

Sec. 127-3. - Community crisis response dispatch.

The division shall collaborate with all emergency call and dispatch services and crisis hotlines and relevant city, county, state, and federal agencies and hotlines (hereinafter known as "dispatcher services") to develop protocols to identify and route requests for assistance to crisis response teams for situations that do not involve imminent danger, and provide ongoing training and support for their implementation as necessary. The division shall monitor and evaluate calls in conjunction with relevant agencies on an ongoing basis to see how call-takers are assessing risk and routing calls and adjust the training and protocols as necessary. In accordance with the training and protocols, calls shall be evaluated to determine the level of risk and a crisis response team deployed for situations that do not involve imminent danger. This data shall be part of the service usage data reviewed by the community crisis response advisory board. This provision is not intended to modify or affect decisions related to the staffing, compensation, or collective bargaining rights of dispatcher services personnel; and employees of the division shall not engage in dispatcher services apart from the duties outlined herein.

([Ord. No. 0649-2026](#), § 1, 3-2-2026)

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