

Response Strategy for Individuals Displaying Unsafe or Non-Criminal Threatening Behavior

City Council Meeting –
February 10, 2026

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LONG BEACH



Overview

- Background
- Defining Threatening Behavior
- Current Crime Statistics
- Triaging 9-1-1 Calls for Service
- Non-Emergency Response Programs and Services
 - City Programs
 - External Programs
- Challenges and Gaps
- Opportunities
- Recommendations



Background

Underlying Social and Behavioral Health Issues:

- Not all calls regarding “threatening behavior” stem from criminal intent
- Often, this behavior stems from complex social and behavioral health needs
- From 2018 to 2020, 42% of adults reported recent anxiety or depression, and 37% of youth indicated a need for emotional or mental health help
 - *Source: City of Long Beach Mental Health Report*
- A solely enforcement-based approach may not be the best course of action to connect individuals to beneficial, long-term services

EXAMPLES OF UNDERLYING ISSUES:

Untreated or undertreated mental illness

Substance use disorders

Homelessness or severe economic distress

Behavioral health episodes that impair judgement or communications

Circumstantial or temporary episodes

Defining Threatening Behavior

Criminal Threatening Behavior:

A criminal threat involves willfully and maliciously communicating a threat to commit a crime that would result in death or great bodily injury to another person (CA Penal Code 422)

Non-Criminal Threatening Behavior:

Non-criminal threatening behavior refers to actions that may cause fear, discomfort, or concern, but do not meet the legal threshold of a criminal threat and do not involve violence, weapons or explicit intent to cause harm.

CRIMINAL	NON-CRIMINAL
Holding a gun, or a fake gun, while threatening to shoot someone	Passive-aggressive comments, insults or name-calling
Texting someone that you are going to inflict bodily harm on them	An individual talking to themselves or an imaginary person
Telling someone you are going to burn their house down	Someone who appears disoriented or anxious but is not violent

City of Long Beach Crime Statistics

Over the past 20 years, the City of Long Beach has experienced a **19% reduction in violent crime**, a **23% reduction in murder**, and an **11% reduction in aggravated assault**.

AT A GLANCE: 2024 vs. 2025



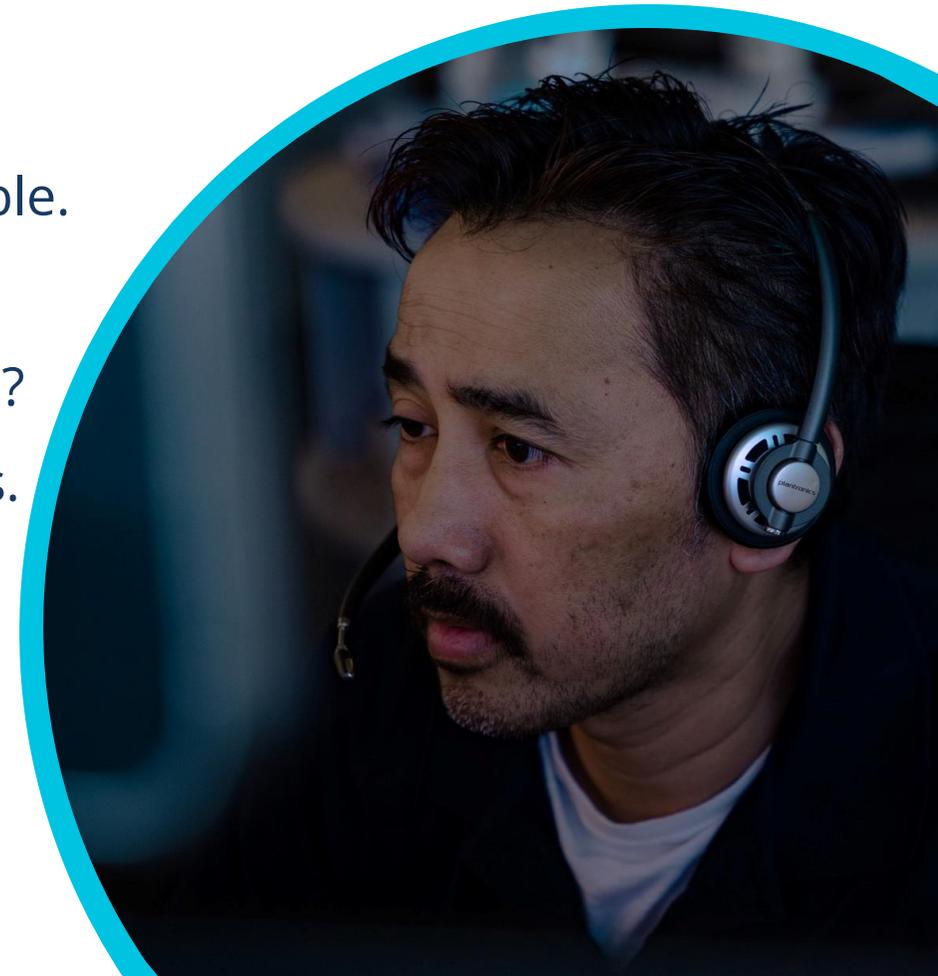
SOURCE: Long Beach Police Department Crime Dashboard (longbeach.gov/police/crime-info/crime-statistics/)

Triaging 9-1-1 Calls for Service

When a call is received, dispatchers gather key information to match each incident with the most appropriate emergency or non-emergency response.

Questions dispatchers will ask the caller:

- Where is the incident occurring – be as specific as possible.
- What is happening – is it a crime or medical emergency?
- When did the incident occur – is the incident in progress?
- Who is involved – identify victims, suspects, or witnesses.
- What is the threat level – are there weapons, guns, hazmat materials, or major hazards?
- Is anyone injured – is a medical response required?



Prioritizing 9-1-1 Calls for Service

POLICE PRIORITIES

HIGHEST PRIORITY

LOWER PRIORITY

PRIORITY 1

(Life-or-Death Situations)

- Shootings
- Stabbings
- Robbery
- Suicidal subjects
- Subject w/weapon

PRIORITY 2

- Family disputes
- Grand theft
- Suspicious subjects

PRIORITY 3

- Parking violations
- Keep the peace
- Loud music calls
- Found property
- Most crime report calls

NOTE: Average Priority 1 Response Time: 5.8 minutes (2024 PD Annual Report)

FIRE PRIORITIES

HIGHEST PRIORITY

LOWER PRIORITY

CHARLIE

(Life-or-Death Situations)

- Shooting/stabbing
- Stroke
- Chest Pain

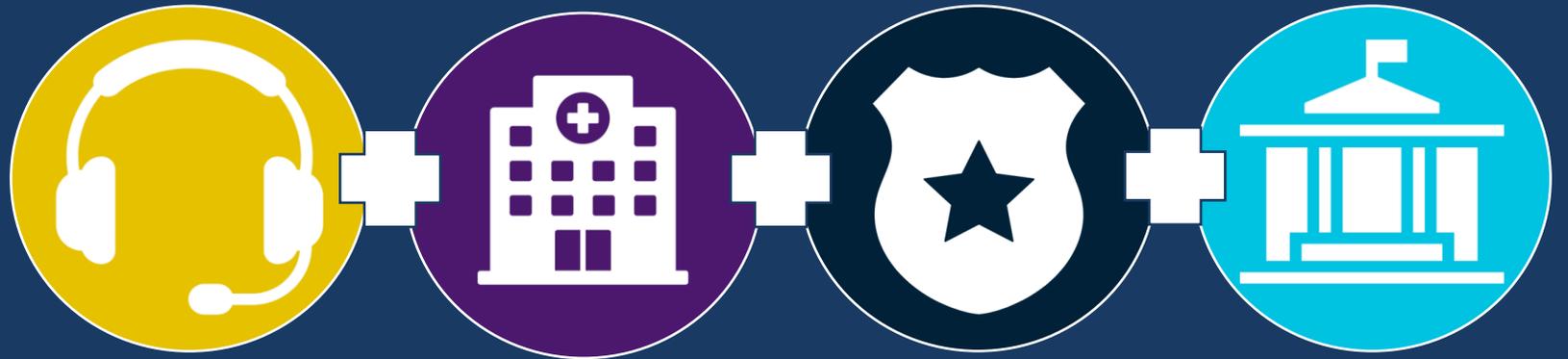
BRAVO

- Car accident
- Fall
- Back pain

ALPHA

- Injury to the foot or hand
- Allergic reaction with no priority symptoms
- Burns with no priority symptoms

Non-Emergency Response Programs and Services



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CITY OF LONG BEACH PROGRAMS: 22

EXTERNAL PARTNER PROGRAMS: 6

Non-Emergency Response Programs and Services

HEALTH DEPARTMENT

- Multi-Service Center
- Street Outreach Team
- Mobile Access Center
- Community Crisis Response
- REACH Team
- Library Outreach
- Activating Safe Communities
- Safe Passages Program

POLICE DEPARTMENT

- Mental Evaluation Team
- Quality of Life Team
- Community Service Assistant
- Main Library Specialized Service Officers
- District Car Checks
- Neighborhood Safety Bike Team
- Community Events

OTHER PROGRAMS

- Lifeguards
- Park Ambassadors
- Be Safe Programs
- Teen Center Enhancements
- Priority Access Diversion Program
- Law Enforcement Assisted Diversion Program
- CARE Court

Highlighted/ Selected Non- Emergency City Programs



Multi-Service Center

The MSC offers case management; housing navigation; benefits enrollment; employment assistance; healthcare and mental health referrals; and showers, laundry, meals and mail.

- Hours: Weekdays, 8 a.m. to 4 p.m.
- Staff: 9 Case Managers; 8 Administrative Staff focused on re-entry work



Community Crisis Response Team

Specialized, non-law enforcement personnel who respond to non-medical, non-violent calls for service that involve behavioral health and quality of life concerns.

- Hours: Weekdays, 10 a.m. to 5 p.m.
- Staff: 2 Public Health nurses, 2 Crisis Intervention Specialists, and 3 support staff



REACH Team

Connects persons experiencing homelessness with long-term care and support. The team is comprised of a mental health physician, public health nurse, and outreach worker.

- Hours: Weekdays, 7 a.m. to 5 p.m.
- Staff: 3 Public Health nurses, 5 support staff





Mental Evaluation Team

Specialized unit in the Long Beach Police Department that partners a Police Officer with a Mental Health Clinician to respond to calls for service related to mental health emergencies.

- Hours: Everyday, 6 a.m. to 11 p.m.
- Staff: 1 Police Sergeant and a number of Police Officers and LA County Mental Health Clinicians (varies by day and time)



Quality of Life Team

Focuses on connecting people experiencing homelessness to services, in partnership with the Health Department, City Prosecutor, and local non-profits. The QOL Team also supports encampment clean-up operations.

- Hours: Weekdays, 6 a.m. to 4 p.m.
- Staff: 1 Police Sergeant and a number of Police Officers (varies by day and time)

Neighborhood Safety Bike Teams

Collaborates with community partners and stakeholders to build strong relationships by engaging in proactive patrols and community events across the City.

- Hours: Weekdays, 7 a.m. to 5 p.m.
- Staff: 1 Police Sergeant and a number of Police Officers (varies by day and time)



Park Ambassadors

This program serves to significantly enhance staff presence in major parks, provide staffing to address public complaints, enhance park cleanliness, and improve the experience of park visitors.

- Hours: Everyday, 3 p.m. to 11:30 p.m.
- Staff: 11 full-time employees



Main Library SSOs

Special Service Officers (SSOs) are assigned to Billie Jean King main library to provide a visible uniform presence. SSOs conduct foot patrols, provide support to library staff, and handle situations that do not rise to the level of a police officer response.

- Hours: Tues - Sat, 9:45 a.m. to 7:15 p.m.
- Staff: Number of SSOs varies by day and time



City Prosecutor's Diversion Programs

Priority Access Diversion Program: diverts cases from court into treatment programs.

Law Enforcement Assisted Diversion Program: Referrals from law enforcement directly into intensive case management.

CARE Court: Assists people experiencing homeless with outstanding criminal needs.



External Partner Programs

In addition to City services, there are a number of resources provided by local partners:

- **Long Beach Transit Ambassadors:** Uniformed, state-registered security officers assigned to all LB Transit buses.
- **LA County Mental Health Help Line:** Operates 24/7 and contacted by calling 800-854-7771.
- **Long Beach Behavioral Health Urgent Care Center:** Provides 24/7 crisis stabilization support.
- **National Suicide & Crisis Lifeline:** Provides immediate, confidential support for individuals in crisis by dialing 988.
- **Long Beach Mental Health Resource Guide:** Directory of local mental health care providers, accessible on the Health Department's website
- **Business Improvement Districts:** Provide ambassador patrols, build community rapport, monitor and deter crime, and connect persons experiencing homelessness with social services.



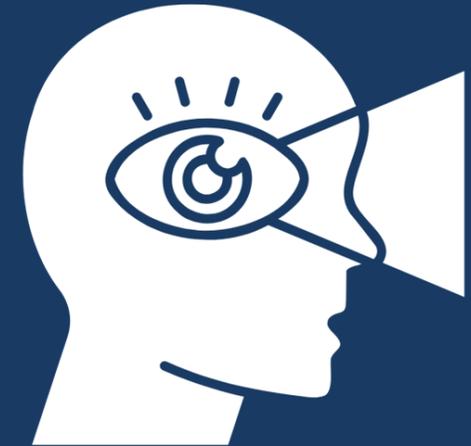
Challenges & Gaps



Limited Staffing
Capacity & Coverage



Constitutional &
Legal Considerations



Variability in
Perceived Threat

LEGISLATIVE

- **Proposition 1:** Funding for behavioral health programs including Office Based Opioid Treatment and Social Rehabilitation Facility
- **Proposition 36:** Allows felony charges and increases sentences for certain drug and theft crimes

COLLABORATION

- **Strengthen Citywide Collaborative Structures:** Better understand patterns of behavior, support early intervention, and respond more effectively to community concerns
- **Human Trafficking Report:** Highlights opportunities to build shared understanding, align resources, and strengthen cross-departmental collaboration

PROGRAM SUPPORT

- **Existing Programs:** Many are newly established and do not provide 24-hour service, requiring public safety personnel to respond after hours.
- **Funding Constraints:** Current funding levels remain insufficient to meet growing needs. For example, expanding the CCR program to 24/7 service would cost \$7.7 million each year.

Recommendations



Departmental Review and Updates

All City departments will review public facing materials to confirm information about available resources is current, clear and consistent.



Consolidated Public Resource

Develop a consolidated, public-facing catalog of the non-law enforcement programs outlined in this report.

Q&A

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Thank you!

Reggie Harrison, Director

Disaster Preparedness and Emergency Communications