

CAPS Commission Response to

[FINAL Recommendations for Alternatives to Police Response to 911 Calls for Service Report, published Aug 2, 2023](#)

By the Monroe County 911 Review Committee

September 13, 2023

1. *(p20) Medium-term - Begin in 2024 *Evaluate and Optimize Dispatch Operations Budget Request: \$60,000 Implementation Timeline: Q1 2024 Impact: Unknown*

CAPS' Response: The CAPS Commission strongly objects to the recommendation for the City to fund a contract with Ritter Strategic Services to “evaluate and optimize Dispatch operations.” There is no evidence that the selection of this firm was made in a way that reflects the needs, priorities or desires of the community, or that any other firms were even considered.

More importantly, the specific goals of this project are not clearly identified. There is no explanation provided for how the persistent staffing problems in the Monroe County Dispatch might be resolved by Ritter, whose stated specialty on their website is “reducing operating costs and overhead.” The CAPS Commission maintains that any re-design of existing dispatch operations and procedures should be performed with the explicit goal of reducing the ongoing harm experienced by marginalized residents from the existing public safety system, and improving overall community safety outcomes, not simply reducing cost. For this reason, the Commission asks the City not to fund this recommendation.

2. *(p24) Long-term - Begin in 2025 Use Data Modeling to Determine Future Emergency Worker Skill Sets and Capacity Needs*

CAPS' Response: The CAPS Commission is pleased to see this similar recommendation to what it also recommended in its Alternative Public Safety Report, which is for the City to collaborate

2

with IU CTIL (Crisis Technologies Innovation Lab) to identify and begin tracking important public safety indicators. The Commission supports this funding request. To avoid working in silos and improve information-sharing across all public safety-oriented organizations and entities within Bloomington, the CAPS Commission hereby requests that it also be included as an equal partner to BPD in this planned collaboration with IU CTIL.

3. (p24) Long-term - Begin in 2025 Explore Drone Supplementation

CAPS' Response: There is no evidence included in the MC 911 Review Report that correlates the use of drone technology with improving community safety outcomes. Furthermore, the CAPS Commission is concerned that the use of drones to respond to calls for help in our community may be perceived as a costly, unnecessary and militaristic response to the symptoms of growing threats to public safety that only serves to prevent the city's resources from being better allocated in ways that strategically address the root causes of the increasing number of calls for help.