



# Memorandum

**TO:** HONORABLE MAYOR AND  
CITY COUNCIL

**FROM:** Councilmember Michael Mulcahy

**SUBJECT:** SEE BELOW

**DATE:** January 31, 2025

Approved:

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**SUBJECT: Options for Expanding Alternative Response and Co-Response Programs to 911 Calls for Service**

**RECOMMENDATIONS:**

1. Accept the staff recommendation.
2. Direct the City Manager's Office to accelerate efforts which increase public awareness and education about services available through 988, and to approach the expansion of the 911-to-988 call transfer program with urgency.

**SUMMARY:**

Our office appreciates the efforts of City staff, our County counterparts, San Jose Police Department, and third-party partners and service providers in connection with this report.

We are in the midst of an ongoing mental health and homelessness crisis with ever-increasing calls for service throughout our City. Staff exploration of alternative and co-response models for select 911 calls for service, including calls involving unhoused individuals, domestic violence, individuals with a disability, and/or mental health issues, is necessary, timely, and should continue with urgency. Working with the County to expand the 911-to-988 call transfer program is pivotal to delivering better solutions for our residents while also easing the burden on law enforcement for select 911 calls.

Additionally, it is incumbent upon us as City leaders to increase public awareness and education about services available through 988 and I encourage my colleagues to partner and collaborate with County leadership regarding 911-to-988 call transfer improvements, while also advocating for an increase in shared resources, personnel, and outreach.