PAD Briefing
September 22, 2025

PAD is Atlanta's alternative

The Policing Alternatives & Diversion Initiative provides community response services through the city's 311 and 911 lines to assist people struggling with mental health concerns, problematic substance use and extreme poverty.

We educate and engage community members, provide direct aid and referrals, and offer long-term care navigation to help people secure housing and stability.

Our approach is an effective and compassionate response to common quality-of-life concerns.

Utilization of PAD over time

2023

1,442 311 calls

56 911 diversions

169 Officer diversions to PAD

2024

1,547 311 calls

288 911 diversions

149 Officer diversions to PAD

2025

951 311 calls

56 911 diversions

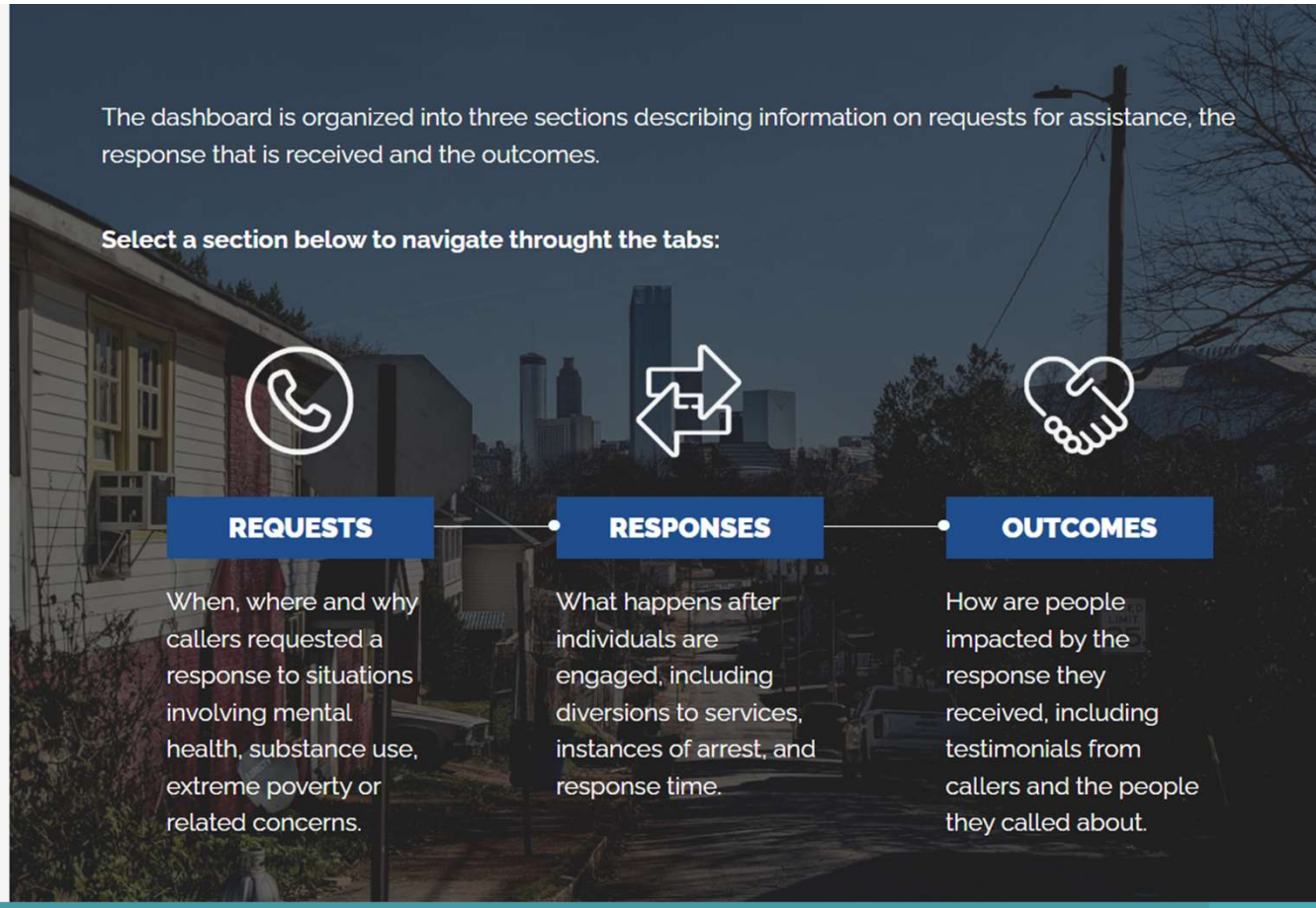
59 Officer diversions to PAD

796 diversions to Diversion Center

Atlanta Community Response and Diversions Dashboard

This dashboard shares key metrics for PAD's community response services, diversion services, 911 calls for service and arrest data in the City of Atlanta to provide insight into how people struggling with mental health, substance use or extreme poverty are impacted by the response they receive.

Learn about community response and diversion efforts.



Dashboard Overview

Request

When, where and why callers requested a response to situations involving mental health, substance use, extreme poverty or related concerns.

Use the questions at the top of the dashboard to explore different charts for the data in this section.

Explore data by time period:

Year: 2025

Month: All Months

Select a geography:

How many requests did PAD receive? | How many similar requests did 911 receive? | Where and when are PAD requests initiated?

How many requests did PAD receive?

PAD receives referrals from three main sources in the City of Atlanta: the city 311 line, the city 911 line, and Atlanta Police Department law enforcement officers. Each pathway connects individuals in need with PAD's Community Response teams for on-site aid and connection to resources.

In **2025**, in **the City of Atlanta**, there were:

951 Community response requests through ATL 311

56 911 diversions to PAD

59 Officer diversions to PAD

Use the filter options to switch between geographies.

City of Atlanta

January – August 2025

How many requests did PAD receive? | How many similar requests did 911 receive? | Where and when are PAD requests initiated?

How many requests did PAD receive?

PAD receives referrals from three main sources in the City of Atlanta: the city 311 line, the city 911 line, and Atlanta Police Department law enforcement officers. Each pathway connects individuals in need with PAD's Community Response teams for on-site aid and connection to resources.

In **August 2025**, in **NPU M**, there were:

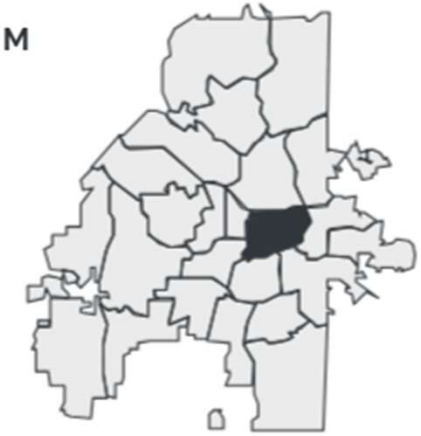
36 Community response requests through ATL 311

1 911 diversions to PAD

0 Officer diversions to PAD

Use the filter options to switch between geographies.

NPU M



Example: August in NPU M

How many similar requests did 911 receive?

Many calls made to the City of Atlanta's 911 line are for disturbances, trespassing, public indecency, or similar concerns that result in an officer being dispatched, some of which lead to arrest.

In many of these cases, PAD may be a more appropriate response.

In **August 2025** in **NPU M**, there were **36** calls for community response services made to 311 and **409** calls to 911 for similar concerns that led to an office being dispatched during PAD operating hours.

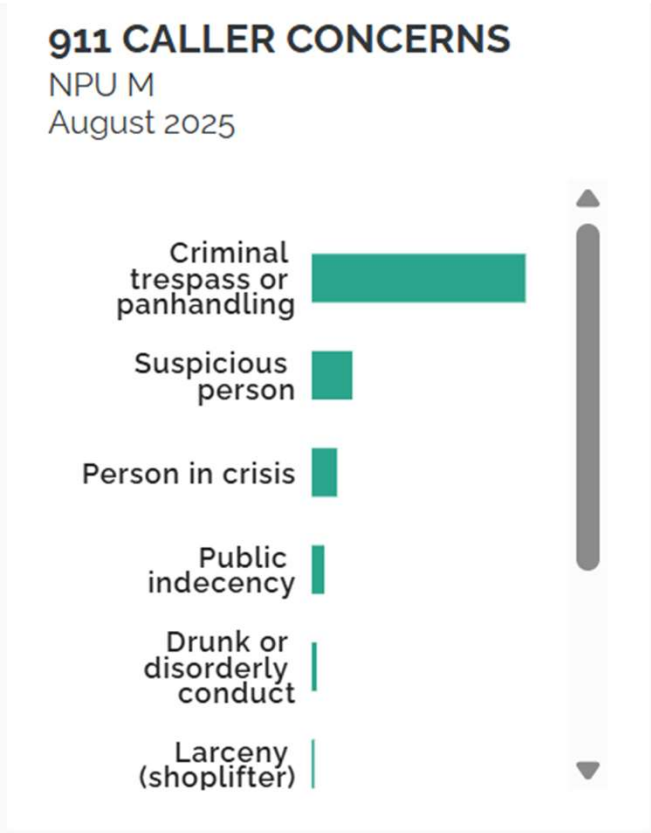
This means that for every 311 call to PAD, there were approximately **11** calls to 911 for similar concerns.

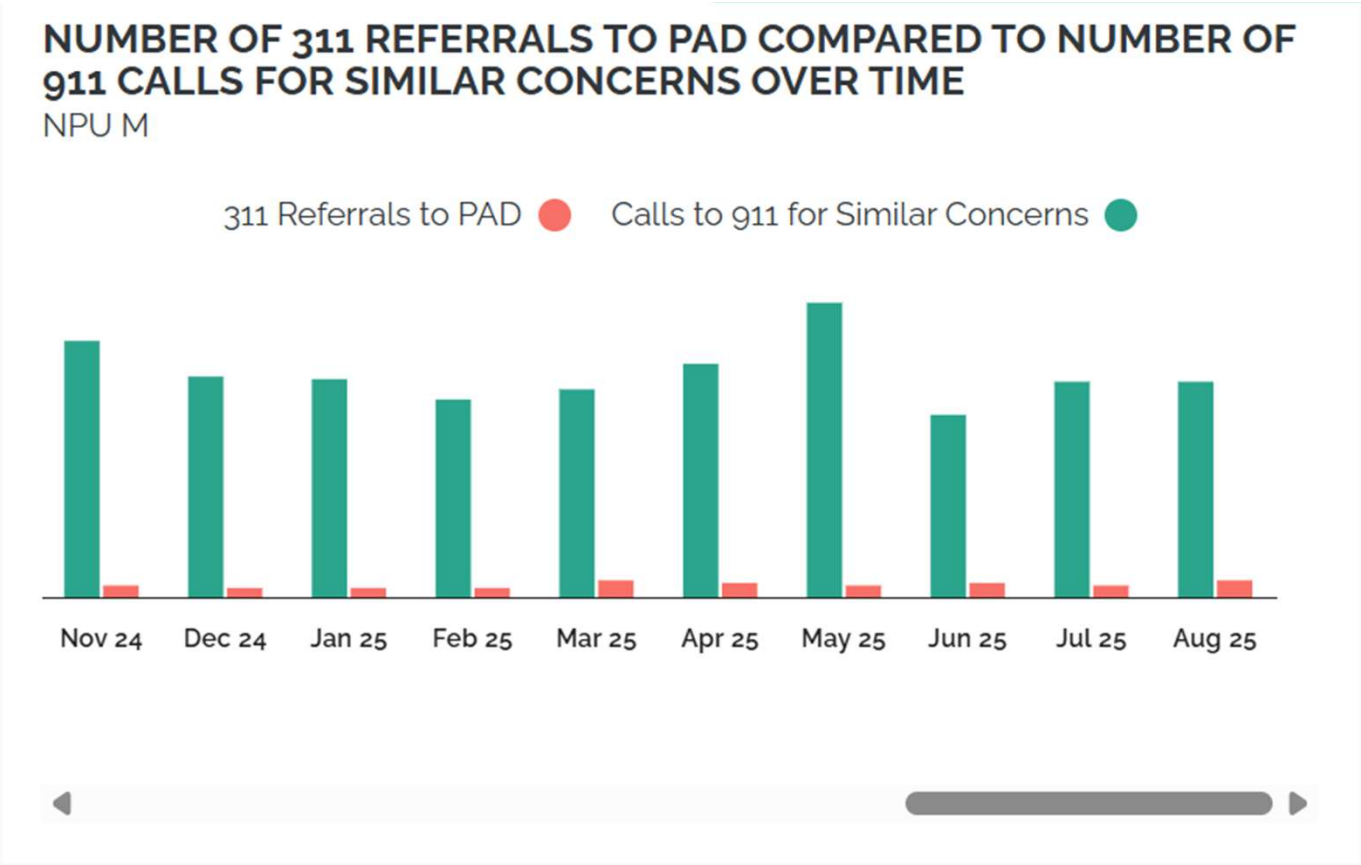
How are we defining 911 calls for similar concerns?

The 911 data on this tab refers only to select call codes for calls made in City of Atlanta during PAD operating hours that were assigned a "Priority 3" or lower by calltakers and where police were dispatched.

"Priority 3" calls are those where the caller reports no crime in progress, no weapons, no physical fight, no threat to life or danger of property being lost.

Example: August in NPU M





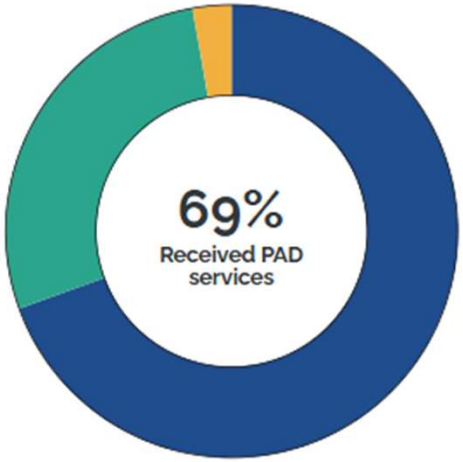
Example: August in NPU M

What were the outcomes on the scene?

When PAD receives a referral from 311, the Community Response teams arrive on scene to locate the individual, assess the situation, and connect them to support services while reducing the use of police response.

PAD REQUESTS BY RESPONSE OUTCOME

NPU M
August 2025



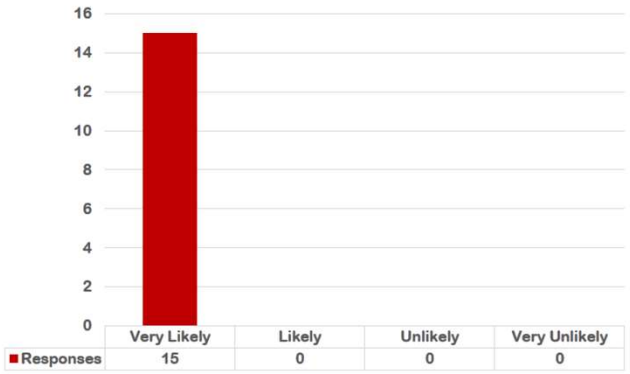
Out of **36** referrals through 311 in **August 2025** in **NPU M**

- **25** Received services
- **10** Unable to locate
- **1** Declined services
- **0** Other
- **0** Partner agency intervention

Example: August in NPU M

PAD Referral Response Summary

Question 3: How likely will you contact ATL311 in the future to submit a referral for PAD Community Response Services?



PAD Referral Response Summary

Question 5: Please share any other feedback or comments below that you may have about your call experience.

Date	Comment	Contact Information	Response/Actions
08/04/2025	"Very good"	N/A	N/A
08/11/2025	"Well trained staff"	N/A	N/A
08/27/2025	"I found the community response services helpful, supportive and knowledgeable and a humane way of handling difficult societal problems"	N/A	N/A

Community Perspectives

"I tell people all the time, 'You need to call PAD!' I've been making it to all my doctor's appointments. I'm on my medications, my health is coming back, and I can't thank PAD enough. We need y'all."

- PAD participant

Looking Ahead

- Increase call volume through 911
- Launch Data Dashboard
- Promote community awareness