

# Alternatives to Police Response Pilot Updates – Q2

Public Health & Safety Committee

Presented by the Office of Performance & Innovation

June 24, 2021

# Contents



- 1. Reporting timeline**
- 2. MPD Operational Assessment update**
- 3. Alternatives to police response work update**



# Reporting Timeline

**March 18, 2021**

Q1 Update, PHS

- Update on planning work that has been completed
- Timing and expectations for pilots before they are active in the field
- Staffing/efficiency study & problem nature code study updates

**June 24, 2021**

Q2 Update, PHS

- Updates on pilots and implemented project roll-out
- Staffing/efficiency study & problem nature code study updates

**September 20, 2021**

Q3 Update, PHS

- Initial findings on active pilots and implemented projects
- Early indications of 2022 recommendations
- Staffing/efficiency study & problem nature code study updates

**November 2021**

Q4 Update, Committee TBD

- Mid-term findings on active pilots
- Final recommendations for 2022 budget



# MPD Operational Assessment

# Minneapolis Police Operational Assessment

Combines two RFP scopes of service: the MPD Staffing & Efficiency Study and the 911 Problem Nature Code Prioritization Study:



- Conduct a workload-based analysis of staffing needed to meet demand for service in all areas of MPD
- Report on the use and prioritization of Problem Nature Codes (PNCs)

Details (including contract documents) publicly available online via City's Community Safety timeline





## Expected results

- The total staffing required to meet MPD's current and future demand for service.
  - Totals will include all personnel (i.e., including police officers, MPD civilian staff, or staff in other City departments).
  - These results will help the City to weigh tradeoffs about where and how to assign public safety work.
- Current tasks within MPD that civilians could do, if any.
  - This might include individual positions or programs.
  - Recommendations may include retaining civilian functions within MPD or moving them elsewhere.
- Any administrative or operational changes that may increase MPD's efficiency.
- Any potential improvements to the use, categorization, or prioritization of PNCs.



## Q2 Progress: Data and document collection

### Administrative data, 2016-2020

- Call for service and dispatch data, staffing and scheduling data, etc.
- Approx. 1.6 GB across ten different data sets

### Policy and procedure documents

- From MPD and MECC
- Nearly 700 individual document files

### Interview contacts

- Provided nearly 200 names for potential interviewees

### Additional actions

- Leveraged existing data extracts (e.g., Open Data Portal, MNDHR data requests, etc.)
- Created field definition documentation for data sets



## Q2 Progress: Data analysis

### Data analysis status:

- Review of quantitative data by SMEs
- Documents catalogued/tracked and prioritized: which need review, which are complex or critical enough to need multiple reviewers

### Interview status:

- Initial interviewees identified (approx. 30)
- Interview guide being finalized
- Interviews to be scheduled and conducted in July





## Future actions and timeline

### Reporting and recommendations

- CNA team drafts report and recommendations, Q3
- Review by City staff, Q3
- Final reporting and dissemination, early in Q4



# Alternatives to police response

# Projects we'll be bringing updates on



## Pilot: OPI will take a lead role driving the pilot

- MH1 Pilot – Mobile Behavioral Health Crisis Response Teams
- MH2 Pilot – Train 911 Dispatch in Assessing Mental Health Calls
- MH3 Pilot – Embed Mental Health Professionals in 911
- R4 Pilot – Train non-police City staff to take theft & property damage reports & collect evidence

## Ongoing Implementation: OPI will take a support role as departments implement

- R1 – Direct property damage report-only & parking problem calls to 311
- R3 – Conduct an awareness campaign about reporting options via 311 and online
- R5 Pilot – Transfer all parking related call responses to Traffic Control
- MH4 Pilot – Community De-Escalation Training

# Pilot status updates



## Pilots in Planning Stage

- MH1 Pilot – Mobile Behavioral Health Crisis Response Teams
- MH2 Pilot – Train 911 Dispatch in Assessing Mental Health Calls
- MH3 Pilot – Embed Mental Health Professionals in 911
- R5 Pilot – Transfer all parking related call responses to Traffic Control

## Pilots in pre-planning stage

- MH4 Pilot – Community De-Escalation Training
- R4 Pilot – Train non-police City staff to take theft & property damage reports & collect evidence



# Pilot updates

# Name of Pilot

## Project Overview & Goal

Description of the pilot and the goals it hopes to achieve.

## Implementation Plan

- Project team, key stakeholders and roles and responsibilities
- Process mapping, current and change
- Major tasks and implementation schedules
- Constraints, challenges, ownership and solutions

## Metrics

- Outputs (e.g., Number of calls, response times)
- Outcomes (e.g., customer satisfaction, hospitalization rates)

## Recommendations (Q3 or Q4)

- E.g. More/fewer teams, one specific model, etc.

# MH1 Pilot – Mobile Behavioral Health Crisis Response Teams

## Project Overview & Goal

A mobile crisis intervention program that will dispatch non-police response to emergency behavioral/mental health calls. Behavioral health response teams will include mental health providers and may include responders from other disciplines. The goal of this program is to give people experiencing a behavioral health crisis an alternative to police that can properly assess their needs, provides appropriate care/support while avoiding unnecessary hospitalization and criminalization.

## Implementation Plan

- ~~RFP drafting for mobile mental health response underway~~
- ~~Subject Matter Expert interviews~~
- ~~RFP release on March 1, 2021~~
  - ~~Pre-proposal conference, March 11~~
  - ~~2-week RFP extension~~
  - ~~6 notifications of intent to apply received~~
- ~~Obtained estimates for upfitted vans~~
- Informational meetings with 911 to discuss pilots and determine staff interest in pilot development
- Vendor selected; contract negotiation in process
- Radio access secured
- Vans
  - Order for new upfitted vans placed
  - Temporary vans almost ready
- 911 dispatcher workgroup convened
  - Developing eligibility criteria for low-risk calls is underway
  - Updated 911 decision tree development is underway
  - Working on how to track eligible calls pre-launch to help determine demand
- Estimated launch date: August 1, 2021

## Metrics

- # of incidents eligible for mobile crisis team response
- # of incidents the teams were dispatched to
- # of incidents needing police backup
- Decreased hospitalizations
- Response time

## Recommendations (Q4 2021)

# MH2 Pilot – Train 911 Dispatch in Assessing Mental Health Calls

## Project Overview & Goal:

911 call takers/dispatchers/supervisors will receive additional and specialized mental health dispatch training that is facilitated by a third party. Their experience will then be evaluated to understand the impact of the training. The goal is to equip 911 call takers & dispatchers with tools needed to assess mental health calls above and beyond current training so that they may dispatch the most appropriate response option and provide responders with high quality information as it relates to mental health and behavioral issues.

## Implementation Plan

- ~~Developing project team~~
- ~~Meeting with other PSAPs to discuss their experience~~
- Informational meetings with 911 to discuss pilots and determine staff interest in pilot development
- Meet with training provider to learn about the training
  - Training will be tailored to the needs of our 911 staff
- 911 dispatcher workgroup convened
  - Update: training will be provided to all 911 staff rather than a portion
  - Developing training schedule for 911 staff in collaboration with training provider

## Metrics

- Pre & post surveys for 911 staff

## Recommendations (Q3 – Q4 2021)



# MH3 Pilot – Embed Mental Health Professionals in 911

## Project Overview & Goal:

Two mental health professionals will be embedded in 911. The mental health professionals will work closely with call takers & dispatchers to help improve mental health triage, divert calls from MPD, and identify the most appropriate response for mental health calls. The goal is to divert 911 mental health calls from MPD by identifying appropriate resources for the person in crisis. The Resident MHP may also be able to provide training to 911 call takers & dispatched allowing for improved triage on a broader scale.

## Implementation Plan

- ~~Subject Matter Expert interviews~~
- Informational meetings with 911 to discuss pilots and determine staff interest in pilot development
- Figuring out how to do COVID-friendly sit-alongs w/ 911
- 911 dispatcher workgroup convened
  - Determine how to use new resource in collaboration with Mobile Crisis Team vendor
  - TBD: Draft RFP
  - Select provider
  - Update 911 decision tree(s)

## Metrics

- # of calls embedded MHPs assist with
- Tracking what type(s) of resources were dispatched on MHP triaged calls

## Recommendations (Q4 2021)

# MH4 Pilot – Community De- Escalation Training

## Project Overview & Goal:

Provide community members with skills to help them recognize signs of a crisis and provide a basic level of support to the person experiencing it. This pilot would be a train the trainer model with a micro grant. Community leaders complete Question, Persuade, Refer (QPR) and/or Mental Health First Aid training then receive a micro grant to train their community.

## Implementation Plan

- Developing project team – Navigating increased workload of OVP and OPI
- Work on this is planned to start in Q3

## Metrics

## Recommendations (Q4 2021)

# R3 Implementation – Conduct an awareness campaign about public safety changes

## Project Overview & Goal:

OPI and relevant operating departments will be educating Minneapolis residents on the public safety changes including the mobile behavioral health crisis response teams and the types of incidents handled by 311 so they are knowledgeable about their options. In collaboration with a solicited vendor, staff will leverage a variety of media platforms to ensure information is shared in a culturally appropriate and meaningful manner. Performance of the campaign will be evaluated ongoing to ensure all residents are knowledgeable about their options for requesting public safety services from the City.

## Implementation Plan

- ~~Building an internal project team~~
- Update: Developing a holistic and coordinated communications campaign to educate residents about the Transforming Public Safety work
- Exploring the use of behavioral science methods to test the effectiveness of different framed messages
- RFP release on May 12, 2021
  - Pre-proposal conference, May 18
  - RFP closed on May 26
  - Finalists chosen; interviews underway

## Metrics

## Recommendations (Q4 2021)

# R1 – Direct property damage report-only & parking problem calls to 311

## Project Overview & Goal:

This pilot will involve 911 transferring non-emergency-report only theft, property damage, and parking problem calls to 311. This will free up 911/MPD by decreasing their call volume, allowing them to focus their efforts on emergencies and high priority crimes.

## Implementation Plan

- 9 new employees were hired, 7 remain
- Employees are still in training
- Training needs to be completed before 311 can take the additional reports
- 311 began taking theft reports and damage to property reports effective 6/14/21
- Parking problem calls will be taken on weekends and overnight upon completion of contract negotiations with the union.
- Communications about the transfer of calls went out on all city media channels (newsletter, social media, city website, and local news networks).

## Metrics

## Recommendations (Q3 2021)

# R4 Pilot – Train non-police City staff to take theft & property damage reports & collect evidence

## Project Overview & Goal:

This pilot will send city employees, who are non-sworn officers, to handle reports and evidence collection related to theft and property damage from Minneapolis residents. This responsibility could be rolled into an existing position or become a new one. The goal is to provide residents with an in-person response option from an unarmed city official and allow MPD to prioritize their time for more urgent matters.

## Implementation Plan

- Building an internal project team
- Exploring existing positions and teams to handle this new responsibility; anticipate a start in Q3 to allow personnel transitions to finalize.

## Metrics

## Recommendations (Q4 2021)

# R5 Pilot – Transfer all parking related call responses to Traffic Control

## Project Overview & Goal:

This pilot will involve expanding the operating hours of Traffic Control in increase their capacity to respond to non-emergency parking problems. The goal is to remove this non-emergent responsibility from police to free up capacity and reduce law enforcement interaction with residents.

## Implementation Plan

### What has been completed in Q2?

- Shift schedule and assignments
- Clarity on wage and hiring process
- Hotspot model creation
- Continued 911, MPD, labor management and employee engagement

### Prior work

- Project planning including:
  - Assembled diverse project team
  - Developed project documents including project plan and racial equity impact assessment, risk assessment, stakeholder analysis, process maps
  - Deep dive into associated data
  - Better understanding of MPD overnight staffing/operations

## Metrics

## Recommendations (Q3 – Q4 2021)

# R5 Pilot – Transfer all parking related call responses to Traffic Control

## Project Overview & Goal:

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## Implementation Plan

### What is in progress?

- Posting for supervisor
- Recruitment for agents
- Staffing model
- Staff readiness for overnight shift – including safety procedures

### What needs to be done?

- Finish hiring process
- Train newly hired staff
- Communications department launching public information campaign
- Ongoing staff engagement and feedback from staff post pilot go-live date
- Create a dashboard for the hotspot model

## Metrics

## Recommendations (Q3 2021)



# Alternatives to Police Response Pilot Updates – Q2

Public Health & Safety Committee

Thank you

June 24, 2021





## Prevention

- Break the cycle of violence before it begins.
- Led by the Office of Violence Prevention (OVP), this work includes intervention programs and funding and capacity building work to help organizations with the shared goal of a violence-free community.



## Alternatives

- Develop emergency service responses that don't require police.
- Led by the Office of Performance and Innovation (OPI), this work includes engaging community to analyze data for opportunities and test new ideas for alternatives to police response.



## Policy & Research

- Internal and external partners will research, review and analyze policy and resource barriers and assets to progressing this work.
- Led by the OPI & OVP, this work includes learning about relevant policies, laws, and ordinances that impact our ability to change service delivery.



## Engagement

A year-long community engagement process to guide a new model of community safety for Minneapolis.



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