALS:

- Ensure all current and incoming staff completes an introductory training for Public Records
- Accomplish Public Records certification through Washington Association of Public Records Officers (WAPRO)



Pajama Day

EMS  
Kickin' COVID  
in the ...!

SPOKANE REGIONAL  
EMERGENCY  
COMMUNICATIONS

STAY ON THE  
LINE SO WE  
KNOW  
YOU'RE FINE

911

CRIME SCENE

WARNING  
ANTENNAS  
MAY BE  
ACTIVE

Team  
Tuesday

Spirit Week!

MEET OUR TEAM

ALWAYS  
HERE

DECADES  
DAY

RAEYLN REED  
COMMUNICATIONS OFFICER

MAKE A DIFFERENCE  
IN OUR COMMUNITY

Formal Day!

Happy  
St. Patrick's Day

WE ARE 911

SPOKANE REGIONAL  
EMERGENCY  
COMMUNICATIONS

ROAD  
CLOSED  
AHEAD

JOB FAIR  
TODAY!  
Building 6  
2 PM - 4 PM

Top Performers  
Eaton 9.42  
Malins 9.14  
Lewan 8.77  
Reed 9.77  
Seubert 9.45  
Malins 9.25

WE  
ARE  
9-1-1

CELEBRATING OUR  
SUPERHEROES!

SREC  
911

SPOKANE REGIONAL  
EMERGENCY  
COMMUNICATIONS

2021 ANNUAL REPORT



SPOKANE REGIONAL  
**EMERGENCY**  
COMMUNICATIONS