

Data Tables

Source: Fire Department of the City of New York

Fiscal Year	Total 911 Mental Health Calls in the Pilot Area during Pilot hours	Calls Eligible for a B-HEARD Response	Percentage of Calls Eligible for a B-HEARD Response	Calls that Received a B-HEARD Response	Total Mental Health Eligible Calls Assigned to B-HEARD Inside of the Pilot Area	Percentage of Eligible Calls Responded to by B-HEARD Inside of the Pilot Area	Total Mental Health Eligible Calls Assigned to B-HEARD Outside of the Pilot Area	Total Medical Assessments	Total Mental Health Calls Not Eligible for B-HEARD	Percentage of Total Calls that Received a B-HEARD
FY22	10,920	3,391	31%	1,933	1,933	57%			7,529	18%
FY23	34,042	13,181	39%	7,187	7,187	55%			20,861	21%
FY24	51,329	20,541	40%	14,951	14,951	73%		7,417	30,788	29%
FY25	47,656	11,968	25%	10,384	7,561	64%	2,766	6,884	35,689	22%
<i>Total</i>	<i>143,947</i>	<i>49,081</i>	<i>34%</i>	<i>34,455</i>	<i>31,632</i>	<i>65%</i>	<i>2,766</i>	<i>14,301</i>	<i>94,867</i>	<i>24%</i>

Fiscal Year 2022 (July 1, 2021 – June 30, 2022)

Fiscal Year	Total 911 Mental Health Calls in the Pilot Area during Pilot hours	Calls Eligible for a B-HEARD Response	Percentage of Calls Eligible for a B-HEARD Response	Calls that Received a B-HEARD Response	Percentage of Eligible Calls Responded to by B-HEARD	Total Mental Health Calls Not Eligible for B-HEARD	Percentage of Total Calls that Received a B-HEARD
Q1	1,613	284	18%	251	88%	1,329	16%
Q2	1,915	430	22%	311	72%	1,485	16%
Q3	2,481	1,022	41%	507	50%	1,459	20%
Q4	4,911	1,655	34%	864	52%	3,256	18%
<i>Total</i>	<i>10,920</i>	<i>3,391</i>	<i>31%</i>	<i>1,933</i>	<i>57%</i>	<i>7,529</i>	<i>18%</i>

Fiscal Year 2023 (July 1, 2022 – June 30, 2023)

Fiscal Year	Total 911 Mental Health Calls in the Pilot Area during Pilot hours	Calls Eligible for a B-HEARD Response	Percentage of Calls Eligible for a B-HEARD Response	Calls that Received a B-HEARD Response	Percentage of Eligible Calls Responded to by B-HEARD	Total Mental Health Calls Not Eligible for B-HEARD	Percentage of Total Calls that Received a B-HEARD
Q1	5,429	1,619	30%	801	49%	3,810	15%
Q2	7,921	2,309	29%	1,291	56%	5,612	16%
Q3	8,688	3,888	45%	2,191	56%	4,800	25%
Q4	12,004	5,365	45%	2,904	54%	6,639	24%
<i>Total</i>	<i>34,042</i>	<i>13,181</i>	<i>39%</i>	<i>7,187</i>	<i>55%</i>	<i>20,861</i>	<i>21%</i>

Fiscal Year 2024 (July 1, 2023 – June 30, 2024)

Fiscal Year	Total 911 Mental Health Calls in the Pilot Area during Pilot hours	Calls Eligible for a B-HEARD Response	Percentage of Calls Eligible for a B-HEARD Response	Calls that Received a B-HEARD Response	Percentage of Eligible Calls Responded to by B-HEARD	Total Medical Assessments	Total Mental Health Calls Not Eligible for B-HEARD	Percentage of Total Calls that Received a B-HEARD
Q1	11,230	5,072	45%	3,442	68%	1,561	6,158	31%
Q2	13,699	5,687	42%	4,321	76%	2,141	8,012	32%
Q3	13,371	5,246	39%	3,680	70%	1,854	8,125	28%
Q4	13,029	4,536	35%	3,508	77%	1,861	8,493	27%
<b>Total</b>	<b>51,329</b>	<b>20,541</b>	<b>40%</b>	<b>14,951</b>	<b>73%</b>	<b>7,417</b>	<b>30,788</b>	<b>29%</b>

Fiscal Year 2025 (July 1, 2024 – June 30, 2025)

Fiscal Year	Total 911 Mental Health Calls in the Pilot Area during Pilot hours	Calls Eligible for a B-HEARD Response Inside of the Pilot Area	Percentage of Calls Eligible for a B-HEARD Response Inside of the Pilot Area	Calls that Received a B-HEARD Response	Total Mental Health Eligible Calls Assigned to B-HEARD Inside of the Pilot Area	Percentage of Eligible Calls Responded to by B-HEARD Inside of the Pilot Area	Total Mental Health Eligible Calls Assigned to B-HEARD Outside of the Pilot Area	Total Medical Assessments	Total Mental Health Calls Not Eligible for B-HEARD
Q1	12,058	3,166	26%	2,864	2,143	68%	721	1,903	8,892
Q2	12,207	3,000	25%	2,710	1,932	64%	778	1,803	9,207
Q3	11,041	2,789	25%	2,378	1,729	62%	620	1,592	8,252
Q4	12,351	3,013	24%	2,432	1,757	58%	647	1,586	9,338
<b>Total</b>	<b>47,657</b>	<b>11,968</b>	<b>25%</b>	<b>10,384</b>	<b>7,561</b>	<b>63%</b>	<b>2,766</b>	<b>6,884</b>	<b>35,689</b>

## Data Tables

Source: NYC Health + Hospitals

Fiscal Year	Total Behavioral Health Assessments	Transported to Hospital	Percentage Transported to Hospital	Served in the Community	Percentage Served in the Community
FY22	1,059	548	52%	511	48%
FY23	2,250	1,246	55%	1,004	45%
FY24	3,691	2,107	57%	1,584	43%
FY25	3,388	2,025	60%	1,363	40%
<i>Total</i>	10,388	5,926	57%	4,462	43%

Fiscal Year 2022 (July 1, 2021 – June 30, 2022)

Fiscal Quarter	Total Behavioral Health Assessments	Transported to Hospital	Percentage Transported to Hospital	Served in the Community	Percentage Served in the Community
Q1	211	88	42%	123	58%
Q2	180	65	36%	115	64%
Q3	285	155	54%	130	46%
Q4	383	240	63%	143	37%
<i>Total</i>	1,059	548	52%	511	48%

Fiscal Year 2023 (July 1, 2022 – June 30, 2023)

Fiscal Quarter	Total Behavioral Health Assessments	Transported to Hospital	Percentage Transported to Hospital	Served in the Community	Percentage Served in the Community
Q1	326	159	49%	167	51%
Q2	447	228	51%	219	49%
Q3	647	376	58%	271	42%
Q4	830	483	58%	347	42%
<i>Total</i>	2,250	1,246	55%	1,004	45%

Fiscal Year 2024 (July 1, 2023 – June 30, 2024)

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<i>Total</i>	2,250	1,246	55%	1,004	45%

Fiscal Year 2025 (July 1, 2024 – June 30, 2025)

<i>Fiscal Quarter</i>	<i>Total Behavioral Health Assessments</i>	<i>Transported to Hospital</i>	<i>Percentage Transported to Hospital</i>	<i>Served in the Community</i>	<i>Percentage Served in the Community</i>	<i>Bridging Services</i>	<i>Existing Outpatient Provider</i>	<i>Assisted On-site and Offered Resources</i>	<i>Community Based Care Location</i>
<i>Q1</i>	941	562	60%	379	40%	125	137	78	39
<i>Q2</i>	926	550	59%	376	41%	105	144	93	34
<i>Q3</i>	780	487	62%	293	38%	89	120	63	21
<i>Q4</i>	741	426	57%	315	43%	108	106	84	17
<i>Total</i>	3,388	2,025	60%	1,363	40%	427	507	318	111