

Spokane Regional Emergency Communications

How illegal fireworks reporting sparked SREC911's AppArmor platform

Spokane County, Washington, is a growing community with approximately 550,000 residents. At the heart of the county's public safety efforts is Spokane Regional Emergency Communications (SREC911), a consolidated regional communications hub that provides 9-1-1 services for 21 of the 22 agencies in Spokane County.

Created in 2019 to enhance efficiency and service, SREC911 manages emergency and non-emergency communications across the county. Beyond serving first responders, they oversee extensive technical systems, including all of the county's technology for their 9-1-1 system, 22 radio towers, 5,000 land mobile radios, and a Geographical Information Services (GIS) mapping team that makes sure their Computer-Aided Dispatch (CAD) maps achieve 99.9% accuracy.

However, rising call volumes, community expectations and manual workarounds created challenges that required innovative solutions.

Spokane Regional Emergency Communications

- Area served: Spokane, Washington
- Population served: 550,000
- Number of employees: 137
- App downloads: 4,000+

Spokane Regional Emergency Communications (SREC911) implemented Motorola Solutions' AppArmor platform, a tailored mobile application that streamlined nonemergency reporting, improved direct access to public resources and reduced 911 call volumes. The solution, based on the AppArmor platform from Motorola Solutions, put community safety tools into the hands of Spokane County residents, resulting in improved efficiency and expanded public engagement.

The Challenge

SREC911 fields over 500,000 calls annually, with approximately half being non-emergency. This volume places a consistent burden on calltakers, which escalates dramatically on occasions like the Fourth of July. Kelly Conley, Communications and Media Manager for SREC911, emphasized the unique challenge of this period: "A lot of people don't realize that during the 4th of July there's business as usual, right? And then on top of that you add fireworks, so it's always busy in 9-1-1. The phone is never not ringing."

In an era of instant gratification, the expectation of an immediate response creates significant friction when 9-1-1 callers experience delays. "We need to prioritize an immediate response to an emergency, but when there's a high volume of calls, people get frustrated if they have to wait in the queue for their call to be answered. Being able to alleviate some of that call volume through automation helps keep the lines clear," Kelly said.

In July 2023, SREC911 began offering illegal fireworks report options via their website. Then, just a few weeks later on August 18, 2023, the community faced a crisis when two major fires occurred within hours of each other, destroying 20,000 acres and 350 houses. Many people were evacuated and displaced from their homes. During the emergency, SREC911's GIS team was instrumental in providing an address lookup feature, enabling residents to quickly search for evacuation details based on their location.

The positive community response to, and adoption of, both the online fireworks reporting and evacuation map highlighted a clear opportunity: expanding their reach by delivering safety resources directly to community members through a mobile-first approach with a customized mobile application.





The Results

The AppArmor solution delivered measurable improvements for SREC911 and Spokane County. “Once we launched the mobile app, we quickly saw the app reporting surpass the web reporting,” said Kelly. In fact, fireworks reporting proved so effective that SREC911 leadership extended the feature’s availability on the app from July 1–6 to better manage non-emergency complaints throughout the critical holiday period.

During the 2025 Fourth of July period, 263 incident reports were submitted through the mobile app, paired with 161 reports from the website. Since processing a non-emergency call can take 30 seconds on average, the app saved over 3 hours of operational time by deflecting 400 non-emergency calls, allowing SREC911 officers to focus on emergencies. Considering the team processed over 2,300 calls on the 4th of July alone (1,500 between 6 PM and midnight), the app provided critical relief.

SREC911 saw a **52% increase** in illegal fireworks reporting via AppArmor from 2024 to 2025.

SREC911 has positioned itself as a state-wide leader in communication innovation. The app saw a notable increase in downloads, with over 1,283 new users registering between 2024 and 2025, bringing the total to 4,100. By providing new ways for citizens to self-report and engage, the app has fostered trust in public safety services.

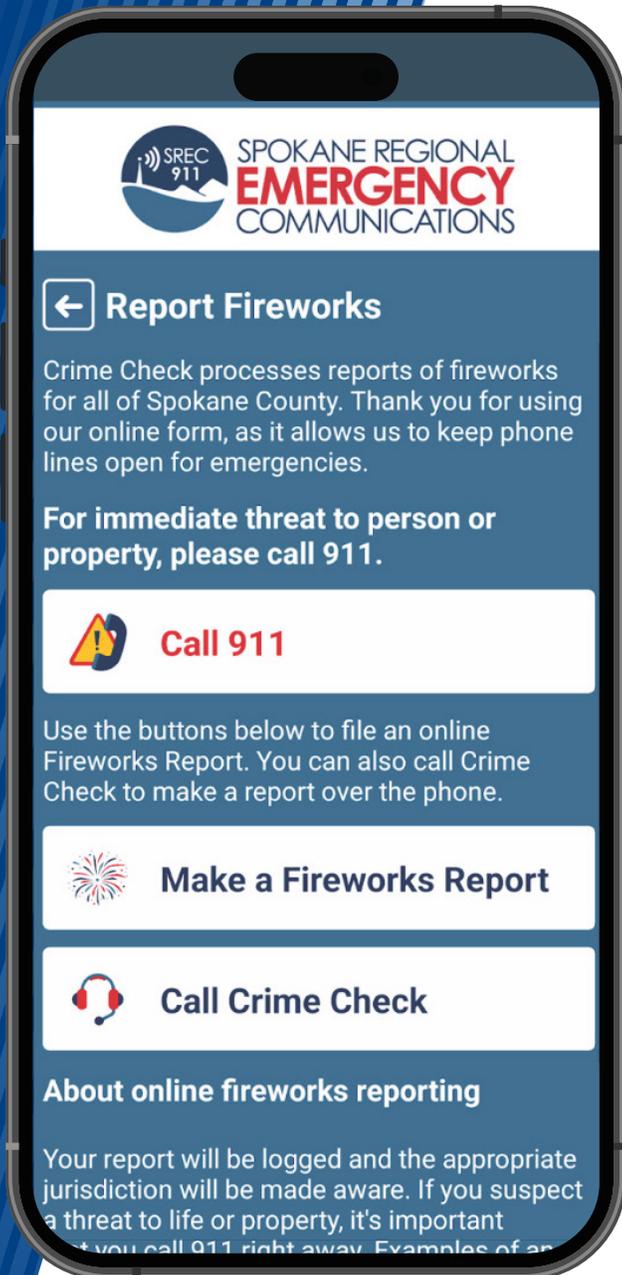


How SREC911 encouraged app downloads

Community engagement tools are most effective when readily adopted by residents. A key advantage of AppArmor is that the app is branded and hosted directly under your agency's name in app stores. This prominent placement enhances discoverability and fosters trust, as residents can easily identify and connect with a familiar local brand and logo.

However, once deployed, an agency must undertake initial efforts to build community awareness of their mobile app. SREC911 strategically capitalized on the summer's heightened media attention around fireworks reporting to launch AppArmor. As Kelly shared, "We do a lot of communication through the media and our social channels to educate people on when you call 9-1-1 during fireworks. We also knew it would drive adoption of the mobile app for other things like our evacuation map, online crime reporting, or public records requests." This integrated approach helped drive initial downloads and showcased the app's diverse utility.

For social media, Kelly emphasizes the power of strategic partnerships to extend reach and drive engagement. While SREC911's own social media following has grown considerably, they leverage the larger audiences of their member law enforcement and fire agencies. These partnerships prove highly effective, with Kelly stating, "We always see an uptick in enrollments when our partners share it because they have so many more followers right now". Additionally, SREC911 collaborates with entities like the City of Spokane Valley, who include their information in community newsletters, further broadening their public awareness efforts.



Empowering the community to take an active role in public safety

By leveraging Motorola Solutions' AppArmor platform, SREC911 not only solved existing communication challenges but also redefined how Spokane County engages with public safety. The tailored app empowered the community to take an active role in safety while allowing SREC911 to allocate resources more effectively during high-pressure situations. Looking forward, SREC911 anticipates further expanding the app's capabilities with automation and new features.

“Anytime you can put tools at people's fingertips that allow them to gain information from your agency, it's valuable. I don't think it matters what size agency you are.

– Kelly Conley, SREC911 Communications and Media Manager

For other agencies considering similar transformations, the Spokane model proves that mobile-first solutions can successfully alleviate operational pressures, foster community trust and create lasting impacts in public safety. Kelly says, “Anytime you can put tools at people's fingertips that allow them to gain information from your agency, it's valuable. I don't think it matters what size agency you are.”

To learn more, visit:

www.motorolasolutions.com/apparmor



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