

Dear Sheriff,

The City of Shoreline has been actively addressing community inquiries regarding sightings of Immigration and Customs Enforcement (ICE) agents within our jurisdiction. To ensure community well-being and facilitate appropriate responses, we have been advising residents, customers, and even our own staff who witness such incidents, or have concerns about their or a community member's safety related to ICE activities, to contact 9-1-1.

Our guidance emphasizes the critical importance of providing the 9-1-1 dispatch officer with comprehensive and precise details. This includes, but is not limited to, the exact location and time of the incident, a thorough description of the activity observed, any discernible uniform or agency identification, the number of individuals involved, and any other pertinent information that could aid in establishing a clear picture of the situation. Our aim is to empower dispatchers and subsequent law enforcement responders with the full context necessary to accurately assess and appropriately manage these situations.

This protocol recently became a topic of discussion with one of our City Councilmembers, who raised a salient point regarding the nature of the response residents receive from dispatchers during an ICE-related call. She specifically inquired whether 9-1-1 dispatchers are provided with a structured script or standardized protocols for handling such encounters, drawing a parallel to the specific guidelines followed for urgent medical situations, like a reported heart attack. The underlying concern is to ensure consistency, clarity, and the provision of appropriate guidance during what can be a sensitive and potentially stressful interaction for our residents.

We would greatly appreciate it if you could enlighten us on the existing training, protocols, or scripts that our 9-1-1 dispatchers currently employ when fielding calls pertaining to ICE agent activity in the community. Understanding your department's standard operating procedures in these circumstances would be invaluable for us in continuing to inform our residents and ensure effective communication between the community and emergency services.

Thank you for your time and assistance with this important matter.

Sincerely,

Bristol

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