

**ANTIOCH CRIME PREVENTION COMMISSION
REGULAR MEETING**

**Regular Meeting
7:00 P.M.**

**October 19, 2020
Meeting Conducted Remotely**

The City of Antioch, in response to the Executive Order of the Governor and the Order of the Health Officer of Contra Costa County concerning the Novel Coronavirus Disease (COVID-19), held Police Crime Prevention Commission meeting live stream (at www.antiochca.gov/apcpc/meeting/). The Police Crime Prevention Commission meeting was conducted utilizing Zoom Audio/Video Technology.

1. CALL TO ORDER

Chairperson White called the meeting to order at 7:00 P.M., on October 19, 2020.

PLEDGE OF ALLEGIANCE

2. ROLL CALL

Present: Commissioners Lewis, Morales Corona, Bruckman, Munton, LaPoint and Chairperson White

Absent: Commissioner Eubanks

Staff: Lieutenant, Powell Meads
Coordinator, Hans Ho
Minutes Clerk, Kitty Eiden
Lead Dispatcher, Jenn Lee

3. CHAIR'S OPENING REMARKS

Chairperson White welcomed staff and Commissioners to the meeting this evening.

Coordinator Ho announced that Public Comment could be submitted utilizing the following:

- a) By filling out an online speaker card, located at https://www.antiochca.gov/apcpc/speaker_card/
- b) By emailing the Lieutenant Meads prior to or during the meeting at rmeads@ci.antioch.ca.us
- c) By dialing (925) 779-6977 during the meeting.

Chairperson White explained that the city cannot guarantee that its network and/or the site will be uninterrupted. To ensure that the Police Crime Prevention Commission receives your comments, you are strongly encouraged to submit your comments in writing in advance of the meeting.

4. APPROVAL OF MINUTES (September 21, 2020)

On motion by Commissioner Lewis, seconded by Commissioner Morales Corona the Crime Prevention Commission members present unanimously approved the minutes of September 21, 2020 as presented. The motion carried the following vote:

Ayes: Commissioners Lewis, Morales Corona, Bruckman, Munton, LaPoint and Chairperson White

Absent: Commissioner Eubanks

5. PUBLIC COMMENT - NONE

6. PRESENTATIONS TO THE COMMISSION

Lead Dispatcher, Jenn Lee, gave a brief history of her employment as Dispatcher and a presentation of "Our Dispatch Office" which included the following information:

- There were fifteen dispatchers, two-five dispatchers on duty at a time depending on shifts
- Dispatch handled all calls for APD
- Antioch dispatchers served as a backup for other jurisdictions
- Calls to date for 2020 –
 - total calls for service 121,409
 - 55,385 - 911 calls
 - 96,000 - non-emergency calls
 - 30,000 - outgoing calls
 - Averaging 5,782 - 911 calls per month
 - Averaging 10,074 - non-emergency calls per month
 - 911 calls were answered on average just under 6 seconds
- Calls for 2019 –
 - total number of calls for service – 158,816
 - 69,620 - 911 calls
 - 118,000 - non-emergency calls
 - 38,000 - outgoing calls
 - Averaging 5,802 - 911 calls per month
 - Averaging 9900 - non-emergency calls per month
 - 911 calls were answered within 5 seconds
- Average 911 call lasted 1 minute, 27 seconds
- Dispatch could determine the caller's phone number and address from callers using landlines
- Dispatch could determine location within one mile for callers using cell phones
- The first questions asked of callers was location and what occurred
- Phone call takers received calls and radio personnel dispatch officers
- Antioch Police Department had six 911 lines
- Medical and Fire calls were immediately transferred to Fire District

- Dispatch remained on calls transferred to Fire District to determine if a crime was involved
- Most frequent calls were misdials
- All hang up calls were called back to determine if an emergency was occurring
- Most frequent calls during commute hours were accidents
- Most frequent calls at night were fights and loud parties
- Non-emergency calls coming in to 911, were referred to the non-emergency line
- Dispatchers monitored officers and listening to calls coming into the dispatch center
- Dispatchers monitored six screens at a time
- Police Crime Prevention Commissioners were welcomed to observe Dispatch for a two-hour time slot once Covid-19 restrictions were no longer in place
- Average arrival time to the scene for priority one calls - 7 minutes 35 seconds
- Dispatchers asked for suspect description - name, race, sex, age, height, weight, hair, eyes, hat, jacket, shirt, pants, skirt, shoes
- Dispatchers asked for vehicle description – color, year, make, body type, other features, license plate
- Dispatchers often interrupted callers to get pertinent information to the officers in a timely manner

Coordinator Ho requested Lead Dispatcher Lee provide him with the vehicle and suspect description informational flyers/post it notes for distribution to Neighborhood Watch Block Captains.

In response to the Commission, Lead Dispatcher Lee clarified the following:

- Information was distributed to officers via CAD (computer aided dispatch) and via radio broadcast
- When computers were down, they went to a card system where information was provided to the radio dispatcher to read over the radio
- During power outages they utilized a backup generator
- All information was broadcast systemwide
- If there was an emergency on the channel, they opened a backup channel
- Dispatchers were certified through the state (POST) which could take up to 1-year
- Dispatchers learned how to prioritize calls for service and the computer also prioritized calls based on the code given for the incident
- APD had a social media team, the Dispatch Manager monitored next-door
- There were four Lead Dispatchers and there was always one on day and night shifts
- Options on the non-emergency line – English/Spanish, Animal Control, Records, Investigations and Dispatch
- Antioch Police Department could receive text for anyone who did not have the ability to call; however, there was a slight delay for texting
- Tipsoft was an informational text messaging and email alert service (for crimes that already occurred)
- Non-emergency line had no caller ID
- Getting closure from Officers who responded to the calls helped build team morale
- Chief Brooks was very supportive and checked in on dispatch

- If a dispatcher was struggling, they were encouraged to take a break
- Dispatch shifts were 12-hours; however, at times they could remain up to 16-hours
- Dispatchers were a team “family” who checked in on each other
- Team debrief occurred for large incidents and a therapist was available
- Antioch Police Department had a wellness team for physical and mental health
- There were currently 117 sworn officers
- Antioch dispatch had been fully staffed for the last four-years
- Non-sworn members of Antioch Police Department did not have Concealed Carry Permits
- During COVID-19 they followed guidelines; however, they did not wear masks inside the dispatch center because it was too difficult to hear

Commissioner LaPoint complimented the Antioch Police Department on their social media postings.

Commissioner Morales Corona thanked Antioch Police Department on their professional response when he had called into the non-emergency line.

Coordinator Ho reported the Antioch Police Department had a good peer support program.

Lead Dispatcher Lee stated that she would provide Coordinator Ho contact information so that once COVID-19 restrictions were lessened, anyone wishing to observe dispatch could be scheduled.

Chairperson White thanked Lead Dispatcher Lee for the presentation.

Lead Dispatcher Lee stated she was available via email to answer any additional questions.

Chairperson White stated it would be helpful to provide information to the Neighborhood Watch Block Captains on which calls should go to 911 and which calls should be routed to the non-emergency number.

Coordinator Ho stated life-threatening or crime in progress event should be called in to 911 and everything else should be reported to the non-emergency line.

7. OLD BUSINESS:

Business Watch Implementation – Report by Commission

Coordinator Ho reported that Commissioner Eubanks was attempting to set up zoom meeting with Marina Business Watch group.

Neighborhood Watch Best Practices Committee – Report by Chairperson White

Chairperson White announced that she had attempted to coordinate a meeting; however, due to COVID-19 it had been difficult to coordinate. She stated she hoped to schedule one soon via zoom.

Lieutenant Meads requested Chairperson White give him a couple days' notice to set up the zoom meeting.

Community Outreach Sub Committee, "Bridging the Gap" – Commissioner Lewis

Commissioner Lewis stated that they had not had any meetings and conversations would likely resume in November. He gave a brief overview of the "Bridging the Gap" program.

Coordinator Ho added that the City Council was on a similar path and their next step was to hire a facilitator for forums. He noted the Police Crime Prevention Commission was waiting for that to take place so they could take the next steps in the process.

Proposal to Change Mission Statement and Responsibility for Crime Prevention Commission

Commissioner Bruckman reported that the Committee had met, reviewed documents, and made their suggestions for edits. She noted they would be meeting one more time to finalize the draft document to present to the Commission.

Coordinator Ho requested the subcommittee forward him the final draft for distribution to the Commission.

8. NEW ITEMS TO BE AGENDIZED FOR THE NEXT MEETING

None

9. COMMISSION COMMUNICATIONS

Commission

Commissioner LaPoint thanked Coordinator Ho for helping her with the Neighborhood Watch meeting on Lilly Court.

Coordinator Ho stated that Lilly Court was a new development, and the meeting was very well attended.

Commissioner LaPoint announced that they would be holding another Neighborhood Watch meeting at 10:00 A.M. on November 14, 2020 and invited Commissioners Bruckman and Munton to attend.

Coordinator Ho stated he would send an invitation to the next Lilly Court Neighborhood Watch meeting to Commissioners Bruckman and Munton via email.

Chairperson White encouraged everyone to be careful and protect themselves and their children during Halloween.

Antioch Police Department

Coordinator Ho announced the Antioch Police Department along with the Parks and Recreation Department was hosting a joint Halloween drive thru event on October 31, 2020. He stated that the Police Crime Prevention Commission may be asked to assist. Coordinator Ho reported that the Antioch Police Department was waiting for the County to go to orange or yellow status prior to reactivating the VIPS program.

Coordinator Ho announced the following meeting presentation and event schedule:

10. FUTURE COMMISSION MEETINGS / EDUCATIONAL PRESENTATIONS / EVENTS

- Neighborhood Clean Up – Program Suspended due to COVID-19
- October 31, 2020 - Joint APD and Parks and Recreation program for Halloween
- November 16, 2020 – Crime Prevention Commission meeting – Online

11. PUBLIC COMMENT - NONE

12. ADJOURNMENT

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

Ayes: Commissioners Lewis, Morales Corona, Bruckman, Munton, LaPoint and Chairperson White

Absent: Commissioner Eubanks

The meeting was adjourned at 8:14 P.M. to the next regularly scheduled meeting on November 16, 2020 at 7:00 P.M.

Respectfully submitted:

Kitty Eiden

KITTY EIDEN, Minutes Clerk

