

CITY OF CINCINNATI

ARC

ALTERNATIVE
RESPONSE TO
CRISIS

**Presentation to:
Public Safety & Governance Committee
December 13th, 2022**



Call evaluated and triaged by 911 for safety and most appropriate response



Crime or law enforcement issue reported

Police



Fire or medical emergency reported

Fire / EMS



Caller is at risk for suicide, but not attempting suicide now

Diversion to 988



New

Report of person in crisis or needing welfare check (low risk)

Alternative Response



Pilot

Report of person in crisis - violent, barricaded, or armed (high risk)

Co-Response



Report of person attempting suicide now

Rescue



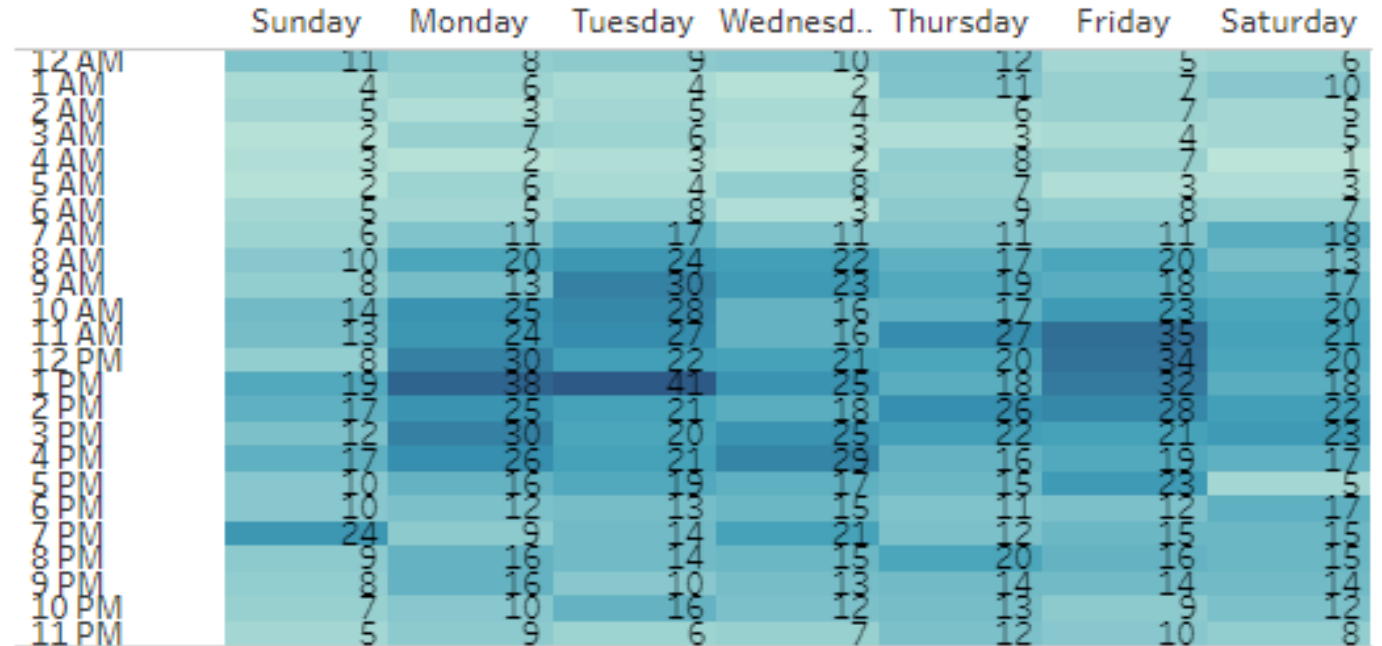
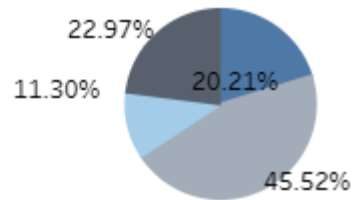
CITY OF CINCINNATI



ALTERNATIVE RESPONSE TO CRISIS

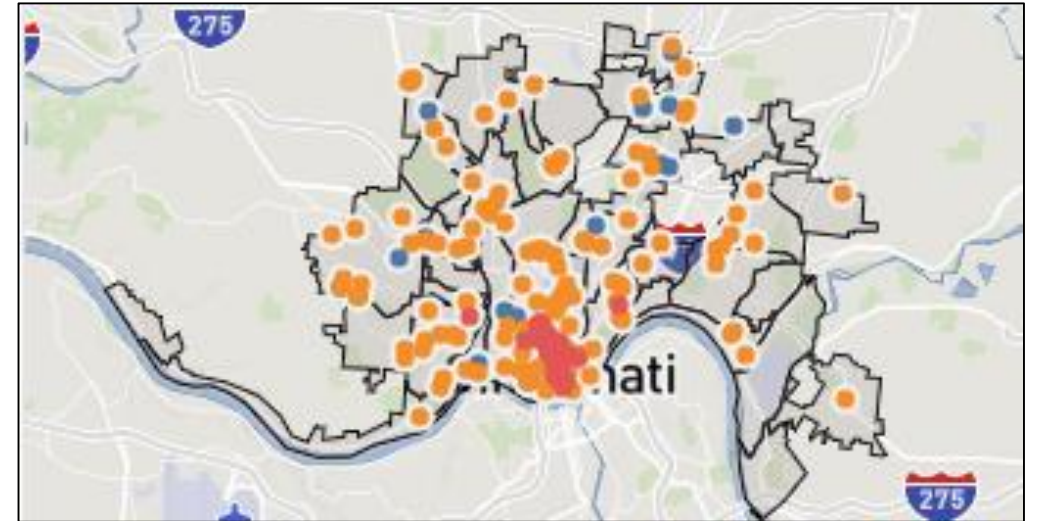
Data Learnings

- ARC-eligible calls flagged by 911 staff demonstrate an around-the-clock need



Data Learnings

- ARC responses are called for city-wide, and the team has handled calls in nearly every neighborhood



Data Learnings

- ARC is called most often to respond for people reported to be trespassing, mental health concerns, welfare checks, and people who appear to be intoxicated.

Count By Problem Type	
Trespass	72
Mental Health	54
Check Welfare	48
Disorderly	39
ATL	39
Person Down	13
Panhandling Complaint	9

*table from 12/8/22

Recent Pilot Program Updates

- Pilot extended for full FY23 to continue to learn, gather data, and provide this alternative response service.
- New public-facing data dashboard created by OPDA

New ARC Dashboard

Navigate to:

- insights.cincinnati-oh.gov
- “Public Safety” topic
- “Alternative Response to Crisis”



[Link](#)

A screenshot of the Cincy Insights dashboard. At the top left is the "CINCY INSIGHTS" logo. To its right is a mission statement: "Our goal is to make government data simple to use, easy to understand, and effortless to access. No data or tech knowledge is required." Below this is a sub-header "SEARCH BY TOPIC" with a blue underline. A grid of topic buttons follows: "NEIGHBORHOODS & DEVELOPMENT", "INTERNAL OPERATIONS", "PUBLIC SERVICES", "PUBLIC SAFETY", "HEALTH & ENVIRONMENT", "RESULTS CINCY", and "COUNTYWIDE LAND & INFRASTRUCTURE DATA". A green arrow points from the "PUBLIC SAFETY" button to a larger, detailed view of the "PUBLIC SAFETY" dashboard. This second view has a bell icon and the title "PUBLIC SAFETY". Underneath is a "CALL RESPONSE" section with a red underline. It contains six red buttons: "FIRE & RESCUE", "EMERGENCY MEDICAL SERVICES", "POLICE CALLS SERVICE", "911 CALL PERFORMANCE", and "ARC ALTERNATIVE RESPONSE TO CRISIS". A green arrow points from the "ARC ALTERNATIVE RESPONSE TO CRISIS" button to the right.



Dashboard showing data through:

Monday, December 05, 2022

Date of Response: 7/25/2022 12/5/2022
 Neighborhood: All
 Problem: All

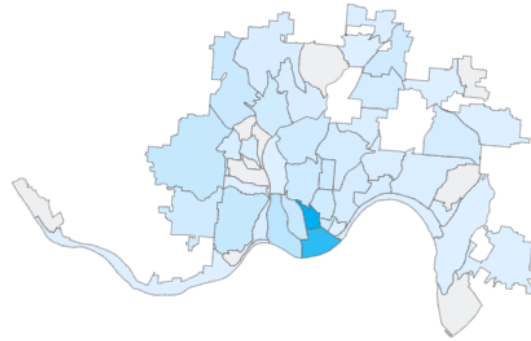
of ARC Pilot Responses

270

ARC Pilot Runs By Neighborhood

AVONDALE	4
BOND HILL	4
CAMP WASHINGTON	1
CARTHAGE	1
CLIFTON	5
COLLEGE HILL	3
COLUMBIA TUSCULUM	1
CORRYVILLE	6
CUF	6
DOWNTOWN	57
EAST END	1
EAST PRICE HILL	9
EAST WALNUT HILLS	3
EAST WESTWOOD	3
EVANSTON	2
HARTWELL	2
HYDE PARK	2
LINWOOD	1
LOWER PRICE HILL	3
MADISONVILLE	1
MILLVALE	3
MT. ADAMS	1
MT. AIRY	7
MT. AUBURN	5
MT. WASHINGTON	1
N/A	1
NORTH AVONDALE - PADDOCK HILLS	2
NORTHSIDE	5
OAKLEY	4
OVER-THE-RHINE	71
PENDLETON	6
PLEASANT RIDGE	1
QUEENSGATE	12

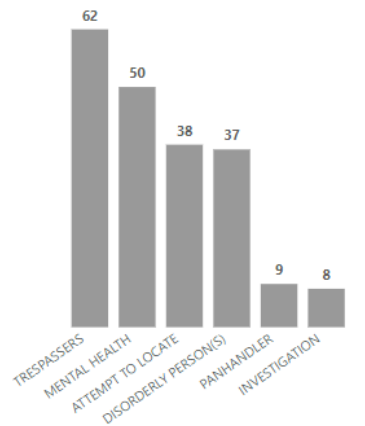
ARC Pilot Responses by Neighborhood



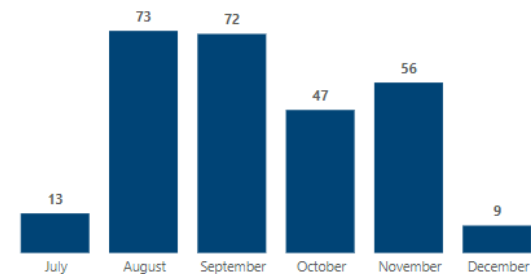
of Police Hours Saved

290

ARC Pilot Responses By Problem Type



ARC Pilot Responses By Month



By Hour & Weekday

Start of Hour	1 Mon	2 Tue	3 Wed	4 Thu	5 Fri
7:00 AM	1	2			
8:00 AM	5	6	5	3	4
9:00 AM	6	11	1	8	5
10:00 AM	9	9	7	10	7
11:00 AM	13	4	3	6	11
12:00 PM	7	2	8	4	9
1:00 PM	9	8	11	3	6
2:00 PM	12	4	3	9	6
3:00 PM	8	3	4	5	2
4:00 PM	4		3	2	1

[Link](#)

cincinnati-oh.gov/ecc/arc