911 Logging Recorder

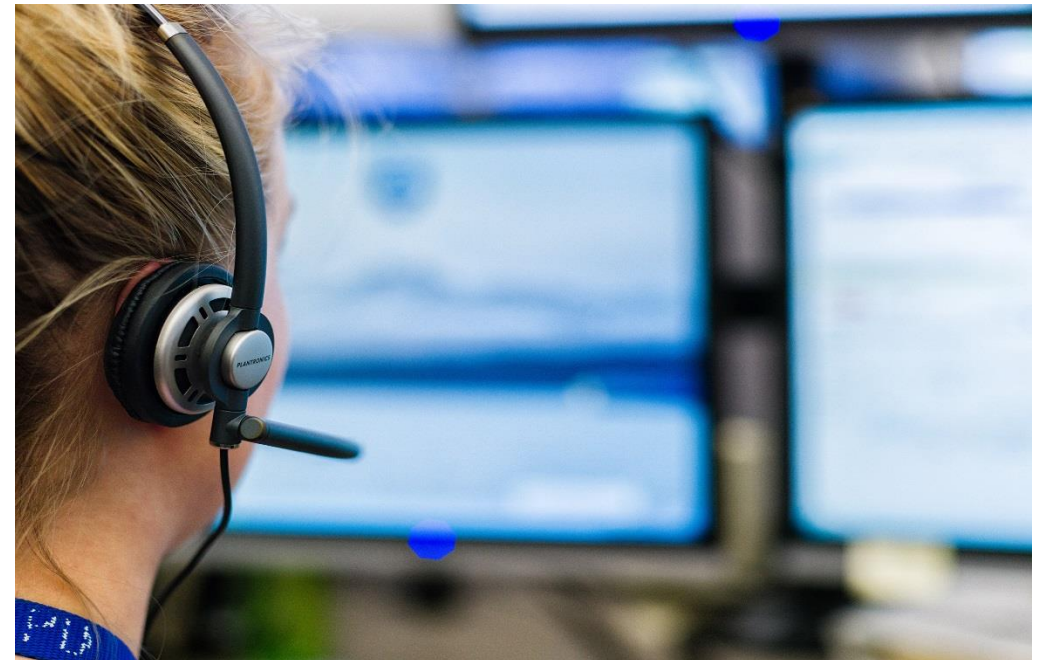## Seattle Police Department (SPD)

What is the technology?

The 9-1-1 Logging Recorder is an application that automatically records all telephone calls received by the Seattle Police Department's 9-1-1 Center as well as all radio traffic between dispatchers and SPD patrol officers.

Why do we use the technology?

The 9-1-1 Logging Recorder supports the 9-1-1 Center's mission of providing high quality, consistent, and professional dispatch and call taking services. These recordings provide transparency, accountability, and quality assurance by recording real-time interactions between 9-1-1 call takers and callers, and all radio traffic between patrol officers and dispatchers.

The open comment period for this technology is currently underway. You can provide comments to **Seattle.gov/Privacy**.

All comments will be included in the Surveillance Impact Report on this technology and submitted to Council.

If you would like to provide feedback outside of the open comment period, please submit them directly to City Council.

Collection

All information collected is provided by the person placing the 9-1-1 call or from the responding officers or dispatchers. Data collected by the recording system includes call audio, time stamps for start and end of calls, staff position of the individual answering the call, duration of the call, and the phone number and/or radio channels used to contact 9-1-1.

Use

Audio recordings are routinely used in criminal prosecutions and are routinely used within the 9-1-1 Center for training and quality control purposes. Approximately 5000 recordings are released to the Seattle Law Department per year to support legal proceedings.

Protections

Only authorized SPD users can access the system using password-protected login credentials. All users are Criminal Justice Information System (CJIS) certified. Logs of system functions and user actions are kept for auditing purposes, and to safeguard against potential unauthorized access to stored information.

City of Seattle