

City of  
**Mountain  
View**

TRUST Update for PSAB  
Paula Giannoni, TRUST  
December 14, 2023

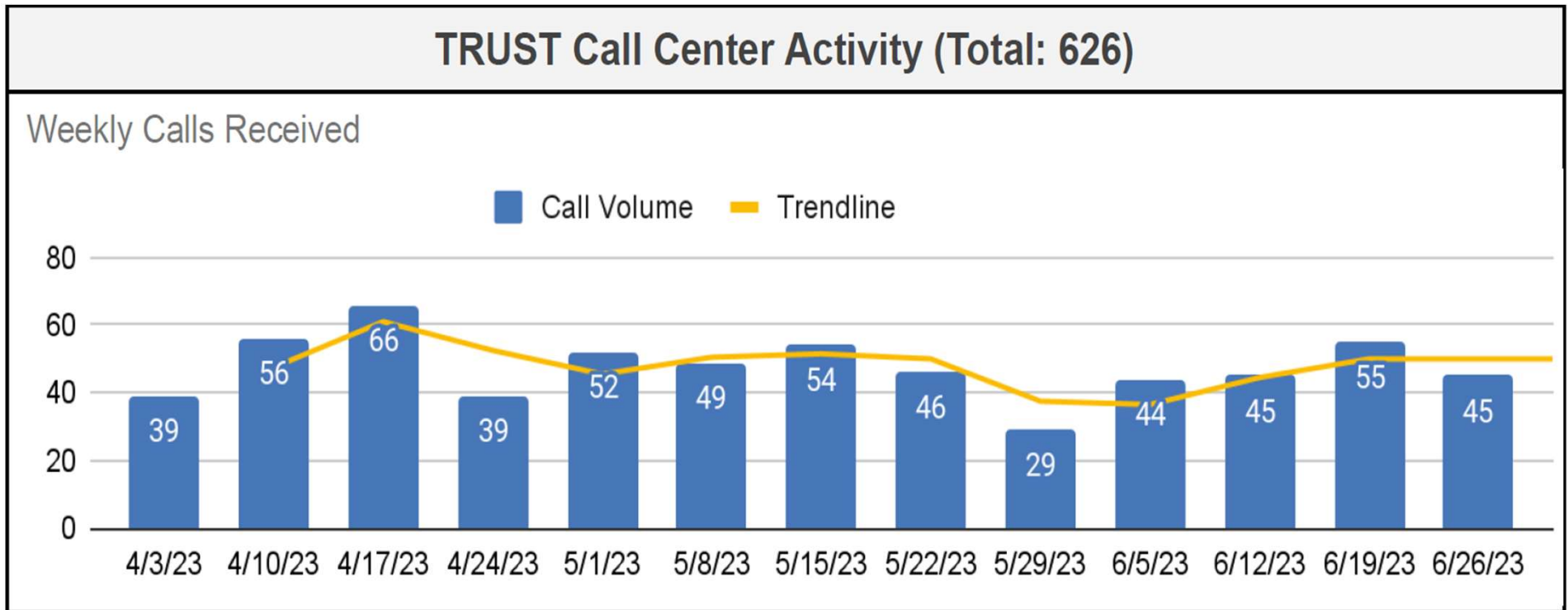


# Agenda

- Highlights
- Call Center Activity
- Field Team Activity
- Outreach Efforts
- Next Steps

- Monthly call volume trending upward since November 2022 program launch
- Compared to prior quarter (Jan-Mar 2023), TRUST
  - Maintained same rate of dispatch (47%) and law enforcement involvement (2%)
  - Experienced a moderate increase of cases stabilized over the phone

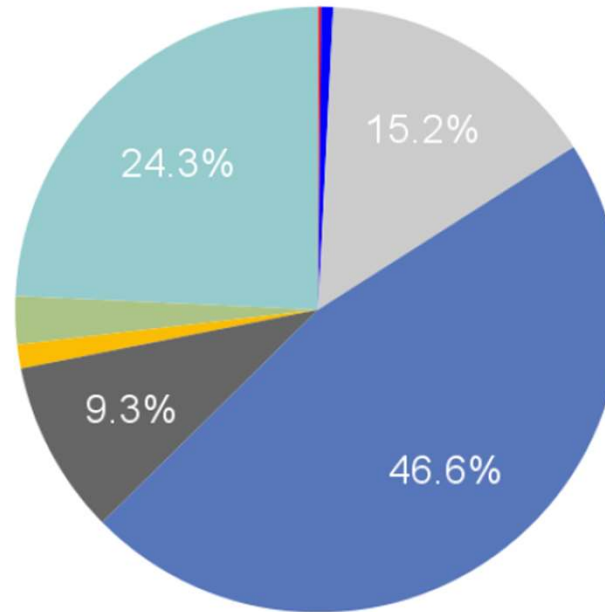
**For period April 1 to June 30, 2023:**



**For period April 1 to June 30, 2023 (Total: 626)**

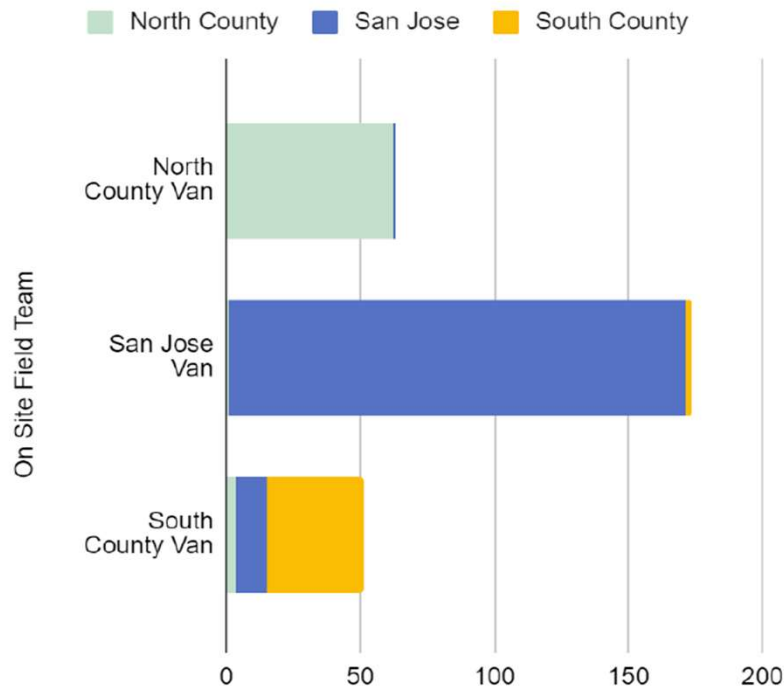
Calls Received by Disposition

- 911 Activated / EMS
- 911 Activated / PD
- Call Back
- Dispatched TRUST
- Other
- Referred to MCRT
- Resource request
- Stabilized over the phone

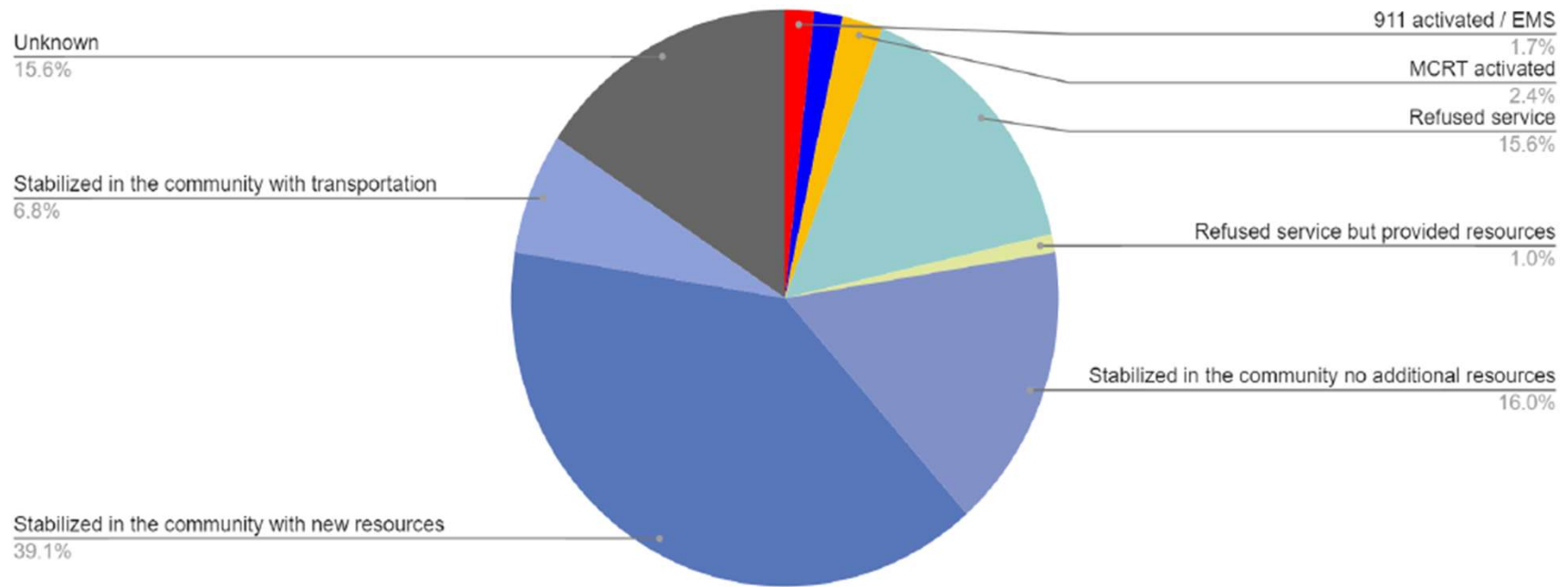


## TRUST Field Team Activity (Total: 294)

Dispatched Units by Team & Territory



Dispatched Field Units by Service Outcome





## Outreach Efforts

- MV Library, Chamber of Commerce, Mountain View Community Center, San Antonio area
- Meeting with Chief Canfield on June 30
- Attended LifeMoves Mountain View Resource Event on August 2



- TRUST providers are continuing to refine assessment tools and documentation processes
- Working to fill staff Call Center and Field Teams
- Data for July 1 – September 30, 2023 at future PSAB Meeting
- Continue expanding outreach in Mountain View