

AD HOC COMMITTEE ON UNARMED
CRISIS PREVENTION INTERVENTION,
MOTION AND COMMUNITY SERVICES

Over the past three years, the City has built the foundation for a care-first crisis response model that is reducing police workload, saving money, preserving life, and restoring public trust. In 2024, the City began what is now known as the Unarmed Model of Crisis Response (UMCR) pilot, allowing for certain neighborhoods to participate in a program that seeks to dispatch city and county services first to certain eligible calls for service, and law enforcement only when necessary. The pilot was recently extended into a 2-year program due to its success, demonstrating clear savings and cost-effective spending of taxpayer dollars.

The UMCR program has been extremely successful, with the City responding to more than 17,000 calls for service, of which over 96 % have been resolved without any police involvement. These outcomes affirm a long-standing community demand: public safety and public health must be integrated, not kept in isolation from one another. UMCR's success has allowed thousands of LAPD patrol hours to be redirected toward serious and violent emergencies, while connecting Angelenos in distress and crisis to mental health care, housing resources, and peer support.

Alongside UMCR, the City has expanded additional community-based interventions, such as the CIRCLE (Crisis and Incident Response through Community-Led Engagement) program, and strengthened collaboration with the Los Angeles County Department of Mental Health (DMH) through the County's Alternative Crisis Response (ACR) network. Together, these initiatives represent a major systemic and cultural shift in how Los Angeles defines and delivers public safety, prioritizing community safety through care, clinical problem-solving, and fiscal responsibility. The CAO should report on the 2025-2026 adopted City Budget instruction and report on the creation of a new department to house all functions related to unarmed crisis response.

The CAO's June 2025 report confirms that the next step for the City is to enhance dispatch coordination and technology alignment. Currently, calls involving nonviolent crises are handled across multiple systems. These calls are dispatched by 911 or a non-emergency number, as well as various County departmental hotlines, each operating independently with separate Computer-Aided Dispatch (CAD) systems and data protocols. UMCR calls are initially received through 911 or 877-ASK-LAPD and subsequently transferred to UMCR dispatch. However, the absence of shared systems and real-time data interoperability limits operational efficiency and service outcomes. Implementing real-time data sharing would strengthen accountability, improve response effectiveness, and ultimately save lives.

To address these gaps, the City must continue advancing toward a coordinated, clinically informed, and technology-integrated crisis response framework that improves alignment across all crisis response systems. This level of coordination is foundational to the proposed Department of Community Safety and to the City's broader efforts to strengthen unarmed, care-first responses to non-violent crises. Achieving these outcomes requires a formal structure for interagency accountability to reduce fragmentation among 9-1-1-dispatched services, improve response times, and ensure consistent implementation citywide. Accordingly, the City Administrative Officer should report back on the implementation of the UMCR pilot and related efforts and, in consultation with the Chief Legislative Analyst, prepare to convene public



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meetings across the City to ensure meaningful community input into the ongoing modernization of Los Angeles' community safety infrastructure.

I THEREFORE MOVE that the council DIRECT the City Administrative Officer (CAO) to permanently adopt the ongoing UMCR pilot, while ensuring that County services associated with the program remain.


I FURTHER MOVE that the council DIRECT the City Administrative Officer (CAO) to establish and coordinate a Crisis Response Dispatch Working Group that includes LAPD, LAFD, CIRCLE, UMCR, and all other alternative crisis response programs that are dispatched through 9-1-1 to create a more coordinated dispatch system and report back on changes to the system in order to centralize unarmed crisis response dispatch and deployment, reducing system fragmentation, improving response times, and ensuring appropriate, care-first responses to non-violent crises.

I FURTHER MOVE that the council DIRECT the City Administrative Officer (CAO), and the Chief Legislative Analyst (CLA), with the assistance of LAFD, LAPD, report to Council on the status of the Department of Community Safety, as included within the adopted budget action for FY 25-26, CF: 25-0600 (Exhibit H, Instruction 49), and that CAO and CLA conduct a community engagement process that ensures meaningful input from residents, neighborhoods, and community-based organizations, service providers, and labor partners across the city.

PRESENTED BY:




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SECONDED BY:



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