



Governing Board Regular Meeting

1620 North Rebecca Street
Spokane, Washington 99217
January 16, 2025 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 December 19, 2024 Regular Meeting
- 3. Action Items**
 - a. New Facility Design Build Recommendation – Lonnie Rash
 - b. City of Spokane Update – Cody Rohrbach
- 4. New Business**
- 5. Old Business**
 - a. CAD Update – Brandon Childs
 - b. Facility Update – Lori Markham
- 6. Staff Reports**
 - a. Operations – Kim Arredondo
 - i. Operations Report - <https://infogram.com/1p1j3jj9ep5nxjsmdke31ngw2a6kw9m52k?live>
 - b. Technical – Dusty Patrick
 - c. Finance – Tim Henry
 - d. Human Resources – Jeff Tower
 - e. Administration – Lori Markham
- 7. Open/Public Comment**
 - a. Speakers sign-in onsite and are allowed 3 minutes each to address the Board
- 8. Executive Session**
- 9. 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
December 19, 2024

1. Call to Order and Roll Call

Chief Cody Rohrbach called the meeting to order at 8:01 a.m. The following Board members were in attendance:

Board Members

Chief Cody Rohrbach – Spokane County Fire District 3 (Chair)
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
Scott Simmons – Spokane County
Maggie Yates – City of Spokane
Gayne Sears – Citizen Representative

Staff

Lori Markham, Executive Director
Kim Arredondo, Deputy Director
Dusty Patrick, Technical Services Director
Brad Kane, Dispatch Operations Manager
Heather Thompson, 911 Operations Manager
Jeff Tower, HR Manager
Tim Henry, Finance Manager
Kari Kostelecky, Training Coordinator
Kelly Conley, Communication and Media Manager
Jenni Folden, Finance Analyst
Breann Kostelecky, Public Records Specialist
Bradley Dilg, Sr. CAD Administrator
Randy Langford, Radio System Manager
Kristena Breeze, QA Administrator
Kelli Mehaffey, 911 Supervisor
John Grey, Fire Dispatch Supervisor
Kenny Solberg, Communications Officer

Auxiliary Partners

Jeff Galloway, WBM
Kevin Hall, SPD
Michael McNab, SPD
Terry Preuninger, SPD
Kim Blashill, SPD
Todd Pouncey, SPD
Don Malone, SCFD10
Mike Kester, SVFD
Nathan Jeffries, SCFD9
Lonnie Rash, SCFD8
Tami Boren, SPD
Erik Lamb, Spokane Valley
TT

2. Consent Agenda

Brad Richmond motioned to approve the minutes from the November 21, 2024, regular meeting. Tom Williams seconded. All were in favor. Motion carried.

3. Action Items

a. New Facility Closing

Lori Markham explained a resolution was included in the Board packet allowing SREC to close on the purchase of the new facility. The property is at 12809 E. Mirabeau Parkway in Spokane Valley. There has been a sixty-day due diligence process, checking for connectivity, power, security, etc. There are still a few small outstanding items but would like to close by the end of the year. Lori asked the Board for approval to go into closing and sign for the purchase of the facility. Frank Soto motioned to approve Lori signing for and purchasing the new facility. Mike Kittilstved seconded. All were in favor. Maggie Yates and Tom Williams abstained which did not leave enough 'yays' for the motion to pass. Lori asked that the Board come back to this agenda item once Scott Simmons had joined the meeting. Scott joined the meeting at 8:14am and the Board resumed discussion on this agenda item as it was unknown how long Scott could remain on the line. Cody reiterated that there was already a motion and a second approving entering into closing on the new facility with six yays and two abstentions. Since the original motion did not carry the process needs to be redone. Frank Soto motioned to approve the purchase of the building. Howard Johnson seconded. All were in favor (seven yays). Maggie Yates and Tom Williams abstained. Motion carries.

4. New Business

a. 2025 Meeting Schedule

Lori Markham asked the Board if they would like to continue with the same date and time for the Board meetings for 2025. The Board agreed to keep the Board meetings as scheduled, for the third Thursday each month at 8:00am.

b. 2022-2023 Audit

Lori Markham explained that the finance team has been working very hard the last few months to provide the State Auditor's Office (SAO) with the items they need in order to complete the audit. They met with the SAO yesterday and have been given a clean audit. Lori stated she is very proud of the team and all their hard work.

c. Board Chair/Vice Chair

Cody Rohrbach reminded the Board there are no specified term limits for the positions and asked if there was any interest or need for a change. Cody stated it is a great opportunity for others to step into those roles. Frank Soto motioned to keep Cody Rohrbach as Chairman and Brad Richmond as Vice Chair. Cody stated he is willing to continue to serve as Chair with the possibility of revisiting the topic once there is a conclusion with the City of Spokane. Cody added he is honored and privileged to serve on the Board. Brad echoed Cody's thoughts and stated he is willing to continue as Vice Chair and is also proud to serve under this regional model and alongside the other members.

5. Old Business

a. City of Spokane Update

Cody Rohrbach stated the transition team met last Thursday and that it was productive and collaborative with some approaching timelines and decision points defined. The main concerns are the new facility, phone system and CAD, and we are reaching a point where we will lose the ability to go back on these items without having monetary and financial impacts; knowing who is in and out is at a critical juncture. Cody believes both sides had a good understanding of each of the three critical timelines and potential

impacts. Lori Markham added she sent out a timeline and stressed the critical point SREC is at, especially with CAD, on whether to include the City in the build out or not; SREC has prolonged it as much as they can. The same is true for the facility as SREC begins to make modifications in preparation for moving emergency communications to the new building and who all is going; SREC needs to know by mid-January. SREC is also at a critical point with the phone system and the significant, multi-million-dollar upgrade process, it was originally scheduled for this Spring but pushed back due to the uncertainty of the City; it is now scheduled for January 2026 and purchases as well as starting the build process need to begin very soon. Lori explained the City has indicated they would want to take their apportionment of the taxes which from the State's perspective would pay for the phone system and call receivers, so if the City is going to be their own PSAP then SREC does not want to build a phone system that includes phones they will not need. SREC's timelines are now at a point where they can no longer be pushed back, the CAD and building need decisions by mid-January and the phone system by March. Cody reiterated those timelines and critical decision points were made clear at the transition meeting and understood by both sides. Cody added that a draft SLA (service level agreement) was also presented at that meeting.

Scott Simmons joined the meeting at 8:14am, so this item discussion was paused in order to complete the discussion on agenda item 3a.

Cody continued the three main areas of concern from the City are governance, finance and service levels. Governance is done though there are differences on either side. At the meeting, the transition team focused on services and finances, but it is circular as it is difficult to talk about finances when you don't know what the service levels are, but having the draft SLA is a starting point to start putting actual numbers to what the finances would be and begin discussing potential operational impacts. It also starts answering the question on whether both sides needs can be met. There will be financial impacts to SREC and the member agencies under either scenario. Cody reiterated the three percentages; 60/48/42, 60% is the City's call volume, the 48% is sales tax origination in the City of Spokane and the 42% is the City's population. What that highlights is there is more work per population for the City of Spokane. There has been a perspective that the 1/10th of 1% apportionment and the potential for the 911 tax apportionment would have a negative monetary impact on SREC but Cody does not believe that is true. Based on the percentages the apportionments will benefit SREC due to the disproportional amount of use of the system from that population base, same would apply to the 911 excise tax as it is more likely we would see an apportionment based on population as well. Even if it was based on sales tax origination, the 60% workload is still a greater use of the system. Currently, the taxes are dispersed across the board evenly no matter the use of the system, the user fees are the only portion of the funding based on usage. Cody believes that with apportionment and the higher workload of the City, SREC benefits monetarily, though this is still preliminary. Cody stated that as the Board members represent different agencies/associations it's important to take note that if the City joins all the other members could potentially pay more. The 911 and 1/10th taxes are limited and once applied the only thing that makes up the difference is user fees. Cody believes that with integration they will not see cost savings, but an increase, though the City of Spokane will see significant savings joining SREC rather than being their own PSAP. Cody added that he represents the EMS Council and would have to have these discussions, but as the Chief of Fire District 3, the agency is willing to pay more to achieve better service and operational delivery for the region as he truly believes we are better together. This is all still very preliminary, but Cody wanted to bring it to the Board's attention.

Cody explained the Board received an email from the City indicating they want to be a part of the new CAD system. There has been no formal action taken on the two scenarios; if the City joins and as a benefit of regionalization SREC takes on CAD financially, or if the City goes their own way, then there would be a 50/50 split between the City and SREC (\$2.5M each). There is no formal indication of regionalization so Cody is under the impression the 50/50 split still applies, but that is a further discussion with the City for clarity. Cody reiterated he wanted to bring this to the Board for awareness as until now there has been the impression that regionalization improved the economies of scale and there would be a cost savings for all agencies under the regionalized system. Work will continue on getting those numbers and bring them forward. Lori clarified that in accordance with legislation, the City of Spokane is the only agency eligible for apportionment of the 1/10th tax and it is also on the legislative agenda for the 911 tax.

Maggie Yates added that she believed from the City's perspective it was a productive transition meeting, appreciated the information provided and recognizes the real implications of the timelines facing SREC, which is why the City brought forward their desire to collaborate with the CAD project on both the law and fire side as they do believe it is the best outcome for public safety regionally. Maggie furthered the hope is that with that decision there will be a little flexibility with SREC putting together accurate models, give the City time to review them and discuss with the transition team. Lori reminded the group that with the City deciding to be a part of CAD, if they choose to go on their own and be their own PSAP, there will be a monetary impact related to CAD. Cody added that when the CAD project began there was a verbal agreement that the CAD cost would be a 50/50 split between SREC and the City, and that's how it should proceed until there is a decision on regionalization, which in his opinion is more than equitable given the 60% use of the system. Another item that has been discussed but not formally voted on is the assumption that if we are fully regionalized, then CAD is a benefit of being a part of that regional system. The next transition meeting has not been set, members of the teams have been tasked with information gathering depending on their expertise and furthering those discussions as applicable.

Frank Soto wanted to clarify, that if the City takes their apportionment, then they will have a bigger piece of that pie per se, based on the percentages. Cody explained the City uses the system disproportionately per capita, 42% population versus 60% call volume. Frank asked why if they are using 60% of the system would the City only pay 50% of the CAD cost. Cody stated that has just been the verbal agreement since the beginning but that is definitely something for the Board to discuss. Lori added that initially call volume and the number of users the City would have on the system were used to derive at the 50/50 split. Lori added the cost for the CAD system is the cost, roughly \$5M whether the City is in or out, in addition to paying for mobile licenses. Historically Fire agencies have been on their own CAD system and do not use mobile. Mike added that the City has about as many mobile users as the rest of the law agencies combined, with about an additional hundred officers. Maggie stated that it is her understanding SREC would have to absorb the majority of that CAD cost if the City did not participate in CAD. Cody explained it is about a \$400,000 savings if the City joins and under a regionalized system the idea is that savings should be equitably split between all the member agencies. There have also been concerns that the City has not made any contributions into the system, but these are all discussions in front of the Board. Scott Simmons stated that though Frank makes very good points about the 50/50 split and 60% usage, the 50/50 discussion has been going on since the inception of the CAD project and Scott has no intention of going backwards and going through the exercises again for those figures; SREC should honor what was originally discussed. Additionally, the incremental cost is not just a cost difference of \$400,000 but rather \$5M

because if the City went on their own and had to get their own CAD system it would be \$5M but utilizing what SREC already has in place is where the 50/50 split came from. In regard to the 1/10th taxes, none of those have been decided by SREC, that is strictly through legislation that the City asked for and will be the same if the 911 tax apportionment continues through the legislative process. Scott continued that there is no concern in his opinion that though dollars would be taken out of SREC, all those costs associated with being a part of the system, radios, consoles, technology, investments, upgrades, etc., the City would bare as their own PSAP and would then be a financial benefit to SREC. Currently there is a 60% work effort created by the City of Spokane but they are only contributing 48% of the 1/10th tax dollars. If they were to have a direct apportionment, they would only be getting 48% of the taxes and having to absorb financially 60% of the costs; a potential financial benefit to SREC.

Scott explained that at the transition meeting Lori's team provided three key areas that critical decision points were coming up on; the CAD project, new facility build out and the phone system. It was stated and understood that these needed to be known by early January, so Scott is a little surprised that the City has come back with the decision to join CAD, but still needing time on regionalization. Scott reiterated that the discussion and understanding was SREC needed a decision by early January from the City whether they were in or out on regionalization. Scott added that if the City is going to join CAD and 'toe in' then it needs to be discussed whether the Board is willing to move past the January date; then is the Board even willing to continue those discussions. Scott emphasized that the Mayor acknowledged the early January timeline of having a decision back to SREC on regionalization. Cody suggested that the Executive Committee and transition team discuss and provide clarity back to the City on next steps to include CAD costs and building and phone system timelines, unless the Board would like to see something else. These are real and definite critical decision points with the phone system possibly having a little more time, but the building decisions cannot wait until February, those need to be made by early January. Dave Ellis explained that he echoes Frank's concerns and agrees we are better together but there is a breaking point in costs, what that breaking point in increased costs is, he's unsure. Cody added that based on preliminary numbers there is an increase and they will work on getting those numbers out to member agencies, now that there is a draft SLA staffing costs can start to be applied to that. Cody added that everyone was aware of the timeframe, including the holidays, but these were critical decisions points that cannot be held off on any longer, and once made will be very costly financially and operationally to go backwards. Cody added it was also understood that the lack of a decision would essentially be a decision. Maggie added that the City understands the decision points and given where we are at in December and the holidays wanted to give quick direction to have adequate time for SREC to put together the financial models and the City and transition teams to review and discuss. Mike reiterated these discussions have been going on for a very long time and now we have waited until the very last possible minute. Cody explained he believes that is understood by the Mayor and the City, and that again is why a lack of a decision will be a decision. The group agreed to provide that clarity to the City in writing. Lori added the Executive Committee will be going over financial models after the Board meeting and the draft SLA was received virtually yesterday, so they will begin track changes on that and get those items out as soon as possible.

Lori explained that with everything that has happened with the City over the last five years, the current user fee model will no longer work. Assumptions are being made in giving the City what it will cost. Lori added she is working on 2025 numbers without having the data and predictions for 2026 tax revenues aren't available yet, so all she can provide them with is the best guess on the information available on what the City would pay in 2025. Cody added a change in the user fee model will affect all member

agencies, but the intent is to remain equitable across the board and work together between law and fire for an equitable split. Currently we are in a hybrid status, but it will look different if the City is fully in and if the City is fully out. Scott added the transition team asked the City for their current law dispatch costs so everyone has a good baseline understanding of whether it will benefit the City or not. They have also asked the City to verify their Fire dispatch costs prior to joining SREC. Cody stated the Executive committee and transition team will work on getting clarity back the City on costs related to CAD and clarifying the timeline.

b. CAD Update

Dusty Patrick stated there was a break in December from the monthly workshops and those will continue again in January and February. During that break the team has been able to get in the weeds and configure the system based on previous work, in preparation for the January workshop. The CAD team has also conducted ride-a-longs with partner law agencies to better understand the mobile side and get feedback from officers. Still on target to go live October 2025.

Lori Markham stated the City of Spokane is in the process of moving to a new records management system (RMS), Axon Records with the idea of having it already done or at least completed at the same time as the CAD project. SREC was informed this week that the Axon system cannot do what it was hoped to do, so some decisions have to be made by those law enforcement agencies. Depending on what happens it could impact the CAD project; interfaces that have to be built, possibly the length of time with the current Tyler-New World contract and inevitably the timeline for the CAD project itself. Michael Kittilstved explained that for over a year they have been working on Axon records to replace the current RMS system with Tyler-New World and that all the digital evidence storage is already done through Axon. Most of the member agencies are a part and use Axon individually. Michael added that since the City of Spokane runs the primary records function, the City took the lead on the Axon project. Axon was to build a multijurisdictional RMS database, far better than the current product with Tyler-New World. This project is a new project for Axon and about a year in now. Axon informed the project team that they cannot deliver on all the points that are needed, all things that were supposed to be better. The project can still move forward but there are significant decisions that need to be made. A team will be put together of decision makers and technical experts to look at all the options and decide on the best ones. One of those options may be Hexagon's RMS system. Axon was originally chosen because the RMS system was already a part of the officer safety bundle that had been purchased and would just have to pay a \$450,000 build fee and data transfer fee. Michael continued that if the decision is to go away from Axon, then all the participating agencies would have to evaluate the financial and technical resources that would be involved. Ideally the decisions need to be made quickly so that things can move smoothly with the CAD project. Michael continues that Shawna Ernst with the City of Spokane is on the Core Team for the project and is very good at seeing the big picture and technically adept and believes in her whole heartedly, and added the Core group works really well together. Additionally, Scott will be involved regarding the Tyler-New World contract impacts. Axon did tell the project team that a full system should be available in 2026 or 2027. Dusty explained the CAD team has met regularly through this process with Shawna and SPD as the two projects are intertwined, and that they have a great working relationship. The Axon interface with Hexagon was already purchased but SREC did not purchase one with Tyler-New World as it was expected to not need it since Axon would have replaced Tyler-New World by the time CAD went live. There are options and unknowns at this point. Michael added the interface with Axon will still be needed for auto tagging. Michael stated he will work with Shawna to get invites out the first week in January.

6. Staff Reports

a. Operations

Kim Arredondo explained this will be the last format version of the operations report, moving forward the report will show more measurable marks ACE accreditation, more streamlined. Hold times are improving, crime check and online reports continue to increase and public education remains a vital component, so will continue to push that piece. The top 15 call page is the page that will be removed from the report as they do not change much and agencies will have access to that information on their dashboards through the new CAD system via PowerBI. The EMD statistics are what is utilized for the ACE accreditation, the packet will be submitted to priority dispatch prior to January 14th for review. The QA and training teams have worked extremely hard on gathering everything needed for review and preparing the submission packet. Training documentation will also be submitted to the State for the statewide certification process that is now required since telecommunicators are now classified as public safety personnel; this will standardize training across the state. This information needs to be to the State by January 31st and is a three-month review process.

Kim stated a trainee began in law dispatch on December 6th and the next trainee will move over in Spring. A new trainee is scheduled to move to fire dispatch on January 14th and then another in April. There is a new academy scheduled for January 27, 2025. Academies for 2025 are slotted for four trainees but can be increased based on the Board's discretion and what is seen with the City. Vacancy remains around 6%.

b. Technical

Dusty Patrick explained the radio sites have been winterized and there is already significant snow at the sites. The system upgrade may begin in February, earlier than originally planned as Motorola has some availability. The team is working on a grant proposal with DNR for fuel mitigation and will include critical infrastructure. Winter reprogramming will resume in the new year. There are volunteers to help produce radio training on the law and fire sides to include technical and operational content. Work continues on vetting the new facility and the phone system upgrade.

c. Finance

Tim Henry stated work will begin on closing out 2024 and BARS filing. The team will start setting up 2025 to begin transacting and reporting. Cody Rohrbach and Brad Richmond both thanked the team for their hard work and success on another clean audit.

d. Human Resources

Jeff Tower stated hiring continues to be a focus and there are four people slotted for the January academy, with the possibility of a fifth. Two of the labor units have final contracts to take to their members for a vote and the third group is still working on some language. Jeff is working with Brandon Childs on insuring the new facility.

e. Administration

Lori Markham stated her work continues on the new facility with closing in the next week and then insuring, maintenance, etc. Beginning in the new year the Board minutes will look a little different. The recording of the Board meeting will be posted on the SREC website and the meeting minutes will only be bullet points and action items. Cody Rohrbach added that Lori gave a briefing to the EMS Council that was appreciated. Howard Johnson stated he appreciates all the hard work the team has put in on the new facility and reiterated what a great find and cost savings it is having found an existing building rather than building from the ground up. Cody reiterated Howard's comments and wanted to thank the SREC team overall for a great year and all their outstanding

work to the community. Cody also thanked the Board for their time, service and commitment.

7. Open/Public Comment

No open/public comment.

8. Adjourn

Adjourned at 9:14 a.m.

The next Regular Governing Board meeting is scheduled for, January 16, 2025, at 8:00 a.m.

Board Member
Governing Board

Board Member
Governing Board

DRAFT



Overall Evaluation Summary for PDB DRAFT - Spokane Regional Emergency Communications Project

Company	SOQ (55 points)	Interactive Meeting (45 points)	Management Plan (35 points)	Fee %	Fee off of \$8.5M	Fee Points (15 possible)	Total Score
Bouten/ALSC	51	43	32	5.66%	\$ 481,100.00	12.22	138.22
Core/Architects West	44	N/A					
Garco/Integrus	50	39	32	4.65%	\$ 395,250.00	14.87	135.87
Sellen/SHKS	50	41	29	4.61%	\$ 391,850.00	15.00	135.00
Walker/MMEC	46	N/A					

Board Operations Report

January 16, 2025



SPOKANE REGIONAL
EMERGENCY
COMMUNICATIONS

911 & Crime Check Calls

18.04% of Crime Check calls became reports

Phone	911	Crime Check	Total
Year to Date	292,634	257,202	549,836
Prior YTD	326,056	264,038	590,094
+/-	-33,422	-6,836	-40,258
% Difference	-10.25%	-2.59%	-6.82%
Avg Wait Time YTD (in seconds)	12	21	

Dispatch Statistics

Law Dispatch is measured in "assists". Numbers reflect each call a dispatcher works for patrol. Fire Dispatch is measured in actual dispatches to the field.

Dispatch	Law	Fire
Year to Date	204,979	103,992
Prior YTD	207,544	98,517
+/-	-2,565	5,475
% Difference	-1.24%	5.56%

Crime Check Reports

Crime Check	Phone	Online	Total
Year to Date	46,412	7,092	53,504
Prior YTD	36,170	6,819	42,989
+/-	10,242	273	10,515
% Difference	28.32%	4.00%	24.46%

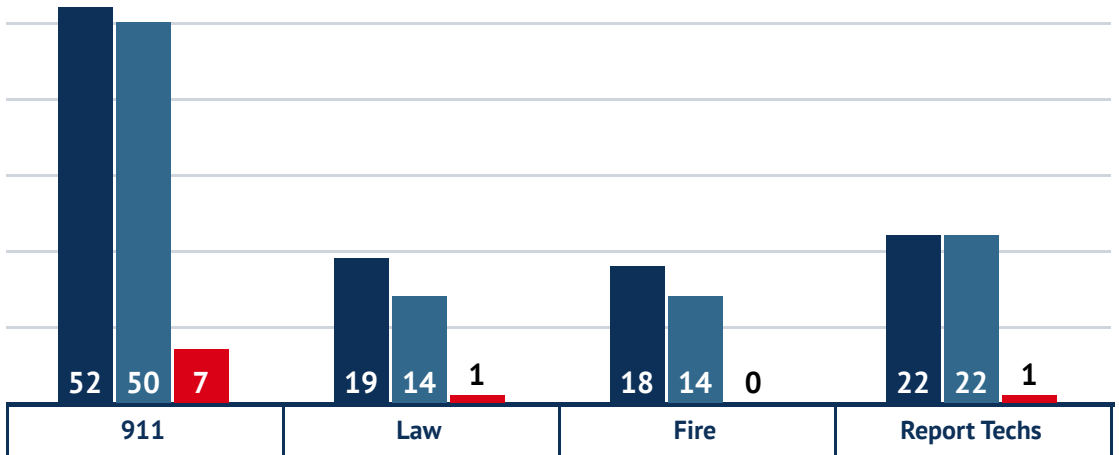
EMD Statistics

Time shown is in seconds. Time to queue is the recognition of medics call type code to completion of key questions. Hands on Chest time is represented from call received to start of instructions for bystander compressions. IAED standard is 120 seconds or less.

EMD	Hands on Chest	Time to Queue (Echo)
Last Month Average	56	26
YTD Average	56	27
Prior YTD Average	55	26
% Difference	1.66%	4.25%
Goal	120	60

Staffing Vacancies

● Budgeted ● Filled ● Training



10% total vacancies as of January 8, 2024



Next Academy: January 27, 2025