

Highlights from the 911 Survey in Antioch



Some calls to 911 and the City's non-emergency number are for situations that do not need a police officer to respond. In July 2021, the City of Antioch and Urban Strategies Council (USC), a not-for-profit social justice organization, began the process for designing a program to address non-emergency calls using well-trained community respondents.

Throughout September 2021, USC collected over 500 surveys from Antioch residents. This survey aims to understand the needs from the voice of the people impacted by the 911 system. Findings will inform developing a new community-based response system that better serves residents and enables first responders to focus on crimes and medical emergencies.

Highlights

80% interacted with Antioch emergency services

24% resulted in hospitalization

13% called for a homelessness-related situation

6% of calls resulted in arrests

17% called for a mental health/drug-related situation

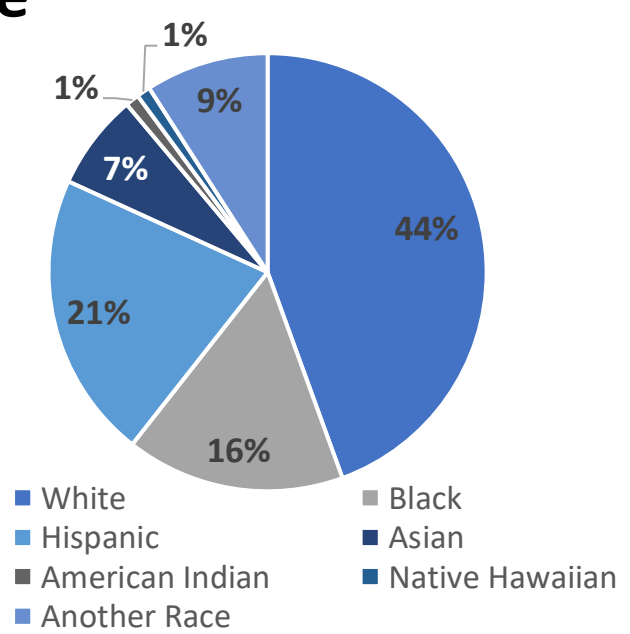
28% decided not to call 911

44% of survey participants called for a non-emergency situation

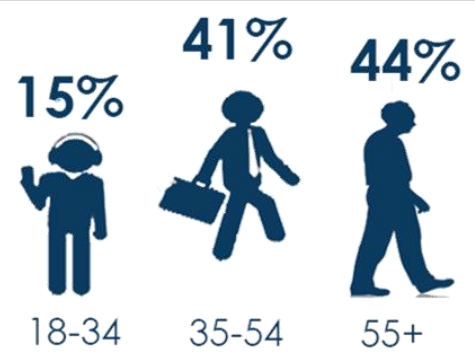
72% of survey participants support the decision to develop a community-based response system for 911 non-emergency calls

Who Participated

Race



Age



Gender

