

9-1-1 Protocols Software (Criteria-Based Dispatch)

Seattle Community Safety and
Communications Center Department (CSCC)

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Seattle City Council Public Safety and Human Services Committee

28 February 2023



Agenda for Today

- About the Seattle CSCC Department
- Handling 9-1-1 calls today
- Why use Protocols software?
- How 9-1-1 call handling will change
- A practical example – “person down”
- Timelines



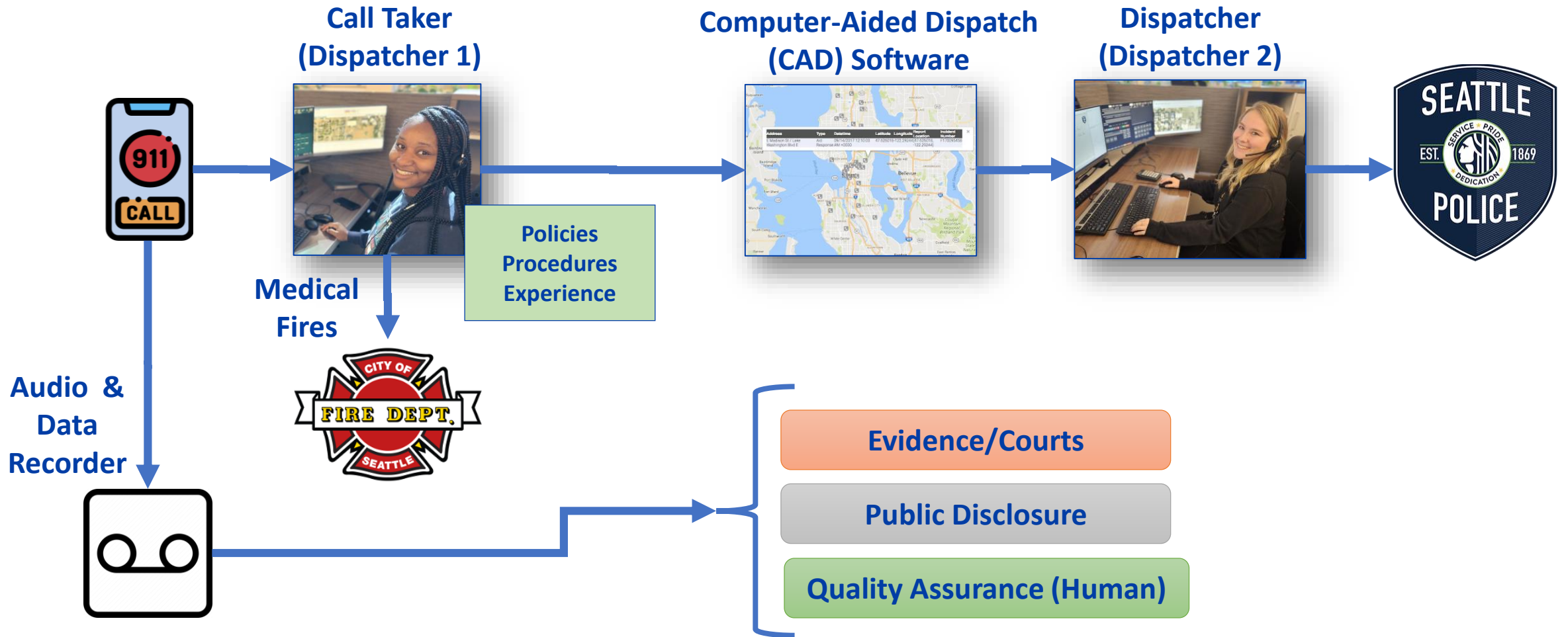
Seattle Community Safety and Communications Center Background

- Created June 2021
- Interim Director
Chris Lombard
June 2021 to January 2023
- Interim Director
Reba Gonzales
started February 2023

Performance Indicator	Annual 2022
Authorized Staffing	148
Current Staffing	138
9-1-1 Calls Received	614,139
9-1-1 Text Messages	6,555
Average time to Answer*	5.99 seconds
Total Contacts	1,114,604
Non-Emergency Calls	79,879
Languages Handled	4,193 calls, 45 languages

* January 2023

Handling 9-1-1 Calls at Seattle CSCC (Now)



9-1-1 Call Handling Statistics

Process Step	Weekly Statistics (8-14 February)	Monthly Statistics (January)
911 Calls Received	10,587	45,011
Transfers to Fire (Medical, Fires)	2,107	9,449
Dispatched by CSCC to Police	4,056	17,808
Audio Tracks (911, Radio) processed for detectives, courts, other agencies	1,780	9,732
Total CAD Events*	6,750	29,875

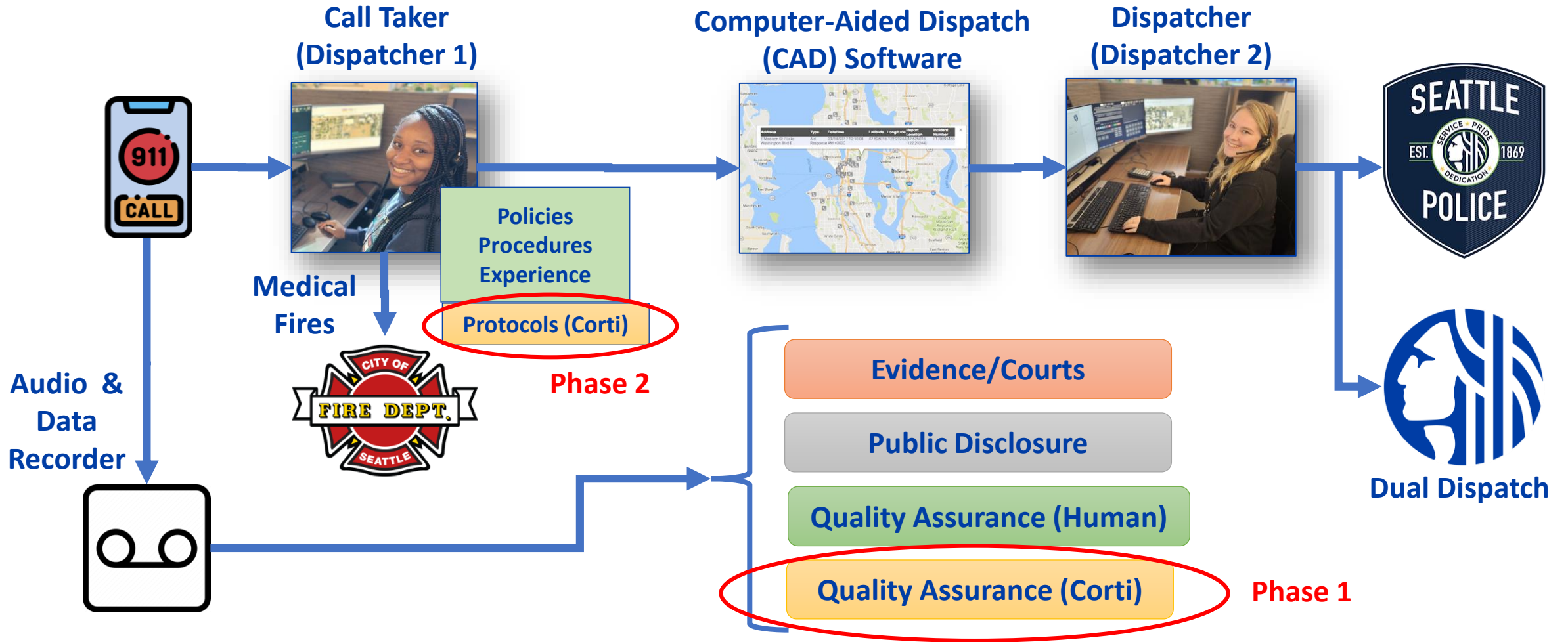
*Total Computer aided Dispatch (CAD) Events includes 9-1-1 incidents, online crime reports and incidents handled by the SPD telephone response unit (TRU)



Why use Protocols Software?

- Today 9-1-1 Call Takers rely on training, experience, and many policies and procedures (which sometimes change)
- CSCC has 34 call-takers (out of 60) hired in the last 12 months
- Protocols software will:
 - Display questions for complicated situations
 - Display follow-up questions based on previous answers (workflow)
 - Help standardize questions and reduce implicit bias
 - Help dispatchers decide which responders to send
 - Provide quality assurance to help ensure procedures are followed

Handling 9-1-1 Calls at Seattle CSCC (Future)



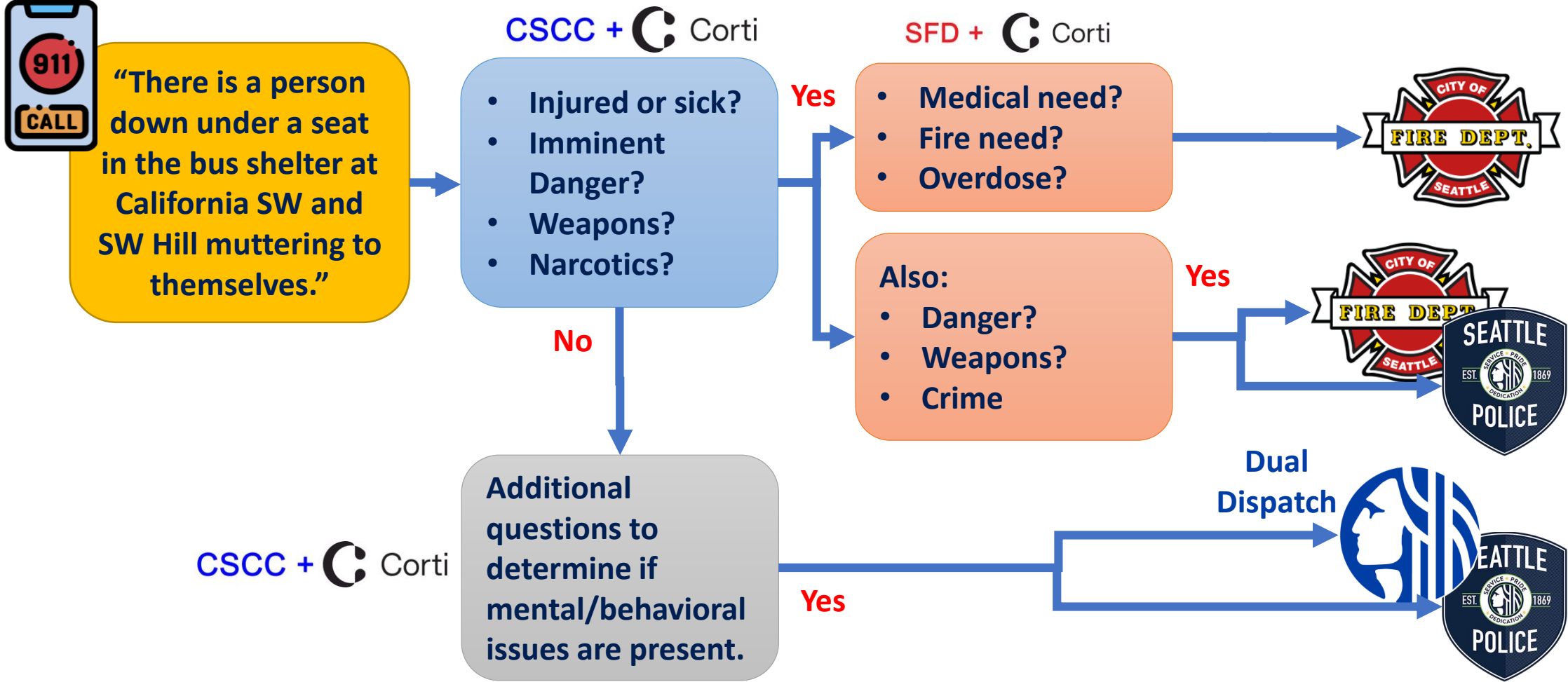
Corti Protocol Software Implementation

- Authorized by Council late 2021 with \$329,000
- Signed Contract with Corti late 2022
- Corti presently used by SFD for emergency medical calls
- Phase 1: Analysis of 9-1-1 audio for QA – now to June
- Phase 2: Implement “protocols” and workflows to distinguish calls suitable for dual dispatch – late 2023
- Protocols will require MHPs, EMTs, experienced call takers and others to design questions and workflows

QA = Quality Assurance; MHP = mental health professional; EMT = emergency medical technician



Hypothetical Example 9-1-1 Triage Workflow



End of Briefing
9-1-1 Protocols System (Criteria-Based Dispatch)
for Seattle City Council Public Safety and Human Services Committee
28 February 2023

