ORDINANCE C-_____

An ordinance relating to the training requirements for individuals providing police and fire dispatch services; adopting new section 03.10.070 to chapter 03.10; adopting new chapter 03.12 to the Spokane Municipal Code.

WHEREAS, more than 60% of emergency calls for response originate within the city of Spokane; and

WHEREAS, Spokane Police Department received 65% of Crime Check Reports in 2017; and

WHEREAS, there are 21 Spokane Police Department Radio Dispatchers; and

WHEREAS, 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; and

WHEREAS, 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; and

WHEREAS, Spokane Police Department Radio Dispatchers must have knowledge of the equipment and capabilities of specialized units such as SWAT and TAC; and

WHEREAS, Spokane Police Department Radio Dispatchers must use de-escalation techniques to individuals in crisis and tactical expertise in giving direction to subjects on the phone; and

WHEREAS, Spokane Police Department Radio Dispatchers must be technically sound in all facets of Computer Aided Dispatch systems and Law Enforcement Records Management Systems; and

WHEREAS, the highly technical and professional support Spokane Police Department Radio Dispatchers provide to sworn police officers allow officers to focus their efforts on preventing and reducing crime, building strong community collaboration and improving the quality of life in neighborhoods; and

WHEREAS, there are 21 Spokane Fire Dispatch employees; and

WHEREAS, 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; and

WHEREAS, in 2017, 40,329 emergency calls were made from within Spokane City limits, an increase of 3.2% from 2016; and

WHEREAS, Spokane Fire Dispatch employees each receive at least 1000 hours of initial training; and

WHEREAS, Spokane Fire Dispatch employees are all EMT and EMD certified, making them highly trained and skilled to answer and provide instruction during medical emergencies; and

WHEREAS, 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; and

WHEREAS, Spokane Fire Dispatch receive ongoing training and education to provide the best services possible to individuals requesting emergency assistance and the field responders providing the response; and

WHEREAS, dispatching for fire service requires training and certifications for dispatch staff to create a highly skilled and professional dispatch unit; and

NOW, THEREFORE, the City of Spokane does ordain:

Section 1. That there is adopted a new section 03.10.070 to chapter 03.10 of the Spokane Municipal Code to read as follows:

Chapter 03.10.070 Spokane Police Radio Dispatch

A. The City of Spokane recognizes individuals providing dispatch services to the Spokane Police Department as first responders who are responsible for interrogating, triaging, providing instruction during emergencies and identifying and directing resources to an incident location to prevent loss of life and property and ensure public safety. Individuals providing dispatch services to the Spokane Police Department conduct research and provide callbacks on non-emergency calls so officers in the field can focus on responding to emergency and high priority calls.

B. Any individual providing dispatch services to Spokane Police Department employees shall at minimum complete, obtain, and maintain ACCESS II certification provided by the Washington State Patrol within twelve months of being hired to provide to dispatch services.

Section 2. That there is adopted a new chapter 03.12 of the Spokane Municipal Code to read as follows:

Chapter 03.12   Spokane Fire Dispatch

The City of Spokane recognizes individuals providing dispatch services to the Spokane Fire Department as first responders who are responsible for interrogating, triaging, providing instruction during medical emergencies and identifying and directing an emergency response unit to an incident location to prevent loss of life and property, ensure public safety, and respond to medical emergencies.

Section 3.12.010   Spokane Fire Dispatch Training Requirements

A. Any individual providing dispatch services to Spokane Fire Department employees shall at minimum complete, obtain, and maintain the following certifications within twelve months of being hired to provide to dispatch services:

   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

B. Individuals providing dispatch services to Spokane Fire Department employees are encouraged to complete the following courses 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

PASSED by the City Council on _____.

_____
Council President

Attest: Approved as to form:

_____   _____
City Clerk   Assistant City Attorney

_____   _____
Mayor   Date

                                             _____
                                             Effective Date