



# City of Minneapolis 911/MPD Workgroup Final Recommendations

Presented by the Office of Performance & Innovation

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# Key findings

- Across both surveys, many respondents expressed that they called 911 for help, even though they were uncomfortable with it. For many, the discomfort comes from the association of police response when it is not wanted.
- Excellent customer service and empathetic treatment are desired, regardless of incident type.
- Autonomy was a major theme. Respondents want a choice in the type of response they receive.
- Protection of self or others, particularly BIPOC, was identified as a reason that issues were not reported or police presence was not desired when reporting.



# Takeaways + Conclusions

## Mental Health Survey

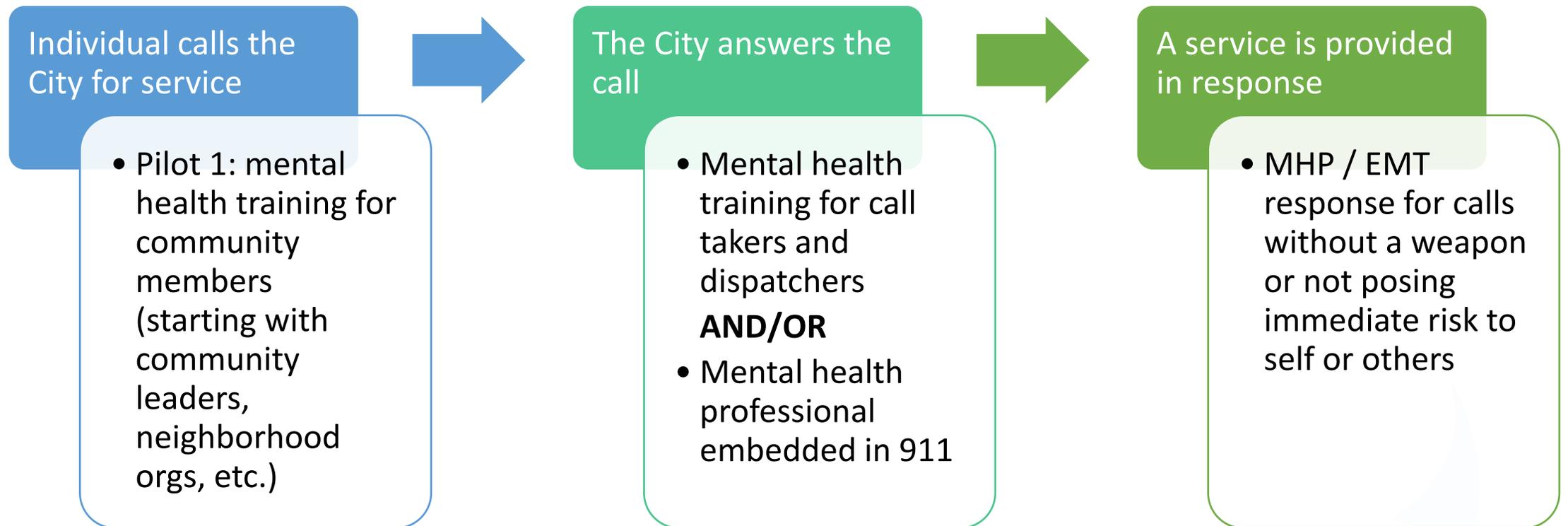
- Majority of people do not call the City of Minneapolis when experiencing or witnessing a mental health crisis
- People have a close relationship with the person in crisis (family, friend, self).
- People call 911 and interact with police during a crisis despite very low levels of comfort for each.
- Fewer people interact with mental health professionals or social workers despite very high levels of comfort for each.
- People value being treated with respect, sense of safety, and quick response times when experiencing or witnessing a mental health crisis.
- Majority of people prefer a mental health professional or social worker who have de-escalation and mental health training to respond to a mental health crisis.

## Non-Emergency Crimes Survey

- Regardless of crime type:
  - Majority of people who experience a crime report the incident to the city.
  - Majority do not request police presence because police make them feel unsafe, are unhelpful in resolving the situation, or unnecessary for the type of incident.
  - Fewer people report crimes via 311 online options despite high levels of comfort with reporting option.
- Majority of people reporting property damage or non-violent theft contact 911 whereas majority of people reporting traffic or parking concern contact 311.
- People value a customer service approach that does not include a sworn officer response when reporting their non-emergency crime to the city.

# Mental health recommendation summary

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



# Reporting recommendation 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
- Comprehensive online reporting system
- Awareness campaign

## Pilot

- Train non-police staff to take low-risk reports & collect evidence
- Transfer parking problems to traffic control

