



Governing Board Regular Meeting

1620 North Rebecca Street
Spokane, Washington 99217
May 16, 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 April 18, 2024 Regular Meeting
- 3. Action Items**
 - a. BARS Annual Report – Lori Markham
- 4. New Business**
 - a.
- 5. Old Business**
 - a. New Facility Update – Lori Markham
 - b. CAD Update – Brandon Childs
 - c. Cheney Update – Lori Markham
 - d. City Update – Cody Rohrbach
- 6. Staff Reports**
 - a. Operations – Kim Arredondo
 - i. Operations Report - <https://infogram.com/1p55rp0kkkne9ytpenqxl66qyys35xvwe1d?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
April 18, 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

Chief Cody Rohrbach – Spokane County Fire District 3 (Chair)
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
Tim Henry, Finance Manager
Heather Thompson, 911 Operations Manager
Brandon Childs, Technical Projects Manager
Kelly Conley, Communication and Media Manager
Jenni Folden, Finance Analyst
Megan Schneider, HR Analyst
Bradley Dilg, CAD Administrator
Bre Kostelecky, Public Records Specialist
Erin Lowe, Training Administrator
John Grey, Dispatch Supervisor
Eric Olson, Dispatch Supervisor
Kelli Mehaffey, 911 Supervisor

Auxiliary Partners/Guests

Lonnie Rash, SCFD8
Jim Walkowski, SCFD9
Nathan Jeffries, SCFD9
Jeff Galloway, WBM
Eric Olsen, SPD
Justin Elliott, SCSO
Katie Dodson, SCSO
Brad Cushman, SCSO

2. Consent Agenda

John Nowels motioned to approve the minutes from the March 21, 2024, regular meeting. Brad Richmond seconded. All were in favor. Motion carried.

3. Action Items

a. Radio Microwave Service Agreement Renewal

Dusty Patrick explained this is the renewal contract to provide maintenance and preventative services for the microwave system, the cost is \$185,925.72 for two years. This is planned and budgeted for, the first payment is for \$92,962.86 and has been reviewed by legal and the radio subcommittee. John Nowels motioned to approve the service agreement renewal. Dave Ellis seconded. All were in favor. Motion carried.

b. Real Time Crime Center Radio Consolettes

Dusty Patrick explained the request was brought forward by the Real Time Crime Center (RTCC) this year so was not part of the 2024 budget. The radio subcommittee reviewed it and recommended it be brought to the Board for approval. The ask is for radio consolettes to outfit the RTCC, these are not fully functioning consoles, a little less functionality and less expensive, but will meet the needs of the RTCC. The RTCC is set to go live in July/August of this year, the cost is below \$80,000 and can make that fit within the radio services budget. Justin Elliott explained with the six operator stations and the need and ability to communicate and monitor multiple channels with our public safety partners, a variety of items were looked at from handheld radios to full functioning consoles, this seems to be the best fit for communication and interaction now and into the future. Brad Cushman explained the infrastructure is all in place for the RTCC, fiber, cable, etc. Katie Dodson added the RTCC is not fully live yet and she is currently operating off of handhelds, monitoring and scanning channels as they talk over each other while also monitoring the system and screens. The consolettes will allow us to hybridize this more like dispatch, be on a headset, and fully monitor the system, push out information to patrol while listening to and monitoring multiple channels.

Maggie Yates asked if the RTCC would be servicing any other agency than the Sheriff's Office. John Nowels replied the system is set so any agency can use it, but currently is just serving the Sheriff's Office and in an emergency, it would support everyone involved. Tim Henry explained this is a new capital request and currently there is \$127,000 budgeted for portable radios in the capital improvement plan, whether this comes out of that or a budget amendment later in the year, the funding is there for it. Lori reminded the group this was something that came to SREC in the last couple months. Maggie Yates asked what the process was for these types of requests. Lori replied the request went to the radio subcommittee, which is usually the day prior to the finance subcommittee meeting but did not go to the finance subcommittee as there was no meeting this month. Dusty added they were hoping to bring this forward next year, but with the RTCC going live in a few months the ask came now. Maggie stated she is supportive of SREC supporting member agencies but raises the need for continued support for CAD integration for local agencies who are participating or not participating but does support SREC using the resources to support agencies in the region. Brad Richmond motioned to approve the purchase of the radio consolettes. Dave Ellis seconded. All were in favor. Motion carried.

Cody Rohrbach wanted to acknowledge Telecommunicator Week and wanted to recognize the great work everyone at SREC does and stated that on behalf of the Board everyone here is greatly appreciated and it is a great opportunity to reflect on all the great work you all do.

4. New Business

a. Q1 Board Report

Cody Rohrbach reviewed the Q1 Board Report. The 1/10th tax collected in 2024 is 3% less than the same period last year. Tim Henry explained they anticipate the County projections for the remainder of the year to be flat, this is just a comparison to the same time last year and not really relative to the budget. Budget versus actuals for expenses for operations, technology services and administration are all coming in budget above actuals. Budget versus actuals for salary and benefits also coming in budget above actuals in all categories. Tom Williams asked why the technological services are budgeted so high and actuals are so low. Cody explained it is due to where we are at in the year, first quarter. Tim added technological services includes maintenance agreements and capital, where salaries are all in operations. This will even out later in the year as items are purchased.

b. BARS Report

Lori Markham stated the BARS report was included in the packet and explained this is just a first look for the Board to review. The report needs to be submitted to the State Auditor at the end of May and will be brought forward at next month's Board meeting for action. Please let Lori or Tim know if there are any questions or concerns about the report before next month's meeting.

5. Old Business

a. New Facility Update

Lori Markham stated Brandon Childs and herself were able to attend a new facility seminar by the Architect Design Group in Florida and was able to participate in virtual tours. The seminar was very beneficial and went through step by step on building of public safety buildings and they were able to ask specific questions relating to EOC/911 centers around the Country, including South Sound 911. Lori added the RFQ (request for qualifications) for an owners representative is being finalized, to help determine the alternative delivery method and prepare for SREC's presentation to the State to be able to use an alternative delivery method.

b. CAD Update

Brandon Childs stated Hexagon has provided a draft schedule and is now reviewing it and making adjustments accordingly. Hexagon had the cutover date for the first week of October 2025, this will be adjusted to late October, early November 2025. Once the schedule is finalized there will be a small kickoff meeting for those who will be heavily involved in the project. The first milestone payment will be due once the schedule is finalized and is 10% of the project cost, roughly \$330,000 plus tax. Brandon has conferred with the City of Spokane and SPD (Spokane Police Department) that this project does not overlap with the Axon project. The SREC IT and CAD teams have been working on getting the servers in the environment stood up within the SREC network, and will then begin creating the individual servers, GIS and software applications installed after that, early June. Once the schedule is finalized invites will be sent out for some onsite workshops. The total cost for the CAD system, was roughly \$3.8 for software and \$1.2 for hardware and projected timelines are all on track.

Brandon explained the mobile application demo day in late February included Hexagon, Streetwise and Tablet Command and was well attended virtually and in person. Additionally, there have been discussions within the CAD and Fire Ops groups. Once the CAD schedule is finalized then the timeline will be known for when the mobile decision will need to be made and when to start building out for the mobile applications.

c. Cheney Update

Lori Markham stated Cheney is currently working with the County on getting access to New World for their patrol officers and determining what they and Airway Heights will be doing for their Records. Once those items are figured out, we should have a better timeframe.

d. HB1155 Update

Scott Simmons stated there is no further update. Scott reminded the Board the County sent a draft ILA to the City of Spokane in October of 2022, laying out the apportionment and has not moved, though Scott has sent it a few times to the City Administrator and City Legal. Maggie Yates asked that since there has been a change in City Administration to please send her a copy. Scott asked if she'd connected with Garrett Jones or Mike Piccolo. Maggie replied if Mike has it then she will connect with him.

6. Staff Reports

a. Operations

Kim Arredondo thanked those partners that participated in the Supervisor recruitment, a Supervisor will be promoted from that recruitment on April 23, 2024.

Kim reviewed the operations report. Call and report statistics have stayed pretty similar. There was an increase in crime check and online reporting. Medics was the number one call type for the overall top 15 law calls. The crime check survey has been refined and is sent out with all crime check reports and online reporting. The satisfaction rating is staying consistent. The CAD team was able to dial into the new survey and link the incident number with the person responding to the survey for easier follow up on SREC's end. SREC is able to create a Power BI dashboard for all of its law users if they would like to see theirs specifically as it will have the agency the report will be going to as well as the jurisdiction they are to follow up with. The surveys will also include the phone number and office to contact if they want a copy of their report. The "next step's" part seemed to be the most misunderstood part of the process, so SREC is working on some message points to help clarify what happens after the report is filed. These surveys have also opened up some public education opportunities and SREC will be reaching out to law partners on areas for support on getting out public education pieces on how to utilize crime check and what to follow up on after that. Focus this month is on community outreach, please reach out to Kelly Conley on any events you may be having that SREC can participate in. These are great opportunities to engage and educate the community, partner with agencies and reach those that may be interested in working at SREC. EMD statistics are doing great. Kim added they are very proud of the staff and even though staffing numbers aren't quite where we want them to be, staff continues to provide an incredible level of service to the community. The vacancy rate is at 11%, a new academy will begin on May 6, 2024, and four report technicians were brought in on April 1, 2024, and a report technician moved over to communication officer on that same day.

b. Technical

Dusty Patrick stated fire reprogramming for mobiles and portables continues. The GIS team is working on the evacuation notices, all the information has been put into the system, now the team is trying to break it and see where the gaps are. A link will be available on the SREC application. SREC has communicated with Watch Duty and their third-party app (SREC is not affiliated with) so that they will have a link to SREC's tools as well, they can be directed to one spot. Tom Williams asked if the notifications were multilingual. Cody Rohrbach replied that DEM (Department of Emergency Management) has been very intentional about this with their notifications through CodeRed. Lori Markham suggested Tom reach out to Chandra Fox at DEM for more details, as CodeRed is managed by them.

Dusty explained the radio shop is coordinating with SVFD to create new training videos across the region. The first release will cover the use of the BRAVO zone with Fire season approaching. This zone is encrypted and can be utilized across Law, Fire and EMS. Training will be for Law and Fire partners, but dispatch as well. The videos will be short and easily consumed. Operations will be working from the BUC the week of May 13, 2024, as SFD replaces the chillers at the CCB (Combined Communications Building). The IT team is making preparations to ensure everything is ready for that transition. Dusty thanked SCFD9 for the use of their space and resources for the BUC (Backup Center).

c. Finance

Tim Henry stated closing out 2023 continues. Once the Board reviews the BARS report SREC will share its data with the County. Tim reminded the group that Jenni Folden does the compiling of work and Tim conducts the review. The 2024 budget amendment work is being monitored and beginning work on the 2025 budget.

d. Human Resources

Jeff Tower stated he and Megan Schneider met with WCIA (Washington Cities Insurance Association) last month to go over coverages and compliance, SREC is meeting all the requirements of the compact. They do want SREC to do a personnel review to look at all hiring practices, leave laws, policies, etc. Jeff is currently answering those questions and getting the information back to them. Hiring for this year started off slow but seems to have picked up the last week or so, five applications have been put through backgrounds this last week. Jeff thinks the increase is due to a boost in our outreach/recruitment area. In early May he and Megan will be attending the Labor Relations Institute Conference in Yakima.

e. Administration

Lori Markham stated the first contract subcommittee meeting was held last month in anticipation of the start of contract negotiations for the Supervisor and Baseline groups. Lori explained the committee is comprised of Board and staff members and there will be many more meetings to come. Lori thanked the subcommittee for their participation.

Lori explained she and Scott Simmons have met individually with the County Commissioners to update them on SREC and thanked Scott for helping to facilitate those meetings. Lori added that as preparation starts on the 2025 budget, her and her team are looking at the overall needs for 2025 and what may be coming, to ensure SREC is funded. Lori stated the SREC annual report is available, there are a few hard copies here and it is also available online. Lori thanked Kelly Conley for all her hard work on the annual report, it is a long process. The annual report is a great opportunity to see everything that SREC has accomplished. Lori explained SREC did have an award winner from the EMS Council. Michelle Tinsley was nominated for overall performance of a call receiver, and she will receive her award next month. Lori reiterated that it is Telecommunicator Week and thanked all those that reached out and said thank you, vendor support, etc. It has been a great opportunity to recognize and appreciate the amazing people working at SREC. Lori explained the SREC mobile app is in progress and will hopefully be ready to push out in the next couple months. Kelly has been working on the branding to ensure it is a SREC app.

Lori explained she has spent a lot of time looking at the needs for the 2025 budget and trying to figure out how to move forward without knowing what is occurring with the City of Spokane, and looking at the strategic positioning and decisions that were made at the strategic positioning meeting with regards to the City of Spokane. The SLA with Spokane

Fire Department states there needs to be a six-month notification given which puts that on May 31, 2024, to be out on January 1, 2025. Lori has worked on a few letters to notify the City and wanted to bring this forward to the Board to have the opportunity to discuss what was discussed at strategic positioning and what path to move forward with. Cody Rohrbach explained the Executive group has already had some discussions related to strategic positioning and what convergence or divergence pathways means and wants to bring this discussion to the entire Board and discuss potential timelines related to that and potential scenarios. Cody added the discussion should also include the 1/10th tax apportionment of HB115 and potentially next year with the 911 excise tax being apportioned, balanced with giving Administration enough time to allow for those decisions to be made. This may be the most impactful decision brought before the SREC Board. Lori stated that whichever direction the City chooses we want it to be successful. If the City decides to join SREC we need to make sure we have enough time to rightfully bring them over and on the other side if they choose to be their own PSAP we need to give the BoCC (Board of County Commissioners) enough time to make that recommendation to the State 911 Office to set up connection to the ESInet and the City to get the equipment and staffing they will need. Lori explained as she empathizes with the City of Spokane her responsibility is to the agency and the employees of this agency and the ability to plan for the future of this agency. January 1, 2025, is the timeline SREC is looking to, to appropriately budget and looking ahead at large projects. Lori added that her understanding from the Board Retreat and the SREC Strategic Planning meetings, the idea was either all in or all out, that the status quo was not sustainable. Either direction is fine and SREC will support the City either way and help ensure the transition is successful, but SREC is at a point where a decision needs to be made. Lori explained that though she realizes this is a new Administration, this is a not a new problem for SREC, it has been five years of we just need a little more time. Lori added that there is SREC staff in the room today and wants the Board to know that this is wearing on both SREC and SPD staff, the constant will they, won't they, fear of the unknown, what's going to be taken away, change, etc.; it's time to give everyone some piece of mind.

John Nowles stated there are over 325,000 people who live outside the City of Spokane who we provide service to, and we have to start being able to plan for the future to provide the best level of service at the best economic rate to those people. We think we can provide excellent service at a rate that is at least comparable if not less expensive. John added the Board is just at a place where we need to be able to plan and if the City wants to be on their own, then fine, but a decision has to be made. Being stuck in a holding pattern for such a long time is no longer a viable option. Scott Simmons added the three funding sources for SREC are, the 1/10th communications tax, the 911 excise tax and user fees. The legislature already passed HB1155 for the apportionment of the 1/10th tax and discussed the 911 excise tax, potential of passing next year, and a further apportionment, both of which provide funding sources to the City of Spokane but takes away from SREC; this adds a lot of complexities and would be cleaner in an all-out scenario, cleaner planning for both agencies and those apportionments. Cody explained these apportionments also add dates, and the need to reverse engineer them, these becomes some critical management action points; how to balance the needs to give each agency the maximum amount of time to come to a decision, though it has been over five years, taking into consideration a new administration, but also budgetary cycles that are coming up. Gayne Sears asked if she heard right that creating a new PSAP would be the best option based on the funding sources and apportionments. Cody replied, yes based on that it is the cleaner option.

Tom Willimas stated two major concerns; one, there is no way to stand a PSAP up in six months and is an unrealistic expectation, understanding the history, just his thoughts;

two, from the Fire side there are over 325,000 other community members SREC represents, and we do a much better job regionalized, he can't speak for police, but the Fire side is happy with the service level. Tom did not take away from the workshop that the only options were all or nothing, but there was an option, just speaking for Fire, that Fire could stay; it would be devastating to the City and regional partners if Spokane Fire separated. Tom explained Spokane Fire has shown its dedication by working through labor issues, City commitments and contracts to join SREC and now because of political issues, that Spokane Fire does not have control over, are being asked to leave. John agreed, together is better and also thought there was an option for City Fire to continue. Cody clarified that it seems everyone agrees the conversation was that the status quo could not remain but varied on what not maintaining the status quo means. Lori stated she believes a couple things need to be considered if the City is their own PSAP for Law and Fire. If the path continues as it is today, we will have half of the City's apportionment of funding going to the City and then getting a bill from SREC, it becomes convoluted, going back to Scott's point if the City is going to take the funding, then it is just better to have a clean break. Additionally, if the City is their own PSAP then we would be looking at putting up a geofence around the City so that if you are in the City and you call 911, your call will go to their PSAP; so if City Fire stays with SREC, then a call comes in and goes to the City, then whoever is answering for the City has to tell the caller to hold on while they transfer them to SREC, and this takes us back to the old way of doing things and transferring callers. Lori added from SREC's perspective we want what is best for our citizens and as we have already established, in an emergency situation, what's best for them is to not to have to hold while they are being transferred. John agreed the fewer hands that touch the call the better. Tom also agreed, but stated for Spokane Fire they are stuck with that no matter what. Even if Fire leaves SREC, whoever is answering for the City would have to transfer the caller to a City Fire dispatcher; that's a conversation he needs to have with City leadership as the makeup of the City dispatch center is unknown. Lori added that they can model it after SREC and other consolidated centers where call receivers are capable of taking both law and fire calls and dispatchers handling just the dispatch part of it, but that is up to the City and how they want to do business. Lori continued that frustrating callers because they have to wait and be transferred is not the best customer service SREC can provide, and that is key for us. We want to make sure citizens have faith and confidence in the 911 system and in the emergency system and that transfer back and forth is a tough one for SREC and it is not what is best for the citizens.

Gayne stated that there are places in Seattle with multiple PSAPs, so there are processes that work and therefore should be able to work here. Cody added that some of those process include things like geofences and geographical boundaries, that are not necessarily precise and have service implications. Even an impact on a small portion of calls and the impact on auto aid has service implications to consider. Cody believes the Board is not pushing for an out scenario, but what the options are, and the Board fully supports regionalization as the preferred option but also recognizes the opportunity for any individual agency to make a decision of what is best for them. Brad Richmond explained a great example of the regional model and how that works collaboratively are the Oregon and Gray fires. Being boots on the ground and trying to help facilitate the safety of our community and seeing all of those resources from everyone sitting at this table, going to help in service, putting their lives on the line trying to help citizens evacuate, whatever it might be, it wasn't Law and Fire, it was all of us together and all the communications, to facilitate the safety of our community. Brad stated it is the hope of the Board to be that regionalized model because we know that with the collaborative resources available, we are stronger together than apart. When looking at real live examples it is the best way to serve our community. Gayne agreed the hope of the Board is regionalization for all citizens of the area, but hope is not a decision and we do

not have the decision space for the City of Spokane. Howard Johnson stated the intent of SREC was regionalization from the beginning. It is the best way for service delivery to the community as a whole. We as Board members have a responsibility to the member agencies and SREC staff and we need to make the decisions to support them.

Dusty Patrick explained he and SREC leadership had the opportunity to meet with the Cheney Public Safety Committee last month where they talked about the Gray fire and how Cheney Fire was part of the regionalized system and had visibility and access to, was tied into radio, CAD and what a benefit that was and Cheney PD was on an island and they did not have access to that and it put them at a disadvantage and officer safety concerns during the event. This highlighted the benefit of regionalization and how much better it is for officer safety and serving the community. Lori explained there is not a question from SREC's perspective of the benefits of regionalization, but the question before the Board today is do we look at the work we did in the Strategic Positioning and decide that is the path that we need to move forward and notify the City of Spokane in as much time as possible that a decision needs to be made so SREC can move forward, and these are the two decisions; or if there is another option the Board is considering then to include that also. We have argued the benefits of regionalization for over five years now. Cody added that is part of the challenge, trying to determine what is best for the individual agencies, that is up to the individual agency to decide. SREC and the Board's job is to provide good information so there is informed decision making. The decision today is not whether the Board supports regionalization, we are all here because we believe in regionalization and even the City has stated it believes in the concept. There are a lot of other factors at play, and it is more about how we determine what options are available within SREC's purview and the timeframes associated with that.

John stated this has been on the table for five years and all we keep hearing is we need more time, more information, there's pushback from SPD, etc. Any good relationship is based on open straight forward communication and if we are going to be making a decision about a date and City Administration needs more time, just be straight with us about what are the considerations and what do you need to make your decision or what's keeping you from making a timely decision; we need to know what the problem is. Maggie Yates stated she has been clear in previous meetings the three pieces the City is evaluating; the governance structure, the financial structure or cost benefit of being in or out and the service level. In terms of governance the City accounts for over 50% of the Fire calls currently and if SPD were to join, they would account for the majority of law calls. One of the pieces that could be discussed as a Board, is instead of making decisions based on Board composition, making decisions based on call volume and the majority of call volume as an alternative way to ensure that all the residence needs, or the majority of the residence needs and calls are being met. Maggie furthered that is one piece that has come up in conversation as we are trying to get financial clarity, we have received some information but trying to get additional information and analysis as well. In order to make sure we are meeting the needs of the residents of the City of Spokane would require a look at how final decisions are made. John asked if that means it is about having control of the Board decisions. Jeff Galloway cautioned the group to stay on topic and reminded the group we are all here as members of the SREC Board and the issue before us now, through Lori's administrative update, is a decision to make about a letter and whether to send that letter.

Maggie stated there was an agenda that was circulated prior to this meeting and then an updated agenda early this morning and wanted to know the process for that and whether it was a discussion or action item. Jeff explained it was decided to bring this item into open session as a discussion item and then an action item for the Board on whether to

proceed with a letter to the City of Spokane. Cody added the discussion and action is also to include what the content of the letter will be. Scott reiterated Tom's concern from the Fire side and agrees they are valid concerns. Scott added that as a Board member he fully supports regionalization and believes it does provide the best service to every member of our community and as the CEO of Spokane County he believes every citizen is a citizen of Spokane County and it is equally important as to how they receive services across the spectrum. This situation has been in front of us for a long time and we need some direction. Scott suggested Tom pose to City Administration that looking back before City Fire joined SREC there were longer wait times as callers were being transferred, resulting in longer response times and if we continue down the road of only City Fire being with SREC and the City standing up its own PSAP only for Law, the same situation would occur with longer call and response times, which would not show well for our collective agencies. Scott reminded the Board that the decision regarding the makeup of the SREC Board lies solely with the BoCC. Maggie stated that based on her readings she was under the impression the Board entertains amendments and then recommends them or not to the BoCC. Lori and Scott both stated that Maggie was correct, but the final decision comes from the BoCC.

Kim Arredondo explained that from an operational standpoint there are other big items of concern, including the CAD piece which also has an officer safety component to it. We already know the many issues with being on bifurcated systems and would not recommend it. The new facility is also a major project that is impacted by the decision of the City of Spokane to join or not. Kim added there is also the issue of hiring. She explained she does not want to continue down the path of hiring to have something diverge later and be left with having to figure out what to do with twenty new employees we don't need. There are a lot of other operational decision points and timelines. Tom stated he does not believe the size of the building is really affected by the City's decision as we should be planning for ten to fifteen years down the road and future expansion. Tom added that concerning the CAD portion, he would like to bring forth for discussion, if the City decides to become its own PSAP that consideration is made for SREC to use the reserves to pay for CAD and make that available to everybody, as a truly community organization. Scott explained there needs to be continued conversation around what the reserves are and how they were constituted. Scott added that every agency at this table and more have contributed to those reserves, through user fees, in preparation of investing in a new facility. Scott suggested a letter be sent that triggers some dates and the Board be prepared to be open to have a discussion with the City of Spokane as to possibly adjusting some of the dates as they are hopefully getting closer to a decision, and be willing to be somewhat flexible, as we are trying to be good partners. No matter what direction we go, we want the collective agencies to be successful. Scott clarified that those dates, once agreed upon, need to be definitive dates. Cody summarized, prioritization over definitive outcomes with flexibility around the dates to ensure all agencies are successful. Lori cautioned that definitive decision dates need to be given or we will end up back where we are now, as this is what we have done for five years now. Lori made the request as the Executive Director that we as a Board provide hardline decision dates with the understanding that flexibility can then be given as far as timelines depending on the path chosen.

7. Action Item

a. City of Spokane

Cody stated that based on the discussion the content of the letter should include, the decision of coming together as a fully regionalized system, including SPD, or the creation of another PSAP for the City of Spokane and in order to address the concerns on both sides related to call transfers and delays, that would effectively mean SFD would

become a part of the City's PSAP. John suggested including some recognition it cannot be turned off like a light switch in six months and that public safety for all citizens of Spokane County will be held in the highest regard. Gayne asked if the letter should include specific topics like the CAD system, facility etc. Lori stated the draft includes that both agencies need to plan for the future and a decision needs to be made. Brad Richmond made a motion to move a letter forward that includes the provisions discussed. John Nowels seconded. Scott Simmons made an amendment to allow the Executive Committee to finalize and sign the letter based on the discussion today. All but Maggie Yates and Tom Williams were in favor as amended. Maggie Yates and Tom Williams opposed. Motion carried.

8. Open/Public Comment

No open/public comment.

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

No closed session.

10. Adjourn

Adjourned at 9:31 a.m.

The next Regular Governing Board meeting is scheduled for May 16, 2024, at 8:00 a.m.

Board Member
Governing Board

Board Member
Governing Board

**Spokane Regional Emergency Communications
Fund Resources and Uses Arising from Cash Transactions
For the Year Ended December 31, 2023**

		<u>001 General</u>
Beginning Cash and Investments		
308	Beginning Cash and Investments	27,419,711
388 / 588	Net Adjustments	-
Revenues		
310	Taxes	-
320	Licenses and Permits	-
330	Intergovernmental Revenues	21,004,530
340	Charges for Goods and Services	7,319,186
350	Fines and Penalties	-
360	Miscellaneous Revenues	878,528
Total Revenues:		<u>29,202,244</u>
Expenditures		
510	General Government	-
520	Public Safety	20,292,887
530	Utilities	-
540	Transportation	-
550	Natural/Economic Environment	-
560	Social Services	-
570	Culture and Recreation	-
Total Expenditures:		<u>20,292,887</u>
Excess (Deficiency) Revenues over Expenditures:		8,909,357
Other Increases in Fund Resources		
391-393, 596	Debt Proceeds	-
397	Transfers-In	-
385	Special or Extraordinary Items	-
381, 382, 389, 395, 398	Other Resources	-
Total Other Increases in Fund Resources:		<u>-</u>
Other Decreases in Fund Resources		
594-595	Capital Expenditures	2,604,431
591-593, 599	Debt Service	7,247
597	Transfers-Out	-
585	Special or Extraordinary Items	-
581, 582, 589	Other Uses	-
Total Other Decreases in Fund Resources:		<u>2,611,678</u>
Increase (Decrease) in Cash and Investments:		<u>6,297,679</u>
Ending Cash and Investments		
50821	Nonspendable	-
50831	Restricted	-
50841	Committed	20,000,000
50851	Assigned	2,500,000
50891	Unassigned	11,217,390
Total Ending Cash and Investments		<u>33,717,390</u>

The accompanying notes are an integral part of this statement.

**Spokane Regional Emergency Communications
Public Authority
Notes to the Financial Statements
For the Year Ending December 31, 2023**

Note 1 – Summary of Significant Accounting Policies

Spokane Regional Emergency Communications Public Authority (“SREC911” or the “Authority”) began providing services on July 1, 2019 and operates under the laws of the state of Washington applicable to a Public Development Authority. The Authority is a special purpose local government and provides Enhanced 911 operations and emergency dispatch services to local governments and citizens in Spokane County, Washington.

SREC is a component unit of Spokane County (the County), Washington, the primary government. SREC is fiscally dependent on the County as approval is required for debt issuance, and repayment of liabilities without County funding would be repaid almost entirely by the primary government. Therefore, financial statements are presented blended in the Spokane County annual financial report. The County’s financial statements can be obtained from the Spokane County, Financial & Management Services, 1116 W. Broadway Avenue, Spokane, WA 99260.

The Authority reports financial activity in accordance with the *Cash Basis Budgeting, Accounting and Reporting System* (BARS) Manual prescribed by the State Auditor’s Office under the authority of Washington State law, Chapter 43.09 RCW. This manual prescribes a financial reporting framework that differs from Generally Accepted Accounting Principles (GAAP) in the following manner:

- Financial transactions are recognized on a cash basis of accounting as described below.
- Component units are required to be disclosed but are not included in the financial statements (see **note** to the financial statements).
- Government-wide statements, as defined in GAAP, are not presented.
- All funds are presented, rather than a focus on major funds.
- The *Schedule of Liabilities* is required to be presented with the financial statements as supplementary information.
- Supplementary information required by GAAP is not presented.
- Ending balances are presented using classifications that are different from the ending net position classifications in GAAP.

A. Fund Accounting

Financial transactions of the government are reported in individual funds. Each fund uses a separate set of self-balancing accounts that comprises its cash and investments, revenues and expenditures. The government's resources are allocated to and accounted for in individual funds depending on their intended purpose. The following fund types are used:

Governmental Fund Types:

General Fund

This fund is the primary operating fund of the government. It accounts for all financial resources except those required or elected to be accounted for in another fund.

B. Basis of Accounting and Measurement Focus

Financial statements are prepared using the cash basis of accounting and measurement focus. Revenues are recognized when cash is received, and expenditures are recognized when paid.

In accordance with state law the Authority also recognizes expenditures paid during twenty days after the close of the fiscal year for claims incurred during the previous period.

C. Cash and Investments

See Note 4 – *Deposits and Investments*.

D. Capital Assets

Capital assets are assets with an initial individual cost of more than \$5,000 and an estimated useful life in excess of three years. Capital assets and inventory are recorded as capital expenditures when purchased.

E. Compensated Absences

Paid Time Off (PTO) may be accumulated up to 576 hours and is payable upon separation or retirement. Any PTO hour accumulated above this number are put into a Catastrophic Account. The Catastrophic Account can only be used after an employee has covered the first 24 hours of leave from the PTO or Personal Holiday. The account can grow a maximum of 800 hours. The account will only be paid out upon retirement under the following conditions:

- The employee is 55 years old or older.
- The employee has worked for SREC or in the building for at least 15 years.
- If the employee meets those conditions, then 25% of the hours in their Catastrophic Account will be paid in a VEBA account upon separation.

Payments are recognized as expenditures when paid. The estimated cost of unpaid annual leave accrued through 2023 was \$1,221,430.28.

F. Restricted and Committed Portion of Ending Cash and Investments

Beginning and Ending Cash and Investments are reported as restricted or committed when it is subject to restrictions on use imposed by external parties or due to internal commitments established by The Board. When expenditures that meet restrictions are incurred, the Authority intends to use the most restricted resources first.

Commitments of Ending Cash and Investments consist of \$21,000,000 for the specific purpose of facility replacement.

Note 2 – Deposits and Investments

Investments are reported at fair value. Deposits and investments by type on December 31, 2023 are as follows:

A. Deposits

- a. Cash on hand, held by the Spokane County Treasurer, on December 31, 2023 was \$34,632,612.

Investments

The Authority is a voluntary participant in the Spokane County Investment Pool, an external investment pool operated by the County Treasurer. The pool is not rated or registered with the SEC, rather oversight is provided by the County Finance Committee in accordance with RCW 36.48.070. The Authority reports its investment in the pool at fair value, which is the same as the value of the pool per share. The pool does not impose liquidity fees or redemption gates on participant withdrawals.

Investment in Spokane County Investment Pool

In accordance with State law, the district's governing body has a formal interlocal agreement with the district's *ex officio* treasurer, Spokane County, to have all its funds not required for immediate expenditure to be invested in the Spokane County Investment Pool (SCIP):

As of December 31, 2023, the district had the following investments:

<u>Investment Type</u>	<u>Fair Value</u>
Spokane County Investment Pool	\$34,016,151

Interest Rate Risk. As of December 31, 2023, the Pool's effective duration was 1.34 years. As a means of limiting its exposure to rising interest rates, securities purchased in the Pool must have a weighted average maturity, no longer than two and one-half years. The weighted-average maturity of SCIP on 12/31/23 was 1.4 years. While the Pool's market value is calculated monthly, unrealized gains and losses are not distributed to participants. The Pool distributes earnings monthly using an amortized cost methodology.

Credit Risk. As of December 31, 2023, the district's investment in the Pool was not rated by a nationally-recognized statistical rating organization (NRSRO). In compliance with state statutes, the SCIP Investment Policy authorizes investments in U.S. Treasury securities, U.S. agency securities, supranational institution obligations, municipal securities, certificates of deposits or bank deposits of qualified public depositaries, repurchase agreements, corporate notes, commercial paper, Direct District Notes and the Local Government Investment Pool managed by the Washington State Treasurer's office.

It is the Authority's policy to invest all temporary cash surpluses.

Note 3 – Related Parties

SREC is a component unit of Spokane County (the County), Washington, the primary government. The Authority is a special purpose local government and provides Enhanced 911 operations and emergency dispatch services to local governments and citizens in Spokane County, Washington. Employees of SREC participate in the Spokane Employees' Retirement System (SERS), a single employer defined benefit pension plan covering employees of the City of Spokane, administered in accordance with Chapters 3.05 and 4.14 of the Spokane Municipal Code (SMC).

In 2023 SREC received \$21,004,530 from the County in Intergovernmental revenue for Enhanced 911 operations and emergency dispatch services. SREC paid the County \$810,894 for Information Technology Support services and \$6,557 for banking fees.

In 2023 SREC received \$7,319,186 from local agencies for emergency dispatch services:

Related Parties	Paid in 2023
Airway Heights Fire District	(130,545.06)
Cheney Fire District	(91,143.65)
Spokane County Fire District 10	(50,057.14)
Spokane County Fire District 11	(6,244.76)
Spokane County Fire District 12	(1,685.10)
Spokane County Fire District 13	(6,443.00)
Spokane County Fire District 2	(11,520.90)
Spokane County Fire District 3	(140,953.00)
Spokane County Fire District 4	(203,004.02)
Spokane County Fire District 5	(8,638.88)
Spokane County Fire District 8	(105,516.50)
Spokane County Fire District 9	(273,331.84)
Spokane County Law Users Fees	(3,208,390.00)
Spokane Valley Fire District	(1,116,076.08)
Spokane, City of	(1,965,636.01)

In 2023 SREC paid local agencies \$17,771 for shared building and maintenance at the Back-up Center.

In 2023 SREC paid the City of Spokane \$124,094 for SERS contributions, \$420 for LPG permits, and \$21,949 for CAD licensing.

Note 4 – Pension Plans

A. State Sponsored Pension Plans

Substantially all the Authority's full-time and qualifying part-time employees participate in the following statewide retirement systems administered by the Washington State Department of Retirement Systems (DRS), under cost-sharing, multiple-employer public employee defined benefit and defined contribution retirement plans Public Employees Retirement System 2 and 3.

The State Legislature establishes, and amends, laws pertaining to the creation and administration of all public retirement systems.

The Department of Retirement Systems, a department within the primary government of the State of Washington, issues a publicly available Annual Comprehensive Financial Report (ACFR) that includes financial statements and required supplementary information for each plan. The DRS ACFR may be obtained by writing to:

Department of Retirement Systems
Communications Unit
P.O. Box 48380
Olympia, WA 98540-8380

Also, the DRS ACFR may be downloaded from the DRS website at www.drs.wa.gov.

At June 30, 2023 (*the measurement date of the plans*), the Authority’s proportionate share of the collective net pension liabilities, as reported on the Schedule of Liabilities, was as follows:

Plan	Employer Contributions	Allocation %	Liability (Asset)
PERS 1	\$ 325,830	0.047815%	1,091,488
PERS 2/3	\$ 542,178	0.061666%	(2,527,494)

B. Local Government Pension Plans

Plan Description

Employees of SREC participate in the Spokane Employees’ Retirement System (SERS), a single employer defined benefit pension plan covering employees of the City of Spokane, administered in accordance with Chapters 3.05 and 4.14 of the Spokane Municipal Code (SMC).

Management of SERS is vested in the SERS Board, which consists of seven members—three members are elected by active employee plan members, three members are appointed by the Spokane City Council, and one member (who may not be an elected official or employee of the city) is appointed by the other six Board members.

SERS, a fiduciary fund of the City of Spokane (City), issues a publicly available annual comprehensive financial report (ACFR) that includes financial statements and required supplementary information for the plan. The SERS Annual Comprehensive Financial Report may be obtained by writing to:

Spokane Employees' Retirement System
808 W. Spokane Falls Boulevard, Suite 604
Spokane, WA 99201-3324

Or the SERS Annual Comprehensive Financial Report may be downloaded from the City's website at <http://www.spokanesers.org>.

At the end of fiscal year 2023, SREC had 10 employees participating in the SERS plan, the 2023 contribution rate was 10.25%. During 2023, SREC911 contributed \$124,094 to the SERS plan. At December 31, 2022 (the measurement date of the plan) SREC's portion of the 2023 Net Pension Liability is as follows:

Plan	Employer Contributions	Allocation %	Liability (Asset)
SERS	\$ 118,683	1.025651%	1,593,208

Note 5 – Risk Management

SREC911 is a member of the Washington Cities Insurance Authority (WCIA). Utilizing Chapter 48.62 RCW (self-insurance regulation) and Chapter 39.34 RCW (Interlocal Cooperation Act), nine cities originally formed WCIA on January 1, 1981. WCIA was created for the purpose of providing a pooling mechanism for jointly purchasing insurance, jointly self-insuring, and / or jointly contracting for risk management services. WCIA has a total of 166 members.

New members initially contract for a three-year term, and thereafter automatically renew on an annual basis. A one-year withdrawal notice is required before membership can be terminated. Termination does not relieve a former member from its unresolved loss history incurred during membership.

Liability coverage is written on an occurrence basis, without deductibles [1]. Coverage includes general, automobile, police, errors or omissions, stop gap, employment practices, prior wrongful acts, and employee benefits liability. Limits are \$4 million per occurrence in the self-insured layer, and \$20 million in limits above the self-insured layer is provided by reinsurance. Total limits are \$20 million per occurrence subject to aggregates and sublimits. The Board of Directors determines the limits and terms of coverage annually.

All Members are provided a separate cyber risk policy and premises pollution liability coverage group purchased by WCIA. The cyber risk policy provides coverage and separate limits for security & privacy, event management, and cyber extortion, with limits up to \$1 million and subject to member deductibles, sublimits, and a \$5 million pool aggregate. Premises pollution liability provides Members with a \$2 million incident limit and \$10 million pool aggregate subject to a \$100,000 per incident Member deductible.

Insurance for property, automobile physical damage, fidelity, inland marine, and equipment breakdown coverage are purchased on a group basis. Various deductibles apply by type of coverage. Property coverage is self-funded from the members' deductible to \$750,000, for all perils other than flood and earthquake, and insured above that to \$400 million per occurrence subject to aggregates and sublimits.

In-house services include risk management consultation, loss control field services, and claims and litigation administration. WCIA contracts for certain claims investigations, consultants for personnel and land use issues, insurance brokerage, actuarial, and lobbyist services.

WCIA is fully funded by its members, who make annual assessments on a prospectively rated basis, as determined by an outside, independent actuary. The assessment covers loss, loss adjustment, reinsurance and other

administrative expenses. As outlined in the interlocal, WCIA retains the right to additionally assess the membership for any funding shortfall.

An investment committee, using investment brokers, produces additional revenue by investment of WCIA's assets in financial instruments which comply with all State guidelines.

A Board of Directors governs WCIA, which is comprised of one designated representative from each member. The Board elects an Executive Committee and appoints a Treasurer to provide general policy direction for the organization. The WCIA Executive Director reports to the Executive Committee and is responsible for conducting the day-to-day operations of WCIA.

Note 6 – Subscription Based Information Technology Arrangements (SBITA)

During the year ended 12/31/2023, SREC911 adopted guidance for the presentation and disclosure of Subscription Based Information Technology Arrangements (SBITA), as required by the BARS manual. This requirement resulted in the addition of a subscription liability reported on the Schedule of Liabilities.

SREC911 makes subscription payments of \$6,648 per year for Ednetics Umbrella security software. The SBITA contract is for 3 years with no stated option to extend.

The total amount paid for SBITAs in the current reporting period and future SBITA payments for each of the five subsequent years and in five-year increments thereafter.

The total amount paid for SBITAs in 2023 was \$6,648. As of December 31, 2023, the future SBITA payments are as follows:

SBITA Software (pre-tax)	Year Ended 12/31/2023	Future Total
Ednetics Umbrella	\$6,648	\$13,297

Note 7 – Subsequent Event

Spokane Regional Emergency Communications

Schedule 01

For the year ended December 31, 2023

MCAG	Fund #	Fund Name	BARS Account	BARS Name	Amount
3213	001	General	3083100	Restricted Cash and Investments - Beginning	\$0
3213	001	General	3084100	Committed Cash and Investments - Beginning	\$18,000,000
3213	001	General	3085100	Assigned Cash and Investments - Beginning	\$2,500,000
3213	001	General	3089100	Unassigned Cash and Investments - Beginning	\$6,919,711
3213	001	General	3370000	Local Grants, Entitlements, Tribal Government Distributions, and Other Payments	\$21,004,530
3213	001	General	3428000	Dispatch Services	\$7,319,186
3213	001	General	3611000	Investment Earnings	\$815,558
3213	001	General	3699100	Miscellaneous Other Operating	\$62,970
3213	001	General	5280010	Dispatch Services	\$11,496,588
3213	001	General	5280020	Dispatch Services	\$4,388,994
3213	001	General	5280030	Dispatch Services	\$466,005
3213	001	General	5280040	Dispatch Services	\$3,941,300
3213	001	General	5083100	Restricted Cash and Investments - Ending	\$0
3213	001	General	5084100	Committed Cash and Investments - Ending	\$20,000,000
3213	001	General	5085100	Assigned Cash and Investments - Ending	\$2,500,000
3213	001	General	5089100	Unassigned Cash and Investments - Ending	\$11,217,390
3213	001	General	5912870	Debt Repayment - Dispatch Services	\$7,247
3213	001	General	5942860	Capital Expenditures/Expenses - Dispatch Services	\$2,604,431

**Spokane Regional Emergency Communications
Schedule of Liabilities
For the Year Ended December 31, 2023**

ID. No.	Description	Due Date	Beginning Balance	Additions	Reductions	Ending Balance
General Obligation Debt/Liabilities						
263.56	Ednetics One Umbrella	1/31/2026	-	19,945	6,648	13,297
	Total General Obligation Debt/Liabilities:		-	19,945	6,648	13,297
Revenue and Other (non G.O.) Debt/Liabilities						
259.12	Compensated Absences		1,059,408	162,022	-	1,221,430
264.30	PERS Net Pension Liability		1,338,000	-	246,512	1,091,488
264.30	Spokane Employees' Retirement System Liability		1,593,208	-	-	1,593,208
	Total Revenue and Other (non G.O.) Debt/Liabilities:		3,990,616	162,022	246,512	3,906,126
	Total Liabilities:		3,990,616	181,967	253,160	3,919,423

Spokane Regional Emergency Communications

(County/City/District)

**Local Government Risk Assumption
For the Year Ended December 31, 2023**

1. Self-Insurance Program Manager: Washington State Employment Security Department
2. Manager Phone: (360) 902-9450
3. Manager Email: UIFTSupport@esd.wa.gov
4. How do you insure property and liability risks, if at all?
 - a. Formal self-insurance program for some or all perils/risks
 - b. Belong to a public entity risk pool
 - c. Purchase private insurance
 - d. Retain risk internally without a self-insurance program (i.e., risk assumption)
5. How do you provide health and welfare insurance (e.g., medical, dental, prescription drug, and/or vision benefits) to employees, if at all?
 - a. Self-insure some or all benefits
 - b. Belong to a public entity risk pool
 - c. All benefits provided by health insurance company or HMO
 - d. Not applicable – no such benefits offered
6. How do you insure unemployment compensation benefits, if any?
 - a. Self-insured (“Reimbursable”)
 - b. Belong to a public entity risk pool
 - c. Pay taxes to the Department of Employment Security (“Taxable”)
 - d. Not applicable – no employees
7. How do you insure workers compensation benefits, if any?
 - a. Self-insured (“Reimbursable”)
 - b. Belong to a public entity risk pool
 - c. Pay premiums to the Department of Labor and Industries
 - d. Not applicable – no employees
8. How do you participate in the Washington Paid Family & Medical Leave Program?
 - a. Self-insured (“Voluntary Plan”) for one or both program benefits
 - b. Pay premiums to the State’s program for both benefits
 - c. Not Applicable – No Employees

If the local government DID NOT answer (a) to any of the above questions, then there is no need to complete the rest of this schedule.

If the local government answered (a) to any of the above questions, then answer the rest of the form in relation to the government's self-insured risks and copy the table below as needed.

	<u>Please list the title of the self-insurance program or type of risk covered by self-insurance:</u>				
	<i>Program/Risk 1</i>	<i>Program/Risk 2</i>	<i>Program/Risk 3</i>	<i>Program/Risk 4</i>	<i>Program/Risk 5</i>
Self-Insurance as a <i>formal</i> program?	No				
If yes, do other governments participate?					
If yes, please list participating governments.					
Self-Insure as part of a joint program?	No				
Does a Third-Party Administer manage claims?	No				
If no, does an employee or official reconcile claims payments to the information in the claims management software or other records of approved claims? (Not applicable for self-insured unemployment compensation.)	N/A				
Has program had a claims audit in last three years?	No				
Are program resources sufficient to cover expenses?	N/A				
Does an actuary estimate program liability?	No				
Number of claims paid during the period?	3				
Total amount of paid claims during the period?	\$11,005.26				
Total amount of recoveries during the period?	0				

Provide any other information necessary to explain answers to the Schedule 21 questions above.

Spokane Regional Emergency Communications

Schedule 21 Questions 1-6 (unaudited)

For Fiscal Year Ended: 2023

Property and Liability Insurance	Health and Welfare Insurance	Unemployment Compensation Obligations	Workers Compensation Obligations	Other Risks or Obligations
Belong to a public entity risk pool	All benefits are provided by a health insurance company or HMO	"Reimbursable" status	Pay premiums to the Department of Labor and Industries	

Washington PFML Program	Entity	Government Type
Pay premiums to the State's program for both benefits	Spokane Regional Emergency Communications	Public Development Authority

Operations Report



May
2024

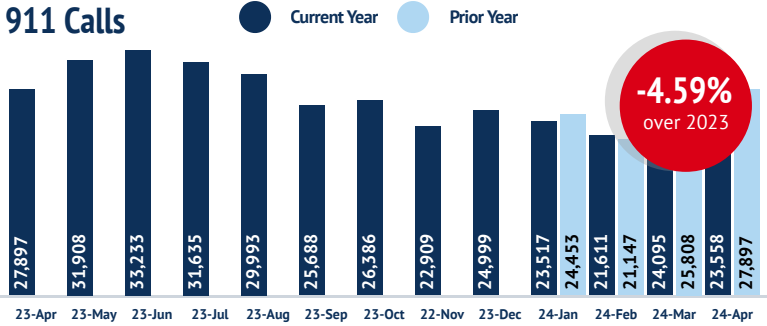
Board Meeting: May 16, 2024



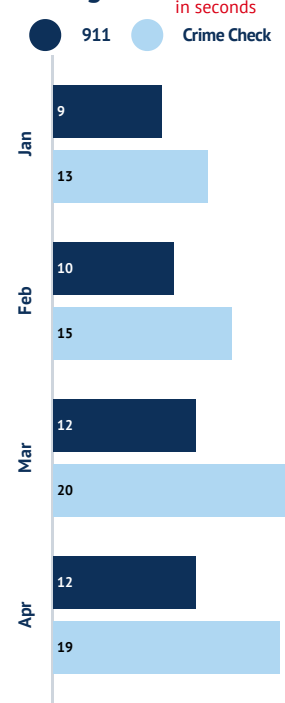
SPOKANE REGIONAL
EMERGENCY
COMMUNICATIONS

Call & Report Statistics

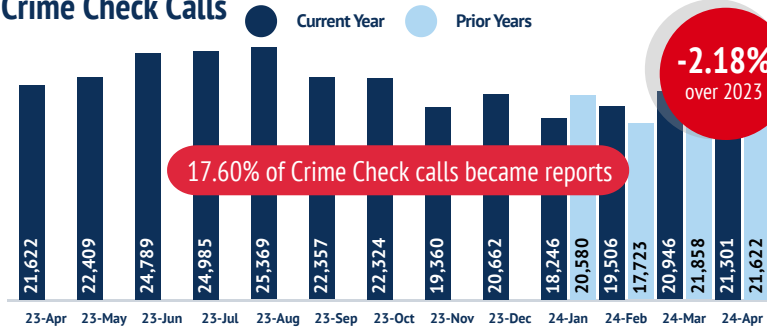
911 Calls



Average Hold Time



Crime Check Calls



YTD Totals



172,780

Total Calls
(-4.59% increase)



14,082

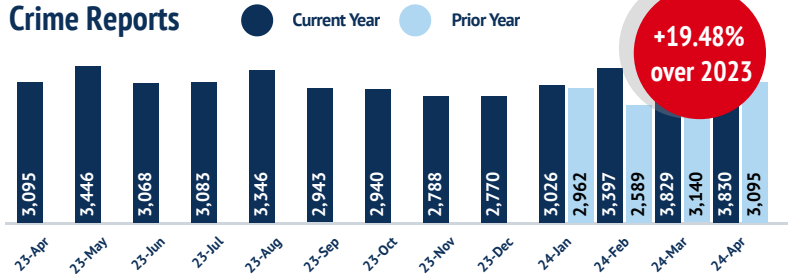
Total Crime Check Reports



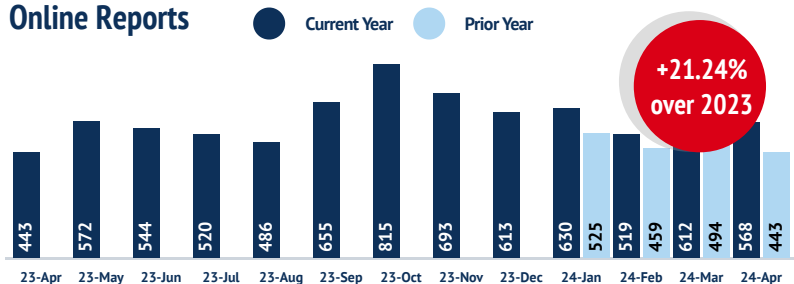
2,329

Total Online Reports

Crime Reports

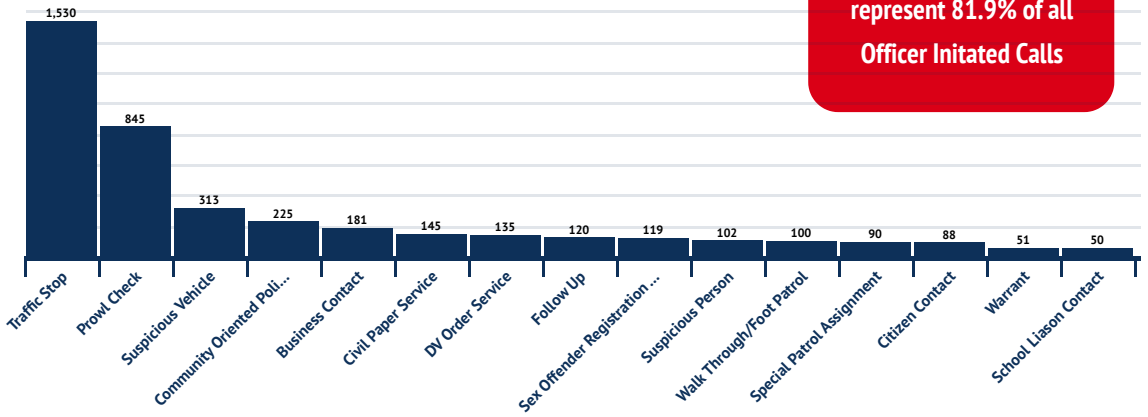


Online Reports



Top 15 Officer Initiated Call Types

April 2024

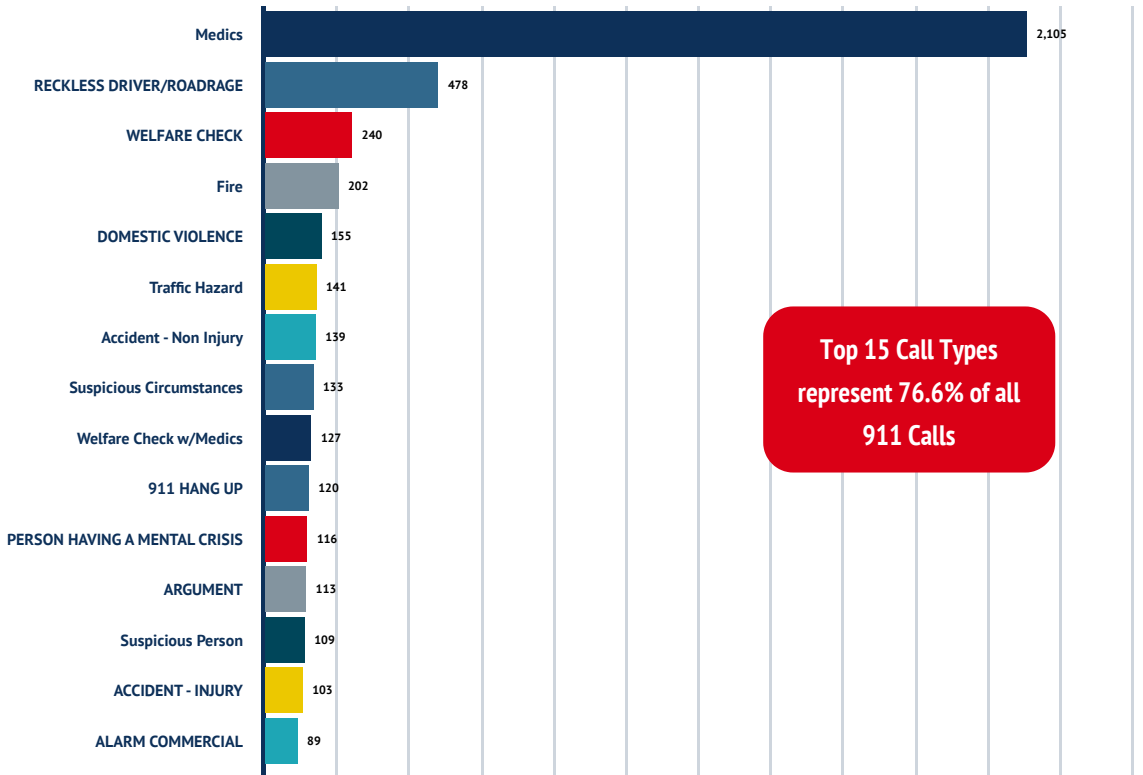


Top 15 Call Types represent 81.9% of all Officer Initated Calls

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

Top Overall 15 Call Types

April 2024



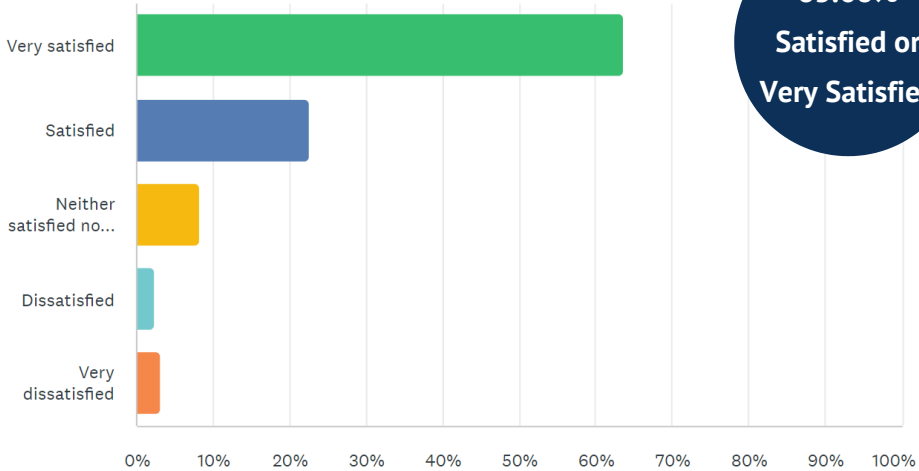
Top 15 Call Types represent 76.6% of all 911 Calls

Crime Check Survey Results

As of May 7, 2024

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

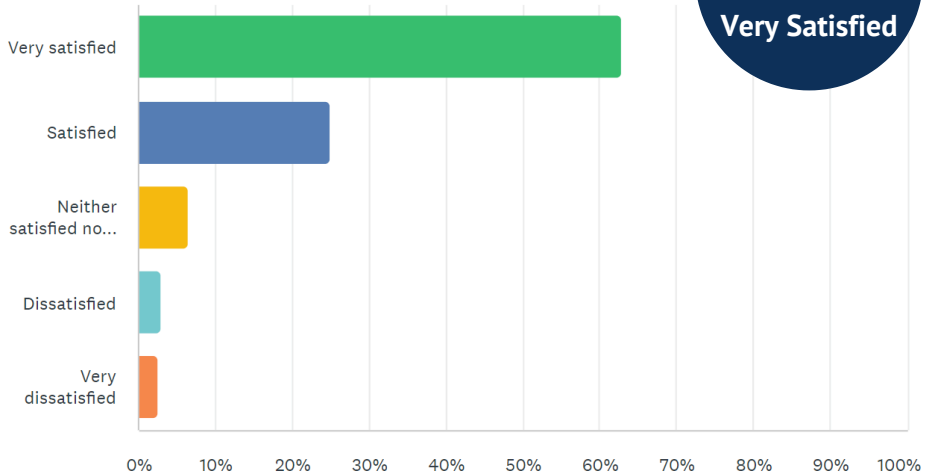
Answered: 906 Skipped: 0



85.68%
Satisfied or
Very Satisfied

How satisfied were you with the report taking process?

Answered: 763 Skipped: 143



87.94%
Satisfied or
Very Satisfied

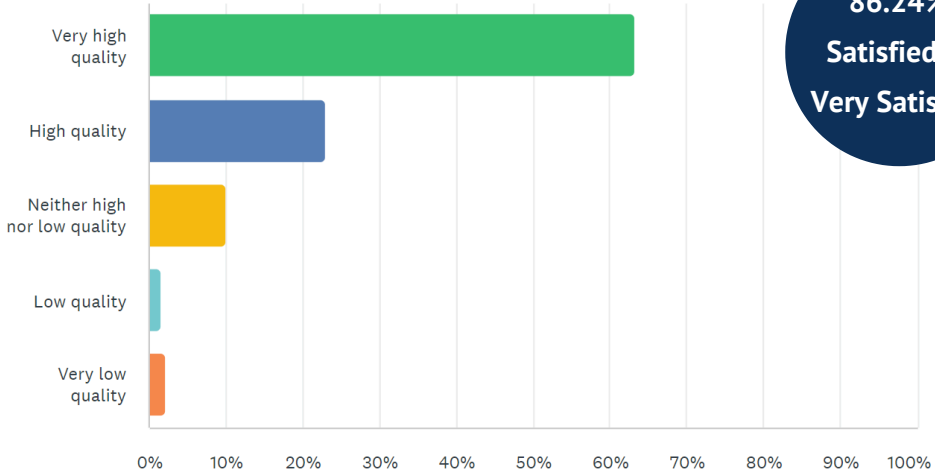
Crime Check Survey Results

As of May 7, 2024

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



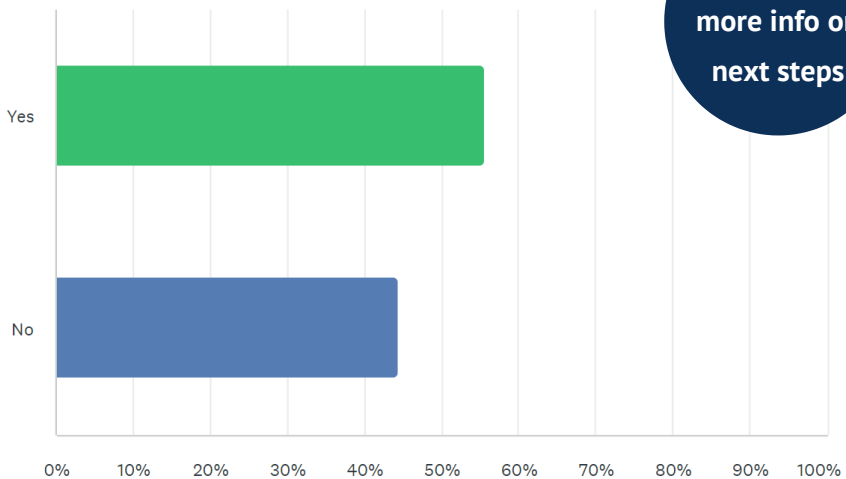
Answered: 763 Skipped: 143



86.24%
Satisfied or
Very Satisfied

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

Answered: 763 Skipped: 143

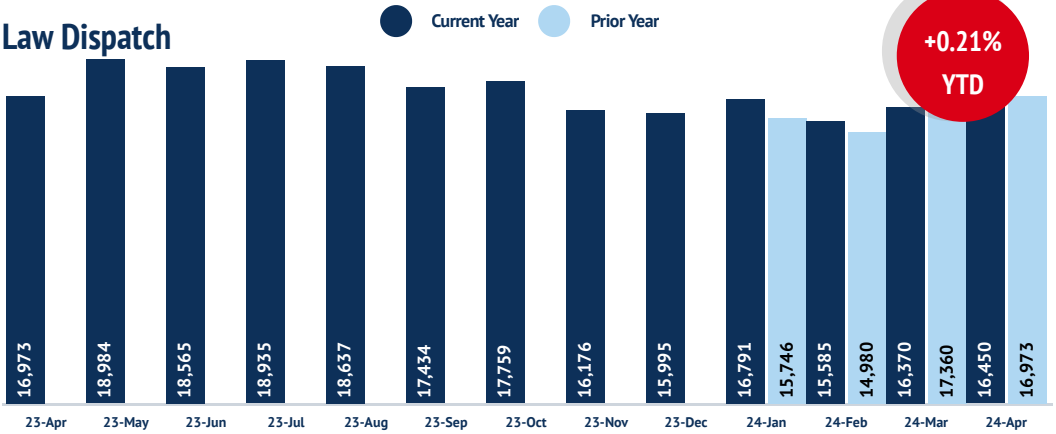


**44.43% need
more info on
next steps**

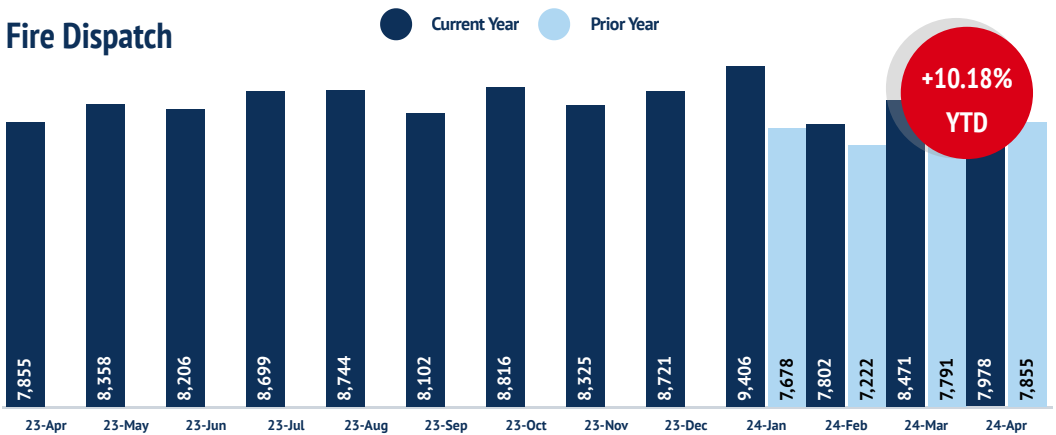
Dispatch Statistics

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



65,196

Law Assists



33,657

Fire Dispatches

New CAD begins ramp up

As the new CAD project gets underway, SREC's IT team began the critical work in the background necessary to support the system. The first step was setting up the CAD server environment, allowing the CAD IT team to setup over 50 virtual servers which will house the production, test, and training for Hexagon's systems. Work will continue in the coming weeks to setup the various CAD software(s) as well as GIS. We're fortunate to have so much talent in our IT, CAD, and GIS areas, putting us in good hands and positioning us for a successful project.

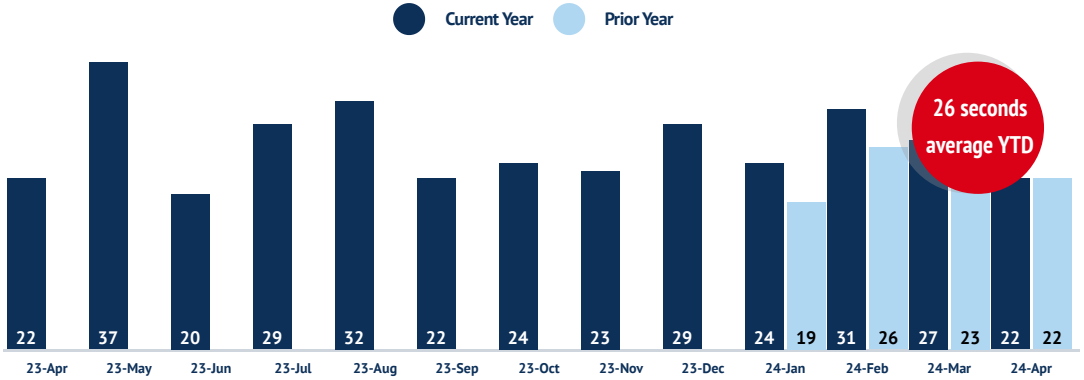


Our FABULOUS CAD GUYS, John Collins & Bradley Dilg.

EMD Statistics

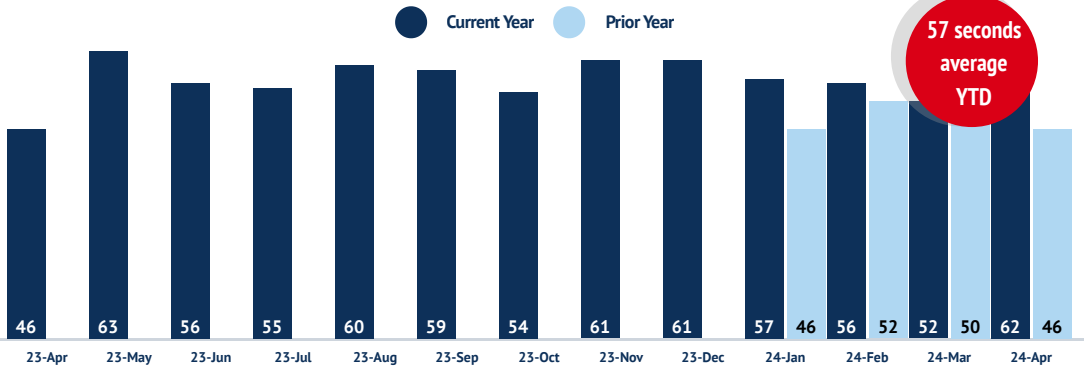
Time to Queue (for Echo calls)

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

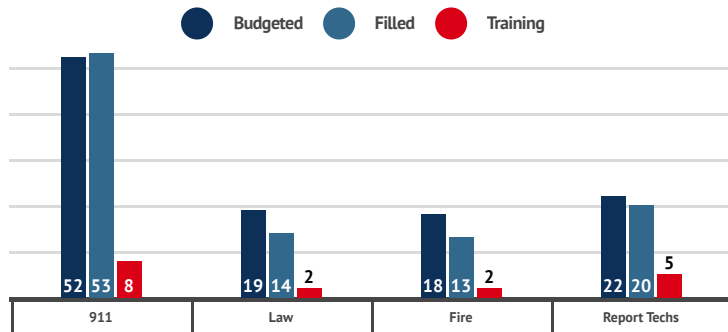


Hands on Chest

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



Staffing Vacancies



10% total vacancies as of May 7, 2024

Next Fire Trainee scheduled for September 2023

Next Law Trainee scheduled for June 2023



Upcoming Academy for four (4) COs: June 3