



SPD Response to Property Crime and Other Minor Offenses

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Measuring What Matters

SeaStat

- Since August 2014, SPD has convened internal and external stakeholders bi-weekly to monitor and address crime and disorder problems in the City of Seattle.
- Notable Stats (October to November):
 - Auto Theft - 34 percent decrease (Oct: 576 total offenses; Nov: 382 total offenses)
 - Theft - Auto Accessories/Auto Parts/Car Prowls - 25 percent decrease (Oct: 1250 total offenses; Nov: 936 total offenses)

Addressing Minor Crimes and Disorder

- Early November, an internal workgroup was organized **to review SPD's response to low-level crime**. The following action items were proposed and approved by Chief O'Toole:
 - Drafting a Directive to remind officers of the significance of minor crimes.
 - Reviewing dispatch priority code assignments for all case types; make amendments, where practical.
 - The group also made recommendations related to customer service and digital technology tracking.

Improving Customer Experience

Communications Center

Next Steps:

- Interactive Voice Response (IVR)
- Customer service training for call handlers.
- Reallocate resources for handling non-emergency calls.

Alternative Call Handling

Next Steps:

- Revise/clarify online reporting protocol.
- Long-term goal: Private sector partner to assist in more comprehensive review of citizen inputs

Handling Digital Technologies

- Chief O'Toole issued a Directive on 11/14, establishing technical POC for tracking digital technology.
- Further clarification provided by A/Chief Metz on 11/21 via department memo to all sworn officers.
- Will issue final memo on tracking and collecting digital evidence (Dec 2014).
- Film and distribute roll-call training video (Dec 2014).
- Establish project team to examine how SPD handles digital technologies (Jan 2015).