COMPLIMENTS OF SPOKANE REGIONAL EMERGENCY COMMUNICATIONS

LORI MARKHAM - EXECUTIVE DIRECTOR
KIM ARREDONDO - DEPUTY DIRECTOR
HEATHER WOOD - 911 OPERATIONS MANAGER
BRAD KANE - DISPATCH OPERATIONS MANAGER
TIM HENRY - FINANCE MANAGER
JEFF TOWER - HUMAN RESOURCES MANAGER
BOB SCHWENT - TECHNICAL SERVICES MANAGER
BRYCE LEMING - PUBLIC SAFETY SYSTEMS MANAGER
JON ADAMS - TRAINING MANAGER
CHERELL YATES - OFFICE MANAGER
PATRICK ERICKSON - COMMUNICATION & MEDIA MANAGER

MISSION STATEMENT 1
EXECUTIVE DIRECTOR'S MESSAGE 2
BOARD MEMBERS 3
MEMBER & PARTNER AGENCIES 5
SREC HISTORY 8
CALL STATISTICS 10
HUMAN RESOURCES 11
STAFFING 12
TRAINING 13
EMPLOYEE MILESTONES 14
9-1-1 15
DISPATCH 16
INFORMATION TECHNOLOGY 17
RADIO SERVICES 18
GEOGRAPHIC INFORMATION SYSTEM 19
BUDGET & FINANCE 20
REVENUES & EXPENDITURES 21
RECORDS 22
Spokane Regional Emergency Communications gets the right resources to the right location with an uncompromising focus on responder and citizen safety.

MISSION

SREC will be the model of a consolidated center that provides top tier service to the community in a manner that fosters trust, respect, confidence and appreciation at every level. SREC will have an excellent workplace future, be a highly engaged member of the public safety regional team and provide exceptional service to citizens and first responders.

VISION

VALUES

At Spokane Regional Emergency Communications, we are professionals who value:
- Integrity
- Curiosity
- Accountability
- Respect
- Optimism
- Teamwork
EXECUTIVE DIRECTOR’S MESSAGE

Spokane Regional Emergency Communications (SREC) is pleased to present its very first Annual Report. As Spokane’s new regionalized public safety 9-1-1 center, 2020 has been a year of growth and progress as the agency has come together to develop policy, a unified approach to operations, governance, financial stability, and internal culture.

Globally 2020 was an unprecedented year with COVID-19 disrupting everyday norms and encouraging new and innovative ways to get the job done. While the pandemic shifted the focus for SREC and created new challenges, it did not slow the progress or prevent the agency’s ability to accomplish many of the intended goals when SREC first formed.

As you will see throughout this report, SREC was able to shift medical call taking from the fire dispatch discipline to the call receivers, saving valuable seconds by notifying responders sooner and starting necessary medical protocols without delay. Staffing efficiency became a focus with the overall goal to begin cross training employees to provide a greater depth of knowledge and the ability to assist in various areas throughout the agency. Improvements were made in all areas of technology to increase efficiency, redundancy, and interoperability, all while ensuring that valuable and necessary systems are safeguarded. These examples highlight just a few of the accomplishments that SREC was able to achieve in its first full year of operation.

SREC continues to benefit from strong governance support. The Law Enforcement, Fire, and EMS leaders, along with the County CEO that represent our member agencies on the SREC Governing Board, provide guidance and direction for the organization. Additionally, the Fire Communications Advisory Board and the Law Communications Advisory Board have representation from all agencies within Spokane County that provide guidance, develop operational policies and practices along with recommendations for enhancements. Together, these boards recognize the valuable role that SREC plays in public safety and the link it creates between citizens and first responders. We are continually grateful for their support and partnership.

At the heart of SREC are the talented Professionals who are here to answer 9-1-1 or Crime Check calls, dispatch responders, and administer, support, and maintain all the necessary systems that are needed to accomplish our mission. Our team continues to navigate all of the changes and progression that a dynamic Communications Center needs to develop, all while concentrating on getting the “right resources to the right location with an uncompromising focus on responder and citizen safety.” We are grateful for their hard work and dedication to the responders and citizens of Spokane County.

This annual report will highlight all of the achievements and dedicated hard work SREC was able to accomplish in 2020. We are honored and proud to serve the Spokane Region and look forward to the challenges and successes that await our organization in 2021.

If you have any questions, feel free to contact me at lori.markham@sec911.org

- Lori Markham
Bryan Collins serves as the Fire Chief of the Spokane Valley Fire Department and has served as a member of the SREC Board since its inception in 2019. Chief Collins has more than 36 years of experience in fire and emergency services and holds a bachelor’s degree in Occupational Studies and a master’s degree in Emergency Services Administration from California State University-Long Beach. He also is an Executive Fire Officer and Chief Fire Officer through the Centers for Public Safety Excellence.

Sheriff Ozzie Knezovich was appointed as Sheriff of Spokane County on April 11, 2006. He was elected to the Office of Sheriff in the fall of 2006 and is currently serving his fourth term as our Sheriff. This year marks his 30th year in the Law Enforcement Profession. As Sheriff of Spokane County, he oversees the law enforcement activities in the unincorporated areas of Spokane County and several contract cities and towns. He is also responsible for managing the County’s Department of Emergency Management.

Brad Richmond serves as the Police Chief of the Airway Heights Police Department and has served as a member of the SREC Board since September, 2020. Chief Richmond is a United States Air Force veteran and has served over 28 years as a Law enforcement officer. Chief Richmond served most of his career on FBI Federal Task forces combating criminal gang, drug and human trafficking enterprises operating in Eastern Washington.

Cody Rohrbach serves as the Fire Chief for Spokane County Fire District 3. Fire District 3 is a diverse combination department with 24 full-time personnel and an additional 150 part-time paid members. Fire District 3 provides service from eleven fire stations across 570 square miles in southwest Spokane County. Chief Rohrbach has extensive experience at the Federal, state, and local level from a career that has spanned 25+ years. This includes serving as an Operations Chief on a Type 1 National Incident Management Team, a team that manages our nations largest wildfires and natural disasters. Cody has a Bachelor of Science in Natural Resource Management from Washington State University.
BOARD MEMBERS

Spokane Valley Police Chief Dave Ellis started his law enforcement career with the Post Falls Police Department in 1998. During that time, he worked as a patrol officer, Field Training Officer, and as a member of the SWAT team. He was awarded the Officer of the Year award in 2000. In 2002, Chief Ellis joined the Spokane County Sheriff’s Office. During that time, he has worked as a Patrol Deputy, Detective, Sergeant, Chief Criminal Deputy, and Undersheriff overseeing all aspects of the Spokane County Sheriff’s Office. During his career with the Spokane County Sheriff’s Office, he has been awarded the Life Saving Medal, Unit Merit award, and the Sheriff’s Star award. Chief Ellis also serves as the Vice President for the Airborne Public Safety Association and is a graduate of the FBI National Academy.

Randall M. “Randy” Johnson was promoted to Fire Chief with Spokane County Fire District 4 in 2012. Prior to that, he served for three years as Deputy Chief for Fire District 4, a combination department with 200 volunteers, 35 part-time and 15 full-time firefighters. Chief Johnson also serves as the Northeast Region Coordinator for Washington State Fire Mobilization, and as Chair of the Northwest Geographic Area Board that oversees Incident Management Teams for natural disasters in Washington and Oregon. He is an Operations Section Chief for one of the two national Incident Management Teams in the region.

As Chief Executive Officer, Gerry serves as the administrative head of Spokane County. The CEO serves as a dynamic and effective ambassador for the mission, goals and values of the Board of County Commissioners both within County Government and throughout the community. Gerry was a Spokane County Employee from 1975 through 2008. He started with the county as a heavy equipment operator and worked his way up through multiple positions including Asphalt Supervisor, Training Supervisor, Human Resources Manager for the Engineering Department, Administrative Manager for Public Works Department, and interim Labor Relations Manager. After retiring from the County in 2008, Gerry was recruited by the City of Spokane in 2008 to serve as both the Deputy Director and Interim Director of Public Works and Utilities, and then later as the Director of Local Government Relations and Labor Policy. After his time at the City, Gemmill served as Vice President of Finance and Administration for Whitworth University between 2013-2015.
MEMBER AGENCIES

- Airway Heights Fire Department
- Airway Heights Police Department
- Cheney Fire Department
- EWU Police Department
- Kalispel Tribe Public Safety Department
- Liberty Lake Police Department
- Spokane County Sheriff’s Office
- Spokane County Fire District 2
- Spokane County Fire District 3
- Spokane County Fire District 4

For all Fire Member Agencies, SREC provides all 9-1-1/EMS call receiving and dispatching services to:
- Spokane Valley Fire Department
- Airway Heights Fire Department
- Cheney Fire Department
- Spokane County Fire District 2
- Spokane County Fire District 3
- Spokane County Fire District 4
- Spokane County Fire District 5
- Spokane County Fire District 8
- Spokane County Fire District 9
- Spokane County Fire District 10
- Spokane County Fire District 11
- Spokane County Fire District 12
- Spokane County Fire District 13
MEMBER AGENCIES

Spokane County Fire District 5

Spokane County Fire District 8

Spokane County Fire District 9

Spokane County Fire District 10

Spokane County Fire District 11

Spokane County Fire District 12

Spokane County Fire District 13

Spokane Valley Fire Department

Spokane Valley Police Department

For all Law Enforcement Member Agencies SREC provides all 9-1-1 call receiving, dispatching services, and Crime Check report writing for:

- Spokane County Sheriff’s Office
- Spokane Valley Police Department
- Liberty Lake Police Department
  - EWU Police Department
- Kalispel Tribe Public Safety Department
- Airway Heights Police Department
PARTNER AGENCIES

For all Non-Member Law and Fire Agencies SREC provides all 9-1-1 call receiving for:
- Spokane Fire Department
- Spokane Police Department
- Cheney Police Department
- Spokane Airport Police Department
SREC also provides all Crime Check report writing for:
- Spokane Police Department
20+ YEARS OF PROGRESS

Spokane County took the first step toward integration in 1998 when Spokane County fire districts consolidated their communications systems into one, The Combined Communications Center. Emergency communications were further integrated on July 1st 2019, when Spokane Regional Emergency Communications, a single organization was established as a Public Development Authority. Their regional approach created to improve current operations and prepare for future technology, bringing Spokane County up to speed with the rest of the northwest in providing quality service in an emergency situation. This integrated approach focuses on customer service needs, getting emergency responders where they need to be faster, delivering on the established SREC standard of efficient, effective, affordable, and sustainable emergency service to Spokane County. SREC gets the right resources to the right location with an uncompromising focus on responder and citizen safety.

SREC integrated all emergency communications in Spokane County, with the exception of the City of Spokane Fire and Police dispatch, Cheney Police dispatch, and Fairchild Air Force Base.

The Combined Communications Building was built with future interoperability in mind and brought 9-1-1 call receiving, law enforcement dispatch and the fire and medical combined communications center together in the same facility.

83% of Spokane County voters passed Proposition 1: 1/10th of 1% Sales Tax Renewal providing financial sustainability through 2028 for improvements in emergency communications including integration.

1998 - 2021
Emergency service communications in the Spokane region integrates on July 1 as Spokane Regional Emergency Communications, a single organization established as a Public Development Authority created to improve current operations and prepare for future technology.

SREC moves Emergency Medical Dispatch from Fire to 9-1-1. Now, a caller facing a medical emergency will stay on the line with the original Communication Officer while responders are being dispatched. The update will bring one of the major purposes for SREC integration full circle, saving vital moments in response time and providing comfort and aide to our citizens in need and eliminating a call transfer.

Crime Check Online Reporting: Citizens in Spokane County will soon be able to file an official police report online for a crime or incident that has occurred within Spokane County. This will allow citizens to submit a report immediately and print a copy of the police report at no cost.
2020 CALL STATISTICS

5 YEAR INCOMING CALL COMPARISON

2020: 557,136 CALLS

2016: 541,399
2017: 530,787
2018: 553,495
2019: 601,782
2020: 557,136

9-1-1 CALLS
2016: 287,419
2017: 269,717
2018: 207,804

CRIME CHECK

OUTGOING

WIRELESS CALLS

238,657

TEXTS TO 9-1-1

359

CRIME CHECK REPORTS

49,329
HUMAN RESOURCES

The first year at SREC was very busy for the Human Resources Department. The first order of business was to coordinate benefits for 130+ employees. With the goal being to match the existing county benefits as closely as possible, HR set up two health plans, two dental plans, a short-term disability plan, a long-term disability plan, employer paid and voluntary life insurance plans, a deferred compensation plan, a VEBA plan and an Employee Assistance Program (EAP). Once benefits were established, HR conducted two open enrollment periods. The first was conducted in November 2019 for the entire 2020 calendar year. The second was conducted in November 2020 for the entire 2021 calendar year. 96% of the employees are participating in at least one of the offered benefit plans.

With benefits established, the next major undertaking involved hiring additional call receivers and administrative staff. HR worked closely with the Personnel Coordinator to streamline the hiring process for call receivers. That included creating a better candidate handoff between interview panel and HR, streamlining communication between contracted hiring partners, and creating new in and out-processing checklists that include each department involved in onboarding a new employee. As part of the new hiring process, HR began conducting the background interviews of potential employees. That amounted to 37 background interviews, numerous oral boards and several new hire orientation meetings.

HR also sits on the Training Oversight Board in an attempt to help identify the qualities that make a successful candidate in order to screen for those during the hiring and selection process.

Hiring By The Numbers:
- 22 Call Receivers and Report Technicians
  - 1 HR Analyst
- 1 Administrative Assistant
  - 1 Finance Manager
  - 1 Financial Analyst
  - 1 Deputy Director
  - 1 GIS Manager
- 1 Senior Public Safety Network Administrator
- 1 Senior Public Safety Systems Administrator
- 1 Communication and Media Manager

Goals for 2021:
- Finalize Collective Bargaining Agreements
- Negotiate Successor Collective Bargaining Agreements for 2022 and beyond
- Complete policy review for compliance with updated laws
  - Automate schedule and payroll
  - Develop an employee handbook
2020 STAFFING

1st Quarter
Law - 73% (14/19)
Fire - 86% (12/14)
9-1-1 - 96% (58/60)
Report Techs - 83% (5/6)

2nd Quarter
Law - 68% (13/19)
Fire - 78% (11/14)
9-1-1 - 88% (53/60)
Report Techs - 100% (6/6)

3rd Quarter
Law - 68% (13/19)
Fire - 78% (11/14)
9-1-1 - 93% (56/60)
Report Techs - 100% (6/6)

4th Quarter
Law - 68% (13/19)
Fire - 71% (10/14)
9-1-1 - 98% (59/60)
Report Techs - 100% (6/6)

COLOR LEGEND:
- LAW
- FIRE
- 9-1-1
- REPORT TECHNICIANS
TRAINING

The SREC Training Program guides employees in learning, developing, and polishing the information and skills needed to accomplish the Mission of SREC, while continually driving the SREC culture in a positive direction. The Training Program meets its Mission Statement by using a two-pronged approach. The program divides its time between training new employees in their respective disciplines, while also focusing on ensuring Continuing Education opportunities for employees who have already become proficient.

2020 Accomplishments:
- Established a new structure for the Training Academies for Law, 9-1-1 and Report Writing.
- Designated Training Supervisors
- Introduced the process of Cross-Training of staff by successfully having members of the 9-1-1 Discipline migrate to the Dispatch Disciplines.
- Trained, certified and supported all members of the 9-1-1 Discipline in the use of Emergency Medical Dispatch (EMD) Protocols.
- Established the Dispatch Review Committee to help foster relationships and encourage communication between the Fire and 9-1-1 Disciplines regarding the use of EMD.
- Successfully trained twelve 9-1-1 Call Receivers
- Provided 5,667.75 hours of Continuing Dispatch Education for our Report Technicians, Call Receivers, Dispatchers and Supervisors.

2021 Goals:
- Achieve full staffing for the agency.
- Bolster the number of proficient, cross-trained Communication Officers and Supervisors.
- Enhance the Quality Assurance program to meet industry standards in occurrence levels, while continuing to improve employee performance by recognizing trends to direct the training program.
- Establish a feedback program with the agency Medical Director to establish communication and input to ensure SREC customers are receiving the best in care for pre-hospital medical emergencies.
- Work with partner agencies from both Fire and Law to integrate training opportunities to improve communication and responses between Dispatch and responding Field Units.
- Build stronger ties with peer Communications agencies at the training level, continually seek to improve our Training Program, and be looked at by peer agencies as the exemplary program in the area.

SREC
Auditorium
Sign in at desk and take your temp please
EMPLOYEE MILESTONES

30 YEARS
Janet Hawkins

25 YEARS
Luke Cussins
Jackie Ochs
Marshall Yenney

20 YEARS
Randy Langford
John Heglin
Suzanne Kirk
Karen Crawford
Dave Heglin
Todd Devenish
Chad Hardy
Alan Heagle
Andrea Greenfield
Tera Zajack

15 YEARS
Kim Arredondo
Joe Dellwo
Amy Sullivan
Gary Hobbs
Amanda Vandenberg
Michael Holbrook
Heather Wood
Jen Sundheim
Kelli Mehaffey
Chad Heikkila
Laura Hawkins

10 YEARS
Trisha Weitz
Jeffrey Hunt
Gerald London
Cassidy Haas
KJ Petersen
Jason Molina
Lori Markham
Jayme McGregor
Veronica Hamm
Melanie Hall
Jon Adams
Eric Olson
Brad Kane
Theresa McCollum

5 YEARS
Louis Lefebvre
Erin Lowe
Daryl Dunckel
Chris Drohan
Holly King
Cherell Yates
Jourdan Neal
Raegan Hays
Dillon Jacobsen
Breann Kostelecky
Frank Lovasz
Rocky Botner
Amanda Fleming
Grant Schwallie
Daniel Roach
SREC 9-1-1 is staffed with highly trained Communications Officers dedicated to public safety. SREC Call Receivers answer all 9-1-1 and Crime Check calls within Spokane County. Additionally, SREC employs six Report Technicians who are responsible for processing Crime Check reports over the phone. Report Technicians were responsible for writing 50% of the reports that came through Crime Check throughout 2020. The creation of SREC provided new opportunities for 911 Call Receivers to cross-train into Law Enforcement and Fire Dispatch. Previously, these were separate careers. Communication Officers are now empowered to cross train to both fire and law dispatch. 

One of the main goals for SREC in 2020 was to adjust the workflow for the regionalized system to achieve a more efficient emergency communications center. The most notable and significant change was the transition of medical calls, also known as EMD, from fire dispatch to the 9-1-1 call receiver. While this is not new to the 9-1-1 industry, this change brought SREC up to the industry standard and significantly improved response times for medical emergencies. All 9-1-1 Communications Officers and Supervisors went through extensive training on the Priority Dispatch Systems software and medical protocols to pave the way to this successful transition.

Accomplishments of 2020

- **January:** Crime Check began taking reports over the phone for Airway Heights Police Department.
- **March:** SREC began assisting our law partners during the onset of COVID by taking additional reports over the phone that were traditionally done in person by an officer.
- **July:** Communications Officers trained on handling medics calls.
- **August 12, 2020:** SREC went live with EMD shifting it from fire dispatch to 9-1-1.
- **November:** First post go-live assessment with Priority Dispatch, the EMD vendor who stated that SREC was “outstanding and one of the best the Project Coordinator had ever seen.”
- Communications Officers signed and implemented more than 150 new or updated policies, procedures, or guides.
- Complaints per total calls received is 0.011%
- SREC answered 90% of 9-1-1 calls in 10 seconds and 97% of 9-1-1 calls in 20 seconds. The industry standard is 90% of calls in 15 seconds and 95% in 20 seconds.

SREC Goals for 2021

- SREC will hire two additional Report Technicians with the goal of writing closer to 70% of all Crime Check reports taking an additional burden off Communications Officers.
- SREC will be transitioning fire calls (non-medical) from fire dispatch to 9-1-1
- SREC will implement an online crime reporting solution as another way for citizens to file certain Crime Check Reports.
- Update the 9-1-1 phone system which will integrate text to 9-1-1 and RapidSOS data which provides a direct data link from the caller’s device to the 9-1-1 system.
- Continue to transition Communications Officers to cross train in law and fire dispatch.
- Improve EMD compliance ratings with the long-term goal of accreditation.
- SREC will meet or exceed industry standards by answering at least 95% all incoming 9-1-1 calls in 20 seconds.
DISPATCH

SREC provides Fire and Law Dispatch services to 13 local Fire Protection Authorities and 6 local Law Agencies in Spokane County. The coverage area of SREC includes over 1700 square miles. SREC Dispatch employs twenty-four dedicated staff members that work a configuration of 8, 10, and 12-hour shifts to get the right resources to the right location 24 hours a day, 7 days a week. Dispatch provides a vital link from when the call comes in through 9-1-1 to the responding units in the field. Dispatch reviews and processes the critical information from the 9-1-1 call and continually updates the responders so they can form the best course of action. During and after the call, Dispatchers provide on-going support for the field units including, but not limited to interfacing with other agencies, generating additional resources for response, coordinating additional field support, interfacing with the public, while maintaining upmost awareness to each situation for both responder safety and citizen safety.

2020 Accomplishments:

- Transition of EMD call taking duties to Communication Officer 1
- Implemented Priority Dispatch Aqua QA program for EMD call-taking
- Developed mentoring program to facilitate improved EMD call compliance
- Refined dispatching process to reduce average dispatch times from Q1 times of 39 seconds to Q4 times of 29 seconds.
- Cross-trained a Communications Officer 1 to Communications Officer 2

2021 Goals:

- Transition of Fire call taking duties to Communication Officer 1
- Develop QA program for Fire call-taking and implement mentoring program
- Increase number of Communication Training Officers (CTO) to five
- Continue to cross-train Communications Officer 1 to Communications Officer 2 & 3
- Increase number of floor Leads to four
- Provide continuing education and training for employees to include field personnel
- Support field training exercises with a dedicated dispatcher
INFORMATION TECHNOLOGY

Prior to the inception of Spokane Regional Emergency Communications (SREC), 9-1-1 and Dispatch’s IT support was provided by the County’s Information Technology Department and the City of Spokane’s IT Department. SREC leadership understood that SREC would not be able to rely on outside agencies to manage and maintain the complicated Public Safety technology after the transition, and would need an in-house IT team. A lot of work and planning has gone into configuring SREC’s current technology infrastructure. IT personnel started meeting with vendors and IT partners at the County and City of Spokane, planning for the substantial transition project, months before the scheduled go-live on July 1, 2019 to ensure a successful transition of operations and IT services to SREC. SREC was without an IT department to support the technology needs of the dispatch center; and had to build an IT department. SREC hired three highly qualified senior administrators to help us design and build the IT infrastructure. Finding the right people was key to SREC’s success and now SREC has a well-rounded IT team.

Other significant projects followed, for example: the configuration and hosting of a Microsoft Teams environment for the Incident Management Team’s response to Covid-19. SREC implemented security enhancements to the network including Cisco AMP and Firepower Threat Defense integrations. Finally, SREC configured and hosted Emergency Medical Dispatching (EMD) software so that the 9-1-1 Communications Officers could field medical calls to shorten the time it takes to dispatch calls. All of these significant accomplishments were completed without negatively affecting 9-1-1 and dispatch operations. The SREC IT team is excited and ready for what the future has to offer!

2020 accomplishments:
- Built IT department from the ground up
- Functioning secure domain and network infrastructure built in 3 months
- Completed redundant fiber ring to our backup site
- Configured Forest Level Trust with City of Spokane and Spokane County
- Significant security enhancements implemented
- No operational down time during transition (no missed 9-1-1 calls!)
- EMD hosting and implementation

2021 goals:
- Further increase our security posture with layer 7 packet inspection 2-factor authentication
- Virtualize CAD clients to isolate critical workflows
  - SREC wide hardware refresh
  - 9-1-1 Phone system update
- Increase virtual environment capacity to expand Public Safety and GIS systems
- Successful Crime Check Report Writer work from home program
RADIO SERVICES

The Spokane Regional Emergency Communications radio system is an 800MHz trunked system, with VHF interoperability resources, that provides emergency radio service to all County, City, State, and Tribal first responders in Spokane County. The system consists of 23 radio sites and has fully redundant network cores for resiliency and a backup Communication Center for dispatch. The primary trunking system provides 95% coverage or better using portable radios.

RADIO SHOP

Critical Microwave networks were refreshed with new technology, and out of support mutual aid radios were replaced with modern radios and the system optimized for coverage and reliability. A new power system maintenance program was put in place to ensure reliable energy to the critical systems, even with the loss of commercial power. This program identified failing power systems and batteries which resulted in the replacement of equipment that could prove unreliable at a critical time. A potential vulnerability was identified in the radio system design and a project was started to build more resiliency into the system to mitigate this. The focus of the radio shop in 2021 will be the completion of major infrastructure projects and the replacement of out of support mobile and portable radios, in addition to the routine maintenance, repair, and programming of the public safety communication radios and systems.

2020 Accomplishments

• Upgraded the radio system to most current version
• Installed data links for DEM/Amateur Radio pilot project
• Replaced the remainder of the legacy microwave network radios.
• Implemented a site-battery maintenance program and identified and replaced damaged batteries at 5 radio sites.
• Supported numerous deployments of the radio caches in support of responses to civil unrest.
• Reprogrammed over 2000 radios with updated codeplugs.
• Completed the inventory and transfer of radio system assets from the county to SREC.
• Replaced the out of date Spokane Regional Mutual Aid 1 radio system.
• Began the first phases of the microwave management system upgrade and the Geo Redundant Prime Site project.
• Replaced the out of support portable radios at the Geiger Correctional Facility.
GEOGRAPHIC INFORMATION SYSTEM (GIS)

2020 brought a GIS update to Infor Fire CAD (Computer Aided Dispatch), including the initial addition of aerial imagery. More significantly, site address data was incorporated into verification and a new routing network was built to utilize driveway connections to the new point locations. This put the New World CAD and Infor systems CAD on the same datasets for the first time in their coexistence. A Covid-19 dashboard was created to help statistically and spatially track potential COVID-19 related calls for the operational awareness of SREC’s partner agencies. With the help of the IT Team, SREC also installed it’s own GIS environment and began converting data to the network.

SREC GIS also took over all Next Gen 9-1-1 related work in 2020. Mostly through the work of the Master Street Address Guide (MSAG) Coordinator and with the help of regional GIS staff, SREC brought itself into compliance with State NG911 data standards, removing all critical errors and achieving a 99+% accuracy rate in its MSAG and GIS data. SREC’s MSAG Coordinator was responsible for more improvements to street and address data, County-wide, in the last 20 years than any other person. He worked tirelessly to verify addresses, maintain accurate records and coordinate with regional addressing authorities, phone companies, and the State.

2021 Goals:

- Updating to New World CAD, including a new GIS version and environment.
- Adding a new GIS Analyst.
- Converting all Public Safety GIS data to SREC GIS and begin feeding both CAD systems from there.
- Creating and building web-based GIS apps, including a resource for addressing authorities and dashboards for internal use, as well as for partner agencies.
BUDGET & FINANCE

The SREC finance division continues work to strengthen internal controls, improve reporting, and further implement the Incode software system. Significant progress was confirmed in the results from SREC’s first audit by the Office of the Washington State Auditor ("SAO") for the 2018 and 2019 calendar years, SREC received a clean audit report on both its Accountability and Financial audits.

The budget development process was completed with the SREC Board approving the 2021 Budget and Capital Improvement plan during the November 19th, 2020 meeting. Work has also began on longer term financial and strategic planning.

The fixed asset tracking system and payroll system were implemented during the year, the asset conveyance from Spokane County was completed, and the reliance on contracted payroll providers ended.

Finance & HR departments have implemented new software, allowing SREC to centralize all financial management as a truly independent agency, meaning that accounts payable, asset management, payroll, personnel management, and reporting will now be done in house.

PERSONNEL SALARY & WAGES EXPENSES

PERSONNEL SALARY & WAGES AND OVERTIME 2020
2020 REVENUES

- 80% of SREC funding came from Board of County Commissioners approved and dedicated revenue from the county generated Enhanced 9-1-1 and the 1/10th of 1% Communications sales, use, and excise taxes.
- 19% of the revenue was received from contracted partner agencies.
- Other revenue accounted for about 1% and included investment earnings, grant pass-through funds, and a small amount of miscellaneous revenue
  - Spokane County $19,351,532
  - Contracted Partner Agencies $4,461,158
  - Other $321,140
- Total 2020 Revenue $24,133,830

2020 EXPENDITURES

- SREC 9-1-1’s personnel expenses were 60% of total expenses.
- Supplies & Services expenses were 23% of the total.
- Capital Improvement & Replacement expenses were 18% of the total.
  - Personnel: $12,436,100
  - Supplies & Services: $4,742,248
  - Capital Improvement & Replacement: $3,664,771
- Total 2020 Expenses: $20,843,119
Spokane Regional Emergency Communications is considered a local government agency and is therefore subject to the Public Records Act. SREC began utilizing GovQA, a software program, which required building a platform to meet the needs of SREC, its customer agencies and the public. GovQA is a public records management software which allows SREC to receive, respond to, track and maintain records requests and remain compliant with the Freedom of Information Act and Washington State Public Disclosure Laws. SREC receives thousands of requests a year from interagency customers as well as the public. Each year the number of requests increases and that trend will only continue.

Requests processed between January 1, 2020 and December 31, 2020:
Total Number of Public and Internal Requests = 5069
  Total Number of calls recorded = 8451
  Total number of hours recorded = 499
  Internal Requests Only:
    Total # of requests = 4633
    Total # of calls recorded = 7389
    Total # hours recorded = 433
  Public Records Requests Only:
    Total # of requests = 436
    Total # of calls recorded = 1062
    Total # hours recorded = 66

Goals for 2021:
• Ensure all current and incoming staff completes an introductory training for Public Records
• Accomplish Public Records certification through Washington Association of Public Records Officers (WAPRO)
• Fully train a second person to assist and back-up the Public Records Specialist