

**911 Public Education July 2022 – June 2023**  
**Kelly Conley—Communication & Media Manager**  
**Spokane Regional Emergency Communications**  
**(Spokane County)**

**Deliverables**

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**State Pub Ed Attendance**

- Attended all WA State Pub Ed meetings

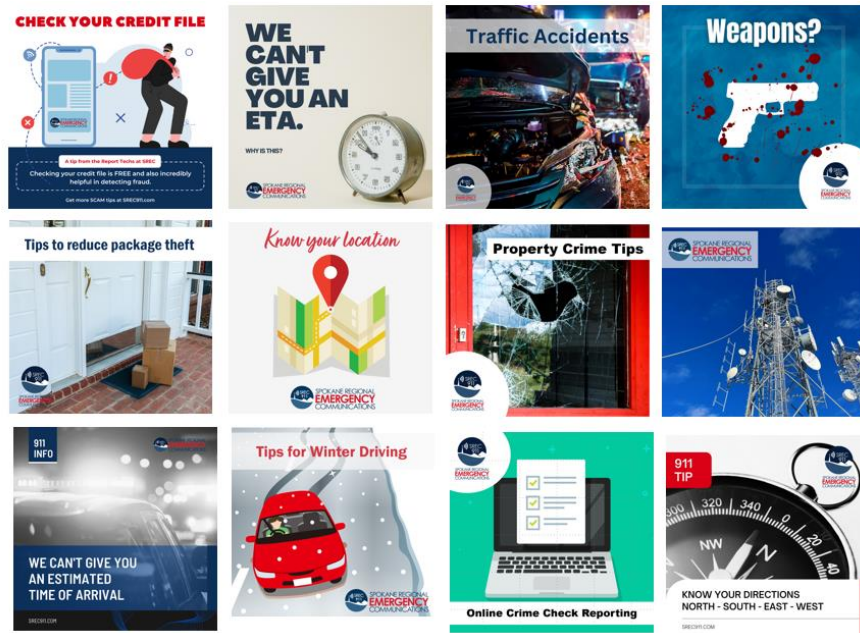
**Committee Participation**

- Led subcommittee team regarding social media 911 Public Educators FB page

**Social Media Development and Management**

- Refined and redeveloped SREC Social Media strategy, including development of original content to educate public about SREC and 911
- Active channels: Facebook, Twitter, Instagram, LinkedIn
- Channel growth:
  - Facebook—17% increase
  - Instagram—13% increase
  - LinkedIn—140% increase
- Monitoring and managing content (Posts, Stories)
- Ongoing promotion, citizen interaction

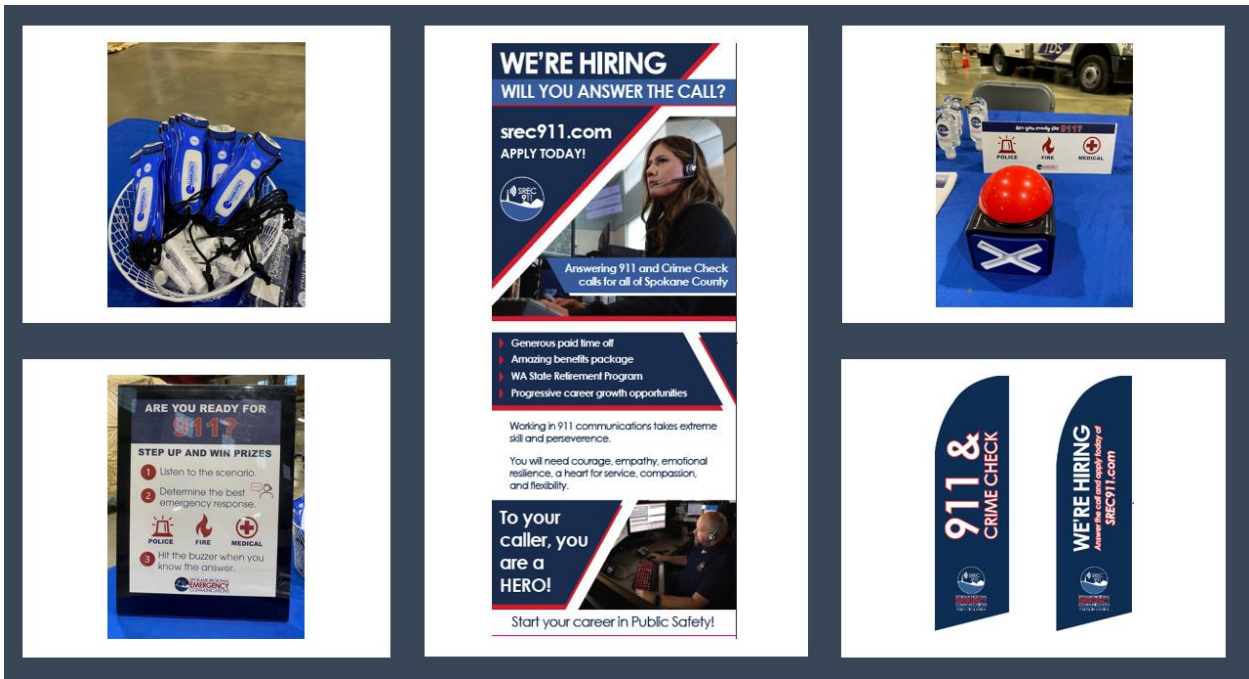
*Sample social media graphics*



## Community Outreach, Engagement, and Recruitment

- Updated trade / event materials
- National Night Out: Aug 6, 2022
- Spokane County Fair: Sept 9-19, 2022
- Spokane Valley Fest: Sept 24-25, 2022
- Spokane Valley Fire Open House: Oct 1, 2022
- Gonzaga University Career Fair: Oct 19, 2022
- Career and College Expo: Oct 25, 2022
- SREC Onsite Hiring Event: Jan 11, 2023
- Fairwood Retirement Community Senior Resource Fair: Feb 22, 2023
- FUSE Career Fair: Mar 1, 2023
- NEWTECH High School Presentations: Mar 31, 2023
- NEWTECH Career Fair: Apr 20, 2023
- Spokane Indians Baseball First Responders Night: Apr 27, 2023
- Air National Guard Recruiting Event: May 10, 2023
- Fire District 8 Open House: May 13, 2023
- Ridgeline High School Career Fair: May 18, 2023
- KHQ / Worksource Career Fair: May 25, 2023
- Cheney / Eastern WA University Career Fair: May 30, 2023
- On Track Academy Hiring Fair: May 31, 2023
- Fire District 9 Demo Day & 75<sup>th</sup> Anniversary: Jun 3, 2023
- Spokane Pride Festival: Jun 10, 2023
- Coordination and support of neighborhood groups with collateral and giveaway items
- Delivery of pub ed materials to Greater Spokane Substance Abuse Council for community distribution
- Liberty Lake City Academy: May 11 (Fire/EMS) and May 18 (Law)
- Local Colleges (job boards)
- Distribution of updated recruiting materials to school districts via email
- Employee referral bonus—promoted internally and supported with materials in support of recruiting efforts





### 911 Communications Officer

Spokane County, WA

- Serve your community
- Support local law enforcement, firefighters, and emergency medical services
- High School Diploma or GED
- 1 year customer service experience
- Full medical benefits
- Paid leave + 12 Holidays
- Long-term disability coverage
- WA State Public Employees Retirement System (PERS)
- Deferred compensation plan
- Pay: \$4,170-\$5,628 per month

**Our Mission**  
*We get the right resources to the right location with an uncompromising focus on responder and citizen safety.*



### ANSWER THE CALL!

Spokane County 911 Communications

Start your career in public safety

## Become a 911 Communications Officer

Apply at [SREC911.com](http://SREC911.com)

For questions on the recruitment process, email [jobs@srec911.org](mailto:jobs@srec911.org)

Referred by: \_\_\_\_\_

## Stakeholder Education & Information

- Developed Quarterly “SREC Highlights” document to share both internally and with agency partners, public officials, and others as an overview into the work SREC does
- Developed “backgrounder” documents to educate about our organization and our regionalized emergency communications system
- Created Annual Report



### QUARTERLY HIGHLIGHTS | JAN 2023

#### STD transition successful

In November 2022, the Spokane Fire Department joined SREC and 911 Communications Officers began emergency standard dispatch (STD) dispatch calls, which they will be doing through the end of the year. The transition was successful, with no service interruptions, and all calls were handled as expected.

#### What's your experience?

Longevity within team demonstrates resilience and dedication. It's not just about the work, it's about the people you work with. We're a team of responders, public safety professionals, and community members who are all committed to the same goal: keeping our community safe.

**585,445** total calls 2022

**307,710** emergency 911 calls

**277,936** non-emergency 911 calls

**1,004** 911 calls per day

By the numbers

### Backgrounder

#### About Spokane Regional Emergency Communications

SREC is a division of a Public Development Authority in 2019 after a merger to get the right resources to the right location with an uncompromising focus on responder and citizen safety.

#### What is a Public Development Authority?

In Washington State, a public development authority (PDA) is established under RCW 31.21.010. PDAs are public corporations or government-owned corporations created by a city or county to perform a particular public purpose or public function within the jurisdiction of a local government. The Spokane County Board of County Commissioners created SREC in 1994 and March 17, 2019, through Resolution 2019-008 to replace the delivery of emergency communications services within Spokane County. The vision for SREC focused on ensuring the emergency communication services are effective, efficient, affordable, reliable, and sustainable.

#### A Look at Staffing

Agency Staffing from to SREC*	2019 SREC Staffing	2022 SREC Staffing
Spokane County Sheriff: 19	Operations: 104	Operations: 115
Spokane County 911 Call Receivers (7 Pools): 11	Technology: 15.5	Technology: 17
Spokane County: 6.5	Admin: 8	Admin: 12
<b>Total: 36.5</b>	<b>Total: 128.5</b>	<b>Total: 144</b>

\*Agencies used other additional resources for training and development.




# 2022

ANNUAL REPORT

## Media Relations

- Establish and maintain relationship with local media and other agency PIOs
- Responding to media requests and questions
- Participate in joint press conference with Spokane Police Department regarding changes to 911 process for City of Spokane
  - [https://www.khq.com/news/changes-coming-to-911-calls-in-spokane/video\\_66e3a542-5719-11ed-9c4f-837ace63102f.html](https://www.khq.com/news/changes-coming-to-911-calls-in-spokane/video_66e3a542-5719-11ed-9c4f-837ace63102f.html)
  - <https://www.krem.com/article/news/local/spokane-police-department-new-process-911-responses/293-63857cb0-de53-44e5-8b72-af74b5b5df7b#:~:text=Starting%20on%20October%2031st%2C%20Spokane,emergency%2C%20first%20responders%20will%20deploy.>
  - <https://www.spokesman.com/stories/2022/nov/01/after-years-of-resistance-spokane-joins-regional-911/>
- Keep the public informed about information relevant to their interactions with 911: outages, process changes, etc.

## Collateral Development

- Updated 911 Brochure: includes public education information on Know Your Location, Text to 911, Registering for Alerts
- Created laminated Friday 911 magnetic poster: know your location
- Created recruiting brochure and flyer
- Created recruiting materials to walk potential candidates through what to expect (used at on site hiring event)
- Outreach / recruiting presentations
- Developed 8-page coloring book for kids

### 911 Brochure & Laminated Fridge Magnetic Poster

**CALL IF YOU CAN, TEXT IF YOU CAN'T**  
**TEXT TO 911**

- It's always best to call if possible.
- Provide your location as quickly as possible.
- Do not send emails or pictures.

**Register for Emergency Alerts**

Spokane County residents can register for emergency alerts and receive notifications for Spokane through the CodeRED system. Once registered, you'll receive notifications about fire or other incidents near your home that may require you to take action. Go to [SPCC911.com](http://SPCC911.com) and click the button on the home page.

**When to Call 911**

- Any one of the card medical calls.
- Crimes involving kidnapping, rape.
- Need police to arrest or stop an injury.

**When to Call Crime Check**

- When 911 is for urgent emergencies. Crime Check is available for the following situations:
- To file a police report over the phone for a crime that is no longer occurring.
- If you witnessed a crime that previously occurred.
- If you have information about a past crime.
- To file a statement for a previous crime report.
- If you are a victim of a crime that is not in progress.

**Contact Us**

- (509) 532-8989
- [spcc911.com](http://spcc911.com)

**Social Media**

- [facebook.com/spcc911](https://www.facebook.com/spcc911)
- [twitter:sp911rec](https://twitter.com/sp911rec)
- [linkedin.com/spcc911](https://www.linkedin.com/company/spcc911)
- [instagram.com/spcc911](https://www.instagram.com/spcc911)

**TIPS TO HELP 911 HELP YOU**

Call 911 when you need an emergency response from **POLICE FIRE MEDICAL**

**Know Where You Are**

- While today's technology is amazing, it may not always provide useful location information when you need it most.
- If you don't know where you are, it may delay getting help to you or your loved ones.
- An exact address is the best location information you can give. Include the street number and direction.
- Be sure to include an apartment, room, suite or unit number.
- Provide gate or access codes, if necessary, to get help.
- Check street, business names, or landmarks for help.
- If on a highway, know which direction you are headed in what direction you are going. You may also be asked for direction or exit number.

**Know Your Location**

- Learn the names of streets, roads, and highways you commonly travel.
- Know which direction you are headed: north, south, east or west.
- Pay attention to names of wells, towns, and cities you are passing.
- Know your cell phone number. There are times when the number may not come through and you'll need to know how to call you back if you get disconnected.

**Know the Process**

- Listen carefully to the dispatcher's 11 asks and answer each one.
- Dispatchers are trained in specific order to get the best information as quickly as possible, and to keep both you and responders safe.
- Answering questions in following anything else. As soon as you are able to verify location, phone number, and the nature of the emergency, our dispatchers are already working to the background to the up necessary resources.
- For medical emergencies, our dispatchers send help immediately with 911 continues to ask important questions about your loved one's needs. These questions aren't slowing anything down, but they do help our dispatchers and responders understand the specific needs you have.
- When calling for police assistance, be prepared to answer specific questions related to critical details about the emergency.
- Our Communications Officer will call 911 and Dispatch go through intensive training to meet national standards. We're trained to get you the right resources as quickly and safely as possible.

**Teaching Kids About Location**

- Review your address with your children.
- Play games while driving to help them identify street names, landmarks, and signs.
- Make sure babysitters or caregivers always know your address.

**DON'T HANG UP**

- If you dial 911 by mistake, **DO NOT** hang up. Stay on the line until you are told it was a mistake. The longer you stay on the line, you will be required to call you back if you hang up.

**Crime Check**  
(509) 532-8989

**SPokane Regional EMERGENCY COMMUNICATIONS**  
spcc911.com

**HELP 911 HELP YOU**

Call 911 if you need help with a crime, fire, or medical emergency.

**DON'T HANG UP**

If you dial 911 by mistake, DO NOT hang up. Stay on the line until you are told it was a mistake. The longer you stay on the line, you will be required to call you back if you hang up.

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**SPokane Regional EMERGENCY COMMUNICATIONS**  
spcc911.com

## Recruiting Brochure

To the world you may be only a voice on the phone, but to your caller, you are a HERO!

**MINIMUM REQUIREMENTS**

- High School diploma or equivalent.
- Experience in customer service, with ability to work at a fast pace and multi-task.
- Ability to type 30 wpm.
- Valid drivers license.

**HIRING PROCESS**

- CallCenter Pre-Employment Test
- Panel Interview
- Background Investigation
- Position Fit Assessment
- Polygraph Test
- Psychological Evaluation
- Medical Exam and Drug Screen

**SAVE LIVES EVERYDAY**

- Not everyone can say this about their job. Working in 911 communications takes extreme skill and perseverance.
- You will answer all Incoming 911 emergency and Crime Check non-emergency calls for Spokane County.
- 911 operations requires working holidays and weekends, with shifts covering all hours of the day and night.
- You will be on the phone with someone while they ensure the worst day of their lives. You can make a real difference.
- You will need courage, empathy, emotional resilience, a heart for service, compassion, and flexibility.

**OUR BENEFITS**

- Generous paid time off
- Full medical and dental as well as life insurance, pet insurance, and student loan payments.
- WA State Retirement program
- Progressive career growth opportunities offered with cross-training into Law & Fire Dispatch

Will you answer the call?

**SPOKANE REGIONAL EMERGENCY COMMUNICATIONS**

**SALARY**

- Communication Officer salary range is \$4,170-\$5,067 per month.
- Career path advancement opportunities up to \$7,316 per month.

**CONTACT US**

(509) 532-8989  
[jobs@srec911.org](mailto:jobs@srec911.org)  
[srec911.com](http://srec911.com)

**SOCIAL MEDIA**

[facebook.com/srec911](https://www.facebook.com/srec911)  
[twitter: @srec911](https://twitter.com/srec911)  
[linkedin.com/srec911](https://www.linkedin.com/company/srec911)  
[instagram.com/srec911](https://www.instagram.com/srec911)

**ABOUT US**

Spokane Regional Emergency Communications (SREC) answers all 911 and Crime Check calls in Spokane County. We provide the essential link between law enforcement, fire, medical aid, and our citizens.

SREC is staffed with highly trained Communication Officers dedicated to public safety.

**SPOKANE REGIONAL EMERGENCY COMMUNICATIONS**

Will you answer the call?

**SPOKANE REGIONAL EMERGENCY COMMUNICATIONS**

We get the right resources to the right location with an uncompromising focus on responder and citizen safety.

## Detailed recruiting materials

**OUR HIRING PROCESS**

The hiring process for SREC is designed to ensure that we hire the best candidates for our positions. It includes the following steps:

- Application
- Call Center Pre-Employment Test
- Panel Interview
- Background Investigation
- Position Fit Assessment
- Polygraph Test
- Psychological Evaluation
- Medical Exam and Drug Screen
- Onboarding

**OUR MINIMUM REQUIREMENTS**

- High School diploma or equivalent.
- Experience in customer service, with ability to work at a fast pace and multi-task.
- Ability to type 30 wpm.
- Valid drivers license.

**OUR BENEFITS**

- Generous paid time off
- Full medical and dental as well as life insurance, pet insurance, and student loan payments.
- WA State Retirement program
- Progressive career growth opportunities offered with cross-training into Law & Fire Dispatch

**CONTACT US**

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[srec911.com](http://srec911.com)

**ABOUT SHIFT WORK**

365/24/7

Spokane Regional Emergency Communications (SREC) is a 24/7 organization. Our employees work in shifts to ensure that we are always available to our citizens. The following are the details of our shift work:

- Shifts:** We have three shifts: Day, Evening, and Night.
- Hours:** Each shift is 8 hours long.
- Pay:** We pay a premium for working holidays and weekends.
- Benefits:** We offer a comprehensive benefits package, including health, dental, and life insurance.

**CONTACT US**

(509) 532-8989  
[jobs@srec911.org](mailto:jobs@srec911.org)  
[srec911.com](http://srec911.com)

**BENEFITS OVERVIEW**

SREC offers a great benefits package for our employees. The following are the details of our benefits:

- Health and dental insurance (through Blue Cross)
- Life insurance (through Blue Cross)
- Retirement (through the WA State Retirement Program)
- Generous paid time off (including vacation, sick leave, and holidays)
- Professional development opportunities
- Employee assistance program (EAP)
- Employee stock purchase plan (ESPP)
- Employee discount program
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[srec911.com](http://srec911.com)

**TRAINING ACADEMY OVERVIEW**

We offer the best training available at SREC. The goal of the Communication Officer Training Academy is to ensure that all new hires are fully prepared to handle the demands of the job. The academy includes the following components:

- 3 Weeks of Academy Classroom Training**
  - Classroom instruction
  - Hands-on training
  - Guest speakers
  - Guest speakers
  - Guest speakers
- 9 Weeks of Call Training On-the-Job Training**
  - On-the-job call training with a trainer
  - On-the-job call training with a trainer
  - On-the-job call training with a trainer
  - On-the-job call training with a trainer
  - On-the-job call training with a trainer

**SAMPLE TRAINING TOPICS**

- Customer service
- Customer service
- Customer service
- Customer service
- Customer service

**CONTACT US**

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[jobs@srec911.org](mailto:jobs@srec911.org)  
[srec911.com](http://srec911.com)

## Recruiting Presentation Sample

**Technical Services: IT, GIS, Radio**

- Various roles working with technical systems, equipment, and infrastructure
- Backbone of emergency communications

**SPOKANE REGIONAL EMERGENCY COMMUNICATIONS**

**Are you a candidate?**

**DO YOU HAVE GRIT? TENACITY? DETERMINATION?**

- HS Diploma or Equivalent
- WA State Driver's License
- Typing speed of 35 wpm
- Clean background
- Love technology
- Ability to multi-task
- Good decision maker
- Calm under pressure
- Good memory
- Reliable and dependable
- Ability to work all shifts
- Empathetic and caring

**SPOKANE REGIONAL EMERGENCY COMMUNICATIONS**

**A Career in Public Safety**

**SPOKANE REGIONAL EMERGENCY COMMUNICATIONS**

**Many careers in public safety**

Radio Shop, Report Technicians, 911 Communication Officers, Dispatchers, Supervisors, Trainers, Quality Assurance, Administration, Public Records, Information Technology, GIS.

**SPOKANE REGIONAL EMERGENCY COMMUNICATIONS**

# Communications Officer in 911

- Takes emergency and non-emergency calls for all of Spokane County
- Conducts Emergency Medical Dispatch for medical calls (CPR, Overdose, Baby Delivery, and more)
- Works with a multitude of high security systems and programs
- Adept at technology
- Good decision making skills
- Often works in high stress situations involving immediate citizen danger or injury
- Calm under pressure
- Caring and compassionate

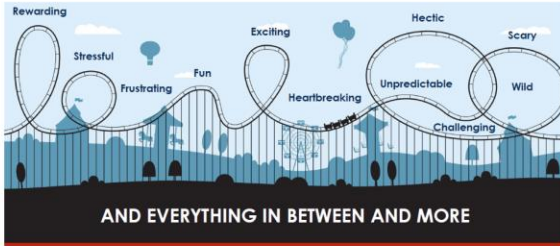


## Where else can you:

- Make great money right out of high school
- Get to say you made a difference in someone's life EVERY SINGLE DAY
- Have FOUR days off every other week
- Have the ability to grow a long-term, recession proof career
- Feel incredibly proud when you tell people what you do
- Work with AMAZING people



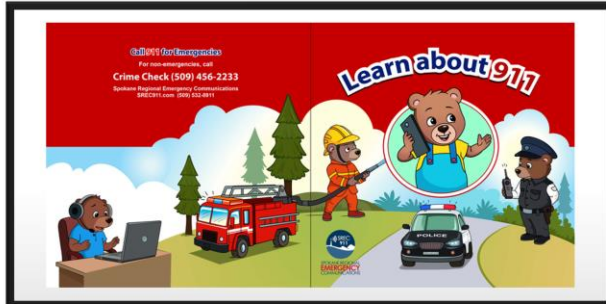
### What's it like?



### Tips to prepare

- The interview starts at step 1
- Have a professional VM message
- Respond in a timely manner
- Practice typing and 10-key
- Research Criticalll testing
- Show up for testing
- Dress professionally
- Always be on time

## Kids Coloring Book Sample



## Training

- October 2022 Fall Forum | Kennewick, WA
- Canva Audio Essentials  
<https://www.canva.com/designschool/tutorials/video/>
- Canva Sharing Your Video  
<https://www.youtube.com/watch?v=4azp1sN0v4>
- NeoGov Attract Module Training