



Eugene City Council

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EUGENE CITY COUNCIL AGENDA

October 10, 2022

5:30 p.m. CITY COUNCIL WORK SESSION

As the state and community recover from the COVID-19 pandemic, City Council meetings will continue to be held in hybrid format using in person and virtual meeting technology. Information about online or other options for access and participation will be available at <https://www.eugene-or.gov/3360/Webcasts-and-Meeting-Materials>

Meeting of October 10, 2022; Her Honor Mayor Lucy Vinis Presiding

Councilors

Greg Evans, President
Mike Clark
Jennifer Yeh
Alan Zelenka

Matt Keating, Vice President
Randy Groves
Emily Semple

5:30 p.m. CITY COUNCIL WORK SESSION

1. WORK SESSION: Alternative Response Study

The Eugene City Council welcomes your interest in these agenda items. This meeting location is wheelchair-accessible. For the hearing impaired, an interpreter can be provided with 48 hours' notice prior to the meeting. Spanish-language interpretation will also be provided with 48 hours' notice. To arrange for these services, contact the receptionist at 541-682-5010. City Council meetings are telecast live on Metro Television, Comcast channel 21, and rebroadcast later in the week.

El consejo de la Ciudad de Eugene agradece su interés en estos asuntos de la agenda. El lugar de la reunión tiene acceso para sillas de ruedas. Se puede proveer a un intérprete para las personas con discapacidad auditiva si avisa con 48 horas de anticipación. También se puede proveer interpretación para español si avisa con 48 horas de anticipación. Para reservar estos servicios llame al 541-682-5010. Las reuniones del consejo de la ciudad se transmiten en vivo por Metro Television, Canal 21 de Comcast y son retransmitidas durante la semana.

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EUGENE CITY COUNCIL AGENDA ITEM SUMMARY



Work Session: Alternative Response Study

Meeting Date: October 10, 2022
Department: Central Services, City Manager's Office
www.eugene-or.gov

Agenda Item Number: 1
Staff Contact: Kristie Hammitt
Contact Telephone Number: 541-682-5524

ISSUE STATEMENT

This work session will focus on an overview of the Alternative Response Study initiated in June to assess and evaluate current system services. The process will evaluate specific programs and the overall system of alternative response services. The process includes four phases and is scheduled to be completed in December 2022. An update on the first phase process and observations related CAHOOTS services will be provided.

BACKGROUND

The City has a long-standing practice of innovating in aligning service response to community need. The Community Safety Initiative, funded by the City Payroll Tax, is an example of organization wide efforts to shift from traditional systems to alternative programs such as Community Court, Single Roll Fire Service Response, and Community Service Officer. The long-standing partnership for CAHOOTS services is another example of aligning service response with the need to assist individuals in crisis. Alternative service models are also an opportunity to serve the community in a cost-efficient manner while delivering positive outcomes.

Over the course of the past two years, the City has received community feedback in support of alternative response programs and council provided direction to evaluate the current system of services with a specific emphasis on CAHOOTS. Council approved funding to complete the service evaluation in December 2021. In February, staff initiated the evaluation process by defining the scope of work and hiring a consultant. Berry Dunn Consulting services was selected to complete this evaluation and assessment.

The Berry Dunn team began the service evaluation and assessment in June. The scope of work will be completed in the following phases:

Phase 1: CAHOOTS Evaluation

Evaluate the CAHOOTS service model, including cost of service analysis and the impacts to the community.

Phase 2: Ambulance Response / Low Acuity Medical Calls Evaluation

Evaluate the ambulance response model alongside the implementation of a new Community Response Unit as part of the Eugene Community Safety Initiative. Evaluation is to include a cost-of-service analysis and the impact to the community.

Phase 3: Community Response Services Evaluation

The City utilizes multiple alternative response services, which are:

Assessment conducted will evaluate the existing alternative response models, including a cost-of-service analysis and the impacts to the community. Alternative response services include: Community Service Officers, Outreach Teams, Park Ambassadors, Downtown Ambassadors, Neighborhood Service Officers, and Unhoused Response Services, and Parks and Downtown Resource Officers.

Phase 4: Overall Evaluation and Recommendations

Based on the culmination of previous phases, data collected, and feedback from internal and external stakeholders, the consultant is to identify recommendations on alternative calls for service models.

As part of this process, we will review available models within the context of the City's environment and provide a report that identifies those options and the predicted success and benefits for the City, considering both cost and operational perspectives.

Berry Dunn will provide a report that highlights what is working well for the City and outlines gaps in its service delivery model as well as opportunities for improvement. The report will include the financial implications of alternative service models and guide the City in strategically planning for and implementing the recommendations as a result of this study. The report should be supported by metrics and data and aligned with current best practices in the industry and in comparable municipalities.

At the work session, a representative from Berry Dunn will provide an overview of the work and observations for Phase I: CAHOOTS Evaluation. Planned topics include calls for service response types and volume, data collection and reporting, CAHOOTS availability and workload, and right sizing all service responses across the City's service platforms. Council is scheduled to receive an update on Phase II and III in November. Each phase will be part of the larger system analysis assessment and is scheduled for completion in December 2022.

PREVIOUS COUNCIL DIRECTION

[May 18, 2022](#) Budget Committee Meeting

The Budget Committee received an update on the hiring of Berry Dunn to complete the Alternative Response Study.

December 13, 2021 FY22 December Supplemental Budget Adoption

Council adopted the FY22 December Supplemental Budget, recognizing new revenue and changes in legal levels of appropriations for the current fiscal year (FY22).

December 8, 2021, Budget Committee Meeting

The Budget Committee met and received an overview of the American Rescue Plan Act (ARPA) which included a segment on the Alternative Response Study where they provided feedback and asked questions.

October 20, 2021 and October 27, 2021, Budget Committee Meetings

The Budget Committee met during two separate meetings to receive presentations on the American Rescue Plan Act (ARPA) funds and the Community Safety Initiative (CSI). The Budget Committee had an opportunity to provide feedback and ask questions on the proposed use of ARPA resources.

July 20, 2020 Public Hearing

City Council directed the City Manager to convene [engagement sessions](#) with organizations representing communities of color to specify changes or additions to the Community Safety Initiative (CSI) that would best respond to the needs of their communities. The [final report](#) released to City Council on May 10, 2021, and included the key finding of support for alternative responses and alternative to 911.

COUNCIL OPTIONS

Information Item Only

ATTACHMENTS

None

FOR MORE INFORMATION

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