



FOR IMMEDIATE RELEASE:

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News Release

Changes to 911 Call Process for City of Spokane Residents

SPOKANE, Wash. – Effective 10/31/22 at 6:00pm, the 911 call process for City of Spokane residents will change. All calls for emergency services (Police, Fire, EMS) are processed through a unified communications center. The communications center houses both Spokane Regional Emergency Communications (SREC) employees and Spokane Police Department (SPD) dispatchers. The change comes as both SPD and SREC seek to maximize the efficiency of limited resources while dealing with increased workloads.

All emergency calls must be prioritized for their level or urgency and severity. If the caller is within the City of Spokane jurisdiction and requires a law enforcement response, the call will be transferred directly to an SPD dispatcher to further determine call details and coordinate a response by law enforcement. If the call is fire or medical related, SREC will manage the entire process (see diagram below).

In some situations, citizens may not experience any difference in service, while the process for other calls will shift. Below you will find information about the changing process and guidance for how a caller can help us provide the best service possible.

For all 911 calls: SREC 911 will continue to answer every 911 call just as they always have. SREC will then confirm the caller's location, phone number, and the nature of the call. For the most critical, in progress law enforcement emergencies, the process remains unchanged; the initial person answering the phone, a SREC 911 communications officer, creates a conference call directly with the caller and an SPD dispatcher who will gather crucial and time sensitive information so the appropriate emergency response can be promptly initiated. If the call is a medical emergency, SREC will manage the emergency medical dispatch process, gathering crucial information about the patient, while SREC's fire dispatchers send resources to the caller.

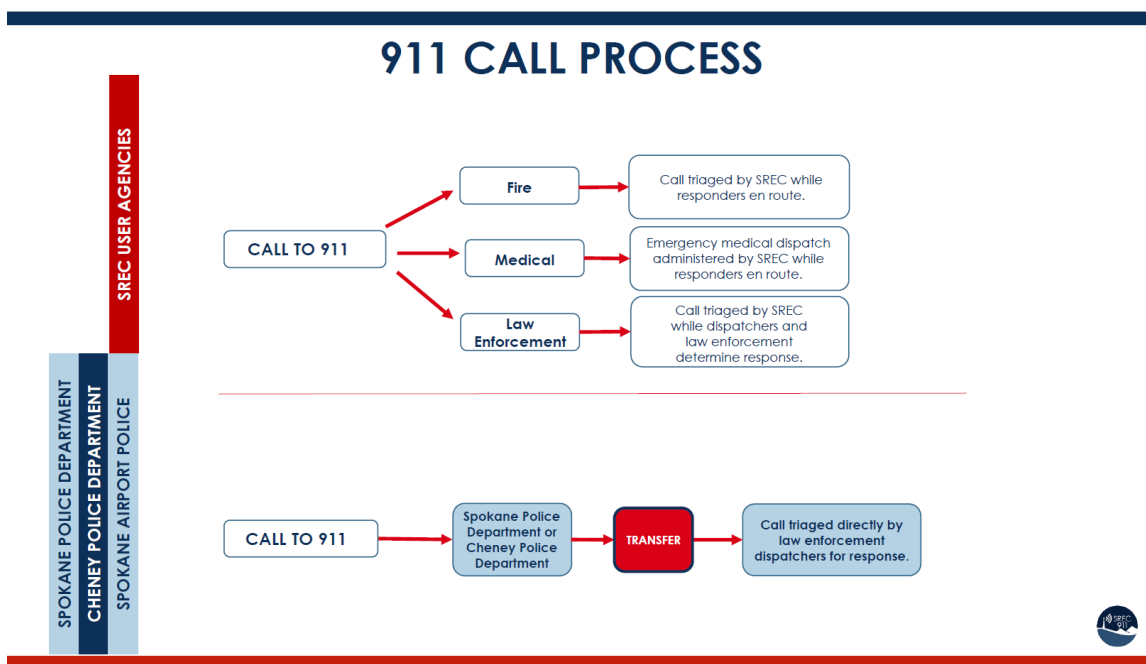
For lower priority law enforcement 911 calls: This is where the changes will be occurring. SREC 911 communications officers will pick up the initial call, take basic information and then forward the call directly to SPD dispatchers who will take the bulk of the information from callers. The immediate hand-off to SPD dispatchers may cause some disruption for callers, depending on call volume. The forwarding process may mean callers are placed on hold for a brief period until a dispatcher is available; however, having an SPD dispatcher directly obtain pertinent information will help them to evaluate where officers are needed most when there are multiple active incidents.

For more information, visit srec911.com, or like us on Facebook or Instagram.



What citizens can do to maximize efficiency: Use 911 for in-progress, or just-occurred, criminal acts such as violent crimes or other life-threatening emergencies. Use Crime Check (509-456-2233) to report all other non-emergent crimes or law enforcement needs. Depending on the nature of the incident being reported, the SREC Crime Check communications officers will either take a report via phone or forward the call to SPD dispatch. Using the correct numbers will maximize efficiency while keeping the 911 lines open for life-threatening emergencies. As always, try to be as clear as possible about the nature of the emergency.

SREC's 911 process is shown below:



Public safety is the top priority for SREC and our partner agencies. SREC will continue to support SPD through this process and appreciates their partnership. Over the last several weeks, SREC's supervisors and trainers have worked together with SPD staff to ensure SPD's resources (both human and technical) are ready for the new system to be implemented. Communication officers and dispatchers are the true first responders and are extensively trained professionals committed to both community and responder safety.

There will be no process change at this time for non-emergency Crime Check calls. SREC will still answer, and process Crime Check calls as they do today. Citizens can call (509) 456-2233.

SREC is hiring and encourages individuals interested in starting a career in public safety to visit our website at srec911.com to learn more.

Spokane Regional Emergency Communications gets the right resources to the right location with an uncompromising focus on responder and citizen safety.