

911 Event Data Analysis Report

City Council Meeting

February 27, 2024

Item 4.1

Peter Hamilton, Assistant to the City Manager

Brian Shab, Deputy Chief of Police

February 27, 2024

1. Background

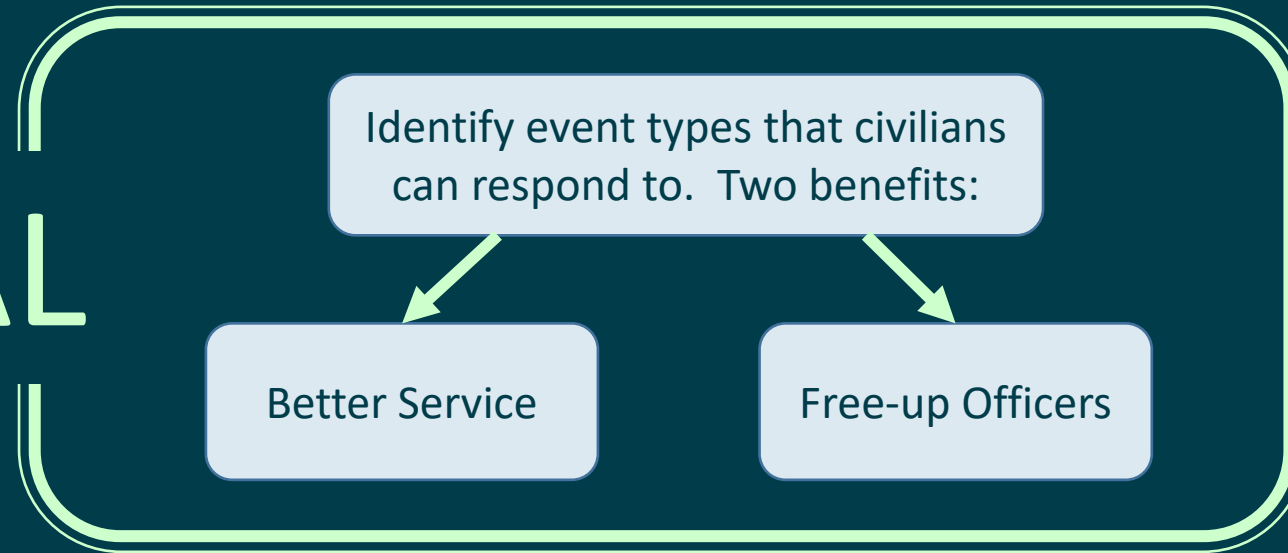
Council Direction

This project was directed through Council approval of the Mayor's March Budget Message for Fiscal Year 2023 – 2024:

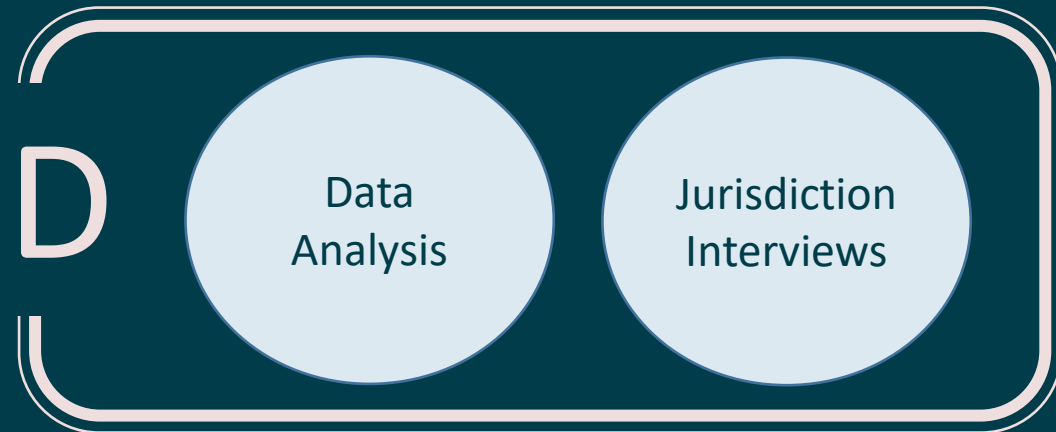
“The City Manager is directed to identify types of 911 calls that might be assigned to capable public safety or health personnel, including in partnership with the County or other service providers.”

Project Approach

GOAL



METHOD



2. Analysis

Definitions

Alternate Response:

Civilian personnel with specialized skills (for example, mental health clinicians) responds to incidents without a police officer being present.



Co-Response:

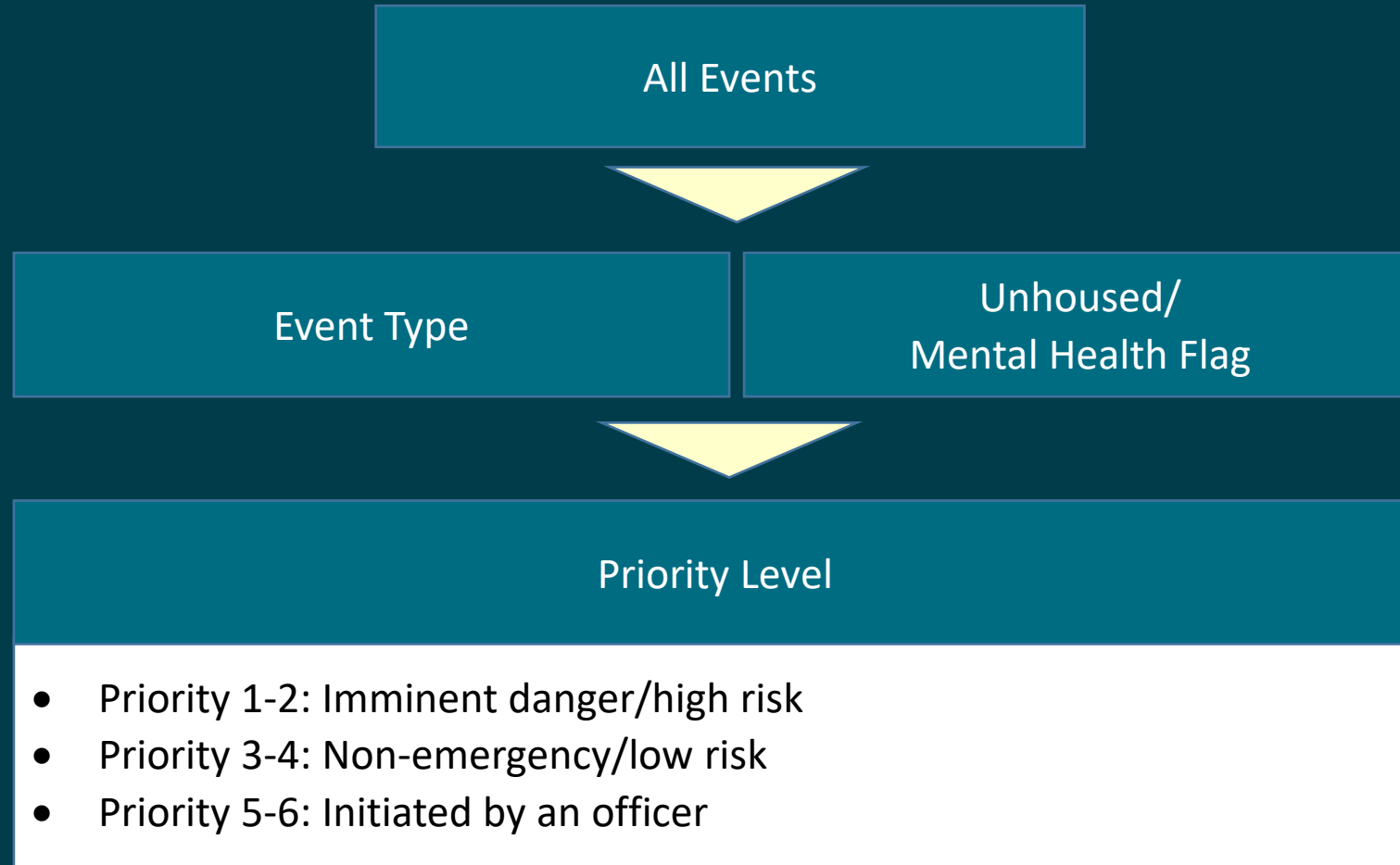
Specialized civilian personnel respond to incidents along with police officers.



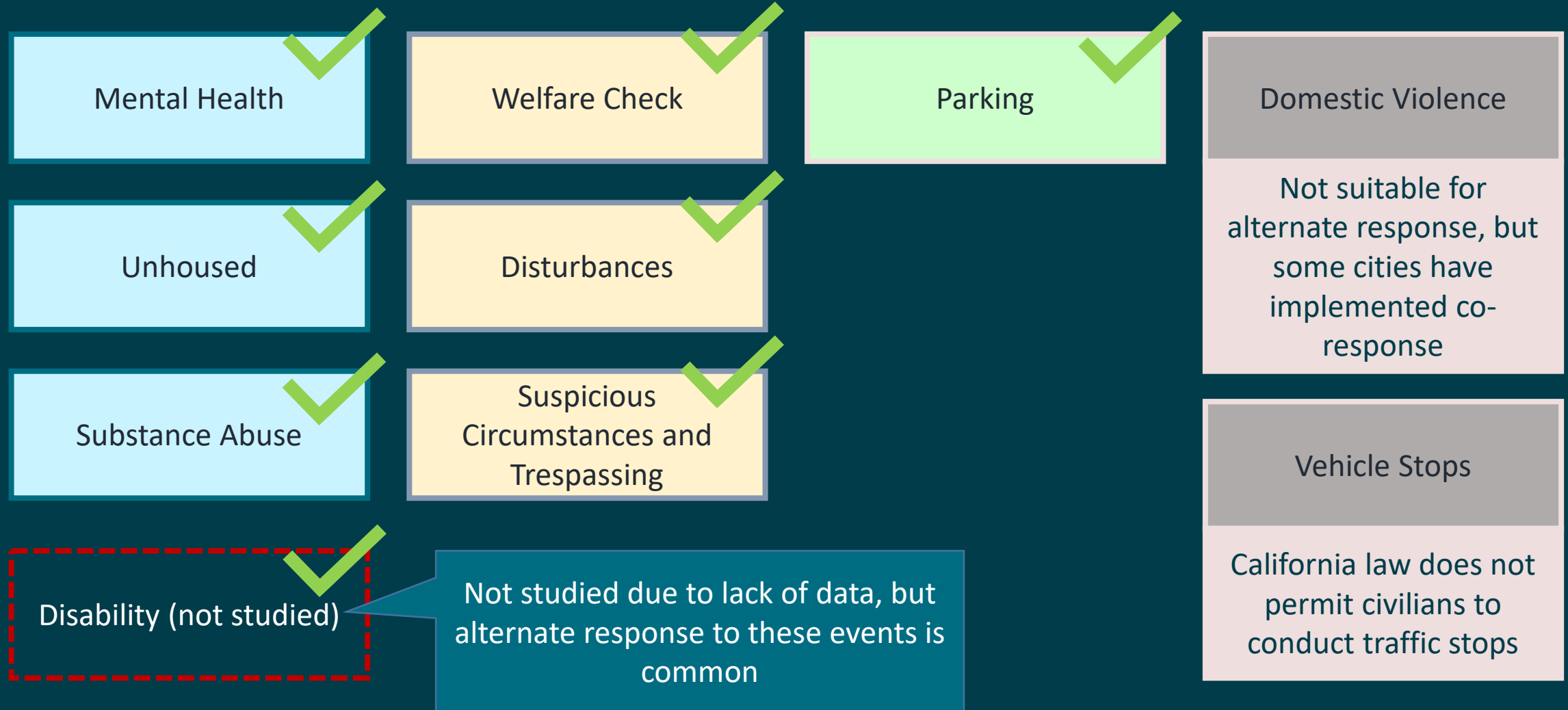
Current Services

Name	Acronym	Model	Type
Joint City/County Services			
Psychiatric Emergency Response Team	PERT	SJPD Officer paired with a County clinician, respond to 911 calls involving mental health crises	Co-Response
Mobile Crisis Assessment Team	MCAT	Team of SJPD Officers who can pair with County MCRT team to respond to 911 calls involving mental health crisis.	Co-Response
County Services			
988 Crisis Hotline	N/A	County Call Center for individuals in crisis. Can provide assistance over the phone and refer callers to below County alternate response services.	Crisis Call Center
Mobile Crisis Response Team	MCRT	Team of county clinicians who respond to mental health crises	Alternate Response
Mobile Response Stabilization Services	MRSS	Team of county clinicians and social workers who respond to mental health crises involving youth ages 4 to 20.	Alternate Response
Trusted Urgent Support Team	TRUST	Team of EMT, crisis intervention specialist, and peer support specialist respond to less acute mental health incidents.	Alternate Response
In-Home Outreach Team	IHOT	Team that reaches out to high frequency user of emergency services to connect to ongoing care.	Alternate Response

Data Analysis Approach

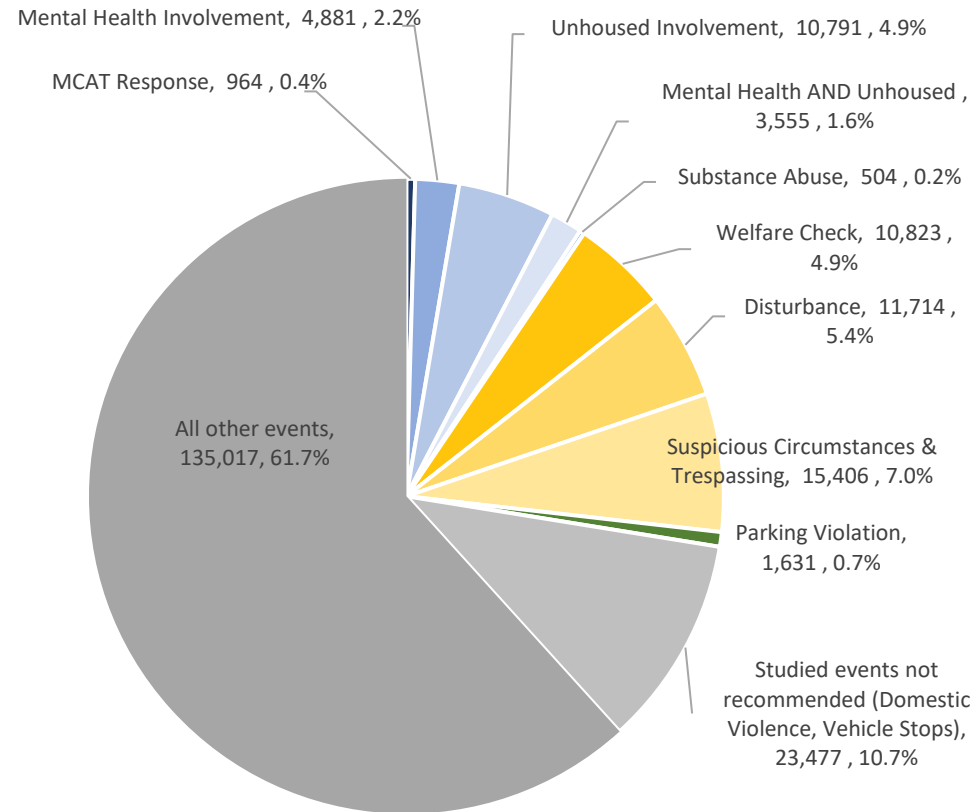


Event Categories Studied

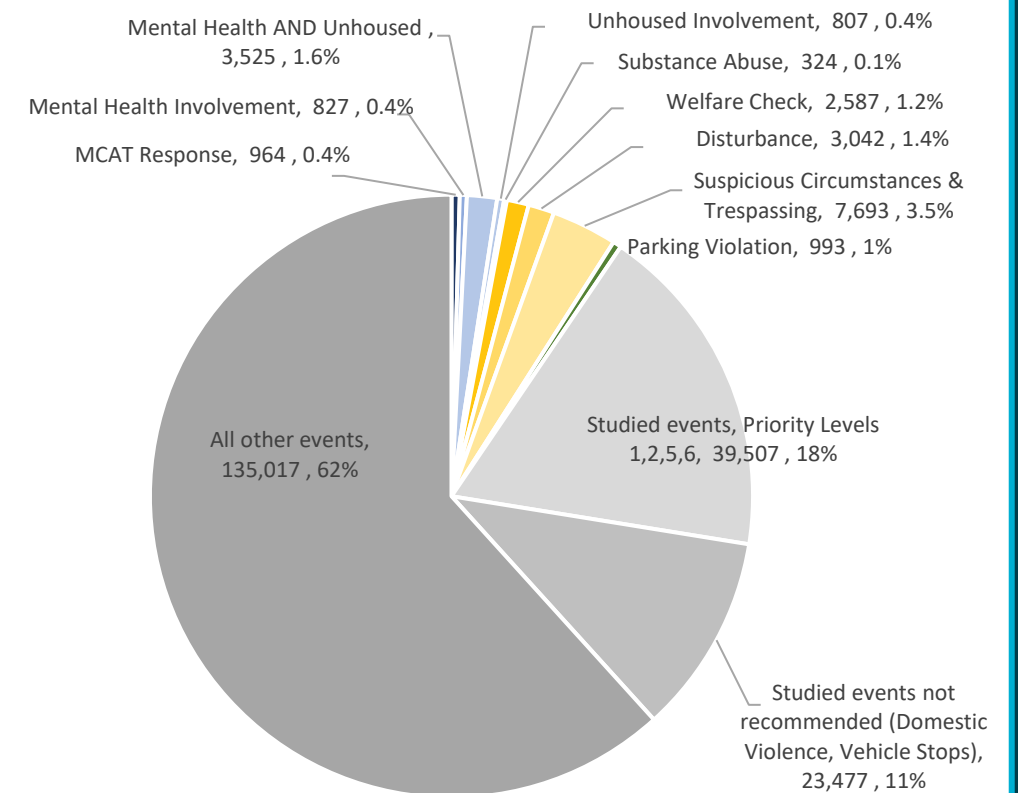


Data Analysis Summary

All 911 Events by event categories
(All Priority Levels for Studied Events), Jan-Sept 2023

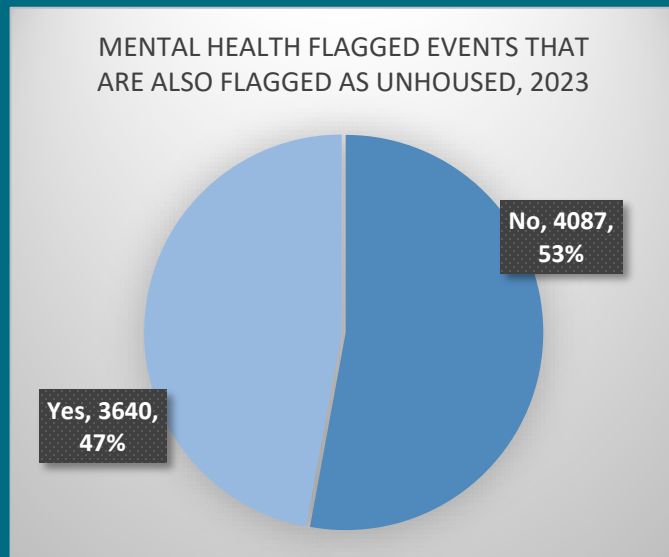


All 911 Events by event categories
(Priorities 3 and 4 only for Studied Events), Jan-Sept 2023



Data Analysis Highlights

Overlap Between Mental Health and Unhoused Flags*



Top 10 Event Types With Mental Health Flag

Mental Health Flag		#
1	WELFARE CHECK	2048
2	DISTURBANCE	1158
3	MENTALLY DISTURBED PERSON	567
4	TRESPASSING	325
5	DISTURBANCE, FAMILY	296
6	MENTALLY DISTURBED FEMALE	287
7	WELFARE CHECK (COMBINED)	280
8	SUSPICIOUS CIRCUMSTANCES	195
9	SUSPICIOUS PERSON	194
10	DISTURBANCE, WEAPON	126
TOTAL (all events, not only top 10)		7727

* Note that mental health and unhoused event flags have recently been implemented and may underreport the actual incidence of these types of events. Additional training may be needed to ensure that all relevant events are flagged.

3. Findings

Findings – County Coordination

1

The City of San José and the County operate a set of co-response and alternate response programs that are comparable to those operated in other jurisdictions; however, the capacity of these programs will need to be expanded to meet the need for alternative responses to San José 911 events.

2

A concerted effort to coordinate with the County, including investment of staff time both within the City Manager's Office and the Police Department, will be necessary to identify opportunities for increasing capacity for co-response and alternative response programs.

3

The San José Police Department should continue to coordinate with the County's Behavioral Health Services to identify 911 calls that can be transferred to the County's 988 mental health crisis hotline.

4

As the County's capacity for alternate response expands, the City and County should continue to evaluate which call types are appropriate to refer from the 911 Call Center to the 988 Call Center, and which call types should be referred directly from the 911 Call Center to an alternate or co-response team, as currently occurs with referral of Mobile Crisis Assessment Team events.

Findings – Event Types

5

Adequate data was not available to analyze events that involved individuals with disabilities, but as implementation of the disability flag improves, data may become available in the future. Despite the fact that disability events were not studied, staff believes that individuals with a disability experiencing a crisis should be considered for alternate response going forward, given that this is a common event type for alternate response programs

6

The City should work in partnership with the County to identify opportunities to expand existing County alternate response services for mental health as well as the co-response services operated in partnership between the City and the County.

7

Response teams for mental health events are also well-suited to respond to low-risk events involving unhoused individuals and substance abuse. As capacity for mental health alternate response expands, the City should work with its partners to consider whether alternate and co-responses can be further expanded into these event types.

8

Given the safety issues that often attend domestic violence events, staff does not recommend developing an alternative response model for these events. None of the other jurisdictions interviewed operate an alternate response model for domestic violence; however, some jurisdictions operate co-response models where specialized civilian staff respond along with police staff.

Findings – Event Types

9

Although not all events within these call types are appropriate for an alternative response, the data indicates that calls involving mental health issues or unhoused individuals can be categorized under these event types, suggesting that these event types should be explored for expanded alternate response.

10

Current efforts to provide for the reporting of illegal parking concerns through the San José 311 app and Customer Contact Center are expected to help reduce the number of calls that come into 911 for parking-related events, thus reducing the frequency of police response. Staff will monitor the impacts to 911 non-emergency call volumes related to illegal parking activities to determine the effectiveness of improvements made to Vehicle Concerns (formally Abandoned Vehicles) reporting feature on San José 311.

11

Given the requirement in California law that traffic stops be conducted by a peace officer, staff does not recommend developing an alternative response model for vehicle stops.

911 Event Data Analysis Report

RECOMMENDATION

Accept the 911 Event Data Analysis Report.