



Spokane United 9-1-1 PSAP Update

March 30, 2026

Public Safety Community Health Committee





Key Deadlines

- PHASE 0: June 1, 2026 – Switch to new phone system
 - **New deadline** due to SREC decommissioning existing system
- PHASE 1: October 1, 2026 – Begin handling non-emergency (crime check) phone calls and reports for City of Spokane
- PHASE 2: January 1, 2027 – Begin Dispatching Spokane Fire Department
- PHASE 3: January 1, 2028 – Begin answering 9-1-1 calls for City of Spokane



Phase 0 – June 1, 2026 Deadline*

- Technology Requirements
 - Carbyne Apex phone system (Phase 1) \$510,980
 - Exacom recording system \$127,625
 - Computer Workstations \$500,000
- Operational Staffing Impacts
 - No new hires required
 - Current SPD Dispatch team will require training on the new systems

* This phase is necessitated by the early decommission of phone equipment by SREC



Phase 1 – October 1, 2026 Deadline

- Technology Deployed
 - Carbyne Apex phone system (Final Phase)
 - Prepared AI \$226,856
 - New Online Citizen Incident Report System \$30,000
- Operational Staffing impacts
 - New SUN Call Takers 10 - 13 FTEs
 - New SPD Report Writers 3 - 6 FTEs



Phase 2 – January 1, 2027 Deadline

- Technology Deployed
 - Computer Aided Dispatch System (Phase 1) \$2.9 million
 - Motorola Radio Consoles \$3.8 million
 - PulsePoint \$18,840
- Operational Staffing impacts
 - New SUN Dispatchers 13 FTEs
 - New SUN Supervisors 4 FTEs



Building Refurbishment

- Electrical Issue
- Health/Wellness
 - Gym equipment
 - Break room
- Furniture - \$750k to \$1 million
 - Operations Furniture
 - Administrative Furniture
- Items identified in security audit
 - Additional fencing
 - Lighting
 - Security Cameras
- Maintenance Issues
 - General Repairs (painting, flooring, lighting, leaks, ceiling tiles, etc.)
 - Removal of temporary wall installed by SREC and existing wall



Total Technology Stack Budget

System	Implementation 2026	2027	2028	2029	2030	Total
Motorola Radio Console	\$3,836,062	\$213,307	\$220,394	\$227,762	\$235,426	\$4,732,951
Exacom Voice Recording	\$127,625	\$30,125	\$30,125	\$30,125	\$30,125	\$248,126
Computer Aided Dispatch	\$2,996,000	\$1,127,397	\$1,183,767	\$1,242,955	\$1,305,103	\$7,855,222
Carbyne Phone	\$510,980	\$336,761	\$336,761	\$336,761	\$336,761	\$1,858,027
Prepared AI	\$226,856	\$200,898	\$200,898	\$200,898	\$200,898	\$1,030,452
PulsePoint	\$18,840.00	\$11,340	\$11,340	\$11,340	\$11,340	\$64,200
Online Incident Reporting	\$30,000	\$30,000	\$30,000	\$30,000	\$30,000	\$150,000
PC's and monitors	\$500,000	\$100,000	\$100,000	\$100,000	\$100,000	\$900,000
Emergency Medical Dispatch Protocols	-	\$300,000	\$60,000	\$60,000	\$60,000	\$480,000
Public Safety Network Design	\$24,000					
Total						~ \$17,342,978



SUN 911 Staffing – New FTEs

Position	Number	Start Date	Operations Date	Budget Estimate			
				2026	2027	2028	2029
Call Takers	10 - 13	August 2026	October 1 2026	\$439,445	\$1,118,560	\$1,185,673	\$1,256,814
Fire Dispatchers	13	October 2026	January 1 2027	\$356,004	\$1,513,602	\$1,604,418	1,700,683
Supervisors	4	November 2026	January 1 2027	\$79,541	\$512,906	\$543,680	\$576,301
Admin	8	February – July 2026	February – July 2026	\$827,068	\$1,325,021	\$1,404,522	1,488,793
Call Takers	9	October 2027	January 1 2028	-	\$182,138	\$820,851	\$870,102
Report Writers	3 - 6	August 2026	October 1 2026	\$446,490	\$943,970	\$1,000,610	\$1,060,650
Total	47 - 53	-	-	\$1,918,739	\$5,329,192	\$6,276,730	\$6,653,337



Revenue Schedule (Budget)

Revenue Source	2026	2027	2028	2029	2030
Emergency Communications Tax (ECT)	-	3,371,572	6,768,764	6,796,885	6,823,967
911 Excise Tax	1,386,560	2,216,070	2,208,031	2,200,800	2,193,221
GF Allocation	223,574	-	-	-	-
Total	\$1,610,134	\$5,310,413	\$8,689,318	\$8,699,477	\$8,707,900



Questions and Answers