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Non-emergency response pilots
Non-emergency response pilot summary

• Report-only calls were selected because they are a relatively high volume of calls but tend to be low-risk
• Some recommendations that arose out of prototyping could move directly to implementation

Implement

• Transfer calls 311 is already taking from MPD to 311
• Reimagine Public Safety awareness campaign

Pilot

• Transfer overnight parking problems to traffic control
• Train non-police staff to take low-risk reports & collect evidence
Per engagement research conducted by OPI, the desired outcome of this pilot is to have quarterly reduction of call transfers as community members become more aware of their options for filing police reports.

**HIGHLIGHTS**

In June 2021: 911 began transferring a selection of police reports to 311, including:
- Theft (report-only)
- Property damage (report-only)
- Parking/traffic complaints

Transfers to 311 from 911:
- Jun 2021 to Dec 2021: +2,700 total
- Jan 2022 to present: +1,300 total
Alternative Responses for Filing Police Reports

Time Period: June 2021 – March 2022

How are community members filing police reports to 311?

- **Q1 2021:**
  - Agent: 707
  - Online: 1377

- **Q2 2021:**
  - Agent: 860
  - Online: 1664

- **Q3 2021:**
  - Agent: 1000
  - Online: 2435

- **Q4 2021:**
  - Agent: 836
  - Online: 2416

- **Q1 2022:**
  - Agent: 815
  - Online: 2703

What types of police reports are community filing with 311?

- **Q1 2021:**
  - Property Damage: 316
  - Theft (report-only): 826
  - Another police report: 1221

- **Q2 2021:**
  - Property Damage: 320
  - Theft (report-only): 922
  - Another police report: 1482

- **Q3 2021:**
  - Property Damage: 424
  - Theft (report-only): 2089
  - Another police report: 959

- **Q4 2021:**
  - Property Damage: 436
  - Theft (report-only): 1882
  - Another police report: 930

- **Q1 2022:**
  - Property Damage: 485
  - Theft (report-only): 2024
  - Another police report: 1014
HIGHLIGHT
311 receives parking and traffic issues from the community via phone or online (web or app).

TAKEAWAY
311 saw an 11.76% increase in the number of parking reports filed between 2020 and 2021.

In the first 3 months of 2022, 311 has seen a 7.6% increase in cases over this same period.

DATA SOURCE
311
Traffic Control - Highlights

Recap of Overnight Parking Pilot

- Diverse project team
- Identified goals, risks, and safety protocols
- Partnered with MPD, 911, 311, and labor management
- Developed a better understanding of MPD overnight staffing/operations
- Deep dive into associated data
- Pilot started Oct 4, 2021, 11p-7:30a M-F
  - One Field Supervisor/three agents
  - Respond to all 911 and 311 urgent parking complaints
  - Reimagining Public Safety campaign

Q1 updates

- Ongoing evaluation of pilot
- Proactive enforcement
- Strengthened community relationships
- Reimagining Public Safety campaign

Looking ahead

- Evaluate and update safety measures
- Continue to work with OPI on the Reimagining Public Safety campaign
- Ongoing staff engagement with the pilot team
- Use internal tools to respond to complaints
HIGHLIGHT
Traffic Control serves the entire City – every neighborhood, ward, and precinct.

In October 2021, Traffic Control launched a overnight parking pilot. This new shift allowed Traffic Control to provide an unarmed response to handle city-wide parking and traffic issues via 911 from 11pm to 7:30am.

TAKEAWAY
Since pilot launch, the team has responded to complaints in nearly 40% of Minneapolis neighborhoods.

DATA SOURCE
Traffic Control + CAD (911)
Right now, the pilot encompasses a small FTE load. These agents provide additional services to community when not responding to emergent traffic/parking issues.

**TAKEAWAY**
Regulatory Services and public safety partners will continue to evaluate the effectiveness of this pilot and whether to recommend a full-scale 24/7 Traffic Control response.

**DATA SOURCE**
Traffic Control + CAD (911)
Emergency response pilots
Emergency response pilot summary

These recommendations are holistic and focus on each phase of a call for service

Individual calls the City for service
- Mental health training for community members (starting with community leaders, neighborhood orgs, etc.)

The City answers the call
- Mental health training for 911 call takers and dispatchers
- AND
- Mental health professionals embedded in 911

A service is provided in response
- Behavioral Crisis Response (BCR) for calls without a firearm and not posing immediate risk to others
BCR Overview

**What:** The Behavioral Crisis Response (BCR) program dispatches behavioral health responders to emergency mental health 911 calls.

**Goal:** Give people experiencing a mental health crisis an unarmed response that can properly assess their needs and provide appropriate care/support while avoiding unnecessary hospitalization and criminalization.
What questions are we trying to answer?

• What kinds of incidents are eligible for a BCR response?
• How many calls were eligible for a BCR response?
• How many calls received a BCR response?
• Are we meeting the need?
• How often was backup provided?
• Where are BCR teams responding?
• How were these calls resolved?
• How do BCR responders feel about the quality of their service?
What kinds of incidents are eligible for a BCR response?

BCR Problem Nature Codes (PNC)

- Priority 1: BCR – Behavioral Crisis Response
- Priority 2: BCRW – Behavioral Crisis Response Welfare Check

Eligibility Criteria
1. Seems to be a behavioral or mental health crisis
2. No weapon involved
3. No physical violence has occurred/is occurring
4. No medical emergency
5. Drugs/alcohol are not escalating the situation
6. Police request (must still meet criteria 1)
Key Performance Measures
Time Period: Dec 12, 2021 – March 31, 2022

• Average response rate = ~100 calls per week
• Responded to +1,650 incidents total
• Served entire City, including every precinct, ward, and neighborhood
911 triages incoming calls using PNCs (Problem Nature Codes). There are over 230 PNCs, including BCR/BCRW and PIC.

During the first 3 months of services, +1,600 calls for service were initially determined by 911 dispatch to be eligible for a BCR response.

**TAKEAWAY**

Since launch, average initial PNC rates:
- BCR: ~127 calls/week
- PIC: ~57 calls/week

**DATA SOURCE**

CAD (911)
How many 911 calls received a BCR response?

**HIGHLIGHT**
911 can dispatch determines whether BCR or MPD is the appropriate response to a situation based on safety criteria.

During the first 3 months of services, +1,650 incidents received a BCR response.

**TAKEAWAY**
Since launch, average final PNC rates:
- BCR: ~100 calls/week
- PIC: ~77 calls/week

Overall, 88% of behavioral health crisis calls have been diverted from MPD to BCR.

**DATA SOURCE**
CAD (911)
Where are BCR teams responding?

**HIGHLIGHT**
BCR has provided unarmed, empathetic, and highly trained responses to calls citywide.

**TAKEAWAY**
Since launch, BCR has provided services to every neighborhood, ward, and precinct. They have seen the highest rates of service in Downtown and South Minneapolis.

Of the 1,655 calls coded as BCR/BCRW:
- 12% (194) included MPD backing up BCR
- 11% (188) included BCR backing up MPD

**DATA SOURCE**
CAD (911)
MPD & 911 support BCR expansion

• MPD – Deputy Chief Eric Fors
  • Officers overall experience w/BCR has been positive
  • Officers request BCR assistance for mental health related incidents

• 911 – Assistant Director Joni Hodne
  • 911 staff overall experience w/BCR has been positive
  • At least 1 van per precinct would make dispatching operations more efficient
Are all BCR responses initially coded as behavioral health?

“Other” includes additional 54 incidents ranging from tenant trouble, indecent exposure, loud music, and more.

**HIGHLIGHT**

911 calls vary in topic and severity. There are +230 types of PNCs that a 911 dispatcher may use to triage a call.

PNC coding changes throughout the life of a call based on information learned and decisions made by the dispatcher. With the formation of the BCR, 911 dispatchers have a new way to support people in crisis.

**TAKEAWAY**

Majority of the +1,650 responses started and ended as a BCR/BCRW response. Since launch, BCR has responded to 59 different types of PNCs.

**DATA SOURCE**

CAD (911)
How were these calls resolved?

**HIGHLIGHT**
Emergency response teams close incidents in the 911 system with a disposition code. These codes carry special definitions per each responder team.

**TAKEAWAY**
Since launch, the top 3 frequent resolutions for BCR/BCRW calls are:
- ADV & AST: providing de-escalation services and resources to people in crisis
- GOA: person was gone by the time BCR arrived on scene
- TRN: person was voluntarily transported to a destination for stability

**DATA SOURCE**
CAD (911)
Welcome BCR Staff

Candace Hanson
Program Manager

Dean
BCR Responder

Tianca
BCR Responder

Canopy Roots
Minneapolis
City of Lakes
BCR successes & challenges

**Successes**

- Meaningful impacts for community members
- Warm reception from community members
- Positive collaboration with MPD
- Responders enjoy providing BCR services to community members

**Challenges**

- Not enough BCR vans to handle all eligible calls for service
- Limited options for connection to community-based services
- Strained relationship w/ Hennepin EMS
- Difficulty in getting community member feedback after BCR interaction
- Difficult to collect demographic information during crisis
Rewards & frustrations

Dean
• What has been the most rewarding part of your role as a BCR responder?
  • Building trust with recipients. They know that BCR is only there to provide support.

• What has been the most frustrating part of your role as a BCR responder?
  • Explaining to a recipient’s family/friends that the BCR cannot force anyone to accept their support

Tianca
• What has been the most rewarding part of your role as a BCR responder?
  • Gaining trust of recipients
  • Connecting recipients to resources to help them better manage their care

• What has been the most frustrating part of your role as a BCR responder?
  • Working overnight when many organizations are closed
Key takeaways & Next steps

Takeaways

• 311: There has been an increase in the volume of police reports and parking complaints being filed online

• Traffic Control: The overnight parking team is responding to complaints city-wide

• 911: All 911 staff are certified in EMHD

• BCR:
  • The BCR has diverted over 1,400 911 calls from MPD. Collaboration with MPD is going well
  • They have provided service to every neighborhood, ward, and precinct
  • Community members appreciate BCR’s work and responder’s feel they are having a meaningful impact
  • Challenges include limited BCR capacity, limited options for connection to ongoing services, difficulty gathering feedback after BCR interactions

Next steps

• 311: Continue offering unarmed reporting options to community

• Traffic Control: Further evaluation of the pilot to include interviews with Traffic agents, 911 staff, etc.

• 911: Evaluate EMHD training and determine best options for future trainings

• BCR:
  • Staff up BCR weekend shifts
  • Continue working with IT and 911 to pull more nuance from available CAD data
  • Evaluating additional pathways to get community members connected to ongoing services
  • Create cost estimates to help determine what investment would be needed to expand BCR
Unarmed Public Safety Response Pilot Update – Q1

Public Health & Safety Committee

Thank you