CITY OF SPOKANE
808 W. SPOKANE FALLS BLVD.
SPOKANE, WASHINGTON 99201-3333
3-1-1 OR 755-CITY (2489)
MY.SPOKANECITY.ORG

September 30, 2026

SPOKANE COUNTY
Attention: Senior Director of Finance and Administration
Attention: Jeff McMorris
Public Works Building
1026 W. Broadway Avenue
Spokane, WA 99260

Delivery by E-mail: jmcmorris@spokanecounty.gov
Delivery by E-mail: mfolsom@spokanecounty.gov

SPOKANE REGIONAL EMERGENCY COMMUNICATIONS
Attention: Lori Markham, Executive Director at SREC
12809 E Mirabeau Pkwy
Spokane Valley, Washington 99217

Delivered by E-mail: lori.markham@srec911.org
Delivered by E-mail: bwerst@workwith.com

Dear Mr. McMorris and Ms. Markham,

We are writing to inform you that the City and SREC's disparate Go-Live dates for our respective Computer Aided Dispatch systems and CAD-to-CAD interface will suspend automatic aid between the City and County fire departments. It will also impact the transfer of incidents for Spokane Fire and EMS phone calls that are processed by SREC until both new systems are live. Automatic aid is a life-saving technology that allows dispatchers to geo-locate the closest resource, regardless of department, and dispatch it to an incident. This means, for example, that a City of Spokane Fire Department apparatus may be first on scene to an incident in District 9. Pausing automatic aid - reverting to manual mutual aid - will require multiple phone calls in place of the automatic dispatch and will add an estimated 2-3 minutes of response times to mutual aid emergencies. This is a step backwards.

Automatic aid through the CAD-to-CAD interfaces has been a shared, central priority during our joint discussions around the City establishing its own PSAP separate from SREC.[1] Through our conversations, SREC agreed to build the City back into its CAD system to facilitate automatic aid, and the City purchased the same CAD system as SREC to ensure interoperability, including automatic aid.

When the ILA was originally executed, SREC planned to go live with CAD by Quarter 4 of 2026[2]. Shortly after the execution, however, SREC announced they were delaying CAD Go Live until March 2027. Meanwhile, the City successfully built out our

[1] In fact, section 11(C)2 of the ILA, contemplates CAD-to-CAD Interface Participation: "Jointly fund, design, implement, and maintain the CAD-to-CAD interface to provide interoperability and support for mutual aid and automatic dispatch coordination for the CITY."

[2] SREC Board Meeting Minutes from November 2025

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CAD system, are currently testing it, and have begun training our existing staff. This puts us on track to launch the new system by December 31, 2026, consistent with our dispatch obligations under the ILA (Section 5 and Section 11 (B)6). It has recently come to light, however, that staggering go-live dates will disrupt automatic aid until SREC's go-live in March 2027.

We knew of the importance of automatic aid when we were negotiating the ILA and we certainly know of it following our region's heroic efforts during the Spokane Complex Fire. Two to three minutes can save a home, a life. In recent conversations SREC suggested the City train new dispatchers on SREC's current CAD (INFOR) as well as the City's CAD (Octave, formerly Hexagon) in order to facilitate automatic aid until SREC's new system is live. This is an unworkable solution for many reasons, first and foremost, the timeline under the ILA. **As a result, please accept this letter as the City's formal notice of a milestone delay[3]. In the interest of regional safety, the City will launch Fire Dispatch on March 31, 2027 in coordination with SREC's activation of its new CAD system.**

The City looks forward to meeting with the County and SREC representatives to resolve any operational and financial impacts.

Sincerely,

Maggie Yates
Deputy City Administrator

[3] "The PARTIES acknowledges the importance of timely completion of the transition milestones outlined in Section 5. In the event any party is unable to meet a milestone by the scheduled date, the non-compliant party shall provide written notice to the other partiers as soon as any actual or potential delay is identified, but in no event less than ninety (90) days of identifying the actual or potential delay, including a revised timeline and explanation." Section 30 of the ILA.

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