



## SPD North Precinct Advisory Council

*Expanding Communication between the Police and Community*

### MONTHLY MEETING MINUTES

February 4, 2015

Recorded by Nancy Rauhauser

The monthly NPAC Meeting began at 7:02 p.m. with Ruedi Risler presiding.

Topics covered:

1. Special Presentation Speakers: Captain Dick Reed, and Supervisor Robert Montague, SPD 9-1-1 Communications Center
  - a. There are 118 people assigned to this department's 5 watches, most of them civilian. In 2014 there was an average of 2339 calls per day. It is the largest call center in King County.
  - b. SPD uses primary/secondary call model. Emergency operators assess each call and determine where it should go with the goal of doing it within 90 seconds. Some calls are transferred to the Fire Dept, some go to non-emergency operators.
  - c. Vice calls are prioritized: 1) in progress violent crime; 2) in progress property crimes; 3) non-emergency events that took place in the past; 4) complaints such as noise or parking.
  - d. Radio dispatchers assign officers to go to a crime scene. If it is a really serious crime or one in progress, the Chief Dispatcher may come on the line and dispatch officers even before the call is finished. Dispatch is computer-aided, which triages by urgency and geography. Normally, police in U District won't be dispatched to Lake City, for instance.
  - e. If the call is transferred to the non-emergency line, caller may be put on hold until an operator is available (average 7 minutes).
  - f. Calling 9-1-1 is not the same as making a report. Make a report either on-line (depending on the crime - see website), by phone (say yes when asked if you want to make a report), or via a police officer in person. If made by phone, the operator may have to type up the report later and call you back with a case number. Making a report doesn't necessarily result in an officer being dispatched.
  - g. If you call, you may ask to remain anonymous.
  - h. Content of call:
    - i. Call works best if caller lets operator take control and ask questions to get information. They ask questions in a certain order for efficiency. Some questions must be asked, like what is your address, even if that info is on the operator's screen.
    - ii. Questions never imply you should have done something or suggest you should do something now. For instance, if asked, 'Have you talked to the

person?’ does not mean the operator thinks you should have talked to the person before calling. It is only asked in case you did, in which case the operator will ask more questions about what was said, etc, to get as much info as possible.

- iii. If you don’t know the answer to a question the operator asks, it’s ok. Just say that you don’t know.
- iv. Because operators are trying to be really efficient to get you the help you need, they don’t have time to explain why they’re asking certain questions. And they may cut you off if you are providing information they don’t need for their assessment of the situation.

i. Call data is collected

- i. For non-emergencies, only the fact that a call was made is stored, and abandoned calls are not included.
- ii. For emergencies, more data is collected. Data helps SPD assign resources around the city.
- iii. Service hours are tracked - 1 officer spending 1 hour on a call is 1 service hour. Service hours are aggregated over a year by geography.
- iv. Note that crime statistics are not derived from call data; they are derived from crimes reported and arrests made.

j. Phone you call from

- i. Calling from land line, operator has info from phone company. You can add information about your family and home by subscribing to the free Smart 9-1-1 system; see <https://www.smart911.com>.
- ii. Calling from a cell phone only provides phone # and GPS location with 100-300 foot accuracy (unless you register your cell phone with Smart911, see above.)
- iii. Calling from a VOIP phone system only provides information you gave your service provider; always keep that information updated.
- iv. Texting to 9-1-1 is being tested. “Text if you must, call if you can.” SPD is waiting for equipment, then will set up procedures and educate public. Hope to go live in six months or so.

k. People sometimes complain that police don’t show up after they call 9-1-1

- i. If non-emergency, SPD may not have had any officers available.
- ii. May have shown up after you left.

l. More info

- i. See handout on SPD communications section overview (attached)
- ii. Calling 9-1-1: <http://www.seattle.gov/police/contact/911.htm>
- iii. Reporting a crime: <http://www.seattle.gov/police/contact/reporting>
- iv. Job: <http://www.seattle.gov/policejobs/civilian-jobs/911-call-takers>

2. Precinct Update: Lt. Jim Arata

a. Crime stats

- i. Currently NP is having a big robbery problem, a lot of them cell phone robberies.
- ii. Car prowls are still way down.

- iii. Car thefts - 105 between Dec 28 and Jan 24.
    - iv. Burglaries about the same, still a big problem. 193 between Dec 28 and Jan 24.
  - b. NP would like to have more bike patrols. Has 21 bikes and over 40 trained on them, but can only afford to assign 5 officers to bikes due to staffing levels.
  - c. 2025 NE 105th St SWAT raid - culminated surveillance that included cameras and sending in undercover folks to buy drugs. Saw many firearms in home. 12 addicts live there. SWAT served warrant January 29, 8pm. Used flash/bang to disorient inhabitants since there were guns in the house. Six were arrested. Aged owner seemed confused but refused help of Elder Abuse detectives. Will be keeping eye on the house.
  - d. January 25th at 125th and Stone Way seven patrol cars and dogs made a felony stop and apprehended people in a stolen car. Protocol is to call via bullhorn each person to approach police one at a time in case firearms are present.
  - e. January 2 there was a mugging (cell phone theft and punch) in Sandel Park. Came to Chief O'Toole's attention; park security will look into better lighting in the north portion.
  - f. Still working on johns hiring prostitutes along Aurora. There was a nationwide sting over Super Bowl weekend; Seattle was #2 in arrests made.
3. Crime Prevention Report: Elizabeth Scott
- a. Elizabeth is available to do home security inspections. She can give you ideas on how to help make your home more crime-proof, inside and out.
  - b. Home security & burglary prevention tip sheet (attached).
4. City Attorney's Office: Brendan Brophy
- a. Big sting at 2025 NE 105th St, made 6 arrests, on drugs and outstanding domestic violence.
  - b. Find-It-Fix-It walk with Mayor in U District Saturday Feb 21, 11am-1pm. All welcome.
  - c. Working on Northlake car camper problem - noise, garbage.
5. King County Prosecuting Attorney's Office - Jacob Brown
- a. There are three components of prostitution: 1- supply (prostitutes); 2- distribution (pimps); 3- demand (johns).
  - b. Traditional law enforcement approach has been to target the supply. Now prostitutes are viewed more as victims, and the approach is turning toward targeting distributors and demand.
  - c. Some stings used put sex ads on Backpage, etc, and arrest the johns when they show up.
6. Department of Corrections: Jeff Sargent
- a. Once a week watched a drug house on NE 97th from an unmarked car. Saw a guy, recently finished with probation, come and go. Guy left a car at the house that was stolen. Got him for stolen property.

- b. Heard a West Seattle guy was hanging out in Lake City. Trading heroin for sex. Found him at 130th & Lake City Way carrying a handgun. Went to jail.
- 7. Community Police Team: Dianne Newsom
  - a. With the redrawing of the SPD beats, the Community Police Team assignments have been adjusted. Map attached.
  - b. 500 pairs of socks from our sock drive were delivered to Roots, and 500 were delivered to YouthCare.
- 8. Liquor Control Board: Susan Blaker
  - a. New recruit Paul Vanderwulp has finished the academy and is working from NE 145th St to south of Magnolia.
  - b. North End pretty quiet. Three months ago DUI case: guy banned from working in bar due to too many violations. Found him in a fight while working in bar.
- 9. Committee Reports
  - a. Issues: Curtis Gehrke
  - b. Membership: Inga Manskopf - please give Inga any roster changes.
- 10. Member Organization Profile - Will Murray, G.A.I.N - Greenwood Aurora Involved Neighbors
  - a. Started in 2005 due to problems between Aurora and Greenwood, 70th to 90th.
  - b. There are now four GAINS based on geography, such as GAIN (74th - 95th), GAIN North (95th - 105th) and GAIN Broadview (105th-130th),
  - c. Organize patrols, block watches, meetings, monthly Adopt-A-Street cleanups, Yahoo discussion groups, all volunteer.
  - d. Working with Greenwood Community Council to develop a Greenwood hub for emergency preparedness.
- 11. Old Business - none
- 12. New Business
  - a. Gloria Butts - Broadview's Dunn Gardens is celebrating its 100th anniversary. There will be many events. See <http://www.dunngardens.org>.
- 13. Next Month's Agenda
  - a. Chief O'Toole will present a citizen commendation to two NP officers, then Lt. Lesley Cordner and Facilities and Admin Dept. will give an update on the progress of the new North Precinct Precinct headquarters building.

Meeting adjourned at 8:43 p.m.