

Regular Meeting Minutes  
Spokane Regional Emergency Communications Governing Board  
October 15, 2020

**1. Call to Order and Roll Call 7:30 a.m.**

Chief Bryan Collins called the meeting to order at 7:32 a.m. The following Board members were in attendance:

Board Members – via Zoom

Chief Bryan Collins – Spokane Valley Fire Department (Chair)  
Randy Johnson – Spokane County Fire District 4  
Cody Rohrbach – Spokane County Fire District 3  
Chief Brad Richmond – Airway Heights Police Department  
Chief Dave Ellis – Spokane Valley Police Department  
Gerry Gemmill – Spokane County

Staff – via Zoom

Lori Markham, Executive Director  
Kim Arredondo, Deputy Director  
Jeff Tower, Human Resources Manager  
Tim Henry, Finance Manager  
Bob Schwent, Technical Services Manager  
Heather Wood, 911 Operations Manager  
Brad Kane, Dispatch Operations Manager  
Patrick Erickson, Communication and Media Manager  
Jon Adams, Training Manager  
Cherell Yates, Office Manager  
Megan Schneider, HR Analyst  
Jenni Folden, Finance Analyst

Auxiliary Partners / Guests – via Zoom

Laura McAloon, McAloon Law Offices  
Ariane Schmidt, Spokane Regional Project Manager  
Nadine Woodward, City of Spokane  
Mike Ormsby, City of Spokane  
Brian Scott, BDS Planning and Urban Design

**2. Consent Agenda**

Dave Ellis motioned to approve the minutes from the September 17, 2020 regular meeting. Brad Richmond seconded. All were in favor. Motion carried.

**3. Action Items**

a. 2021 Budget

Lori Markham explained nothing has changed from the last review. Gerry Gemmill motioned to approve the 2021 Budget. Randy Johnson seconded. All were in favor. Motion carried. Bryan Collins explained the process went well and Tim Henry did a great job leading the finance group. The budget funds all the obligations to the employees and bargaining agreements, and keeps SREC financially sustainable and in a position where adequate funds are available for possible upcoming items. It also slightly decreases some user fees for 2021 which will help those agencies that might need a little relief when other revenues are down. Bryan thanked everyone for their hard work and stated it is a good and conservative first budget. Bryan moved for a roll call vote; Randy Johnson aye, Cody Rohrbach aye, Dave Ellis aye, Bryan Collins aye, Gerry Gemmill aye, Brad Richmond aye.

b. Subscriber Radios Policy

Bob Schwent explained there has been no change since the last draft review. The policy combines best practices and ones already being followed. The policy helps alleviate SREC from paying for replacement parts and radios; items are to be returned in the same condition they were issued. The policy will be posted on the SREC website and sent to user agencies. Brad Richmond motioned to approve the Subscriber Radio Policy. Dave Ellis seconded. All were in favor. Motion carried.

c. ILA with Spokane County for State Military Contract

Lori Markham explained she will discuss items 3c and 3d together. Currently Spokane County receives money from the State Military for E911 services and the RCW stipulates that money is paid to the County. The ILA will allow Spokane County to transfer the money from the current State Military grant to SREC. Gerry Gemmill motioned to approve the ILA with Spokane County. Dave Ellis seconded. All were in favor. Motion carried.

d. MOU with Spokane County for State Military Contract

The MOU will allow the State Military contract and funds, going forward, to be administrated by SREC without having to pass through the County first. Brad Richmond motioned to approve the MOU with Spokane County. Cody Rohrbach seconded. All were in favor. Motion carried.

#### 4. Old Business

a. City of Spokane Update

Mayor Nadine Woodward thanked the Board again for their time and the extension of the ILA. She reminded the Board it was a significant step for the City Council to vote unanimously, with no discussion, to extend the ILA with SREC for continued assistance with dispatch services. The City Council has forwarded a list of questions to City Administration regarding finances, response times, etc., and the Administration is currently working on getting those questions answered. Nadine explained she had two questions for the SREC Board; one, what information do you want brought back to the SREC Board each month and two, what are the SREC Board's expectations for the next few months. Bryan Collins replied that he would like the information to be forthcoming, to explain what has transpired in the discussions with City Council, and what is her feel on the progress being made. Randy Johnson stated that these have been long and ongoing conversations, questions have been answered and answered again, and patience is growing thin. The City Council's comments at their last meeting, on top of moving forward with hiring additional dispatchers, show they are on a path that does not include SREC. Randy explained he will always advocate for and support inter-agency efforts and combined services where it makes sense, but he is not willing to play political games. At this point SREC is moving forward and the employees are doing good work, and need to be protected. SREC is on the right path for the citizens of Spokane and the effort needs to come from the City of Spokane at this point. Nadine reiterated that her hope, as a new administration, is to initiate a new conversation and bring this effort to the City Council and citizens as a business case to join SREC, including better service and cost savings for its citizens.

Gerry Gemmill stated Randy articulated the majority of the Boards sentiments, but explained he had faith in Mayor Woodward, and knows she is pursuing what's best for her citizens and the region, including a path to join SREC. Nadine reiterated that she understands the Boards hesitations and she will not be giving up on the regional effort. Cody Rohrbach stated Spokane City Council had put out a 'what if' memo with questions for SREC. Those questions were answered already, so now the concern is how many

more questions will come. The decision by Council to go ahead with hiring additional dispatchers gives the impression there is no interest in joining SREC. Cody added he agrees with Randy and the other Board members' comments and does appreciate the Mayor's efforts. Brad Richmond explained he has been a part of successful regional teams in the past and they are a smart business move, it has created good collaboration and has served the citizens well. The effort is not about one agency or jurisdiction, but how to better serve the citizens as a whole. Bryan agreed and asked the Mayor to bring specific requests or information to him and he will get those forwarded to the appropriate person and get them addressed as soon as possible. Nadine thanked the Board again for their time.

b. CCB Contract

Lori Markham explained the draft version was included in the Board packet. The contract is for the Combined Communications Building located at 1620 N. Rebecca St., Spokane, WA 99217; SREC occupies 72% of the building. This is the first review for the Board and she would like it to be approved by City Council first, unless the SREC Board has any questions or concerns to forward to Council. The contract is representative of past practices and ILA's for the building, based on occupancy percentage for operating and capital needs, not a lease or fair market rent. Once the City Council has made a decision the contract will be brought back to the SREC Board for approval.

c. CopLogic/DORS Update

Heather Wood explained the project has been on-going for about a year and a half and SREC was very close to go live earlier this month when Tyler Technologies was hit with ransomware. SREC made the decision to put go-live on hold until it is safe to allow Tyler Technologies to interface with our systems. Lori Markham reminded the Board Coplogic is an online reporting system, where citizens can file a report on their local law enforcement website. This will benefit citizens who do not want to call into crime check to make the report, and will alleviate some of the call volume into crime check.

d. Financial Sub-Committee Update

Tim Henry explained the 3<sup>rd</sup> quarter report and narrative were included in the Board packet. SREC is tracking well on the revenue side and waiting for final numbers from the County. Expenses are roughly 10% under budget and the finance team is watching the salary and benefits line item. Spending has been paused for capital outlays and the mitigation plan has been put into place to help offset the anticipated loss in revenue. The Finance committee continues to review the budget each month and watch for any trends that may be emerging.

e. Citizen Representative Update

Lori Markham explained the position was advertised for the last month in the Spokesman Review and posted on the SREC website, but there have been no applications received so far. Moving forward, the advertisement will be extended a month, the posting will be pushed out on social media platforms and a more user-friendly application process will be initiated on the website. Lori urged the Board to reach out to possible applicants.

## 5. Staff Reports

### a. Operations

Kim Arredondo stated operations are going well and we are continuing to fill vacancies. There are a number of employees out on FMLA for various reasons, but the trainees are doing well and will hopefully provide some relief in November. The training model is working well, and the training staff is doing a phenomenal job, which is allowing the trainees to come through training faster and better than before. Additionally, a new class is slated to start in November.

The process for gathering reports on response times has been narrowed down with the help of Spokane Fire IT, so that now it is an automated process, rather than Heather Wood manually collecting data from different sources and calculating them. Current reports show; 911 is taking 40 seconds to triage the call, gather pertinent information, including the chief complaint and send the information to Fire, Fire is pushing that information out for dispatch in 31 seconds, so within 72 seconds calls are being dispatched. There was a few second savings when the auto-launch was dropped for Pro-QA, which is not needed. We are meeting with SNOCOM (Snohomish County 911) at the end of the month to review their efficiencies, hurdles they have overcome and how they've navigated their processes and procedures. The next step for operations in order to see additional time savings would be to transition to one CAD system. This is obviously something farther down the road. The Fire Supervisors are doing a great job with the EMD-Q's for the 911 call receivers. We are hoping to also have a large class start in January that will also lend to some more cross training. Lori Markham clarified only EMS and medical calls are being handled on the 911 side, fire calls are currently being transferred into fire dispatch. The transition plan to have 911 take fire calls includes the educational piece for 911 in December and training from January to February and have them begin taking and triaging those calls in March or April, in time for fire season.

Gerry Gemmill asked how the relationships were between SREC and City employees. Kim stated things seem to be better. A large portion of that is because the SREC employees are extremely busy with training and the SREC team is getting along very well between fire and 911. A therapy dog from the Hope Crisis center visited the building yesterday and it was well received all around. Gerry added his main concern is the way SREC employees are treated and if there is reason to believe City employees are not treating SREC employees professionally and courteously, then a different conversation needs to be had regarding the City of Spokane joining SREC.

### b. Technical

Bob Schwent stated work on the microwave radios is complete and everything is running on the new platform. The work on the mutual aid SRMA-1 replacement is almost complete and all the equipment has been installed for the GeoPrime site, giving the system a lot more stability. The replacement radios for Geiger are ready to be issued and the radio cache is being prepared in anticipation of the November 3<sup>rd</sup> election in case it is needed. The radio shop is working on site clean to prepare for the winter.

### c. Human Resources

Jeff Tower explained the Supervisors group ratified their contract last week and we should have the final draft next week. The base unit is in the educational phase with their members and there will hopefully be a vote next week, so results should be in a couple weeks. Megan Schneider is preparing for open enrollment that will take place next month.

**6. Open/Public Comment**

No public comments.

**7. Closed Meeting to Discuss Matters with Legal Counsel Related to Potential Litigation**

As allowed by RCW 42.30.110 (1)(i)

**Closed Meeting to Discuss Matters Related to Collective Bargaining**

As allowed by RCW 42.30.140 (4)(a)

Lori Markham stated there would not be a closed meeting.

Randy Johnson thanked the operational and technical teams for all their hard work. He thanked Kim Arredondo for her report and the response time statistics. He appreciates what everyone has done in bringing the group together and knows it is without its challenges. He looks forward to further progress and seeing the transition processes in dispatch. Randy thanked Bob Schwent for his work on the radio policies and making progress on those outstanding items.

**8. Adjourn**

The meeting adjourned at 8:13 a.m.

The next Regular Governing Board meeting is scheduled for November 19, 2020 at 7:30 a.m.

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*Chief Bryan Collins*

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Board Member  
Governing Board

DocuSigned by:

*Sheriff Arzic Knezovich*

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Board Member  
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