

MOTION

In this moment in Los Angeles, as we are working toward diversifying our emergency response through the creation of an Office of Unarmed Response and Safety (CF 22-0978), it is vitally important for our 911 dispatchers to be fully staffed, appropriately trained, and given as many resources and tools as possible to meet urgent and evolving needs.

The way our system works now, all 911 calls in the City are routed to the Los Angeles Police Department (LAPD) Dispatch System. The onus falls upon dispatchers at these locations - civilian employees classified as Police Service Representatives, or "PSRs" - to receive, analyze, and appropriately respond to each call.

The motion asking for the creation of the Office of Unarmed Response and Safety itself names 8 different agencies that could potentially be responding to 911 calls. With so many different resources available, and with the possibility of more pilots and programs coming online, it's crucial that PSRs have the tools to make swift and accurate referrals for the sake of our communities' safety.

I THEREFORE MOVE that the City Council request the Personnel Department and the Los Angeles Police Department report back on the current hiring, training practices, and policy protocol for Police Service Representatives when it comes to unarmed crisis response related service calls. This should include procedural mapping and technology needed related to implementing a "decision tree" for unarmed crisis response related service calls. Furthermore, the departments should report on best practices from other municipalities.

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