



Governing Board Regular Meeting

1620 North Rebecca Street
Spokane, Washington 99217
June 15, 2023 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 May 18, 2023 Regular Meeting
- 3. Action Items**
 - a.
- 4. New Business**
 - a. Coe Tower Access – Ariane Schmidt
 - b. Building Committee
- 5. Old Business**
 - a. Kalispel Update
 - b. Cheney Update
 - c. New Facility Update
 - d. HB1155 Update
 - e. CAD Update
- 6. Staff Reports**
 - a. Operations
 - b. Technical
 - c. Finance
 - d. Human Resources
 - e. Administration
- 7. Open / Public Comment**
 - a. Speakers sign-in onsite and are allowed 3 minutes each to address the Board
- 8. 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
May 18, 2023

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 (Chair) – Spokane County Fire District 3
Chief Brad Richmond (Vice Chair) – Airway Heights Police Department
Sheriff John Nowels – Spokane County Sheriff's Office
Chief Dave Ellis – Spokane Valley Police Department
Chief Frank Soto, Jr. – Spokane Valley Fire Department
Chief Brian Schaeffer – Spokane Fire Department
Chief Lonnie Rash – Spokane County Fire District 8
Johnny Perkins – City of Spokane

Staff

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

Auxiliary Partners/Guests

Chief Lonnie Rash, SCFD 8
Major Mike McNab, SPD
Morgan Koudelka, Spokane Valley
Erik Lamb, Spokane Valley
Jeff Galloway, WBM

2. Consent Agenda

Brian Schaeffer motioned to approve the minutes from the April 20, 2023, regular meeting and the minutes from the May 2, 2023, special meeting. Brad Richmond seconded. All were in favor. Motion carried.

3. Action Items

a. 104-1 POL SREC Membership Update

Lori Markham presented an updated version of the policy from the one provided in the packet. Cody Rohrbach summarized that the changes included; clarifying language that governance representation is defined by the Charter established by the Board of County Commissioners (BoCC) and listing those specific representations in the policy, language reiterating that any changes to the SREC Governing Board is dictated by Charter and established through the BoCC, and if a new dispatch and communication

system, outside Spokane County, wishes to join SREC for full services, their County will have to be an established SREC member; agencies will not be granted membership as a sole entity. Additionally, all membership requests must be in place by June 30th for the upcoming budget year. Brian Schaeffer motioned to approve the SREC membership policy as presented. Brad Richmond seconded. All were in favor. Motion carried.

b. Updated SREC Bylaws

Lori Markham explained the update is to reflect changes that were made in the Charter last year, updating the composition of the SREC Board to include the City of Spokane City Administrator and the Spokane Fire Chief as the Spokane Fire Department become a member of SREC. Additionally, the Charter states the SREC Board will meet no less than quarterly each year, whereas the SREC bylaws state the SREC Board will meet a minimum of ten times each year. Lori has updated the bylaws to match the Charter language and explained the intent is still for the Board to meet monthly, but with Board members being from law enforcement and fire agencies that is not always possible. Lonnie Rash motioned to approve the amended bylaws. Brian Schaeffer seconded. All were in favor. Motion carried.

c. BARS Final Report

Tim Henry explained there was one change since the last draft. The change is in retirement plans post 12-31-22 that was recommended by the County. Lori Markham explained that Tim and Jenni Folden do a great job with this every year. Brad Richmond moved to approve the BARS final report. Brian Schaeffer seconded. All were in favor. Motion carried.

d. Surplus Request for Disposal

Dusty Patrick explained the surplus items are incompatible console parts that were replaced during the biannual radio upgrade. The parts will go to public auction as there was no interest from regional partners for them. Brad Richmond motioned to approve the request. Brian Schaeffer seconded. All were in favor. Motion carried.

4. New Business

a. Discussion of Regional Authority for Homeless Response

Cody Rohrbach welcomed Theresa Sanders. Theresa stated she is working on a volunteer effort with the City of Spokane's former Chief Financial Officer (CFO) Gavin Cooley and former Public Works Director Rick Romero, and they have been asked by nineteen out of the twenty legislative electeds in Spokane (City, County and Spokane Valley) to put together a plan for regional authority to address homelessness. They have about twenty-seven days left and she is out providing information and listening to understand people's thoughts. SREC is one of her favorite regional models, but each one is different. This is a long term, regional challenge and funds are scattered all across the homelessness response system that need to be better organized. There is a need for a regional model that takes the politics out of it, since it is a very sensitive and personnel issue for a lot of people, along with political interests in the investments made and outcomes achieved. Airway Heights, Medical Lake and Cheney have also signed on to the initiative. The group has agreed to deliver to the elected officials, over the next month, a legal structure, formed by an Interlocal Agreement (ILA) between all the signing agencies to include the information that sets up the regional organization and defines what the funding, staffing and governance models look like.

On the funding side, there are multiple funding mechanisms for homeless response, but it is currently very fractured. There is about \$30M annually from State and Federal sources, mostly City, a large portion of the County and then the smaller cities. At last count there were eighty-seven different funding buckets these dollars were going into, and operationally the contracts were largely annual. Theresa is excited because it shows that money is not the challenge; the challenge is building the strategic framework, lining up the dollars, and determining the best ways to leverage those dollars and build agency capacity. Funding will be recommended to go under the regional authority as well as the overhead that funds the staffing, all under the agency, under single leadership.

Currently they are working on governance which is always the biggest topic with various views. Different cities use different models, but none are Spokane, and this recommendation will be unique to the needs of this community. The group will deliver its recommendations to the elected officials, putting an ILA in their hands that the group thinks is the right direction to go and then the group will work with the elected officials on where they would like to go to next. Theresa explained as she is out talking and listening to the community, the consensus seems to be that solutions exist when you join public safety, public health and public housing. There is a collection of work that needs to be done to connect those things. Specifically with regards to unsheltered, the service set up is not meeting the needs of the community. The traditional model would say build more housing, but these people are not prepared to go to housing. The current model is service light, building units, but not getting people to a better place, addressing treatment issues surrounding mental health and addiction. Once the legislative body is stood up, then the how of the regional authority can be addressed and worked through. The community is in serious need of addressing capacity for mental health, addiction and detention. The regional authority has the potential to grow into a significant set of services for the community, though money is not the problem it's imperative the dollars are put together smartly to provide these outcomes to the community including safe cities we can afford.

Theresa offered to come out and talk with the agencies. Brian stated that the group was working with a consultant from Houston and asked if the recommendation was to follow that model. Theresa explained Spokane is not the same as Houston, but one thing to take from their model is the integration of their long-term strategy for their service providers. Theresa stated she can be reached at Spokaneunite.org. Lori offered any information or data from the center that SREC can provide. Johnny Perkins stated he appreciates Theresa's leadership with Gavin and Rick, and the Mayor fully supports the regional authority on this topic. Johnny thanked Theresa for her volunteerism and making a difference in the community.

5. Old Business

a. Kalispel Request Update

Lori Markham stated some operational pieces are still being worked out and a meeting is being scheduled with Kalispel to get those wrapped up. Lori explained a draft SLA for the law enforcement piece is written, but the EMS side is a little more complicated. There should be an update next month.

b. Cheney Update

Lori Markham stated Cheney is still working out some logistics on their side with staffing, and record keeping. Lori has offered to go out to their center to speak with staff and answer any questions they might have. Cheney has four dispatchers currently that SREC would like to have come on board to help with the additional workload and staffing. Cody Rohrbach reminded the Board that this stems from the special Board

meeting that was held earlier this month where Cheney made a request to join SREC. The SREC Board unanimously approved Cheney's request at that meeting.

c. New Facility Update

Lori Markham stated SREC received approval from the Federal Aviation Administration (FAA) to build a 140-foot tower at the new site location. The next step is to ask the Board of County Commissioners (BoCC) for approval to build on the property.

b. HB1155 Update

No further updates.

c. CAD Update

Lori Markham explained the RFP closed and there were three candidates that made the top selections, Central Square, Hexagon and Infor. Lori introduced Brandon Childs, the new Technical Project Manager. There was a demonstration with Hexagon earlier this week where agencies throughout the County could participate and then hosted an open house yesterday where employees could ask questions. Next week Central Square and Infor will be onsite to give a demonstration and hold an open house. Lori stated there will be a few site visits in June and a decision made by early to mid-July. Lori explained it is exciting to look at the possibilities of a new system and the interoperability between the agencies. Lori continues SREC is eager to get the new system in place, but it is important to make sure it is done right. Brian Schaeffer asked if Teresa Sanders would be willing to give her input, bring her perspective through the process, as someone who is not vested in the project itself. Lori stated she is really excited about the analytics portion all three of the products have to offer. Dusty Patrick explained they included 37 interface requests to fit current and future needs, and the engagement from the Board and regional agencies is crucial making sure all issues that may come up across the region can be addressed.

6. Staff Reports

a. Operations

Kim Arredondo stated the monthly statistical one page was included in the Board packet. Kim explained the time from hands to chest continues to go down which is a great testimony to the staff. Staffing is still an issue as two law dispatchers have left due to family circumstances. Fire staffing is good and 911 staffing is improving as seven probationary employees will be on the floor next week, but having seven probationary employees on the floor does mean a lot of work for the supervisors. There is a current academy of eight and another academy of eight scheduled for June. There has been a significant improvement in candidates which has allowed these larger academies; this means twenty-four bodies added to the floor by the beginning of September and there will be another academy in August and October. A new supervisor will be moved to 911 in two weeks, another to Fire in a week, and one has already been moved to law dispatch. Kim stated the supervisors and staff are doing an amazing job. Lori added a quarterly highlight page was included in the packet and features the great work SREC employees are doing.

b. Technical

Dusty Patrick reiterated approval was received by the FAA for the radio tower. The technical project manager has been onboarded and they are getting him up to speed with the current policies and systems, preparing him for the new CAD procurement project and new facility project. Roof repairs have begun at the CCB and preparations are being made at the Back Up Center (BUC) for when staff will need to be relocated there while the air conditioning is turned off at the CCB. The radio shop is working on preventative maintenance as the weather gets warmer. Every five years an inspector comes out to inspect all nineteen towers, those inspections have been scheduled. Dusty

explained John Heglin was selected by the APCO-NENA Washington State Chapter for Technician of the Year. Lori Markham added Amy Sullivan was selected as Trainer of the Year. These selections are made from across the state, not just Spokane and they will receive their awards next fall at the APCO-NENA Washington fall conference.

c. Finance

Tim Henry stated 2022 is wrapped up, everything is on track with 2023 and the team will begin work on the 2024 budget.

d. Human Resources

Jeff Tower reiterated an academy of eight started last month and a new academy will be starting in June. The quarterly meeting with the insurance authority is tomorrow and he will hopefully have an idea of what insurance rates will look like for next year.

e. Administration

Lori Markham stated there were no further updates. Brian Schaeffer asked that the recruitment and hiring report include diversity numbers. Cody Rohrbach stated he has been reflecting on the progress SREC has made and is very thankful of the work of the entire team. Johnny Perkins thanked the Board for its patience and unwavering support for the City of Spokane and is privileged to serve on the Board. Johnny thanked Lori and the SREC staff for being a great partner to the community and providing service that has exceeded expectations; and on behalf of the City and the Mayor, thanked SREC for its confidence and trust in the City and they are looking forward to a very long and prosperous partnership.

7. Open/Public Comment

No open/public comment.

8. Adjourn

Adjourned at 8:54 a.m.

The next Regular Governing Board meeting is scheduled for June 15, 2023, at 8:00 a.m.

Board Member
Governing Board

Board Member
Governing Board

SREC Monthly Stats

Board Meeting | June 15, 2023



SPOKANE REGIONAL
EMERGENCY
COMMUNICATIONS

May Call Stats

Call Type	Number of Calls	Avg Hold Time	YTD Calls
Emergency	31,908	:18	131,213
Non-Emergency	22,409	:31	104,192

Monthly Comparison 54,317 May 2023 Total* <i>9.8% increase from May 2022</i>	235,405 YTD Total <i>.1% increase from 2022</i>
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*May 2023 call numbers are 2 days short due to time at the BUC for roof repair.

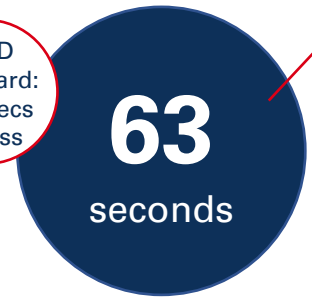
Dispatch Stats

Call Type	Dispatched Calls	YTD Calls
Fire	8,385	39,088
Law	18,984	84,043

Crime Check Reports: 3,073 (11,744 YTD) Online Reports (Cop Logic): 443 (1,921 YTD)
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Hands on Chest

IAED standard:
120 secs or less



Up 17 seconds from April 2023.

Time represented from call received to start of instructions for bystander compressions

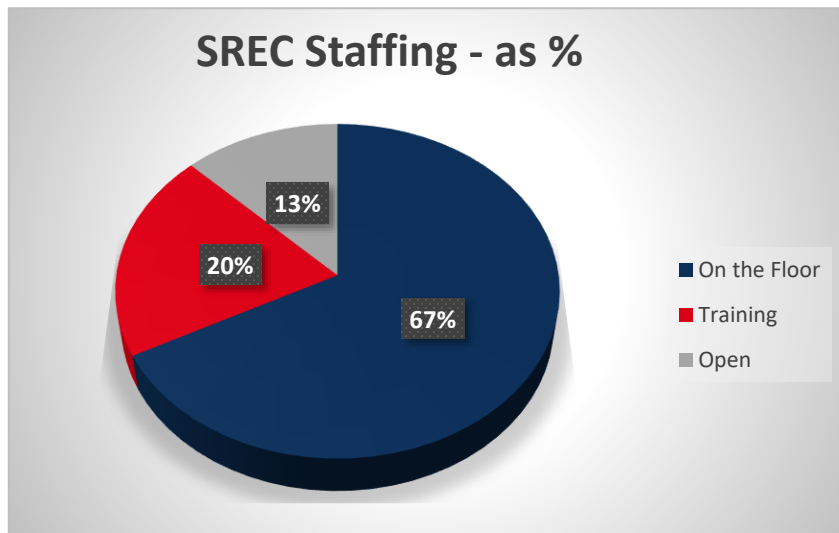
Time to Queue for ECHO calls



Up from 22 sec in Apr 2023.

Recognition of medics call type code to completion of key questions

Staffing



As of 6/13/23

On the Floor	With CTO	Academy	Open	Total Budget
70	13	8	18	109



Currently screening / testing more than 100 applicants for next academy.

Next Academy: August 2023