

Seattle Emergency Communications Center

Department Overview

The Seattle Emergency Communications Center (SECC) is the primary Public Safety Answering Point (PSAP) for the receipt, triage, and dispatch of public safety services within the City of Seattle.

SECC divides operations into two functions, call taking and dispatching. Call Takers receive requests from the community, alarm monitoring companies, and other public safety organizations via 911, the non-emergency telephone line, and the Seattle Police Department (SPD) administrative dispatch line. Call Takers triage each call determining the nature of the emergency and the resources necessary to respond to the emergency. Calls that are related to fire or medical are transferred to the Seattle Fire Department Dispatch center for response. If criminal or other types, call takers enter details of the incident into the Computer Aided Dispatch (CAD) system which relays the information to a Dispatcher. The Dispatcher notifies public safety service responders of the incident details and remains in contact with responders via radio systems to ensure responder and community safety. The Dispatcher coordinates responses for multiple incidents at a time often involving responses from multiple city departments and external agencies.

The mission of SECC is to quickly and professionally answer all requests for public safety services for the City of Seattle; to provide professional dispatch, notification, and communication services; and to facilitate reporting of minor incidents via telephone and online systems.

Budget Snapshot

	2019 Actuals	2020 Adopted	2021 Adopted
Department Support			
General Fund Support	-	-	-
Total Operations	-	-	-
Total Appropriations	-	-	-
Full-Time Equivalents Total*	-	-	2.00

** FTE totals are provided for informational purposes only. Changes in FTEs resulting from City Council or Human Resources Director actions outside of the budget process may not be detailed here*

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Budget Overview

The 2021 Proposed Budget establishes a budget and staffing for the first year of operation of a new, independent, and civilian-managed Seattle Emergency Communications Center (SECC). The budget provides the foundation for staff and resources to carry out the office's mission. This Emergency Communication Center is the first step towards unifying emergency response across the City and fulfilling the community goals of reducing dispatches for service of SPD and substituting alternate responses from other City departments or community-based organizations.

The proposed budget provides funding to support 142 full-time positions in the newly created Emergency Communications Center: there will be one SECC director who will develop and manage all functions and responsibilities of the SECC as well as guide the consolidation and integration of all Seattle emergency response; three management positions including an Administrative Manager, a Training Q/A Manager, and an Operations Manager; 138 civilian personnel assigned to 911 Call Taking, Dispatching, Supervision, and Administrative Support Functions such as Quality Assurance, Data Collection and Analysis, Scheduling, and 911 Programs Administration. In addition to staffing, the proposed budget provides SECC with budget to receive internal services from the Seattle Department of Human Resources, Finance and Administrative Services, and the Seattle Information Technology Department. Support such as health care charges for departmental staff are also provided. For the 2022 Proposed Budget, the City Budget Office will work with the new department, SPD and the shared services departments (SDHR, FAS and IT) to ensure that allocated rates are appropriately assigned.

City Council Changes to the Proposed Budget

The Council did not approve the creation of SECC and instead passed Council Bill (CB) 119949 which transfers the 911 Communications Center from the Seattle Police Department to a new department of Community Safety and Communications Center (CSCC). Two positions mistakenly were not removed from the SECC adopted budget and will be corrected in future legislation.

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Incremental Budget Changes

Seattle Emergency Communications Center

	Dollars	FTE
2020 Adopted Budget	-	-
Proposed Operating		
Creation of the Seattle Emergency Communications Center	18,539,521	142.00
Council		
Pass CB 119949 to establish a new Community Safety and Communications Center	(18,539,521)	(140.00)
Total Incremental Changes	-	2.00
Total 2021 Adopted Budget	-	2.00

Description of Incremental Budget Changes

Proposed Operating

Creation of the Seattle Emergency Communications Center

Expenditures	\$18,539,521
Position Allocation	142.00

This item transfers the 911 Call Center from Seattle Police Department (SPD) to a new, independent department, the Seattle Emergency Communications Center. The transfer includes all budget, personnel costs and staff associated with the unit, including support staff, overhead costs and overtime funding. The City Budget Office will work with the SECC, SPD and the shared services departments (SDHR, FAS and IT) to ensure that allocated rates are appropriately assigned in 2022.

Council

Decline the proposal to create SECC and instead establishes a new Community Safety and Communications Center

Expenditures	\$(18,539,521)
Position Allocation	(140.00)

This Council Budget Action (CBA) reverses the transfer of the 911 Communications Center (911) from the SPD to the Seattle Emergency Communications Center (SECC) and does not pass CB 119935 to create SECC.

The Mayor's 2021 Proposed Budget package included CB 119935 to create the SECC effective January 1, 2021 to operate the City's primary 911 call center and transfer these functions from SPD to the new organization. However, after transmitting the 2021 Proposed Budget, the Executive determined that obtaining the required ORI access permissions for the 911 unit requires additional time to acquire than initially assumed. Subsequently, a substitute Council Bill 119949 was adopted to create the Community Safety and Communications Center (CSCC) and transfers the both the 911 unit and the Parking Enforcement Unit to the new organization. These transfers will be effective either June 1, 2021 or 30 days after the Executive receives the ORI whichever comes first.

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Expenditure Overview

Appropriations	2019 Actuals	2020 Adopted	2021 Adopted
CC - BO-CC-10000 - Seattle Emergency Communications Center			
00100 - General Fund	-	-	-
Total for BSL: BO-CC-10000	-	-	-
Department Total	-	-	-
Department Full-Time Equivalents Total*	-	-	2.00

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Budget Summary by Fund Seattle Emergency Communications Center

	2019 Actuals	2020 Adopted	2021 Adopted
00100 - General Fund	-	-	-
Budget Totals for CC	-	-	-

Appropriations by Budget Summary Level and Program

CC - BO-CC-10000 - Seattle Emergency Communications Center

The purpose of the Seattle Emergency Communications Center Budget Summary Level is to receive requests for public safety services for the city of Seattle; provide dispatch, notification, and communication services; and facilitate reporting of minor incidents via telephone and online systems.

Program Expenditures	2019 Actuals	2020 Adopted	2021 Adopted
Seattle Emergency Communications Center	-	-	-
Total	-	-	-
Full-time Equivalents Total*	-	-	2.00

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