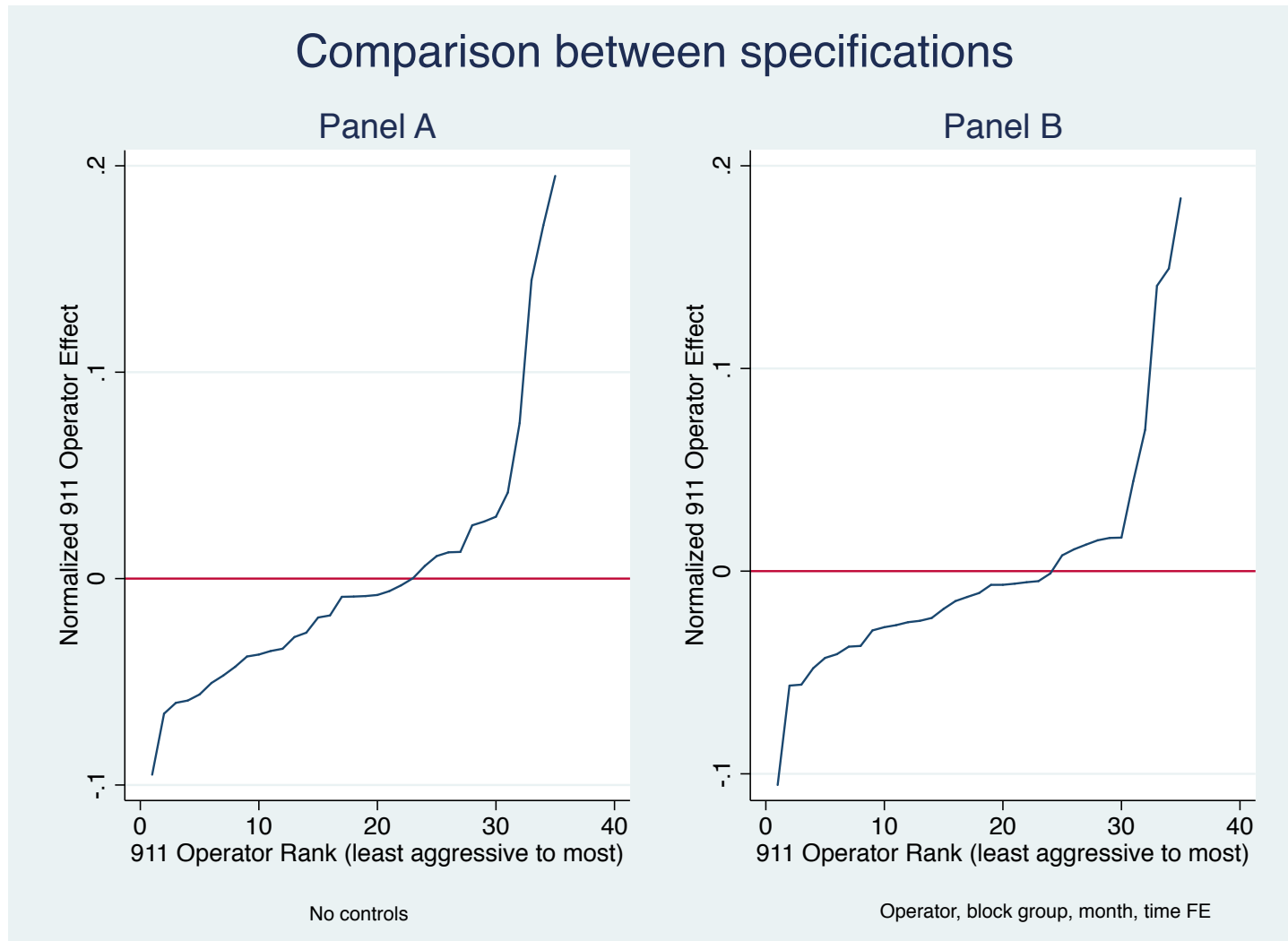
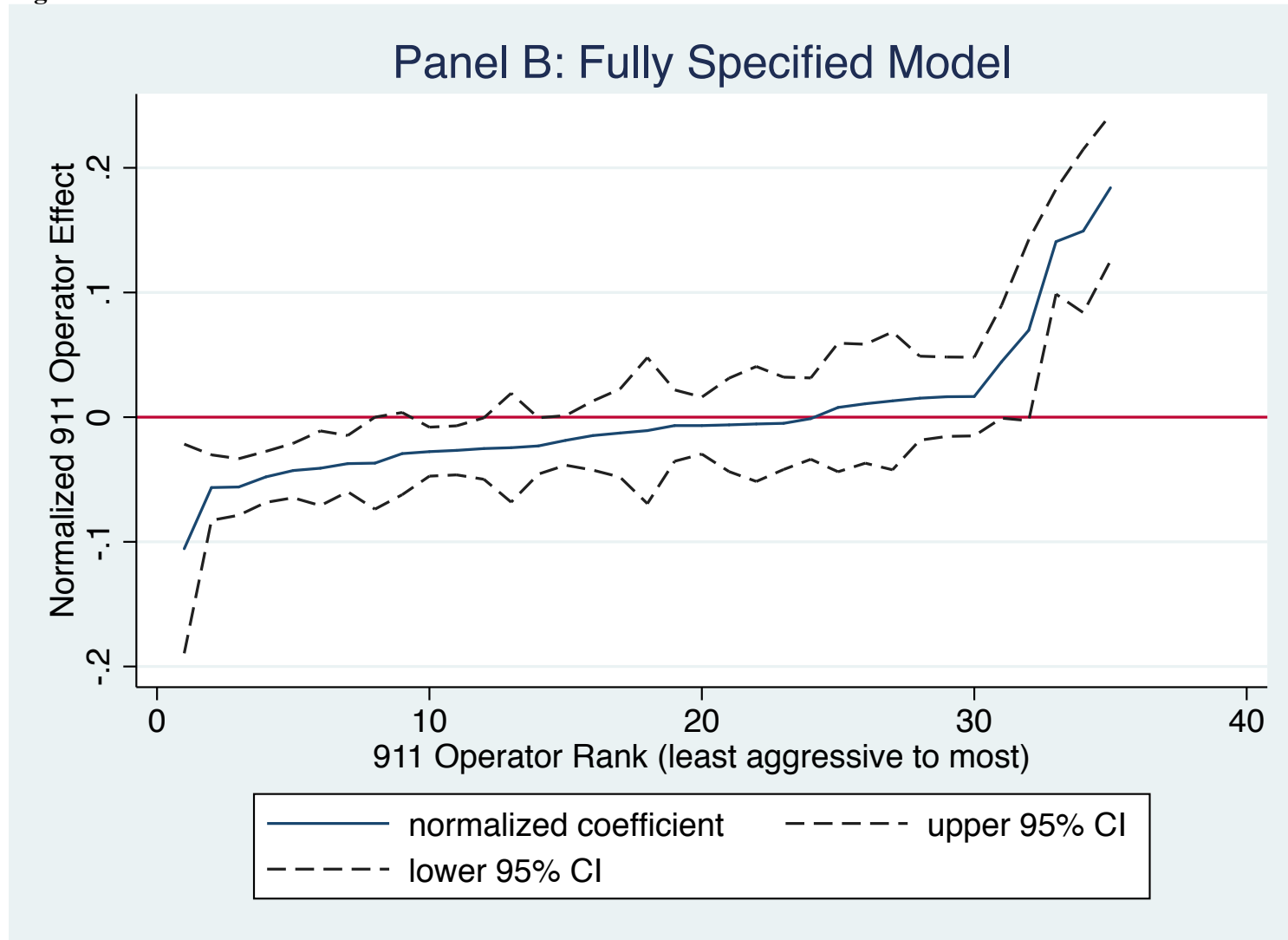


Figure 1



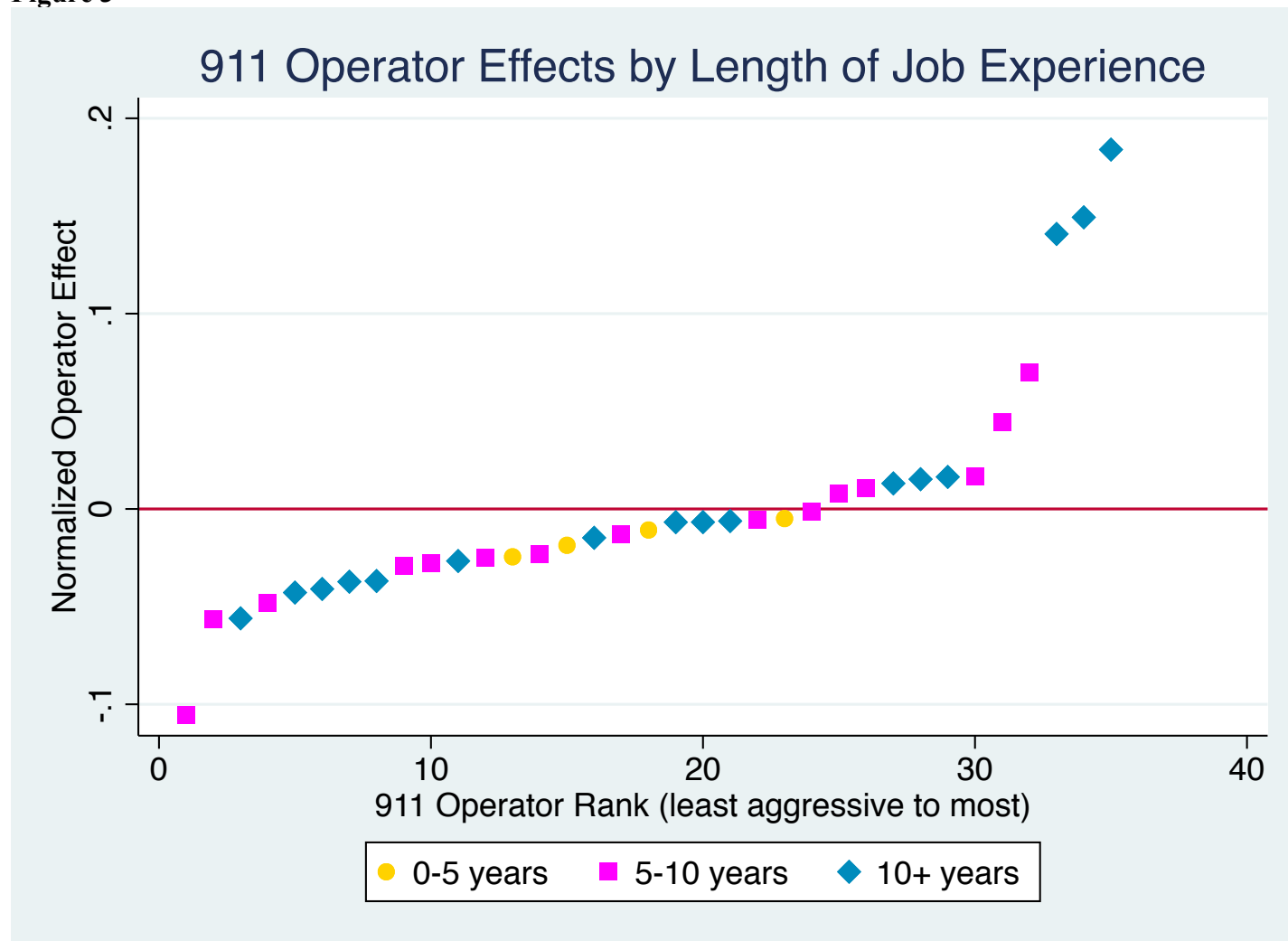
Notes: Panel A plots the normalized fixed effects for each of the 35 call-takers. The fixed effects are obtained by running a regression model with no controls, and then adding operator fixed effects, block-group fixed effects, and month and time fixed effects (see equation (1)), and normalized following the procedure described in equation (2). Panel B plots the fully specified model's fixed effects along with 95 percent confidence intervals. Figures follow from Lacetera et al., (2016) approach.

Figure 2



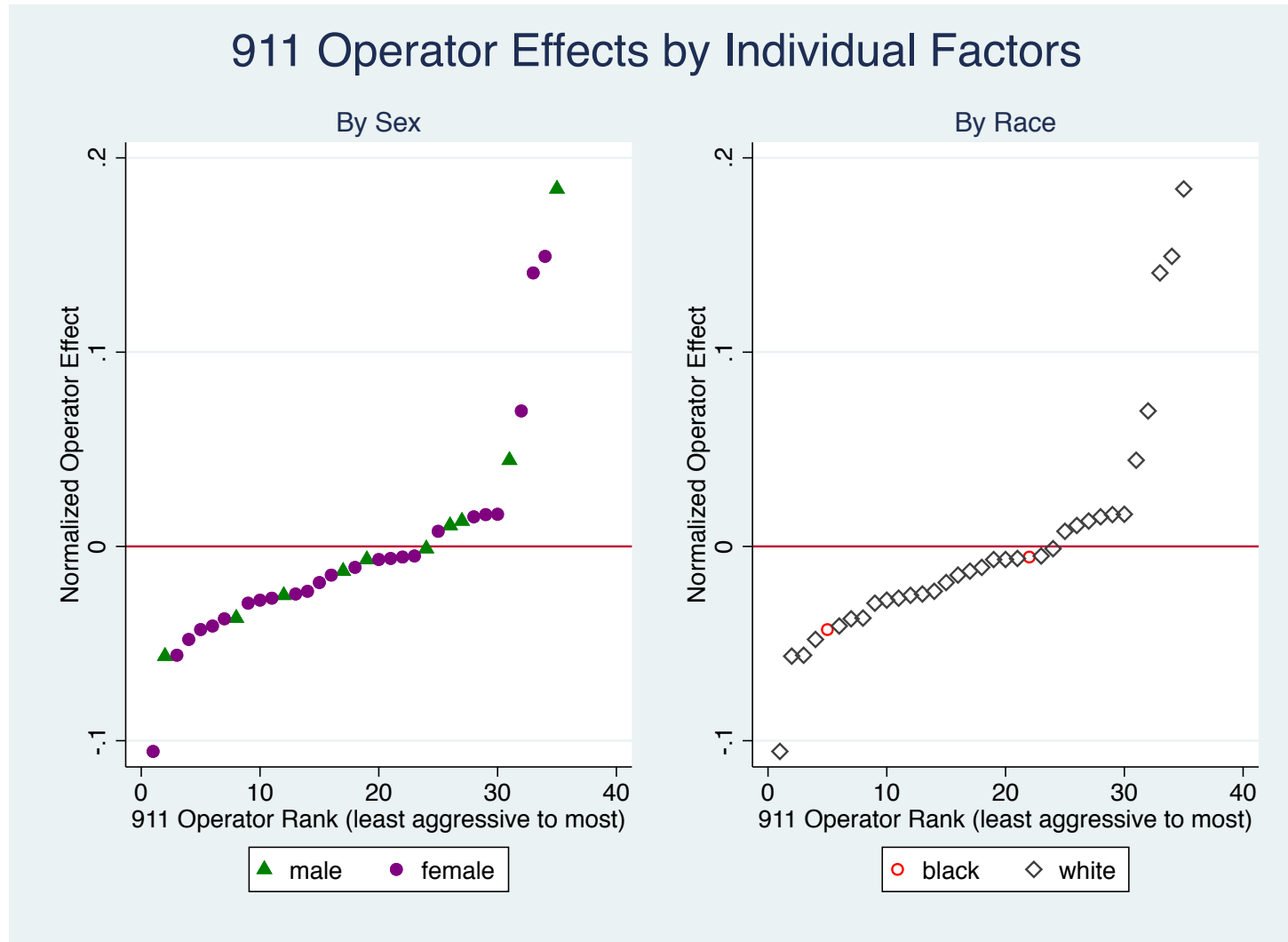
Notes: Panel B plots the normalized fixed effects for each of the 35 call-takers along with 95 percent confidence intervals. The fixed effects are obtained by running a regression model with operator fixed effects, block-group fixed effects, and month and time fixed effects (see equation (1)), and normalized following the procedure described in equation (2).

Figure 3



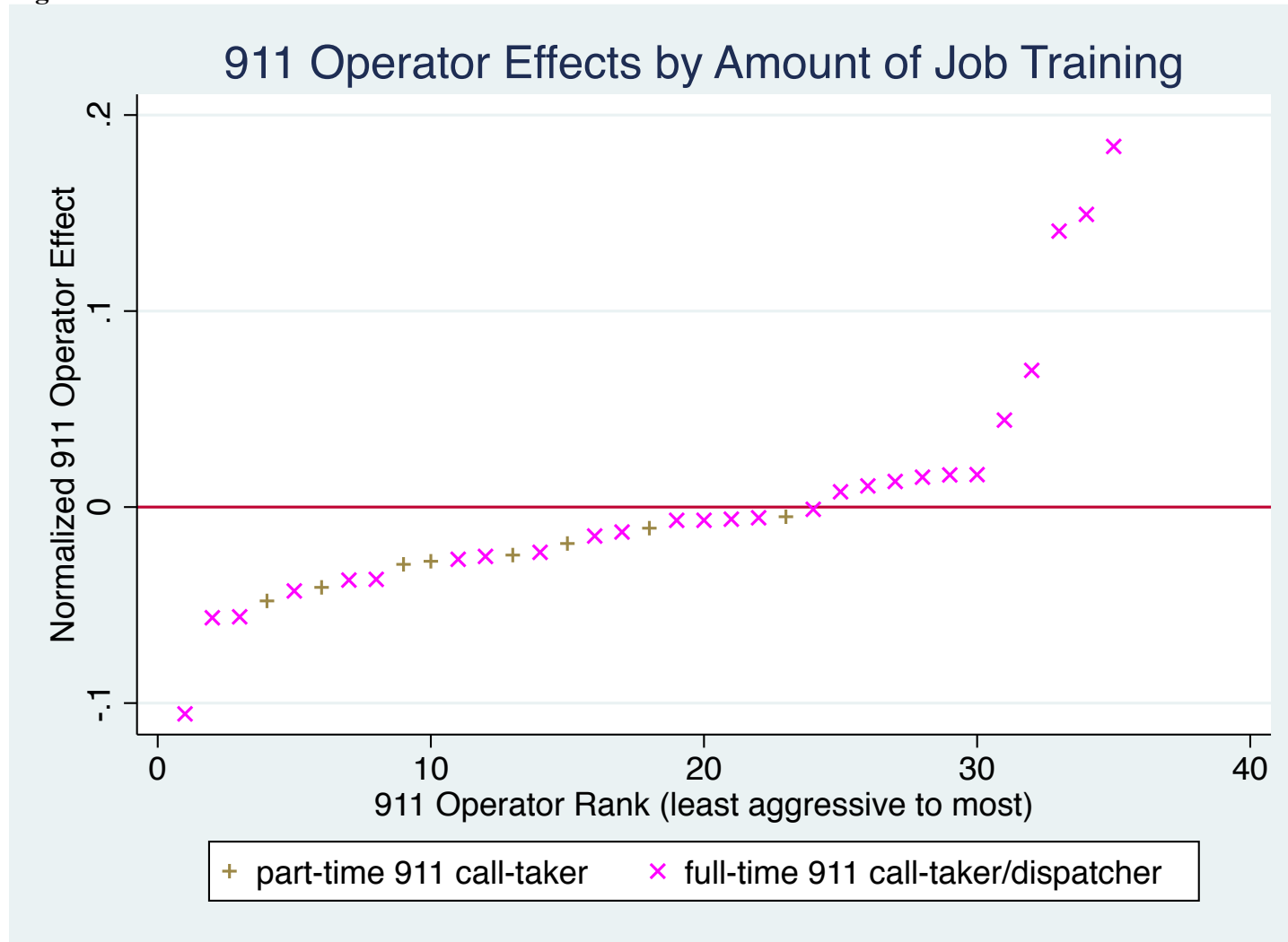
Notes: The estimated call-taker fixed effects are from the fully specified regression model with operator fixed effects, block-group fixed effects, and month and time fixed effects and differentiate operators by part-time or full-time employee status.

Figure 4



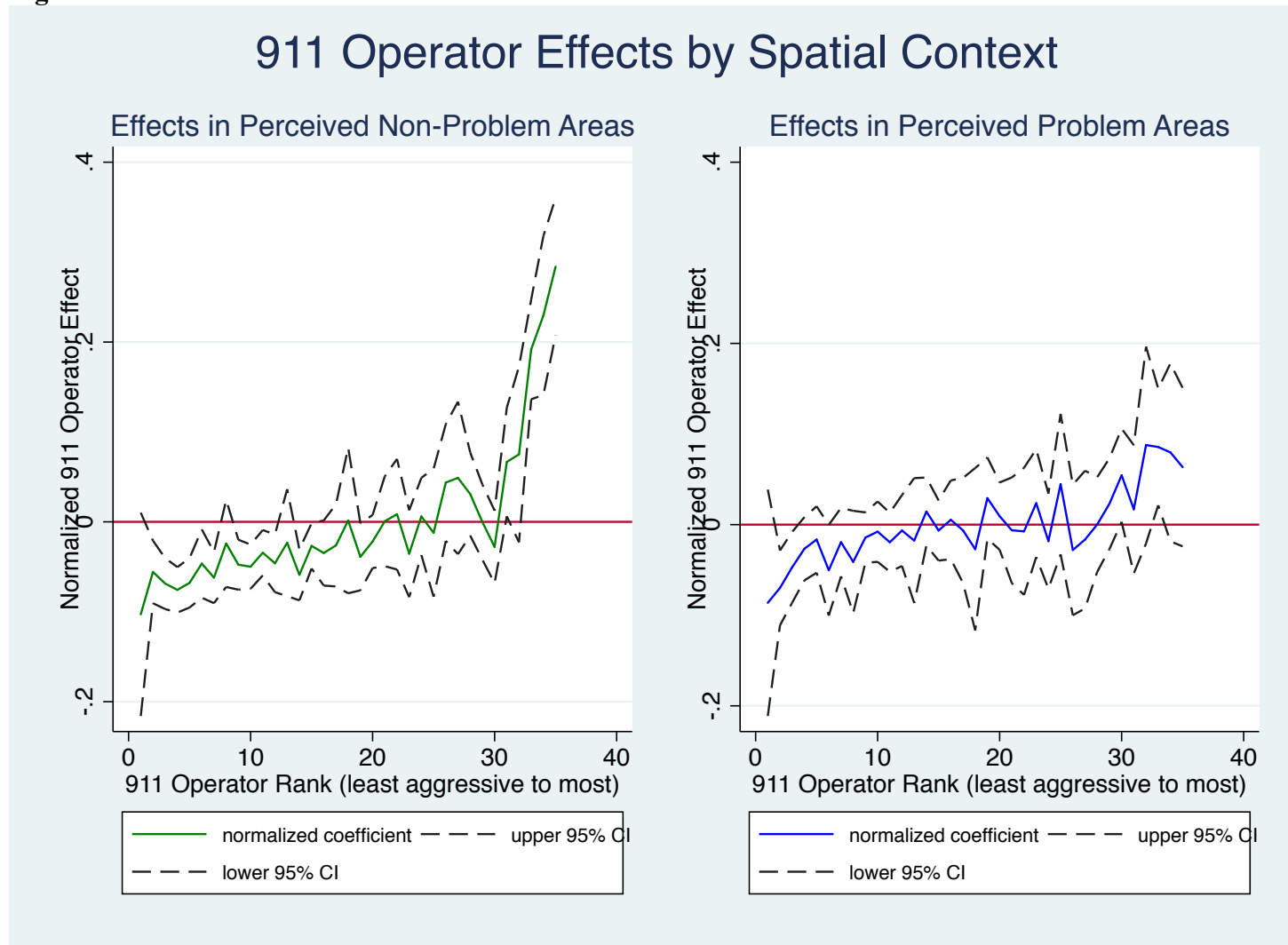
Notes: The estimated call-taker fixed effects are from the fully specified regression model with operator fixed effects, block-group fixed effects, and month and time fixed effects and differentiate operators by part-time or full-time employee status.

Figure 5



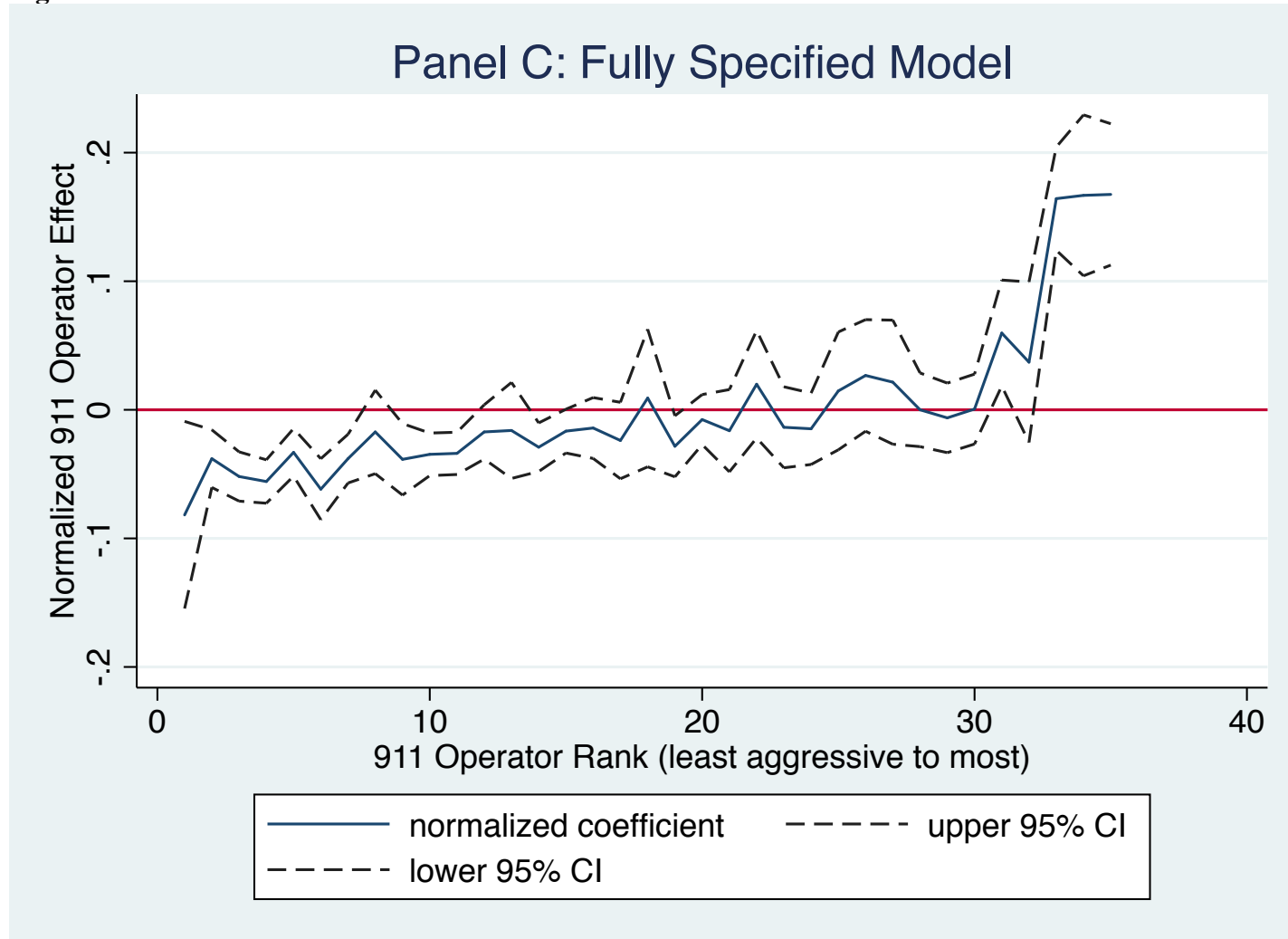
Notes: The estimated call-taker fixed effects are from the fully specified regression model with operator fixed effects, block-group fixed effects, and month and time fixed effects and differentiate operators by part-time or full-time employee status.

Figure 6



Notes: The estimated call-taker fixed effects are stratified by spatial context. The coefficients come from the fully specified regression model with operator fixed effects, block-group fixed effects, and month and time fixed effects *within* perceived non-problem block groups on the left panel and then *within* perceived problem block groups on the right panel.

Figure 7



Notes: Panel C plots the normalized fixed effects for each of the 35 call-takers along with 95 percent confidence intervals on the likelihood of a police officer classifying an incident high-priority. The fixed effects are obtained by running a regression model with the outcome being whether or not the police classified an incident as high-priority on operator fixed effects, block-group fixed effects, and month and time fixed effects.