

The Right Response at the Right Time

The growth of alternative response nationwide

What is alternative response?

“Composed of **multidisciplinary professionals trained to address behavioral health and quality-of-life concerns**, community responder programs provide a person-centered response to 911 and other emergency calls for service.”

Source: Council of State Governments

Non-police

Programs that intend to shrink the footprint of policing

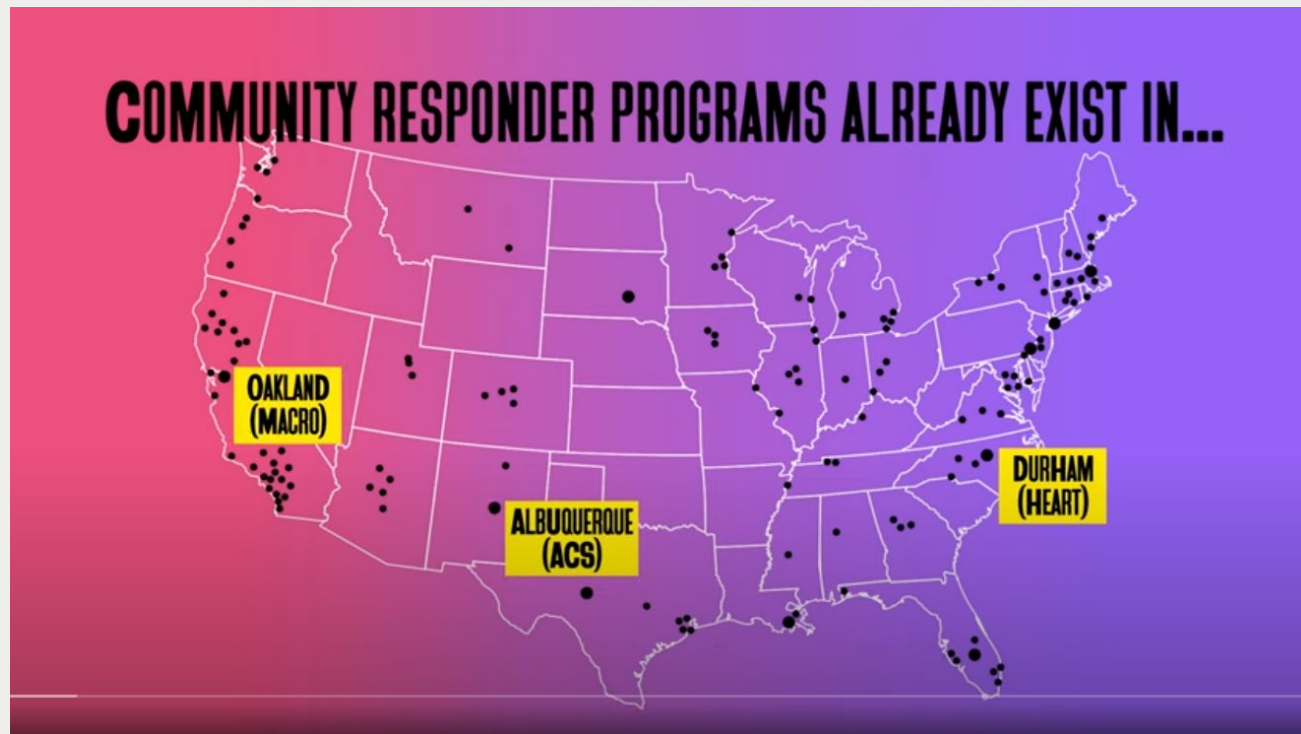
Dispatched via emergency lines

Such as 911, 311, or 988

Respond to many call types

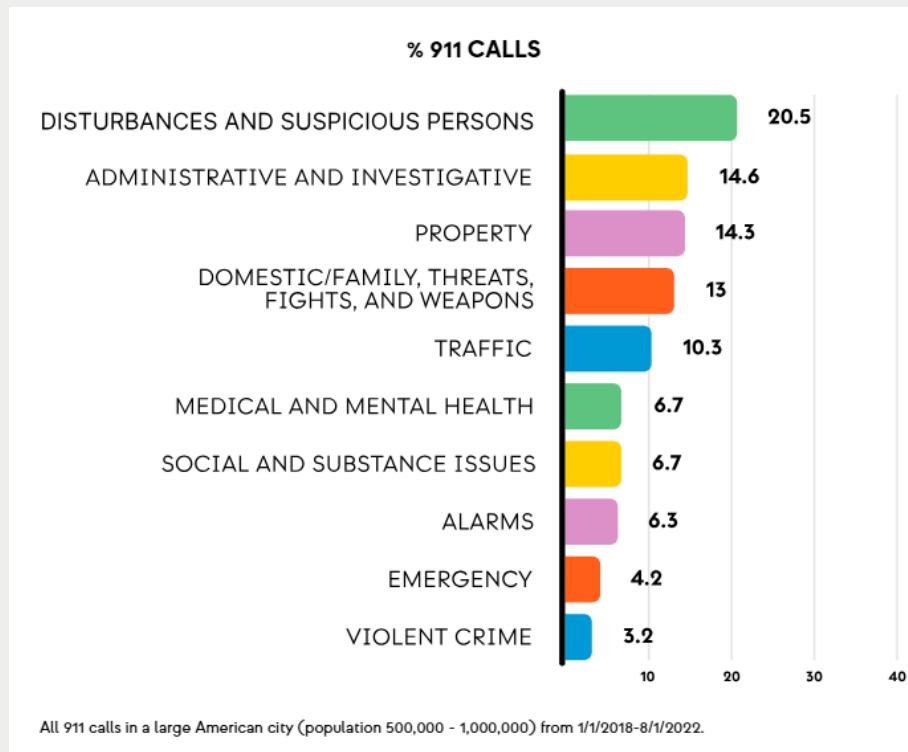
Many cities began with mental health

130+ programs nationwide



Source: Local Progress

Improved response to community needs



Across 9 cities:

- 62% of calls were for "noncriminal situations"
- less than 7% were for violent crime

82%

**Of people polled in May 2025 supported the
idea of a Community Safety Department**

Denver's STAR evaluation

Operated at

1/4

the cost of police

Helped drive a

34%

reduction in
quality-of-life
incidents

In a year, 0 of

1400

calls led to an
arrest, injury, or
call for backup

What can alternative response look like?



Source: Olympia Crisis Response

Mediation response: Dayton, OH

- Neighbor/family disputes
- Noise complaints
- Pet complaints
- Took 2,770 calls in 2024
- = 2.5% of total calls for service



Traffic crashes: Wilmington, NC

- 6 civilian crash investigators
- Prompted NC law change
- Responds to 1,500 crashes a year
- Saves 400 sworn officer hours year

Success of civilian crash investigator program could lead to statewide law



Burglar alarm verification: Milwaukee, WI

- 95% of burglar alarm calls nationally are false
- Required alarm companies to first contact the property or use video to confirm
- Reduced police responses to burglar alarms from 30,000 a year to around 800
- Led to nearly 4 minute improvement in response time





What scale should these programs reach?

12 Million Calls

An ambitious campaign to encourage cities to pledge to divert **20%** of their calls to alternative responses by **2030**

20%

Of all calls for service
in a jurisdiction
diverted from police

X 100

Of the country's
largest cities (or more
of the smaller cities)

= 12 million

Or 5% of the 240 calls
made to 911
nationwide

Safe and Thriving Communities in Minneapolis



Community Safety Ecosystem



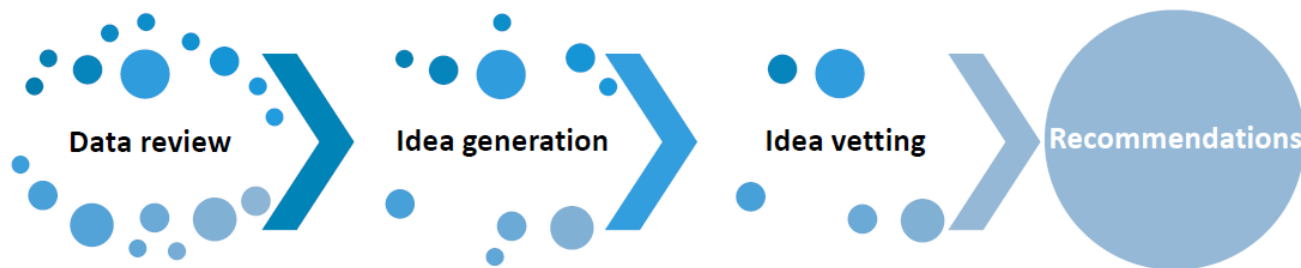
Community Safety Ecosystem Assets & Gaps Analysis

Minneapolis already sends about 9% of its 911 calls to expanded response, non-police, services, including:

- Behavioral Crisis Response
- Traffic control
- Animal control
- 311 and online reports

History of Minneapolis Expanded Response

Reviewing data, there are a large number of actions that could be taken



Review of all 911 call and MPD response data over a two-year time period

- Over 50 ideas were generated which posed potential for alternative response other than police
- Ranked Ideas based on criteria: 1) extent to which idea answers the study question 2) Magnitude of impact on the study question

- Number of ideas vetted dependent on staff capacity
- Three buckets of ideas moved forward to vetting: data and analytics, reporting and mental health
- Ideas were vetted for financial, capacity and state statute considerations.

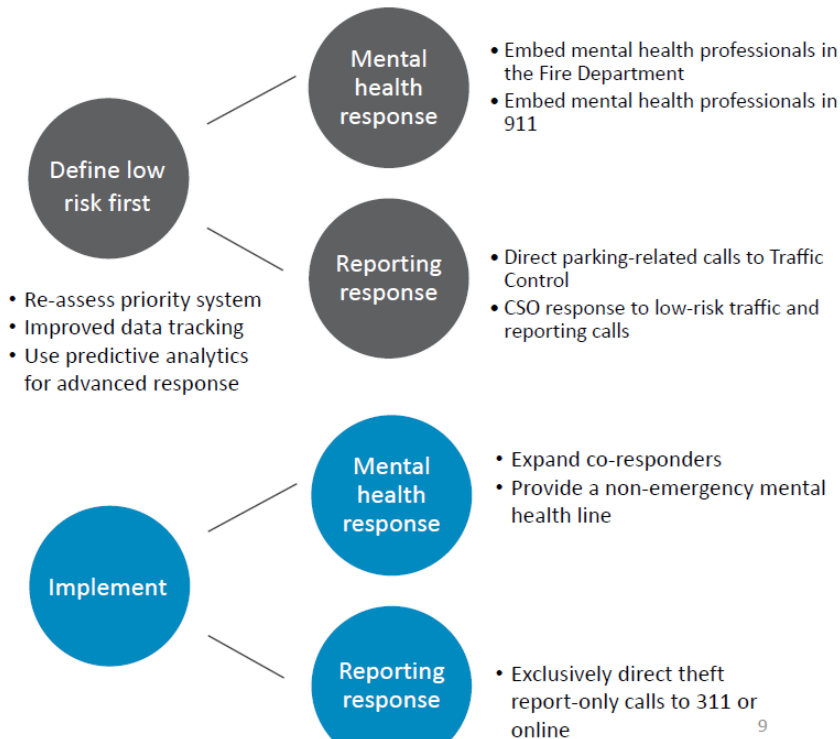
Six ideas are recommended to move forward

History continued

Recommendations are either implementation ready or dependent on other work

Initial ideas

- Mental health calls
- Reporting calls
- Improved data/tracking
- improved police community relations
- Community education
- Improved staff training
- Various forms of alternative response
- Domestic abuse response



Mapping the potential for growth

Table 13: Portion of Minneapolis Calls for Service by Diversion-Eligible Call Types

Safe and Thriving Communities Report and Plan Call Category	Total	Yearly Average	Percentage
1. Behavioral health crisis response	26,830	8,944	2.9%
2. Wellness checks	51,434	17,144	5.5%
3. Medical calls	39,102	13,034	4.2%
4. Low-acuity crime and disorder complaints	134,194	44,732	14.4%
5. Traffic and 6. Parking	76,588	25,529	8.2%
7. Property crime	71,936	23,978	7.7%
9. Domestic violence and 10. Sexual assault	11,626	3,876	1.3%
11. Animal incidents	26,442	8,813	2.8%
Grand Total	438,152	146,050	47.1%

Next steps

- Pilots to increase expanded response
- Consider expanding existing services
- Increase documentation of existing work

Community Safety Ambassadors

Dispatchable civilians for low level calls

911 Embedded Social Worker

Taking behavioral health calls and follow up

Traffic Control Response Pilot

Respond to non-injury traffic accidents

Key Takeaways from Minneapolis

**Leadership
accountability**

**911 staffing
must be
considered**

**Start
discussion
early with key
partners**

Thank you!



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