



Diversified Response

Public Safety Committee Presentation
Seattle Police Department

February 24, 2026



Agenda

- **Overview of SPD Emergency Response**
- **Diversified Response Teams**
 - Community Service Officers (CSOs)
 - Crisis Response Team (CRT)
- **Other Types of Response**
 - Police Outreach Engagement Team (POET)
 - Other types
- **Questions?**



Mission and Priorities

Seattle Police Department (SPD) Mission:

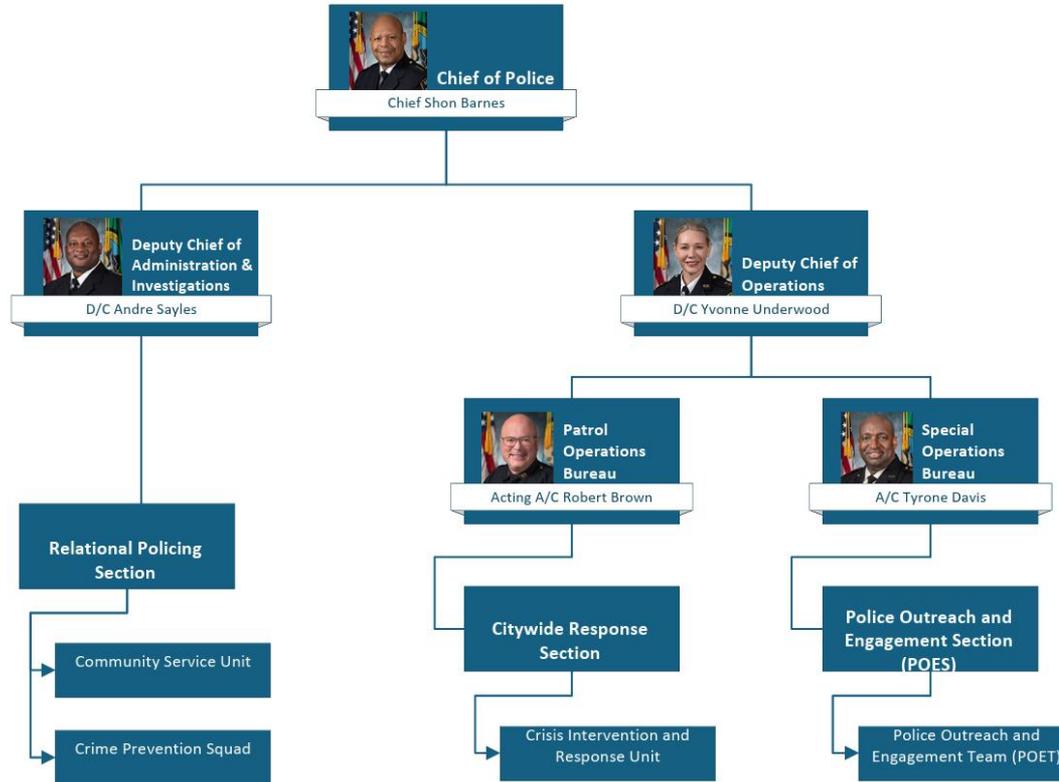
The mission of the Seattle Police Department is to prevent crime, enforce the law, and support quality public safety by delivering respectful, professional, and dependable police services.

SPD Priorities:

1. Crime Prevention
2. Community Engagement
3. Retention and Recruitment
4. Employee Safety and Wellness
5. Continuous Improvement



Emergency Response Overview





Community Service Officers (CSOs)

Community Service Officers (CSOs) are non-commissioned officers who:

- Work as liaisons between the community and the Police Department.
- Do not carry weapons nor enforce criminal laws.
- **Respond to non-criminal, non-medical 911 calls** received and dispatched through the CARE department or officer referral.
- Connect community members with services (e.g., housing, food, elder services, mental health services, etc.).
- Perform a variety of public safety-related community service, outreach work, and SPD community support.





CSO Job Duties

The CSO unit has two primary objectives:

1. Support officers on calls to provide resource connections for the community, for example:

- Transporting community members (e.g., from vehicle accidents, found persons, transport to shelter/housing, to/from interviews, DV transports, etc.)
- Connecting community members with resources or case management
- Victim support and grief resources
- Youth and family support (i.e., service referrals for youth and their families)
- Elder care
- Child welfare
- Mediation and dispute resolution (e.g., landlord/tenant disputes)
- Distribute materials and supplies (e.g., food, clothing, blankets, water, and hygiene items)
- Assist with missing persons/endangered persons/silver alerts



CSO Job Duties cont.

2. **Connect, collaborate, and advocate for the community to create a positive relationship between SPD and community members.**

To that end, CSOs work closely with:

- Businesses, including owners and employees
- City Partners (e.g., Seattle Public Libraries, Community Centers, Metropolitan Improvement District (MID), Seattle Parks Department, Downtown Emergency Services Center (DESC), Seattle Fire Department Health One, CARE, Public Health, etc.)
- Resource centers (e.g., VA, senior centers, shelters, LEAD, REACH, etc.)
- Community, cultural, and grassroots organizations



CSO Metrics



Current staffing:

20 CSOs and 4 CSO Supervisors, working out of all five precincts.

Hours:

7:30am to 10:00pm, seven days a week.

Impact:

Responded to 8,987 CAD events in 2025 – more than a **100% increase** from 2024.

Requested by Patrol Officers 1,653 times in 2025 – more than a **35% increase** from 2024.



Crisis Response Team (CRT)

The Crisis Response Team:

- Employs a ***co-responder model***, partnering Mental Health Professionals (MHPs) with specially trained Police Officers.
- Focuses on taking a ***holistic approach*** to law enforcement encounters with persons experiencing behavioral health issues.
- Diverts individuals from the traditional criminal justice system and redirects them to the most appropriate resources.
- **Keeps guns out of the hands of community** members most likely to harm themselves or others through the Extreme Risk Protection Order (ERPO) and Denied Firearm Transactions (DFT) programs.





CRT Metrics



Current staffing:

- 4 MHPs – 2 more to be added in 2026
- 1 MHP Supervisor
- 5 officers – 1 more to be added in 2026

Hours:

6:00am to 6:00pm, Monday through Friday

Impact:

In 2025, the team seized **71 firearms** from those who possessed them illegally or posed a significant risk of violence through the Extreme Risk Protective Officer (ERPO) and Denied Firearm Transaction (DFT) programs.

The team vetted **133 ERPOs** and issued **48 ERPOs**. They conducted **66 DFT** investigations which resulted in 2 arrests and 6 cases sent to KCPAO/ CAO/ AG.



Other Types of Response

Other Types of Response

- **Police Outreach Engagement Team (POET)**
- Crime Prevention Coordinators (CPCs)
- Parking Enforcement Officers (PEOs)
- Internet and Telephone Reporting Unit (ITRU)



Police Outreach Engagement Team (POET)

The Police Outreach Engagement Team (POET) is staffed with specially trained, uniformed police personnel who respond to planned or unplanned demonstrations. Their goals are to:

- Protect and facilitate First Amendment rights.
- Engage in productive two-way communication with event organizers.
- De-escalate tensions in the crowd and solve problems through dialogue with the parties involved.
- Assess crowd behavior and improve situational awareness of the police commanders at the event.
- Communicate information between the crowd and the police, explain police actions, and interpret the atmosphere.





POET Metrics



Current staffing:

- Cadre of 18 police officer volunteers who work on the team in addition to their primary responsibilities.
- Deployments are based on event size and officer availability; in 2025, they ranged from 1 to 15 officers per event.

Impact:

In 2025, POET was utilized in approximately 60 events with crowds ranging from 8 to over 75,000. **Most of these events did not require further police intervention and did not result in arrests.**

The team provided POET skillset training to SPD new recruits, as well as 14 officers from other agencies in the region.

Questions?