

Regular Meeting Minutes
Spokane Regional Emergency Communications Governing Board
August 20, 2020

1. Call to Order and Roll Call 7:30 a.m.

Chief Bryan Collins called the meeting to order at 7:31 a.m. The following Board members were in attendance:

Board Members – via Zoom

Chief Bryan Collins – Spokane Valley Fire Department (Chair)
Chief Brian Asmus – Liberty Lake Police Department (Vice Chair)
Sheriff Ozzie Knezovich – Spokane County Sheriff's Office
Chief Cody Rohrbach – Spokane County Fire District 3
Chief Randy Johnson – Spokane County Fire District 4
Chief Dave Ellis – Spokane Valley Police Department
Gerry Gemmill – Spokane County

Staff – via Zoom

Lori Markham, Executive Director
Kim Arredondo, Deputy Director
Jeff Tower, Human Resources Manager
Tim Henry, Finance Manager
Bob Schwent, Technical Services Manager
Patrick Erickson, Communication and Media Manager
Jon Adams, Training Manager
Cherell Yates, Office Manager
Heather Wood, 911 Operations Manager
Megan Schneider, HR Analyst
Jenni Folden, Finance Analyst

Auxiliary Partners / Guests – via Zoom

Lt. Al Arnzen, Spokane Police Department
Laura McAloon, McAloon Law Offices
Ariane Schmidt, Spokane Regional Project Manager
Wes Crago, City of Spokane
Julie Happy, Spokane Valley Fire Department

2. Consent Agenda

Gerry Gemmill motioned to approve the minutes from the June 18, 2020 regular meeting and the July 16, 2020 regular meeting. Dave Ellis seconded. All were in favor. Motion carried.

3. Action Items

a. Motorola Quote

Bob Schwent explained the quote is for the replacement of old XTS portable radios, which can no longer be repaired, or get parts for. The Geiger facility will be done first, ensuring facilities are utilizing the same types of radios. This is part of the 2020 budget for radio replacement. Dave Ellis motioned to approve the purchase. Brian Asmus seconded. All were in favor. Motion carried.

4. New Business

a. Citizen Representative Position

Lori Markham explained the charter and resolution state there is to be a citizen, non-voting, member on the SREC Governing Board and asked what the process is to fill that position. Bryan Collins stated if any Board members have recommendations, to send

that information to him and he would bring those forward to the Board for consideration. Brian Collins stated the position is important for oversight and transparency purposes, the person should be engaged and committed. Laura McAloon suggested the Board publish a public notice for the position, for full transparency purposes. Bryan Collins agreed and suggested the notice be posted for thirty days.

Brian Asmus announced he will be retiring on September 1, 2020 and this would be his last Board meeting. Brian Asmus explained the Inland Northwest Law Enforcement group has suggested Chief Brad Richmond from Airway Heights to be his replacement on the Board. Bryan Collins asked if there was a process outlined in the bylaws for selecting a new Vice Chair. Laura McAloon stated there was not a process for the Vice Chair, but there is one for the Chair and the intent would be to use the same process for the Vice Chair; election by super majority. Bryan Collins asked if any Board members were interested in the position. Ozzie Knezovich stated he would like to fill the position. Bryan Collins asked the Board who was in favor, the Board unanimously agreed. All were in favor. Ozzie Knezovich will be the new Vice Chair as of September 1, 2020.

b. Higherground Live911

Lori Markham stated a presentation was included in the Board packet. Kim Arredondo explained the program is just coming out of beta testing and available for purchase. The program would tie into SERC's Vesta system and Higherground has partnered with Vesta for over fifteen years. The program allows officers to log into a web browser and see live calls coming into 911 based on a geographical area. The program is targeted for Law Enforcement, but would be useful for Fire as well. Kim Arredondo furthered that Departments who have utilized this system have had success stories where officers who were in the area of an incident were able to respond prior to being dispatched. Listening to the live call also allows the officer to hear the background and tone of the caller and situation. There are no public disclosure issues as nothing is retained on the system. There is also the ability for officers to play back the audio for about 15-20 minutes.

Dave Ellis explained he saw a news story about an agency using the program in California. The program helps cut out the one or two-minute delay between 911 receiving the call, dispatch receiving the information and relaying to the officer. There is a great benefit to hearing the live call. Kim Arredondo explained a license would need to be purchased for the amount of people a department would want on at a given time, i.e. per shift. There is a grace period for overlapping shifts. There is no interface to the mobile units, it is a web based system that piggy backs on SREC's vesta system and utilizes google maps. Brian Asmus asked if the officer responding to a live call they are hearing causes confusion in the field and for dispatchers. Kim Arredondo explained agencies have put policies in place to help alleviate any possible confusion, i.e., the officer will announce on air that he is responding to a live 911 call and give location.

Lori Markham asked if the Board would like SREC to pursue more information on the program and possibly provide a presentation to the Board. Kim Arredondo stated that if the Board was interested, then SREC would like to also involve the Law and Fire Operations groups. Bryan Collins asked that once presentations are made to the operations groups and feedback given, that SREC then bring a proposal to the Governing Board for action.

5. Old Business

a. 1/10th Policy and Definition

Lori Markham stated a draft form was included in the Board packet. Lori Markham explained the draft was created from information provided by BDS after the last meeting. She asked the Board to please provide her any feedback or recommendations and would then bring the final draft for approval to the next scheduled SREC Governing Board meeting.

b. Financial Sub-Committee Update

Tim Henry stated the Finance Committee met last week and the draft 2021 budget along with a narrative was included in the Board packet. Tim Henry explained the organizational chart and personnel summary includes a few changes the operations team would like to see for 2021; two additional report technicians and a projects manger position that is still being discussed. These changes are included in the 2021 budget for payroll as well as the anticipated 2% COLA, bringing the FTE's to 132. Lori Markham added the six report technicians are currently accomplishing 60% of the report writing and the addition of two more report technicians will help get that up to 100%. This will allow the 911 call receivers to focus on 911 calls and the new EMD training they have received.

Tim Henry explained there is a difference in revenue from 2020 to 2021 since Spokane County is still holding the 911 excise tax and 1/10th sales tax reserve funds, but that should be transferring to SREC in the near future. The anticipated sales tax revenue from Spokane County for 2021 is held at a 0% increase. Tim Henry explained the draft reserve funds policy was brought to the Board at the last meeting and will be brought to the Board at the next meeting for adoption. Tim Henry proceeded to explain the figures on the 2021 Department Budget Summary Sheet and the overall changes from the 2020 to 2021 budgets. Tim Henry reminded the Board the user fees estimated for 2021 are based on the new model that was adopted by the Board.

The six-year capital plan is included and is intended to roll into each year with the next year being added on as it goes. Ozzie Knezovich asked Gerry Gemmill if the figures were available for the sales tax revenues and what the current impact is? Gerry Gemmill explained the numbers were just received, there is a two-month lag, but the numbers were not as low as anticipated and the budget is conservative enough to cover any surprises. Gerry Gemmill will provide the tax revenue figures to the Board. Bryan Collins stated in previous discussions the assumption was to reduce the tax revenue by 5%. Tim Henry stated originally the assumption was an increase in the tax revenue percentage for the initial model, so the increase was removed. Bryan Collins thanked everyone for their work on the 2021 budget and CIP plan and reminded everyone the first budget is always the hardest. Bryan Collins stated it is a healthy, conservative budget and sets SREC up for a secure financial future if the process is followed.

c. Priority Dispatch

Lori Markham stated SREC went live with the EMD call taking process on August 12, 2020. Kim Arredondo explained figures were gathered for seven days prior to and seven days after the go live date and with the addition of the auto-ship of all medical calls to Fire dispatch, there was a 15 second improvement. Considering it is the first week of the new process and taking into account some technical difficulties with the interface and the learning curve component, that is a significant improvement and should only get better over time. Kim Arredondo added they are looking into additional call types that can be auto-shipped to Fire dispatch which will continue to improve times. Lori Markham commended the staff on their perseverance, working through their fears and concerns. Eventually, they will become more comfortable, work flow will improve and time savings

increased. Bryan Collins explained the process of such a significant change over involves a lot of humans and technology, SREC was able to work through any issues that arose and quickly trouble shoot any interface problems. The results are impressive and will improve significantly as the call receivers get more comfortable with the process.

- d. Tyler New World Update
No update.

6. Staff Reports

- a. Operations
Kim Arredondo thanked the entire staff for a job well done on the overall EMD process. Fire dispatchers were in the 911 room helping out and Priority Dispatch was on site which helped out tremendously. Law dispatch saw changes in New World and were able to adapt quickly. Three new employees started this month and another class of four is starting in September.
- b. Technical
Bob Schwent stated focus remains on the SRMA-1 replacement and the backup for the GeoPrime site. The radio shop continues to get the infrastructure work done. IT is currently finishing work on getting SREC completely off the County network.
- c. Human Resources
Jeff Tower explained Human Resources and Finance have been working hard to implement SREC's own payroll system. The system was run parallel the last two pay periods and will go live for the next period tomorrow. He thanked Tim Henry, Jenni Folden and Megan Schneider for all their hard work. Bryan Collins congratulated the team and stated it is a big lift and nerve racking to ensure payroll is correct.

7. Open/Public Comment

No public comments.

8. Closed Meeting to Discuss Matters with Legal Counsel Related to Potential Litigation

As allowed by RCW 42.30.110 (1)(i)

Moved to closed session at 8:22a.m., estimated 13 minutes, will reconvene at 8:35a.m. At 8:42a.m. the Board estimated 10 more minutes. At 8:52 a.m. the Board estimated 5 more minutes. At 9:00a.m. the Board estimated 15 more minutes. The regular meeting reconvened at 9:15a.m.

Bryan Collins announced action needed to be taken on what was discussed during the closed meeting. There is no current ILA with the City of Spokane for fire dispatch services, SREC would like to continue to provide those services at no cost until September 12, 2020 and signatures are obtained on the new ILA. Laura McAloon explained the services include; answering and medically question all 911 calls for Spokane Fire and transferring those calls to Spokane Fire Dispatch CAD; if Spokane Fire Dispatch is unable to staff their two positions, SREC will assist with radio traffic, business lines and breaks; on days when Spokane Fire Dispatch is staffed, SREC will not assist with radio traffic, business lines and breaks, but will continue to take medical and 911 calls for Spokane Fire. Randy Johnson motioned to extend these services. Gerry Gemmill seconded. All were in favor. Motion carried.

9. Closed Meeting to Discuss Matters Related to Collective Bargaining

As allowed by RCW 42.30.140 (4)(a)

Moved to closed session at 9:18a.m., estimated 12 minutes, will reconvene at 9:30a.m.
The regular meeting reconvened at 9:30a.m.

No action was taken.

10. Adjourn

The meeting adjourned at 9:30a.m.

The next Regular Governing Board meeting is scheduled for September 17, 2020 at 7:30 a.m.

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Chief Bryan Collins

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Board Member
Governing Board

DocuSigned by:

Sheriff Ozzie Knezovich

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Board Member
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