

Identifying Options for 911 Dispatch

SEATTLE
CITY HALL

Seattle Police Department completes Risk Managed Demand (RMD) Analysis

- Determining the likelihood & consequence of various call type outcomes.
- Will help us assess risk and understand better what calls require a sworn response vs. other.

		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

Review of Risk Managed Demand Analysis

What types of calls can be safely assigned to an alternative response?

What is the nature and scope of these calls?

External review: Subject Matter Experts & Key Stakeholders

Behavioral
health
(e.g. KC
Behavioral
Health
division)

Crisis
Response
(e.g. Crisis
connections,
DESC)

Others from
community,
legal,
academic

Identifying Diversified Response Options

After identifying call types that may warrant a non-sworn response, we will consider what type of response options are most appropriate.

- Community Service Officers may be good candidates for some calls.
- King County's Mobile Crisis Teams, which are expanding, could be a viable option for some behavioral health-related calls.
- Other possibilities??



Update on Statements of Legislative Intent

Community Service Officers CBO 001 A 001

This Statement of Legislative Intent asks the Executive to explore possible expansion of Community Service Officer (CSO) duties & responsibilities, including non-criminal 911 calls and “activities that directly alleviate the workload of SPD 9-1-1 response officers.”

Status:

- The Mayor's Office has had preliminary discussion with the Seattle Police Department's CSO team to understand current responsibilities, composition and skills of staff, and what an expansion of CSO duties could entail.
- As we begin to identify potential activities and calls that CSOs might be able to respond to, will want to cross reference with outcomes of Risk Managed Demand analysis.
- To the extent we can move more quickly on this aspect of alternative response, we will do so.

Mental Health CBO 002 A 001

This Statement of Legislative Intent requests the Executive identify: 1) various calls that have a “mental/behavioral health” nexus, current response options & gaps in services and; 2) how the City might scale up services to address unmet need & associated costs.

Status

- The Executive agrees with underlying intent of the Statement of Legislative Intent request & anticipate addressing it as part of our Scope of Work.
- We have reached out to King County’s Behavioral Health division regarding ability to leverage their expertise in this area as “owners” of the County’s crisis continuum services.

Triage 1

SFD 004 A 001

This Statement of Legislative Intent requests three reports on work undertaken & costs expended re: formation of a “Triage One” program proposed by the previous administration to field non-emergency calls presently handled by the Seattle Police Department.

Status

- Not proceeding with Triage One proposal given estimated costs & lack of clarity around what calls it would be responding to.
- The Mayor’s Office believes it makes more sense to first identify what calls are good candidates for a non-sworn response and *then* determine most appropriate response based on nature & scope of specific calls in question.