

Regular Meeting Minutes
Spokane Regional Emergency Communications Governing Board
February 16, 2023

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

Cody Rohrbach called the meeting to order at 7:30 a.m. The following Board members were in attendance:

Board Members

Cody Rohrbach – Spokane County Fire District 3 (Chair)
Chief Brad Richmond – Airway Heights Police Department (Vice Chair)
Sheriff John Nowels – Spokane County Sheriff's Office
Assistant Chief Howard Johnson – Spokane County Fire District 4
Chief Frank Soto, Jr. – Spokane Valley Fire Department
Chief Dave Ellis – Spokane Valley Police Department
Scott Simmons – Spokane County

Staff

Lori Markham, Executive Director
Kim Arredondo, Deputy Director
Dusty Patrick, Technical Services Director
Jeff Tower, Human Resources Manager
Tim Henry, Finance Manager
Brad Kane, Dispatch Operations Manager
Heather Thompson, 911 Operations Manager
Cherell Yates, Office Manager
Kelly Conley, Communication and Media Manager
Megan Schneider, HR Analyst
Jenni Folden, Financial Analyst
John Grey, Communications Officer

Auxiliary Partners / Guests

Jeff Galloway, WBM
Chief Brian Schaeffer, SFD
Morgan Koudelka, Spokane Valley

2. Consent Agenda

Cody Rohrbach submitted grammatical edits to the January 19, 2023 minutes. Brad Richmond motioned to approve the amended minutes from the January 19, 2023 regular meeting and the minutes from the January 27, 2023 special meeting. Howard Johnson seconded. All were in favor. Motion carried.

3. Action Items

a. Displays for Dispatch Quote

Dusty Patrick stated the quote was included in the Board packet. The quote is to install four monitors in the dispatch room for situational awareness; similar to the one in the old Fire Comm room. Avidex is on the list of State contracts for use. The quote is for \$68,000 plus tax and includes, hardware, software and installation. The monitors will be installed on the floor, in the ceiling, not the walls and will be transferrable if SREC were to move locations. Dusty added the quote includes the service plan for the first year and will evaluate the need for that going forward. Lori Markham explained it also includes a quote for a new monitor to be installed (roughly \$2,500) in the Executive Conference and the current mobile monitor in the room will be used as a traveling monitor, as it is

freestanding and moveable. Scott Simmons motioned to approve the Avidex dispatch display quote. John Nowels seconded. All were in favor. Motion carried.

4. New Business

a. 2022 Q4 Budget Report

Scott Simmons presented the 2022 fourth quarter report. Total revenue collected in 2022 was \$25,649,124 exceeding the budgeted amount by 9.4% or about \$2.2M. 2022 year-to-date expenses total \$20,662,523 under the budgeted amount by 11%. Salaries and benefits were under budget by 12%. There is roughly \$6.4M in reserve funds that are unassigned and will need Board action to assign or designate those funds.

b. Reserve Funds Designation

Cody Rohrbach explained that during the last finance committee meeting, the committee recommended the following: designating funds to the operational reserve to bring that amount to three months operating costs (roughly \$1.4M); leave roughly \$1M to remain unallocated; and designate the additional funds (roughly \$4M) to the new facility project, which also includes a couple major capital projects, new phone system, radio system upgrade, etc. Scott Simmons reminded the Board the targeted amount for the new facility is \$25M, but the true number won't be known until we get further along in the process. The current reserve balance for the new facility is \$14M, this will add an additional \$4M and there is potential for additional revenue related to the fire service user fees for 2023, which could leave the reserve balance for the new facility at roughly \$20M by end of this year. Lori Markham added as the reserve amount gets closer to the goal amount it will be easier to get a skip loan from the County as the date approaches. Howard Johnson stated he supports the recommendations to designate funds to the reserve balances as recommended by the Finance Committee. Lori stated a resolution will be prepared and brought to the Board next month for approval.

c. Kalispel Tribe Request

Lori Markham stated there was a request form the Kalispel Tribe for Fire and EMS services and becoming a member of SREC, the letter was included in the Board packet. Lori explained there will be further discussion during the executive session. Brad Richmond advised he will be abstaining from participating in this process/discussion.

5. Old Business

a. City Update

Lori Markham stated there is no further update, as there is still no signed service level agreement (SLA) or memorandum of understanding (MOU), but there will be further discussion during the executive session. Lori added there was a request last week for her to attend the Spokane City Council's public safety meeting. She requested they send her the topics as which she would be speaking to. The topics they sent were centered around fire and law response times, Lori advised them she would not be attending as those are not topics under her purview. Lori did provide them with a detailed PowerPoint on Crime Check as that was one of the topics listed. Lori explained there was dissatisfaction with the Council that she did not attend, so after some discussion between her, Cody Rohrbach, Brad Richmond and Scott Simmons after the Finance Committee meeting, Cody sent an email to Council Member Michael Cathcart, chair of the public safety committee, requesting a meeting on next steps. There has been no response thus far. Brian Schaffer confirmed the SLA is on the City Council's consent agenda for the City Council meeting on Monday, January 27, 2023.

b. New Facility Update

Lori Markham stated SREC has put in a request with the Federal Aviation Administration (FAA) for approval to place a tower at the Sheriff's Training facility site. The request is a

little difficult as the exact location of the tower on the site is unknown at this time, the request is for the maximum height SREC would need, 140ft. There is a concern with the line of site with the Krell tower, but those details won't be known or worked out until the approval to build is granted. Scott Simmons added that Lori attended a Board of County Commissioner's (BoCC) meeting two weeks ago to share with the Board the colocation request for the new facility and answer any questions.

b. HB1155 Update

Scott Simmons reminded the Board the County sent a draft ILA to the City in October 2022; Scott has touched base with them numerous times, but has received no feedback thus far. The draft ILA outlined a 45/55% split with a prospective application of the split. Lori Markham added the Spokane International Airport (SIA) has requested an additional radio console for their dispatchers, which is roughly \$150,000. SIA was annexed into the City a few years ago and would therefore fall in the City of Spokane's jurisdiction and thus a part of the 1/10th split and HB1155. Lori stated this will be discussed further in the executive session. Scott Simmons asked if these items have been funded from the 1/10th in the past. Cody Rohrbach explained there have been requests in the past, i.e. the City of Cheney. Lori explained radio items in the past were provided on a one-to-one basis, and replacing end of life equipment. No policies and guidelines have been established. Scott recommended as a fully regionalized center and as the regions grows then 1/10th funds grow and those supplies and services would also grow and need to be accommodated. Lori stated these discussions will continue in the radio and finance committees to create policies and guidelines and bring to the Board for approval.

c. CAD Update

Lori Markham stated the RFP (request for proposal) went out last week and four notices of intent to bid have been received so far. The RFP closes at the end of March and the vetting process will take a couple months. There was a Tyler upgrade on February 24th and issues are still being dealt with that arose from that upgrade. Dusty Patrick added the job posting has gone out for the two CAD Administrator positions that were budgeted for this year to support the new CAD system. Lori stated the target go-live date is summer of 2024.

6. Staff Reports

a. Operations

Kim Arredondo stated there were handouts included in the Board packet and will be provided in the packets moving forward. A new academy of eight started on January 31st and a couple of the new hires have previous dispatch experience. Fire and law dispatch each have one trainee and hopefully when this new academy of eight concludes, maybe some movement into dispatch and cross training. Kim went through the staffing numbers provided on the one sheet that was included in the Board packet. Kim explained there is still one report technician position being held open, as the return call time for reports is still under 24 hours and there are current employees who are interested in filling that position. Kim reviewed the hands-to-chest stats as well as the applicant numbers that were also included on the one sheet.

Kim explained the other sheet provided in the Board packet is a side-by-side comparison of SFD and SREC processing times and those time savings numbers. Cody Rohrbach thanked the group for this information as this is a question that gets asked often. Time savings of about 10-12 seconds happens by taking the transfer out of the equation, EMD (emergency medical dispatch) is happening on the 911 side instead of having to transfer the caller to Fire dispatch for the EMD process. The last column is a true average for the month of the total call processing time, so is separate from the first two columns, not cumulative. Kim reminded the Board the additional call savings time SREC anticipates,

will happen when there is a universal CAD system being used, one system for both law and fire. Kim added the operational impact from the Tyler upgrade is that the interface between the two systems is not working properly and not all of the details going into the New World (Tyler) System are being transferred over to Infor. Kim stated it is because of the great work and attention of staff that these details are being noticed and updated. Cody thanked the team for their great work. Lori Markham added SREC is meeting and exceeding the 90% accreditation standard. Lori introduced John Grey (CTO) and stated he is instructing the new academy of eight and what a great job he does. Brian Schaeffer explained he went back several years in their Power BI reports and pulled out some real live cases to get a quantitative and qualitative report of changes in performance. Brian stated they have seen a profound decrease in call transfer and critical tasking times. SREC should be very proud of these decreased times, but also the improved level of care and service to the community.

b. Technical

Dusty Patrick explained the New World upgraded was complete and there are seventeen outstanding items, the largest one being the CAD to CAD interface. Dusty stated there will be a radio system upgrade at the end of this month. This is a planned, bi-annual upgrade with Motorola and communications will be sent out at the Chief level and then rely on them to disseminate through their agencies. Dusty will send out several notices a head of time and throughout the process as well as any impacts that are known within 24 hours of the impact. Howard Johnson suggested a few test emails be sent to ensure the Chief list is complete and accurate.

Dusty explained the UPS (uninterruptable power supply) at the CCB (Combined Communications Center) is complete. The radio shop, County and City IT, SFD, all agencies were on site and operational staff moved to the BUC during this process. All reports back is that it went well. A hot test (fail over) was performed on Tuesday and was successful. The fail over revealed there is about a 93-minute window that the UPS system can hold the load of the CCB, which is far more than needed as in reality the generators will come on long before that. Lori Markham added that the UPS system has been needed to be replaced for over ten years now, which has put the system at risk, so it is a relief that this is now done.

c. Finance

Tim Henry stated focus continues on closing out 2022. The finance team is beginning work on the BARS report and drafts will be forthcoming to the County and the Board. SREC has a due date to the County of April and the BARS report is due to the State in May.

d. Human Resources

Jeff Tower explained that the new academy of eight started and they are now gearing up for another academy at the end of March, hopefully the same size. Megan Schneider is working on a total compensation sheet for all employees to show not just the employee's salary, but all the SREC related benefits they receive. Cody Rohrbach asked if there are any takeaways from the recruitment push. Jeff stated the biggest benefit toward recruitment has come from the employee referral program implemented a couple years ago. Employees know what the job entails and the resiliency it requires and know who best to refer.

e. Administration

Lori Markham explained her and Kelly Conley are working on one sheets of helpful information, statistics, processes, etc. and if there are any items or stories that should be included, please let her know. Lori continued that the annual report is being compiled and there will be a new look and feel to it this year. Additionally, a theme will be tied to the annual report going forward and this year's theme is, 'Why SREC?'.

Lori added a new Public Records Specialist has been hired. Gary Hobbs who filled that position has retired but agreed to stay on as extra-help. Breann Kostelecky will be filling the position; she was previously a 911 call receiver and will be bringing that experience with her. Lori explained that public records requests continue to grow and the Board approved a second Public Records Specialist position this year, so will continue to monitor the work load with the full time and extra help positions now, and maybe look to fill that second full time position.

7. Open/Public Comment

No open/public comment.

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

As allowed by RCW 42.30.110 (1)(i)

Cody Rohrbach closed the meeting at 8:24 a.m., and estimated the Board would open the meeting in 20 minutes.

At 8:44 a.m. Lori Markham announced the session would be extended 5 minutes.

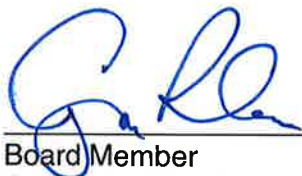
The meeting moved to open session at 8:50 a.m.

Howard Johnson stated the Board supports the request from Kalispel to provide Fire and EMS services, and bringing them on as a member, but asks SREC Administration and legal counsel to research what that partnership looks like with a sovereign nation. Howard motioned to have SREC Administration bring a proposal back to the Board for approval. Scott Simmons seconded. All were in favor. Motion carried.

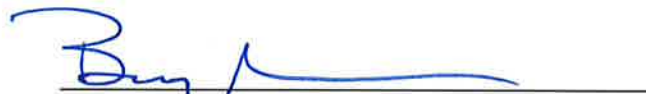
9. Adjourn

The meeting adjourned at 8:51 a.m.

The next Regular Governing Board meeting is scheduled for March 16, 2023 at 7:30 a.m.



Board Member
Governing Board



Board Member
Governing Board