

FW: Item 4.1: 911 Event Data Analysis Report

City Clerk <city.clerk@sanjoseca.gov>

Mon 2/26/2024 8:47 AM

To: Agendadesk <Agendadesk@sanjoseca.gov>

From: Andrew Siegler <[REDACTED]>**Sent:** Saturday, February 24, 2024 2:40 PM**To:** City Clerk <city.clerk@sanjoseca.gov>; District3 <district3@sanjoseca.gov>; Torres, Omar <Omar.Torres@sanjoseca.gov>; The Office of Mayor Matt Mahan <mayor@sanjoseca.gov>; Mahan, Matt <Matt.Mahan@sanjoseca.gov>**Subject:** Item 4.1: 911 Event Data Analysis Report

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Hi,

My name is Andrew Siegler, and I am a resident, voter, and taxpayer living in San Jose, District 3, and I am a member of Showing Up for Racial Justice at Sacred Heart. I am also a member of the TRUST Community Advisory Board for the San Jose region.

As someone with a mental health disability, I have been in a situation where the cops showed up during a crisis, even though the caller to 911 (a psychiatrist) had explicitly said "no police" because I was not breaking any laws. It made the situation much worse, and if it had not been for the repeated insistence of the medical professionals present that I be taken to the hospital instead of jail, I would not be here today. I still wake up in cold sweats, 7 years later, from nightmares about "what if".

We have a mental health substance use crisis in the county, and as San Jose is by far the largest city, the problem lies right here. When people have a mental health or substance use crisis, the presence of police is both triggering and traumatizing. In a situation where people need help, they do not need the menace of someone with a loaded weapon. If you had a broken arm, or heaven forbid, a heart attack, who would you rather come to help? A doctor or law enforcement? It's just common sense to send the right responder for the situation. That's what TRUST is all about. We should treat mental illness and addiction like the public health crises they are and send responders trained to de-escalate crises, offer support and connect people with resources.

The 911 events report makes clear that there are tens of thousands of police interactions each year that can and should be diverted to more appropriate responders, especially mental health, substance abuse, and unhoused events and welfare checks. City staff recommend that the city "work in partnership with the County to identify opportunities to expand existing County alternate response services for mental health" and further note that "capacity of these programs will need to be expanded to meet the need." The county already has a program that is

up and running and working, and the City of San Jose should follow through on the 2022 recommendation from the community-led Re-Imagining Public Safety process to fund an additional field team for SJ. This was also a key finding in the Reimagining Public Safety report that San Jose should pursue.

Please follow through on the combined recommendations from the 911 Event Data Analysis Report and the Reimagining Public Safety Report, and fund another TRUST team specifically for San Jose.

Thank you,

Andrew Siegler (he/they)

Unceded Tamien & Muwekma Ohlone Land | San Jose, CA, District 3



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FW: Item 4.1: 911 Event Data Analysis Report

City Clerk <city.clerk@sanjoseca.gov>

Mon 2/26/2024 8:47 AM

To: Agendadesk <Agendadesk@sanjoseca.gov>

From: Deborah St. Julien <[REDACTED]>
Sent: Saturday, February 24, 2024 6:27 PM
To: District2 <District2@sanjoseca.gov>; City Clerk <city.clerk@sanjoseca.gov>
Cc: Kamei, Rosemary <Rosemary.Kamei@sanjoseca.gov>; Torres, Omar <Omar.Torres@sanjoseca.gov>; Cohen, David <David.Cohen@sanjoseca.gov>; Ortiz, Peter <Peter.Ortiz@sanjoseca.gov>; Davis, Dev <dev.davis@sanjoseca.gov>; Doan, Bien <Bien.Doan@sanjoseca.gov>; Candelas, Domingo <Domingo.Candelas@sanjoseca.gov>; Foley, Pam <Pam.Foley@sanjoseca.gov>; Batra, Arjun <arjun.batra@sanjoseca.gov>; The Office of Mayor Matt Mahan <mayor@sanjoseca.gov>
Subject: Item 4.1: 911 Event Data Analysis Report

[External Email]

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Dear Council Member Jimenez, Mayor Mahan and all San Jose City Council Members,

I am a resident of District 2, a member of Showing Up for Racial Justice at Sacred Heart and Urban Sanctuary San Jose.

I am writing to ask that the City of San Jose prioritize funding for an additional TRUST field team for San Jose in the 2024-2025 budget.

One of the compelling reasons the City should fund an additional TRUST Team is that the majority of calls to the TRUST program come from the San Jose area and **currently downtown only has one TRUST TEAM**. In addition, the 911 report clearly shows that **many of the calls currently responded to by police, especially calls related to behavioral health, would be handled better and more appropriately by a non-police response**.

The good news is we already have the right responder for these types of crises—TRUST. Follow through on the Re-Imagining Public Safety recommendation and prioritize funding for an additional TRUST field team for San Jose in the 2024-2025 budget.

Given the findings of the 911 report, funding another SJ TRUST field team is common sense.
Funding TRUST will not only save money, it will save lives. Funding TRUST IS public safety. Funding TRUST makes us ALL safer, but especially our neighbors who have been most vulnerable to police violence.

Sincerely,
Deborah St. Julien
Resident District 2
Member SURJ@SH, Urban Sanctuary San Jose

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FW: Item 4.1: 911 Event Data Analysis Report

City Clerk <city.clerk@sanjoseca.gov>

Mon 2/26/2024 8:47 AM

To: Agendadesk <Agendadesk@sanjoseca.gov>

From: Karen Matsueda <[REDACTED]>**Sent:** Sunday, February 25, 2024 4:21 PM**To:** City Clerk <city.clerk@sanjoseca.gov>; District1 <district1@sanjoseca.gov>; Kamei, Rosemary <Rosemary.Kamei@sanjoseca.gov>; District2 <District2@sanjoseca.gov>; Jimenez, Sergio <sergio.jimenez@sanjoseca.gov>; District3 <district3@sanjoseca.gov>; Torres, Omar <Omar.Torres@sanjoseca.gov>; District4 <District4@sanjoseca.gov>; Cohen, David <David.Cohen@sanjoseca.gov>; District5 <District5@sanjoseca.gov>; Ortiz, Peter <Peter.Ortiz@sanjoseca.gov>; District 6 <district6@sanjoseca.gov>; Davis, Dev <dev.davis@sanjoseca.gov>; District7 <District7@sanjoseca.gov>; Doan, Bien <Bien.Doan@sanjoseca.gov>; District8 <district8@sanjoseca.gov>; Candelas, Domingo <Domingo.Candelas@sanjoseca.gov>; District9 <district9@sanjoseca.gov>; Foley, Pam <Pam.Foley@sanjoseca.gov>; District 10 <District10@sanjoseca.gov>**Subject:** Item 4.1: 911 Event Data Analysis Report

[External Email]

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Dear Mayor Mahan and Esteemed City Council Members:

I am a long-time resident of San Jose living in District 3, near downtown, member of Showing Up for Racial Justice at Sacred Heart, and a woman of faith. As the sister and Trustee of a man who has lived with serious mental illness his whole adult life, I am painfully aware of the critical need for a community-based network of the right type of responders who are predisposed and qualified to deal compassionately and expertly with people in various stages of crisis. The county's fledgling TRUST program is an incredible resource to meet this need, because the crisis line and field teams are staffed by mental health professionals, first aid and peer counselors, and because they do not include armed law enforcement personnel.

As you receive and digest the **911 Data Analysis Report**, I implore you to heed the Re-Imagining Public Safety recommendations and **prioritize funding for an additional TRUST field team in San Jose this coming fiscal year.**

The Report shows a whopping **58.5%** of **SJPD Mental Health**-related events and **74%** of the 52,499 Welfare Checks resulting in **"no report required"** – meaning, **nothing unlawful had occurred.** Why are we sending costly armed law enforcement to such a huge number of

incidents where no crime or public safety violation has occurred? Sending TRUST teams is the right response –for the person in crisis, and for the first responders.

I appreciate that you need to be judicious in budget prioritizations, and this is one way to do that. Relieving the existing police force of such a large portion of their regular calls frees them up to do the work they were trained to do, likely greatly improving response times without adding more police to the City payroll.

Please prioritize adding another TRUST team and support public safety for all.

Respectfully yours, Karen Matsueda

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FW: SJCC, Item 4.1, 911 Events Reoport.

City Clerk <city.clerk@sanjoseca.gov>

Mon 2/26/2024 11:38 AM

To: Agendadesk <Agendadesk@sanjoseca.gov>

From: Grady, David@SCDD <[REDACTED]>
Sent: Monday, February 26, 2024 11:10 AM
To: City Clerk <city.clerk@sanjoseca.gov>
Subject: SJCC, Item 4.1, 911 Events Reoport.

[External Email]

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San Jose City Council,

On behalf of the State Council on Developmental Disabilities, Central Coast, regarding the 2/27/24 911 Events Report, I'm writing to recommend support for Councilmember Ortiz and Jimenez recommendation to enhance emergency response to incidents involving individuals with disabilities with co-response and/or alternative response models. The mission of State Council on Developmental Disabilities, Central Coast is to promote the quality of supports and services for people with Intellectual and Developmental Disability so they can live fully in their community with maximum independence, while remaining healthy and safe. California's Lanterman Act guarantees people with developmental disabilities the services which they need to live successfully in community.

According to the December 2017 of the American Journal of Public Health, in the Article The Cumulative Probability of Arrest by Age 28 Years in the United States by Disability Status, Race/Ethnicity, and Gender, <https://ajph.aphapublications.org/doi/10.2105/AJPH.2017.304095>: those with disabilities have a higher cumulative probability of arrest (c = 42.65) than those without (c = 29.68). The risk was disproportionately spread across races/ethnicities, with Blacks with disabilities experiencing the highest cumulative probability of arrest (c = 55.17) and Whites without disabilities experiencing the lowest (c = 27.55). Racial/ethnic differences existed by gender as well. There was a similar distribution of disability types across

race/ethnicity, suggesting that the racial/ethnic differences in arrest may stem from racial/ethnic inequalities as opposed to differential distribution of disability types.

Effective responses from first responders is essential for the health and safety of these citizens. From the first 911/988 call effective response to people with disabilities is essential. Often those with I/DD have communication impairments that require an awareness and response that is to be distinguished from other people in need. Informed decisions about the best responses to the need of the person can maximize the best outcome for the person involved in a crisis or emergency situation. There is a great need throughout the community service system to improve knowledge of the needs of people with I/DD and the supports and services available to them. Through the recommendation of Council Members of Ortiz and Jimenez, and the inclusion of response alternatives for people with disabilities, first steps can be taken to assure the best outcomes.

Sincerely,

David Grady, Central Coast Regional Manager
State Council on Developmental Disabilities



www.scdd.ca.gov



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FW: Item 4.1: 911 Event Data Analysis Report

City Clerk <city.clerk@sanjoseca.gov>

Mon 2/26/2024 11:38 AM

To: Agendadesk <Agendadesk@sanjoseca.gov>

From: Leslie Zeiger <[REDACTED]>**Sent:** Monday, February 26, 2024 11:21 AM**To:** Batra, Arjun <arjun.batra@sanjoseca.gov>; District1 <district1@sanjoseca.gov>; Kamei, Rosemary <Rosemary.Kamei@sanjoseca.gov>; District2 <District2@sanjoseca.gov>; Jimenez, Sergio <sergio.jimenez@sanjoseca.gov>; District3 <district3@sanjoseca.gov>; Torres, Omar <Omar.Torres@sanjoseca.gov>; District4 <District4@sanjoseca.gov>; Cohen, David <David.Cohen@sanjoseca.gov>; District5 <District5@sanjoseca.gov>; Ortiz, Peter <Peter.Ortiz@sanjoseca.gov>; District 6 <district6@sanjoseca.gov>; Davis, Dev <dev.davis@sanjoseca.gov>; District7 <District7@sanjoseca.gov>; Doan, Bien <Bien.Doan@sanjoseca.gov>; District8 <district8@sanjoseca.gov>; Candelas, Domingo <Domingo.Candelas@sanjoseca.gov>; District9 <district9@sanjoseca.gov>; Foley, Pam <Pam.Foley@sanjoseca.gov>; District 10 <District10@sanjoseca.gov>; City Clerk <city.clerk@sanjoseca.gov>; The Office of Mayor Matt Mahan <mayor@sanjoseca.gov>**Subject:** Item 4.1: 911 Event Data Analysis Report

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Hello Councilmembers and Mayor,

As a local voter, a member of Showing Up for Racial Justice (SURJ) at Sacred Heart and a regular volunteer at Hope's Corner, I am writing to request that you prioritize sending the right responder for each situation. In the case of mental health crises and substance use situations, that should be TRUST.

As a volunteer at Hope's Corner, a CBO that offers meals and showers to anyone in need, I've met many folks who are unhoused and/or struggling with behavioral health issues. I see how even a short conversation and warm food can bring respite from the hard realities people are living with. That's why I know that when people are in a more acute mental health struggle or substance use crisis, they need to be met with caring and understanding, not armed police.

I'll highlight a couple of the results of the 911 analysis:

- 66% of Mental Health Related Police Events are either "unable to locate or unfounded event" or "no report required"
- 76% of Unhoused Related Police Events are either "unable to locate or unfounded event" or "no report required"

Police are spending A LOT of time on calls that aren't meant for them.

The 911 report makes clear that behavioral health is a large category of police interactions that could be diverted to more appropriate responders, and we already have the right responder for these types of crises—TRUST. Follow through on the Re-Imagining Public Safety recommendation and prioritize funding for an additional TRUST field team for San Jose in the 2024-2025 budget.

Thank you,
Leslie Zeiger

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FW: Subject: Item 4.1: 911 Event Data Analysis Report

City Clerk <city.clerk@sanjoseca.gov>

Mon 2/26/2024 2:30 PM

To: Agendadesk <Agendadesk@sanjoseca.gov>

From: Bill or Rhonda Lakatos <[REDACTED]>**Sent:** Monday, February 26, 2024 2:23 PM**To:** District4 <District4@sanjoseca.gov>; Batra, Arjun <arjun.batra@sanjoseca.gov>; The Office of Mayor Matt Mahan <mayor@sanjoseca.gov>; City Clerk <city.clerk@sanjoseca.gov>; District1 <district1@sanjoseca.gov>; Kamei, Rosemary <Rosemary.Kamei@sanjoseca.gov>; District2 <District2@sanjoseca.gov>; Jimenez, Sergio <sergio.jimenez@sanjoseca.gov>; District3 <district3@sanjoseca.gov>; Torres, Omar <Omar.Torres@sanjoseca.gov>; District4 <District4@sanjoseca.gov>; Cohen, David <David.Cohen@sanjoseca.gov>; District5 <District5@sanjoseca.gov>; Ortiz, Peter <Peter.Ortiz@sanjoseca.gov>; District 6 <district6@sanjoseca.gov>; Davis, Dev <dev.davis@sanjoseca.gov>; District7 <District7@sanjoseca.gov>; Doan, Bien <Bien.Doan@sanjoseca.gov>; District8 <district8@sanjoseca.gov>; Candelas, Domingo <Domingo.Candelas@sanjoseca.gov>; District9 <district9@sanjoseca.gov>; Foley, Pam <Pam.Foley@sanjoseca.gov>; District 10 <District10@sanjoseca.gov>**Subject:** Subject: Item 4.1: 911 Event Data Analysis Report

[External Email]

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Dear Mayor and Councilmembers,

I live and volunteer and vote in San Jose. The 911 report makes clear that behavioral health is a large category of police interactions that could be diverted to more appropriate responders. We already have the right responder for these types of crises—TRUST. Follow through on the Re-Imagining Public Safety recommendation and prioritize funding for an additional TRUST field team for San Jose in the 2024-2025 budget. Free the police to do the crime fighting that needs to be done. The TRUST program offers a safe path to help for ALL of us, but especially for those who traditionally have been most harmed by defaulting to police response for every situation and social problem. We should treat mental illness and substance abuse like the public health crises they are.

Thank you,

Rhonda Lakatos

[REDACTED]

[REDACTED]

FW: Item 4.1: 911 Event Data Analysis Report

City Clerk <city.clerk@sanjoseca.gov>

Mon 2/26/2024 2:54 PM

To: Agendadesk <Agendadesk@sanjoseca.gov>

From: Colsaria Henderson <[REDACTED]>
Sent: Monday, February 26, 2024 2:44 PM
To: City Clerk <city.clerk@sanjoseca.gov>
Subject: Item 4.1: 911 Event Data Analysis Report

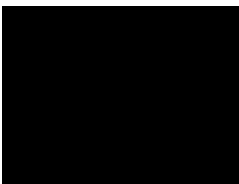
[External Email]

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The 911 report makes clear that behavioral health includes thousands of police interactions that could be diverted to more appropriate responders, and we already have the right responder –TRUST. Given the findings of the 911 events report, funding another SJ TRUST field team makes sense. The city doesn't have to plan or worry about hiring or training; the program is in place and working. We just need to continue to expand it to meet demand. TRUST *is* public safety.

We need alternatives NOW.

Thank you,

**Colsaria Henderson**

She/They

Executive Director

FW: Item 4.1: 911 Event Data Analysis Report

City Clerk <city.clerk@sanjoseca.gov>

Mon 2/26/2024 2:54 PM

To: Agendadesk <Agendadesk@sanjoseca.gov>

From: Beth Hankoff [REDACTED]
Sent: Monday, February 26, 2024 2:45 PM
To: City Clerk <city.clerk@sanjoseca.gov>; [REDACTED]
Subject: Item 4.1: 911 Event Data Analysis Report

[External Email]

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The 911 report makes clear that behavioral health includes thousands of police interactions that could be diverted to more appropriate responders, and we already have the right responder –TRUST. Given the findings of the 911 events report, funding another SJ TRUST field team makes sense. The city doesn't have to plan or worry about hiring or training; the program is in place and working. We just need to continue to expand it to meet demand. TRUST *is* public safety.

I have a son who experiences mental health problems. I want the TRUST program to be expanded so that if he is distressed and demonstrating concerning behaviors, someone nonthreatening can come talk to him. I am concerned about police responding to situations that don't involve a crime. Police are trained to react to certain situations that are completely different from someone needing mental health care or other help. Police should be present in high-crime areas to prevent and deal with crime, which they can't do if they are filling other roles.

Thank you,
Beth

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FW: Item 4.1: 911 Event Data Analysis Report

City Clerk <city.clerk@sanjoseca.gov>

Mon 2/26/2024 3:54 PM

To: Agendadesk <Agendadesk@sanjoseca.gov>

From: Anne Cashman <[REDACTED]>
Sent: Monday, February 26, 2024 2:55 PM
To: City Clerk <city.clerk@sanjoseca.gov>
Cc: [REDACTED]
Subject: Item 4.1: 911 Event Data Analysis Report

[External Email]

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The 911 report makes clear that behavioral health includes thousands of police interactions that could be diverted to more appropriate responders, and we already have the right responder –TRUST. Given the findings of the 911 events report, funding another SJ TRUST field team makes sense. The city doesn't have to plan or worry about hiring or training; the program is in place and working. We just need to continue to expand it to meet demand. TRUST *is* public safety.

I've watched other cities, such as Denver, institute these plans to great success. Let's not waste police time when there can be at least two teams available to respond.

A few years back a friend of my daughter's, mid-20's at the time, came to our house after an argument with her mom. Her Mom asked for a well check so they came to our house. They saw she was okay and left. This would have been the perfect call for a TRUST team to respond to. Less scary for her.

Please approve another team!

Warmly,
Anne Cashman
[REDACTED]

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FW: Subject: Item 4.1: 911 Event Data Analysis Report

City Clerk <city.clerk@sanjoseca.gov>

Mon 2/26/2024 3:54 PM

To: Agendadesk <Agendadesk@sanjoseca.gov>

From: Emma Hartung <[REDACTED]>
Sent: Monday, February 26, 2024 3:05 PM
Subject: Subject: Item 4.1: 911 Event Data Analysis Report

[External Email]

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Dear San Jose City Council,

My name is Emma Hartung, I'm a city resident and Showing Up for Racial Justice member, and like so many others across our city and country I have been in the awful situation of supporting a loved one in need of mental health support and being told that the only option for "support" was to call the cops, despite knowing that could be traumatizing or even deadly.

The 911 report makes clear that behavioral health is a large category of police interactions that could be diverted to more appropriate responders, and we already have the right responder for these types of crises—TRUST.

I'm writing to urge you to follow through on the Re-Imagining Public Safety recommendation and prioritize funding for an additional TRUST field team for San Jose in the 2024-2025 budget, as well as to support the Ortiz, Jimenez and Torres memo.

Best,
Emma Hartung

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FW: Item 4.1: 911 Event Data Analysis Report

City Clerk <city.clerk@sanjoseca.gov>

Mon 2/26/2024 5:43 PM

To: Agendadesk <Agendadesk@sanjoseca.gov>

From: Debora Ow <[REDACTED]>**Sent:** Monday, February 26, 2024 4:09 PM**To:** City Clerk <city.clerk@sanjoseca.gov>**Subject:** Item 4.1: 911 Event Data Analysis Report

[External Email]

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The 911 report makes clear that behavioral health includes thousands of police interactions that could be diverted to more appropriate responders, and we already have the right responder –TRUST. Given the findings of the 911 events report, funding another SJ TRUST field team makes sense. The city doesn't have to plan or worry about hiring or training; the program is in place and working. We just need to continue to expand it to meet demand. TRUST *is* public safety.

Thank you for your consideration and please include this vital service in the budget.

Debbie Ow

District 7 resident



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FW: Item 4.1: 911 Event Data Analysis Report

City Clerk <city.clerk@sanjoseca.gov>

Mon 2/26/2024 5:43 PM

To: Agendadesk <Agendadesk@sanjoseca.gov>

From: Patrice Beard <[REDACTED]>**Sent:** Monday, February 26, 2024 4:28 PM**To:** City Clerk <city.clerk@sanjoseca.gov>**Subject:** Item 4.1: 911 Event Data Analysis Report

[External Email]

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Dear Councilmembers,

The 911 report makes clear that behavioral health includes thousands of police interactions that could be diverted to more appropriate responders, and we already have the right responder –TRUST. Given the findings of the 911 events report, funding another SJ TRUST field team makes sense. The city doesn't have to plan or worry about hiring or training; the program is in place and working. We just need to continue to expand it to meet demand. TRUST *is* public safety.

Thank you,
Patrice Beard
SURJ Member
San Jose (Willow Glen) Resident

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FW: 2/27/24 City Council Agenda Item 4.1

City Clerk <city.clerk@sanjoseca.gov>

Mon 2/26/2024 5:43 PM

To: Agendadesk <Agendadesk@sanjoseca.gov>

From: Kim Guptill [REDACTED]**Sent:** Monday, February 26, 2024 4:31 PM**To:** City Clerk <city.clerk@sanjoseca.gov>; District1 <district1@sanjoseca.gov>; Kamei, Rosemary <Rosemary.Kamei@sanjoseca.gov>; District2 <District2@sanjoseca.gov>; Jimenez, Sergio <sergio.jimenez@sanjoseca.gov>; District3 <district3@sanjoseca.gov>; Torres, Omar <Omar.Torres@sanjoseca.gov>; District4 <District4@sanjoseca.gov>; Cohen, David <David.Cohen@sanjoseca.gov>; District5 <District5@sanjoseca.gov>; Ortiz, Peter <Peter.Ortiz@sanjoseca.gov>; District7 <District7@sanjoseca.gov>; Doan, Bien <Bien.Doan@sanjoseca.gov>; District8 <district8@sanjoseca.gov>; Candelas, Domingo <Domingo.Candelas@sanjoseca.gov>; District9 <district9@sanjoseca.gov>; Foley, Pam <Pam.Foley@sanjoseca.gov>; District 10 <District10@sanjoseca.gov>; Batra, Arjun <arjun.batra@sanjoseca.gov>; The Office of Mayor Matt Mahan <mayor@sanjoseca.gov>; District 6 <district6@sanjoseca.gov>; Davis, Dev <dev.davis@sanjoseca.gov>**Subject:** 2/27/24 City Council Agenda Item 4.1

[External Email]

Dear City Councilmembers and Mayor,

Last weekend, a friend and I drove past a man who was crossing 3rd Street, yelling at a woman about to enter a shop on Santa Clara. He wasn't wearing a shirt, and one of his pant legs was rolled all the way up, even though it was rainy that day. I felt sorry for him. As we drove down Santa Clara, it occurred to me that someone might call 911 on him. As a member of SURJ at Sacred Heart, that worried me. You and I know the statistics about San Jose Police showing up at mental health crises.

We decided to call TRUST, and waited until the team showed up to help the man. I don't know what happened to him, as the TRUST team asked us to leave, but I do know that the **right responders** showed up for him.

I also know that it took **59 minutes** for the TRUST team to arrive. If we had a second TRUST team in San Jose, he would almost surely have been helped sooner.

It's clearly time that we fund a second TRUST team!

Sincerely,

Kim Guptill
[REDACTED]

P.S. As we waited for the TRUST truck, we hear sirens and saw at least 4 police cars headed to St. James Park. (It reminded me of seeing 4 or 5 police cars at the scene of most traffic stops.) The police cars were long gone before the TRUST team arrived. It was a timely reminder that we could divert some of the police budget to funding a TRUST truck, especially in light of the **911 Event Data Analysis**.

FW: Agenda Item 4.1

City Clerk <city.clerk@sanjoseca.gov>

Tue 2/27/2024 8:00 AM

To:Agendadesk <Agendadesk@sanjoseca.gov>

📎 3 attachments (5 MB)

911 Events Report one pager.pdf; Summary graphic on organized retail theft case study from the Center for Media Justice.pdf; Evidence-on-Noncarceral-Safety-DOJ_V4.docx (1).pdf;

From: Kathryn Hedges [REDACTED]

Sent: Tuesday, February 27, 2024 2:12 AM

To: The Office of Mayor Matt Mahan <mayor@sanjoseca.gov>; City Clerk <city.clerk@sanjoseca.gov>; District1 <district1@sanjoseca.gov>; District2 <District2@sanjoseca.gov>; District3 <district3@sanjoseca.gov>; District4 <District4@sanjoseca.gov>; District5 <District5@sanjoseca.gov>; District 6 <district6@sanjoseca.gov>; District7 <District7@sanjoseca.gov>; District8 <district8@sanjoseca.gov>; District9 <district9@sanjoseca.gov>; District 10 <District10@sanjoseca.gov>

Subject: Agenda Item 4.1

[External Email]

Dear Mayor, Vice-Mayor, and Councilmembers:

I am a member of Showing Up for Racial Justice (SURJ) and Racial Equity Community Support (RECS) at Sacred Heart. I am also a registered voter in District 3 who lives downtown in an area where I see many people suffering from mental health crises. This makes me glad that we have a non-police alternative to SJPd for mental health calls because I don't want to call 911 to help someone and end up getting them killed. This has happened so many times in San Jose and it needs to stop. **We need to send the right responders**, not someone in a uniform with a gun whose basic training is to shoot if people don't comply with orders.

Two points stood out for me in the 911 Event Report. First, how many calls required no report by SJPd. Second, how rarely were crimes involved or arrests made when SJPd responded to calls for mental health, substance use, or homelessness. (Those arrests were typically associated with warrants or probation violations. For the calls where a violent crime was in progress, of course SJPd would be the right responder.) **Clearly there are thousands of mental health crisis calls each year that could be handled better by alternative responders such as the Trusted Response Urgent Safety Team (TRUST)--if they had the capacity to handle thousands of additional calls.** Co-response teams such as PERT and CERT would be appropriate for the few situations that pose a safety threat.

TRUST has been operating successfully for almost a year and a half and has expanded from one pilot team to four teams to cover Santa Clara County. Unlike PERT and CERT, it operates 24/7. Teams include a medic, a psych professional, and a peer supporter but no police (which is current best practice). However, they would need to expand capacity to take over thousands of additional calls per year diverted from 911. **San Jose already accounts for 2/3 of TRUST's calls;** teams assigned to other areas (North County, South County, West County) are often diverted to San Jose to meet current demand. (The West County team is designated primarily for calls west of San Jose, although it also covers parts of District 1.) **Travel time from these other bases of operation adds to their response time in San Jose.**

Current demand for TRUST may be artificially low because there is no direct line yet and 988 gatekeeps calls. Because TRUST is not listed on the 988 menu, callers must know in advance to request TRUST and pass the 988 triage process to be transferred. Also, 911 has only been transferring a limited number of mental health calls to 988. If that policy changed, demand for TRUST would skyrocket, based on the current 911 mental health call numbers.

Budgeting \$2 million for a second San Jose team would allow TRUST to respond to over hundreds of calls per month where SJPd is currently dispatched, provide a more beneficial outcome, and reduce settlements paid when SJPd kills or injures mental health subjects. If the four current TRUST field teams can handle around 600 calls/month, then each additional team for San Jose could handle 150 calls/month and SJPd officers could respond to 150 more crimes where an armed response is the right response.

Would San Jose be able to hire enough sworn officers to make that much of a difference for only \$2 million per year?

I understand there is a public perception that we need more police to fight a growing crime wave. However, crime is much lower by historical standards compared to, say, the 1990s. We merely have more press coverage and more social media broadcasting news about crime. When my car was broken into multiple times in the 1990s in San Diego, I probably told a few friends and coworkers. My neighbors might have seen broken glass in the street, but only those who happened to walk by. Nowadays, Nextdoor lets people broadcast their break-in, catalytic converter theft, or auto theft to the entire South Bay. **Crime is also covered more by the press in an election year, and here we are a week before Super Tuesday with eight months left before the general election.** So people have an impression that crime is higher than it has been in the past even though it is not.

More police may make it easier to file crime reports, but criminals assume they won't get caught so they don't care whether SJPd arrives 5 hours or 5 minutes after they're gone.

All the research has shown that alleviating poverty reduces crime. Spending money on social programs to ensure people have good education, affordable housing, vibrant public spaces, and access to healthcare, mental health care, and substance abuse treatment is what lowers crime rates. Yes, these are programs that conservatives find offensive because they don't like seeing their tax dollars spent lifting people out of poverty when they didn't benefit from it themselves. But these programs work.

People don't turn to a life of crime because they decided it was a better idea than getting the skills for a good job. They don't have those options, or their lives fall apart and those options are no longer available.

But for today, let's start with budgeting \$2 million for TRUST alternative mental health and substance use response in line with the 911 Event Report recommendations.

Kind regards,

Kathryn Hedges



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Evidence on Non-Carceral Safety Investments

Research consistently demonstrates that holistic, non-carceral investments can produce dramatic improvements in community safety—while avoiding the devastating consequences of jails, prisons, and police contact. The following memo surveys some of the research that shows the promise of these non-carceral, non-punitive approaches.

Investments in Social Capital & Urban Design

- According to one national study, every additional ten [non-profit community organizations](#) tackling violence and building stronger communities results in a 9 percent drop in the homicide rate.
- In Seattle, a program that provides matching funds to community organizations to work on [neighborhood improvement projects](#) was found to substantially decrease violent crime, especially in the most disadvantaged neighborhoods.
- [The design of urban spaces](#) can have crime-reducing effects. Recent studies in multiple jurisdictions, including [Philadelphia](#), [Baltimore](#), and [Youngstown](#), have found that maintaining green space reduces certain types of crime.
- In New York City, research demonstrates that [streetlights](#) can reduce “index crimes”—including murder, robbery, aggravated assault, and some property crimes—by more than a third.
- A [rigorous study](#) found that restoring vacant land in cities significantly improves both local residents’ perception of their safety, as well as their actual physical safety. Restoration projects produced large reductions in crime, including a 30 percent reduction in gun violence.

Investments in Education & Opportunities for Youth

- Increasing students’ [educational attainment](#)—i.e., ensuring students stay in school longer—decreases the likelihood of future incarceration by 16 percent. Improving [school quality](#) also reduces the probability of serious crimes and incarceration, particularly for at-risk youth.
- Programs to support students’ [social and emotional well-being](#) have been found to reduce total arrests by as much as 35 percent, violent crime arrests by as much as 50 percent, and, for program youth in juvenile detention facilities, recidivism by 21 percent.
- Robust research shows that correctional education programs are [one of our most effective ways](#) to reduce recidivism and increase employment opportunities upon reentry.
- Socioeconomic [segregation of schools](#) has been found to increase violent crime, suggesting that promoting more diverse and integrated schools could reduce violence.

- Youth-focused sports and therapy programming can reduce the [likelihood of future arrests](#) for a violent crime by 50 percent.
- [Safe Passage to School](#) programs—which place civilian guards along specified routes to keep students safe on their way to and from school—have been found to reduce violent crime by 14 percent.
- High-quality afterschool programs have broadly positive impacts for children. By providing a safe space that promotes students’ health and development, these programs [can reduce drug use and decrease arrests](#) and other forms of criminal-legal involvement among children.
- Increasing [youth employment](#), such as through summer jobs programs, has been found to reduce violent crime by 35 percent—with long-lasting, positive effects.
- Robust research has shown that [violence prevention programs in schools](#) significantly reduces violent behavior among students at all grade levels and in all school environments. Many of these programs also have the added benefit of improving academic performance and reducing substance abuse among youth.
- Early childhood intervention programs, as well as nutrition programs for newborns, are [likely to reduce crime](#).
- Programs focused on wraparound education services in high risk areas [have been shown](#) to reduce juvenile arrests as well as child abuse cases.

[Bolstering Economic Security & Tackling Inequality](#)

- [Emergency financial assistance](#) for those experiencing economic insecurity, one study showed, reduced total arrests, including a 51 percent reduction in arrests for violent crimes. Short-term financial assistance, especially when [combined with cognitive behavioral therapy](#), has been shown to decrease violence and crime. Many studies have demonstrated that [cash transfers reduce domestic violence events in particular](#).
- [Decreasing unemployment](#) has been shown to reduce property crime. In fact, much of the reduction in property crime seen during the 1990s can be attributed to the declining unemployment rate.
- Economic inequality predicts homicide rates “[better than any other variable](#).” A simple measure of inequality predicts approximately [half of the variance](#) in homicide rates between American states and between countries. Data from 39 countries shows that even small [decreases in inequality](#) would reduce homicides by 20 percent and cause a 23 percent long-term reduction in robberies.

- Local inequality drives property and violent crime. Looking at neighborhoods within major American cities, property crimes are much more common in areas that have [higher median income gaps](#) between adjacent areas. The researchers suggest that reducing localized inequality would reduce the incentive for property crime. Other researchers [found that](#) “within-tract”—that is, within income tract—inequality was associated with higher Uniform Crime Reports of violent and property crimes. This held when the comparison was not within tracts, but between neighboring tracts.
- [Decreasing the gender wage gap](#) has been found to reduce domestic violence against women. Reductions in the gender wage gap can explain 9 percent of the domestic violence decline between 1990 and 2003, as measured through hospital admissions.

Investments in Health & Treatment

- One study shows that [Medicaid expansion](#) reduced crime by 3 percent annually, producing crime-related cost savings of \$13 billion each year.
- Further research has shown that Medicaid expansions led to significant reductions in robbery, aggravated assaults, and larceny theft. This was primarily due to increased [uptake of substance use disorder treatment](#) through Medicaid coverage.
- Additional research demonstrates that when the number of substance abuse treatment facilities increases in a particular area, [violent and financially-motivated crimes decrease](#) locally.
- Expanded access to [mental health treatment](#), and to psychiatric treatment in particular, has also been found to reduce violent crime.
- Targeted [interventions for children who have suffered from lead poisoning](#)—including lead abatement, medical care, and public assistance—have long-term positive impacts, including a reduction in future arrests for violent offenses.
- [Decriminalizing marijuana](#), specifically through allowing access to medical marijuana, was found to decrease violent crime, particularly in Southwestern border states.

Investments in Housing

- At the local level, increasing [access to affordable housing](#) by building more low-income housing units results in significant reductions in violent crime.
- [Reducing socio-economic segregation](#) of neighborhoods—such as through housing vouchers that enable low-income families to move to neighborhoods of opportunity—has been shown to reduce youth arrests for violent crime.

Making up a "crime wave":

The "organized retail theft" case study (research by the Center for Media Justice)

February 2021

One reporter for the SF Business Times publishes the first of 12 articles, repeating anecdotal claims by 3 business owners about retail theft that alleged that less policing and prosecution was the cause of rising property crime. Progressive DA Chesa Boudin and Prop 47 are blamed. Press includes unsubstantiated claims that there were "organized crews" committing theft.

October 2021

Congress introduced the INFORM Act (Integrity, Notification, and Fairness in Online Retail Marketplaces for Consumers) after lobbying by big retailers, claiming online fencing due to 'organized retail theft' was cutting into their profits. (This bill took effect in 2023.)

November and December 2021

The SF Chronicle, Guardian and The Atlantic publish stories debunking the existing of an 'organized retail theft' crime wave. Property crime rates were at historic lows and Prop 47 did NOT cause a rise in crime. These stories do not get picked up by other outlets and do not go viral.

January 2023

Biden signs bill for billions to fund 100K more cops.

September 2023

CA governor signs bill to give \$267 million to police departments in 55 cities to combat organized retail theft. Governor says "When shameless criminals walk out of stores with stolen goods, they'll walk straight into jail cells."

November 2022

Matt Mahan wins SJ mayoral race.

October 2023

SJPD receives nearly \$8.5 million for new retail theft detail

July 2005

The American Legislative Exchange Council (ALEC) drafts the "Organized Retail Theft Act." Walgreens was a member.

December 2019

Walgreens announces plans to close 200 stores in the U.S. to "cut costs" and "focus on profitable locations." There is no mention of 'organized retail theft' as a factor in these closures.

October 2020

Walgreens spokesperson implies that 'organized retail crime' is why they were closing stores. SF Chronicle repeats this claim unchecked, despite the 2019 announcement of store closures, and other national press outlets amplify it. Inside Edition pushes a video of a dark skinned young man shoplifting into virality. Meanwhile, internal Walgreens earnings calls blame store closures on pandemic erosion of customer traffic.

May 2021

Republican federal Congressional leadership publish a memo claiming that there was rampant organized retail theft in SF caused by "defund the police" rhetoric.

June 2021

SF Business Times blames Boudin for Walgreen's 'organized retail theft ring' and claims retail theft is a national problem. A Heritage Foundation publication invents the term PINOs--prosecutors in name only, and blames closure of 17 Walgreens stores on Boudin's unwillingness to prosecute low level shoplifting. Another shoplifting video goes viral. The 21 second clip generates over 300 news stories in one month. National press amplifies these talking points. Right wing press outlets take up rhetoric about 'lawlessness' due to progressive reforms. Democratic leadership condemn 'organized retail theft.'

June 2022

SF District Attorney Chesa Boudin was recalled.

September 2022

Congress introduced the bipartisan Combatting Organized Retail Crime Bill. (This bill has yet to be passed.)

October 2022

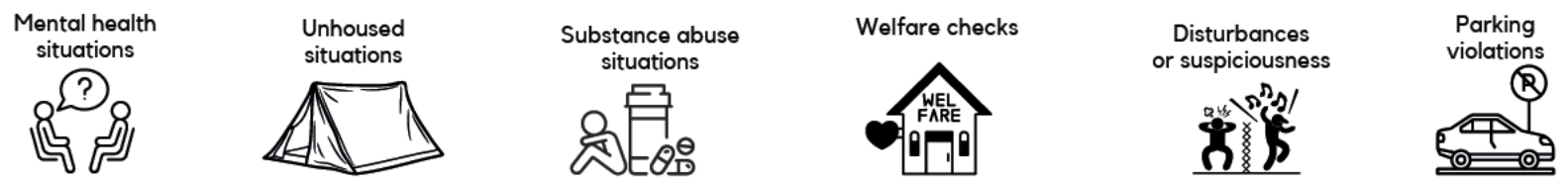
CA legislators introduce two different bills--one to weaken Prop 47 and the other to repeal it. (Both bills failed.) Meanwhile, in SJ a NextDoor user posts a firsthand report of theft at a Walgreens on The Alameda (it was actually a CVS and the story could not be corroborated by new sources or public records). The post and comments circulate, focusing on Prop 47 and also blaming unhoused people for crime. The CVS store closure was blamed on crime rather than the actual reasons-- the end of its lease and a company wide move towards health care. Matt Mahan campaign materials use fearmongering about crime and pro-policing rhetoric.

Summer 2020

The murder of George Floyd sparks massive racial justice uprisings around the country.

There were 792 stories about 'organized retail theft' between 2021 and 2022, half of them mentioning Walgreens, but only 195 between 2018 and 2020. They disproportionately mentioned minimum sentencing for theft under \$950 and used language eerily similar to ALEC's 2005 proposal.

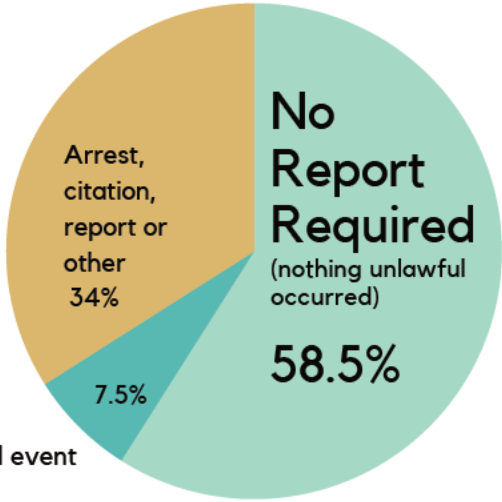
The city of SJ studied three years of police interactions to identify categories that could be diverted to more appropriate responders. Here is what they found:



In a given year, there are tens of thousands of such situations.

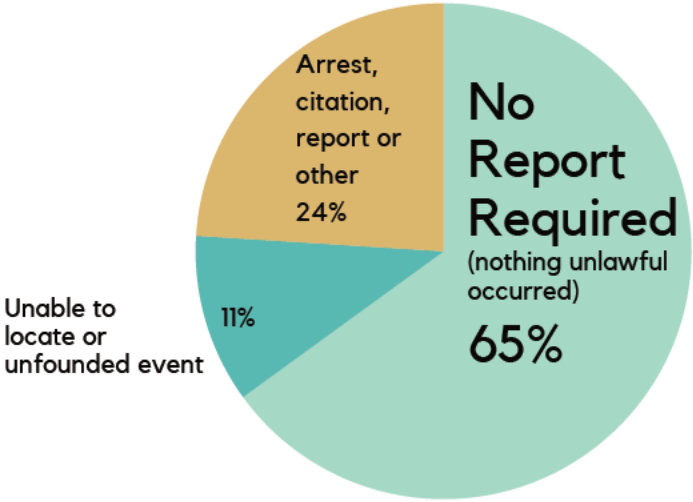
Outcome of **Mental Health** Related Police Events

Jan-Sept 2023, 9462 total mental health related police interactions



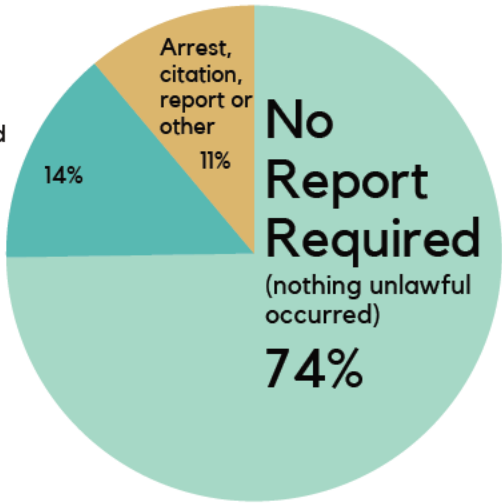
Outcome of **Unhoused** Related Police Events

Jan-Sept 2023, 14479 total unhoused related police interactions



Outcome of **Welfare Checks** Police Events

Jan 2021-Sept 2023, 52499 total welfare checks conducted by police



If so many of these situations don't actually involve unlawful behavior...



"The city should "work in partnership with the County to identify opportunities to expand existing County alternate response services for mental health...Capacity of these programs will need to be expanded to meet the need."

FW: Item 4.1: 911 Event Data Analysis Report

City Clerk <city.clerk@sanjoseca.gov>

Tue 2/27/2024 8:02 AM

To:Agendadesk <Agendadesk@sanjoseca.gov>

From: Julene Pansarasa [REDACTED]
Sent: Monday, February 26, 2024 6:56 PM
To: City Clerk <city.clerk@sanjoseca.gov>
Subject: Item 4.1: 911 Event Data Analysis Report

[External Email]

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The 911 report makes clear that behavioral health includes thousands of police interactions that could be diverted to more appropriate responders, and we already have the right responder –TRUST. Given the findings of the 911 events report, funding another SJ TRUST field team makes sense. The city doesn't have to plan or worry about hiring or training; the program is in place and working. We just need to continue to expand it to meet demand. TRUST *is* public safety.

I work in the mental health field for SCC and I see first hand how often support is needed by families. The TRUST team is specially trained to help people who need urgent help for mental health and substance use conditions. This is so important for our community, rather than police to be trained and hired for this.

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FW: Item 4.1: 911 Event Data Analysis Report

City Clerk <city.clerk@sanjoseca.gov>

Tue 2/27/2024 8:02 AM

To:Agendadesk <Agendadesk@sanjoseca.gov>

From: hunterc [REDACTED]
Sent: Monday, February 26, 2024 8:43 PM
To: Candelas, Domingo <Domingo.Candelas@sanjoseca.gov>; District8 <district8@sanjoseca.gov>
Cc: City Clerk <city.clerk@sanjoseca.gov>
Subject: Item 4.1: 911 Event Data Analysis Report

[External Email]

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I am writing to urge you to support additional funding for more Trust teams in San Jose.

Based on the 911 Event Report, the vast majority of calls to which police respond do not result in an arrest or citation. Many are simply people in crisis. The Trust team is far better equipped to respond appropriately to these calls for help than the police.

Our County has only 4 Trust teams. Of those, San Jose has one yet San Jose gets 3 - 4 times more calls than the remainder of the County. It only makes sense for San Jose to invest in additional Trust teams.

I urge you to spend my tax dollars wisely and invest in another 1 or 2 Trust teams in the year ahead.

Thank you.

Sincerely,
Constance Hunter
[REDACTED]

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FW: Let's think again.

City Clerk <city.clerk@sanjoseca.gov>

Tue 2/27/2024 8:02 AM

To:Agendadesk <Agendadesk@sanjoseca.gov>

From: Reagan Speth-Martinez <[REDACTED]>

Sent: Monday, February 26, 2024 6:04 PM

To: City Clerk <city.clerk@sanjoseca.gov>

Subject: Let's think again.

[External Email]

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The 911 report makes clear that behavioral health is a large category of police interactions that could be diverted to more appropriate responders, and we already have the right responder for these tens of thousands of crises each year—TRUST. Given the findings of the 911 events report, funding another SJ TRUST field team is common sense. The city doesn't have to plan or worry about hiring; the program is in place and the community based organizations implementing TRUST do all the hiring and training. We just need to continue to expand it to meet demand. TRUST *is* public safety. Investing in TRUST will not only save the city money, but it will save lives. The TRUST program offers a safe path to help for ALL of us, but especially for our neighbors who have been most vulnerable to police violence. Please ensure that funding for an additional SJ field team for TRUST is included in the 2024–2025 budget.

The city of SJ studied three years of police interactions to identify categories that could be diverted to more appropriate responders. Here is what they found.

Mental health situations



Unhoused situations



Substance abuse situations



Welfare checks



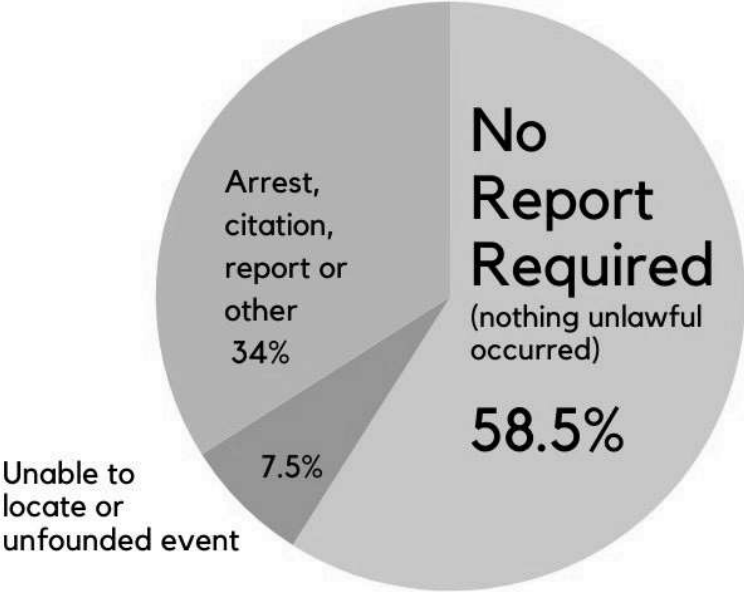
Disturbance or suspicious situations



In a given year, there are tens of thousands of such situations.

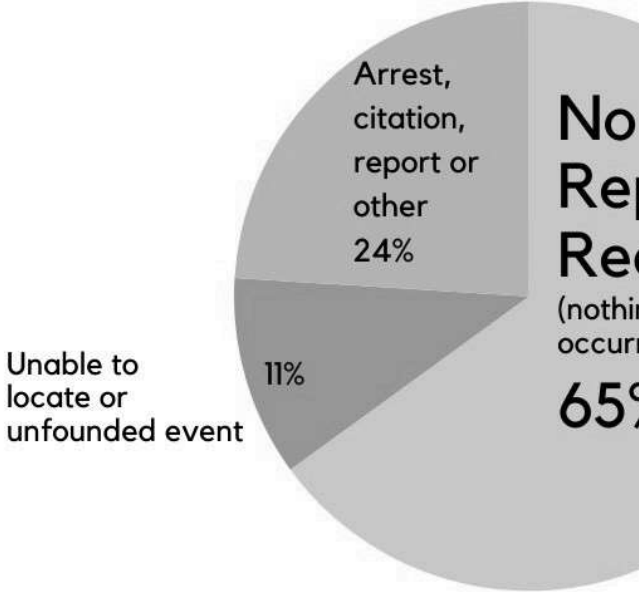
Outcome of **Mental Health** Related Police Events

Jan-Sept 2023, **9,462** total mental health related police interactions



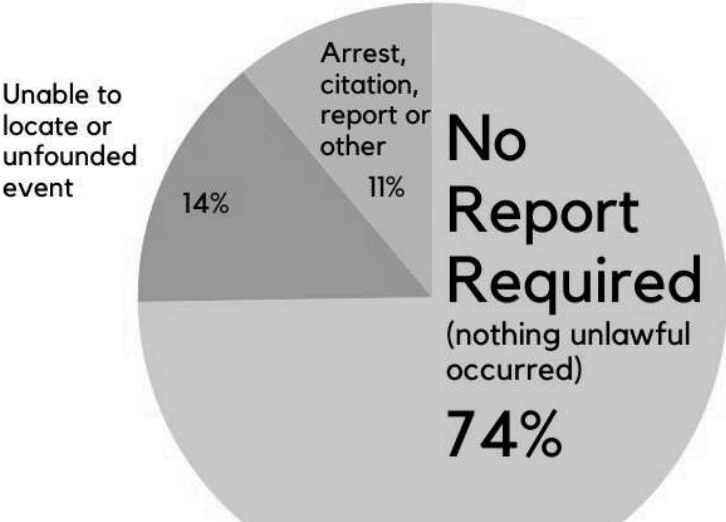
Outcome of **Unhoused** Related Police Events

Jan-Sept 2023, **14,479** total unhoused police interactions



Outcome of **Welfare Checks** Police Events

Jan 2021-Sept 2023, **52,499** total welfare checks conducted by police



If so many of these situations actually involve unlawful behavior, then, let's see if we can get the right responders for the situation.



"The city should "work in partnership with the County to identify opp expand existing County alternate response services for mental health of these programs will need to be expanded to meet the need."

Source--911 Event Data Analysis Report: An Assessment of 911 Data and Alternative Service Models. City of San Jose, Office of the City Manager

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FW: Item 4.1: 911 Event Data Analysis Report

City Clerk <city.clerk@sanjoseca.gov>

Tue 2/27/2024 8:02 AM

To: Agendadesk <Agendadesk@sanjoseca.gov>

-----Original Message-----

From: donna presson <[REDACTED]>

Sent: Monday, February 26, 2024 7:03 PM

To: City Clerk <city.clerk@sanjoseca.gov>

Subject: Item 4.1: 911 Event Data Analysis Report

[External Email]

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The 911 report makes clear that behavioral health includes thousands of police interactions that could be diverted to more appropriate responders, and we already have the right responder –TRUST. Given the findings of the 911 events report, funding another SJ TRUST field team makes sense. The city doesn't have to plan or worry about hiring or training; the program is in place and working. We just need to continue to expand it to meet demand. TRUST *is* public safety.

Donna Presson

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FW: Item 4.1: 911 Event Data Analysis Report

City Clerk <city.clerk@sanjoseca.gov>

Tue 2/27/2024 8:02 AM

To:Agendadesk <Agendadesk@sanjoseca.gov>

From: Manju Kumari [REDACTED]
Sent: Monday, February 26, 2024 7:31 PM
To: City Clerk <city.clerk@sanjoseca.gov>
Subject: Item 4.1: 911 Event Data Analysis Report

[External Email]

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The 911 report makes clear that behavioral health includes thousands of police interactions that could be diverted to more appropriate responders, and we already have the right responder –TRUST. Given the findings of the 911 events report, funding another SJ TRUST field team makes sense. The city doesn't have to plan or worry about hiring or training; the program is in place and working. We just need to continue to expand it to meet demand. TRUST *is* public safety.

Manju

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FW: Letter from the REAL Coalition re Item 4.1, 911 Data Evaluation Report

City Clerk <city.clerk@sanjoseca.gov>

Tue 2/27/2024 8:06 AM

To: Agendadesk <Agendadesk@sanjoseca.gov>

📎 1 attachments (85 KB)

REAL Letter to CSJ re 911 Call Analysis.pdf;

From: Angel Aliano <[REDACTED]>

Sent: Monday, February 26, 2024 5:56 PM

To: The Office of Mayor Matt Mahan <mayor@sanjoseca.gov>; District1 <district1@sanjoseca.gov>; District2 <District2@sanjoseca.gov>; District3 <district3@sanjoseca.gov>; District4 <District4@sanjoseca.gov>; District5 <District5@sanjoseca.gov>; District 6 <district6@sanjoseca.gov>; District7 <District7@sanjoseca.gov>; District8 <district8@sanjoseca.gov>; District9 <district9@sanjoseca.gov>; District 10 <District10@sanjoseca.gov>; City Clerk <city.clerk@sanjoseca.gov>

Cc: Zarate, Sarah <Sarah.Zarate@sanjoseca.gov>; Maguire, Jennifer <jennifer.maguire@sanjoseca.gov>; Hamilton, Peter <peter.hamilton@sanjoseca.gov>; Reed, Jim <Jim.Reed@sanjoseca.gov>; Gomez, David <David.Gomez@sanjoseca.gov>; Sandoval, Vanessa <vanessa.sandoval@sanjoseca.gov>; Arreola, Kiara <Kiara.Arreola@sanjoseca.gov>; Nguyen, Lam <Lam.Nguyen@sanjoseca.gov>; Madero, Angel <Angel.Madero@sanjoseca.gov>; Groen, Mary Anne <maryanne.groen@sanjoseca.gov>; Fleming, Jonathan <Jonathan.Fleming@sanjoseca.gov>; Adera, Teddy <Teddy.Adera@sanjoseca.gov>; Hughes, Scott <scott.hughes@sanjoseca.gov>; Dexter, Michele <Michele.Dexter@sanjoseca.gov>; Kyra Kazantzis <[REDACTED]>; Yvonne Jimenez <[REDACTED]>

Subject: Letter from the REAL Coalition re Item 4.1, 911 Data Evaluation Report

[External Email]

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Dear Mayor Mahan and City Council,

Please see attached a letter prepared by the Community Safety Workgroup of the nonprofit Race Equity Action Leadership (REAL) Coalition regarding **Item 4.1, 911 Data Evaluation Report**.

Thank you for your consideration.

Regards,

Angel Aliano | Policy & Advocacy Fellow

Silicon Valley Council of Nonprofits

| Web: svcن.org | Twitter: [@SVCN](https://twitter.com/SVCN)

Pronouns: he/him

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NONPROFIT POLICY SUMMIT

SVCN!

Activate Your Impact

WEDNESDAY, MARCH 6, 2024

TEXAS INSTRUMENTS, SANTA CLARA

This message is from outside the City email system. Do not open links or attachments from untrusted sources.

February 26, 2024

Mayor & City Council
City of San José
200 East Santa Clara Street, 18th Floor
San José, CA 95113
Sent via electronic mail

Re: February 27, Item #4.1, 911 Event Data Evaluation Report

Dear Mayor Mahan, Vice Mayor Kamei, and City Council:

This letter was prepared by the Community Safety Workgroup of the Race Equity Action Leadership (REAL) Coalition.

The undersigned organizations welcome this trove of high-quality data and findings that came out of the 911 call analysis. These findings show us a way forward to reduce harm, build community and keep us safe. Four years into the community uprising calling for big changes in how we build safe communities, it is time for the city council to direct staff to return with a set of priorities, roadmap and timeline. That timeline should designate near-term changes to be adopted in the next few months.

In 2022, the Reimagining Public Safety (RiPS) committee recommended doing this evaluation and offered several policy options to increase racial equity and public safety that are supported by the data and the findings of the staff memo.

To highlight a few:

- #1 San José will invest in mental health responses for people in crisis.
- #3 San José will invest in expanded mobile crisis response for unhoused residents and people in mental health crisis.
- #9 San José will develop alternative responses to gender-based violence.
- #10 San José will create programs to teach de-escalation, support neighbors in distress, use alternative response options and reduce reliance on police.
- #19 San José will do a gross receipts tax ballot measure to fund alternative responses.

As noted in the staff memo, there are myriad opportunities to explore alternative responses based on the data, and the council should direct staff to set priorities, work with the county, and explore costs and funding options, including polling for a gross

receipts tax or another revenue measure. Some specific options that should be prioritized include:

- **TRUST:** The city should allocate funding for one additional TRUST team in this fiscal year 2025 budget cycle. TRUST is a public safety program that falls under the responsibility of the city. (Findings 1,6 in the staff memo)
- **Quality of Life Calls:** A high volume of different call types are low priority and rarely result in the need for police action. These include welfare checks, parking violations, and disturbances. An alternative response should be developed or expanded to handle these types of calls. (Findings 9,10 in the staff memo)
- **Community Building and Education:** The data reveals people don't understand when to call 911 and which other numbers may be more appropriate. The city should expand efforts that help people distinguish between a threat and a nuisance, and understand who to call (and when they should just talk to their neighbor). The city should explore using existing tools like 311. (Finding 10 in the staff memo)
- **Alternatives are better than Co-Response:** We want to emphasize the city should focus on alternatives over a co-response model. Alternative response is the best practice for behavioral health crises. The Substance Abuse and Mental Health Services Administration's [national guidelines for behavioral health crisis response](#), recommend that mobile crisis teams should *incorporate peers but avoid law enforcement* accompaniment; [Los Angeles's groundbreaking expansion of mobile crisis response](#) follows this model. The TRUST model follows the federal best practice guidelines. (Findings 1,4 in the staff memo)
- **Disability Justice:** The staff memo rightly raises the need for more alternative response for disabled residents. The city should work with community disability organizations to design and pilot alternatives. (Finding 5 in the staff memo)
- **Metrics:** In developing or using existing metrics to track the success of these changes, we suggest focusing on:
 - o Lower per capita number of calls for service
 - o Fewer and a lower ratio of calls result in dispatch of armed law enforcement
 - o Reduction of use of force incidents
 - o A reduction in the per capita amount of money spent on policing
 - o Equitable and appropriate response
- **Systems Improvements/Coordination:** The dispatch process is overly complicated. Issues range from coordination with the county to the training of dispatchers (at both 988 and 911) to route calls appropriately. There is much potential in this area and much to be explored with further analysis and conversations with the county. (Findings 2,3 in the staff memo)

- **Traffic Enforcement:** The report deems traffic enforcement as an area that is not appropriate for an alternative response. While we understand the rationale, we also want to highlight that alternatives to traffic enforcement are already underway in the form of the Vision Zero Action Plan through street design and via the new automated speed safety pilot. (Finding 11 in the staff memo)
- **Domestic Violence:** We disagree with the finding that domestic violence is not an appropriate area of exploration for alternative response. In fact, just last year the city council approved a pilot to “develop a model and tools to support community-based responses to violence.” This pilot will help us understand how to improve and broaden these efforts. (Finding 8 in the staff memo)

This list is not comprehensive but reflects a roadmap for prioritization based on the community represented and supported by the REAL Coalition. We thank the city manager’s office for including the REAL Coalition as a trusted partner in this process and look forward to continuing to work closely as the analysis turns into real change.

In solidarity,

SIGNATORIES

Almaz Negash
African Diaspora Network

Jeremy Barousse
Amigos de Guadalupe Center for Justice and Empowerment

MyLinh Pham
Asian American Center of SCC

Richard Konda
Asian Law Alliance

Elisa Koff-Ginsborg
Behavioral Health Contractors Association (BHCA)

Josh Selo
Bill Wilson Center

Gregory Kepferle
Catholic Charities of Santa Clara County

Frederick J. Ferrer
Child Advocates of Silicon Valley

Pete Settelmayer
Downtown College Prep

Shawn Gerth
Educare

Kristopher Scott
Fresh Lifelines for Youth

Veronica Goei
Grail Family Services

Darcie Green
Latinas Contra Cancer

Brittany Alvarez
**The Latino Education Advancement
Foundation (LEAF)**

Alison Brunner & Rachel Mino
Law Foundation of Silicon Valley

Quency Phillips
Lighthouse Silicon Valley

Anjee Helstrup-Alvarez
**Movimiento de Arte y Cultura Latino
Americana (MACLA)**

Héctor Sánchez-Flores
National Compadres Network

Rhonda Berry
Our City Forest

Eva M Terrazas
Pacific Clinics

Beverly Wong
Parents Helping Parents

Reza Odabae
Pars Equality Center

Heather Cleary
Peninsula Family Service

Sharon Winston
Project HIRED

Kathy Cordova
Recovery Cafe San José

Poncho Guevara
Sacred Heart Community Service

Dorsey Moore
San Jose Conservation Corps

Jethroe Moore
San Jose Silicon Valley NAACP

Michael Dao
**San José State University Human Rights
Institute**

Carlos Rosario
**Santa Clara County Black Lawyers
Association**

Gabriel Hernandez
¡Sí Se Puede! Collective

Sandhya Iaddha
Silicon Valley Bicycle Coalition

Kyra Kazantzis
Silicon Valley Council of Nonprofits

Yvonne Maxwell
Ujima Adult & Family Services

Shelene Huey-Booker
Youth Utilizing Power and Praise

About the REAL Coalition

The REAL community of nonprofit leaders and allies has been meeting since June 2020 to use our positional power to advocate for a more racially-just and equitable society; to establish a peer network of leaders committed to fighting white supremacy and systemic racism in ourselves and our institutions; and to hold each other accountable to the promises we made in the Nonprofit Racial Equity Pledge. The REAL

coalition is broadly representative of the nonprofit community including human and community services, behavioral health and health, arts and culture, domestic violence, older adults, food distribution, education, environmental, farming, legal, disability rights, LGBTQ rights, ethnic, immigrant rights, housing and homelessness, criminal justice reform, urban planning, and intermediary organizations, and others. Over 125 organizations have participated in the REAL coalition.

FW: Item 4.1: 911 Event Data Analysis Report

City Clerk <city.clerk@sanjoseca.gov>

Tue 2/27/2024 10:23 AM

To: Agendadesk <Agendadesk@sanjoseca.gov>

📎 1 attachments (102 KB)

PHP Letter - 911 Event Data Analysis Report.pdf;

From: Beverly Wong [REDACTED]
Sent: Tuesday, February 27, 2024 10:12 AM
To: City Clerk <city.clerk@sanjoseca.gov>
Subject: Item 4.1: 911 Event Data Analysis Report

[External Email]

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To the Office of the City Clerk:

Attached please find a letter from Parents Helping Parents regarding Item 4.1 on the San Jose City Council afternoon meeting agenda today.

Regards,
Beverly Wong

--

Beverly Wong
Advocacy & Civic Participation Manager
PHP - Parents Helping Parents
www.php.com



Tickets on sale now

Parents Helping Parents (PHP) is a nonprofit organization that provides information, training, individual assistance, and resources. PHP is not a law firm or legal service agency, and as such, the information contained in this email or in phone conversations is provided for the purpose of informing the review, but should not be considered legal advice. For legal advice, you should consult an attorney.



February 27, 2024

San Jose City Council
c/o Office of the City Clerk
200 E. Santa Clara St.
Tower 14th Floor
San José, CA 95113

Re: Item 4.1: 911 Event Data Analysis Report

Dear San Jose City Council:

I'm writing on behalf of Parents Helping Parents (PHP) to express our support of the recommendations in the Memorandum dated February 27, 2024, by Council Members Peter Ortiz, Omar Torres, and Sergio Jimenez, on the subject of the 911 Event Data Analysis Report. In addition, we would like to ask the City to invest in funding another San Jose TRUST field team.

Parents Helping Parents has been helping families of children with special needs since 1976. Our mission is to help children and adults with special needs receive support and services they need to reach their full potential by providing information, training, and resources to build strong families and improve systems of care. We are the Parent Training and Information Center (PTI) for families whose children are experiencing disabilities in five counties: Santa Clara, San Mateo, Santa Cruz, San Benito, and Monterey. Our main office is in San Jose and we have satellite offices in East San Jose and Gilroy.

Based on the 911 Event Data Analysis Report, it is clear there are numerous circumstances where emergency calls would be more appropriately referred to alternative or co-response programs as opposed to law enforcement. In particular, we believe that calls involving individuals with disabilities and mental/behavioral health emergencies often require expertise and protocols that can best be handled by non-police resources. Studies show that people with disabilities represent over half of those killed by law enforcement in the U.S. annually. They have a 43% chance of arrest. Youth with disabilities are 13% more likely to be arrested than their peers without a disability. The complexity of emergency situations involving people with disabilities and/or mental/behavioral health situations can result in tragic outcomes when the appropriate resources are not utilized at the scene.

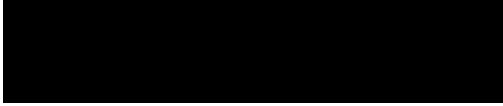
We ask the City to invest resources to better serve our most vulnerable members of the community, by directing staff to create a work plan to implement recommendations from the report regarding enhanced coordination with the county to expand opportunities to increase capacity for co-response and alternative response programs, particularly for individuals with disabilities and mental/behavioral health conditions. We also request the City to invest in funding for another San Jose TRUST field team to meet the demand for calls requiring alternative responses.

Parents Helping Parents, Inc.

Sobrato Center for Nonprofits – San Jose ~ 1400 Parkmoor Avenue, Suite 100, San Jose, CA 95126
Telephone (408) 727-5775 ~ Fax (408) 286-1116
www.php.com ~ A 501(c)3 nonprofit agency



Sincerely,



Beverly Wong
Advocacy & Civic Participation Manager
beverly@php.com
(408) 727-5775

FW: Item 4.1: 911 Event Data Analysis Report

City Clerk <city.clerk@sanjoseca.gov>

Tue 2/27/2024 10:51 AM

To:Agendadesk <Agendadesk@sanjoseca.gov>

From: Carman Tyra [REDACTED]
Sent: Tuesday, February 27, 2024 10:46 AM
To: City Clerk <city.clerk@sanjoseca.gov>
Subject: Item 4.1: 911 Event Data Analysis Report

[External Email]

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The 911 report makes clear that behavioral health is a large category of police interactions that could be diverted to more appropriate responders, and we already have the right responder for these tens of thousands of crises each year—TRUST. Given the findings of the 911 events report, funding another SJ TRUST field team is common sense. The city doesn't have to plan or worry about hiring; the program is in place and the community based organizations implementing TRUST do all the hiring and training. We just need to continue to expand it to meet demand. TRUST *is* public safety. Investing in TRUST will not only save the city money, but it will save lives. The TRUST program offers a safe path to help for ALL of us, but especially for our neighbors who have been most vulnerable to police violence. Please ensure that funding for an additional SJ field team for TRUST is included in the 2024-2025 budget.

Carman Tyra Gaines
(she/they)

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Public Comment - 2/27 - Item 4.1 "911 Event Data Analysis Report"

Jordan Moldow [REDACTED]

Tue 2/27/2024 10:07 AM

To:Agendadesk <Agendadesk@sanjoseca.gov>;City Clerk <city.clerk@sanjoseca.gov>

Cc:The Office of Mayor Matt Mahan <mayor@sanjoseca.gov>;District1 <district1@sanjoseca.gov>;District2 <District2@sanjoseca.gov>;District3 <district3@sanjoseca.gov>;District4 <District4@sanjoseca.gov>;District5 <District5@sanjoseca.gov>;District 6 <district6@sanjoseca.gov>;District7 <District7@sanjoseca.gov>;District8 <district8@sanjoseca.gov>;District9 <district9@sanjoseca.gov>;District 10 <District10@sanjoseca.gov>;Torres, Omar <Omar.Torres@sanjoseca.gov>

[External Email]

Public Comment from Jordan Moldow (speaking on behalf of himself) regarding Item 4.1 "911 Event Data Analysis Report" - 2/27:

As other public commenters have already stated very well, this report shows pretty clearly that funding a second TRUST team would be well worth the investment.

I think it would be beneficial for the City Council to direct staff to make changes or recommendations for Vehicle Stops. The report notes that there were 21,495 Vehicle Stop Events in Jan-Sep 2023, the highest-volume studied category and about 6k more events than the second-highest studied category. Though "California law does not permit civilians to conduct traffic stops", there are other options for the city besides Alternate Response.

It is hard to make recommendations, without a key piece of data that is missing from the report: the stated reason for conducting the Vehicle Stop in the first place. The report only lists a breakdown of the result of the Vehicle Stop, but not the inciting reason. So I believe the report should be amended to include that breakdown. Even without that, I have some potential ideas for improvements:

- The report notes that "No Report" is the most common result of a traffic stop. If nothing but a verbal, non-reported warning was issued during the traffic stop, then the traffic stop need not have occurred. As an alternative, the officer could skip conducting the traffic stop, take a picture of the license plate, inform dispatch about the violation (e.g. "light is burnt out"), and a non-officer can mail a warning to the registered vehicle owner.
- For non-hazardous violations, automated enforcement, or citations issued without conducting a Vehicle Stop, should be conducted to the fullest extent that the law allows.
- Anything that would allow for fewer Vehicle Stops (e.g. more automated enforcement; more issuing of citations without conducting a Vehicle Stop; more non-citation warnings mailed to registered vehicle owners) that are not allowed by CA law, could be taken up as issues for our IGR team to push for in Sacramento. For example, San Jose could take an official position on SB 50.
- City Council should issue additional guidance about low-level offences that should not trigger Vehicle Stops. To do this, it would be very beneficial to have data showing a breakdown of reasons why Vehicle Stops were initiated.
- **The IGR team should push for a change to CA law that would allow citizen pictures/videos to be used as evidence for issuing certain traffic citations (e.g. running stop signs and red lights; illegal driving/stopping in bike lanes). This could increase the ability of the city to issue traffic citations for dangerous driving behaviors, without increasing the number of officers and the number of Vehicle Stops. Increasing enforcement in this way would increase deterrence of reckless driving, without the dangers associated with Vehicle Stops.**

The second-highest category of studied event is "Suspicious Occurrence/Person/Vehicle". And once again, the highest result of these events, by far, is "No Report". This to me stands out as a category that is begging for Alternate Response. This is a poor use of police officer time. Also, "Suspicion" can also be racially motivated, so unless there is a more substantial risk of danger, police officers shouldn't be sent on the basis of "Suspicion" alone.

In general, if "No Report" is almost always the result of a studied event category, it should almost certainly have a recommendation for studying an Alternate Response, or at least a Co-Response.

Regards,
Jordan Moldow (speaking on behalf of himself)
District 3
95112

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FW: Item 4.1: 911 Event Data Analysis Report

City Clerk <city.clerk@sanjoseca.gov>

Tue 2/27/2024 1:31 PM

To:Agendadesk <Agendadesk@sanjoseca.gov>

From: Chris Dunlap [REDACTED]
Sent: Tuesday, February 27, 2024 1:01 PM
To: City Clerk <city.clerk@sanjoseca.gov>
Subject: Item 4.1: 911 Event Data Analysis Report

[External Email]

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I write to the City Council as a member of SURJ @ Sacred Heart concerning Item 4.1 on today's City Council meeting agenda:

The 911 report makes clear that behavioral health includes thousands of police interactions that could be diverted to more appropriate responders, and we already have the right responder –TRUST. Given the findings of the 911 events report, funding another SJ TRUST field team makes sense. The city doesn't have to plan or worry about hiring or training; the program is in place and working.

We just need to continue to expand it to meet demand. TRUST *is* public safety.

Sincerely,
Chris Dunlap
Palo Alto, CA

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FW: Item 4.1: 911 Event Data Analysis Report

City Clerk <city.clerk@sanjoseca.gov>

Wed 2/28/2024 7:56 AM

To:Agendadesk <Agendadesk@sanjoseca.gov>

From: Emeric Bisbee [REDACTED]
Sent: Tuesday, February 27, 2024 3:37 PM
To: City Clerk <city.clerk@sanjoseca.gov>
Subject: Item 4.1: 911 Event Data Analysis Report

[External Email]

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Hello,

The 911 report makes clear that behavioral health is a large category of police interactions that could be diverted to more appropriate responders, and we already have the right responder for these tens of thousands of crises each year—TRUST. Given the findings of the 911 events report, funding another SJ TRUST field team is common sense. The city doesn't have to plan or worry about hiring; the program is in place and the community based organizations implementing TRUST do all the hiring and training. We just need to continue to expand it to meet demand. TRUST *is* public safety. Investing in TRUST will not only save the city money, but it will save lives. The TRUST program offers a safe path to help for ALL of us, but especially for our neighbors who have been most vulnerable to police violence. Please ensure that funding for an additional SJ field team for TRUST is included in the 2024-2025 budget.

I work in San Jose and this needs to be a priority.

Thank you,
Emeric Bisbee

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