

CRIME CHECK

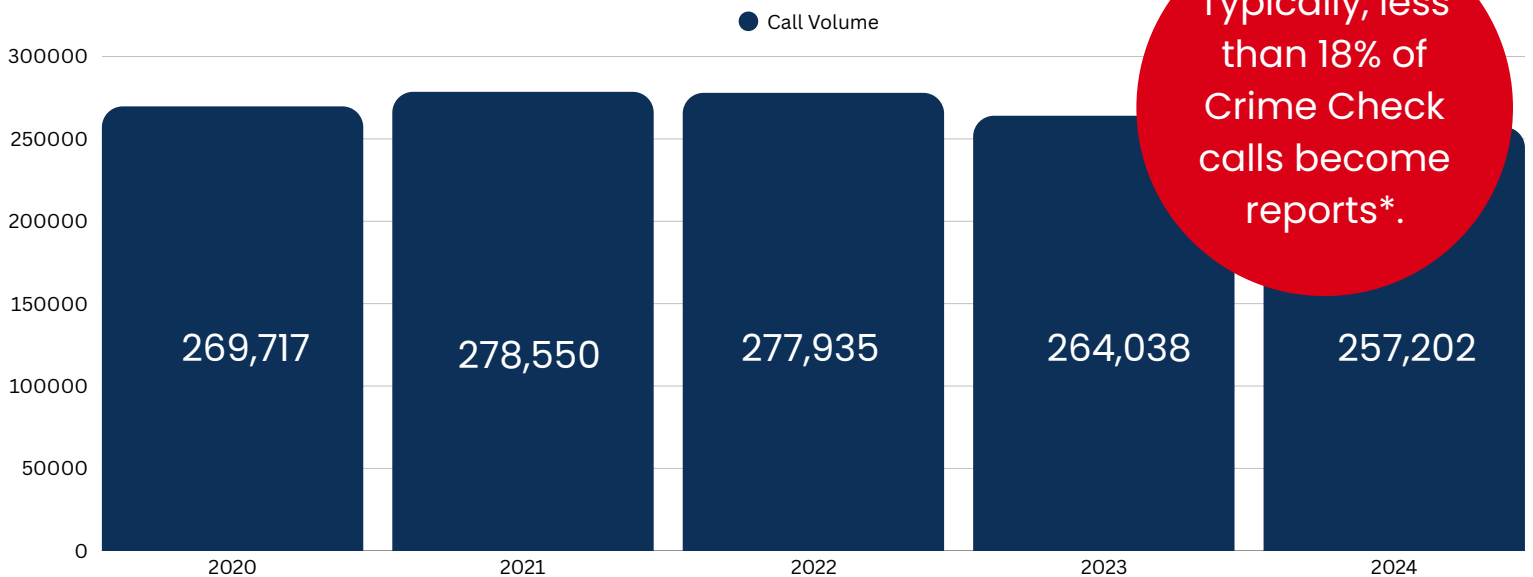
Spokane Regional Emergency Communications (SREC) answers Crime Check, or non-emergency calls, for all of Spokane County and writes law enforcement reports for most agencies, including the Spokane Police Department.

(509) 456-2233



SPOKANE REGIONAL
EMERGENCY
COMMUNICATIONS

Crime Check Call Volumes



Typically, less than 18% of Crime Check calls become reports*.

**Calls coming into Crime Check, while designated a non-emergency line, can often be emergencies, and or emergent issues that require a call for service.*

New Staffing Model Receives High Marks

After evaluating feedback from our law enforcement partners and the community, SREC launched a new Crime Check staffing model in February of 2024, providing live report taking 24/7. Previous to this time, Communications Officers took preliminary information, and Report Technicians called citizens back to take the full report. Now, callers are transferred directly to a Report Technician with virtually no wait.



88% + Satisfied or Highly Satisfied with Quality of Customer Service Received



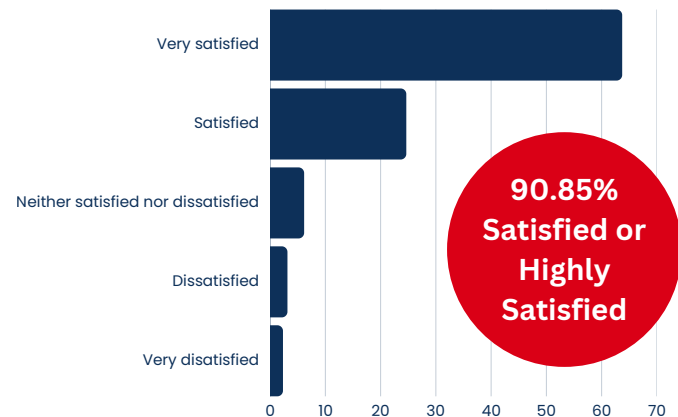
24/7 Live Report Taking

Automated Survey Measures Success, Provides Important Follow Up Information

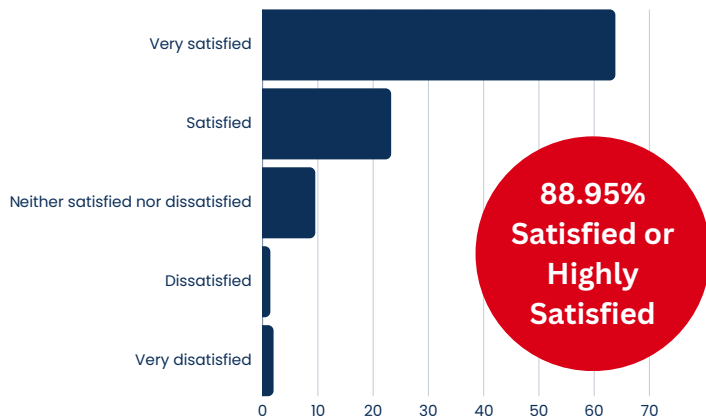
How satisfied were you with the time it took to answer your call?



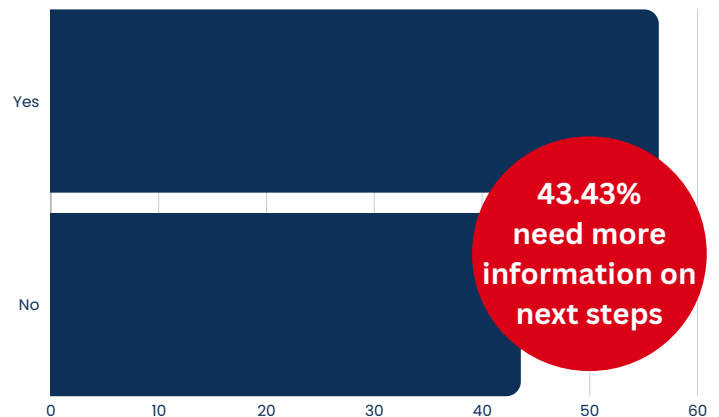
How satisfied were you with the report taking process?



How would you rate the quality of customer service you received?



Are you aware of the next steps in your report process?



Survey results reflect 999 responses received as of 7/9/2025.

Ongoing Process Improvements

Based on survey feedback, SREC has made several key process improvements to address caller needs:

- Created personalized, automated email and survey that goes to each caller who files a report.
- Email includes incident number, jurisdiction website link for records request, and jurisdiction front desk number for follow up questions.
- Enhanced website content to provide specific steps for follow up.
- Working with law enforcement partners to determine appropriate messaging to educate citizens about follow up procedures.

How Crime Check is funded

In 2017, 83% of Spokane County voters approved Proposition 1, which continued the already existing 1/10th of 1% of local sales and use tax that keeps Spokane County's emergency communication systems and services functional. This includes Crime Check reporting system where reports are taken by SREC Report Technicians or made directly online by citizens and sent to law enforcement agencies for follow up. Crime Check. For every ten dollar retail purchase, Spokane County receives one cent in sales tax. An average Spokane County household contributes about \$1/month.