

MACRO Q1 2025 Output & Response Report [January 1, 2025 – March 31, 2025]

MACRO Output Reports (QORR) are compiled with data from the FCC (Total Incident Responses), the MACRO Incident MS XL Sheet, and MACRO Incident MS Form.

MACRO Dispatch Responses

Table 2 presents the monthly averages for MACRO dispatches and team deployments.

Table 2. General Dispatches & Response Data [Oct 24 – Mar 25]						
	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25
Total Number of Dispatch Response	425	319	336	358	394	418
Total Number of Teams Deployed	159	133	135	125	117	126
Total Number of In-Service Days	29	30	31	31	28	31
Average Dispatch per Service Day	14.7	10.6	10.8	11.5	14.1	13.5
Average Teams per Service Day	5.5	4.4	4.4	4.0	4.2	4.1

Dispatch By Source

MACRO teams receive dispatches from three sources: OPD (911), OFD (MACRO Direct Line), or a dedicated MACRO email address. The MACRO phone line is managed by the Fire Communication Center and emails are received by a MACRO Supervisor. While MACRO teams are in the field, they may encounter and respond to situations spontaneously. These instances, known as on-view incidents, are *not* included in dispatch data because they are initiated by the MACRO teams versus a request from the public.

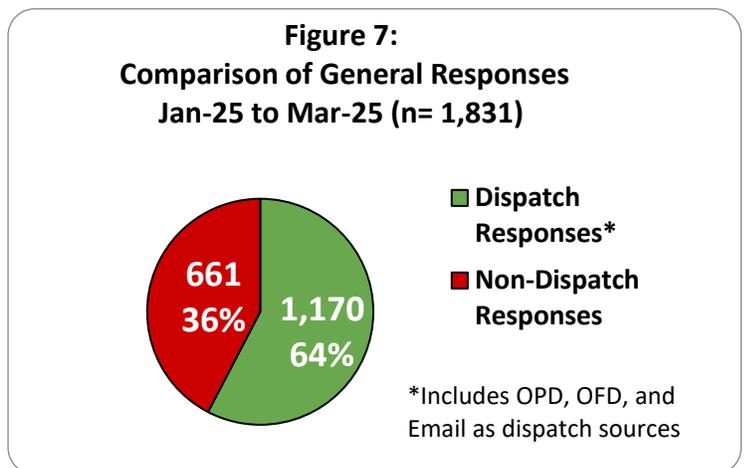
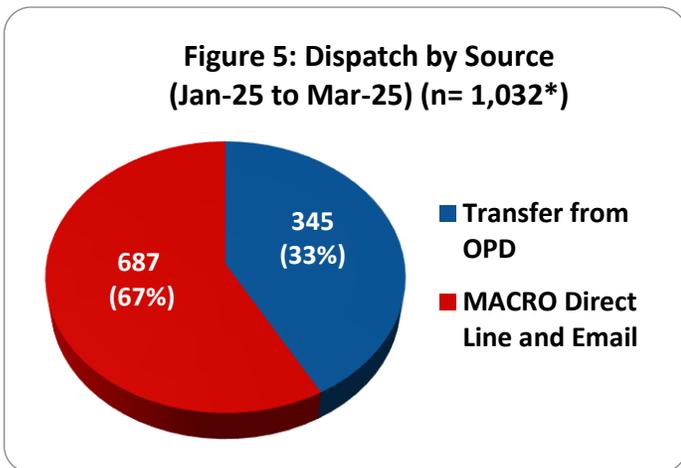


Figure 5 provides a breakdown of dispatch by source, showing the total number of dispatches received. The figure highlights that the majority, 67%, of requests came directly to OFD via the direct phone line and email as compared to 33% of requests transferred through calls from the 911 dispatch. Figure 7 presents on-view (non-dispatch) responses compared to dispatch-initiated responses. Data collection error rate of ~ 11% (209 incidents not captured)

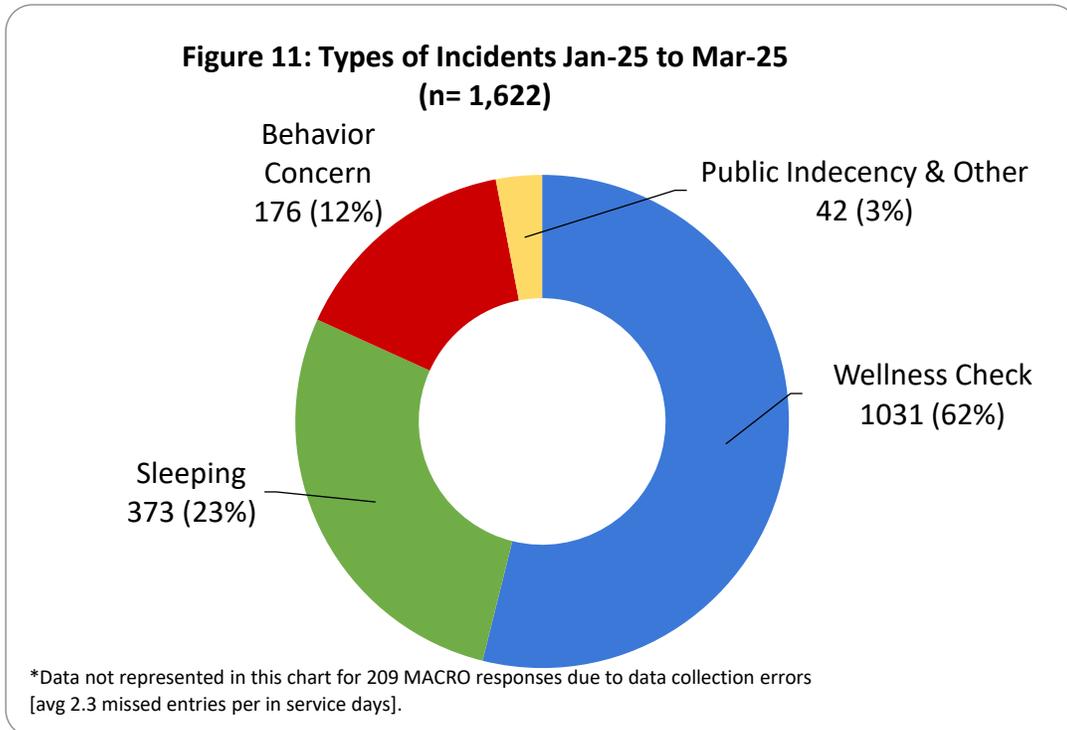
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Types of Incidents

MACRO services may be requested for a variety of reasons, provided they meet the eligibility criteria. MACRO teams manage situations up to the point of reaching a crisis. The most common type of incident involves conducting wellness checks. Wellness checks can address concerns related to a person's well-being. Additional other documented reasons for MACRO intervention include sleeper checks, behavioral health issues, public indecency, and community disturbances.

Figure 11 displays the breakdown and percentages of incident types reported through January – March 2025.



Incident Types	Description
Wellness Check	A check on the health and well-being of an individual. In response to concerns about a person's safety, health, or welfare.
Sleeper Check	A check on an individual found sleeping in a public place in response to concerns about a person's safety, health, or welfare.
Behavioral Concern	A situation where an individual's behavior raises concerns but does not constitute an immediate crisis or emergency.
Public Indecency / Nakedness & Other	A situation where an individual is found without clothing in a public setting & a catch-all for scenarios that are unique or less common

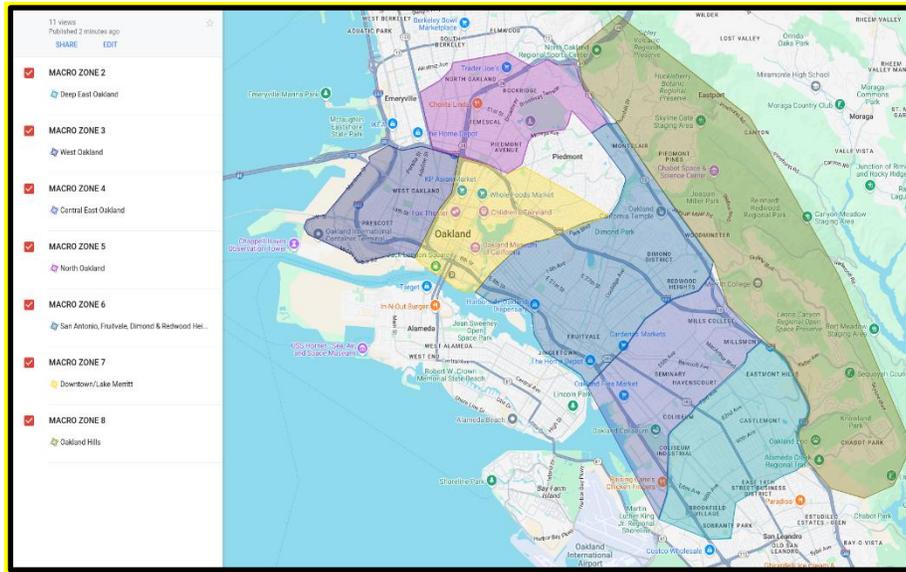
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MACRO Service Area

MACRO serves the entire City of Oakland. The city is divided into eight MACRO service zones. **Figure 1** presents a map of service zones followed by **Table 1** which outlines zone boundaries.

Figure 1. Geographical Service Zones Map



MACRO Response by Service Area

MACRO serves all of Oakland, which is divided into eight MACRO service zones. **Table 4** illustrates the areas in Oakland where MACRO responded broke down by month and by service zone. Data indicates that the highest percentage of requests originates from Zone 7: Downtown Oakland. In contrast, the fewest service requests originate from Zone 8, Oakland Hills.

Table 4: Geographical Area of Service Request in 2024 Q4 & 2025 Q1						
	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25
Zone 2: Deep East	12%	11%	12%	14%	11%	11%
Zone 3: West	15%	17%	16%	12%	14%	16%
Zone 4: East	10%	9%	8%	11%	12%	11%
Zone 5: North	19%	18%	19%	18%	21%	18%
Zone 6: Central	13%	11%	8%	11%	8%	15%
Zone 7: Downtown	31%	33%	37%	34%	34%	28%
Zone 8: Oak Hills	0%	0%	0%	1%	0%	1%

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MACRO Phonenumber Performance

Table 3 details the total number of calls to the MACRO phone line, the number of callers who connected with an OFD dispatcher, the total number of calls that met MACRO response criteria and were sent to a MACRO team to respond.

Table 3. MACRO Main Menu Calls – (October -24 - March 25)					
	Incoming Calls to MACRO Phone Line	Incoming Calls Who Reached OFD Dispatch		Calls Sent to MACRO Teams for Response	
	#	#	%	#	%
24-Oct	403	319	79%	138	43%
24-Nov	489	397	81%	129	32%
24-Dec	451	339	75%	124	37%
25-Jan	545	351	64%	167	48%
25-Feb	457	358	78%	163	46%
25-Mar	463	373	81%	180	48%
TOTALS	2,808	2,137		901	

*Callers who choose to transfer to an OPD dispatcher or to disconnect from the call are not reflected in data.

Figure 6 illustrates the flowrate of calls to response. Of the total calls received on the MACRO phone line, 74% of callers reached an OFD dispatcher, and of those who reached OFD dispatch, 47% of calls met MACRO eligibility and information was sent to MACRO teams for response.

Figure 6: Flow Rate from Direct MACRO Phone Line to Team Response Jan-25 – Mar-25



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Incident Resolutions

MACRO incidents are considered resolved onsite if: (1) the team successfully deescalates the situation or provides basic need support onsite (MCC), (2) the recipient is transported to another location (MPTM), or (3) the MACRO team is not able to locate the intended MACRO recipient (MNL). In situations, when immediate advanced medical attention is required or a situation becomes violent, the MACRO team may request external incident support from emergency medical services (EMS), OPD to request the Community Assessment and Transport Team (CATT), or other agencies for further assistance. **Table 5** presents the percentage of incidents resolved by MACRO teams and the percentage of MACRO resolutions referred to external incident support).

Table 5: Incident Resolution (n=3,311)					
Month	MACRO Resolutions			External Referrals	
	Call Completed by MACRO (MCC)	Recipient Transported by MACRO (MPTM)	Recipient Not Located (MNL)	Recipient Referred to OPD (MPD)	Recipient Transported by EMS (MPTA)
Oct-24	434	14	137	10	11
Nov-24	392	15	113	13	8
Dec-24	411	14	94	9	14
Jan-25	420	13	110	5	8
Feb-25	391	15	122	2	12
Mar-25	369	15	123	6	11
TOTAL (n= 3,311)	MACRO Resolved (n=3,202) 97%			External Support Requested (n=109) 3%	

Service Referrals

During onsite interactions with services recipients, the MACRO teams may provide supplies, service referrals, or transportation support. In 2025 MACRO teams made 267 service referrals.

Top MACRO Agency Referrals 2025	#
St. Vincent De Paul	94
City Team	45
Homeless Action Center	18
BACS	13
St. Mary's Center	10

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Service Referrals by Frequency 2025

