

PUBLIC SAFETY COMMITTEE REPORT relative to improving 911 call response times for both emergency and non-emergency calls, and related matters.

Recommendation for Council action, pursuant to Motion (Raman - Lee):

INSTRUCT the Chief Legislative Analyst (CLA) and Los Angeles Police Department (LAPD), in consultation with the Mayor's Office of Community Safety, to report back within 30 days with recommendations to improve 911 call times for both emergency and non-emergency calls for service. This report should include, but not be limited to, the following:

- a. The staffing outlook for LAPD's Communications Division, including the projected impact of incoming Police Service Representatives (PSRs), as well as a detailed timeline and pipeline analysis of PSRs currently in training, and expected attrition rates for existing staff.
- b. An assessment of how the incoming PSRs are expected to impact emergency call response times and non-emergency hold times.
- c. An assessment of the impacts of integrating technological interventions for non-emergency call-taking successfully utilized in other jurisdictions.
- d. An evaluation of the feasibility of establishing dedicated non-emergency operators within the Communications Division to enhance service efficiency.
- e. An evaluation of the feasibility of creating a separate line tasked with dispatching unarmed crisis response teams, filing reports, and providing non-emergency assistance — including recommendations on where such a line could be housed, either within the City or externally.
- f. Recommendations for the kind of public education program required for effective rollout of any new efforts.

Fiscal Impact Statement: Neither the City Administrative Officer nor the CLA has completed a financial analysis of this report.

Community Impact Statement: Yes

For:  
Westside Neighborhood Council.

Summary:

On August 20, 2025, your Public Safety Committee considered Motion (Raman - Lee) relative to requesting a report within 30 days with recommendations to improve 911 call response times for both emergency and non-emergency calls, including staffing outlook for the LAPD Communications Division, anticipated impacts of incoming PSRs, feasibility of technological interventions, establishment of dedicated non-emergency operators and separate unarmed crisis response dispatch lines, and recommendations for public education programs.

After providing an opportunity for public comment, the Public Safety Committee moved to approve the recommendation in the Motion. This matter is now forwarded to the Council for its consideration.

Respectfully Submitted,

PUBLIC SAFETY COMMITTEE

<u>MEMBER</u>	<u>VOTE</u>
LEE	YES
PRICE	ABSENT
McOSKER	YES
SOTO-MARTÍNEZ	YES
PARK	YES

HVR 8-20-25

**-NOT OFFICIAL UNTIL COUNCIL ACTS-**