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Spokane Regional Emergency Communications (SREC) Celebrates 5 Year Anniversary

Spokane, WA – July 9, 2024 –Spokane Regional Emergency Communications (SREC) proudly marks its five-year anniversary as a successful Public Development Authority. Over the past half-decade, SREC has made significant strides in enhancing public safety and emergency response throughout Spokane County. What began as a belief and focus on state and nationwide best practices has resulted in a highly functional regionalized emergency communications center.

Accomplishments Over Five Years:

- **Comprehensive Emergency Services and Community Impact:** SREC provides emergency communication coverage for seven law enforcement agencies and 14 fire protection agencies, including the recent addition of Cheney Police Department. This service has improved fire insurance ratings and reduced costs, achieved an average "hands-to-chest" response time of 57 seconds, and contributed to the Spokane Valley Fire Department receiving the 2022 Community Heart Award, recognizing the region as one of the safest places in the U.S. for cardiac arrest emergencies.
- **Process Improvement and Service Enhancements:** Continuously improving processes and communication through partner and community dialogue and surveys, resulting in initiatives like the SREC911 Mobile App. Launched Emergency Medical Dispatch (EMD) in 2020, streamlining medical triage and saving an average of 30 seconds during emergencies. Doubled staffing for Crime Check for 24/7 live reports, achieving an 87%+ customer service satisfaction rating, and supported the Spokane Fire Department's launch of the Nurse Navigation Line.
- **Fiscal Responsibility and Strategic Planning:** Demonstrated good stewardship of taxpayer dollars with two consecutive clean WA State audit cycles, engaged in future planning by setting aside funds for a new facility designed to serve the community for 30+ years, and led the selection and implementation of a new Computer Aided Dispatch (CAD) system for multiple agencies, enhancing collaboration and visibility for fire and law agencies in Spokane County by bringing them onto a single platform for the first time.



- **Exceptional Staffing and Recognition:** Hire, develop, and retain highly skilled staff with extensive local experience in emergency communications, earning local, regional, and national recognition for their expertise and commitment.

"I couldn't be prouder of SREC and the remarkable work our employees accomplish every single day," said Lori Markham, Executive Director. "Embracing change is never easy, but our team has faced countless challenges head-on, continually adapting and never losing sight of our core mission: ensuring the safety of our citizens and responders. Their unwavering dedication and extraordinary resilience are nothing short of inspiring."

"The vision for regionalized emergency communications has always been to serve Spokane County in an effective and collaborative way," said County Commissioner Mary Kuney. "When someone calls 911, seconds matter in life and death situations, and that's why I'm proud SREC has become a model for other regions to follow by reducing emergency response times and enhancing the public safety of our communities."

As SREC celebrates this milestone, we look forward to continuing our mission of providing exceptional emergency communication services, ensuring the safety and well-being of our community.

About Spokane Regional Emergency Communications

Spokane Regional Emergency Communications (SREC) is a regionalized emergency response communications organization formed in 2018 as a Public Development Authority. Located in Spokane, Washington, SREC serves more than 550,000 citizens throughout the county as the primary PSAP for the region. In addition to answering emergency and non-emergency calls, SREC provides Fire and Law Dispatch services to 14 local Fire Protection Authorities and 7 local Law Enforcement Agencies in Spokane County. These services span more than 1,700 miles, and include management of more than 4,900 radios, 23 tower sites, and a backup center. SREC also writes reports for most of the law enforcement agencies in the region. We currently employ approximately 137 employees across the organization. Our mission is to get the right resources to the right location with an uncompromising focus on responder and citizen safety.

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