



**Greg Landsman**  
Councilmember

202001077

July 28, 2020

## MOTION

### **Public Safety Improvement: Differentiated Response**

When residents call 911 with an emergency, call-takers currently have two options for dispatch: Police and Fire. However, many calls that got dispatched to Police are focused on citizens experiencing homelessness, addiction, or those with mental and behavioral health issues. Other cities have improved public safety and saved money for taxpayers by adding alternative options for call-takers, and we should pursue similar approaches.

For example, In Eugene, Oregon, the Police Department works in partnership with CAHOOTS (Crisis Assistance Helping Out On The Streets), born out of the White Bird Clinic, a community health center. They have built a relationship with the local Police Department and respond to calls that come into the 911 call centers.

CAHOOTS takes about 20% of calls and focuses on citizens experiencing homelessness and those with mental and behavioral health issues and the police department focuses on violent and criminal acts. If they are non-violent, CAHOOTS arrives at the scene in vans and assesses the situation. If they need back-up, they can call for police or EMS who then arrive at the scene. Most of the time, they use their training to assist and are able to transport citizens to hospitals, shelters, and White Bird (medical and dental care) on their own. **CAHOOTS saves approximately \$15 million per year in ambulance and ER trips and another \$8.5 million in public safety costs. Currently, they receive \$2 million in the budget, which pays for 3 vans for transportation and 24/7 staffing.**

As such, **WE MOVE** that the Administration pursue this approach and, if necessary, leverage the resources Council recently provided for new approaches to improving public safety. The Administration and appropriate stakeholders convened through a problem-solving team under the Collaborative should review all relevant 911 data to determine how many calls could be diverted to alternative dispatch options and begin to test how to make this work in Cincinnati. This should be done in connection with efforts like the LEAD pilot project and DVERT.

We also request a report within 60 days on national best practices, relevant Call Center data, and plans to test or pilot this new approach.

A handwritten signature in blue ink, appearing to be "G. Landsman", is written over a horizontal line.

Councilmember Greg Landsman