

# 2023 Seattle City Council Statement of Legislative Intent

Council Budget Action: Agenda

Tab	Action	Option	Version
CSCC	300	B	001-2023

**Budget Action Title:** Request that CSCC report on staffing and call answering

Ongoing: No Has Attachment: No

Primary Sponsor: Budget Committee

Council Members:

Staff Analyst: Ann Gorman

Date		Total	LH	TM	KS	AP	DJ	DS	AL	BC	SN
	Yes	0									
	No	0									
	Abstain	0									
	Absent	0									

## Statement of Legislative Intent:

This Statement of Legislative Intent (SLI) would request that the Community Safety and Communications Center (CSCC) provide a report to the Public Safety and Human Services Committee (PSHS) Committee on its staffing and call answering performance.

The report should be submitted on June 1, 2023 and include (1) an analysis of current staffing levels that includes recommendations for the appropriate FTE level for each job classification housed at the CSCC and a rationale for those recommendations; (2) an analysis, informed by staff input, of the extent to which (a) current staffing levels are impacting staff well-being and morale and (b) staff have sufficient paid time to engage in training and professional development and activities that support mental health and well-being and/or that mitigate the effects of stress or trauma; (3) a list of all current positions at the CSCC including the date that filled positions were filled and the date that vacant positions became vacant; (4) a description of the CSCC's recruitment activities and their results from 2022 to date; (5) for September 2022 through April 2023, data that show the CSCC's performance against National Emergency Number Association (NENA) call-answering standards and the call-answering standards in CSCC's Interlocal Agreement (ILA) with King County 911; and (6) a timeframe for the CSCC's ability to count incoming non-emergency calls separately from incoming 911 calls and for its development of a proposed call-answering standard for non-emergency calls. The report should be submitted to the Chair of the PSHS Committee and the Central Staff Director.

It is anticipated that the information provided in the report will inform the future analysis of the CSCC's operational and technical needs, including an understanding of the funding that would be required to meet those needs.

## Responsible Council Committee(s):

Public Safety and Human Services

**Date Due to Council:** June 1, 2023