

Regular Meeting Minutes
Spokane Regional Emergency Communications Governing Board
September 21, 2023

1. Call to Order and Roll Call

Chief Cody Rohrbach called the meeting to order at 8:02 a.m. The following Board members were in attendance:

Board Members

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

Staff

Lori Markham, Executive Director
Kim Arredondo, Deputy Director
Dusty Patrick, Technical Services Director
Jeff Tower, HR Manager
Tim Henry, Finance Manager
Heather Thompson, 911 Operations Manager
Brad Kane, Dispatch Operations Manager
Brandon Childs, Technical Projects Manager
Kelly Conley, Media and Communication Manager
Jenni Folden, Finance Analyst
Megan Schneider, HR Analyst

Auxiliary Partners/Guests

Michael Kittilstved, SCSO
Erik Lamb, Spokane Valley
Brian Werst, WBM
Cliff Micham, NPSG
Josh Wood

2. Consent Agenda

Brian Schaeffer motioned to approve the minutes from the July 20, 2023, regular meeting. Scott Simmons seconded. All were in favor. Motion carried.

3. Action Items

a. CAD Presentation/Recommendation

Brandon Childs explained data from the vendor demonstrations and site visits were compiled and analyzed by the National Public Safety Group (NPSG) and that information was presented to the CAD Core Team, who is now ready to make a recommendation. Brandon introduced Cliff Micham from the NPSG to share the presentation. Cliff explained the NPSG was involved early on in the process, creating a needs assessment, then taking that information and creating and RFP (request for proposals). A review and presentations were conducted of the responses to narrow it down to the top three vendors. The team then conducted site visits and are now ready to make their recommendation. Cliff summarized the findings of the three vendors based on data gathered during the demonstrations and site visits. Cliff added that input received from

the demonstrations came from multiple agencies, a lot of voices were heard and participated. The three vendors were Hexagon, CentralSquare and Infor. The requirements matrix reflects the requirements the vendors were asked to respond to; there were 1400, very detailed requirements. The results consist of categories CAD, Mobile, Interfaces and Overall.

CAD: Hexagon = 93%
CentralSquare = 93%
Infor = 87%

Mobile: Infor = 93%
Hexagon = 91%
CentralSquare = 91%

Interfaces: CentralSquare = 91% (83% after items removed that were not compliant)
Hexagon = 72%
Infor = 68%

Cliff explained there was a deep dive into the interfaces. Interfaces can be difficult as there isn't always enough information for the vendors and the response is usually, complied, but use our API, or the IT group will need to be involved, etc.

Overall: CentralSquare = 92%
Hexagon = 91%
Infor = 86%

These vendors have been in this business for over 30 years and it is rare not to see this level of requirements scores from these top-level vendors; they are very truthful in their responses and understand that the requirements will also be included in the contract.

Next, a cost comparison was done including the first year, five year and ten-year overall costs. A new trend is to have a subscription price, rather than owning the licenses. Traditionally, CentralSquare uses a subscription which means the initial cost is lower, but the overall, long-term costs are higher. There were a few things that were left in/out of the RFP, but NPSG and the SREC team will do a deep dive into the pricing and the statement of work, project management training, etc. NPSG can usually negotiate the price down.

The demonstration surveys included two days, the first day was demonstrations provided by the vendors to the group, stakeholders and partner agencies, and day two was more of a one on one where users, employees and IT, could come in and have conversations with the vendors directly. Hexagon rated very well (8.5) with the group on day one and was really the point where the decision started to lean towards Hexagon. On day two, Infor (7.5) rated highest but that was not unexpected as it is already being used on the Fire side and the group and users have a familiarity with the product. Hexagon came in second at 6.8 and CentralSquare third, at 6.6.

The RFP boiler plate is the guts of the RFP. The NPSG takes all the subject matter experts and ranks each category with the vendors. Hexagon came out on top as a general company financially and technically; operationally, CentralSquare came in first. In overall support, which is extremely important, a lot of research is done in this area and Hexagon came out on top.

The vendor site visits did not include Infor as the product is already being used. The results for Hexagon were very good (8.3 and 8.1), the rankings for CentralSquare (6.8 and 6.4) were middle of the road. Cliff explained they do have the raw data from these surveys if anyone wants to see them. These are important as the team is actually able to

see the product in use and ask the users their opinions. Dusty explained they did reach out to an agency using Infor in Florida, but that fell through. Cliff believes the CAD Core Team voted and the decision was Hexagon. Cliff reminded the group that the NPSG is still the consultant and will be part of the contract negotiations, procurement and implementation processes so don't hesitate to reach out if anything is needed or there are any questions.

Undersheriff Michael Kittilstved explained he is one of the voting members of the Core Team and that Major Eric Olsen, Chair of the Core Team was not able to attend today, but they put together the following statement:

"Last week, the New World Core team convened to listen to a presentation by Mr. Dusty Patrick and his staff on the SREC CAD/Mobile project and to provide a recommendation to the SREC Executive Board.

For everyone's knowledge, the New World Core Team was established during the implementation of the New World CAD/Mobile/RMS system in 2017. The mission of Core is to bring in all stakeholders of the system to include IT support staff, project managers, end user representatives, and command level decision makers. The group has input from all user agencies. The group has met at least monthly, sometimes more, to ensure the ongoing reliability and success of our system. Without the dedicated work of those in the Core Team, I doubt the current system would function even closely to how it does today.

Based on all of the significant number of problems and solutions that Core members dealt with over the past 6 years with our current system, their level of experience, dedication and technological proficiency, I could think of few other groups that could give a critical look at the future and what systems would fit best with the public safety mission.

Several of the Core team members, from all disciplines, sat through each of the full-day demos from vendors, did site visits, and had numerous follow-up conversations with SREC staff. It should be noted that SREC's staff did a fantastic job with the selection of their consultant and how they have progressed through this project selection.

Given the critical importance of this project to our ability to perform our basic mission, Core had a heavy burden to make sure it "got it right."

With that in mind, Core enthusiastically recommends that the SREC Executive Board select the Hexagon system for its next CAD/Mobile software solution. The top things that stood out about them were their incredible reputation for Support, forward leaning technologies such as automated callouts, GIS integrations, multi-agency supportability and many others. Their company appears to be on a firm financial footing and the company supports this software platform within their full spectrum of products. Lastly, the ability of this program to integrate with our new records management system, Axon Records, is a substantial attribute.

On behalf of the Core team, thank you for asking and we look forward to partnering with everyone as we move forward with a new system."

Michael added some of the examples he heard specifically were from one of the site visits where the agency, who was having some technical difficulty with the system, called

Hexagon for support, Hexagon stayed on the phone roughly eighteen hours until the problem resolved. Michael explained it is important to have a company that helps when needed, but also is forward thinking. There was a hurricane recently in Florida and Hexagon preemptively dispatched staff to the agency in preparation for the event. In addition, it is important to partner with a company that is on the same page with public safety and thinking about the 'what ifs'. Another major factor for the Core Team was that it is not just a Law system, but a system that works for both Law and Fire.

Brandon explained that after discussions with the Core Team and SREC Executive Team the recommendation is to move into contract negotiations with Hexagon. Brad Richmond motioned to enter into contract negotiations with Hexagon. John Nowels seconded. Brian Schaeffer asked who from the Fire group was involved in the selection process. Lori Markham explained, Spokane County Fire District 4 (SCFD 4) Julie O'Berg from Spokane Fire (SFD), SCFD 8 and SCFD 3 were all involved in the demonstrations, but not the site visits. Dusty added that there was well representation from both Law and Fire at the demonstrations. Lori explained the offer was made to the Inland Empire Chief's Association (IEFCA) to have the NPSG present to them as well, the IEFCA decided to trust the process and go with the recommendation from SREC, the Core Team and the SREC Board. Scott Simmons asked if there were any issues from a budgetary standpoint for the initial and long-term costs and how it compares to the current CAD systems costs. Lori explained that the maintenance costs are comparable to the two systems being paid for now, going forward on a continual basis. The initial cost has been budgeted for, keeping in mind that the Spokane Police Department (SPD) will also be utilizing the system and be responsible for half of those costs. The estimate was \$5M, SREC has budgeted for \$2.5M and Lori believes SPD has budgeted for their half. Cliff reminded the group that Hexagon was not a subscription based product, SREC would own the licenses and be paying maintenance fees after the initial costs. Cliff added that part of the RFP was to keep the maintenance fees to no more than a 3% annual increase and that will be part of the negotiations. Lori stated the negotiations will be about a three-month process. All were in favor. Motion carried. Cody Rohrbach thanked the various teams for all their hard work and that it was a very inclusive and thorough process.

b. Portable Radios

Dusty Patrick explained the quote was included in the Board packet. It is the same quote for portable radios that was brought forward at the last meeting, but deferred as the radio shop was changing its strategy on replacement radios and wanted to get numbers dialed in. The quote is for 150 portables at roughly \$1.4M. Dusty stated the goal is to rotate the new ones in, bring those in that our end of life and trickle those down, replace and then surplus them, possibly to neighboring agencies. There are over a hundred APEX 900's that are end of life, have been for five to six years and it is hard to get parts and batteries for them. Motorola has assured that SREC will receive the portables by end of this year. These have been budgeted for. The budget for this line item for 2023 was \$2.6M, already spent \$568K on mobiles, so with this purchase there will still be roughly \$660K remaining. Brian Schaeffer motioned to approve the purchase of the portable radios. Howard Johnson seconded. All were in favor. Motion carried.

c. Asset Disposal

Dusty Patrick explained there was a mobile and portable radio lost in the Grey Fire and the paperwork to dispose of those radios and remove them from SREC inventory was included in the Board packet. Brian Schaeffer asked if this process was necessary as it seemed like day-to-day operations which should fall under the discretion of the Director.

Lori Markham explained it was part of SREC's policy, but she would take a look at the current policy, make some changes and bring back to the Board for approval. Brian Schaeffer motioned to approve the two disposals. John Nowels seconded. All were in favor. Motion carried.

Dusty explained the third disposal request was included in the Board packet and includes microwave tower/radio equipment, a desk and mini fridge. Brian Schaeffer motioned to approve the disposal. Scott Simmons seconded. All were in favor. Motion carried.

d. Broadlinc/Coe Road

Dusty Patrick reminded the Board that Ariane Schmidt and New J requested to collocate on the Coe Road tower for the Broadlinc project, bringing broadband to rural areas. Spokane County Fire District 3 (SCFD 3) is where this pilot program is located. They were asked to submit the appropriate paperwork and have the required interference and load studies done. All of that has now been completed and reviewed by the radio shop. The load study revealed that the tower is currently at 32% maximum weight capacity and adding New J's equipment would bring that to 35%, not a significant change. Real estate wise it is a bit different, there would be seven antennas added to the tower. Foundation tests, wind load, and twist and sway analyses were all conducted and found the additional equipment should not have an impact on the tower structure itself. Additionally, an interference test was conducted and came back as showing no harmful interference. Dusty explained that a contract will be in place stating if there were any interference or signs of interfering with the public safety system, SREC would have access to turn the equipment off in case of an emergency. The contract would also include that if there were any damage to the tower, there would be a cost sharing potential for that repair. Scott Simmons asked the size, footprint of the antennas. Dusty stated there was a schematic of the equipment and tower on page 5 and 6 of the documents included in the Board packet. Dusty added that New J would only have escorted access to the tower. Brian Schaeffer stated it was a great opportunity and motioned to approve the request by New J and the Broadlinc project. Brad Richmond seconded. Cody Rohrbach stated he would be abstaining from voting as there is a potential conflict of interest being in SCFD 3. All others were in favor. Motion carried. Cody added that New J had the opportunity to exercise some of its equipment during the Grey Fire. They brought in a portable tower to help restore coverage on the DSHS campus which allowed them to continue providing care to a vulnerable population. Scott clarified this motion was to approve the SREC Board bringing forward the recommendation to the Board of County Commissioners (BoCC) to approve allowing New J to have access to and hang their equipment on the County owned Coe Road Tower based on the load and frequency studies that were done and evaluated by the SREC team.

4. New Business

a. 2024 Draft Budget

Brad Richmond presented the draft budget:

Revenue: Emergency Communications Sales Tax is estimated based on Spokane County projections for 2024 and is increased 5% or \$756K from the 2023 budgeted amount. Charges for Services-Member Agency is proposed with an increase of 13% or \$926K based on the Cost Allocation Rate Model. Brad added there would be more discussion on the agency fees later in the presentation. Brad continued there is no large reduction in 2024 SCIP balance foreseen. A State Grant Reimbursement, roughly \$50,000 is included as a separate line item and budgets at the amount of the request.

Operating Expenses: Authorized FTE (full time employee) increased by one additional Public Safety Systems Manager, and two additional Report Technicians. Ten Communications Officer positions were reclassified to Report Technician positions. Authorized Salary and Benefits are based on a cost-of-living adjustment of 2.3% (max per CPI). The results are an overall increase of 5% or \$904K from the 2023 budgeted amount. Changes result in a 103% increase or \$4.2 million addition to supplies and services and an 82% decrease or \$4.7M reduction in capital outlay from the 2023 budgeted amount. This is just a changing around of line items.

Capital Expenses: Subscriber Radio Replacement decreased by \$2.5M or 95% from the 2023 budgeted amount. Radio System Infrastructure estimate moved to maintenance agreement. Information Technology plan estimate is the same as the 2023 budgeted amount. Vehicle Replacement plan is increased by \$109K from the 2023 budgeted amount. Facility Replacement estimate is based on initial work by Adcomm but will most likely be adjusted based on current trends and pricing, probably from \$25M to \$40M.

Reserves and Fund Balance: 3 months operating expenses in operating reserve requires funding of \$979K in 2024. Capital Project-Facility Replacement funding of \$3M in 2024.

The 2024 pay ranges are increased to reflect the cost-of-living adjustment of 2.3% and the additional of a Public Safety Systems Manager and two additional Report Technicians and the changes to the number of Communications Officers and Report Technicians already discussed.

Total Operating Revenue is estimated to increase 6% or about \$1.6 million over the 2023 projected amounts. The Emergency Communications Sales Tax revenue is estimated to increase \$546K over 2023 projections and aligns with Spokane County projections. The 911 Excise tax is estimated at the 2023 projected amount. The Charges for Services- Members increases \$926K to reflect the budgeted dispatch costs. The Charges for Services Non-Member are not included for 2024 planning purposes. Investment income is estimated to increase \$550K due to the increased account balance and return. The State Grant revenue is added as a separate line item for 2024.

Expense and capital outlay budget is proposed with an overall increase of 5% or \$1.3M from the 2023 budget total. Salary and benefits are proposed with an increase of 6% over 2023 budgeted amount. The increase is due to; contractual and cost of living adjustments, additional FTE's (3), a 5% vacancy rate and increased cost of benefits. Supplies and Services are proposed with an increase of 103% over 2023 budgeted amount due to increases in travel and training, an increase in software subscriptions and licenses, an increase in other professional services, and an increase in maintenance contracts. Capital Outlay is proposed with a decrease of 82% over 2023 budgeted amount due to a decrease in radio replacement expenses, removal of tower infrastructure and removal of CAD. The 2024 proposed expense budget detail by department shows breakout expenses by department and the CAD replacement line item that will be seen as the negotiations unfold over the next few months.

The reserve funds balances after budgeted 2023 contributions and expenses; operating reserves year-end balance is roughly \$5.2M, capital project reserve for CAD is \$1.25M, capital reserve for the new facility is \$19.5M, and an estimated 2023 ending balance of \$1.6M. The six-year capital improvement plan includes 2024 spending from the capital project reserve balances totaling \$1,25M for CAD replacement and \$500K for the new facility. The total cost of the facility is an estimate and will be updated as the planning

continues. The 2023 to 2024 budget comparison shows a change of \$2.27M in revenue, \$5.167M in operating expenses, \$3.889M decrease in capital expenses.

The number of member agency incidents recorded from July 2022 to June 2023 are used to determine the 2024 charges. The changes in percentages are reflected and include the addition of the Cheney Police Department. As a reminder, the rate model used to determine the annual Member Agency charges was developed and approved by the Board of Directors in 2020. The proposed change to the initial calculation splits the total charges 45% to Law Enforcement agencies and 55% to Fire agencies based on updated positions and estimated hours, prior was a 60/40 split. Scott Simmons asked for clarification on the 2023 projected reserves fund ending balance of \$1.6M. Tim Henry clarified that is the unrestricted ending fund balance, which leaves roughly \$27.6M in total reserve fund balance by end of 2023.

Lori explained this is the first look for the Board and asked that they take it back to their agencies, jurisdictions, members, Boards, etc., and then hopefully approve the budget at the October Board meeting. Brian Schaeffer stated this meets the expectation of the level of detail and explanation needed and feels comfortable adopting it today. Lori added that unless there are any major concerns this what will be brought forward for approval next month, so please ask questions or state any concerns. Scott Simmons clarified the dramatic increase in sales tax revenue is because the 1/10th apportionment is included, that was originally held out for the City of Spokane last year, not knowing what Spokane City was going to do; this reflects what is known today and if that apportionment changes an amendment can be done at that time.

Brian asked if there was a way to explain what the actual workload looks like, not just the call volume, but capture the complexity of the work being done. Lori explained that a monthly operations report has been created and included in the Board packet and are happy to send out for Board members to share with their agencies and partners. Lori added that a few months ago the SREC team asked the Board for some changes to improve Crime Check and serve the community better; those changes are reflected in this budget, changing some of the Communications Officer positions to Report Technician positions, so there is a report taker available to take a report, rather than calling the citizen back. Lori encouraged the Board to share items like this with the community and how SREC is continually looking to better serve and meet the needs of the community. Brian stated the hands to chest (CPR) and call processing times are important, but another profound impact that is unknown to most is that SREC handles the coordination of evacuations and there have been more evacuations this year than before. Cody Rohrbach stated the dispatch log for the Grey Fire alone was 218 pages long, and that does not include the Oregon Fire that was happening at the same time, or the Law Dispatches happening as well. Brian asked how does that story gets told, it is a lot of work, a lot of communication. Lori stated that as Board members, as agency leaders, the biggest impact you have is talking about the impact SREC has had for you and your agency. Brian added that SREC is critical and are first responders and need to market that. Scott echoed Brian's comment and stated that SREC is the pulse point of the ability for first responders to respond to calls because of the triaging, the information coming in from citizens calling into 911 and SREC enabling first responders to get out in a timely, effective and efficient way to be able to respond to emergencies in the community; and the Grey and Oregon Road Fires are examples of that. Scott furthered that it is okay for SREC to get those positive messages and marketing out there while also letting the partnering agencies bolster that messaging as well. Brad explained it lends to the regional model we have and the many successes had on a daily basis, and shows why it should be a regional approach; we are so much better and stronger

together. Brian agreed and explained that was his messaging to the City of Spokane to join, there is a need to move massive amounts of resources across the County and you can't do that in a silo with two dispatch centers. Cody stated this was the single largest deployment of initial attack of resources, probably in the Pacific Northwest, 90 fire apparatus for the Grey Road fire, not including law enforcement or the Oregon Road fire or Federal and State Wildland agencies that responded. Scott asked what it would have looked like without the regional model and if everything was bifurcated and each agency responded on their own with no cross communication or ability to coordinate. Cody reminded the Board that when Fire Storm happened that was exactly how it was, everything was separate and it was a problem.

John Nowels stated the Sheriff's Department shows a 17% decrease in calls, but a 5% increase in fees and asked what drives that, is it the shift in percentages to the rate model. Lori explained one of the biggest changes for SREC next year is the shift from some capital improvements to maintenance items, which shifts those expenses to user fees, roughly \$2M, mainly Motorola items. Scott stated there were in depth conversations surrounding this at the Finance meetings to better understand the shifts, how Cheney PD coming on board adds revenue but increases the Sheriff's and Spokane Fire Department's user fees, it is not naturally intuitive. Lori clarified the way SREC compiles its budget is by taking what the overall expenses will be and then applying the various funding sources (911 excise tax, 1/10th tax as outlined in policy) the delta is covered by the user fees. Cody reminded the Board when the original 40/60 split rate model was created that was based on the assumption that the Spokane Police Department would be joining SREC, which they did not, so the percentage has now shifted. Additionally, the projections for the new facility have needed to be adjusted. Lori offered to talk more in depth with anyone and Scott stated Tessa Sheldon with Spokane County would also be a good resource for questions. Scott reminded the Board that the BoCC does not approve the SREC budget but they do approve the allocation of the 1/10th funds to SREC and would like Lori and the team to present to the BoCC.

5. Old Business

a. Cheney Update

Lori Markham stated Cheney PD reached out right after the fires expressing their desire to move forward. They have the SLA (service level agreement) that was sent to them a couple months ago, so just waiting for that signature. They told Lori that they are pretty confident they will be joining SREC on January 1, 2024, but are still working out those details. Lori is a little hesitant to move forward without the SLA based on past experiences with the City of Spokane. John Nowels asked what Cheney's call volume and radio traffic is. Lori explained that Cheney PD is on a different CAD system so it is difficult to have a true idea of their call volume. The numbers used for the budget were off the 911 phone system, not their CAD numbers because a lot of that is for non-emergency calls which will need to be worked through. There will be an impact on the radio that won't really be known until the move is made. Current Cheney dispatchers are welcome to apply with SREC and Lori has offered to talk with the employees. Lori does not believe anyone is planning to come over as Cheney will still need staff for their records and other items at the Police Department, but SREC will be happy to have them.

b. New Facility Update

Lori Markham explained she is currently working with Scott Simmons on a lease for the property. Once the lease is in place then work can begin on planning and construction items. Cody Rohrbach stated that will also help give a better projection on the costs for the facility. Scott stated Lori has already brought a formal request to the BoCC, but they have not formally taken action. Scott has asked Lori to work with Dave Ellis on getting a visual footprint on what the placement and size would look like and then he would bring

a Resolution forward to the BoCC to approve leasing that land. Scott would like that in place before the SREC Board makes any commitments on spending money.

c. HB1155 Update

Scott Simmons stated there is no further update.

6. Staff Reports

a. Operations

Kim Arredondo stated the operations report was included in the Board packet and explained IT is working on a live feed version of this, so the numbers can be pulled/seen at any time. The report reflects a rolling twelve months. The average hold time is reflected in seconds. Scott suggested that reflection be stated on the page and that this be published on the SREC website. Crime Check reports have increased 23% and there is still no explanation as to why online reports are still down. Cody Rohrbach asked why the hold times were trending upwards. Kim replied it was due to overall workload and staffing. Kim explained the class of eight from January took about four months and then we started to see the hold times go down, and the same will happen as the newer trainees get further in their training and time on the floor. Cody stated that with the up and down through onboarding, training and hitting the floor when the next decrease in hold times is anticipated. Kim stated she anticipated October as seven more trainees will be on the floor and call receivers will be at the highest staffing level in two years. Kim explained the next page reflects dispatch stats and the new flock system has been really successful. Brian Schaffer asked for clarification on the Crime Check calls, that 13.7% became reports. Kim explained that of the roughly 250,000 Crime Check calls that come in annually, 13.7% are actual reports, the others are non-emergency calls that are put over to dispatch (law or fire) for a call for service. The majority of calls coming in on Crime Check are not for reports, but actually dispatchable incidents. Kim added that stats were pulled a couple years ago on the types of calls coming in on Crime Check and there were over 28,000 priority one and two's (echo calls, burglary in progress, etc.) that came in on Crime Check. Scott Simmons summarized, some of the calls are reports crime check takes, some are ones where officers need to be dispatched to take the report and some are truly calls that should have been to 911.

Brian asked if the Fire incidents count as one, i.e., the Grey Fire was an extremely large event, and it is only counted as one. Kim explained yes, though it is an incredible workload on staff with hundreds of responses, it is still only counted as one incident. Brian asked if there was a way to capture the amount of work, the number of responses.

Kim stated the next page shows the EMD statistics broken out a little more than before. Employee diversity numbers are also included on this page. The next academy of four is scheduled for November 13, 2023, and this will bring staffing, for the first time in over two years, to the allocated FTE positions in call receiving for 2023 and allow moving more people over to dispatch. Training in Fire was paused during fire season but will resume in December/January. As stated before, people are being moved into Law every six to eight weeks; there are two trainees in Law, one should hit the floor in early October and then will shift one more into Law to begin training at that time. The goal is to always have two trainees in Law at a time.

Scott asked for clarification on the time to queue and what that actually represents. Kim explained that it is actually the identification of when to go to hands-to-chest and the 57 seconds is the time to when the call receiver begins giving instructions, minus any barriers. Brian stated looking at the average is a good place to start but asked if SREC could start moving toward the 90% fractal as used by Fire agencies and for accreditation purposes. Brian added that a DEI (diversity, equity and inclusion) report would better

show employee diversity than just white, non-white, and a truer picture of SREC's diversity. Brian commented that having seen many other agencies EMD statistics, SREC is performing extremely well.

b. Technical

Dusty Patrick stated there was an unplanned outage of the Fire CAD on Tuesday September 5th, and was reported out to Fire personnel. The cause was IT security software that was pushed out to those servers without prior notification given. The servers reside and are managed on the City of Spokane network. The outage lasted approximately five hours and staff used the redundant systems in place so hopefully the impact in the field was minimal. Mitigations have been made and communication with City IT is that no changes will be made that could impact these servers as fire season persists. Mitigations include working on their change management and communication and working on reducing City IT's access to these servers. They have agreed and trust the SREC staff to manage these moving forward and will coordinate any future updates/changes, it will be a manual process for SREC to test these instead of automatically pushing them out. Dusty explained he emphasized the impact this could have had if it happened during the Grey and Oregon Road fires a few weeks ago. Moving forward SREC is looking at removing Spokane City IT's access, so that something doesn't happen accidentally. Brian Schaeffer added this is another reason why SREC needs to be a stand-alone agency, especially with the new CAD, SREC needs to host and manage the servers. Brian asked if there was a way to remove the City and have SREC host these servers now. Dusty explained a huge hurdle to that was accomplished today with the approval to move forward in contract negotiations. The new CAD system will lie solely with SREC, but to remove the current system from the City has too many risks involved, too many interfaces to other agencies, etc., a lot of configurations, bandwidth and potential for something to be missed. Dusty added the risk is too great and is confident in the good working relationship with City IT. Lori reminded the group that the employees that would be used to remove City IT from the current servers are the same employees that are needed to stand-up the new CAD system. Dusty added that SREC is working on updating its outage notification policies, to include partner agencies IT staff.

Dusty stated preparation has begun for the new CAD system. New hardware has been spec'd out and moving forward with those purchases to begin configuring them. Dusty explained SREC was allocated the space that SFD Dispatch use to occupy in the CCB (combined communications building). The space has been reconfigured for training, so the new academy is in house rather than the BUC (back-up center), the space can also be used for overflow during large events.

Dusty explained that during the Grey and Oregon Road fires the radio system performed as designed. There was a lot of traffic that first night resulting in some capacity issues. A notification was sent out to users to remain on the fire they are on and not scan back and forth, some of the towers are not designed to handle that amount of traffic. Once that happened and traffic was isolated it performed much better. Dusty added some refresher training will go out to users. The Booth Tower site was in the path of the Grey fire. The fire burned over the mountain and up to the tower, but because of the mitigating efforts the radio shop takes, the tower itself was not impacted. It did lose power but there is propane back up there. The fire burned right up to the fence and shed, but the gravel placement and weed mitigation prevented it from going any further. Gerald London went to the site the following morning and made sure everything was running okay and would be for the duration of the event. Other (non SREC) towers in the area did not fare as well. This is part of the yearly budget to include inspections and mitigation factors to survive these types of large events. The radio shop brought extra chargers and batteries

to the command post on the first day of the Grey fire to assist responders. Both CAD systems handled the loads well; as mentioned earlier there was a large volume of responders dispatched in the initial response. Both Infor (Fire CAD) and Motorola (radio system) reached out to make sure everything was performing as it should and lend any assistance if needed. IT and GIS staff were working during the event performing evacuation notices, which were augmented and added to on the fly, as it was not designed for 26 evacuation zones all at once. The focus was to get people out of their homes and get those notices out, but work needs to be done on the notices letting people know they can return to their homes. The team is engaged with both Law and Fire for input on those notices moving forward. Cody Rohrbach stated the team did a great job with the evacuations and the scalable evacuation zone maps for the public to use. Cody stated this is a great learning opportunity moving forward. Howard Johnson stated the system performed as it did, but the load will only increase and the need to expand capacity needs to also be addressed going forward. Dusty thanked John Nowels for the call out to SREC during the Community update for the Oregon Road fire. Dusty explained SREC is a newer agency and many don't recognize the logo and the support of the established agencies helps get awareness out there.

c. Finance

Tim Henry stated the 2024 budget is wrapped up unless the Board has any questions or updates over the next month. Staff will begin working on closing out the third quarter to present at the next Board meeting. Then preparations for year end and the next audit cycle will begin.

d. Human Resources

Jeff Tower stated an academy of four Report Technicians will begin on October 3, 2023, with another four hopefully starting in November which means the Report Technicians will be fully staffed and ready to go for January 2024. Jeff added that SREC's insurance broker Alliant should have the rates for 2024 in the next couple weeks and Jeff will forward those to the Finance team to update that number in the budget.

e. Administration

Lori Markham stated there is no further update.

7. Executive Session

No closed session.

8. Open/Public Comment

No open/public comment.

9. Adjourn

Adjourned at 9:43 a.m.

The next Regular Governing Board meeting is scheduled for October 19, 2023, at 8:00 a.m.



Board Member
Governing Board



Board Member
Governing Board