

Dual Dispatch Update

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Agenda

- Program objectives
- Coordination between SPD, CSCC/CARE, SFD
- Work updates
 - Capital and equipment
 - Staffing and training
 - Operations
 - Evaluation
 - Community engagement
- Program launch and next steps
- Discussion



Collaborators & Contributors

City Council & Central Staff
Mayor's Office
Facilities and Administrative Services
City Budget Office
Information Technology Department
Innovation and Performance
Seattle Police Department
Seattle Fire Department
Public Health - Seattle & King County
WA State Department of Health
Department of Neighborhoods
Human Services Department
Seattle Municipal Mental Health Court
King County Department of Community
and Human Services
Veteran Affairs Puget Sound Healthcare
Human Resources - Labor Relations
Human Resources - Compensation and
Classification
King County Regional Homelessness
Authority
The Downtown Emergency Crisis Center
Crisis Connections
King County Behavioral Health
City of Bellevue
City of Everett
City of Redmond
City of Olympia

City of Tacoma
City of San Francisco
Albuquerque Community Services
Durham HEART
Denver STAR and Denver 911
The Policing Project at NYU
Georgetown Law Center for
Innovations in Community Safety
Emerald City
211 Online
Arc of King County
Code4NW
Inclusive Therapists
Clinicians of Color
WA Therapy Fund Foundation
Community Passageways
Rainier Beach Action Coalition
CHAMPS Resource & Service Center
Urban Impact
Liberty Road Foundation
El Centro de La Raza
Leadership Tomorrow
Urban League of Metropolitan Seattle
Seattle Parks and Recreation
Research Triangle Institute Center for
Policing Research and Investigative
Science
City of Tucson

King County Regional Homelessness
Authority (KCRHA)
Communities of Opportunity
South King Emotional Wellness League
REACH
COVID/Co-responder Law Enforcement
Assisted Diversion (CoLEAD)
Community Passageways
Duwamish Native Veterans Program
University of Chicago Health Lab
WA Healthcare Authority
WA Dept of Health
Co-Responder Outreach Alliance
International Co-Responder Alliance
Bureau of Justice Assistance
Council of State Governments
National Institute of Health
National Institute of Justice
SAMSHA
NAMI, NAMI Seattle
University of Washington
Seattle University
Amherst Public safety
Law Enforcement Action Partnership (LEAP)
Association of Public Safety Communications
Officials
National Emergency Number Association
CORTI
Nine9Line



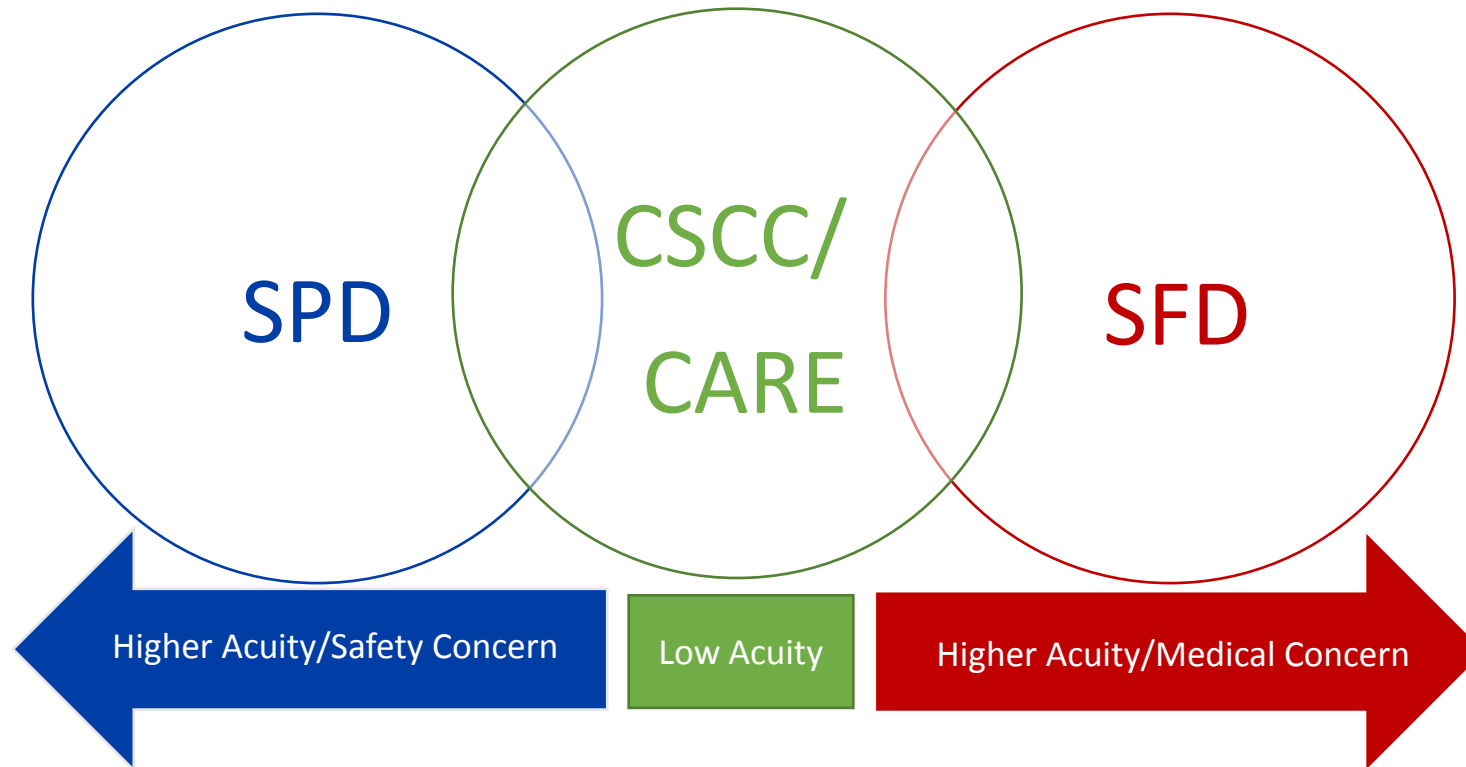
Dual Dispatch Objectives

Excerpt from Term Sheet: Alternative 911 Response, 09/11/2022

- Diversifies the City's emergency response options to better meet the community's need including **non-law enforcement response**
- Reduces harm and **provides an equitable system** of emergency response
- **Preserves first-responder capacity** for appropriate emergency responses
- Increases rate of response and **timeliness of responses** to Priority 3 and Priority 4 calls



Coordinated Emergency Response



Work Updates:

Capital and Equipment

- SMT 500 procured for workspace
- Equipment procured:
 - (5) Portable Radios APX 6000
 - (1) Bank Charger
 - (2) Desk Chargers
 - (4) Spare Batteries
 - (2) Mobile Radios – *Pending vehicle install*
 - (1) Base Station Radio / Consolette – *Pending office space allocation*
 - (1) Base Station / Consolette Antenna Hookup – *Pending office space allocation*
 - (7) Responder laptops and (7) mobile phones to be procured July 2023
- Vehicles
 - (1) Ford Explorer procured, repurposed from FAS
 - (2) In process from SFD (Fall 2023)



Work Updates:

Responder Hiring and Training

- 3 Communications Officer finalists identified (July hire)
- Responder positions submitted via supplemental budget
- Responder job descriptions drafted and in city approval process (Aug 2023)
- 15-module training in development with UW School of Social Work (Aug 2023)
- Language coordination and protocol standardization between 911/SFD/SPD (Aug 2023)



Work Updates: Operations

- CAD protocol creation (July 2023)
- Call type coordination with SPD/SFD complete: Priority 3 and Priority 4 Person Down and Welfare Check
- 911 Operator training (Aug 2023)
 - Ongoing updates shared via roll calls
- Field testing (Aug-Sep 2023)
- Pilot staffing schedule finalized (Aug 2023)



Work Updates: Evaluation

- Evaluation being designed with Seattle University (Aug 2023)
 - Identifying key metrics and leading indicators of success (national survey of leading pilots)
- Dashboard in development with Dept of Performance & Innovation (Aug 2023)
- Workgroup with SPD CRT and SFD Health One: scheduling weekly after action review meetings for first 90 days



Work Updates:

Collaboration & Community Engagement

- Common core crisis training in development with SPD, SFD, DHS
- Case management software potentially extended to SPD Crisis Response Team and CSCC/CARE responders for improved coordination
- Community engagement in development with Dept of Neighborhoods to drive awareness and build feedback loop
- Strengthening coordination: King County Behavioral Health, WA State CRIS, 988/Crisis Connections, national resources



What's Next

- October program launch: 6 responders, clinical supervisor
- Brand & logo development
- Community awareness strategy and conversations
- Quality assurance and improvement processes codified
- Public-facing reporting
- First Responder workgroup launched for continuous improvement



Discussion

SEATTLE
CITY HALL

