

26 producing improved outcomes, along with a more efficient use of City resources;
27 and

28 **WHEREAS**, Council has taken a number of recent steps to further expand
29 and support such programs, including the introduction of a DACC mobile court
30 program and additional funding for EMCOT with a goal of 24/7 coverage; and

31 **WHEREAS**, it is necessary and appropriate to exercise the authority vested
32 in the City Charter, including the coordinated and integrated direction, supervision,
33 and control of all City departments and agencies to protect the safety and wellbeing
34 of all residents and to be responsible stewards of taxpayer money through the use
35 of policy and resources to achieve the most effective outcomes in the most efficient
36 way, while treating all people with respect, compassion, and dignity; **NOW,**
37 **THEREFORE,**

38 **BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF AUSTIN:**

39 The City Manager is directed to prepare a report reviewing and analyzing
40 information, data, policies, and historical context and trends relating to the City's
41 response to and handling of mental health incidents and requests for service or
42 assistance that would be useful to the development and improvement of City
43 policies related to mental health response and determining what resources would
44 be required. The report may include:

- 45 1. Percentage of 911 or 311 calls where the caller requests assistance or
46 provides information related to mental health;
- 47 2. Percentage of 911 or 311 calls where the caller does not request
48 assistance or provide information related to mental health, but the call
49 was later determined to be mental health related;

- 50 3. Percentage of 911 calls diverted to a mental health call center
51 employee and percentage of such diverted calls that were resolved
52 without a police response;
- 53 4. Total number and percentage of police interactions, both in response
54 to calls for service or officer initiated, involving mental health;
- 55 5. Total number and percentage of police hours devoted to mental health
56 related activity;
- 57 6. Total number and percentage of City responses to incidents or service
58 requests involving mental health where mental health workers, such as
59 EMCOT, responded together with police, as well as the total number
60 and percentage of City responses where mental health workers
61 responded instead of police;
- 62 7. Total number and percentage of City responses to incidents or service
63 requests involving mental health where mental health workers were
64 requested to respond together with police, but no such workers were
65 on duty or were otherwise unable to respond;
- 66 8. Data comparing the outcomes (e.g., arrest, emergency mental health
67 detention, citation, referral to mental health or other services, etc.) of
68 mental health calls with a police-only response to calls with a mental
69 health worker (e.g., EMCOT) response or joint police and mental
70 health worker response;
- 71 9. The current number of APD officers with mental health-specific
72 training or certifications, the types of training and/or certifications
73 received, percentage of shifts where one or more such officers are
74 available, policies regarding how police officers with mental health

75 training are used and deployed, and policies regarding when and how
76 to request joint response with mental health workers; and

- 77 10. Current police academy curriculum or other training required for all
78 APD cadets and officers related to handling incidents and encounters
79 related to mental health.

80 For items 1-8, above, a suggested time frame for the information provided would
81 be at minimum from the last three years (2022, 2023, and 2024) and grouped on an
82 annual basis.

83 **BE IT FURTHER RESOLVED:**

84 The City Manager is directed to include as part of the report:
85 recommendations for potential policy changes to enable the City to respond
86 efficiently and effectively to all mental health related incidents and requests for
87 service; recommendations for potential policy changes to assist staff with medical
88 and crisis response/intervention training specific to mental health; and estimates of
89 the resources and funding required to implement the recommended policy changes
90 and identifying potential sources of such funding.

91 **BE IT FURTHER RESOLVED:**

92 The City Manager is directed to present the report to the Public Safety
93 Committee by no later than the end of April 2025, in order for the Council and City
94 staff to consider the recommendations in preparing the fiscal year 2025-2026
95 budget.

97 **ADOPTED:** _____, 2025 **ATTEST:** _____

98 Myrna Rios
99 City Clerk
100