

Feedback Requested from 911 Callers

People who dial 911 in Seattle will notice a few changes the Seattle Police Department (SPD) and Community Safety and Communications Center (CSCC) hope will increase communication, provide enhanced customer service, and help improve future 911 interactions between the public and first responders.

Beginning January 26, 2023, SPD will send fully automated follow-up text messages to many crime victims and 911 callers. Once the 911 emergency has passed, the system – developed by SPIDR Tech - will then solicit feedback about the caller's experience with SPD to improve services to the community.

Below are examples of the text messages and emails 911 callers may receive:

TEXT MESSAGE

You contacted Seattle 911 dispatch at 9:24 AM on December 13, 2022. Your event number is 22-XXXXXX. If the situation escalates before an officer arrives, please get somewhere safe and call 911 immediately.

If you requested contact and need to change your location, or if you no longer require assistance, please call 911 back to let us know.

For more information on what to do after a collision, please click here:
https://spdengage.seattle.gov/view_message/b9af4b88-047a-4c38-8124-0bc05e9a0ee9?c=s

Para ver este mensaje en español, haga clic aquí:

Text 'STOP' to unsubscribe from all future messages.

E-MAIL



Hello,

You contacted Seattle 911 dispatch at 9:24 AM on December 13, 2022. Your event number is 22-XXXXXX. If the situation escalates before an officer arrives, please get somewhere safe and call 911 immediately.

If you requested contact and need to change your location, or if you no longer require assistance, please call 911 back to let us know.

If no one is injured, traffic is not blocked, and drivers are willing to exchange information, a police response is not required for collisions in Washington.

If safe to do so, drivers should exchange contact and insurance information, then file their collision reports online at <https://fortress.wa.gov/wsp/wreocr/OMVCR>. They should then follow up with their insurance companies.

If you're able to safely exchange information and report online, please call 911 back so we can cancel the call.

For more information, go to <https://www.seattle.gov/police/need-help/collision>

Sincerely,

Seattle 911

Non-Emergency: (206) 625-5011
Emergency: 911

610 5th Ave
Seattle, WA 98104

SPD and CSCC are notifying community members about these changes in advance so 911 callers will know the automated follow-up texts and emails are a legitimate attempt to gather feedback. They are not spam. It is the SPD's hope that people will respond to the survey questions so improvements to the City of Seattle's emergency response can be made.

SPIDR Tech was founded by law enforcement professionals to help agencies use their own data to improve transparency and increase efficiency by seeking 911 caller feedback.

