

PERSONNEL, AUDITS, AND HIRING COMMITTEE REPORT relative to the current hiring, training practices and policy protocol for Police Service Representatives when it comes to unarmed crisis response.

Recommendation for Council action, pursuant to Motion (Hernandez – McOsker – Blumenfield):

INSTRUCT the Personnel Department and the Los Angeles Police Department to report on the current hiring, training practices, and policy protocol for Police Service Representatives when it comes to unarmed crisis response related service calls with said report to include:

- a. Procedural mapping and technology needed related to implementing a “decision tree” for unarmed crisis response related service calls.
- b. Best practices from other municipalities.

Fiscal Impact Statement: Neither the CAO nor the Chief Legislative Analyst has completed a financial analysis of this report.

Community Impact Statement: None submitted.

(Also referred to the Public Safety Committee)

Summary:

On March 21, 2023, your Committee considered a Motion (Hernandez – McOsker – Blumenfield) relative the current hiring, training practices and policy protocol for Police Service Representatives when it comes to unarmed crisis response. According to the Motion, at 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 (Council File No. 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 eight 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. After consideration and having provided an opportunity for

public comment, the Committee moved to recommend approval of the Motion. This matter is now submitted to Council for its consideration.

Respectfully Submitted,

Personnel, Audits, and Hiring Committee

COUNCILMEMBER	VOTE
McOSKER:	YES
PRICE:	YES
SOTO-MARTINEZ:	YES

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3/21/23

-NOT OFFICIAL UNTIL COUNCIL ACTS-