

Regular Meeting Minutes  
Spokane Regional Emergency Communications Governing Board  
March 21, 2024

**1. Call to Order and Roll Call**

Chief Brad Richmond called the meeting to order at 8:00 a.m. The following Board members were in attendance:

Board Members

Chief Brad Richmond – Airway Heights Police Department (Vice Chair)  
Undersheriff Michael Kittilstved – 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  
Chief Lonnie Rash – Spokane County Fire District 8  
Maggie Yates – City of Spokane

Staff

Lori Markham, Executive Director  
Kim Arredondo, Deputy Director  
Dusty Patrick, Technical Services Director  
Tim Henry, Finance Manager  
Heather Thompson, 911 Operations Manager  
Brad Kane, Dispatch Operations Manager  
Brandon Childs, Technical Projects Manager  
Kelly Conley, Communication and Media Manager  
Kari Kostelecky, Training Coordinator  
Jenni Folden, Finance Analyst  
Megan Schneider, HR Analyst  
Bradley Dilg, CAD Administrator

Auxiliary Partners/Guests

Nathan Jeffries, SCFD9  
Jeff Galloway, WBM  
Erik Lamb, Spokane Valley  
Eric Olsen, SPD

**2. Consent Agenda**

Howard Johnson motioned to approve the minutes from the February 15, 2024, regular meeting. Tom Williams seconded. All were in favor. Motion carried.

**3. New Business**

a. Q4 Board Report

Lori Markham stated the finance committee met last week and reviewed the report. Total revenue collected in 2023 was \$29,202,243, exceeding the budgeted amount by 6% or \$1.63M. This surplus resulted from excess tax revenue and interest offset by one member (Spokane Fire Department) delaying in paying the final user fees. Currently all 2023 user fees have been paid. Intergovernmental revenue from the Emergency Communications sales tax went up roughly \$1M from 2022. SREC was underbudget about 3.5%, mainly in operations. Salary and benefits were under budget by 4%, supplies and services was over budget by 6% and capital outlay was under budget by 12%. The year-to-date summary shows an available fund balance of \$2.5M from being underbudget. Lori added there was a 2023 planned facility contribution of roughly \$1.8M

from the Fire member agencies who last year decided to put the funds toward the new facility rather than see those savings in their user fees.

#### 4. Action Items

##### a. 2024 Budget Amendment

Lori Markham explained a few issues have come up that requires a budget amendment in order to balance by the end of the year. The recommendation from the finance committee is to apply the savings from last year, but that will be a decision for the Board. One of the items affecting the budget is \$810,000 shared maintenance costs for the CCB (combined communications building). There has not been a signed an ILA (Interlocal Agreement) for the use of this facility for the past couple years. There has been a lot of back and forth regarding space allocation and Lori appreciates Chief Tom William's work on getting it finalized. The cost includes the years 2022, 2023 and proposed for 2024. SREC has budgeted for this over the last couple years and rolled that over but still needs an additional \$810,000.

SREC also recently received the draft agreement from the City of Spokane for shared cost of the Fire CAD system. This agreement indicated the cost for 2022 and 2023 and is being used as an updated estimate for 2024. The current approved budget only includes \$130,000, therefore requires an additional \$80,000 to cover all three years. Now that SFD is a part of SREC, SREC is responsible for the entire Fire CAD system, support and maintenance.

An additional \$450,000 is needed to cover CAD replacement project services. SREC originally budgeted \$2.5M for their portion of Hexagon, there were discussions with the City of Spokane for their portion but they have not agreed to that yet; SREC needs to make up that difference to pay the bill per the signed contract. \$1.5M was allocated from the \$2.5M with the remaining in reserves, but that is for next years costs. Lori would recommend keeping the money in reserves for next year and applying the savings SREC saw from 2023.

SREC recently entered into an agreement with Ednetics for CAD replacement hardware in the amount of \$1,212,000. The current approved Capital Improvement Plan does not include any expenses for this capital expenditures, therefore requires an additional \$1,212,00 in capital expenses. SREC originally anticipated assistance from the City of Spokane but has not received that.

The proposed amendment includes additional resources of \$2,500,000 and recommends the source of these additional funds be identified as a use of some of the 2023 ending fund balance. Brad Richmond explained the finance committee reviewed the suggested changes and recommends moving forward with the amended budget. Michael Kittilstved motioned to approve the 2024 budget amendment. Howard Johnson seconded. All were in favor. Motion carried.

##### b. Resolution 2024-01 Designation of Reserve Funds

Lori Markham stated this is the formal resolution to move funding according to the budget amendment. Brad Richmond read Resolution 2024-01, designating \$2M to capital facility reserve. Michael Kittilstved motioned to approved Resolution 2024-01. Tom Williams seconded. All were in favor. Motion carried.

c. Priority Dispatch

Dusty Patrick explained this is the annual maintenance agreement from January 1, 2024 – December 31, 2024, for Priority Dispatch software which is the emergency medical software used to triage calls. There are thirty-five seats (consoles) between 911 and Fire dispatch, including the BUC (Backup Center). This is being brought to the Board because it exceeds \$50,000. The licenses that were held with SFD (Spokane Fire Department) have now been merged with SREC. Lonnie Rash motioned to approve the annual maintenance agreement for Priority Dispatch. Michael Kittilstved seconded. All were in favor. Motion carried.

**5. Old Business**

a. New Facility Update

Lori Markham stated she is working with the County on a lease for the property and starting to put together and reviewing other RFQs (request for quotes) from around the State for the alternative build process. SREC is still waiting on some decisions over the next couple months that will help determine the size and scope of the facility. Maggie Yates asked what the factors are that are being weighed in determining the size and scope. Lori replied they are waiting on decisions from the City of Spokane.

b. CAD Update

Brandon Childs stated the kick-off meeting was this week and the turn out was larger than expected, which was great to see. A finalized schedule should be available the first week of April which will provide a cut over date. It is possible to go-live the Spring of 2025, so will either be Spring of 2025 or Fall of 2025. There are a few work items since the kickoff; begin work on the interfaces. Brandon will reach out to different agencies and those SME's (subject matter experts). The CAD hardware is on site and being prepped for the CAD environment.

Last month there was a demo day for Fire MDC (mobile digital communicator) products. There was a good turn out and once the CAD schedule has been finalized then a time frame for the mobile platform can be determined. Lori Markham thanked Brandon for all his hard work, the turn out for the kickoff and engagement was great to see. Lori added the reason it may be possible to go live in Spring 2025 is because of the great talent of the SREC IT team and Brandon's work as the project manager. Michael Kittilstved added the Sheriff's office is very excited for the new CAD system.

c. Cheney Update

Lori Markham stated her and her team met with the Cheney City Council Public Safety group and will also be presenting next Tuesday to the whole City Council. Cheney Police Department will be joining SREC in the very near future, possibly May 1, 2024.

d. HB1155 Update

No update.

**6. Staff Reports**

a. Operations

Kim Arredondo explained SREC held its first graduation last week for those employees that have passed through training and are either in probation or recently off probation and gone into cross-training. Moving forward the hope is to hold these twice a year and invites will be sent out.

911 and crime check calls are down 1% which is normal for this time of year. Crime check and online reports are significantly up. The report states December 2023 for the top 15 officer initiated and over all call types, but the numbers are from February 2024.

Kim explained the new report taking process is working well and thanked the Board for allowing SREC to increase its report technician staff to make the new, live reporting process possible. There has been great feedback from the citizens. Surveys are being sent out when a report is taken on customer satisfaction and an understanding of 'do you know what happens after your report is taken', which more often than not is no. SREC will be doing a media push around this. SREC will be reaching out to the LCAB(Law Chief's Advisory Board) group as a lot of that follow up will fall towards the response piece of it. Kim added there will be four new report technicians starting April 1<sup>st</sup> which will bring the Report Technicians to fully staffed. Kim gave a shout out to the Supervisors, Karen Crawford and the training officers, doing a great job getting them hired, trained and ready to go. The surveys are showing great results, citizens are very satisfied with the process, the time it took, customer service, etc. There will be additional education on the next steps piece.

EMD statistics have evened out as employees have been trained. The numbers dipped a little bit last year because of the large influx of trainees. Vacancy rate is at 5% which is great, though there has been a little bit of a slow down with applicants and those getting through the background process. Kim explained SREC would like to keep the academies going to get to an over staffing point to handle the attrition that is typically seen in the industry. Two Law trainees started in February and are doing very well. Two Fire trainees started in March and should be ready to hit the floor in time for fire season. The vacancies in 911 reflect not only the ten bodies moved from 911 to report technicians, but also moving employees from 911 to fill vacancies in Law and Fire.

Lori Markham stated Law Dispatcher, Janet Hawkins is retiring after over 30 years of service. Her party will be held on April 1<sup>st</sup> and an invite will be sent out. Lori explained she and the entire SREC staff are very grateful for Janet's service and dedication.

b. Technical

Dusty Patrick stated the Broadlic project was completed on March 11<sup>th</sup> and provided that report to Scott Simmons with the County. Reprogramming for the Fire services continues and the point of contacts have been good, so coordination has been smooth. This has also been a good opportunity to complete inventory and maintenance as each radio is touched. Dusty reminded the Board that per SREC policy 601-1 any **new** radio purchase requests need to be submitted to Dusty in writing by July 1<sup>st</sup> for budgeting purposes.

Dusty explained SREC was able to participate in the Regional Resiliency Assessment Program through the Department of Homeland Security and their cybersecurity team. The team was on site and met with Dusty, IT Manager Bryce Leming and Operations Manager Brad Kane. There were eight PSAPs across the State of Washington who volunteered. The team asked questions to determine SREC's resiliency within its software systems, hardware, power, water, wastewater, and any risks to the facility; it was very in depth and a great exercise to participate in. They will provide a report of the results and any recommendations. It was a great opportunity not just for the present facility but planning for the new facility and having a geographically diverse BUC (back up center).

Dusty stated Joe Sacco and the GIS team have been meeting with regional partners to review the evacuation process. Many agencies participated and that engagement and support is appreciated. The team is now working on implementing changes and suggestions and having everything ready for fire season. Dusty reiterated the importance of everyone's engagement on this and the CAD project, it truly makes it a better product for everyone.

Lonnie Rash explained what a great opportunity to have participated in the resiliency assessment program not only for the exercise and feedback but the cost savings alone; hiring a consultant would be a significant expense. Dusty stated it was a great opportunity and unofficially the team that was onsite was very impressed with SREC and its team. One of the items they were impressed with is that SREC has a fully functioning back up center and is the last routing option for the State. There may be funding opportunities available from the State with SREC being the last routing option.

c. Finance

Tim Henry stated work continues on 2023-year end and will bring the draft BARS report to the Board next month and provide the County with the data they need. The team will work on updating the 2024 budget with the approved amendment.

d. Human Resources

Megan Schneider explained they will be having their annual review with WCIA (Washington Cities Insurance Association) on March 27<sup>th</sup> to go over coverages and compliance. Jeff Tower and Megan are registered to attend the Labor Relations Conference in May which is good timing as it is a contract negotiation year and the labor relations subcommittee will begin meeting next month.

e. Administration

Lori Markham stated her and Kim Arredondo had the opportunity last month to participate in '911 Goes to Washington'. They traveled to DC and were able to meet with other PSAPs around the nation and visit the capitol to visit with Legislatures and their staff. It was good timing as some had just been in the Spokane area in response to the Gray and Oregon Fires and it was a great opportunity to talk about how SREC was impacted and what is needed going forward to provide the best service should something like that happen again. The two main topics in the 911 world are reclassification of telecommunicators. Currently telecommunicators in most places are classified as clerical. A couple years ago Washington State changed telecommunicators to public safety which now allows them to be part of the public safety retirement system. It also gives access to mental health support especially as NextGen 911 gets closer and the possibility of video, 911 call receivers and dispatchers will be impacted even more. The next topic is funding and ensuring that funding is consistent and in place for future staffing and technology. The following week Kim was able to participate in 911 Goes to Olympia and was able to speak with local representatives and staff.

Lori stated the Countywide Fire Commissioners toured SREC last week and it was a good opportunity to meet with them. They have not had the opportunity to meet with SREC since integration so were given a presentation on where SREC started and where it is today. Lori thanked the Chiefs that participated. Lori explained Spokane City Council did sign the SLA at the end of February and there will be further discussion during executive session.

**7. Open/Public Comment**

No open/public comment.

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

As allowed by RCW 42.30.110 (1)(i), it is not anticipated the Board will take action.

Chair Richmond closed the meeting at 8:39 a.m. and estimated the Board would open the meeting in 20 minutes.

The meeting moved to open session at 9:00 a.m. No action was taken.

**9. Adjourn**

Adjourned at 9:00 a.m.

The next Regular Governing Board meeting is scheduled for April 18, 2024, at 8:00 a.m.



Board Member  
Governing Board



Board Member  
Governing Board