

**ANTIOCH CRIME PREVENTION COMMISSION  
REGULAR MEETING**

Antioch, California  
October 19, 2015

**1. CALL TO ORDER**

Chairperson Gadams called the meeting to order at 7:00 P.M., on October 19, 2015 in the Antioch Police Department Community Room.

**2. PLEDGE OF ALLEGIANCE**

**3. ROLL CALL**

Present: Commissioners Taylor, Williams, Parham, Thurston, Solorio, Davis and Chairperson Gadams

Staff: Chief of Police, Allan Cantando  
Acting Lieutenant, Santiago Castillo  
Communications Supervisor, Stacey Malsom  
Coordinator, Hans Ho  
Minutes Clerk, Kitty Eiden

**4. APPROVAL OF MINUTES (September 21, 2015)**

On motion by Commissioner Davis, seconded by Commissioner Thurston the Crime Prevention Commission unanimously approved the minutes of September 21, 2015 as presented. The motion carried the following vote:

Ayes: Commissioners Taylor, Williams, Parham, Thurston, Solorio, Davis and Chairperson Gadams

**5. PUBLIC COMMENT**

Laura Padraza, Center for Human Development Minor and Youth Alcohol Prevention Program, provided an update of their decoy operations.

In response to Commissioner Thurston, Ms. Padraza explained as a courtesy volunteers over 21 years old were taken out to check for IDs. She noted if establishments failed they received a card reminding them to check IDs and letters were sent to the licensee notifying them of the results. She further noted those who passed received a gold card.

Mark Davidson questioned how the City was addressing abandoned cars.

Chief Cantando explained Volunteers in Police Services (VIPS) responded to vehicle abatement issues and when time allowed Antioch Police Department would have vehicles towed. He reported the City Council authorized the Antioch Police Department to enter into a contract with a private company for a 6-month vehicle abatement program and they were in the process of putting together an RFP for that service. He added the VIPS issued 72 hour tow notices and checked on the vehicles that were reported. He commented that not displaying a license plate would not result in an immediate tow.

Commissioner Davis explained VIPS were assigned to check vehicles parked illegally and those calls were complaint driven. He stated when they responded, if the registration was expired for more than 6-months, they filed it as an immediate tow and if it was less than 6-months, they received a 72 hour sticker. He noted if the vehicle was not moved 3-miles or more during that time, they could have it towed.

A speaker stated the reporting link on the City's Code Enforcement page was not working.

Chief Cantando stated vehicles on private property should be reported to Code enforcement and vehicles on the street should be reported to the abandoned vehicle hotline.

## **6. COMMISSION / STAFF REPORTS**

### **a. Presentation on Suspect ID**

Chief Cantando introduced Stacey Malsom Dispatch Supervisor, to give the presentation. He stated at times people calling into dispatch perceived the dispatcher as being rude when it was frequently a matter of the Dispatcher attempting to get information expeditiously to relay it to officers on the street.

Stacey Malsom, Dispatch Supervisor, stated she had been a dispatcher for ten (10) years and she encouraged residents to report all suspicious activity. She noted there may be times when a caller was interrupted and it was not done to be rude but as an attempt to get the information they needed as quickly as possible to relay it to officers. She provided the following information and instructions for indentifying suspects:

- First questions asked from dispatch were location followed by what was being seen
- Any specific information given by the reporting party was helpful
- Dispatch currently dispatched for Antioch and Brentwood and they received approximately 1500 calls for service each week
- All cars were equipped with GPS
- Callers should describe a vehicle as best as possible and provide a license plate number if available

- Dispatchers respond to six (6) 911 phone lines, police radios as well as afterhours police department, public works and animal control calls
- Vehicle accidents and fires resulted in a high volume of phone calls and may cause a delay
- There were typically four (4) dispatchers working during the day; however during the slow hours it decreased to two (2)

Chief Cantando explained dispatch was a very difficult job and noted Acting Lieutenant Castillo was cross trained in dispatch. He further noted when there were two (2) dispatchers on duty and there was a code 33 (only priority traffic for the agency requesting it) one (1) dispatcher was assigned to that channel and the other channel was opened for the other dispatcher to manage the remaining calls. He stated at that time there were also phone calls to answer and that was why they preferred to have three (3) or four (4) dispatchers on duty at one time.

Ms. Malsom added that at times they also made phone calls out for the Police Department.

Chief Cantando explained that Brentwood would be switching to their own dispatch system in 2017.

Ms. Malsom stated that at times people could be excited and think dispatch was able to see what had occurred. Additionally, she noted typical calls come in to dispatch on the caller's worst day and when dispatch was attempting to calm the caller down to get information, it may seem like they are interrupting and yelling; however, they were only attempting to get the information needed to get the proper response. She noted there may also be higher priority calls, which could appear rude to a caller.

Commissioner Thurston reminded residents that at times dispatchers were dealing with very stressful situations and difficult calls. He questioned if there was a difference in 911 calls from land lines versus cell phones.

Ms. Malsom stated 911 calls from homes typically provided addresses and 911 from cell phones at times go to CHP to be re-routed and they could not determine the location. She noted the seven (7) digit emergency number goes directly to Antioch Police Department and she encouraged residents to program it into their phones.

A resident reported she had called into Antioch Police Department to report suspicious activity in her neighborhood and was told the incident had happened too long ago.

Ms. Malsom apologized to the speaker and noted extra patrols could have taken place in her neighborhood when time allowed. She stated she did not know exactly what had happened; however the speaker did the correct thing in trying to report the incident and she encouraged her to continue to do so.

Chief Cantando stated he was not sure what was being reported; however, he could listen to the phone call to determine what occurred. He noted a majority of complaints regarding dispatch were unfounded. He stated when dispatch handled a call inappropriately; it was handled internally through a discipline process.

In response to Chief Cantando, the speaker stated the incident occurred on September 24, 2015 after 9:00 P.M. on Dimaggio Way.

Chief Cantando responded that he would look into the speakers call.

Chairperson Gadams encouraged residents to continue to report suspicious behavior.

Ms. Malsom stated she would provide her direct phone number for residents with dispatch complaints.

Chief Cantando stated complaints would go directly to Ms. Malsom or if placed online they would go directly to him. He announced complaint forms were available at the front desk or they could contact his office to receive one via email or U.S. mail.

Ms. Malsom stated she received a complaint regarding her response to a caller when all she had said was "Antioch and Brentwood Police". She noted the call was regarding a blown PG&E transformer; however, she did not have the opportunity to tell the caller before he hung up. She noted if they found a dispatcher was wrong in their approach, they played the tape recording of the call for them and ask how it could have been handled better. Speaking to difficult calls, she stated at times when they were completed; a dispatcher may need to go outside for a few minutes. She noted Antioch Police Officers were very good at giving dispatchers closure.

Commissioner Thurston reported dispatchers had six screens to monitor.

Ms. Malsom stated there was an online reporting system for property damage.

Coordinator Ho reported when he had participated in a ride-along, a man called dispatch saying he wanted to kill himself; however, he would not give his location. He noted they were able to obtain the location and when confronted he cursed at officers and dialed 911 to request more help. On a personal note, he stated he had called dispatch to report a car fire and he was unable to effectively describe his location. He encouraged callers to control their emotions and report facts clearly and slowly. He suggested letting the dispatcher control the call. He stated laminated cards with tips for reporting suspicious activity were available this evening. He noted he would also be sending the information out via email to Neighborhood Watch Block Captains.

Ms. Malsom stated at times they were short handed and working sixteen (16) hour shifts. She encouraged residents to be patient, know where they were calling from and give accurate descriptions and reasons for calling.

Janie Yuds, Antioch resident, stated she reassured participants in her Neighborhood Watch group that they did not receive priority when calling dispatch.

Ms. Malsom stated providing a name and phone number was also helpful if more information was needed.

Chief Cantando discussed the importance of letting the dispatcher control the information needed.

Laura Padraza speaking to party calls asked how many were received and how many were reported on the nuisance reports.

Chief Cantando responded when people called in to report a disturbance, they may not indicate it was a party. He stated at the end of the month they could go through calls for service and review disturbances to determine if it could be associated with a party.

Stacey Malsom added calls providing an exact address rather than the area, would be saved differently.

Chairperson Gadams thanked Ms. Malsom for the presentation and Chief Cantando for providing the laminated cards with tips for reporting suspicious activity.

## **7. COMMISSION COMMUNICATIONS (Announcements and Correspondence)**

### **a. Commission**

Commissioner Taylor announced safety flyers for Halloween were available this evening. She reported the biggest complaint she received from her Neighborhood Watch group regarded speeding and she noted requests could be made via email for traffic patrol in specific neighborhoods.

Commissioner Parham reported her Neighborhood Watch group was making a candy map for the children. She shared "13 Things Your Burglar Won't Tell You".

Commissioner Davis asked if the public would be able to monitor the scanner channel for Antioch Police Department after City switched over to the East Bay Regional Communication System (EBRCS).

Chief Cantando explained the process of changing over to EBRCS would occur by Halloween and the channel would be encrypted for officer and citizen safety.

Commissioner Davis urged residents to use caution when holiday shopping and if uncomfortable when returning to cars, request an escort. He asked the Police Crime Prevention Commission would be recognizing the person who had recently prevented a kidnapping from occurring.

Chief Cantando responded that recognition would occur at the annual Antioch Police Department Recognition Ceremony and the City Council would be recognizing her at a future meeting. He encouraged all Commissioners to attend the event.

Commissioner Harry reported security system could be equipped with glass breaking sensors. He stated City Manager Duran's weekly report included information that the Antioch Police Department had responded to a call regarding a male searching through garbage cans, who was arrested for being in violation of his probation. He noted this was evidence that calling in to report suspicious activity was effective.

Commissioner Taylor also read from City Manager Duran's weekly report which indicated an anonymous citizen had reported a suspicious person who was arrested for possession of drugs and drug paraphernalia. She noted reporting suspicious behavior was making a difference and she encouraged residents to continue to be vigilant. She announced recycled water was available to Bay Point, Antioch and Pittsburg residents, Saturday and Sundays from 9:00 A.M. – 3:00 P.M. at 2500 Pittsburg/Antioch Highway.

Commissioner Solorio reported on his attendance at City Council meetings and he encouraged residents to attend or watch them on TV. He expressed concern for the impact of future development on police services. He noted a presentation given on the homeless was interesting and announced Lieutenant Aguinaga was a member of the Countywide Task Force. He reported residents he had spoken with were unhappy the City was receiving eBART in lieu of BART service. He noted a coworker had installed one of the safety apps he had demonstrated on her family member's phones and when she was demonstrating how the app worked she accidentally sent an alert out to her family who panicked. He further noted the app had worked as intended.

#### **b. Staff**

Coordinator Ho stated he was approached by a Block Captain who said they had heard he had resigned from the Police Crime Prevention Commission. He stated that was not the case and he would continue to serve as Coordinator.

Acting Lieutenant Castillo gave a brief history of his professional service as an Antioch Police Officer.

Chairperson Gadams thanked Acting Lieutenant Castillo for his service.

Chief Cantando reported he would be giving a presentation on Crime Statistics to the City Council on October 27, 2015 and at Pizza with the Police on October 28, 2015 at 7:00 P.M. in the Antioch Police Department Community room. He announced they would be hosting a Halloween event for children from 3:00 – 5:00 P.M. on October 31, 2015 in the Antioch Police Department Community room. He encouraged people to look up "Confessions of a Burglar" on you tube. He clarified Captain Orman was the supervisor of the traffic unit. He reported Officer Solari issued several tickets a day and as they

continued to increase police staffing they would consider increasing the traffic unit. He announced a traffic enforcement detail would be occurring on October 22, 2015.

In response to Commissioner Parham, Chief Cantando stated they were continuing to make more arrests for people involved in sideshows. He encouraged residents to continue to call in these events.

Chairperson Gadams reported he had glass sensors installed and they were effective. He cautioned that they could go off if they were armed when doing dishes. He announced a Business Watch meeting would be held on October 21, 2015, and a meeting with the Antioch Unified School District to discuss school presentations would be held on Oct 29, 2015. He reiterated the importance of residents calling in suspicious activity.

Chief Cantando reported the City Council had recently approved a 6-month Pilot Program for Vehicle Abatement Program, which would include two (2) full time staff members. He noted the City would be bringing in revenues for towed cars and citations and the program would reduce blight in the community. He noted Council also approved funding an additional three (3) Community Service Officers and additional Code Enforcement staff. Chief Cantando reported they were currently going through the RFP process now for the Pilot Program and they would announce when that contract was awarded. He stated there would be a press release on October 26, 2016 thanking the Police Crime Prevention Commission and Neighborhood Watch programs for helping with improving the crime statistics in Antioch.

In response to Chairperson Gadams, Chief Cantando stated they were looking at the cost for license plate readers for some of the challenged areas and they had received authorization to have another vehicle equipped with one. Speaking in regards to San Jose garbage trucks equipped with license plate readers, Chief Cantando stated he did not see the need for that in Antioch.

Chief Cantando explained license plate readers allowed Police Officers to see vehicles, which was how they were solving many crimes.

A resident thanked the Commission and staff for the presentation and their service.

Chairperson Gadams stated crime statistics had improved which he attributed to Neighborhood Watch groups being involved. He noted everyone wanted a better and safer community. He encouraged residents to remain vigilant.

## **8. FUTURE COMMISSION MEETINGS / EDUCATIONAL PRESENTATIONS / EVENTS**

- November 7, 2015 – Neighborhood Clean-up, Jacobson Park
- November 16, 2015 – Police Crime Prevention Commission Meeting

## **9. ADJOURNMENT**

On motion by Commissioner Parham, seconded by Commissioner Davis the Crime Prevention Commission members present unanimously adjourned the meeting. The motion carried the following vote:

Ayes: Commissioners Taylor, Williams, Parham, Thurston, Solorio, Davis and Chairperson Gadams

The meeting was adjourned at 8:21 P.M. to the next regularly scheduled meeting on November 16, 2015 at 7:00 P.M.