

Briefing Paper

Finance & Administration

Division & Department:	City Council
Subject:	Training Requirements for individuals providing dispatch services to Spokane Fire Department and Spokane Police Department employees
Date:	10/15/18
Contact (email & phone):	Ben Stuckart - amcdaniel@spokanecity.org /509-625-6269
City Council Sponsor:	Ben Stuckart
Executive Sponsor:	None
Committee(s) Impacted:	Public Safety; Finance & Administration
Type of Agenda item:	<input type="checkbox"/> Consent <input checked="" type="checkbox"/> Discussion <input type="checkbox"/> Strategic Initiative
Alignment: (link agenda item to guiding document – i.e., Master Plan, Budget , Comp Plan, Policy, Charter, Strategic Plan)	Safe and Healthy Strategic Initiatives Workplan 2019 (Proposed) Budget
Strategic Initiative:	Safe & Healthy
Deadline:	Will file after committee
Outcome: (deliverables, delivery duties, milestones to meet)	N/A

Background/History:

The Spokane Police Department has 17 employees providing dispatch services. Spokane Police Department Radio Dispatchers send officers on emergency calls while relaying necessary and vital information to ensure the safety of both the officers and citizen(s) involved. Spokane Police Department Radio Dispatchers assist field patrols by obtaining additional information from callers and conducting name, vehicle and warrant checks as requested by officers. The Spokane Police Department received 65% of all Spokane County Crime Check reports.

The Spokane Fire Department has 21 employees providing dispatch services. Spokane Fire Dispatch employees provide services to 15 fire agencies, including the City of Spokane Fire Department, covering 1800 square miles and interfacing with neighboring county fire jurisdictions Spokane Fire Dispatch employees are all EMT and EMD certified, making them highly trained and skilled to answer and provide instruction during medical emergencies. In 2017, Spokane Fire Dispatch employees answered, triaged and dispatched 65,186 EMS calls for Spokane County, all while meeting the NFPA 1221 standards for dispatching High Priority and Low Priority calls In 2017, 40,329 emergency calls were made from within Spokane City limits, an increase of 3.2% from 2016.

Executive Summary:

This ordinance:

- Requires all individuals providing dispatch services to Spokane Police Department personnel to complete, obtain, and maintain ACCESS II certification provided by the Washington State Patrol. Identifies dispatchers as individuals who also conduct research and provide callbacks on non-emergency calls so officers in the field can focus on responding to emergency and high priority calls
- Requires all individuals providing dispatch services to Spokane Fire Department personnel to complete, obtain, and maintain the following certifications:

1. Emergency Medical Dispatcher (EMD)

- 2. Emergency Medical Technician (EMT)
- 3. Telecommunicator I provided by the Washington State Criminal Justice Training Commission
- 4. Telecommunicator II provided by the Washington State Criminal Justice Training Commission
- 5. Introduction to the Incident Command System (ICS 100) provided by the Federal Emergency Management Agency
- 6. Introduction to the National Incident Management System (IS-700.b) provided by the Federal Emergency Management Agency

- Encourages individuals providing dispatch services to Spokane Fire Department personnel to complete and obtain the following certifications:

- 1. Telecommunicators Emergency Response Task Force (IS-144) provided by the Federal Emergency Management Agency
- 2. ICS for Single Resources and Initial Action Incidents (IS-200.B) provided by the Federal Emergency Management Agency
- 3. Telecommunicators Emergency Response Task Force (TERT) provided by the Washington State Criminal Justice Training Commission

Budget Impact:

TOTAL COST:

Approved in current year budget? Yes No N/A
 Annual/Reoccurring expenditure? Yes No N/A

If new, specify funding source:

Other budget impacts: (revenue generating, match requirements, etc.)

Operations Impact:

Consistent with current operations/policy? Yes No N/A
 Requires change in current operations/policy? Yes No N/A

Specify changes required:

Known challenges/barriers: NONE