

Proposed Community Safety Department & 911 Calls for Service Initiative

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Purpose of presentation

To provide SWTF with **high level overviews** of the City of Durham's proposed new Community Safety Department and 911 Calls for Service alternative response pilots in support of **ongoing collaboration** with the Community Safety & Wellness Task Force

Department Purpose: To enhance public safety through community-centered approaches to prevention and intervention as alternatives to policing and the criminal legal system

Current Status	Proposed Staffing	Focus Areas in First Year
New department is part of the City Manager's proposed budget	Manager's budget calls for initial staffing of 15 full-time positions	Piloting alternative response models to 911 calls
Council will vote on the budget on June 21 (public hearing June 7)	Half are dedicated to implementing alternative response pilots	Collaborating with community to identify new approaches to safety
If approved, department will officially begin on July 1, 2021	The Department could double by mid-year	Building, managing and evaluating partnerships that promote safety

911 Calls for Service – Work done to date

3-year analysis of 911 calls

- Analyzed approx. 1,000,000 calls from 2017 - 2020. [See Jan 7 report to City Council.](#)
- Durham formed NC cohort: Raleigh, Cary, Burlington, Greensboro, and Winston Salem
- Supported by RTI

Use of force analysis

- Analyzed DPD data on police use of force (Oct 2017 - Oct. 2020)
- Use of force was connected with 174 calls for service.
- Top 3 call natures where use of force occurred: domestic violence, disturbance, and trespass.

First Responder experience

- Held [DPD focus groups](#) to understand perspectives on issues related to alternative response.
- Conducted a [first responder survey](#) (DPD and Fire) to gather public safety and wellness resources, needs and gaps as understood by first responders: 168 responses

Read the detailed reports and access data at calls-for-service-durhamnc.hub.arcgis.com

Highlights from initial 911 CFS analysis:

Call nature	Top call types	Top close codes
Mental health <ul style="list-style-type: none"> 10,716 (1%) calls 96% of calls initiated by public Est. 16K hours spent on these calls 	Crisis (43%)	<ul style="list-style-type: none"> 53% resolved without report 29% CIT resolved without report
	Involuntary Commitment (28%)	<ul style="list-style-type: none"> 50% resolved without report 39% CIT resolved without report
	Suicide threat (23%)	<ul style="list-style-type: none"> 44% resolved without report 31% CIT resolved without report
Quality of life <ul style="list-style-type: none"> 53,531 (6%) calls 89% of calls initiated by public Est. 37K hours spent on these calls 	Trespass / loitering (22%)	<ul style="list-style-type: none"> 82% resolved without report 7% incident report / 7% unfounded
	Noise complaint (21%)	<ul style="list-style-type: none"> 71% resolved without report 25% unfounded

Note: data covers 3-year period: Oct 2017-Oct 2020

Highlights from initial 911 CFS analysis:

Call nature	Top call types	Top close codes
Traffic <ul style="list-style-type: none"> 74,100 (7%) calls 89% initiated by the public Est. 84K hours spent on these calls 	Motor vehicle accident (50%)	<ul style="list-style-type: none"> 73% resolved without accident report 15% resolved without report 7% unfounded
	Traffic hazard (19%)	<ul style="list-style-type: none"> 65% resolved without report 21% unfounded
General assistance <ul style="list-style-type: none"> 263,615 (26%) calls 64% of calls initiated by the public 31% of calls were “hang ups” Est. 101K hours spent on these calls 	Assist person (16%)	<ul style="list-style-type: none"> 51% resolved without report 42% incident report
	Follow-up (16%)	<ul style="list-style-type: none"> 93% resolved without report 2% incident report
	Attempt to locate (15%)	<ul style="list-style-type: none"> 63% missing information 21% resolved without report

Note: data covers 3-year period: Oct 2017-Oct 2020

911 Alternative Response Pilots – Work planned for next year

Remote Response Areas (non-critical calls)	In-Person Response (non-critical calls)	In-Person Response (critical calls)
<p>1. Implementing new 911 protocol and data collection to support alternative responses.</p> <p>2. Better utilizing current remote response capacities</p> <p>3. Adding nurse practitioner/clinician to call center for new remote response capacities</p>	<p>4. Sending trained civilian responders to minor traffic incidents and abandoned vehicles</p> <p>5. Working with alarm companies to reduce false alarms and sending trained civilian responders to unverified property alarms</p>	<p>6. Dispatching teams of crisis workers and medics to respond to calls involving people in behavioral health crisis and quality of life calls</p> <p><i>Goal in first year is to launch a smaller-scale pilot that may initially be limited by geographic scope and hours of operation.</i></p>

We are currently [learning from other communities](#) including Eugene, OR, Denver, CO, Austin, TX, and Fayetteville, NC

The department will also focus on collaborating with community members to identify and test new approaches to public safety.

The department will serve as the **City's main staffing support for the Community Safety and Wellness Task Force (SWTF).**

- Staff members will play a support role to SWTF members in organizing meetings, conducting and coordinating research, collecting and analyzing data, developing proposals, and learning about or evaluating programs of interest to the task force.
- As SWTF identifies promising new initiatives, this department will be tasked with implementing and/or evaluating the new approaches or programs recommended by the task force for the City.

The department will also focus on building, managing, and evaluating partnerships that promote a safer Durham.

This department will take on **oversight and management of the following contracts** & agreements previously funded within other departments:

- Bull City United Violence Interrupters: \$935,488
- Mental Health Contract for Clinical Social Worker: \$85,261
- Durham Expunction and Restoration Program: \$150,000
- The Administrative Office of the Courts (AOC) for a Domestic Violence Judge, Domestic Violence Assistant District Attorney, Witness/Victim Legal Assistant, and Gang Assistant District Attorney. Total funding: \$228,096.
- The joint City/County Gang Reduction Strategy initiative, with additional focus given to bi-lingual outreach efforts and Project Build program. The City contributes 50% for this initiative. Funding share: \$157,357

We're committed to ongoing, meaningful, & proactive collaboration with the task force.

We are excited to partner with the task force on our 911 Calls for Service work.

Options could include...

- Working closely with **TF Roundtable**
- Attending **listening sessions**
- Collaborating on **co-design sessions** with community members
- Identifying **additional pilots** of interest
- Developing strategies for ongoing **resident feedback on and evaluation** of new alternative response models

We also stand ready to support the task force in your important work.

Options could include...

- Helping TF **obtain or analyze requested data**
- **Coordinating research** to answer TF questions (this could include learning about programs in other places, conducting focus groups, etc.)
- Supporting TF in **developing proposals**

We welcome your ideas for how we might work together and are grateful for your leadership and service.