

Seattle CARE Department

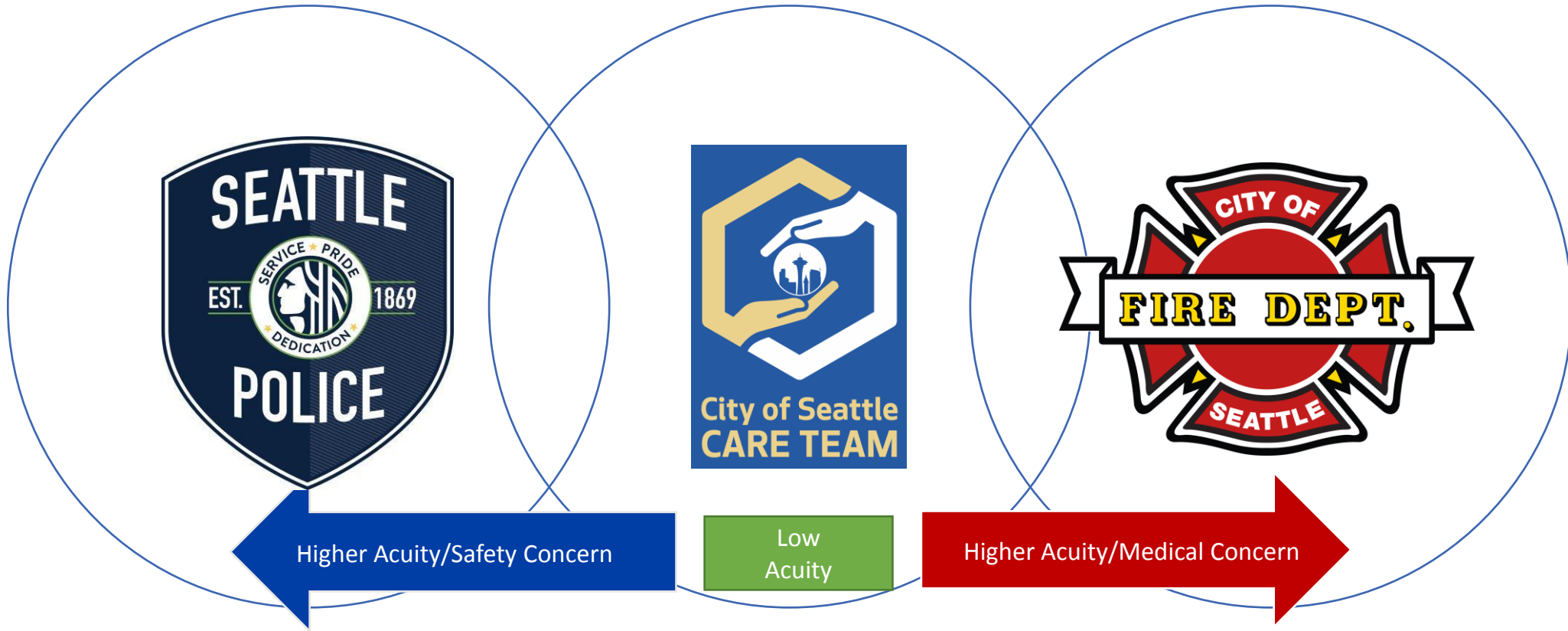
Amy Smith, Acting Chief
February 13, 2024

Seattle CARE Department



City of Seattle

Improving Public Safety as a Team



Mission

The Seattle CARE Department's mission is to improve public safety, by **unifying** and **aligning** the City's community-focused public safety investments and services, to resolve low-risk calls for behavioral health matters through diversified responses that are evidence-based, effective, innovative and compassionate.



Seattle 9-1-1

Public Safety Answering Point



- Largest PSAP in Washington (1 of 12 in King County)
- Public Safety Data Hub
- *First* First Responders
- 888,691 calls last year
- 150 employees
- \$24,033,277



Dual Dispatch Overview

3 teams of 2 Community Crisis Responders

11:00 to 23:00, 7 days a week

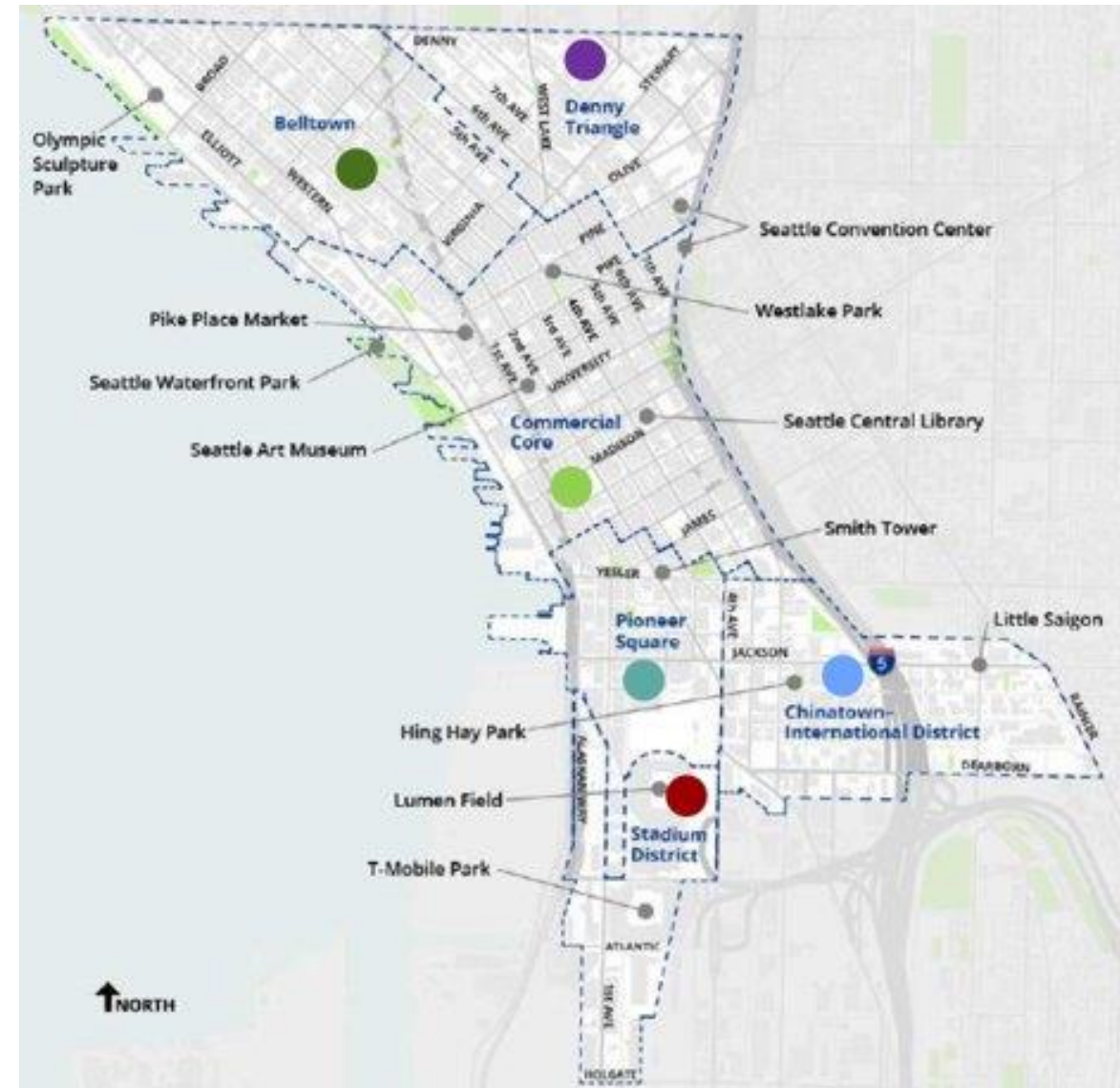
Based at Seattle Municipal Tower

Focused on person down calls

\$2,309,773 budget for 2024

Downtown activation plan zone

Emphasis projects: Morrison (DESC) and Little Saigon



CARE Community Crisis Responders

Dual Dispatch: First 90 Days



- Total responses: 248

- Total transports: 89 (35.9%)

- Average CARE team response time: 8 mins

- Average CARE time on scene: 45 mins

- SPD returned to the scene 3 times to make a referral to services

2024 CARE Department Goals

1. Transform CARE into a learning organization
2. Improve 911 staffing, recruitment, & retention
3. With SPD and SFD, improve the financial and operational efficiency of Seattle public safety
4. Update and create comprehensive department policy and employee handbook
5. Evaluate effectiveness and efficacy of Dual Dispatch pilot to inform future investment



Discussion

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