



## **Sheriff's Citizens Advisory Board Meeting Minutes May 13, 2024**

### **Attendees:**

Leigh O'Neill	Russ Andres	Mike Davisson	Tom Mackenzie
Pat Dempsey	Mehrdad Samadi	Ty Snider	JT Ramsey
Kenneth Winn			

The meeting was called to order at 5:26 pm

Minutes from the April 8, 2024 meeting were approved.

Reminder to continue reading through the Thurman case.

Spokane regional Emergency Communications Overview,  
by: Lori Markham, Executive Director & Kelly Conley, Communications Manager

### **About SREC:**

- Formed in 2019 as a separate agency and Public Development Authority by Spokane County Charter to improve emergency service operations and prepare for technology future.
- As a primary Public Safety Answering Point (PSAP), answer emergency and non-emergency calls for all of Spokane County
- Manage and support GIS data, ensuring accuracy critical to emergency response
- 23 radio sites, fully redundant network core for resiliency, back up communications center
- Support and maintain 4,911 field radios, more than 10,000 supported
- 6,592 Public Records requests processed in 2023
- 147 employees
- Back up center in Mead / Station 9

### **SREC Technical Services:**

- Our IT, GIS, and Radio teams ensure that our systems, equipment, and infrastructure are always functioning to ensure public safety.
- Radio system and tower upgrades to enhance productivity and performance
- 24/7 monitoring, managing critical security services for Public Safety Information Technology infrastructure
- Automated Code Red alert processes, creating efficiency of use and time—reduced process from 30 minutes to 3 minutes
- Collaborated with Fire Dispatch to create public facing evacuation map
- Added geo diverse Internet connections to CCB and BUC to create additional layers of redundancy for mission critical systems

SREC Member:

- Airway Heights FD
- Airway Heights PD
- City of Spokane FD
- Cheney FD
- EWU PD
- Kalispell Tribe Public Safety Dept.
- Liberty Lake PD
- SCSO
- Spokane County FD 2
- Spokane County FD 3
- Spokane County FD 4
- Spokane County FD 5
- Spokane County FD 8
- Spokane County FD 9
- Spokane County FD 10
- Spokane County FD 11
- Spokane County FD 12
- Spokane County FD 13
- Spokane Valley FD
- Spokane Valley PD

SREC Partner:

- Spokane Airport
- Spokane PD
- City of Cheney PD
- City of Cheney

Benefits of Regionalization:

- Continuity of citizen care with EMD – no more transfers
- Improved insurance ratings resulting in cost savings for certain areas across citizens and businesses
- 20-30 second time savings in call and dispatch process

Call & Report Stats:

- 911 Calls
  - -3.06% over 2023
  - 2023 Average wait Time: 14 seconds
- Crime Check Calls
  - -2.43 over 2023
  - 17.47% of Crime calls became reports
  - 2023 Average wait Time: 23 seconds
- Crime Reports
  - 127,921 Total calls (.076% increase)
  - +17.96% increase over 2023
  - 10,252 Total Crime Check Reports

- Online Reports
  - 1,761 Total reports
  - +19.15% over 2023
- Dispatch Stats
  - Law Dispatch
    - 48,746 Assists
    - +1.37% YTD
  - Fire Dispatch
    - 25,679 Dispatches
    - +13.17% YTD
  - EMD
    - Time to Queue: 24 seconds average YTD
    - Hands on Chest: 57 seconds average YTD

#### Crime Check Survey Results

- Report techs now staffed 24/7 to take live reports (launched Feb. 2024)
- Overall Experience: 85.68% satisfied or very satisfied
- Report Taking Process: 87.91% satisfied or very satisfied
- Quality of Customer Service You Received: 86.09% satisfied or very satisfied

#### Hiring Process

- Formal Application
- Critical Testing 2-3-hour screening test to evaluate typing speed (35 wpm), decision making skills, critical thinking skills, and multi-tasking.
- Panel interview
- Background screening
- Polygraph test
- Psych exam
- Drug test
- Hearing test
- Sit-a-long with Communications Officers

#### Training Process

- Rigorous and intense training program
- 7-week classroom Academy
- Systems and technology training
- Call processing training, including understanding of call types and policies
- Crime Check report writing
- Emergency Medical Dispatch training
- CPR training
- Geography training in the field
- 9 weeks (minimum) of floor training connected to an assigned Communications Training Officer—hands on, interaction with citizens processing calls

#### Recruiting

- Job / Career Fairs
- High School (some middle school)
- Indeed
- New Tech School

Agency Highlights:

- Currently in process of implementing new CAD system
  - SREC led process of selection and implementation
  - Chosen by team of first responders to best serve the needs of employees and citizens
  - Improved connectivity between all agencies
  - Ability for expansion into future capabilities as they become available
  - Single CAD system for all Fire agencies, creating streamlined interoperability
- New building on West Plains next 2-5 years
  - State-of-the-art facility
  - Increased space to accommodate long-term growth
  - \$40M project
- 2023-2024 Highlights
  - SREC receives clean WA State Audit - last two audit cycles
  - 67.5% Retention rate for 2023 compared to 14% in 2021
  - Completed inspection of all 23 radio tower sites

Meeting was adjourned at 7:30 pm

**CAB REMINDER: If you are unable to be at a meeting, please let Leigh know.**

**Next Meeting:**

June 10, 2024

5:30pm – 7:30pm

Location: CenterPlace at Mirabeau Point Park (2426 N. Discovery Place Spokane Valley, WA 99216)

Minutes Submitted by  
Leigh O'Neill, Secretary