



AGENDA REPORT

TO: Edward D. Reiskin
City Administrator

FROM: Reginald D. Freeman
Chief, Oakland Fire Dept

SUBJECT: Informational Report on the MACRO
Program Implementation

DATE: September 1, 2021

City Administrator Approval 

Date: Sep 1, 2021

RECOMMENDATION

Staff Recommends That The City Council Receive An Informational Report On The Progress Of The Implementation Of The Mobile Assistance Community Responders Of Oakland (MACRO) Program.

EXECUTIVE SUMMARY

On March 2, 2021, City Council directed the City Administrator to explore options for expediting the implementation of the 18-month pilot phase of the Mobile Assistance Community Responders of Oakland (MACRO) program. This informational report provides City Council and the public with updates on the implementation of MACRO.

BACKGROUND / LEGISLATIVE HISTORY

In 2019, City Council allocated \$40,000 to research the feasibility of launching a program in Oakland modeled after an innovative community-based public safety system in Eugene Oregon known as CAHOOTS. The Crisis Assistance Helping Out On The Streets (CAHOOTS) model operating is widely recognized as a non-law enforcement mobile crisis intervention that has seen significant success since its inception. The program launched 31 years ago, provides mental health first response for crises involving mental illness, homelessness, and addiction.

With the support of the Urban Strategies Council (USC), several stakeholder groups and community members, including people in Oakland's most impacted communities, engaged in nine months of analysis to determine the best pathway forward. This work resulted in a recommendation for a pilot program in two geographic areas of Oakland.

The City of Oakland initially sought community-based organizations to engage in planning and implementation of an 18-month pilot of the Mobile Assistance Community Responders of Oakland (MACRO) program to serve as a community response program for non-violent 911 calls. The goal is to reduce responses by police, resulting in fewer arrests and negative interactions, and increased access to community-based services and resources for impacted individuals and families, and most especially for Black, Indigenous, and People of Color.

Public Safety Committee
September 14, 2021

However, following a competitive process, City Council determined during the March 2, 2021 City Council meeting that the City should house the pilot program within the Fire Department. The Council subsequently adopted a [Resolution No. 88553](#) to this effect on March 16, 2021. On the same day, the Administration provided an [Informational Memo](#) to the Mayor and City Council based on the March 2, 2021 direction, and a subsequent [informational memo](#) was issued in April 2021.

ANALYSIS AND POLICY ALTERNATIVES

Intended MACRO Outcomes and Key Race and Equity Components

Whether MACRO is led by an external community-based organization or the Oakland Fire Department (OFD), the program's important intended outcomes remain unchanged. They include:

- Decreased negative outcomes from law enforcement response to nonviolent 911 emergency calls, especially among Black, Indigenous and People of Color (BIPOC);
- Decreased criminal justice system involvement for people in crisis, especially among Black, Indigenous, People of Color;
- Increased connections to community-based services for people in crisis, especially among Black, Indigenous, and People of Color;
- Redirection of MACRO-identified 911 calls to an alternative community response system;
- Reduced Oakland Police expenses and call volume related to 911 nonviolent calls involving people with mental health, substance use, and unsheltered individuals.

Four Frequently Asked Questions:

What geographic areas will MACRO cover?

The pilot will initially launch in East and West Oakland. Funding is available to initially have three teams on two shifts, day and swing, seven days a week with functioning hours of 07:00-15:00 and 15:00-23:00, respectively. After a thorough evaluation of the community's needs, addressing any safety issues, and a clear contingency plan, OFD will consider and plan for a 24/7 deployment with full city-wide coverage once the pilot is complete.

How many MACRO teams will be deployed and what will they respond to?

At the outset, there will be three teams working two shifts during the 18-month pilot. The incident calls or "call types" the program will initially focus on are considered "quality of life" calls. Meetings with OPD were convened to review incident types and trends for days/times for service call history in the geographic identified areas for the pilot.

As of the date of this report, the Fire Department has identified the following call determinates that a MACRO team would be dispatched for:

- Intoxicated/Drunk in Public
- Panhandling
- Disorderly Juveniles - group
- Disturbance Auto - noise, revving engine

- Disturbance Drinkers
- Loud Music - Noise complaint
- Drunk - Oakland term
- Drunk in Vehicle
- Evaluation for Community Assessment Treatment and Transport Team (CATT) response
- Incurable Juvenile
- Found Senile
- Indecent Exposure
- Standby Preserve the Peace
- Check Well Being
- Sleeper

Who is responsible for the MACRO program's policy development?

The Program Manager for MACRO will be responsible for policy and procedure development. The new Program Analyst for MACRO Service Division (MSD), and the Fire Division Manager for MSD amongst other Fire Operational support will support this task.

What is the projected launch date of the MACRO program?

The very optimistic hope is for the program to be on the street in early November 2021 and as late as February 2022. The city's ability to hire and train the MACRO personnel will be a key determinate in the official launch date for the pilot program.

MACRO Staffing Update

On April 12, 2021, City Council adopted [Resolution No. 88576](#) authorizing the funding for a MACRO Program Manager position. Staff continued to discuss next steps to confirm the needs and requirements of the Program Manager positions, finalize the job announcement, and solidify a timeline to post it for applications. It should be noted that while the Program Manager will be at the Administrative Services Manager II level, it will initially be an Exempt Limited Duration position. OFD received 36 applications and 18 met the Minimum Qualifications (MQs) and interviews are proposed to take place on September 7 and 8, 2021. The interview panel will consist of community members, internal city stakeholders and OFD representatives.

Human Resource Management (HRM) have finalized the drafts for the Emergency Medical Technician (EMT) and the Community Intervention Specialist (CIS) classifications, and they were agreed to by Local 1021. The EMT and CIS classifications were on the agenda for the August 19, 2021, Civil Service Board, but due to lack of a quorum has been delayed until September 16, 2021. Salary and benefits are in the process of a parity study being conducted by HRM.

The City Administrator shared the class specifications with several community stakeholders including the leadership at USC, and they provided feedback that the City will consider as it finalizes the specifications. A meeting with Oakland Frontline Healers was held on June 22, 2021. This meeting allowed the Frontline Healers to voice their concerns and questions to staff working directly with the implementation of MACRO. They also met the new Fire Chief and expressed their desire to be an active participant in the planning of the program, their input was

heard and will be considered for the hiring of staff for the program. This meeting has afforded each organization the chance to build on a relationship that will enhance the MACRO program moving forward. Support and input from this organization will help solidify and keep the spirit of this program focused on healing and care for the Oakland community.

Clinical oversight and team supervision across the two shifts is being evaluated for case management, referral services, and advice/guidance for the field. These positions have not been formulated and are in the initial discussions.

Adding a Public Information Officer is being recommended to ensure effective communication for the program. This position will also serve as a backup when necessary to Michael Hunt, the lead OFD Public Information Officer. For MACRO, this person could be at 75% time.

Within Fire Dispatch, staff are analyzing the need to add an additional dispatcher to each of the two shifts as OFD anticipate call volume increase. Also, being considered is hiring a nurse at the Fire Dispatch Center (FDC) on a trial basis to evaluate how to lessen the burden on Emergency Room transports and triaging calls for service to other facilities, i.e., urgent care, clinics, etc.

The following positions and classifications have been identified as critical to the initial success of the MACRO pilot program.

- **Emergency Medical Technician:** Field responder paired with a CIS for the initial contact and assessment of needs for an individual or individuals in a situation deemed crisis or event. The EMT is certified and trained to administer basic life support and assess if further medical aid is necessary. EMT is responsible identifying if medical aid is warranted and if so what level of care is necessary. If medical care is necessary, the EMT is responsible for applying basic life support until the appropriate care arrives. Also responsible for assisting the CIS with non-medical issues and assessing the needs for further resourced needs.
- **Community Intervention Specialist:** Field responder paired with an EMT for the initial contact and assessment of needs for an individual or individuals in a situation deemed crisis or event. The CIS will present as a peer counselor with lived experiences related to crisis intervention. The CIS will be trained to recognize if a situation needs further resources for mental health, houselessness issues, problem resolutions and many other situations surrounding the community. This position will be able to share and advise resources to help immediate and some long-term problems for quality of life within an under resourced community. The CIS is responsible for assisting the EMT when necessary but not to exceed their level of training and certification.
- **Clinical Oversight (Case Manager)** A license or trained “case manager” with wrap around and follow up capabilities. Utilized as a clinical daily oversight and gives guidance and support for the field as needed. This position will operate in an office and will be called to assist field personnel at the incident location whenever warranted. Specialty training is necessary for full access to a shared data base with Department of Public Health.
- **Nurse Dispatcher:** The Nurse dispatcher will provide immediate guidance for transport destination decisions. The expert nurse advice and guidance will be given at the dispatch level with direct verbal communication with the field personnel. This advice will include, but not limited to what type of facilities can service the specific needs of the

persons staff meet with. They will keep abreast of the level of service and availability of each county ER, emergency psych facilities, sober centers, shelters-entry housing, and other resources identified.

- **Fire Communications Dispatcher:** This Dispatcher is responsible for receiving calls filtered to the MACRO team. They will be responsible for utilizing an algorithm to identify MACRO calls and deploy the MACRO team. They will monitor the team's availability during the deployment hours and route calls as necessary. The dispatcher will be responsible for maintaining a live ongoing relationship with the Oakland Police dispatcher, Alameda County Regional Emergency Communication Center (dispatch) and the MACRO team field crew.
- **Public Information Officer I:** Responsible for creating, updating, tracking, and disseminating information to a wide range of internal and external audiences. The staff person will be curate content and coordinate the sharing of information for use by public officials, media, community organizations and stakeholders, internal staff, and others.
- **MACRO Program Manager:** Responsible for the management and full oversight of the MACRO program. Managing the staff assigned as field personnel, office support, wrap around service/case management, and data recording for all things MACRO. This manager will manage the budget as it pertains to the operational needs of MACRO, assisting in the design of field operations and follow up services. Responsible for daily review and evaluations for optimal chances to enhance and or improve the services provided. Will confer with stakeholders on a regular basis for continued compliance. Confers with executive member of OFD for continued progression during and after the pilot.
- **Program Analyst I:** Responsible for monitoring data collection as it pertains to the MACRO program. Assists the Program Manager with stats and data collection to help show efficacy of the program. Will assist team when necessary for data input not accessible on the working tablet. Data input they may only be available on a shared data base that has limited access for MACRO personnel.
- **Account Clerk III:** Responsible for the finance and budget needs for the MACRO staff. Payroll, invoices and managing the necessary resources for the program.
- **Management Assistant:** Will support a range of administrative functions related to the successful implementation of the program.

Timeline on Key Steps in the Process of Standing Up MACRO:

The major time elements include program and compensation survey; drafting class specifications; recommending salary; meeting with impacted labor groups; recruiting and training qualified temporary employees; preparing for and obtaining legislative approval; conducting competitive civil service exam processes; hiring regular (non-temporary) staff, and probationary periods and training. While many of the steps below can occur simultaneously, there are distinct processes that have their own requirements. Since the first report to the City Council, much of steps 1, 2, and 3 have occurred. Human Resources will be working to finalize the draft specifications and salaries, which will allow for the advertising and hiring of temporary positions while the final classifications specifications are finalized with the bargaining groups and approved by the Civil Service Board and Council.

1. Program and Compensation Survey (Completed)

Staff has surveyed Alameda County, City and County of San Francisco, City of Berkeley, City of Eugene, Oregon, and additional jurisdictions to assess program elements, job specifications and compensation. At the same time, staff will assess the internal alignment of supervisory duties, existing job specifications and compensation.

2. Drafting Class Specifications (Completed)
To define the work, job duties and responsibilities were identified. HRM staff worked with departmental and external Subject Matter Experts to draft accurate job specifications.
3. Recommended Salary (2-3 weeks after class specifications determined)
Staff has preliminary information about private sector compensation, but additional research is needed to match the City of Oakland pay scale. This step is in progress.
4. Recruitment and Hiring of Temporary Employees (3 - 5 months)
As stated above, to staff the pilot program expeditiously, a recruitment for qualified employees that meet all the qualifications, including license requirements, needs to occur. The steps to open a city position include the preliminary draft of a job announcement, a recruitment plan with sufficient budgeting and focused advertising. Since the positions are specialized, the recruitment window may be 3-4 weeks or opened continuously, depending on the level of interest among qualified candidates. Once a pool has been identified, candidates will proceed through a multiple step process to identify the most qualified: application assessment, interviews, appropriate reference and background checks, selection, on-boarding, orientation, training, and evaluation.
5. Meeting with Impacted Bargaining Groups (Unknown: possibly 1-4 months)
[Resolution 55881](#)¹ is the City's applicable "Local Law" for the purposes of determining representational status of work. The City assigns the work to a representation group depending on the type of work that is being performed. Since this work is unique to the City, a determination still needs to be made about the representation group for each classification. HRM and Fire have already conducted initial meetings with Local 1021 and Local 21.

Once the City engages with the impacted labor organization, the parties have an obligation to meet and confer in good-faith and bargaining over wages, hours and other terms and conditions of employment.² The City does not control the timeline for this engagement; however, all parties understand and appreciate the importance of getting the program started as soon as possible.

6. Preparing and Obtaining Legislative Approval (1.5-2 months)
The creation of new job classifications is also a multiple step process after meeting with the impacted labor groups which includes report preparation, Sunshine Act requirements, Civil Service Board approval and City Council approval of the Salary Ordinance Amendment.³ Many of these requirements can occur simultaneously but, because of the posting and review requirement, it can still take between 1.5-2 months.

¹ Employer-Employee Relations Resolution

² California State Law – Meyers Miliias Brown Act

³ Two readings required for a Salary Ordinance Amendment

7. Conducting Civil Service and Examination Process (4-6 months)
This process is regulated by Civil Service Rule 4 – Applications, Recruitment, Examinations, Selection and Eligible Lists. Many of the steps that are stated in item 4 (above) are the same with some important and formal distinctions. First, the job announcement is promulgated based on an agreed-upon and adopted job specification and salary. Second, the candidates are required to meet minimum qualifications and participate in a standardized testing procedure conducted by the Department of Human Resources Management. Third, successful candidates are placed on an eligible list, which is regulated by Civil Service Rule 5 – Certification and Appointment and certified to the hiring department for appointment. This process is approximately 3-6 months due to factors that are unpredictable: recruitment success (may have limited number due to specializations), candidate pool (potentially limited number), examination and interview noticing (4-6 weeks), and required reference and background checks (2-3 weeks).
8. Probationary Period and Training (9-12 months)
Once employees are hired into regular positions, they are subject to the terms of a probationary period as specified in the Civil Service Rules and applicable MOU. This period is also used for providing necessary training for new hires to be successful in their position and for the program to be successful. The department is also using this time to evaluate the effectiveness of the program and staffing.

FISCAL IMPACT

Revenue

As part of its midcycle budget adjustment in the summer of 2020, the City Council appropriated \$1.85 million to the Department of Violence Prevention (DVP) to execute the MACRO pilot.

In 2020, the DVP entered a professional services contract with Jeweled Legacy Group which is supporting the development of the MACRO program through planning support, training, and technical assistance. As of August 25, 2021, OFD fiscal states there is 552,787.97 remaining.

Mayor Libby Schaaf’s proposed FY2021-2023 budget included \$2.6 million for the MACRO pilot for the next two fiscal years, and the final adopted budget included an additional \$3.968 million.

The state [Budget Act of 2021](#) included \$10 Million for Oakland's Mobile Assistance Community Responders of Oakland (“MACRO”) program to allow Oakland to provide a strong program of civilian crisis responders. City Council Action on July 26th appropriated these state funds in the amount of \$5.0 million per fiscal year and reduced the General-Purpose Fund (1010) allocation in FY 2021-22 by 968,000. The total MACRO Budget for the current and subsequent fiscal year are shown in the next table.

	<i>FY21-22</i>	<i>FY22-23</i>
Proposed Budget (Incl. Errata)	1,157,631	1,407,907
Council Amendments (Incl. July 26th Amendment)		3,000,000
State Budget Act of 2021 Funding	5,000,000	5,000,000
TOTAL	6,157,631	9,407,907

Staffing Costs

MACRO teams (composed of 1 Emergency Medical Technician and 1 Community Intervention Specialist) are proposed to operate two shifts (16 hours) per day, and 7 days per week. 3 Teams will be in operation 1 in West Oakland and 2 in East Oakland. To accomplish this, MACRO staff will either work an A schedule, or a B schedule, with each schedule including different days of the week to allow for full week coverage. During the times when MACRO teams are in the field a single Clinical Oversight worker will be on call so oversee and support those teams.

The tables below show information regarding the staffing schedules for MACRO operational staff.

West Oakland Team Example		
Day of the Week	A Schedule	B Schedule
Sunday	Off	In the Field
Monday	Off	In the Field
Tuesday	In the Field	Off
Wednesday	In the Field	Off
Thursday	In the Field, Office Work, or Training	In the Field, Office Work, or Training
Friday	In the Field, Office Work, or Training	In the Field, Office Work, or Training
Saturday	In the Field, Office Work, or Training	In the Field, Office Work, or Training

Shift Name	Shift Time Start	Shift Time End
Day Shift	7:00am	3:00pm
Swing Shift	3:00pm	11:00pm

Geographic Team	Day Shift A	Swing Shift A	Day Shift B	Swing Shift B	All Shifts
Citywide	1 FTE (1 CO)	1 FTE (1 CO)	1 FTE (1 CO)	1 FTE (1 CO)	4 FTE
West Oakland Team	2 FTE (1 EMT+ 1 CIS)	2 FTE (1 EMT+ 1 CIS)	2 FTE (1 EMT+ 1 CIS)	2 FTE (1 EMT+ 1 CIS)	8 FTE
East Oakland Team 1	2 FTE (1 EMT+ 1 CIS)	2 FTE (1 EMT+ 1 CIS)	2 FTE (1 EMT+ 1 CIS)	2 FTE (1 EMT+ 1 CIS)	8 FTE
East Oakland Team 2	2 FTE (1 EMT+ 1 CIS)	2 FTE (1 EMT+ 1 CIS)	2 FTE (1 EMT+ 1 CIS)	2 FTE (1 EMT+ 1 CIS)	8 FTE
Total	7 FTE	7 FTE	7 FTE	7 FTE	28 FTE

Notes:
CIS: Community Intervention Specialist
EMT: Emergency Medical Technician
CO: Clinical Oversight (Case Manager)

OFD has also proposed piloting two Nurses in Fire Dispatch during one shift and adding two dispatchers during the high call volume Swing Shift. OFD has also requested the addition of a Public Information Officer I and to maintain funding for a Program Manager to support the entire program.

Finance is recommending the addition of an Account Clerk III in OFD Fiscal to assist with the additional volume of administrative work including payroll, procurement, and state grant reporting requirements. Finance is also recommending the addition of a Management Assistant to develop and implement a MediCal billing strategy for reimbursement of MACRO costs in FY 2023-24 when state funding may not be available. Initial conversations support the possibility that 50% reimbursement may be achievable in FY 2023-24 if the process to pursue that model is begun quickly.

As described above, the subsequent tables identify the personnel for the MACRO pilot program:

<i>Classification</i>	<i>Day Shift A</i>	<i>Swing Shift A</i>	<i>Day Shift B</i>	<i>Swing Shift B</i>	<i>Leave Coverage (Overtime Equiv.)</i>	<i>Total FTE</i>
Emergency Medical Technician	3.0	3.0	3.0	3.0	3.0	15.0
Community Intervention Specialist	3.0	3.0	3.0	3.0	3.0	15.0
Clinical Oversight (Case Manager)	1.0	1.0	1.0	1.0	1.0	5.0
Nurse Dispatcher		1.0		1.0		2.0
Fire Communications Dispatcher		1.0		1.0		2.0
Public Information Officer I	1.0					1.0
MACRO Manager	1.0					1.0
Program Analyst I	0.5					0.5
Account Clerk III	1.0					1.0
Management Assistant	1.0					1.0
Total FTE	11.5	9.0	7.0	9.0	7.0	43.5

The total annual fully burdened personnel cost for 43.5 FTE is estimated at \$3,913,736 in FY 2021-22 based upon the anticipated start dates, see subsequent table.

Classification	FTEs	Annual Cost/FTE	Months Employed	Total
Emergency Medical Technician	15.0	118,411	8	1,184,114
Community Intervention Specialist	15.0	118,411	8	1,184,114
Clinical Oversight	5.0	161,173	8	537,245
Nurse Dispatcher	2.0	348,192	6	348,192
Fire Communications Dispatcher	2.0	162,128	6	162,128
Public Information Officer I	1.0	154,636	6	77,318
MACRO Manager	1.0	258,363	9	193,773
Program Analyst I	0.5	141,078	12	70,539
Account Clerk III	1.0	122,985	6	61,493
Management Assistant	1.0	189,644	6	94,822
TOTAL	43.5			3,913,736

The total annual fully burdened personnel cost for 43.5 FTE is estimated at \$6,633,382 for FY 2022-23 assuming all positions are filled, see the subsequent table.

Classification	FTEs	Annual Cost/FTE	Total
Emergency Medical Technician	15.00	129,078	1,936,172
Community Intervention Specialist	15.00	129,078	1,936,172
Clinical Oversight	5.00	175,692	878,462
Nurse Dispatcher	2.00	360,797	721,593
Fire Communications Dispatcher	2.00	167,997	335,993
Public Information Officer I	1.00	160,234	160,234
MACRO Manager	1.00	267,716	267,716
Program Analyst I	0.50	146,185	73,093
Account Clerk III	1.00	127,437	127,437
Management Assistant	1.00	196,509	196,509
TOTAL	43.5		6,633,382

Operations & Maintenance

Operations & Maintenance Expenses	One-Time & Ongoing FY 2021-22 Costs	Ongoing FY 2022-23 Costs
Work Location - Trailer procurement for stationary office, showers, tent like structure for vehicle storage	150,000	30,000
Office needs (furniture, phones, etc.)	30,000	10,000
Public Works to service facility	10,000	20,000
3 Rental vans (8-month rental)	100,000	
4 Customized vehicles	400,000	40,000
3 Sets Basic life support equipment and supplies per vehicle	15,000	15,000
Mobile and portable radios	130,000	20,000
Laptops & IT	15,000	10,000
4 MDT (Mobile Data Connection to Dispatch)	33,200	
4 Wireless Modems	16,000	
ESO software data input: call/incident recording	3,000	3,000
Training	100,000	150,000
Consulting Services	150,000	150,000
TOTAL	1,152,200	448,000

The table below reflects the operations & maintenance expenditures anticipated over the next two fiscal years.

Total Anticipated Cost

Total MACRO Costs The table below reflects the total anticipated MACRO costs including contingency for unanticipated expenses and programmatic needs, both of which are likely due to the speed and scope of this pilot project.

Anticipated MACRO Budget	FY 2021-22	FY 2022-23
Total MACRO Resources All Sources	6,157,631	9,407,907
Operations & Maintenance Expenses	1,152,200	448,000
Anticipated Personnel Expenses	3,913,736	6,633,382
Contingency Funding	1,091,695	2,326,525
Total MACRO Anticipated Costs	6,157,631	8,533,705

PUBLIC OUTREACH / INTEREST

The Fire Department and City Administration continue to receive and respond to inquiries from the media and the public regarding the development of the MACRO program. OFD and the Human Resource Management Department (HRM) have provided information to community groups and Council offices in advance of public meetings.

A page will be created on the Fire Department's website specifically focused on MACRO. Staff have used direct email and social media to provide updates and promote opportunities for community engagement.

A community survey was circulated to gain further input on the community's goals and vision for the program. The survey closed on August 6 and Jeweled Legacy is currently compiling the results of the survey to be shared publicly.

OFD solicited support from community organizations and stakeholders to help build a diverse interview panel for the Program Manager hiring process.

OFD has engaged in multiple town hall meetings and attended a Mental Health Awareness Fair on May 24, 2021. A virtual town hall was held on September 8 to update the public on all facets of the program's implementation, and to offer another opportunity for feedback.

Jeweled Legacy Group has taken the following steps to advance MACRO in partnership with OFD:

- 1) Worked with OFD to refine and adapt the model.
- 2) Is working to create and publish a timeline through launch.
- 3) Has committed to assisting with outreach to potential employee applicants.
- 4) Is assisting with Community Engagement.
- 5) Is assisting in building relationships with other CBOs and Behavioral Health providers.

COORDINATION

The Fire Department coordinated with the Budget Bureau and Department of Human Resources and Management in the development of this report.

SUSTAINABLE OPPORTUNITIES

Economic: There are now economic impacts related to this report.

Environmental: There are now economic impacts related to this report.

Race & Equity: The ongoing coordination to implement the MACRO program will directly support the following objectives related to race and equity:

- Decreased negative outcomes from law enforcement response to nonviolent 911 emergency calls, especially among Black, Indigenous and People of Color (BIPOC);

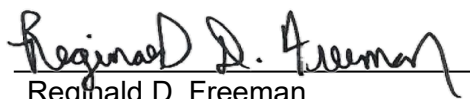
- Decreased criminal justice system involvement for people in crisis, especially among Black, Indigenous, People of Color;
- Increased connections to community-based services for people in crisis, especially among Black, Indigenous, and People of Color;
- Redirection of MACRO-identified 911 calls to an alternative community response system;
- Reduced Oakland Police expenses and call volume related to 911 nonviolent calls involving people with mental health, substance use, and unsheltered individuals.

ACTION REQUESTED OF THE CITY COUNCIL

Staff Recommends That The City Council Receive An Informational Report on the Progress Of The Implementation Of The Mobile Assistance Community Responders Of Oakland (MACRO) Program.

For questions regarding this report, please contact Vena Sword Ratliff, Division Manager, Medical Services Division, Oakland Fire Department at 510-238-3736.

Respectfully submitted,


Reginald D. Freeman
Chief, Fire Department

