



## “Baguio City Police Office Response to Emergency Calls”

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### ABSTRACT

Police response to emergency calls is a crucial aspect of law enforcement that ensures public safety and security (Schafer, 2010). Timely response is essential to prevent injury, loss of life, and property damage (Braga, 2001). Thus, this study aims to know the common emergency calls responded by police officers in Baguio City including the factors affecting their response and the challenges encountered during the response. This study made use of qualitative descriptive design. This study involved thirty (30) police officers from Baguio City who were selected through purposive sampling. Interview guide was the main gathering tool of the study. Data collected were organized in order to reveal the codes. The findings revealed that the common emergency calls responded are: theft, commotion or disturbances, physical injuries, vehicular accidents and family matters. While the factors affecting the response of the police officers are: inaccuracy of details given by the caller, distance, location and accessibility of the place of incident, understaffing of police personnel, traffic congestion and availability of mobile car. The problems or challenges encountered are uncooperative victims and witnesses, insufficient personnel, presence of bystander crowding the area, delayed arrival of EMS or ambulance, dangerous/armed suspect, severe weather condition, time pressure, and difficulty in locating the area of incident.

*Keywords: police response, emergency calls, factors affecting police response, challenges encountered, law enforcement*

### INTRODUCTION

Police response to emergency calls is a critical aspect of law enforcement that ensures public safety and security (Schafer, 2010). Timely response is essential to prevent injury, loss of life, and property damage (Braga, 2001). Therefore, it is important to assess the response time of police officers to emergency calls and identify the factors affecting their response and the challenges encountered during the response.

Police officers play a crucial role in ensuring public safety and protecting people's lives, security, and property, as stated in the 1987 Philippine Constitution. To measure police efficiency, factors such as decreasing crime rates, securing communities, and improving police response time are often considered.

In their 2016 study titled "Optimising Police Dispatch for Incident Response in Real Time," Dunnett, Leigh, and Jackson highlighted the need for police forces to continually seek new ways to improve their efficiency. One area where efficiency can be improved is in the incident response process, which directly affects the response time of police officers. According to Pate, Ferrara, Bowers, and Lorence (1976), rapid police response to calls-for-service is commonly associated with increased security and satisfaction, higher police efficiency, and a greater likelihood of criminal apprehension and deterrence of criminal activity. However, establishing clear measures of police response time can be challenging.

Several studies have investigated the response time of police officers to emergency calls and the factors affecting their response. For instance, in a study conducted by Schafer (2010), the author conducted a review of the literature on emergency service response time and identified several factors that affect response time, including the distance between the emergency location and the police station, the availability of police personnel and equipment, and the time of day or week when the emergency occurs. These factors were found to significantly impact the response time of police officers to emergency calls.

Furthermore, a study by Lee, Lee, and Hoover (2016) investigated the factors that affect police response time. The results showed that factors such as the complainant's race, involvement, weapon possession, and day and time of the incident were associated with response time at the situational level. Additionally, neighborhood level factors such as concentrated disadvantage,

immigration concentration, and residential stability were also found to be associated with police response time.

Blanes (2015) conducted a study on the impact of police response time on crime detection. The study used a methodology that exploited discontinuities in distance to response stations across locations next to each other but on different sides of division boundaries to identify causal effects. The findings revealed that faster response times significantly increase the likelihood of detecting crimes.

In addition, Braga (2001) explored the effectiveness of problem-oriented policing in reducing crime rates and improving police response to emergency calls. The author found that problem-oriented policing, which involves identifying and addressing specific problems in a community, can lead to improved police response time and better outcomes in emergency situations. The study also highlighted the importance of community involvement in identifying and addressing problems in a given area.

In a study by Madensen et al. (2016), the authors examined the relationship between response time and victim satisfaction with police response. The study found that while response time was a significant predictor of victim satisfaction, other factors such as the quality of communication between the police and the victim, the level of empathy displayed by the responding officer, and the perceived competence of the officer also played a role in determining victim satisfaction.

Furthermore, in a study by Kuo and Chen (2019), the authors investigated the use of technology to improve police response time to emergency calls. The study found that the use of real-time location tracking and communication technologies can significantly reduce response time and improve the overall efficiency of emergency services.

One study by Ashkenazi et al. (2015) found that the time of day and day of the week can affect police response times, with longer response times during peak traffic hours and on weekends. The study also found that the type of incident and location of the incident can impact response times, with longer response times for incidents that occur in rural areas or areas with poor infrastructure.

Another study by Ashraf et al. (2018) identified several factors that affect police response times, including the availability and proximity of police units, the level of staffing, and the use of technology such as GPS tracking systems. The study also suggested that police departments could improve response times by implementing policies that prioritize emergency calls and increase the number of police units on patrol.

The findings of these studies highlight the complexity of police response to emergency calls and the need for a multifaceted approach to improving response time and effectiveness. Factors such as distance, availability of personnel and equipment, community involvement, and technology all play a significant role in improving police response to emergency calls.

Moreover, these studies highlight the importance of understanding the factors that affect police response time and implementing strategies to improve response times. For example, police departments could use GPS tracking systems to monitor the location of police units and direct them to emergency calls more efficiently. They could also increase staffing levels and prioritize emergency calls to ensure that police units are available when needed.

However, implementing these strategies may require additional resources and funding, which can be a challenge for some police departments. Furthermore, the effectiveness of these strategies may vary depending on the specific context and circumstances of each police department.

Another important consideration is the role of community members in emergency response. Some studies have found that bystanders who provide first aid or other assistance before police arrive can improve outcomes in emergency situations (Lerner et al., 2012). This highlights the importance of community education and training in emergency response.

In Baguio City, the Baguio City Police Office (BCPO) is the primary law enforcement agency responsible for responding to emergency calls. However, challenges remain in improving their response time, such as understaffing and inadequate equipment and communication systems (Rappler, 2019). Therefore, it is crucial to conduct a comprehensive study to identify the factors affecting the response time of the BCPO and address the challenges encountered during their response to emergency calls.

### ***Theoretical/Conceptual Framework***

This study is based on the concept of community-oriented policing. Community-oriented policing emphasizes the importance of collaboration between police officers and community members to address public safety issues. This approach to policing emphasizes the importance of understanding community needs and concerns and tailoring police services to meet those needs.

In addition, the theoretical framework for this study draws on the concept of situational crime prevention. Situational crime prevention emphasizes the importance of targeting specific situations and environments that may facilitate or encourage crime. This approach can help police departments identify and address factors that contribute to emergency calls and response times.

Furthermore, Social Control Theory suggests that social structures and institutions, such as the police, play a crucial role in maintaining social order and preventing crime. Applied to police response to emergency calls, this theory emphasizes the importance of police officers as agents of social control and highlights the need for effective emergency response to maintain social order and prevent further crime.

Also, Procedural Justice Theory emphasizes the importance of fairness and transparency in police procedures and decision-making. Applied to police response to emergency calls, this theory highlights the importance of treating all individuals involved in emergency situations with respect and dignity, and ensuring that police actions are transparent and fair, in order to promote trust and cooperation between police officers and community members.

Lastly, Routine Activity Theory suggests that crime occurs when there is a convergence of motivated offenders, suitable targets, and the absence of capable guardianship. Applied to police response to emergency calls, this theory emphasizes the importance of having capable guardians, such as police officers, available and present to respond to emergency calls in order to prevent crime and maintain social order. Additionally, it highlights the importance of identifying and addressing factors that may contribute to crime, such as the presence of suitable targets or motivated offenders, and taking steps to reduce these risks in emergency situations.

Overall, these theories help to underscore the importance of effective emergency response in maintaining social order, preventing crime, and promoting trust and cooperation between police officers and community members. By understanding and applying these theories to emergency response protocols, police departments can improve their ability to respond to emergency calls in a timely and effective manner, while also promoting a sense of safety and security in their communities.

### ***Significance of the Study***

The significance of this study lies in its potential to improve the response of police officers to emergency calls and enhance public safety in the community. By identifying the common emergency calls being responded to by different stations, factors affecting response time, and problems encountered during response, this study can help police officers develop more effective emergency response protocols and allocate resources more efficiently. This study can also help identify areas for improvement in emergency response, such as increasing staffing levels or investing in new technology, in order to improve response times and better serve the community.

Furthermore, this study can help promote trust and cooperation between police officers and community members by demonstrating a commitment to transparency and accountability in emergency response. By involving community members in the study and soliciting feedback on their experiences with emergency response, police departments can demonstrate a willingness to work collaboratively with the community to address public safety concerns. This can help build trust and promote cooperation between police officers and community members, which can ultimately contribute to a safer and more secure community.

### ***Objectives of the Study***

The main objective of this study is to know the emergency response of Baguio City police officers to emergency calls. Specifically, it seeks to answer the following problems:

1. What are the common emergency calls being responded by the different stations of BCPO?
2. What are the factors affecting the response time of police officers to emergency calls?
3. What are the problems encountered during the response of police officers to emergency calls?

### **METHODOLOGY**

**Research Design.** A qualitative descriptive design was employed in this study to describe the different factors and problems affecting the response of Baguio police officers to emergency calls.

**Population and Locale of the Study.** This study was conducted at Baguio City, participated by thirty (30) police officers from the different stations of Baguio City Police Office. The participants were chosen via purposive sampling, the selection criteria of the participants include: three (3) years experience in the field as police officer; and b) were able to respond to emergency calls more than three (3) times.

**Data Gathering Tools.** The main gathering tool used in this study is interview aided by an interview guide. The interview guide questions were formulated based on the data needed and specific objectives of the study related to the topic. The interview guide was organized into three themes of questions. The first part focused on the common emergency calls responded to, the second part explored the different factors affecting the response of the police officers, and the third part centered on the problems encountered during the response of police officers to emergency calls.

**Data Gathering Procedure.** Upon approval of the necessary letters, the researchers proceeded with data gathering. Prior to conducting the interviews, the researchers informed the participants about the objectives of the study. The informed consent process ensured that participants were fully aware of the study's objectives and the conditions of their participation. The decision to use note-taking instead of recording devices may have impacted the quality and accuracy of the data collected, as the researchers had to rely on their ability to accurately transcribe and interpret the notes taken during the interviews. However, the use of note-taking also ensured that participants felt more comfortable and were less likely to be inhibited during the interview. The researchers took steps to minimize potential biases in the data by using a structured interview guide and seeking input from multiple researchers during the data analysis process.

**Treatment of the Data.** The researchers analyzed the data thematically by first transcribing and reviewing the notes taken. They then read through the transcripts multiple times to identify patterns and commonalities in the responses. The researchers developed an initial coding scheme based on the interview guide questions and used it to identify and label segments of data related to the common emergency calls, factors affecting response time, and problems encountered. After initial coding, the researchers engaged in a process of constant comparison to refine and revise the coding scheme, and to identify new codes and themes that emerged from the data. They used a collaborative approach to data analysis, seeking input from multiple researchers to ensure rigor and consistency in the analysis process. The researchers organized the codes and themes into a coding tree or matrix, which allowed them to visually represent the relationships between different codes and themes. Finally, the researchers interpreted the themes and patterns identified in the data, and used them to draw conclusions and make recommendations based on the objectives of the study. This thematic analysis approach allowed the researchers to identify and interpret the complex and nuanced data collected from the interviews, and to gain a deeper understanding of the different factors and problems affecting emergency response in Baguio City.

## RESULTS AND DISCUSSION

This section provides the findings as corroborated, synthesized, and posited by the researchers.

### *Common emergency calls being responded by the different stations of BCPO*

From the data gathered, the common emergency calls being responded are theft, commotion or public disturbances from intoxicated individuals, physical injuries due to drunkenness, vehicular traffic accidents and family matters. Baguio City is a highly urbanized city wherein just like other urban areas in the Philippines, crime continues to remain a significant concern. Police officers receives diverse calls every day. In fact, the records of Philippine National Police (PNP) Directorate for Investigation and Detective Management in 2018 depict that property crimes especially theft, and physical assault were among the most common crimes reported to local authorities (Sanchez, 2021).

Moreover, the said common emergency calls responded by the police officers in Baguio City is comparable to the dispatch calls of police departments in the United States. For instance, New Haven Police Department in Connecticut has vastly dispatches calls that are identified as property crime (residential burglary alarm activation, theft, burglary, stolen auto, and burglary in progress); other crime (criminal mischief / vandalism, threatening / stalking, drug / narcotics complaint, prostitution complaint and weapons complaint); motor-vehicle related dispatches (motor vehicle accident - no injury, parking violations, motor vehicle stop, and motor vehicle accident - minor injury basic life support); dispatches related to mental and physical health (door check / welfare check, person down basic life support, psych/abnormal behavior/suicidal basic life support, emotionally disturbed, and intoxicated person); and other/miscellaneous dispatches for breach / disorderly conduct, domestic dispute, trespass / unwanted person, noise complaint, public hazard and harassment (Breen, 2020). Similarly, Los Angeles Police Department responded to a greater number of traffic accidents and calls recorded as minor disturbances.

Responding to emergency call has been an inherent task in police service where calls are expected to be from serious to minor incidents. In the study of Ashby (2020), police call for service are crime-related calls (assault, burglary, domestic violence including family disputes, robbery, shootings including reports of shots fired, and vehicle theft), order-maintenance calls (disturbances), medical and related calls, and traffic-related calls.

**Theft.** Emergency calls for theft is the most call being responded by the different stations of BCPO to which largely of the respondents have expressly specified pickpocketing and shoplifting. Baguio City offers multiple service industries from economic, education to tourism that enables it to accommodate diverse group of individuals. Hence, theft being commonly called for is likely predictable since this type of incident, specially pickpocketing, is widely spread in nearly any city that caters tourists. Just like Baguio City, tourist attraction cities in Europe such as Barcelona, Madrid, London, Brussels, Amsterdam, Rome, Florence, Paris, Athens, Prague, and Lisbon are all identified dangerous pickpocket havens or hotspots by the European Union Crime Prevention Network (EUCPN). Besides, pickpocketing remains an under-investigated and often an undetected incident in almost all the European Member States (Verleysen, 2017). Correspondingly, the Chief of Police of Baguio City Police Office, himself, way back in 2018 have warned visitors and/or tourists during the grand Panagbenga Festival celebration to be cautious of pickpockets (Casayuran & Terrazola, 2018).

Moreover, although Baguio City Police Office reported a 42 percent decline in crime volume during the pandemic, theft remains to be the most recorded crime incident (Comanda, 2021). Similarly, theft reported to be the highest crime volume in Zamboanga City even if crime incidents vividly have drop off during the pandemic period compared to the pre-pandemic period (Alvarez, et al., 2021).

Nonetheless, theft incident has accounted the greatest percentage of the entire criminal cases in the Philippines in 2018 to which it amounted to 23, 600 (Sanchez, 2021). Thus, theft is commonly reported across the country. Theft is defined under the Revised Penal Code as committed by any person who, with intent to gain but without violence against, or intimidation of persons nor force upon things, shall take personal property of another without the latter's consent.

**Commotions or public disturbances.** Respondents have principally stated commotions and public disturbances due to drunk group of individuals and/or drinking sessions as a common emergency call being responded by the different police stations in Baguio City. Baguio City is known for its nightlife industry where numerous clubs and bars operate serving alcoholic

beverages and playing live bands. Several individuals are patronizing the said establishments; therefore, it is expected that intoxicated groups or individuals lingers the city. Intoxication or alcohol consumption has been linked to have caused aggressive behaviors that likely result to public disturbances such as commotion and nuisances. Research has revealed that any quantity of alcohol consumption interrupts the brain mechanisms that inhibits impulsive behaviors such as aggression. Hence, it can lead to misunderstanding and overreaction to situations (Monico, 2020). Furthermore, studies also show that drinking establishments, primarily bars, are attractor of violence (Roman, et al., 2009). Alike, nuisance behavior related with public drinking and drunkenness such as yelling, littering and urinating is observed in other countries such that of Ghent in Belgium and Trento in Italy (Di Ronco, 2016).

Due to the pandemic, liquor ban has been implemented nationwide. However, cases of violation of such ordinance or order are still reported where commotion is involved. In Cebu City, a soldier was arrested for causing commotion during a drinking session (Mascardo, 2020). Akin, a commotion involving intoxicated individuals that resulted to the arrest of a 25-year-old man after a drinking spree occurred in Poliwes, Baguio City (Public Information Office - City of Baguio, 2020).

**Physical Injuries.** Incidents of physical injuries due to drunkenness has been called for assistance by the citizens in Baguio City as indicated by the respondents. Liquor consumption is often observed during celebrations such as birthdays, graduations and reunions or even without significant events in the Philippines. It has been part of Philippine culture. However, studies reveal that alcohol consumption has been linked with crime commission. In the study of Salas and Hinlo (2019), it was found out that physical injury along with murder has a significant relationship to alcohol consumption. This entails that most likely, physical injuries are consequential of drunkenness. Comparably, drunken fights are also prevalent wherein at least 40% of all emergency hospital admissions are alcohol-related across South Africa (Harding, 2020).

Even in the implementation of nationwide community quarantine, physical injury and theft are the primary crime reported in the Cordillera Region from March 17 to May 23, 2020 (Llanes, 2020). Additionally, Benguet recorded alcohol-related incidents resulting in physical injuries and vehicular traffic accidents as the prominent crime in the province (Agoot, 2020).

**Vehicular Traffic Accidents.** Vehicular traffic accidents are another emergency call often responded by police officers in Baguio City. Baguio City is considered as major access point for public transportation to different provinces and cities. Several transport services such as bus companies, minibuses and vans are situated in the city that convey individuals and goods to Metro Manila, Ilocos Region, Cordillera provinces and Cagayan Valley, and other provinces. Public transportation inside the city is also populated as every barangay within the city and outside the city have its own jeepney line along with the numerous taxi cabs navigating the city. Also, tourist visiting choose to access the city using their private vehicles. Consequently, vehicular traffic accident is probable since there is a high volume of motor vehicles accessing and traversing the city. Furthermore, the city has a mountainous terrain which is prone to vehicular accidents. In fact, vehicular accidents in the Cordillera have accounted to 60 percent of police cases in the region in 2018 (Agoot, 2018).

Nevertheless, human error is the main cause of road accidents in the city to which majority of the road crash involved are private owned vehicle. Regarding this, Colonel Elmer Ragay of Benguet Provincial Police Office has stated that driving in Manila is very different when driving here in the region (Alimondo, 2019). It is implied that drivers of most road crashes involving private vehicles are from the lowlands which obviously has different terrain of that in the city. According to Alimondo (2019), emergency rescuers disclose that some cases of road crash are caused by the unfamiliarity of the driver with the terrain of the road.

Emergency call for vehicular traffic accidents received and responded by Baguio City police officers are also observed in other areas. Metro Manila which has considerably flat terrain has also recorded road accidents. The number of car accidents has doubled from 63,072 incidents in 2007 to 116,906 in 2018 (Kim, 2020). In Great Britain, more than 140 thousand road traffic accidents are reported to police forces each year ("Reporting Road Accidents", 2018).

**Family Matters.** Family matters that include family misunderstanding and domestic violence was also indicated as emergency called to the police by the residents in Baguio but is not as frequent compared to the other incidents. Domestic matters such as disputes and violence is triggered by the effects of lockdown being implemented world-wide as family members are

required to stay at home. The case in the city is alike to the other localities since the PNP Women and Children's Protection Center (WCPC) recorded an increased call for domestic violence during the community quarantine (Servallos, 2020). More than that, this incident is encompassing in other countries since the United Nation appealed to address and to combat the worldwide surge in domestic violence (Taub, 2020). In some EU countries, cases of domestic violence tripled following lockdown (European Parliament, 2020).

### ***Factors affecting the response time of police officers to emergency calls***

The factors affecting the response time of police officers are the following.

**Accuracy of Details Given by the Caller.** Insufficient information about the reported incidents is one of the factor that affects the response of police officers according to the respondents. Callers, due to shock or distraction, most likely stutter and fail to correctly reply questions of police call taker resulting to confusion and prolong time of taking details. Sometimes, callers are impatient and end the call promptly leaving the police officers scarce with important information. In this instance, the role of police call taker is very critical. Wade & Macpherson (2016) have stated that call takers in police agencies are the initial person to whom the public speaks when they call an emergency number that is why they are required to thoroughly interview the caller to gain complete and accurate information that may assist the dispatcher and field units in determining their level of response to the call.

**Distance, Location and Accessibility of the Place of Incident.** The distance, location and accessibility of the place of incident is another itemized factor that affects response of police by the respondents. Baguio City is composed of 129 barangays where many are situated far from the central business district and has land areas that are steep slopes. These condition in the city will give hitches to police responders, thus, affecting their response. The said factor is actually alike even in the past as presented in the study of Pate, et al. (1976). Their study revealed that distance required to respond to a call is a determinant that greatly influences the time required to respond. Even in a recent study, it is shown that the distance between the unit and the location of the incident, and the types of roads between the two locations is a factor that affects the time taken for a response unit to get to an incident (Dunnnett, et al., 2016).

**Understaffing of Police Personnel.** Unavailability of investigators designated to the case being called upon is another factor listed by the respondents that affects the response time of police responders. Understaffing affects the operational capability of a police unit when receiving and responding to an emergency call. Fewer officers addressing calls means having to move quickly between calls. It also means taking calls at priority levels leaving long wait times for citizens with low priority calls ("Consequences of Police Shortages", 2018). Fewer personnel also signify that they have to wait for available personnel before they can respond.

Reduced response time as a consequence of understaffing is visible in the police departments in other countries just in the case of New York Police Department (NYPD) and Austin Police Department in USA. The response time of NYPD lags or takes longer due to defunding and shrunken force (Baht, 2020). For Austin Police Department, they are falling behind in meeting response times to its priority calls due to several factors to include vacancies or low staffing.

**Traffic Congestion.** Traffic congestion is another condition that influences the response of police officers to emergency call. Traffic congestion indeed affects police response time. Road traffic congestion has steered harsh concerns especially in urban areas worldwide in which the delay of emergency vehicles such as ambulances and police cars are of the top consequences (Djahel, et al., 2015) This condition is reflected in the study of Dunnnett, et al. (2016) where traffic conditions along with multiple reasons influences the time of police response.

**Availability of mobile car.** Mobile car is a necessity when responding to emergency call particularly if the location is far from the police station and severe weather condition is hitting. Thus, its availability must be ensured so that police personnel can immediately dispatch and proceed to the identified place of incidents. For this reason, the Philippine National Police has continued to modernize and improve its operational capability. In 2019, 95 units of 4x4 utility vehicles was acquired to fill up mobility assets of provincial and city police offices (Caliwan, 2019). Additional 355 patrol jeep single cab 4 x 2s was also acquired by the agency on 2020 and will be distributed to the different municipal police stations across the country (Caliwan, 2020).



### ***Problems encountered during the response of police officers to emergency calls***

**Uncooperative Victims and Witnesses.** Victims and witnesses have different perspective in pursuing and in helping cases that concerns them that is why the uncooperativeness of the aforementioned as encountered by police responders is probable. In some instances, callers of emergency are not the victim nor closed associate of the victims so they tend to refuse assistance when police officers arrived. A study by Ware (2018) found that previous research supports the idea that crime victims may not report offenses because they lack trust in the police force. This lack of trust may lead to uncooperative behavior from the victims. Additionally, Mo-yin's (2014) study on the current situation and problems faced by victims of crime in Hong Kong found that police officers often encounter uncooperative victims of crime. There are many reasons why a victim may be uncooperative, including fear of revenge, fear of losing care, fear of publicity, lack of confidence in the government or police, lack of knowledge regarding available assistance, embarrassment, incapacitation, relationship with the offender, complicated investigative and legal procedures, and re-traumatization. These findings suggest that building trust and improving communication between the police force and the community is critical to promoting cooperation and improving emergency response.

On the other hand, individuals who witness the incident do not also cooperate because they are either preoccupied and don't want to be troubled or simply have no concern in the case. According to International Association of Chiefs of Police, witness reluctance to volunteer information or cooperate in any way with the police may be related to the belief that great inconvenience will occur by becoming involved in a police investigation and subsequent court proceedings (Anon, 1979).

**Insufficient Personnel.** Manpower unavailability is also indicated as a problem encountered during police response to emergency call. Respondents noted that insufficient personnel due to absences of specific personnel result to having many tasks of a single personnel at the same time. Multiple tasks as a result of insufficient personnel renders reduced attention and diligence to the tasks creating either one or two task undone or inadequately done. This problem having encountered during the response of police officers to emergency calls is a problem in most countries. In Netherlands, heavy workload is being experienced by the police as a result of shortage of police personnel ("Understaffing and Heavy Workload", 2020). The same with India, there is a vast scarcity of police officers. The scarcity ends in overburdening of work which reduces the effectiveness and efficiency of the police personnel and triggers psychological distress that contributes to various crimes committed by the policemen (Kushwah, 2018).

In Malaysia, throughout the country's 791 police stations, more than 500 are facing a shortage of workforce which is a contributing factor to the increasing number of policemen deciding for early retirement ("More than 500", 2018).

**Presence of Bystanders Crowding the Area.** The crowding of bystanders in the place of incidents is also an experienced problem by the police responders. Bystanders tend to flock and gather whenever an incident happens either to take photos and/or videos of the incidents or to merely observe out of curiosity. Worst case is that they refuse to help the victim/s or to intervene prior to the arrival of police assistance. Accordingly, the greater the number of people present is the less likely people are to help a person in distress during an emergency situation. Onlookers are more likely to take action if there are few individuals (Cherry, 2020). This impression actually transpired way back in 2009. More or less 20 individuals watched a 15-year-old girl brutally assaulted and raped outside a homecoming dance in Richmond, California. The ferociousness of the violence was appalling but what was even more dreadful was the fact that so many people witnessed the attack and yet failed to intervene or call police. Some of the bystanders reportedly even laughed and took photos of the assault with their mobile phones (Schrader, 2009).

**Delayed arrival of EMS/ambulance.** Police responders to emergency call have experienced the late arrival of ambulance as indicated by the respondents. Police officers responding can apply first aid to victims, however, the predicament arises when there is a need to transport the victim to the hospital and multiple victims with serious injuries are involved that is why emergency medical service is called. Nevertheless, this problem is encompassing in the whole country since the average response time of Emergency Medical Services Systems (EMS) which is 15 to 30 minutes falls below the international standard which is 8 minutes due to multiple factors such as distance of location, traffic condition, time of day, ambulance speed, and dispatch time (Estember, Isip, & Misal, 2019).



**Dangerous/armed suspect.** Police responders have also experienced facing suspects that are armed and/or dangerous. Responding to an emergency call specially if it is a crime in progress certainly has the presence of suspect/s. Danger is customary in the police service and that confronting armed and/or dangerous individuals is part of the nature of police work. In the study of Morin, et al (2017), 33% of all officers say they have scuffled or clashed with a suspect who was resisting arrest and that 27% have discharged their service firearm while on duty at some point in their career.

**Severe Weather condition.** Severe weather condition is listed by the respondents as an encountered problem by police responders to emergency calls. Severe weather condition such as typhoons are typical in the country and Baguio City has been experiencing moderate to severe rainfall. Severe rain and wind hamper the mobility of police responders, especially if the location of incident is far from the location of police. As shown in the study of Obradovich, Tingley & Rahwan (2018), adverse weather conditions reduce police oversight for crime and vehicular crashes. In no tropical countries, seasonal inclement weather is fairly experienced. Inclement weather such as snow, rain, fog, ice and freezing rain has affected several roadway activities to include police operations in USA (Transportation Research Board and National Research Council, 2004).

**Time Pressure.** Time pressure is a psychological stress that arises when a person has less time available than is necessary to complete a task (Davis, 2016). The aforesaid is another encountered problem identified by the police officers in the different police stations. Police officers naturally consider to respond immediately whenever an emergency call that requires instant action. Furthermore, callers demand speedy response time whenever they seek police assistance. Hence, the thought of the time between the call and dispatch to the arrival at the scene has pressured police responders. Nonetheless, time pressure comprises one of the most critical problems during emergency situations (Almasri & Achermann, n.d.).

**Difficulty in Locating the Area of Incident.** Locating the area of incident is among the encountered problems by police responders. Most often the not, the place of assignment or place of recruitment of police officers are not their actual residents, thus, they are unfamiliar of their area of responsibility making it difficult for them to find the place of incident. This problem was somehow addressed recently when Gen. Camilo Cascolan pushed for the localization of the assignment of police personnel. Nevertheless, it is stated under Section 63 of Republic Act 8551 that PNP members with the ranks of Patrolman/woman up to Police Executive Master Sergeant shall be assigned to the city and municipality of their recruitment and/or place of residence or if not possible, to the closest municipality, province or regions to his residence (Caliwan, 2020).

More than that, emergency services in the PNP is not equipped with technology or system that aid in locating place of incidents. Police responders heavily rely on the address given by callers. In United Kingdom, a lot of police forces and emergency services are using new location technology that provide a browser map site where they can see the precise location of incidents. The system has already been used to successfully locate a hostage who didn't know where they were, respond to rural road accidents and find a lost child (Shah, 2019).

## Conclusions and Recommendations

### Conclusions

The findings of this study have significant implications for improving emergency response in Baguio City. By identifying the common emergency calls, factors affecting response time, and problems encountered during emergency response, this study provides insights into the complex and multifaceted nature of emergency response in Baguio City. Policymakers and other stakeholders can use this information to develop more targeted and effective emergency response plans that are tailored to the specific needs of the community.

## Recommendations

Based on the findings of the study, the following are the recommendations:

1. Develop community engagement and education programs: Policymakers and other stakeholders can develop community engagement and education programs aimed at promoting trust and cooperation between police officers and community members. These programs can educate the public on the importance of working together during emergency situations and the role of the police force in ensuring public safety.
2. Increase resources and personnel: Policymakers should allocate more resources towards hiring additional police personnel and emergency response equipment to increase the capacity of the police force to respond to emergency situations. This can help to address the issues of understaffing of police personnel and the availability of mobile cars.
3. Improve communication and coordination: Policymakers and other stakeholders can work towards improving communication and coordination between police officers, EMS/ambulance personnel, and other relevant stakeholders to ensure that help arrives on time. This can help to address the issues of delayed arrival of EMS/ambulance, time pressure, and difficulty in locating the area of incident.
4. Enhance emergency response protocols: Policymakers and other stakeholders can work towards enhancing emergency response protocols by providing police officers with the necessary training and equipment needed to handle difficult situations, such as dangerous/armed suspects or severe weather conditions. This can help to address the issues of uncooperative victim/s and individuals, dangerous/armed suspect severe, and weather condition.

## BOOKS

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