Data Needs Assessments (DNA)

Analysis of Antioch Police Data on Police Calls for Service

November 2021

Prepared by

Urban Strategies Council is a social impact organization that uses research, policy, innovation, and collaboration to achieve equity and social justice. The Council's mission is to eliminate persistent poverty by working with partners to transform low-income neighborhoods into vibrant, healthy communities.

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Executive Summary

Urban Strategies Council (USC) conducted a Data Needs Assessment (DNA) of Antioch Police data on calls for service to determine which calls may qualify to be dispatched to a community responder instead of a police officer. This DNA focuses entirely on illustrating local data trends on Antioch police calls for service and does not compare any data points to regional datasets such as the Contra Costa County Office of the Sheriff's data or national data sources such as the Federal Bureau of Investigation (FBI) Uniform Crime Reporting (UCR) Program. The purpose of this DNA is to inform designing a community-specific response model for low-priority level calls for service that provides a more appropriate response, including referrals. This model also enables law enforcement to focus on higher acuity calls and crimes, minimizing unnecessary interactions with law enforcement.

The DNA is based on analyzing the Antioch Police Department (APD) data on low-level police calls for service from 2018 through 2020 using three quantitative datasets:

- Mental health and drug-related calls: coded by APD as 5150-HSOO calls for service.
- Homelessness-related calls: APD does not have a specific call type for those calls. Keyword searches for the terms: Transient, Homeless, Camp, and Trespass were used to extract calls that fit this category[1].
- Case Report: this dataset demonstrates the advancement from a call for service to a case and includes a breakdown of incidents by police beat and demographic information such as gender, age, and race of victims, suspects, and arrestees[2].

APD receives approximately 90,000 calls for service per year. In 2020, APD received 1,373 low-priority level calls for mental health/drug-related and homelessness-related issues. The 1,373 low-level mental health/drug and homelessness-related calls are not the total numbers of low-level calls; the range of low-level calls is more than those for mental health/drug use and homelessness-related issues. However, we looked at these specific examples because they are accessible subsets of low-level calls. APD maintains 132 closing class categories to define the types of calls and five priority levels: emergency (priority level 1), urgent (priority level 2), routine (priority level 3), and informational (priority levels 4 and 5). Of the five priority levels, we identified levels 4 and 5 as potential calls for service to receive an alternative community-based response. We recommend that dispatchers maintain the authority to divert level 3 calls to a community responder or an officer based on the call evaluation. APD secures two primary data sources for police calls for service, as explained below by APD Data Analyst Lisa Reinke:

> *"For data on police calls for service, Antioch Police Department (APD) keeps two main sources of data: calls for service and case reports. The calls for service account for calls that come into dispatch and require a response from the police or on-view activity where an officer creates a call for service while out on the street. Case reports are the incidents that require an actual report to be written. Not all calls for service result in a report being written. Case reports are typically representative of a crime that has occurred, but there are occasions where reports are written for non-criminal activity. Data-wise, there might be a disconnect between a "call" and a "case report."*

This study illustrates the patterns/trends of the data and does not dig into the underlying reasons behind those patterns. However, it is worth noting the impact of COVID and shelter in place that makes it hard to demonstrate a year-to-year comparison. This data-informed approach marks our pilot; based on analyzing the police data; we suggested relevant data-specific recommendations. Recommendations are for the community-based response model to adopt when possible and as the pilot evolves. Some recommendations may involve coordination with/oversight by the City of Antioch and/or the Police Department to ensure adequate data procedures are in place. Stakeholders and constituencies may use this DNA and other supporting materials to develop the RFQ/RFP document for the project implementation.

[1] Source: APD Data Analyst, 2021

[2] Source: ibid

Data Analysis of Police Calls for Service
- Antioch Police Department -
2018 - 2020

Understanding the Nature of Police Calls for Service in Antioch

When calling 911, dispatchers use a Computer-Aided Dispatch (CAD) to assign a priority level and designate the nearest officer to respond. The CAD system allows communications to be partially controlled by an automated system. APD maintains 132 closing class categories to define the types of calls and five priority levels: emergency (priority level 1), urgent (priority level 2), routine (priority level 3), and informational (priority levels 4 and 5). For simplicity, calls include but are not limited to: alarm, animal calls, homicides, fraud, welfare check, general inquiry, blight, crime against a person, property crime, disturbance, juvenile, mental health, miscellaneous, custody/warrant, suspicious activity, traffic-related, trespassing, driving under influence, drug-related, homelessness-related, and others. Appendix A lists the shortened code and longer description of calls in the format "ACCF: TRAFFIC ACCIDENT FATAL."

The volume of calls dispatched to officers varies from one police beat to another. Calls could be community-initiated or officer-initiated on the scene. This analysis demonstrates calls regardless of who made the call. We are limited in the amount of data to how much dispatchers capture from a call. It is challenging to fully understand the landscape of callers as dispatchers do not collect demographic information from 911 callers. However, APD collects demographic information such as race, gender, and age, only if the incident results in a police report[3]. APD data analysts are highly cooperative and shared sufficient information to understand the nature and characteristics of the police calls for service. Each event (call) comprises information such as the time received, call type, description, definition, response time, who initiated the call, priority level, time and date, disposition, location, and police beat and zone. In 2020, Antioch's top three reported cases were 1,075 combined simple and aggravated assaults, 859 mental health-related incidents, and 1,052 incidents of combined petty and grand theft. There were nine completed homicides and eight attempted homicides.

From a Call to a Case by Police Beat, 2018 - 2020

Overall, the number of cases in Antioch has decreased from 10,598 in 2018 to 9,028 in 2020. Six police beats organize Antioch; each police beat serves a specific area. Police beat #6 consistently received the highest volume of cases over the past three years, with 2,097 cases in 2020. Except for police beat #2, the number of cases/police beat declined between 2019 and 2020. The most remarkable change was in police beat #3, at a 25% decrease from 2,057 cases in 2018 to 1,538 cases in 2020, as Figure 1 shows.

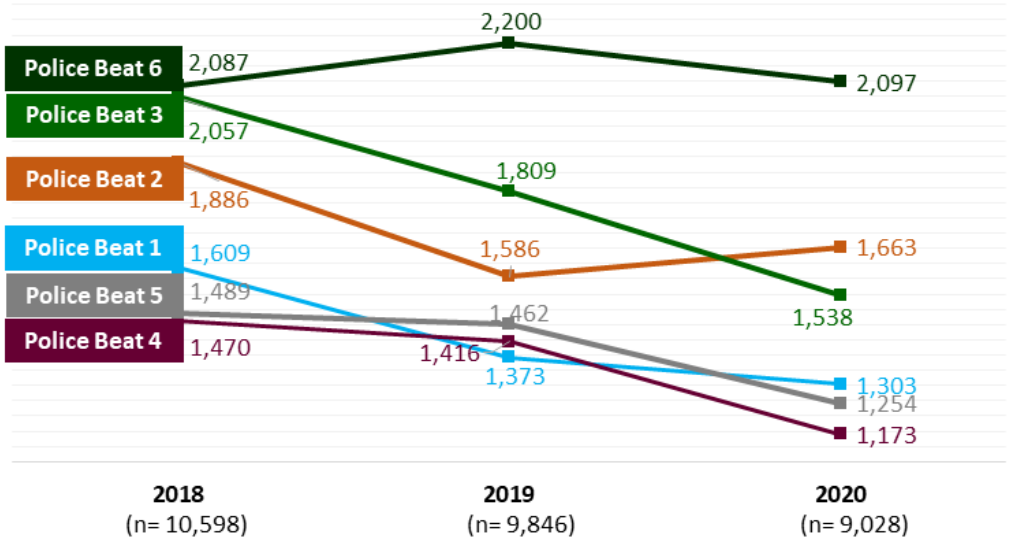

Figure 1 The change in the number of cases by police beat over time

Source: Antioch Police Department Data, 2018 - 2020

[3] APD Data Analyst

The Change in the Number of Cases by Race Among Victims and Arrestees

Figure 2 shows the change in the number of victims and arrestees amongst the top three reported races: Black, Hispanic, and White, from 2018 through 2020. The number of cases of any racial group (victims and arrestees) declined as 2020 approached. Hispanic arrestees and victims consistently comprised the lowest number of cases. Hispanic victims decreased by 17% from 1,625 in 2018 to 1,342 in 2020. Hispanic arrestees went down by 28%, from 762 in 2018 to 548 in 2020. Black victims also declined by 12%, from 1,939 in 2018 to 1,700 in 2020, and arrestees decreased by 17% from 1,726 in 2018 to 1,440 in 2020. The most remarkable decline was amongst White arrestees at 38%, from 1,307 in 2018 to 812 in 2020. White victims also decreased by 20%.

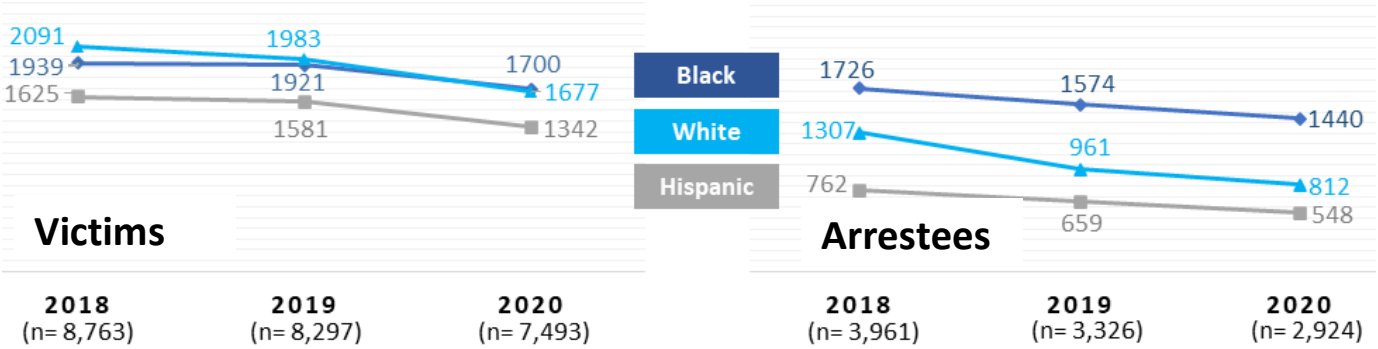

Figure 2 The change in the number of cases by race among victims and arrestees over time

Source: Antioch Police Department Data, 2018 - 2020

This data point is illustrative of the evolution of a call for service to a case that involves victims and arrestees. This representation informs the community response model regarding staffing and the cultural needs of staff who can connect with callers from various racial backgrounds and reduce interaction with law enforcement.

Homelessness-related Police Calls for Service

Homelessness-related Calls for Service by Priority Level and Response Time

In 2020, APD received 2,761 homelessness-related calls assigned with various priority levels (Table 1). More than half of the calls (1,716) were assigned emergency or urgent priority levels, and more than a third (1,044) were priority levels 3, 4, or 5.

Overall, the response time for a homelessness-related call ranges from less than one minute to 60+ minutes. The majority of callers received a responder within 10 - 30 minutes. A third (36%) of level 1 and 2 calls received a responder within 10 minutes. One in ten (10%) priority level 4 and 5 calls received a responder in 60+ minutes from conducting a call. However, one in eight (13%) priority level 3 calls had a responder after 60 minutes.

Priority Level	Number of Homelessness-related Calls in 2020
1 (Emergency)	204
2 (Urgent)	1,512
3 (Routine)	942
4 (Informational)	54
5 (Informational)	49
Total	**2,761**

Table 1: the number of homelessness-related calls by priority level

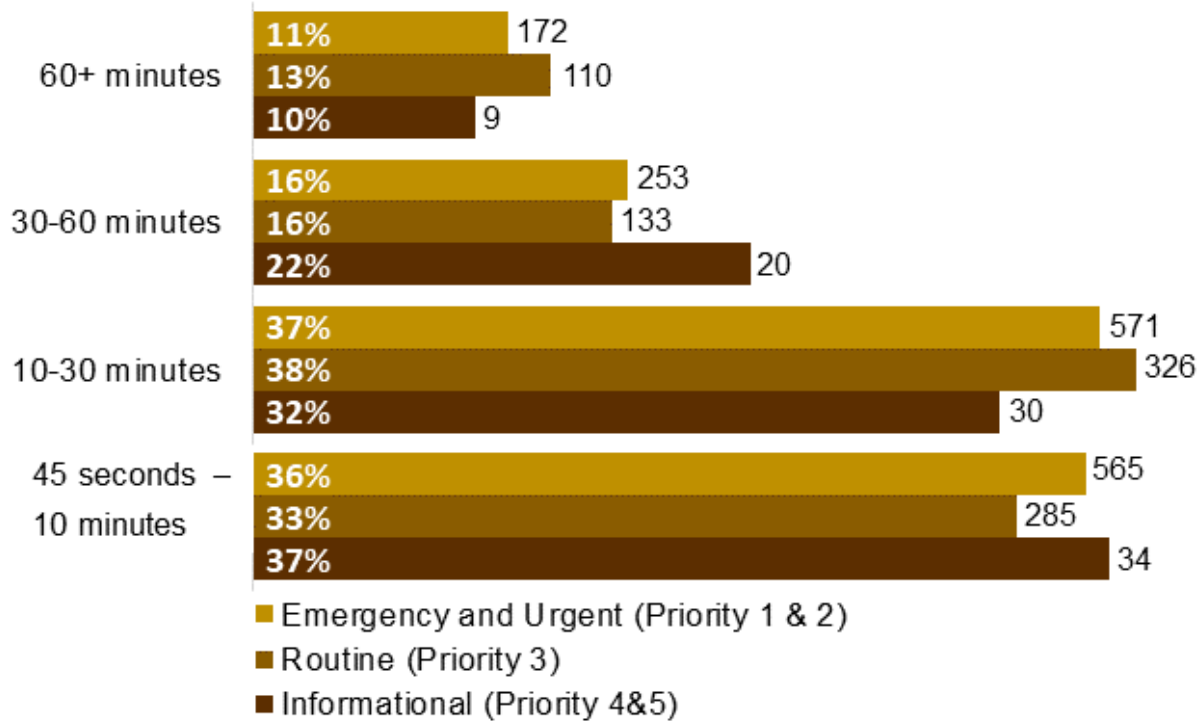

Figure 3 Homelessness-related calls by response time and priority level (n=2,508 events)

Source: Antioch Police Department Data, 2020

The Change in the Number of Low-level Homelessness-related Calls by Police Beat, 2018 - 2020

The volume of low-level calls (levels 3, 4, and 5) dispatched to officers serving police beat #1 and #5 significantly decreased between 2018 and 2020. Due to the high presence of homeless encampments by the railroad on the northern part of Antioch, officers in police beat #2 consistently received the highest number of calls for homelessness-related issues than other parts of the City. Calls dispatched to officers serving police beat #4 has been steady, around 160 calls each year.

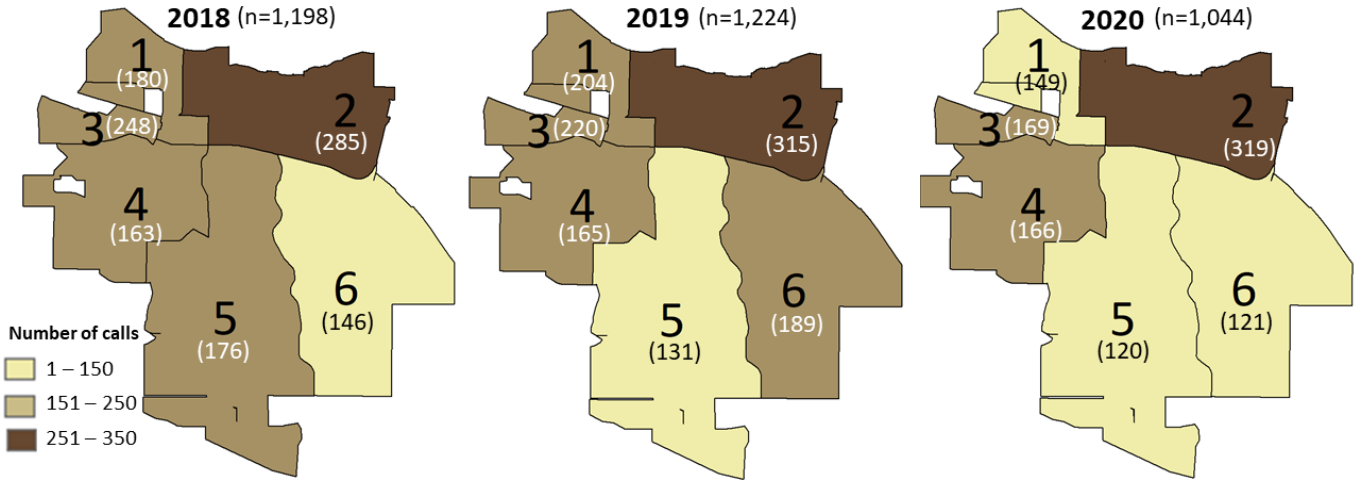

Figure 4 The change in the number of low-level homelessness-related calls by police beat over time

Source: Antioch Police Department Data, 2018 - 2020

The Percentage of Low-level Homelessness-related Calls by Police Beat in 2020

The percentage of low-level homelessness-related calls varies by police beat. Except for police beat #2, each beat received a relatively equal volume of low-level calls for service, as shown in Figure 5. In 2020, one in three low-level homelessness-related calls were dispatched to officers serving police beat #2, the highest volume of low-level calls at 30% and 35%. The presence of homeless encampments on the railroad next to the Animal Clinic on A Street falls under the service area of police beat #2 explains this pattern.

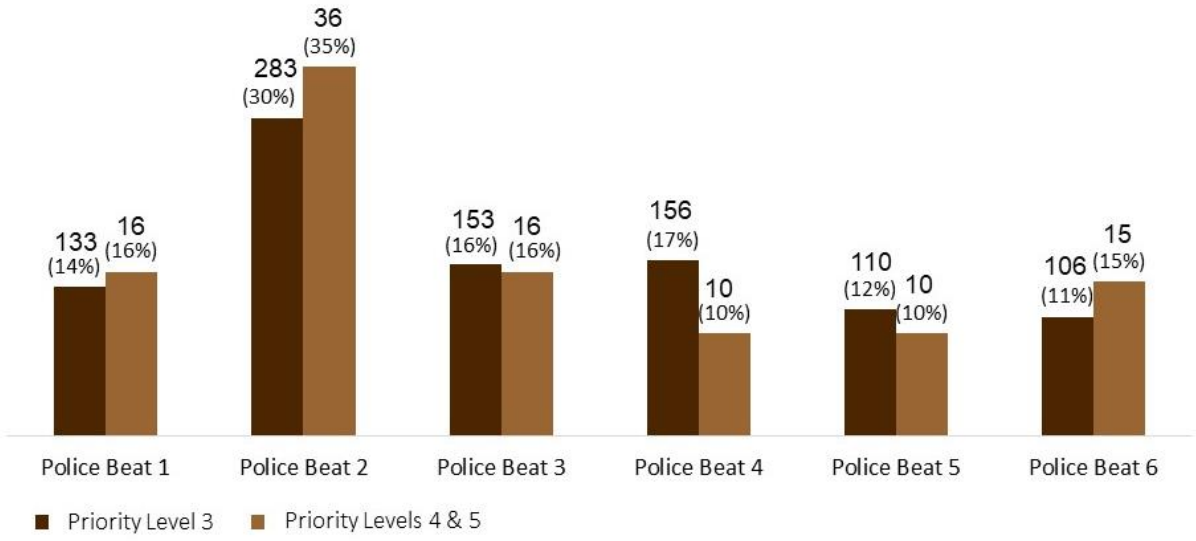

Figure 5 Low-level homelessness-related calls by police beat in 2020 (n=1,044 events)

Source: Antioch Police Department Data, 2020

Mental Health and Drug-related (5150-HSOO) Calls

The Percentage of 5150-HSOO Calls by Priority Level and Response Time in 2020

All low-level mental health and drug-related calls were assigned either priority level 2 or 3. Most calls coded for mental health and drug use were classified as urgent as those calls might pose a danger to self or others or is dangerously disabled. Overall, the response time for priority level 2 calls is faster compared to priority level 3 calls. In 2020, almost a quarter (23%) of priority level 3 calls have response time under 10 minutes, while a third (34%) received a responder within 30 minutes from making a call. Only 5% of urgent (priority level 2) calls have 60+ minutes response time. However, one in every five priority level 3 calls received a responder within 60+ minutes at 20%.

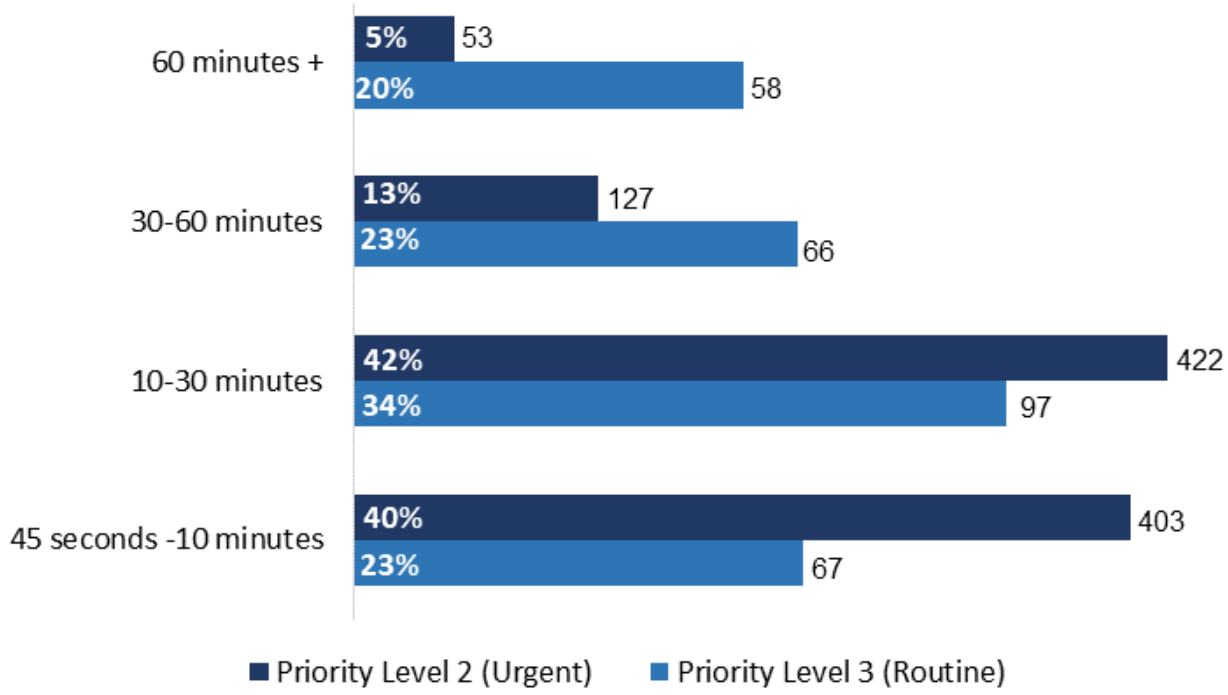

Figure 6 Mental health/drug-related calls by response time and priority level (n=1,293 events)

Source: Antioch Police Department Data, 2020

The Change in the Number of Low-level Mental Health/Drug-related Calls by Police Beat, 2018 - 2020

Overall, in 2020, APD received 1,381 mental health and drug-related calls; 1,052 were assigned priority level 2 (urgent), and 329 were considered priority level 3. The number of mental illness and drug-related calls dispatched to officers serving police beat #1 has been relatively steady between 2018 and 2020. Although it is the smallest in the area served, police beat #3 constantly received the highest number of calls for mental health and drug-related issues each year. In one year span, from 2019 to 2020, the volume of calls dispatched to police beat #6 decreased by half from 100 to 49 calls. It is worth noting the impact of COVID and shelter in place that makes it hard to demonstrate a year-to-year comparison.

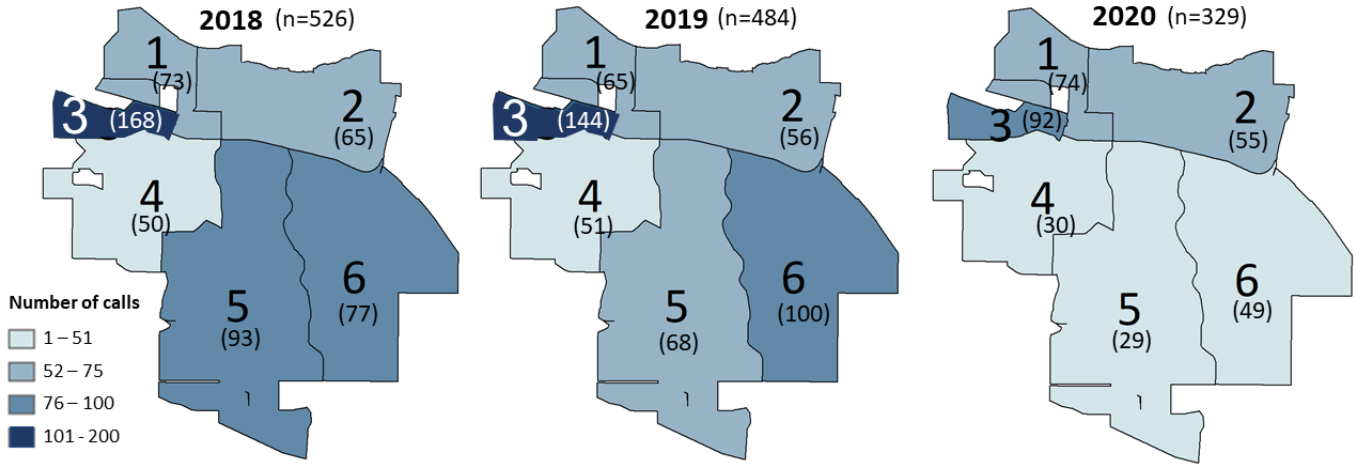

Figure 7 The change in the number of low-level mental health and drug-related calls by police beat over time

Source: Antioch Police Department Data, 2020

The Percentage of Low-level Mental Health/Drug-related Calls by Police Beat in 2020

The number of low-level mental health and drug-related calls varied by police beat; however, police beat #3 received the highest number of calls at 28%. In 2020, police beat #1 came second to police beat #3 in the number of dispatched calls. One in every three calls received was dispatched to police beat#3, and one in five calls was dispatched to police beat #1. Police beat #4, and #5 received only 9% of the total calls.

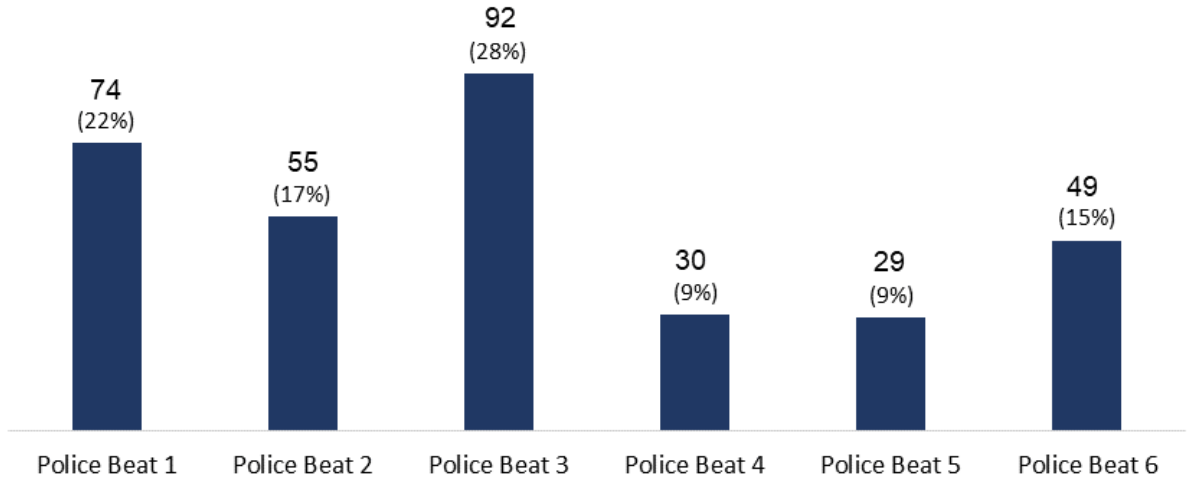

Figure 8 Low-level mental health and drug-related calls by police beat in 2020 (n=329)

Source: Antioch Police Department Data, 2020

Data Recommendations

Data-Specific Recommendations

Community Responders to Collect Demographic Information for Low-Priority Level Calls for Service

A demographic-informed system allows dispatching responders who share the same ethnic background, language, and cultural values with callers. Collecting demographic information will ensure the community response system meets the community's needs. APD collects demographic information such as race, gender, and age, only if the incident results in a police report. Our study suggests that community responders collect demographic information from callers assigned with a priority level 4 or 5 (and level 3 calls if diverted to a community responder). Below are a few ways to gather baseline demographic information such as age, gender, race/ethnicity, and language (if possible):

- Before electronically dispatching a call file to the police or fire department, dispatchers enter priority level, call type, call code, and descriptive notes into the call file. Call files are lined up in queue based on the priority level. When diverting a call to the community response system, the call taker can collect basic demographic information from callers.
- Adopt a deferral practice to instruct callers assigned with a priority level 4 or 5 to fill out a self-reporting form on the spot or through a call-back number.
- Contingent on funding and feasibility, the model can use machine learning with voice analysis technology to help identify age, gender, and race. Machine-learning-based programs offer real-time data collection to capture demographics and other data points that are hard to gather using traditional means of data collection. Research demonstrated that predicting gender had the highest accuracy while predicting race and age were 90% accurate. A human verification process can supervise the machine learning identification for some random calls.

This demographic-informed system will ensure the delivery of an appropriate response to each call, minimizing unnecessary interaction with law enforcement for lower-priority level calls. It also provides a reporting system that can be used to measure how population subgroups are served.

Use Geocoding to Identify Future Hub Facility

In addition to machine-identified demographics, technology support can help identify the best location for a community-based response facility. Geocoding is the process of translating street addresses into geographic latitude and longitude coordinates for accuracy. To identify the location of each call, APD collects the street and cross street. Using geographic information systems, a Hot Spot Analysis can help identify the potential site(s) to house the pilot in close proximity to areas with the highest volume of calls to reduce the response time.

Capture Frequent Callers: An Opportunity to Follow-up on Services and Increase Trust

Each call is mutually exclusive in the current APD data system; it is impossible to identify incidents associated with a frequent caller. Capturing frequent callers allows adopting a preventive approach through instituting a long-term follow-up program and a communication strategy to increase trust. Previous research shows that it is critical to understand the frequent caller population and assess what factors contribute to –and ultimately prevent– future calls. For example, identifying frequent callers can prevent a crime from happening, a suicidal attempt, self-harm, and domestic and interpersonal violence incidents over time.

Improve Counting Mental Health and Homelessness-related Calls for Service

It is challenging to identify calls for mental health or homelessness-related issues through the Computer Aided Dispatch (CAD) system. Call types in CAD reflect the primary reason for calling but may not capture calls where individuals involved are experiencing mental health issues or homelessness. APD does not have a specific call

type to assign for those calls. For example, keyword searches for the terms: Transient, Homeless, Camp, and Trespass were used to extract calls that fit the homelessness category. This method may have resulted in an undercount of those calls. The data captured in this study is hence representative of this population but is not exclusive. It is recommended to examine methodologies from similar models to improve counting low-level emergency calls to expand the range beyond mental health-related calls.

Advance Data Quality: Calls Coding to Inform Re-coding

Understanding the landscape of police calls for service provides community responders the chance to provide services based on the community's needs and challenges. Currently, APD has about 132 codes for police calls for service. The coding convention is complex and is based on the dispatcher's assessment. It was challenging to re-code calls under user-friendly categories during the time frame and scope of this project; it is difficult to determine if the current coding protocol is adequate or effective. A user-friendly coding system is important for analysis purposes. It is recommended to organize a series of data discovery sessions that engage all data personnel to understand the existing coding system and improve data quality at scale over time.

Identify A Third-party Data Team

For decades, data personnel worked in silos, each in their data-specific expertise. The goal of setting a data team is to drive an exceptional data-informed experience to empower the community and stakeholders. Collecting baseline data is key to measuring progress and improving the program. The police data requires a heavy technical workload to provide easy-to-understand data products. That being said, a third party can house and staff APD's data procedures. The RFP/RFQ document can detail the third-party qualifications. The skillset of the data team must combine coding, analytical, and communication skills, all with a social science background. Contingent on funding, the data team, can involve a data analyst, a data manager, and a communication specialist. Tasks of the data support team include:

Figure 9 The skillset of the data support team

- Develop calls metadata. Metadata is data about data; metadata improves each data point with descriptive information that makes data easier to find and analyze.
- Assist in developing data-sharing agreements and MOUs to streamline information-sharing.
- Frequently collect police data and identify data needs and gaps. Things change; data changes too!
- Disaggregate data by race, gender, and age when possible.
- Transform data beyond static reports into user-friendly visuals and dashboards using social math and data storytelling.
- Communicate data-informed findings with stakeholders and the public.
- Track findings, issues, requests, and actions called for by stakeholders.

Enhance Information Sharing and Stakeholders' Engagement

Access to data provides insight into the caller's history of interactions with law enforcement and can inform community responders on the need for adequate services for specific population subgroups. The RFQ/RFP document can detail the components of the data-sharing agreements and identify stakeholders to engage in the process.

Identify Data-informed Performance Measures

Performance measures are set forth through collecting, analyzing, and reporting information about the program implementation. Data used to measure performance can be quantitative, such as police data, or qualitative, like surveys and interviews. Performance measures must align with the program's overarching SMART goals (an example is below). Measuring success needs to be community-driven. For example, performance measures should reflect defining success in a way that is specific to the community.

EXAMPLE

Specific	Reduce the reliance on law enforcement by diverting low-level calls to community responders
Measurable	Change in number of officers dispatched to respond to low-level mental health-related calls
Attainable	5% reduction in calls resulting in a closing case due to officers responding to low-level calls
Relevant	Provide a societal support system for individuals suffering from mental health issues in Antioch
Time-bound	June 2022 to December 2022

In the context of data availability, an example of short and long-term performance measures is below:

Short Term

- A decrease in the number of low-level mental health-related calls by police beat.
- An increased community satisfaction.
- A reduction in the response time to low-level mental health-related calls.
- An increase in the number of hired community responders.

Long Term

- A drop in the dollar amount spent on dispatching police officers to respond to low-level calls.
- A decrease in the number of low-level mental health-related calls through the 911 system.
- A decline in the number of low priority level calls that result in arrests.
- An increase in funding/diversity of services provided to callers with low-level priority needs.

Conclusions

Conclusions

This DNA analyzed the landscape of the calls for service dispatched to APD and conducted a literature review of topics relevant to police data and community response models. The police department shared sufficient data on the police calls for service received between 2018 and 2020. This data-driven effort will provide a more appropriate community response, including referrals, enabling law enforcement to focus on higher acuity calls and crimes. This data-driven effort will also minimize unnecessary interactions with law enforcement. The DNA also informs the development of an RFQ/RFP document to implement a community response model tailored to meet Antioch's community challenges and needs to respond to non-life-threatening calls for service.

The DNA analyzes three APD datasets: mental health/drug-related, homelessness-related, and case reports. Data on case reports demonstrate the advancement from a call for service to a case. In 2020, APD received 1,373 low-level calls for mental health/drug-related and homelessness-related issues. The range of low-level calls extends beyond the mental health/drug and homelessness-related calls. This study looked at these specific examples of calls because they are accessible subsets of low-level calls.

APD maintains 132 closing class categories to define the types of calls and five priority levels: emergency (priority level 1), urgent (priority level 2), routine (priority level 3), and informational (priority levels 4 and 5). Of the five priority levels, we identified levels 4 and 5 as potential calls for service to receive an alternative community-based response.

We acknowledge the inherited mistrust in program(s) that do not meet the community's safety needs. Communities endure programs fatigue and do not aspire to see another program that duplicates the efforts and still does not accomplish the intended impact. The need here arises to incorporate a community education component about what differentiates this pilot. We also acknowledge that some communities are harder to reach than others due to language, culture, or other barriers. Engaging faith-based institutions and credible organizations in community outreach and education can help reach vulnerable population subgroups, increase trust, and achieve measurable impact.

One of the classic concerns in police response is the lengthy response time or the no-show in some cases. There is an opportunity to decrease the response time for low-level calls if dispatched to nearby community responders. Additionally, some minor adjustments do not require policy changes or funding but can help boost the pilot. For example, down the road, adding a screening question to some calls, such as: "Do you need an officer in the scene?" can help filter out additional low-level calls to dispatch to close-by community responders and reduce the response time.

Lastly, this report helps identify the next steps towards the program implementation, such as:

- Coordinate with Contra Costa County to look at county-wide service providers and county-level data on 211 and 311 calls for service,
- Develop the RFQ/RFP document,
- Design a survey at kickoff and a six-month mark of implementation to measure progress, and lastly
- Retain an external evaluator to identify the program's SMART goals, performance measures and recommend immediate adjustments.

Appendix A

Coding Convention of Cases

Cases Coding
290C: 290 COMPLIANCE CHECKS
ACCF: TRAFFIC ACCIDENT FATAL
ACCI: TRAFFIC ACCIDENT W/INJURY
ACCN: TRAFFIC ACCIDENT NO INJURY
ACCP: TRAFFIC ACCIDENT PRIVATE PROP
AIDE: FIRST AID CALL
AIDX: 51-50
ANML: ANIMAL CALLS
ARSO: ARSON - 451 PC
ASLA: ASSAULT, AGRAVATED - 245 PC
ASLS: ASSAULT, SIMPLE - 243 PC
ATMC: ANTIOCH MUNI CODES
AUTR: AUTO RECOVERED - STOLEN
AUTS: AUTO STORED
AUTT: AUTO THEFT - 10851 VC
AUTT: AUTOMATIC DRILLING MACHINES INC
BURA: BURGLARY AUTO - 459A PC
BURB: BURGLARY BUSINESS - 459 PC
BURG: BURGLARY GARAGE OF RESD - 459 PC
BURO: BURGLARY OTHER - 459 PC
BURO: BURRITO (SEE VMA/J.C. PENNEY)
BURR: BURGLARY RESIDENCE - 459 PC
BURS: BURGLARY SHED/STORAGE UNIT - 459PC
CABU: CHILD ABUSE
CANC: CAN-CAR INC
CANC: CANCEL CALL
CARJ: CAR JACKING
CCKS: CHECK FRAUD AND FORGERY CASES
CCRD: CREDIT CARD/ ATM FRAUD
CITE: CITATION/TRAFFIC
CIVI: CIVIL CALLS
CTFT: COUNTERFEIT CHECKS/CURRENCY
DISC: DISORDERLY CONDUCT - 415 PC
DRUN: DRUNK IN PUBLIC - 647F PC
DUIF: DRUNK DRIVER FEL

DUIX: DRUNK DRIVER MISD 23152 VC
EMBZ: EMBEZZLEMENT
EXPO: INDECENT EXPOSURE - 314 PC
FIDA: ASSIST FIRE/AMBULANCE
FINF: FIRE INFO
FORG: FORGERY OTHER THAN CHECK FORGERY
FRAU: FRAUD OTHER THAN CHECK FRAUD
HATE: HATE CRIME
HAZM: HAZ MAT CALL
HOMI: HOMICIDE-MANSLAUGHTER - 187 PC
HSOO: HEALTH AND SAFETY - NOT NARC
KIDN: KIDNAPPING - 207 PC
LOIT: LOITERING-SOLICITING-PEDDLING
MALM: VANDALISM- 594 PC
MARP: POSS MARIJUANA 11357 HS/B & C ONLY
MISA: MISSING PERSON - ADULT
MISJ: MISSING PERSON - JUV (NOT A RUNAWAY)
MSDS: MISC DISTURBANCE NOT 415 PC
MSIN: MISC INFORMATION
MSNF: MISC NOTIFICATION
MSOA: MISC OUTSIDE ASSIST
MSWC: MISC WELFARE CHECK
NARC: NARCOTICS VIOLATIONS
OAFC: FAMILY AND CHILDREN OFFENSES
PCOO: PENAL CODE - ALL OTHER
PHON: ANNOYING PHONE CALLS-653M PC
PROB: PROBATIONS SEARCH
PROF: FOUND PROPERTY
PROL: LOST PROPERTY
PROM: POSSIBLE SHOTS HEARD
PROM: PROMARK PRODUCTS CORP.
PROO: PAROLE/PROBATION VIOLATIONS
PROP: PROPERTY STOLEN - 496 PC
PROW: PROWLER- 10-70
RAPE: RAPE AND ATTEMPT - 261 PC
RECK: RECKLESS DRIVING - 23103 VC
REGS: REGISTRATION-SEX/NARC/ARSON
REST: RESTRAINING/COURT ORDER VIOLATIONS
ROBB: ROBBERY AND ATTEMPTS
RUNJ: RUNAWAY JUVENILE

SEXX: SEX OFFENSES EXCEPT 314 PC
SUPP: Supplemental Report/All Types
SUSC: SUS CIRM - PERSON/AUTO/ALL
THGR: THEFT - GRAND - 487 PC
THID: IDENTITY THEFT CASES
THOF: THEFT - PETTY - 488 PC
THRX: THREATS AGAINST PERSONS
TRES: TRESPASSING - 602 PC
VCOO: VEHICLE CODE - OTHERS
WEPN: WEAPONS VIOLATIONS
WIOO: WELFARE AND INSTITUTION VIOLATIONS
WONT: WONT FIT ANYWHERE ELSE
WRAN: WARRANT - HELD BY APD
WRNO: OUTSIDE WARRANT

Appendix B

Methodology and Compliance

This DNA is part of a multi-method process to implement a program to address non-emergency calls using well-trained community respondents in Antioch. The methodology includes a literature review and quantitative and qualitative research methods. The literature review looked at topics relevant to police data and community response models. Quantitative methods analyzed APD data. Recognizing that further analyses and contextual data points are helpful, the study solely focused on Antioch. We started with extracting all APD calls for service for calendar years 2018-2020 via the Computer Aided Dispatch (CAD) from the City of Antioch's server. We removed duplicate calls, and calls for service APD did not respond to due to the nature of the call not requiring a police response. We focused on calls handled by field personnel, both community and officer initiated. After initial review and compliance with the APD coding convention, we kept the 132 call types and the five priority levels APD uses. To the best of our capacity, we looked at much broader call types, but we identified two types of calls to analyze: mental health/drug-related and homelessness-related. A breakdown by police beat and response times is also illustrated. Once a call develops into a case, a caller may -or not- become a victim, suspect, or in some cases, an arrestee. Data on case reports of victims and arrestees is disaggregated by race.

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