

PUBLIC SAFETY COMMITTEE and PERSONNEL, AUDITS, AND HIRING COMMITTEES REPORTS relative to the current hiring, training practices and policy protocol for Police Service Representatives in connection with unarmed crisis response.

Recommendation for Council action:

NOTE and FILE the June 5, 2024 City Administrative Officer (CAO) report relative to current hiring, training practices and policy protocol for Police Service Representatives in connection with unarmed crisis response, inasmuch as this report is for information only and no Council action is required.

Fiscal Impact Statement: Not applicable.

Community Impact Statement: None submitted.

Summary:

On June 11, 2024, the Public Safety (PS) Committee considered a June 5, 2024 CAO report relative to current hiring, training practices and policy protocol for Police Service Representatives (PSR) in connection with unarmed crisis response. According to the CAO, on June 13, 2023, Council directed the CAO, with assistance from the Personnel Department and the Los Angeles Police Department (LAPD), to report on hiring, training practices, and policy protocols for Police Service Representatives (PSRs, i.e. 911 call-takers) related to unarmed crisis response calls for service. Council also requested information on procedural mapping and technology needed for implementing a “decision tree” that can guide call triaging for alternative crisis response and gather best practices from other municipalities. The June 5, 2023 CAO report addresses hiring innovations to reduce the vacancy rate of the PSR classification. It also includes a review of best practices utilized by public safety answering points (PSAPs) and diversion programs in a number of American cities. Representatives from the LAPD and CAO reviewed their findings and answered questions from the Committee members. After consideration and having provided an opportunity for public comment, the PS Committee moved to note and file the CAO report.

Subsequently, on June 18, 2024, the Personnel, Audits, and Hiring (PAH) Committee also considered this matter and after having also provided an opportunity for public comment, the PAH Committee moved to concur with the Public Safety Committee. After consideration and having provided an opportunity for public comment, the Committee moved to note and file the June 5, 2024 CAO report. This matter is now submitted to Council for its consideration.

Respectfully Submitted,

## Public Safety Committee

<b>COUNCILMEMBER</b>	<b>VOTE</b>
RODRIGUEZ:	YES
LEE:	YES
PARK:	YES
PRICE:	YES
SOTO-MARTINEZ:	YES

## Personnel, Audits, and Hiring Committee

<b>COUNCILMEMBER</b>	<b>VOTE</b>
McOSKER:	YES
SOTO-MARTINEZ:	YES
PRICE:	YES

ARL

6/18/24

**-NOT OFFICIAL UNTIL COUNCIL ACTS-**