

Bloomington–LEAP

Scope of Work

Purpose

In the City of Bloomington, as in many jurisdictions, sworn officers serve as the default responders to the majority of 9-1-1 calls, including a significant number of low-priority, low-risk behavioral health and quality-of-life incidents. Many of these calls do not require an armed response and may be appropriately addressed by existing community-based partners operating within Bloomington.

The Law Enforcement Action Partnership (LEAP) will conduct an analysis and recommendations project focused on understanding Bloomington's current call data, learning from City staff, Dispatch, and community providers, and identifying how calls may be handled to the greatest extent possible by existing partners and without requiring additional resources.

This project will focus on leveraging Bloomington's current resources, national best practices, and operational realities to provide actionable recommendations. LEAP will review 9-1-1 police calls for service data and conduct research on Bloomington's existing resources, programs, and infrastructure to recommend how existing partners could provide 9-1-1 alternative responses, seeking to minimize additional resources required. If it becomes clear that existing resources cannot meet Bloomington's needs for 9-1-1 alternative response, we would outline what we believe to be the strongest and most realistic path forward for Bloomington.

Scope Summary

LEAP will create recommendations for the City of Bloomington by:

- Analyzing 9-1-1 calls-for-service data to identify call types that may be appropriate for response by existing partners
- Learning from Dispatch, City departments, and service providers about current practices, capacities, and constraints
- Researching lessons from similar programs and initiatives in other cities
- Identifying practical strategies to facilitate 9-1-1 Dispatch to existing Bloomington resources
- Providing recommendations to help anticipate and address:
 - Practical barriers to integration with 9-1-1/Dispatch
 - Public safety and responder concerns related to escalation risk
- Offering guidance that is data-informed, locally grounded, and aligned with national best practices, while remaining fiscally and operationally realistic

All recommendations will be framed to determine how calls can be handled by existing partners and to the greatest extent possible without requiring additional resources. However, if LEAP determines that existing resources simply cannot effectively provide the desired services, we would recommend what we considered to be the best solution for Bloomington.

Any recommendations product will clearly acknowledge that the content is only a recommendation and that all implementation decisions remain the responsibility of the City.

Project Context and Considerations

In shaping its analysis and recommendations, LEAP will explicitly consider:

- **Financial constraints**, including those resulting from Indiana SEA 1
- **Ongoing change management efforts within Dispatch**, including staffing shortages and workload pressures
- The City's parallel responsibility to continue working toward a fully staffed police department, alongside exploration of alternative response approaches
- The importance of minimizing administrative burden on City staff while maintaining transparency and accountability

Roles and Responsibilities

LEAP Will:

- Conduct analysis of Bloomington 9-1-1 calls-for-service data
- Research national best practices relevant to Bloomington's context
- Hold targeted conversations with City staff, Dispatch, and community providers
- Synthesize findings into clear, actionable recommendations
- Prepare a final written report and presentation summarizing findings and recommendations

The City of Bloomington Will:

- Designate a primary point of contact for coordination
- Facilitate access to calls-for-service data
- Assist with introductions to relevant City and community stakeholders
- Provide feedback on preliminary findings and recommendations
- Receive and consider LEAP's final recommendations

Timeline of Deliverables

The project is anticipated to begin in **April 2026**, pending completion of other LEAP commitments. The timeline below reflects a **seven-month total project window**, with the understanding that workload intensity will vary.

Months 1–2: Data Acquisition & Project Setup

- Acquisition of 9-1-1 calls-for-service data
- Data review and clarification of data questions
- Data-related introduction required from City contact

Months 3–4: Analysis and Stakeholder Learning

- Calls-for-service data analysis
- Targeted stakeholder conversations
- Identification of call types appropriate for existing partners
- Development of draft recommendations
- Stakeholder introductions required from City contact

Months 5–6: Preliminary Recommendations and Stakeholder Feedback

- Calls-for-service data analysis
- Targeted stakeholder conversations
- Identification of call types appropriate for existing partners
- Development of draft recommendations
- Strategy check-ins required from City contact

Month 7: Final Recommendations

- Incorporation of City feedback
- Final written report
- Presentation to City leadership and stakeholders
- Strategy check-ins required from City contact

Check-in meetings will occur approximately **once every three weeks**, and may be cancelled if there is no substantive agenda, to respect City capacity.

Cost

LEAP will provide all services described in this Scope of Work for an amount not to exceed \$10,000.