

# Seattle Emergency Communications Center

Director to be appointed

## 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 Proposed
<b>Department Support</b>			
General Fund Support	-	-	18,539,521
<b>Total Operations</b>	-	-	<b>18,539,521</b>
<b>Total Appropriations</b>	-	-	<b>18,539,521</b>
Full-Time Equivalent Total*	-	-	142.00

\* 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

## 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

## Seattle Emergency Communications Center

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.

### Incremental Budget Changes

#### Seattle Emergency Communications Center

	2021 Budget	FTE
<b>Total 2020 Adopted Budget</b>	-	-
<b>Proposed Operating</b>		
Creation of the Seattle Emergency Communications Center	18,539,521	142.00
<b>Total Incremental Changes</b>	<b>\$18,539,521</b>	<b>142.00</b>
<b>Total 2021 Proposed Budget</b>	<b>\$18,539,521</b>	<b>142.00</b>

### 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 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.

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## Expenditure Overview

Appropriations	2019 Actuals	2020 Adopted	2021 Proposed
<b>CC - BO-CC-10000 - Seattle Emergency Communications Center</b>			
00100 - General Fund	-	-	18,539,521
<b>Total for BSL: BO-CC-10000</b>	-	-	<b>18,539,521</b>
<b>Department Total</b>	-	-	<b>18,539,521</b>
<b>Department Full-Time Equivalents Total*</b>	-	-	<b>142.00</b>

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## Budget Summary by Fund Seattle Emergency Communications Center

	2019 Actuals	2020 Adopted	2021 Proposed
00100 - General Fund	-	-	18,539,521
<b>Budget Totals for CC</b>	-	-	<b>18,539,521</b>

## 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 Proposed
Seattle Emergency Communications Center	-	-	18,539,521
<b>Total</b>	-	-	<b>18,539,521</b>
Full-time Equivalents Total*	-	-	142.00

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