SPOKANE REGIONAL
EMERGENCY
COMMUNICATIONS

ALWAYS HERE FOR YOU

2022

Annual Report

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SPOKANE REGIONAL EMERGENCY COMMUNICATIONS

Compliments of Spokane Regional Emergency Communications

MESSAGE FROM THE EXECUTIVE DIRECTOR

On behalf of all our Communications Officers and Support Professionals at Spokane Regional Emergency Communications (SREC) it is a privilege to present the 2022 SREC Annual Report.

2022 has again been a year of significant change, challenge, and opportunity for our agency and for our staff across departments. They have continued to demonstrate resiliency, flexibility, focus, and tenacity. Like last year, we continue to navigate through staffing shortages, process and procedural changes, and the demands of working in Public Safety.

Refreshingly, we are now able to be more visible in the community as COVID restrictions have subsided, and this has created positive interactions for both our staff and the community. From the Spokane County Fair to numerous career and community events, it feels good to be able to connect in person once again.

Our radio and technical services teams planned for numerous upgrades, replacements, and changes inevitable in our rapidly changing technology environment. Their work on the systems and infrastructure so vital to our community and our first responders is unwavering, and they are significantly prepared for the innovations coming our way.

If you have any questions, feel free to contact me at lori.markham@srec911.org.

To succeed in public safety, we are often asked to be selfless and rely on grit and determination. I am fortunate to see this demonstrated every day at SREC.

Now entering our fifth year as an agency, we look back over all we have accomplished and look ahead to fulfilling our strategic plan. We also take time to reflect on why we exist as an organization, as well as what drives our incredible employees to show up and do the jobs they do. With the passage of Senate Bill 5555, our employees are now "officially" first responders. Of course, they always have been, but it is nice to have it on the record. This was a huge step for our profession and one that was a long time coming.

Being a First Responder is a mindset, and for many, a calling. First responder core values are deeply rooted in dedication, excellence, commitment, respect, partnership-building, creativity, resourcefulness, and compassion. To succeed in public safety, we are often asked to be selfless and rely on grit and determination. I am fortunate to see this demonstrated every day at SREC.

As you read through this report, you'll see that SREC was able to accomplish much. We are both honored and proud to serve the Spokane Region, and look forward to all we will accomplish in 2023.

Lori Markham
Executive Director

BOARD OF DIRECTORS

Chief Cody Rohrbach
Spokane County
Fire District 3

CHAIR
Representing EMS & Trauma Care Council

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 11 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 nation's largest wildfires and natural disasters. Chief Rohrbach holds a Bachelor of Science in Natural Resource Management from Washington State University.

Chief Brad Richmond
Airway Heights
Police Department

VICE CHAIR
Representing NW Leadership Small Cities/Towns

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. He served most of his career on FBI Federal Task Forces combating criminal gang, drug, and human trafficking enterprises operating in Eastern Washington. Richmond and his 20 commissioned officers collaborate with federal, state and tribal and Department of Corrections partners, all of whom are part of the law enforcement fabric of Airway Heights.

Scott Simmons
CEO Spokane County

Scott Simmons is the Chief Executive Officer for Spokane County, where he serves as the dynamic and effective ambassador for the mission, goals, and values of the Board of County Commissioners, both within County government and throughout the community. Simmons has more than 20 years of experience in public administration and a proven record of efficient operations leadership in the areas of finance, customer service, and employee engagement. Previous to his role as CEO of Spokane County, Scott worked for the City of Spokane in a variety of leadership roles from 2013-2021, including Director of Business and Developer Service, the Director of the Public Works Division, and as Acting City Administrator for the City of Spokane.

Assistant Chief Howard Johnson
Spokane County
Fire District 4

Representing Inland Empire Fire Chiefs Association

Howard Johnson is the Assistant Chief with Spokane County Fire District 4, a combination department with 44 full-time personnel, 25 part-time personnel, and 65 volunteer personnel. District 4 provides services across 322 square miles with 10 stations. Johnson has been with District 4 for 30 years and began as a volunteer his senior year in high school. He held a key position in the development/implementation of Spokane County's current 800mhz 'trunked' radio system, is Co-Chair of the Combined Operations Group (COG), and has been involved with SREC's board since its inception. Johnson also has extensive experience with Incident Management Teams (IMT), holding various positions for the past 20 years. For the past 10 years, he has held the position of Planning Section Chief on the NW IMT 12, Type 2 Incident Management Team.

Sheriff John Nowels
Spokane County Sheriff's Office

Sheriff John Nowels has been with the Spokane County Sheriff's Office for over 24 years, where he has held every promotional position in the Sheriff's Office. During this time, he has worked with and supervised personnel in every division of the Sheriff's Office, with significant time spent serving in the Investigative Division as a Lieutenant, Chief Criminal Deputy, Inspector, and Undersheriff. He was elected Sheriff in November 2022, and began serving as Spokane County Sheriff on January 1, 2023. Sheriff Nowels holds a BA in Criminal Justice from Eastern Washington University and a Master's Degree in Organizational Leadership from the University of Oklahoma. He is also a graduate of the FBI National Academy in Quantico, Virginia, and while at the FBI National Academy, completed master's level leadership courses from the University of Virginia. In addition to his role on the SREC Board, Sheriff Nowels holds positions on the Salvation Army Advisory Board, the Spokane County Behavioral Health Advisory Board, the Washington State Children's Justice Task Force, the Partners with Families and Children Board, and the Spokane Regional Domestic Violence Board.

Chief Dave Ellis
Spokane Valley Police Department

Spokane Valley Police Chief Dave Ellis began his law enforcement career with the Post Falls Police Department in 1998. During this 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.

Chief Frank Soto, Jr.
Spokane Valley Fire Department

Fire Chief Soto began his career in 1996 with the Albuquerque Fire Department (AFD) in Albuquerque, New Mexico. During his time with AFD he enjoyed a diverse career in all divisions (Haz-Mat, TRT, Paramedicine, and Wildland) including executive leadership, management, and instruction. In 2018, Chief Soto joined the Rural Metro Fire Department in Tucson, Arizona where he worked as both the Assistant Chief of Operations and Administration. He holds a Master of Public Administration from Anna Maria College, as well as multiple Incident Command System (ICS) certifications, including Blue Card IC and Fire Officer IV (Proboard). Additionally, he has completed many specialized leadership-training courses, including the National Fire Academy's Executive Fire Officer Program; the Naval Postgraduate School's Executive Leaders Program; and Texas A&M University's Fire Service Chief Executive Officer Program. Chief Soto is also designated as a Chief Fire Officer and Chief EMS Officer through the Center for Public Safety Excellence.

Gayne Sears
Citizen Representative

Gayne Sears retired from a 30-year career with the US Forest Service as a District Ranger at the Newport/Sullivan Lake Ranger District of the Colville National Forest in 2020. She has more than 20 years' experience in wildland fire fighting, from on-the-ground firefighting to Agency Administration/decision maker for large wildland fire incidents. Gayne remains active on Incident Command Teams as a Fire Information Specialist. She is also active in several non-profit Boards and enjoys camping, rowing, hiking, and work around the home. Gayne is married and has nine grandkids.

MEMBER AGENCIES

For Law Enforcement member agencies:

SREC provides all 911call receiving, dispatching services, and Crime Check report writing.

For Fire member agencies:

SREC provides all 911/EMS call receiving and dispatching services.

911 / EMS Call Receiving

Call Triage

EMD *(Emergency Medical Dispatch)*

Fire Dispatch

Law Dispatch

Medical Dispatch

Report Writing

Radio Services

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

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

PARTNER AGENCIES

For partner agencies:

SREC provides all 911 call receiving for City of Cheney Police Department, City of Spokane Fire Department*, Spokane Airport Police, and Spokane Police Department**.

Partner agencies triage and dispatch their own calls.

City of Cheney Police Department

City of Spokane Fire Department

Spokane Airport Police

Spokane Police Department*

**SREC provides all call reciving and dispatching for City of Spokane Fire Department under an MOU.*

***SREC provides all Crime Check reporting for Spokane Police Department.*

SREC HISTORY

2017

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

2018

Emergency service communications integrates on July 1 as SREC, creating a single organization established as a Public Development Authority designed to improve current operations and prepare for future technology.

2019

Crime Check Online Reporting launches, allowing citizens in Spokane, Spokane Valley, Liberty Lake, Airway Heights, and Spokane County the ability to file an official police report for non-emergency crimes. Reports can be filed immediately and printed free of charge.

2020

Achieves one of the reasons for integration—saving time, providing immediate care.

SREC moves Emergency Medical Dispatch from Fire to 911. Now, a caller facing a medical emergency stays on the line with the original Communications Officer while responders are being dispatched, saving vital moments in response time and providing comfort and aid to our citizens in need while eliminating a call transfer.

Convenient and cost effective for citizens.

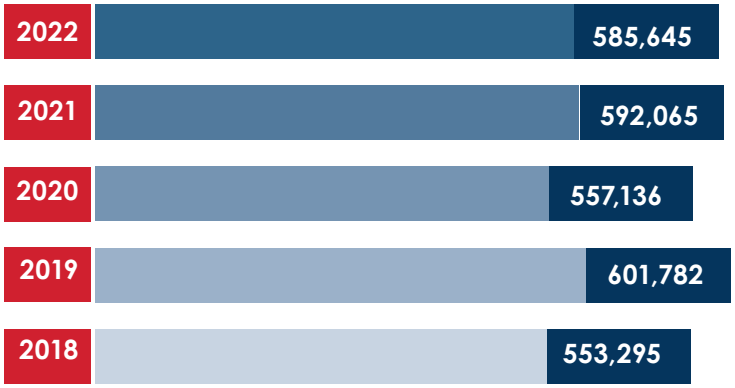
2021

SREC begins EMD and Dispatch services for Spokane Fire Department.

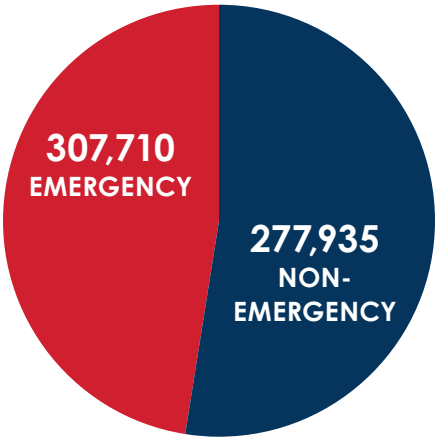
2022

2022 CALL STATISTICS

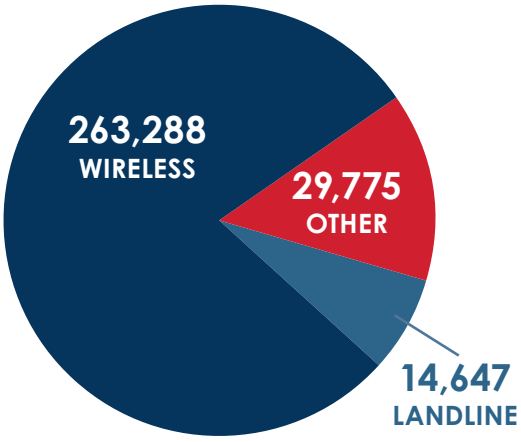
FIVE YEAR CALL HISTORY



EMERGENCY CALLS VS. NON-EMERGENCY CALLS

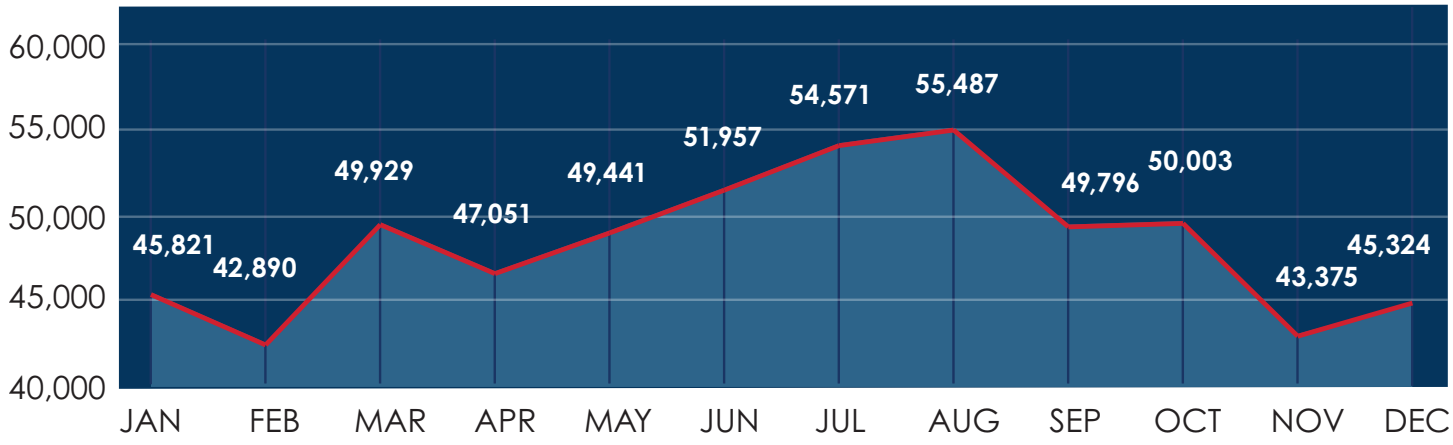


EMERGENCY CALLS WIRELESS VS. LANDLINE



TEXT TO 911

2022 MONTHLY CALLS



EMPLOYEE MILESTONES

We are fortunate to employ so many experienced and highly trained Communications Officers. The combined years of experience across departments provides institutional and historical knowledge that increases trust from first responders in the field as well as our citizens.

We want to recognize our employee milestones, along with their dedication and resilience.

With more than 23 years experience, Todd Devenish brings his extensive knowledge and skills to his role as a Communications Supervisor in Law Dispatch. Our Law group has a combined 130 years of experience.

30 - YEARS

Janet Hawkins (30)

25 – 29 YEARS

John Heglin (25)

Randy Langford (26)

20 – 24 YEARS

Gary Hobbs (20)

Amy Sullivan (20)

Andrea Greenfield (20)

Joseph Dellwo (21)

Tera Zajack (22)

Alan Heagle (22)

Chad Hardy (22)

Todd Devenish (23)

Karen Crawford (24)

Suzanne Kirk (24)

15-19 YEARS

Jason Molina (15)

Amanda Vandenberg (15)

KJ Petersen (15)

Cassidy Haas (15)

Jeffrey Hunt (15)

Gerald London (15)

Laura Hawkins (17)

Chad Heikkila (17)

Kelli Mehaffey (17)

Jennifer Sundheim (18)

Kim Arredondo (19)

Heather Thompson (19)

10-14 YEARS

Holly King (10)

Chris Drohan (10)

Daryl Dunckel (11)

Louis Lefebvre (11)

Brad Kane (12)

Jon Adams (13)

Eric Olson (13)

Lori Markham (14)

Veronica Hamm (14)

Jayme McGregor (14)

5 – 9 YEARS

Jessica Huguenin (5)

Michelle Tinsley (5)

Sarah Loomer (5)

Kristena Breeze (5)

McKenzie Rahn (5)

Ivy Jennings (6)

Daniel O'Neill (6)

Ash Lewan (6)

Grant Schwallie (7)

Rocky Botner (7)

Frank Lovasz (8)

Breanne Kostelecky (8)

Dillon Jacobsen (9)

Raegan Hays (9)

Cherell Yates (9)

Milestones reflect years of service as of 2022.

THANK YOU FOR ALL YOU DO.

A career as a SREC Communications Officer is challenging to say the least. You must be able to demonstrate significant skills in technology, multi-tasking, decision making, and resiliency to name just a few. In addition, to be considered for hire, candidates must pass a comprehensive background check to ensure their integrity.

Our Human Resources (HR) team tracks the number of applicants each year as well as the success rate of completing the training, so we can assess if our recruiting efforts are reaching a qualified pool of candidates. 2022 remained a challenge to our staffing efforts.

Short staffing causes stresses to our employees and member agencies. Our goal is to concentrate our hiring efforts on candidates that are most likely to succeed in all three disciplines: 911, Fire Dispatch, and Law Dispatch.

30 NEW HIRES FOR 2022S

WE'RE HIRING

- 23 Communications Officers
- 4 Report Techs
- 1 Communication & Media Manager
- 1 Technical Services Director
- 1 Accounting & Payroll Specialist

57 Background interviews conducted

27* Applicants unable to pass comprehensive background checks

26 Employees resigned, were terminated, or unable to complete training

2 Employees retired from SREC

*These applicants were given a conditional offer letter.

Our HR team also ensures we have settled contracts with our union represented employee groups as this creates stability within our teams. SREC puts an emphasis on benefits and programs that promote wellness and an overall healthy workplace.

HR helped negotiate two contract amendments with our bargaining units in 2022. The changes should allow supervisors and communications officers to more easily cross-train across disciplines, meeting both staffing and career development needs. In addition to amending the contract, SREC and the unions agreed on the following enhanced employee benefits:

- **Employer paid Pet Insurance**
  SREC contributes 50% of an employee's pet insurance up to $30 per month.
- **Employer paid Student Loan Repayment**
  SREC contributes $300 per month toward an employee's student loans if they make their minimum payment.
- **Employer sponsored YMCA fitness membership**
  SREC joined the YMCA's corporate program where the YMCA offers a 20% discount to our employees, SREC contributes $30 per month and the employee pays the difference. This created an affordable and accessible fitness program to employees and their families.

"I love my career with SREC because I'm able to connect with different people every day and hopefully help or direct them on a day where they need a little extra care or help."

Aimee Scholz
Report Technician

TRAINING & QUALITY ASSURANCE

Training and Quality Assurance enables SREC to consistently deliver on its mission statement. The job our Communications Officers (CO) do is difficult and demanding. Our training program is equally rigorous as we prepare new employees to take on a job that truly makes a difference in someone's life every day. Because of this, our training team devotes an incredible amount of time to ensure our new recruits have everything required for success.

An in-depth training Academy for our newly hired and newly cross-trained COs is essential to instructing employees on the demands of the job and multitude of skills it takes to be successful in this industry. Our academies consist of seven weeks in the classroom and an additional nine weeks of floor training by our CTOs. Even after our COs are signed off on their own, they receive daily coaching, weekly mentoring, and ongoing learning opportunities as they begin their career path with SREC.

Saving lives everyday

Emergency Medical Dispatch (EMD) Training allows our COs the ability to accurately and efficiently triage emergency medical calls, making them the FIRST first responders. Our COs are a lifeline to those on the other end of the phone, and we're focused on providing consistent, efficient, compassionate, and cohesive care.

HANDS-ON-CHEST TIME ALMOST*
50% FASTER
THAN RECOMMENDED BY IAED

Our average Hands-on-Chest times for 2022 was 55 seconds. The International Academies of Emergency Dispatch (IAED) recommends 120 seconds. This time is measured from the time the caller states there is a medical issue to the time chest compressions begin. The technical and guided experience training our COs receive significantly improves a patient's chances of a positive outcome.

Our robust Quality Assurance program helps ensure we are effectively handling the emergency needs of our community while continually educating and counseling our employees for their growth in skills. Additionally, our COs in both 911 and Dispatch are funneling timely and accurate information to the field responders so they can perform their public safety duties to the best of their ability.

"The most important part of the organization for me is having the tools and knowledge to train new employees to do their job to the best of their ability. Assuring our new employees have a sense that they are part of our SREC family is vital and providing them with the experience they need to help the community is also imperative."

Sarah Hall
Communications Officer in Law Dispatch
2022 Employee of the Year

** 55 seconds average vs. IAED recommendation of 120 seconds*

9,044+

TOTAL CALLS REVIEWED

29.3% of calls

26,500+

TOTAL HOURS TRAINING

IN 2022 TRAINING* PROVIDED:

- **8,950+ HOURS** Training Education to Current Employees
- **6,000+ HOURS** of New Call Receiver/ Dispatcher Education to **25** New Call Receivers and Dispatchers
- **2,000+ HOURS** of Emergency Medical Dispatch Training

OUR QUALITY ASSURANCE PROGRAM:

- **4,485 CALLS** reviewed (QA Members and Communication Supervisors)
- **1,146 EMD CALLS** reviewed (EMD Quality Assurance Unit)
- **326 CPR calls** reviewed by Fire Communication Supervisors to ensure the need for CPR is being recognized at the quickest possible moment
- **3,413 LAW-SPECIFIC CALLS** reviewed, including **801** CAD entries reviewed

**State Mandated Training for Call Receivers (minimum 24 hours per CO)*

SREC Dispatch provides a vital link to responding units in the field. From the moment a 911 call comes in and the location and call type are identified, SREC dispatchers are already busy in the background lining up resources and researching necessary information to assist first responders. The continual updates they provide ensure responders can determine their best course of action.

Both Fire and Law Dispatch groups have weathered numerous changes and pressures in 2022—from taking on dispatch for the Spokane Fire Department, to staffing shortages. Like the first responders they are, they handled these challenges by doing what they do best: showing up and doing the job.

Our Communications Officers in Law Dispatch have a combined **130 years of experience**, and our Communications Officers in Fire Dispatch have a combined **121 years of experience**. The incredible dedication and resiliency this demonstrates means our partners in the field can trust and rely on them in all kinds of scenarios. Becoming a successful dispatcher requires the ability to build strong relationships and trust while being able to work in high pressure situations where lives can be at stake. Our experienced dispatchers are also helping build the next generation of Communications Officers by actively training recruits from 911, enhancing their careers as well as the service they'll go on to provide.

2022 DISPATCH STATS

NUMBER OF CALLS	FIRE	LAW
Total Calls Dispatched	**100,788**	**186,670**
Average Per Day	**276**	**511**

SREC provides Fire and Law Dispatch services to 14 local Fire Protection Authorities and 3 local Law Enforcement Agencies in Spokane County. These services span more than 1,700 MILES.

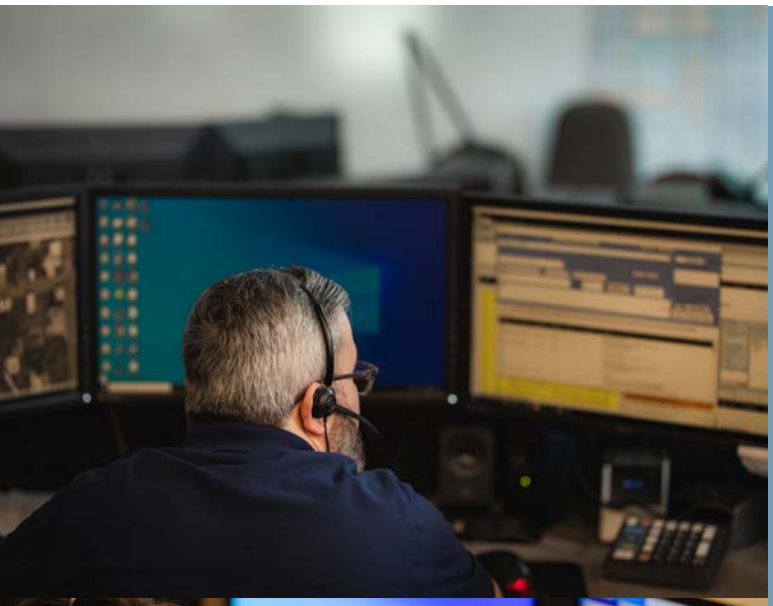
Amanda Vandenberg
Communications Officer in Law Dispatch

911 CALL RECEIVING

Our 911 Communications Officers demonstrated incredible flexibility and resiliency in 2022. Staffing levels were challenging, which created additional pressure, especially as they managed through the changes with SFD and SPD. Regardless, they persevered because of the dedication they feel toward our community. They are truly the FIRST first responders (now officially thanks to the passage of SB5555), and they perform a critical role—one that is unbelievably demanding and difficult. Beyond managing the emotions of citizens possibly having the worst day of their lives, our Communications Officers must also be adept at technology, multi-tasking, customer service, and demonstrate exceptional judgement.

The calls they take continue to increase in complexity and intensity. While not physically on the scene, they are still affected, and often psychologically drained after working long hours and overtime to fulfill minimum staffing requirements. Still, we are seeing increased interest in cross training, as well as a new generation of Communications Officers excited to learn and build their careers with SREC. Our hiring process is intense, and our training program is rigorous, but we continue to be impressed by the exceptional people walking through our doors.

Our call stats and Emergency Medical Dispatch numbers tell a story of success and unbelievable skill. For 2022, we demonstrated improvements in our Hands-on-Chest and Time-to-Queue numbers—all with staff shortages and the ongoing training of new recruits happening.



"I love being able to use my skills to support my community in a meaningful way."

Raegan Hays
Communications Officer & CTO in 911

CRIME CHECK REPORTS

When a citizen calls Crime Check to make a report, a Communications Officer takes initial information to ensure the call is handled in the best manner. From there, calls are either sent to dispatch or set up for a full, detailed report to be taken. How calls are handled depends on the situation and jurisdictional procedures.

All Crime Check reports are taken by our team of amazing Report Technicians. Currently, our call back times to take a report are less than 24 hours, and often much faster. A Report Tech walks citizens through the detailed report process, gathering all the pertinent details that Law Enforcement needs to follow up. They also process priority reports such as juvenile runaway reports or stolen vehicles.

Report Technicians have in depth knowledge of Washington State laws, strong writing skills, and the ability to reassure scared or frustrated citizens. Our nine Report Technicians provide caring, empathetic assurance along with other valuable information to assist the caller—such as resources for scams, fraud, and more.

286% INCREASE ONLINE CRIME CHECK REPORTS

40,769
CRIME CHECK REPORTS
With the launch of online Crime Check reports in 2021, we saw a significant growth in citizens taking advantage of this convenient option for 2022—a 286% increase.

CRIME CHECK	2021	2022	CHANGE
Phone	40,370	31,039	**-23%**
Online	2,519	9,730	**+286%**
Total	**42,889**	**40,769**	**-4.9%**

"Being able to help people, even in a very small way, makes me feel like I am doing something that matters."

Faithy Thiry
Report Technician

INFORMATION TECHNOLOGY

Technology and infrastructure are critical components of our operations. Our Information Technology (IT) team ensures that our systems and equipment are functioning at all times to ensure public safety. 2022 proved to be a busy year and saw many projects completed.

IT replaced all Law and Fire dispatch consoles with new Evans consoles. This included power and data modifications to the dispatch area to facilitate the added positions and redesigned space. We also increased the number of positions from 7 to 14 in that same space. This work not only increased our dispatching positions, but also served to increase overall comfort, efficiency, and technology. It also helped increase comradery by placing all SREC dispatchers in a single space.

IT designed and implemented additional cubicle space in Fire Dispatch for SREC Admin employees. This included power and data modifications to the space to facilitate additional workstations.

Critical Insight Security Operations Center services and Managed Detection and Response services were purchased and installed. It's vitally important to protect our Public Safety Information Technology infrastructure from bad actors and malicious software. Our systems are monitored 24-hours-a-day, 7-days-a-week to make us aware of any cyber security threat so we can respond accordingly. SREC is dependent on technology to function, so IT security is of upmost importance to keep operations processing calls and dispatch communicating with our firefighters and police officers.

We also simplified the use of Code Red by automating processes in the background. This new process reduced the time it takes to complete a Code Red broadcast from 30 minutes to 3 minutes. It also simplified the process and reduced the amount of steps to launch a successful broadcast.

Additional geo-diverse Internet connections were added at the CCB and BUC to create additional layers of redundancy for our mission critical systems that require Internet to function.

"My work helps give back to our community and make it a safer place to live and I enjoy the stable and cooperative work environment."

Paul Ainsworth
Sr. Public Safety Systems Spec - IT

RADIO SERVICES

Our Radio Services team is focused on keeping critical radio infrastructure, equipment, and systems up to date and working at peak performance ensuring that SREC operations, our partners, and the community has reliable communications for public safety. They are also an important support system to our 911 and Dispatch Communications Officers, helping to resolve issues or provide important information when necessary. Our system includes more than 4,900 radios and 23 radio tower sites, as well as a backup communications center.

2022 SAW THE COMPLETION OF NUMEROUS PROJECTS, ALWAYS WITH AN EYE TO THE FUTURE. These included:

- Replaced multi-protocol label switching (MPLS) routers on microwave transport for radio system to replace end of life routers.
- Completed installation of Motorola SmartConnect system. This installation enables the Motorola APX NEXT radios, which have a built in cellular radio, to continue connection when out of range of the P25 system.
- Began installation of interference locator software, which allows us to locate radio interference using the P25 infrastructure (to be completed in 2023).
- Replaced microwave antenna on SIA link damaged by a winter storm.
- Replaced defective tower top amplifiers for receivers at two radios sites.
- Provided new APX 8000 XE radio Bluetooth subscribers for Valley Fire and Cheney Fire Departments, providing firefighters with communications while wearing their masks.
- Implemented MCM tracking software for work orders and inventory.
- Upgraded Genesis software to track radio system statistics, usage, and troubleshooting.
- Recalibrated test equipment.

System Preventative Maintenance

- Traveled to each site and did complete testing to ensure system operating to manufacturer specifications.
- Replace backup battery stacks at three radio sites.

Building Maintenance

- Coordinated and traveled to all sites to ensure all HVAC, Generator, and Propane levels were in good working order.

Dispatch Console Furniture

- Removed all Motorola equipment from several positions. Assisted with the implementation of new furniture install. Came back after new furniture was installed and installed Motorola equipment back into all furniture.

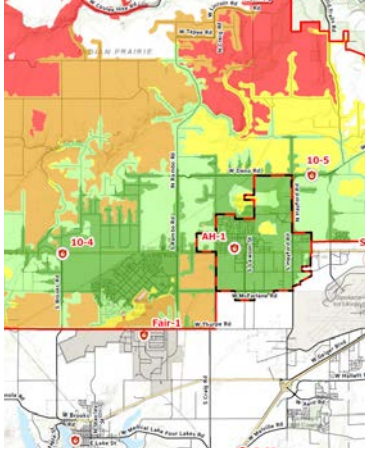
International Wireless Communications Expo (IWCE)

- Traveled to IWCE to demo several new pieces of test equipment.
- Evaluated new test equipment for purchase.

SWAT Radio Upgrade

- Upgraded SWAT team to new APX 8000 radios with upgraded encryption.

GEOGRAPHIC INFORMATION SYSTEMS (GIS)



Every 911 CALL starts with the same question:

WHAT'S YOUR LOCATION?

SREC GIS knows the best way to support our staff, partner agencies, and the public is to make sure that our locational data is accurate and complete, and that it provides the correct agency for response. To that end, SREC GIS did a data review of changes created by our regional GIS editors every week in 2022. We exchanged over 4,000 emails with addressing authorities, GIS technicians, call receivers, dispatchers, and our business partners to make sure that our systems are using the best possible data. We submitted all our street, address, and boundary data to Washington State on a monthly basis for NextGen 911 compliance, and have a 99.8% accuracy rate, with no critical errors.

99.8% ACCCURACY RATE

We also completed several agency boundary updates for our CAD systems, including a rework of the West Plains area to provide the proper agency for SIA/SPD, modification of Airway Heights boundaries (Fire and Law) to include the Kalispell Tribe as a new agency, and a rework of SPD's response model. We spend much of our time on data integrity because we know that without a valid location and the associated agency overlays, our partners' responses would be at a disadvantage from the start. Ensuring this data integrity is critical to our mission statement.

The SREC GIS Department believes in providing more than basic data maintenance for our partners. Our focus in on providing our agencies with all the data analysis, mapping tools, reports, and situational awareness needed to help make operational decisions. In 2022, SREC GIS reworked our Fire Evacuation solution to streamline the creation of evacuation zones for integration with the Code Red notification system. We performed an Effective Response Force (ERF) analysis for SCFD 10, which extended our normal routing analysis to include staffing levels for a more complete picture of potential resources in a high acuity event—a service that would be an effective tool for other agencies. We also put significant development work into a GIS Hub, which will be a one stop shop for all things GIS, from data to documents, and from apps and maps. The outcome of this work will be coming in 2023.

2022 GIS PROJECTS:

- Road Name Search and Addressing web applications
- Online Crime Check maps
- CAD system boundary updates for SIA, SPD, AHPD and AHFD, Kalispell Tribe
- Data/mapping analysis for AHFD, SCFD 3, SCFD 10, SVFD
- Eastern State Hospital campus addressing plan with SCFD 3
- Data sharing collaboration with Avista
- Updated NW CAD map with Day/Night mode
- 4 months of planning, rebuilding and testing for New World CAD/RMS upgrade

"I love working for an agency that provides a critical public service. There are many avenues of work for GIS, but I can think of none that are more meaningful and rewarding than being in the public safety realm and serving a region that I will always consider home."

Joe Sacco
GIS Manager

Ryan Eckersley
GIS Analyst

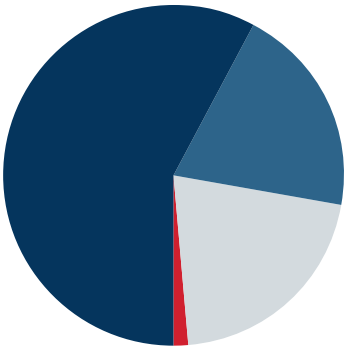
2022 FINANCE

As a Public Development Authority, and as an organization dedicated to serving our citizens, it's critical that we focus on demonstrating our financial responsibility and wellbeing. As SREC enters its fifth year as an organization, much has changed—and for the positive.

We've had the opportunity to create strong internal controls, improve reporting, and implement tools and processes to guide us in our daily business practices. We're fortunate to have a dedicated Finance Committee full of experienced leaders helping us chart our path.

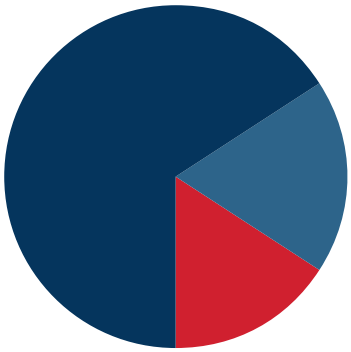
The results of this work played out with the results of our Washington State Audit, ensuring we are good stewards of public funds. SREC's operations complied, in all material respects, with applicable state laws, regulations, and its own policies, and provided adequate controls over the safeguarding of public resources.

SREC is committed to operational compliance, efficiency, transparency, and proper spending. We are here to serve our citizens, and our audit results, along with the practices we've put in place, ensure we are accountable everyday for the work we do.



2022 Revenue*

Intergovernmental Revenue *(Sales & Use Tax)*	$14,858,217
Intergovernmental Revenue *(Excise Tax)*	$5,134,398
Charges for Services Member Agency	$5,341,086
Other Revenue	$315,423
TOTAL REVENUE	**$25,649,124**



2022 Expense*

Personnel	$13,649,621
Supplies & Services	$3,752,177
Capital Outlay	$3,262,088
TOTAL EXPENSE	**$20,663,886**

**Unaudited numbers as of March 17, 2023.*

FINANCE COMMITTEE MEMBERS:

Chief Cody Rohrbach - *Spokane County Fire District 3* (CHAIR)

Chief Brad Richmond - *Airway Heights Police Department* (VICE-CHAIR)

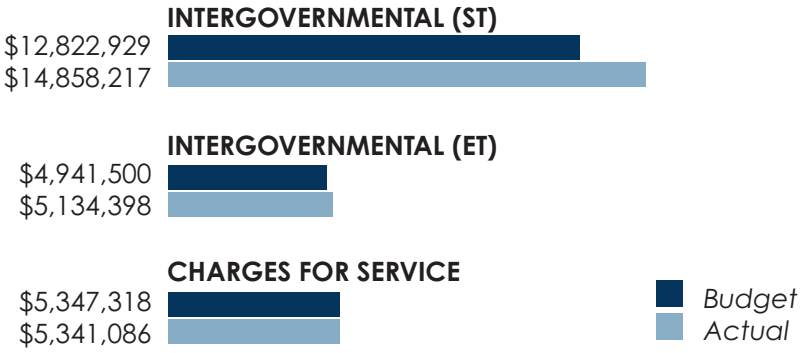
Scott Simmons - *Spokane County CEO* (EXECUTIVE COMMITTEE)

Lori Markham - *Executive Director*

Tessa Sheldon - *Spokane County, Sr. Management & Budget Analyst* (DESIGNEE)

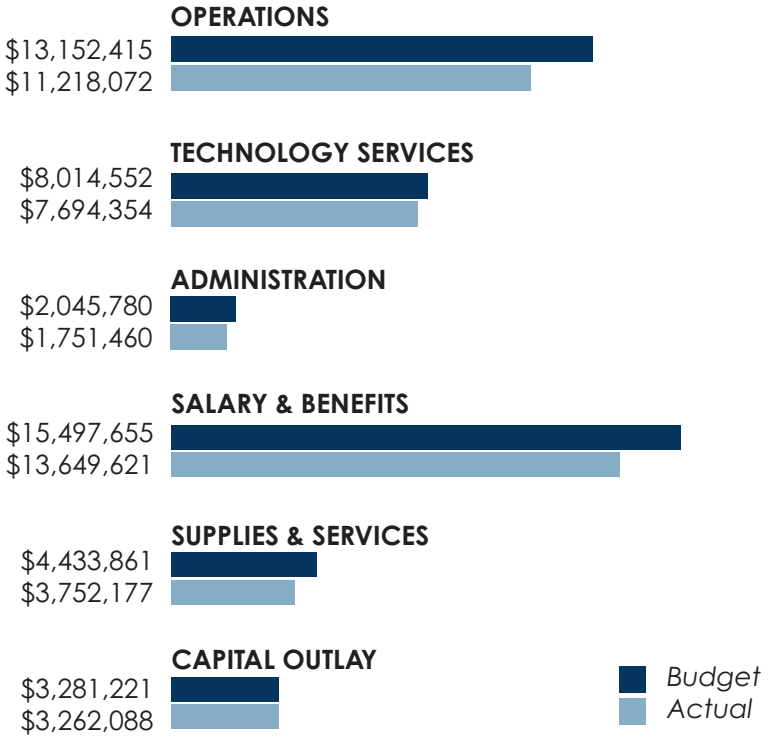
Revenue: Actual vs Budget*

Total revenue collected in 2022 was $25,649,124, exceeding the budgeted amount by 9.4% or about $2.2M. This means that the actual revenue collected was more than the estimates.



Expenses: Actual vs Budget

2022 expenses total $20,663,886, which is under budget by 11%.



**Unaudited numbers as of March 17, 2023.*

Intergovernmental Revenue (ST) represents the 1/10th of 1% Sales Tax for Emergency Communications.

Intergovernmental Revenue (ET) represents the Enhanced 911 Excise Tax.

HOW IS EMERGENCY COMMUNICATIONS FUNDED?

SREC is funded by three main sources of income:

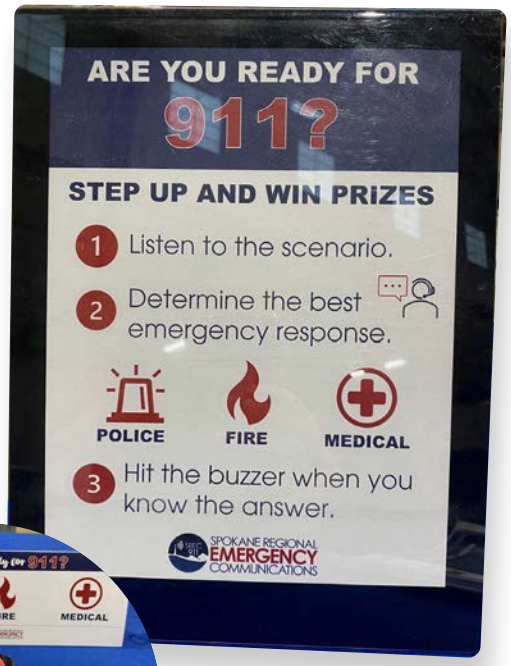
1 **911 Excise Tax**
Residents of Spokane County pay 95 cents per month on their cell phone, landline, or pre-paid mobile phone bill to fund emergency communications. These funds pay for both present and future 911 phone system enhancements and maintenance, as well as staffing to manage initial emergency communications (answering an emergency call to determine location).

2 **1/10th of 1% Sales and Use Tax**
Spokane County is allocated 1/10th of 1% of local sales tax to fund the County's Public Safety Communication System, which includes Crime Check. For every ten-dollar retail purchase, Spokane County receives one cent in sales tax. An average Spokane County household contributes about $1/month.

3 **User Fees**
Fees collected from SRECs member agencies for services provided fund staffing and other support services.

Educating and informing the public about how best to use 911 is an important part of our agency's role in the community. Citizens are calling us on what is possibly their worst day, and the more we can do to help them understand the process, the more prepared they can be in case of emergency. We have a dedicated team of Communications Officers who support our Public Education and Recruiting efforts by participating in events and by contributing content for our web site and social media.

As community events began to open back up after COVID, we were thrilled to be out connecting with people both for Public Education and Recruiting. From National Night Out, to the Spokane Interstate Fair, we attended numerous community events, meeting folks, answering questions, and sharing information. In addition to our community presence, we also participated in many career fairs and hiring events, as staffing remained a priority for SREC. We also kept our eye to the future by attending some high school career events. One of best parts of these events was playing our 911 Buzzer Game with students, allowing them to "buzz in" when they thought they had the correct answer to a given scenario. Was it Police, Fire, or Medical?



Another part of educating the public comes in the form of backgrounder documents on integration, how emergency communications is funded, and the history of SREC, as well as creating original content that helps our citizens better understand the 911 or Crime Check process. In 2022, we launched a new section of our website focused on scams that includes information and links citizens can use not only to avoid being scammed, but to also get additional help from a variety of organizations. We also re-focused on our Social Media strategy with the targeted goal of growing our followers across Facebook, Instagram, and LinkedIn. The effort in 2022 resulted in a 5% increase in Facebook followers, a 3% increase in Instagram followers, and an 85% increase in LinkedIn followers. We will continue these efforts in 2023.

PUBLIC RECORDS

This was another busy year for the department, receiving over 6,100 records requests. SREC utilizes GovQA which is a public records management software and allows SREC to receive, respond to, track and maintain records requests and remain compliant with the Freedom of Information Act, Washington State Public Disclosure Laws and Washington State Retention Laws.

We receive thousands of requests a year from interagency customers as well as the public. Each year the number of requests increases and and this is only expected to continue. In preparation for the continued growth we are seeing, SREC will be adding a second, full-time, Public Records Specialist in late 2023. Our newest Public Records Specialist will begin working towards certification through the Washington Association of Public Records (WAPRO).

2022 PUBLIC RECORDS STATS | JAN 1 - DEC 31

6,185 TOTAL NUMBER OF PUBLIC AND INTERNAL REQUESTS

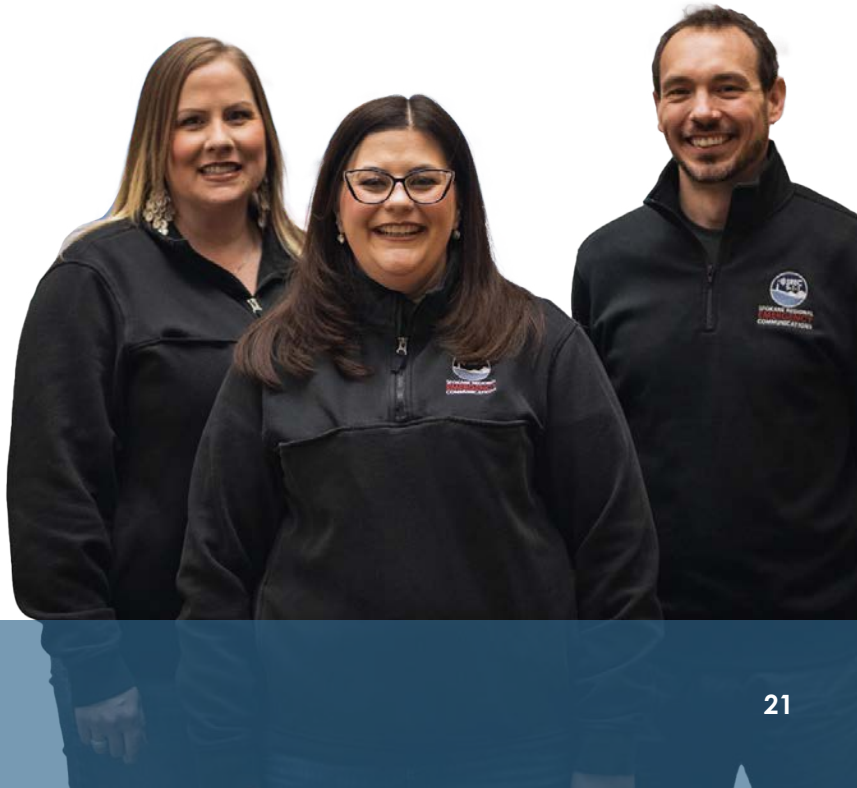
- **5,511** Internal Requests
- **674** Public Records Requests

16,237 CALLS Recorded	887 HOURS Recorded

Spokane Regional Emergency Communications is considered a local government agency and is therefore subject to the Public Records Act.

LEADERSHIP

Lori Markham – *Executive Director*
Kim Arredondo – *Deputy Director*
Dusty Patrick – *Technical Services Director*
Heather Thompson – *911 Operations Manager*
Brad Kane – *Dispatch Operations Manager*
Tim Henry – *Finance Manager*
Jeff Tower – *Human Resources Manager*
Jon Adams – *Training Manager*
Cherell Yates – *Office Manager*
Kelly Conley – *Communication & Media Manager*



SPOKANE REGIONAL EMERGENCY COMMUNICATIONS

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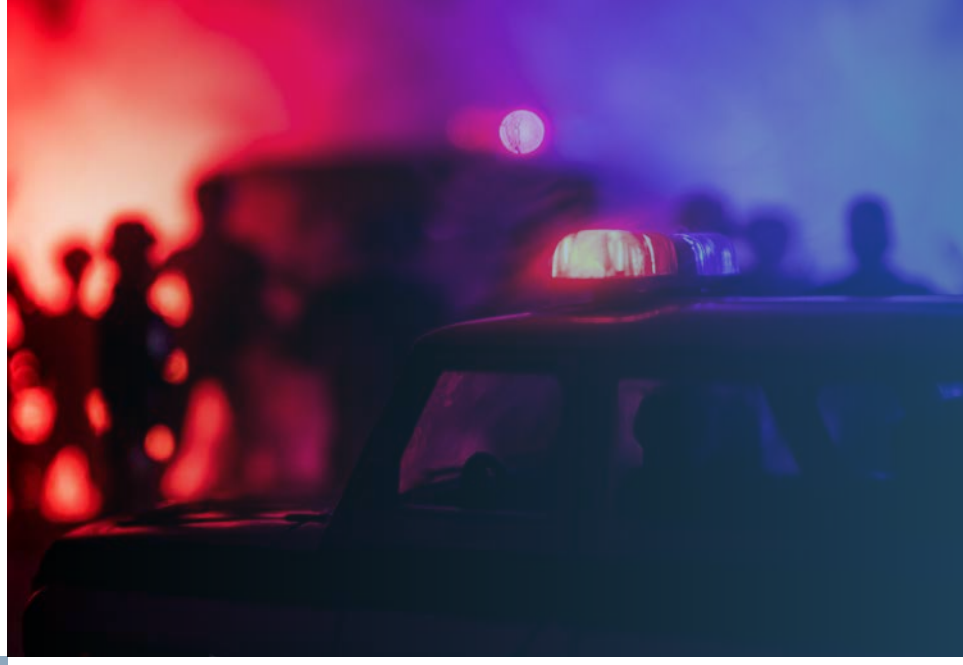
Spokane, WA 99217

PHONE: (509) 532-8911

EMAIL: info@srec911.org

WEB: srec911.com



MISSION

Spokane Regional Emergency Communications gets the right resources to the right location with an uncompromising focus on responder and citizen safety.

VISION

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.

VALUES

At Spokane Regional Emergency Communications, we are professionals who value:

Integrity	Respect
Curiosity	Optimism
Accountability	Teamwork

"I'm passionate about being a leader for an organization whose sole purpose is to serve our community and first responders."

McKenzie Rahn and her dog Millie
Communications Supervisor