

# Community Safety/Communications Center Update

Public Safety and Human Services Committee Meeting  
Jan. 11, 2022

SEATTLE  
CITY HALL



City of Seattle

# STAFFING

- CSCC Continues to be significantly understaffed
- COVID-19 Vaccine Mandate staffing losses set us back ~6-8 months in hiring/training
- Started new class of 6 last week (01/07/22)
- Recently hired payroll supervisor
- Continue trying to get candidates for HR, finance, other

Classification	Number of Positions	Vacancies	Temporary Vacancies	Realized Staff Percentage
Communications Dispatcher 1	60	18	16	43.33%
Communications Dispatcher 2	38	5	3	78.95%
Communications Dispatcher 3	11	4	0	63.64%
Communications Operations Supervisor	16	2	0	87.50%
<b>Floor Operations</b>	<b>125</b>	<b>29</b>	<b>19</b>	<b>61.60%</b>
Communications Administration and Training Supervisor	2	0	0	100.00%
Communications Analyst	7	0	0	100.00%
<b>Center Total</b>	<b>134</b>	<b>29</b>	<b>19</b>	<b>64.18%</b>

Temporary vacancies are defined as employees on prolonged absence, training, or on-loan.

Separation Rate					
Year	Number of Positions	New Hires	Separations	Separation Rate	Net Change
2018	136	18	13	9.56%	+5
2019	136	17	15	11.03%	+2
2020	136	18	16	11.77%	+2
2021	134	23	33	24.63%	- 10
2022 Year to Date	134	0	2	1.49%	-2

# STAFFING

- Hiring incentives (\$10k/new, \$25k/lateral) are having desired effect.
- This is a >5-fold increase in applications over previous year
- Nationally, 911 has been struggling, like many industries, to fill vacancies
- Classroom training is typically 4 weeks followed by 6-7 weeks training on the floor supported by an experienced dispatcher/call-taker.
- A new hire can typically be fully operational in about 3 months.

Potential Employee Status	Number
New D1 applications received since 12/17	60
D1 applications received since the incentive announcement	393
D1 Candidates in the testing process	22
D1 Candidates in the interview process	9
D1 Candidates in backgrounding	11
D1 Candidates in psychological evaluation	7
New D2 lateral transfer applications received	10
D2 Candidates in the testing process	0
D2 Candidates in the interview process	1
D2 Candidates in backgrounding	0
D2 Candidates in psychological evaluation	0
Total candidates for the next class	6
Offer letters issued and accepted	6
Candidates in classroom training	0
Probationary employees on the floor (less than 1 year)	15

# CALL ANSWERING

- 12/29 – 01/04
- Standard is to answer 90% of 9-1-1 calls within 15 seconds. (This week's average was 89.73%)

Inbound Call Queues	Calls Presented	Average Wait Time in Queue in Seconds	Abandoned Calls	Average Time in Queue to Abandoned	Average Talk Time in Seconds (Includes Hold Time)
9-1-1	11,190	5.3	906	7.2	121
	1,444	23.6	61	68.5	114
625-5011	1,464	356	443	430	230
Secondary	1,076	328	305	414	298
Surge	0	0	0	0	0
Inbound Calls to Dispatchers	254	0	0	0	58
Outbound Calls		Number of Outbound Calls		Average Talk Time in Seconds (Includes Hold Time)	
Call Taker Outbound Calls		3,230		89	
Dispatcher Outbound Calls		2,084		59	

Transfers to Fire	CAD Events Generated	Traffic Stops	On-Views	Dispatched Events
2,541	5,800	155	896	3,763

# CALL ANSWERING

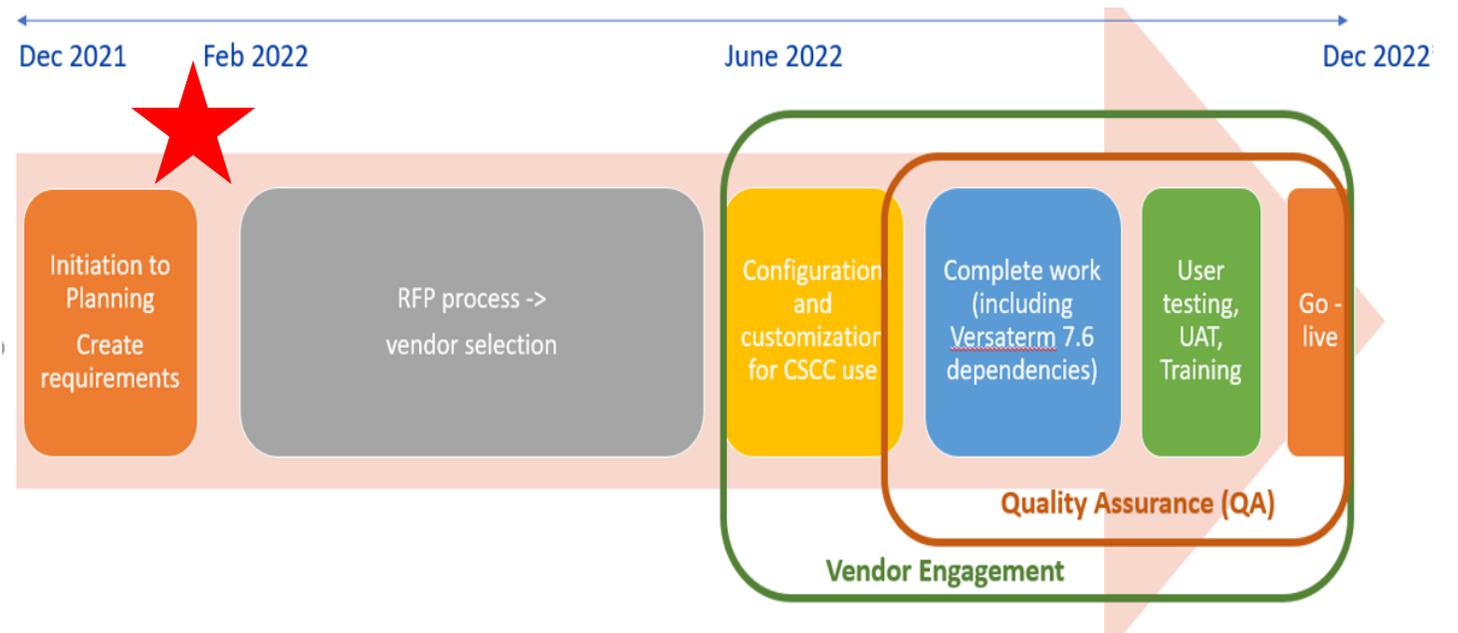
- From 12/20 – 01/03 (15 days), we were **unable to answer SPD’s non-emergency line for 15.6% of the time** (~51 hours out of 336 total hours).

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# 'DISPATCH PROTOCOL' PROJECT

- The project team had its first operational meeting 01/05.
- The project team includes staff from Seattle IT, SFD and SPD as well as internal CSCC staff.
- We hope to implement the tool well before the end of the year (2022).
- The project will provide a software tool to help call-takers more consistently screen 9-1-1 calls and improve triaging, prioritizing, classifying, and dispatching the proper resources.



# ALTERNATIVE DISPATCH (TRIAGE-1, ETC.)

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- Last week (01/06/22) – meeting with labor, SFD, CSCC to discuss staffing options for TRIAGE-1, and potential labor implications

# DECEMBER 911 OUTAGE - BACKGROUND

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- Statewide 911 outage occurred the afternoon of December 9, 2021
- ComTech - company which provides the Emergency Services Internet (ESINet) connecting all the Public Safety Answering Points (PSAPs) in Washington and delivering 911 calls to them.
- The network has redundancies.
- ComTech was doing maintenance to the “A” side of the network, in which case all calls should default to the “B” side, but this did not happen. This issue affected all 911 calls in the state. State911 office and King County 911 office are investigating.
- A back-up redundancy did work – 911 calls were delivered to our 10-digit ‘583’ number. This fact was not immediately apparent – 911 call takers noticed no ANI/ALI (e.g. Caller ID) was being delivered with the calls.

# DECEMBER 911 OUTAGE - TIMELINE

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- The outage went from 15:21 to 16:43 hours
- Comtech records ESInet failure at 15:21 hours
- On-duty CSCC Supervisor reports “I didn’t realize we weren’t getting 9-1-1 calls until a call taker sent a message.” “Call takers were still getting 911 calls, but through ‘583’ lines with no ANI/ALI.”
- CSCC Supervisor placed a test 911 call and received the ‘583’ automated RAN message.
- CSCC Operations manager advised supervisor to open the ‘625’ (non-emergency SPD/business) line as it was previously shut off.
- CSCC 911 Call takers are advised to answer all incoming 625 and 583 calls.
- CSCC Supervisor reports 911 calls are being delivered to 583 with some breakthrough calls to 911 with full ANI/ALI

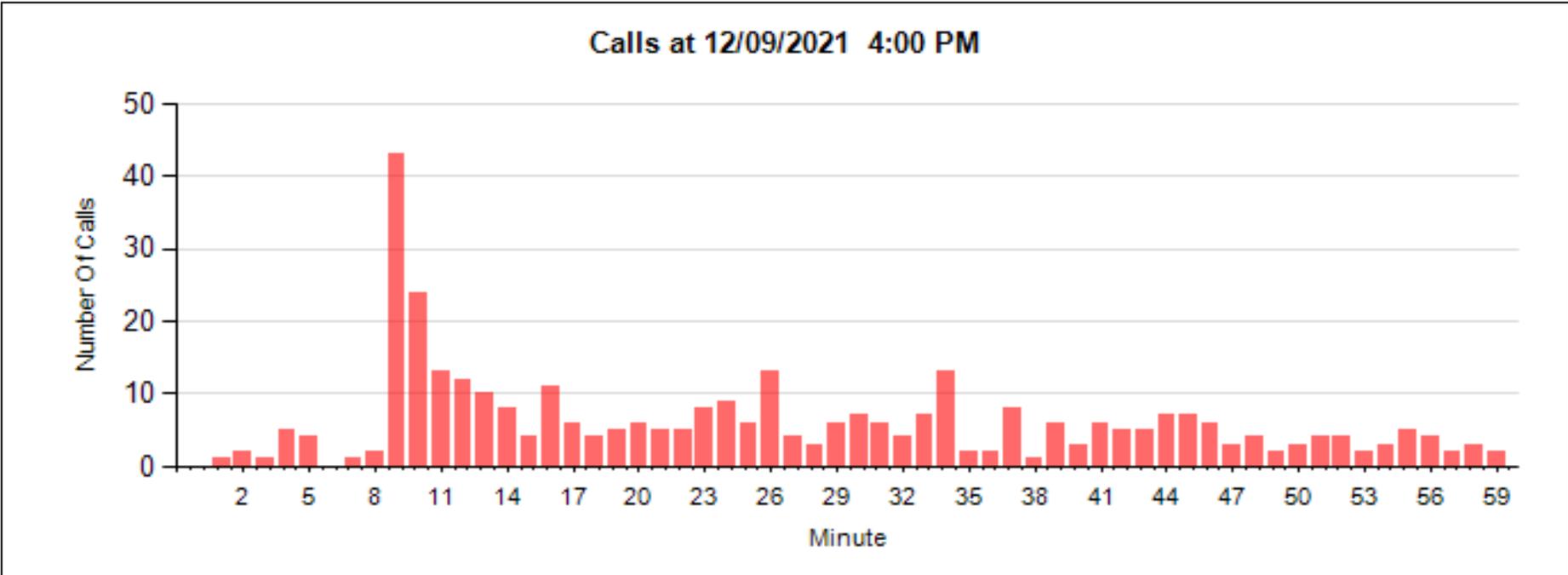
# DECEMBER 911 OUTAGE - TIMELINE CONTINUED

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- Initially, CSCC Supervisor reports normal call volumes despite confusion on call routing. Data confirms this observation.
- Unknown cause of problem and/or if all 911 calls are being received
- At 16:08 hours EOC sends public notification via Alert Seattle. Message reads:  
“From Seattle Police and Fire: **If** you cannot connect to Seattle 911, please call 206-583-██████, 206-625-3011 or text 911 **ONLY for emergencies.**” (Emphasis added)
- Public alerts were sent out via SPD twitter and by OEM with Alert Seattle – intended for Seattle only.
- Messaging went beyond Seattle - problem identified with WEA (messaging was not limited to Seattle as intended, but also went throughout the region)
- While alerts directed callers to use the 10-digit (583 and 625) numbers for emergencies, it ended up being superfluous as 911 calls were already being delivered

# DECEMBER 911 OUTAGE - TIMELINE CONTINUED

- Reporting system (EcATS) shows spike in calls beginning with alert messaging at 14:09



# DECEMBER 911 OUTAGE - TIMELINE CONTINUED

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- CSCC Supervisor reports call overload. Data shows surge of 1,051 calls received in the 1600-hour with the CSCC unable to determine which are emergency calls and which are non-emergency calls. The average number of 9-1-1 calls expected during this hour is 79. This is **an increase of 1,230%**.
- Comtech records estimated end of outage at 16:43 hours
- Operations stabilize

# DECEMBER 911 OUTAGE - CONCLUSIONS

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- Public alerts, sent out via SPD twitter and OEM with Alert Seattle – intended for Seattle only.
- Messaging went beyond Seattle - problem identified with WEA, one of the messaging tools
- Alerts directed callers to use the 10-digit (583 and 625) numbers for emergencies, but that ended up being superfluous as 911 calls were already being delivered
- Following messaging, majority of callers were either testing to see if the listed emergency numbers worked or thought they were supposed to call
- End result was many calls to the 10-digit numbers, which were overloaded (each has a capacity of 40 calls in queue).
- Some 911 calls may not have reached us, but we are unsure if that was the case.
- After-Action coordination already occurring with King County 911 on unified messaging

# QUESTIONS

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