

ASSESSMENT OF THE EMERGENCY HOTLINE FOR CRIME REPORTING AND COMMUNITY SAFETY IN BARANGAY LIBTONG, MEYCAUAYAN CITY

ABSTRACT

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Emergency hotlines connect communities with authorities during crimes, accidents, and other urgent incidents. Barangay Libtong, Meycauayan City, operates an emergency hotline to assist residents seeking immediate help. However, delayed responses, limited public awareness, and coordination concerns may reduce its effectiveness. This study assessed the hotline in terms of public awareness, responder support, response time, crime reporting, and community safety. The study used a descriptive research design involving 80 respondents: 50 community residents, 20 barangay officials, and 10 police officers involved in emergency response and community safety. A structured questionnaire measured hotline awareness, support-team effectiveness, and emergency response time. Researchers personally distributed and collected the questionnaires. Data were analyzed using frequency, percentage, weighted mean, and the Kruskal–Wallis H test. Most respondents were 18–25 years old, predominantly male, married, and at the college level or college graduates. Respondents strongly agreed that they were aware of the emergency hotline and recognized its importance in crime reporting. They also agreed that barangay officials and police officers responded to emergency calls. Operator training and police response received comparatively lower ratings, and some respondents reported delays and communication difficulties despite the hotline's accessibility and usefulness. The findings indicate that the emergency hotline supported crime reporting and community safety in Barangay Libtong. Improvements in operator training, responder coordination, and public awareness may enhance its operation, strengthen community trust, and support peace and order.

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