



911 Mental Health Response

Public Safety Committee
October 21, 2024

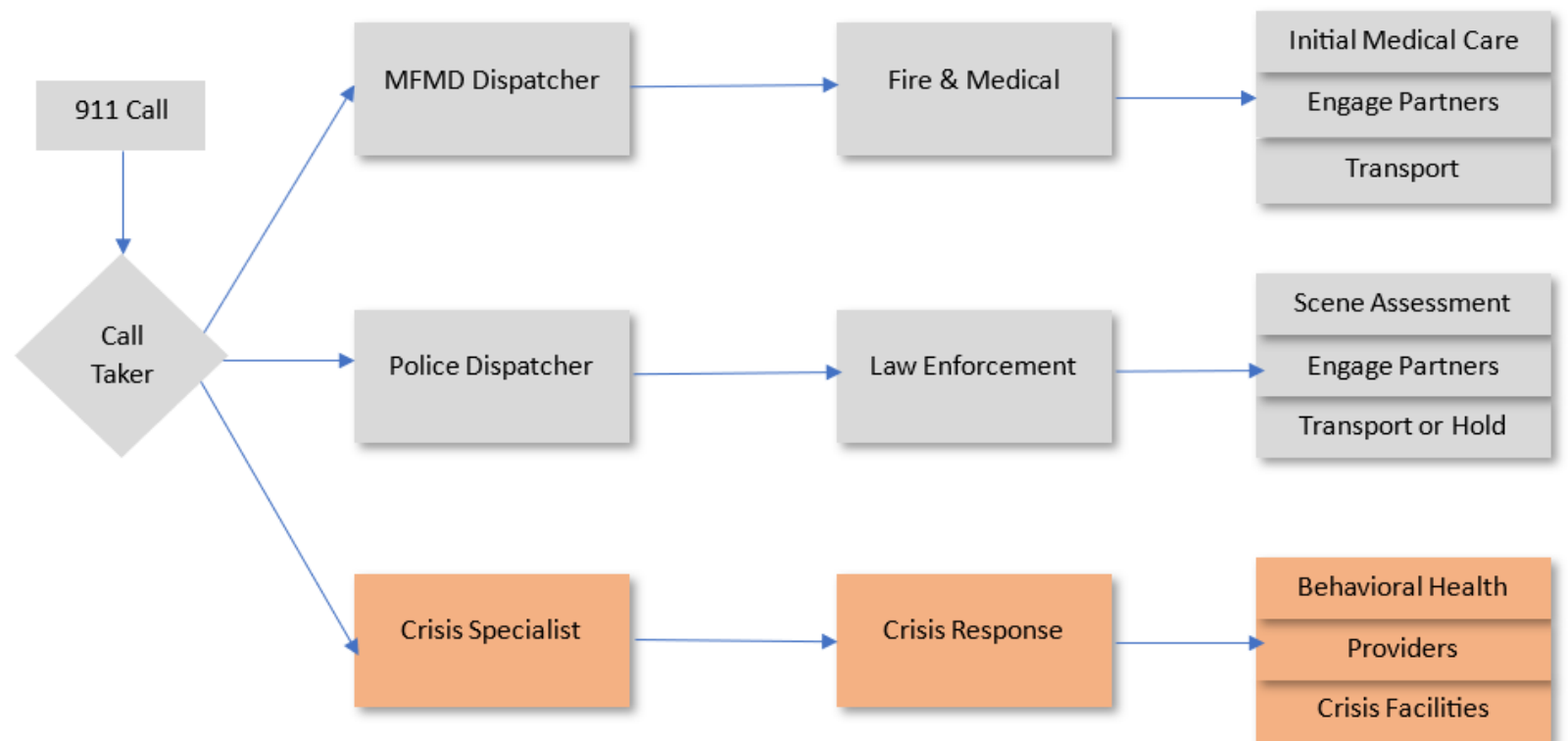
Amanda Freeman, Special Projects Administrator
Stan Wilbur, Police Lieutenant
Forrest Smith, Assistant Fire Chief



Part 1: Call Diversion

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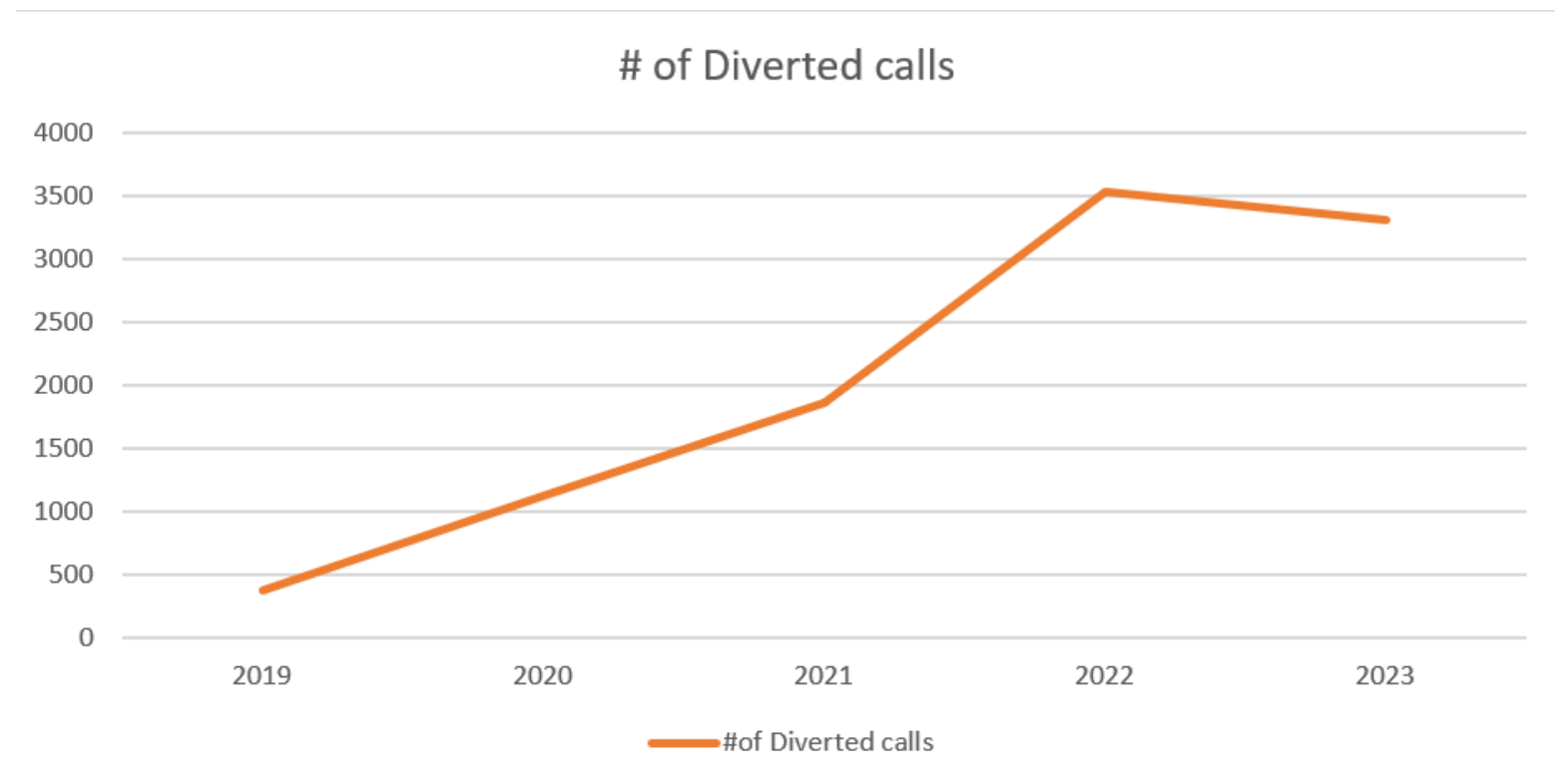
- ▶ Diverted calls = 911 calls sent straight to crisis
- ▶ PD and/or Fire do NOT get dispatched
- ▶ Calls are handled solely by the crisis system
- ▶ No Mesa resource is sent



Part 1: Call Diversion

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- ▶ 100% of Communications staff (dispatchers and call takers) received specialized training.
- ▶ Crisis Liaison staff are co-located in PD communications 40 hours per week
- ▶ Over 3300 calls were diverted directly to crisis in 2023



Part 2: Mesa Crisis Teams

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-Teams through Community Bridges and EMPACT are available for response for mental health crisis, substance use, other related calls and follow-ups.

-Teams include a behavioral health technician and EMT.



Part 2: Mesa Crisis Teams

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►-PD and Fire requests the teams through their communication centers.

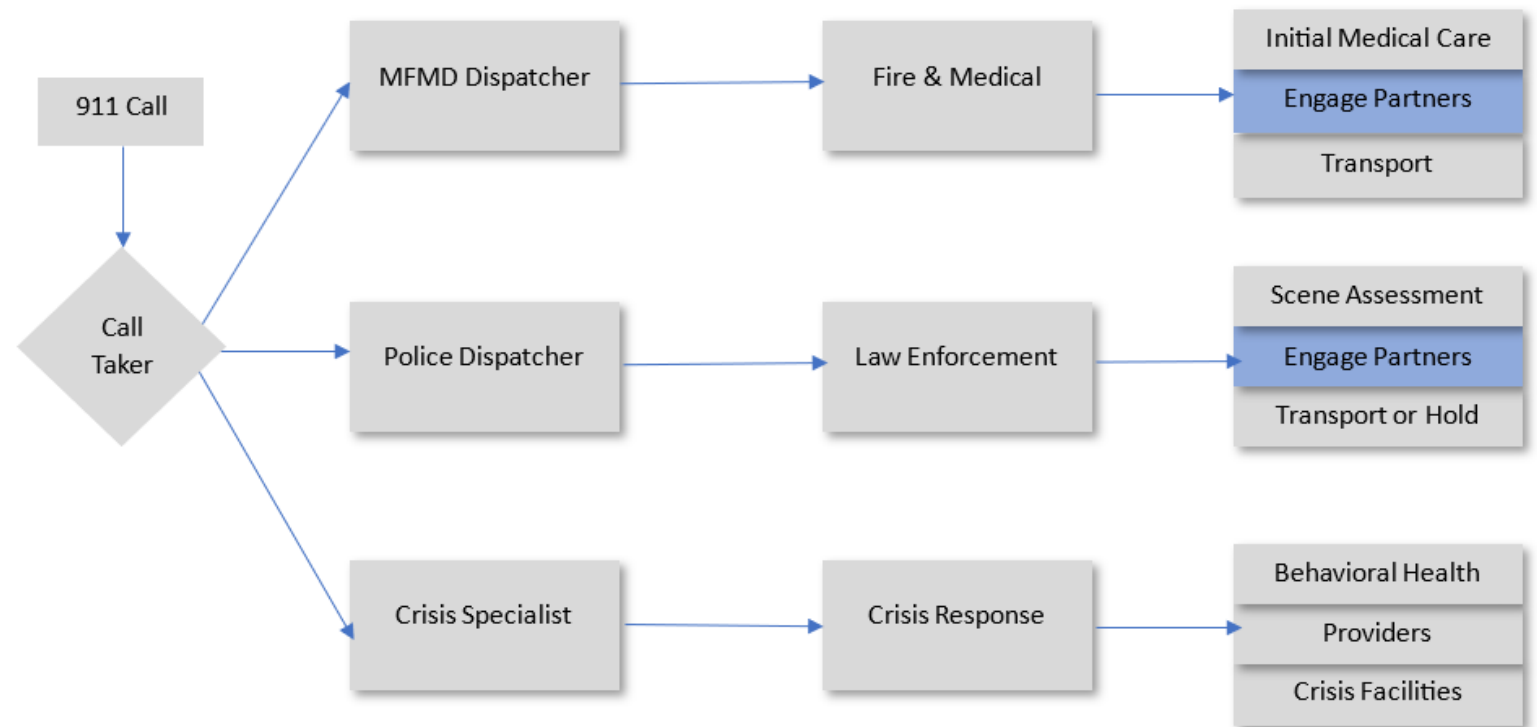
►-Teams are available 24/7.

►-Measures of interest are:

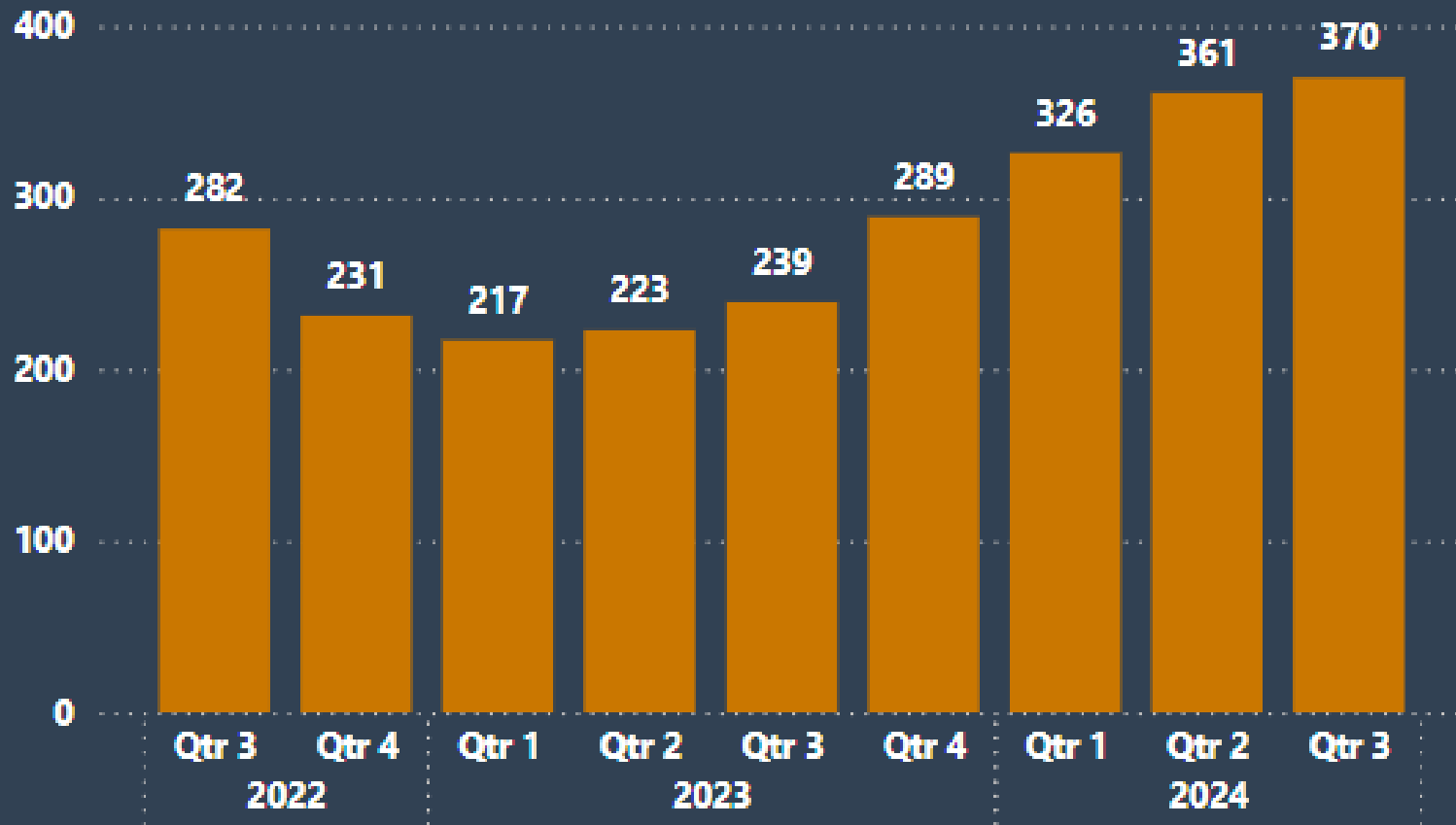
Response time

Top 5 call types

Monthly requests



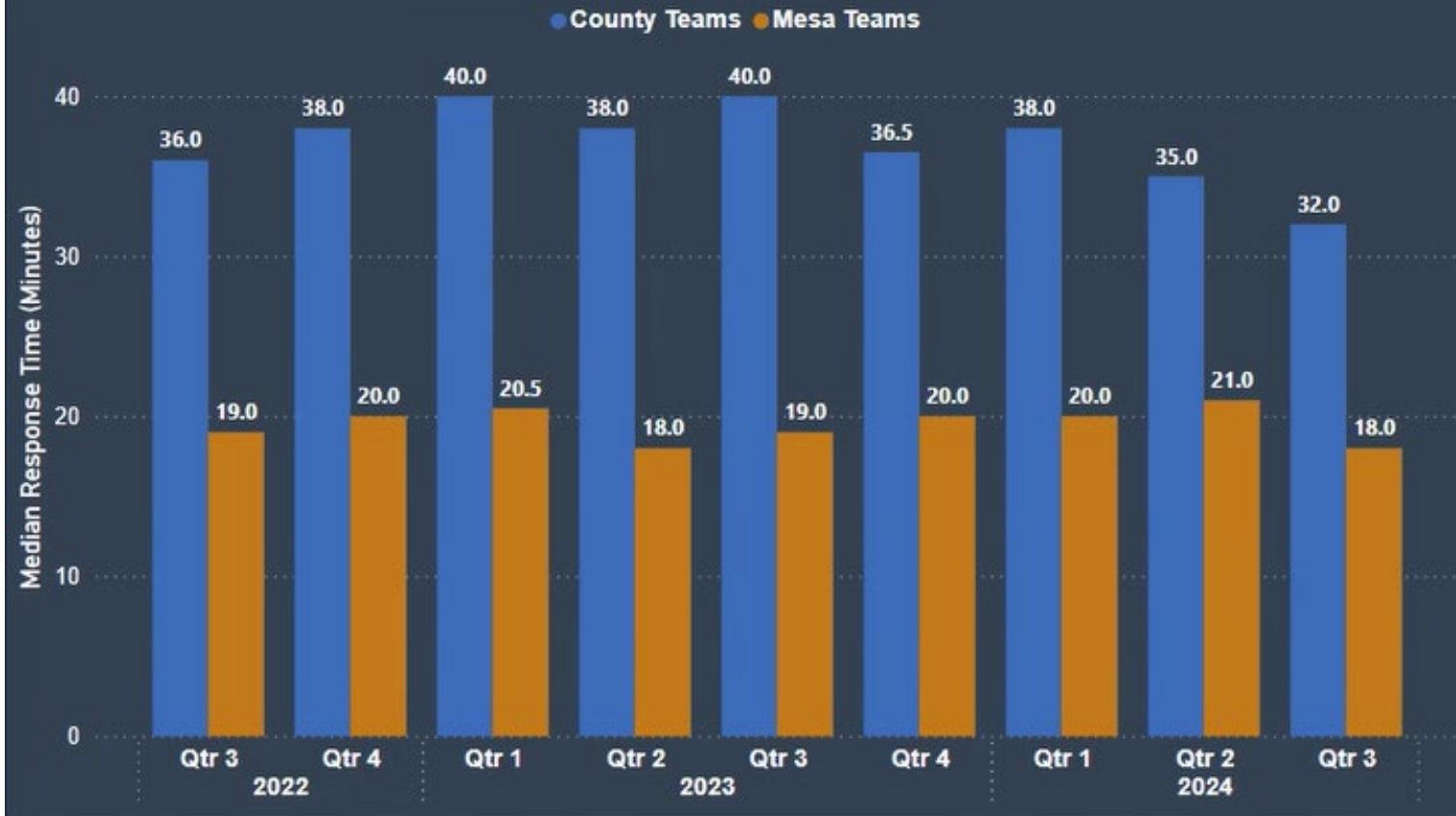
Requests for Mesa Crisis Teams



Requests for Mesa Crisis Teams

THE NUMBER OF TIMES PER QUARTER A MESA CRISIS TEAM WAS REQUESTED/DISPATCHED

Median Response Time (Minutes)



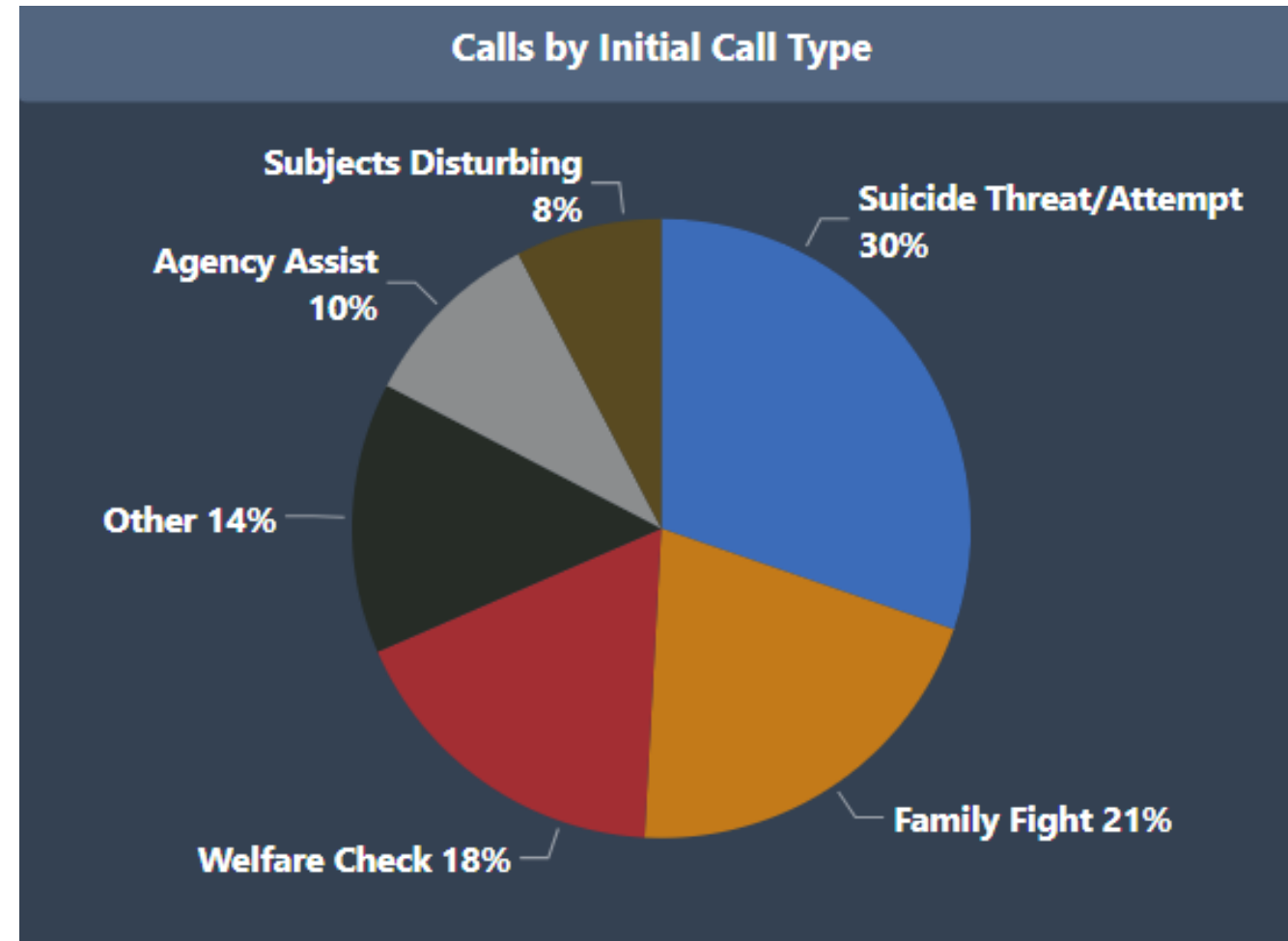
Median response time

MEDIAN RESPONSE TIMES
FROM DISPATCH TO ARRIVAL
ON SCENE

Call type

TOP 5 CALL TYPES THE MESA
CRISIS TEAMS ARE REQUESTED
ON

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Questions?

