



Seattle

Police Department

April 26th, 2022

Councilmember Lisa Herbold, Chair
Public Safety & Human Services Committee
Seattle City Council
City Hall
600 Fourth Ave, 2nd Floor
Seattle, WA 98104

Dear Chair Herbold and Seattle City Council Members:

In response to Statement of Legislative Intent SPD-017-A-001, the Seattle Police Department (SPD) is required to submit quarterly reports on the department's efforts to identify a non-sworn response for 911 call types that the National Institute for Criminal Justice Reform (NICJR) categorized as appropriate for a civilian response.

While we appreciate the groundwork laid by the 2021 National Institute for Criminal Justice Reform (NICJR) report, the analysis benefited from the perfect knowledge of hindsight. More than 97% of all calls received by the CSCC resolve differently than they are initially classified; in reality, it's not possible to accurately predict the outcome of every call. Consequently, until now, 911 call centers have treated all calls as High or Extreme risk and sent an all-hazard officer, i.e., a police officer.

To move forward with plans to dispatch alternatives to an all-hazard responder while minimizing risk to public safety, SPD has begun the Risk Managed Demand (RMD) project. The goal of this project is to develop a risk assessment matrix to help determine which calls can be safely off-loaded to an alternative response (though risk will never be completely eliminated). This in turn will help decisionmakers better understand the nature and scale of these call types so that an appropriate alternative response can be identified. This analysis will also inform new dispatch protocols that will help 911 call takers determine the best dispatch response for each individual call.

		Consequence				
		Negligible 1	Minor 2	Moderate 3	Major 4	Catastrophic 5
Likelihood	5 Almost certain	Moderate 5	High 10	Extreme 15	Extreme 20	Extreme 25
	4 Likely	Moderate 4	High 8	High 12	Extreme 16	Extreme 20
	3 Possible	Low 3	Moderate 6	High 9	High 12	Extreme 15
	2 Unlikely	Low 2	Moderate 4	Moderate 6	High 8	High 10
	1 Rare	Low 1	Low 2	Low 3	Moderate 4	Moderate 5

The RMD analysis is one piece of a larger scope of work the Mayor’s Office is leading to identify appropriate alternatives to police response. The RMD analysis is merely the first step of what will likely be a multi-step process for identifying what calls may be safely re-assigned to a non-sworn dispatch response. We understand the MO is committed to moving ahead with this work as expeditiously as possible and to that end, SPD is working to complete the first phase of the RMD analysis by late spring/early summer 2022. We understand the Mayor’s Director of Public Safety and Deputy Director of Policy will be reaching out to you soon, if they have not already, to share more details about the broader scope of work and timeline and how the RMD analysis fits within it.

Sincerely,

Adrian Z. Diaz
 Chief of Police
 Seattle Police Department