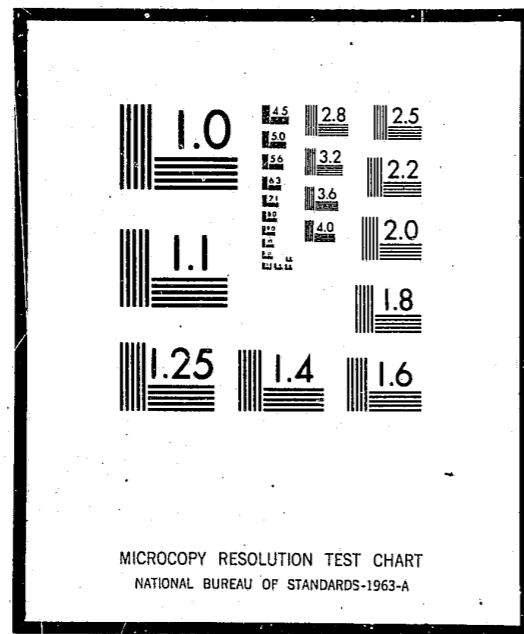


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Report of a Survey

THE EFFECT OF PAC-TAC ON
COMMUNITY ATTITUDES TOWARD THE POLICE
IN ROCHESTER, ~~NEW YORK~~ - Report of a Survey
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Police and Citizens-Together Against Crime (PAC-TAC) was a special demonstration program of the Rochester Police Department, Rochester, New York, funded by the Law Enforcement Assistance Administration under the auspices of the Rochester-Monroe County Criminal Justice Pilot City Program.

This report on community attitudes toward PAC-TAC represent part of the overall evaluation of the PAC-TAC program.

NBO 73-118

Submitted to:
City of Rochester
Rochester, New York

July 1, 1974

STOCHASTIC SYSTEMS RESEARCH CORPORATION
One East Main Street
Rochester, New York 14614

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TABLE OF CONTENTS

	Page Number
List of Figures	iv
List of Tables	v
Acknowledgements	viii
1.0 EXECUTIVE SUMMARY	1
2.0 FINDINGS	7
2.1 Introduction	7
2.1.1 Mode of Presentation	7
2.1.2 Errors and Significance	8
2.2 Public Knowledge of and Contact with PAC-TAC	10
2.2.1 Summary of Findings	10
2.2.2 Discussion	10
2.3 Public Reaction to the PAC-TAC Concept	13
2.3.1 Summary of Findings	13
2.3.2 Discussion	14
2.4 Community Attitudes Toward the Police	20
2.4.1 Summary of Findings	20
2.4.2 Discussion	22
2.5 Other Issues	38
2.5.1 Summary of Findings	38
2.5.2 Discussion	39
2.6 Demographic Profile of Respondents	44
2.6.1 Summary of Findings	44
2.6.2 Discussion	44

	Page Number
3.0 PROCEDURES	48
3.1 Background	48
3.1.1 The PAC-TAC Program	48
3.1.2 Unusual Requirements on this Survey	49
3.2 The Survey Design	52
3.2.1 Objectives and General Framework	52
3.2.1.1 Objectives	52
3.2.1.2 General Design	54
3.2.2 Design of the Survey Instrument	56
3.2.3 The Neighborhoods in the Survey	63
3.2.3.1 Choice of Neighborhoods for Inclusion	63
3.2.3.2 Narrative Description of the Areas Surveyed	67
3.2.4 Selection and Training of Interviewers	70
3.2.5 Selection and Size of Sample	72
3.2.5.1 Sample Selection Methodology	72
3.2.5.2 Size of the Sample	74
3.3 Administering and Analyzing the Questionnaire	77
3.3.1 The Interview Procedure	77
3.3.2 Response Rates	81
3.3.3 Quality Control	84
3.3.3.1 Control Procedures	84
3.3.3.2 Basic Quality Control Methods Employed	85
3.3.3.3 Missing Data	86
3.3.4 Analysis of Data	87
3.3.4.1 Preparation of Data for Keypunch	87
3.3.4.2 Tabulations	90

	Page Number
4.0 APPENDICES	93
A. The Interview Schedule	93
B. Interview Control Sheet	106
C. Interviewer Agreement	107
D. The Kish Tables	108
E. Letter to Respondents	109

LIST OF FIGURES

	Page Number
Figure 1. Frequency of Positive Adjectives Checked, Whites	32
2. Frequency of Positive Adjectives Checked, Nonwhites	33
3. Frequency of Negative Adjectives Checked, Whites	34
4. Frequency of Negative Adjectives Checked, Nonwhites	35

LIST OF TABLES

	Page Number
Table 2.1. Typical Standard Errors in the Study, for a Percentage of 50 Percent.	9
2.2. Frequency of Sighting of PAC-TAC Teams in Own Neighborhood, All Beats.	11
2.3. Reaction to Continuing and Extending the PAC-TAC Program, in Percent.	14
2.4. Which Type of PAC-TAC Patrol Would You Like to See Added to Your Neighborhood?	15
2.5. Percentage of Persons Answering "Yes" or "A Little" to Questions on Improved Crime Conditions Resulting from PAC-TAC.	16
2.6. Approval/Disapproval of the Way PAC-TAC Team Members Do Their Jobs (Percent). (Regular PAC-TAC Beats Only.)	18
2.7. How Important is it for the PAC-TAC Civilian or Police Officer to be Assigned to the Same Area without Rotation? (In Percent)	19
2.8. How Important is it for the PAC-TAC Civilian to Live in the Area He Patrols? (In Percent)	19
2.9. How Good a Job are the Police Doing in This Part of Town? (Percent)	23
2.10. How Would you Rate the Overall Performance of Police in This City? (Percent)	23
2.11. Is Police Service in This Neighborhood Getting Better or Worse? (Percent)	25

	Page Number
2.12. Do People in This Neighborhood Trust and Respect the Police? (Percent)	26
2.13. Do You Trust the Police to Discipline Themselves? (Percent)	27
2.14. Percentage of Persons Reporting an Unpleasant Experience with Police.	28
2.15. Percentage of Persons Reporting a Pleasant Experience with Police.	29
2.16. The Adjective Checklists.	30
2.17. Most Frequently Chosen Positive Adjectives, in Descending Order of Frequency.	31
2.18. Most Frequently Chosen Negative Adjectives, in Descending Order of Frequency.	36
2.19. How Serious is the Problem of Teenage Behavior in this Part of Town? (Percent)	39
2.20. How Unsafe is it to be on the Streets in this Neighborhood after Dark? (Percent)	40
2.21. Are You Satisfied or Dissatisfied with the Quality of Life in Rochester? (Percent)	41
2.22. How Good is this Part of Town to Live In? (Percent)	41
2.23. Are You Considering Moving? (Percent)	42
2.24. Employment Status of Respondents. (Percent)	43
2.25. Age Distribution in the Sample. (Percent)	45
2.26. Racial Composition of the Sample. (Percent)	45
2.27. Income Distribution in the Sample. (Percent)	46
3.1. Identification of the PAC-TAC Beats and the Beat-Control Pairs.	46

	Page Number
3.2. The "Second-Priority" List.	65
3.3. Areas Included in Survey--The "First Priority" List.	66
3.4. Number of Interviews Obtained, First-Priority List.	75
3.5. Standard Error Expected in a Measured Proportion of 50 Percent.	76
3.6. Summary Response Data	82

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1.0 EXECUTIVE SUMMARY

1.0 EXECUTIVE SUMMARY

PAC-TAC is an experimental police foot patrol program involving the use of policemen-civilian teams. The concept was developed jointly by the Rochester Police Department and the Rochester-Monroe County Criminal Justice Pilot City Program, and was funded from July 1, 1973 through March 30, 1974 by a discretionary grant from the Law Enforcement Assistance Administration. The survey reported here was part of the evaluation of PAC-TAC specified in the grant.

Survey results are based on 589 interviews in ten PAC-TAC beat areas and five control areas. Data were collected from March 1, 1974 through May 15, 1974 from a simple random sample of neighborhood residents 18 years of age or older. Extraordinary precautions were taken to insure the rights of privacy of respondents, and refusals to participate in the survey were honored without question. Contacts were made with 68 percent of units listed for the sample; of these, 89 percent resulted in interviews.

The survey was oriented towards obtaining information on the success of the program and whether it should be continued. The major objectives were therefore:

- To obtain data on citizens' attitudes towards, and perceptions of, the PAC-TAC idea
- To obtain data on citizens' attitudes toward the police in general, and the way they are doing their job
- ✓ --To look for evidence that the presence of PAC-TAC had modified attitudes toward police.

A secondary objective was to gather additional data to permit the Pilot City program to analyze underlying causal relationships between sociological factors and attitudes towards authorities. These data were collected but are not analyzed in this report, since the present study is oriented towards policy issues.

The major results are as follows:

Public Knowledge of and Contact with PAC-TAC

The PAC-TAC presence is visible to a majority of residents of the areas patrolled, but few people report instances of personal contact with the teams.

More than two-thirds of the respondents citywide claim some knowledge of the program, and 60 percent of the residents of the areas patrolled report seeing the PAC-TAC teams at work at least once. However, less than 6 percent of the beat residents report ever having discussed a matter of concern to them with the PAC-TAC team. Only 11 percent of residents in the beats claim any acquaintance with the PAC-TAC civilian on the team, and only 7 percent report acquaintance with the police officer.

Public Reaction to the PAC-TAC Concept

Rochester residents are overwhelmingly in favor of continuing and expanding the PAC-TAC program. They specifically approve the notion of a civilian

participating in the foot patrol team. Residents generally have high expectations that the program will make their neighborhoods safer, although they appear to be somewhat less sanguine about PAC-TAC's impact after having seen the program in operation.

Almost 90 percent of respondents wish to see the program continued and expanded; by more than four to one they prefer a police-civilian team to an officer alone. A majority of respondents believe that PAC-TAC has made, or would make, the streets safer, keep their possessions safer against burglars and vandals, and improve police-youth relationships. Of these three indicators, respondents are least convinced of the impact of PAC-TAC on youth. Persons in neighborhoods without PAC-TAC judge the potential impact of the program on street safety to be greater than the actual impact perceived by persons in the PAC-TAC neighborhoods, suggesting that expectations have been higher than perceived accomplishments in making the neighborhoods safer. More than 90 percent of respondents say they would possibly ask PAC-TAC teams to watch their houses when they are away on vacation.

Probably because of the low level of contact between residents and PAC-TAC team members, about half the respondents express no opinion about how the police and civilian members of the PAC-TAC teams go about doing their jobs. Respondents do, however, express a marked preference for a policy of not rotating team members too frequently in and out of neighborhoods, and a less strong but significant preference for civilian team members to be residents of the areas they patrol.

Community Attitudes Toward The Police

The data collected in this survey provide no evidence that the presence of

PAC-TAC in certain neighborhoods since mid-1973 has modified the attitudes of residents in those neighborhoods, compared to residents of non-PAC-TAC neighborhoods. There were some differences between the attitudes held by whites and nonwhites, although these were not as great as might be expected.

The majority of respondents, both white and nonwhite, report neutral-to-favorable attitudes toward the police. Although nonwhites are less favorable than whites, a substantial majority of both rate the overall performance of the police satisfactory or better. Respondents tended to rate police performance in their neighborhoods better than performance citywide. Trust and respect for police is higher among whites than nonwhites, but in both groups a majority is at least moderately trustful. Fewer nonwhites report pleasant experiences with police than whites, but the same percentage of both groups report having unpleasant experiences. The general picture of the Rochester police officer which emerges is that of a competent person "just doing his job," but who is occasionally quite unpleasant. This view is shared by both whites and nonwhites.

The most significant numerical data are summarized as follows: 26.4 percent of white respondents rated police service in their neighborhoods as average and 56.6 percent rated it good or excellent, yielding an overall non-negative rating among whites of 83.0 percent. Among nonwhites, 29.5 percent rated neighborhood police service average and 46.4 percent good or excellent, yielding a nonnegative rating of 75.9 percent. In rating police performance citywide, 87.5 percent of whites and 78.4 percent of nonwhites gave nonnegative responses, but in both groups about 50 percent rated citywide performance as only average. Half of both groups saw no change in the quality of police service in recent years, about 25 percent saw it improving, and about 5 percent saw a degradation.

Among whites, 56.0 percent of respondents said that everyone or many people in their neighborhoods trust and respect the police; only 42.8 percent of nonwhites agreed. Among whites, 9.1 percent said that few or none of the neighborhood residents trust the police; 23.7 percent of the nonwhites agreed. Similarly, 68.6 percent of whites and 40.9 percent of nonwhites felt the police could be trusted to discipline themselves, while 11.8 percent of whites and 23.6 percent of nonwhites believed that this was not the case.

About the same fraction (less than 20 percent) of white and nonwhite respondents said they had had unpleasant experiences with the police in the last two years. However, 43.4 percent of whites, compared to 27.5 percent of nonwhites, reported pleasant experiences. Respondents were also presented with sets of positive and negative adjectives and asked to select those which applied to many policemen. Both whites and nonwhites tended to select the same adjectives most frequently. The picture painted by the adjectives is that of a task-oriented person performing his job effectively, but who is sometimes disagreeable. Interestingly, whites selected the negative adjective "prejudiced" more frequently than nonwhites.

Other Issues

One-third of the respondents found the problem of teenage behavior "very" or "pretty" serious in their parts of town, while 57.8 percent classed the problem as "not too serious" or "not serious at all." More than 40 percent of respondents said the streets in their neighborhood were "unsafe" or "extremely unsafe" after dark. While 20.8 percent said they were "safe" or "quite safe," 34.9 percent said the streets were slightly unsafe but not enough to keep them from going out at night.

A majority of both whites and nonwhites stated that they were satisfied with the quality of life in Rochester, but a greater proportion of whites than nonwhites (74.6 to 63.6 percent respectively) expressed satisfaction.

Forty-six percent of respondents classified their neighborhoods as excellent to good, with only 13.9 percent finding them undesirable or very undesirable. There were no significant differences between whites and nonwhites in this regard.

Approximately one-third of respondents said they were definitely or "maybe" considering moving. Of these, 37.2 percent were considering a home elsewhere in the city. 23.9 percent in the suburbs, and 20.4 percent out of the area.

Of all respondents, 55.3 percent reported renting their dwelling. Eighty-eight percent of respondents had their own telephones.

Approximately half the respondents said they were working full-time. About four times as many nonwhites as whites (26.1 and 6.9 percent respectively) reported they were unemployed or laid off.

2.0 FINDINGS

2.1 Introduction

2.1.1 Mode of Presentation

In order to facilitate comprehension by busy nonspecialist readers, the findings have been organized according to how they bear on four major sets of PAC-TAC-related issues:

1. Public knowledge of and contact with PAC-TAC (Section 2.2)
2. Public reaction to the PAC-TAC concept (Section 2.3)
3. Community attitudes toward the police; evidence of PAC-TAC's influence on these attitudes (Section 2.4)
4. Other issues (public perception of street safety, teenage behavior, satisfaction with quality of life, employment data; Section 2.5)

In addition, Section 2.6 presents a thumbnail demographic profile of the respondents.

Within each section there is first an italicized summary of findings with critical numerical data. Following the summary is a more detailed discussion of findings with numerical data presented in tabular form. The data are almost all in the form of percentages of respondents selecting certain answers to questions. For reasons described more fully in Section 3.0, the

data have been analyzed primarily in terms of results from the aggregate of beat areas, the aggregate of control areas, and the total sample. Many questions relating to attitudes have also been analyzed by race of respondent. Since the data are most meaningful in the form of the aforementioned aggregates, results from each individual beat or control area are in many cases not shown in this report. However, such data are available (see Section 3.3.4.2 for a list of all the tabulations made).

2.1.2 Errors and Significance

This study is based on a simple random sample of 589 respondents in selected PAC-TAC beat areas and in control areas. We assume, in the absence of evidence to the contrary, that no constant errors exist in the data. For such a sample the "design effect" should be close to unity. Also, virtually all the data are in the form of proportions. Under these circumstances the standard error of the estimate of any sampled quantity is easy to calculate:

$$\text{s.e.} = \sqrt{pq/n}$$

where p=estimate of percentage, q=1-p, and n=number of cases in the sample. For this reason, the standard errors have generally not been quoted throughout the text. However, n is listed in all tables of results, so that the interested reader may reconstruct the standard errors for himself.¹ Typical standard errors in the study for a percentage of 50 percent are shown in Table 2.1.

Errors become critical in assessing the significance of differences in results from different subgroups in the sample. In our study there is no overlap between the major comparison subgroups (beats vs. controls, whites vs. nonwhites).

¹Some variation in the n will be noted from table to table. This is due to missing data (selective refusals by respondents), which varies from question to question, and to the use of the "short form" (see Section 3.2.2) in seven percent of the interviews.

Therefore the standard error in the difference between two percentages p_1 and p_2 is simply

$$\text{s.e. (difference)} = \sqrt{(\text{s.e.})_1^2 + (\text{s.e.})_2^2}$$

Table 2.1. Typical Standard Errors in the Study, for a Percentage of 50 Percent.*

Single area (n=35)	8.5 percent
Aggregate of beats (n=352)	2.7
Aggregate of controls (n=237)	3.3
Aggregate of whites (n=420)	2.4
Aggregate of nonwhites (n=120)	4.6
Total sample (n=589)	2.1

*The n's are typical values for the aggregate in question.

In this study we have adopted the .05 level as the standard of significance. This means that a difference in percentages p_1 and p_2 must equal or exceed 1.96 times the standard error in the difference if the difference is to be considered meaningful. Wherever the terms "significant" or "statistically significant" have been used in the text to describe a difference, this criterion has been applied. The .05 level of significance means that the chances are 19 in 20 that the reported difference is real and is not due to random fluctuations in the sample.

2.2 Public Knowledge of and Contact with PAC-TAC

2.2.1 Summary of Findings

The PAC-TAC presence is visible to a majority of residents of the areas patrolled, but few people report instances of personal contact with the teams.

More than two-thirds of the respondents citywide claim some knowledge of the program, and 60 percent of the residents of the areas patrolled report seeing the PAC-TAC teams at work at least once. However, less than 6 percent of the beat residents report ever having discussed a matter of concern to them with the PAC-TAC team. Only 11 percent of residents in the beats claim any acquaintance with the PAC-TAC civilian on the team, and only 7 percent report acquaintance with the police officer.

2.2.2 Discussion

The questions pertaining to the issue of public knowledge of, and contact with PAC-TAC were B3, B1, B2, B12, B4, B5, B6, and B7 (See Appendix A).

With regard to general knowledge, 70.2 percent of the total sample reported that they knew "a little," "quite a bit," or "a great deal" about PAC-TAC. Of these, however, only 9.0 percent felt they knew "quite a bit" or "a great deal."

Overall, 29.8 percent of the sample "never heard of" PAC-TAC before the interview. In control areas this fraction was 38.0 percent, but in the beat areas it fell to 24.2 percent. This is a statistically significant difference, related to the presence of the patrols.

Table 2.2 shows the frequency with which residents of the beat areas report seeing the PAC-TAC teams in their neighborhoods. About one third of the sample (35.8 percent) said they never saw a team. Seventy percent or more of the residents in beats 2, 4, 8, and 11 reported having seen the teams at least once, while beats 1 and 6 reported the lowest sighting percentages (only about 50 percent). Overall, 59.9 percent reported

Table 2.2. Frequency of Sighting of PAC-TAC Teams in Own Neighborhood, All Beats (n=332).

Never	35.8 percent
Once or twice	22.9
Quite often	24.7
Very often	12.3
Not sure; don't know	4.2

at least one sighting.

In the total sample (beats plus controls) 32.8 percent of respondents reported having seen a team at least once outside of the respondent's neighborhood.

Although two-thirds of the sample professed to know something about the program and to have seen the teams at work, very few people reported working contact with the teams. In the beat areas only 5.7 percent of respondents claimed they had ever discussed a problem of concern to them with a PAC-TAC team member (civilian or police) anywhere in the city; in the control areas, where contact would necessarily be with the team outside the respondent's neighborhood, only 1.4 percent reported such contact. In the beat areas 93.7 percent reported no contact whatsoever.

Similarly, few respondents reported being acquainted with either civilian or police members of the teams. Only 10.8 percent of respondents in areas patrolled by a police-civilian team reported knowing one or more PAC-TAC civilians. A followup question probed the degree of intimacy of the acquaintance, but so few cases were reported (20) that little statistical significance can be placed on the results from this question.

Only 7.2 percent of respondents reported knowing one or more police officer members of the teams. Again, the number of cases was too small to provide meaningful data on the degree of acquaintance.

It should be kept in mind that the acquaintance data does not distinguish between pre-existing acquaintances and those developing as the result of the PAC-TAC team's presence. Also, the slight preponderance of acquaintance with civilians over acquaintance with police (10.8 to 7.2 percent) is not statistically significant.

2.3 Public Reaction to the PAC-TAC Concept

2.3.1 Summary of Findings

Rochester residents are overwhelmingly in favor of continuing and expanding the PAC-TAC program. They specifically approve the notion of a civilian participating in the foot patrol team. Residents generally have high expectations that the program will make their neighborhoods safer, although they appear to be somewhat less sanguine about PAC-TAC's impact after having seen the program in operation.

Almost 90 percent of respondents wish to see the program continued and expanded; by more than four to one they prefer a police-civilian team to an officer alone. A majority of respondents believe that PAC-TAC has made, or would make, the streets safer, keep their possessions safer against burglars and vandals, and improve police-youth relationships. Of these three indicators, respondents are least convinced of the impact of PAC-TAC on youth. Persons in neighborhoods without PAC-TAC judge the potential impact of the program on street safety to be greater than the actual impact perceived by persons in the PAC-TAC neighborhoods, suggesting

that expectations have been higher than perceived accomplishments in making the neighborhoods safer. More than 90 percent of respondents say they would possibly ask PAC-TAC teams to watch their houses when they are away on vacation.

Probably because of the low level of contact between residents and PAC-TAC team members, about half the respondents express no opinion about how the police and civilian members of the PAC-TAC teams go about doing their jobs. Respondents do, however, express a marked preference for a policy of not rotating team members too frequently in and out of neighborhoods, and a less strong but significant preference for civilian team members to be residents of the areas they patrol.

2.3.2 Discussion

The survey questions dealing directly with the issue of the public's view of PAC-TAC operations and how they affect public safety are D11, B11, D1, D2, D3, D4, D5, D6, D7, D8, D9, D10, B8, B9, and B10 (see Appendix A).

Table 2.3 shows the response to a general question concerning the continuation of PAC-TAC and its extension to other parts of the city. The results show an overwhelming positive reaction. In total, 88.9 percent of

Table 2.3. Reaction to Continuing and Extending the PAC-TAC Program, in percent.

	Strongly Opposed	Opposed	Undecided	Favor	Strongly Favor	Don't Know	n
Beats	1.4	0.9	7.4	42.6	46.6	1.2	352
Controls	0.8	0.8	9.7	46.4	42.2	0.0	237
Total	1.2	0.8	8.3	44.1	44.8	0.7	589

respondents favor or strongly favor continuing and extending the program. Only 9.0 percent are undecided or don't know. There is no difference in preference between beats and controls.

Table 2.4 shows the type of foot patrol which respondents report they would like to see permanently added in their neighborhoods. The preference is more than four to one in favor of a police-civilian patrol over a police officer alone. Note that 16.5 percent of respondents

Table 2.4. Which Type of PAC-TAC Patrol Would You Like to See Added to Your Neighborhood?

	Police Officer	Police-Civilian	Neither	Don't Know	n
Beats	16.8 percent	70.2 percent	12.8	0.3	352
Controls	14.3	63.3	21.9	0.4	237
Total	15.8	67.4	16.5	0.3	589

selected the answer "neither--the patrol cars are enough," although fewer than ten percent said they opposed the continuation of PAC-TAC. This may be interpreted as a slight tendency for respondents to rate other neighborhoods to be in greater need of PAC-TAC than their own. Among the beats, area 14 reported the highest percentage of "neither" answers (51.4 percent); this neighborhood has a substantial population of younger people living in apartments in large converted single-family dwellings. The data also suggest that the mere presence of the patrols has some effect on the frequency of the "neither" choice; the difference between the 21.9 percent "neither" in the controls and the 12.8 percent "neither" in the beats is

significant at the .05 level. Thus in the control areas there appears to be a measurably greater indifference to PAC-TAC.

One respondent felt that foot patrol was inefficient and suggested that the use of scooters would increase mobility and still preserve the personal contact element present in the foot patrol.

Questions D1, D2, and D3, and their cognate hypothetical forms D5, D6, and D7 administered in control areas, were designed to probe whether respondents felt that PAC-TAC had, or would, improve crime conditions in the neighborhood. Slightly paraphrased, the three questions were:

1. "Does (would) PAC-TAC make the streets safer?"
2. "Are your possessions (would your possessions be) safer from burglars and vandals with PAC-TAC?"
3. "Have police-youth relations improved (would they improve) with PAC-TAC?"

The percentage of persons answering "yes" or "a little" to these three questions in both beats and controls is shown in Table 2.5. The results

Table 2.5. Percentage of Persons Answering "Yes" or "A Little" to Questions on Improved Crime Conditions Resulting From PAC-TAC.

	<u>"Are Streets Safer?"</u>	<u>"Are Your Possessions Safer?"</u>	<u>"Youth Attitudes Better?"</u>
Beats	67.5 percent	73.2 percent	52.0 percent
Controls	93.6	90.6	83.5

show an interesting reversal effect, whose possible existence was anticipated when the questionnaire was developed (Introductory Notes to PAC-TAC

Draft Questionnaire, 1974, unpublished). Persons in the control areas consistently show higher expectations of improved street safety conditions with PAC-TAC than persons in the beat areas. The differences in the table are significant at much better than the .05 level. The data strongly suggest that although people in general are optimistic that PAC-TAC will improve (or has improved) street safety conditions, the improvement was less dramatic than people expected. They are especially skeptical about the impact of PAC-TAC on relations between youth and police; here almost 40 percent of respondents in the beat areas said they didn't know whether PAC-TAC had improved police-youth relations or not.

Respondents in both beat and control areas were asked if they would consider asking the PAC-TAC team to keep an eye on their homes when the occupants were away on vacation. More than 90 percent of respondents answered "yes" or "perhaps" to this question.

Respondents in the beat areas patrolled by a regular PAC-TAC team (police officer plus civilian) were asked two general questions concerning the modus operandi of team members: "Do you like the way the PAC-TAC civilians go about doing their jobs?" and "Do you like the way the PAC-TAC officers go about doing their jobs?" In view of the low levels of contact reported between teams and residents it is highly probable that respondents had little firsthand information upon which to base their answers, and the data may therefore reflect simply a positive attitude towards PAC-TAC rather than specific approval of the way team members conducted themselves. The high percentage of "don't know" responses supports this conclusion. The data are summarized in Table 2.6.

A series of three questions was asked in both beat and control areas concerning how important it was for the civilian and police officer on PAC-TAC to be assigned week-after-week to the same beat without rotation, and how important it was that the civilian be a resident of the area he

Table 2.6. Approval/Disapproval of the Way PAC-TAC Team Members Do Their Jobs (Percent). (Regular PAC-TAC Beats Only.)

	<u>Yes/Definitely</u> <u>Yes</u>	<u>No</u>	<u>Undecided/</u> <u>Don't Know</u>	<u>n</u>
Like the way civilian does job?	44.4	4.3	51.3	282
Like the way police officer does job?	52.2	3.9	43.8	333

patrols. The closed set of responses presented to the respondent ranged from "very important" to "not important at all." It is interesting to note that a small minority of respondents insisted on answering outside the closed set of responses by saying "It is important that the civilian (or police officer) be rotated regularly," or "It is important that the civilian not live in the area he patrols." The data are shown in Tables 2.7 and 2.8.

Approximately two-thirds of the respondents consider it "important" or "very important" that both the police officer and the civilian be assigned to the same area without rotation. A quarter or less believe it to be of minor or no importance. There is a significantly smaller preference for the importance of the civilian's being indigenous to the area

Table 2.7. How Important Is It for the PAC-TAC Civilian or Police Officer to be Assigned to the Same Area without Rotation? (In Percent)

	<u>Important/Very</u> <u>Important</u>	<u>Minor/No</u> <u>Importance</u>	<u>Should</u> <u>Rotate</u>	<u>Don't</u> <u>Know</u>	<u>n</u>
<u>Civilian</u>					
Beats	68.3	24.3	0.0	7.5	268
Controls	66.0	19.6	7.4	7.0	215
Total	67.3	22.2	3.3	7.2	483
<u>Police Officer</u>					
Beats	67.2	25.7	0.3	6.8	338
Controls	67.5	21.4	6.0	5.1	215
Total	67.3	24.0	2.5	6.1	553

Table 2.8. How Important Is It for the PAC-TAC Civilian to Live in the Area He Patrols? (In Percent)

	<u>Important/Very</u> <u>Important</u>	<u>Minor/No</u> <u>Importance</u>	<u>Should Live</u> <u>Elsewhere</u>	<u>Don't</u> <u>Know</u>	<u>n</u>
Beats	49.0	43.3	0.0	7.8	335
Controls	63.6	31.3	1.4	3.7	214
Total	54.7	38.6	0.5	6.2	549

patrolled, although a majority of those expressing an opinion still believe this to be "important" or "very important." There is a statistically significant trend for respondents in control areas to rate the importance of the indigenous civilian higher than respondents in the beat areas; this is possibly another example of the reversal effect noted in regard to the "safety-in-the-streets" questions.

2.4 Community Attitudes Toward the Police

2.4.1 Summary of Findings

The majority of respondents, both white and nonwhite, report neutral-to-favorable attitudes toward the police. Although nonwhites are less favorable than whites, a substantial majority of both rate the overall performance of the police satisfactory or better. Respondents tended to rate police performance in their neighborhoods better than performance citywide. Trust and respect for police is higher among whites than nonwhites, but in both groups a majority is at least moderately trustful. Fewer nonwhites report pleasant experiences with police than whites, but the same percentage of both groups report having unpleasant experiences. The general picture of the Rochester police officer which emerges is that of a competent person "just doing his job," but who is occasionally quite unpleasant. This view is shared by both whites and nonwhites.

The data collected in this survey provides no evidence that the presence of PAC-TAC in certain neighborhoods since mid-1973 has modified the attitudes of residents in those neighborhoods, compared to residents of non-PAC-TAC neighborhoods.

The most significant numerical data are summarized as follows: 26.4 percent of white respondents rated police service in their neighborhoods as average and 56.6 percent rated it good or excellent, yielding an overall nonnegative rating among whites of 83.0 percent. Among nonwhites, 29.5 percent rated neighborhood police service average and 46.4 percent good or excellent, yielding a nonnegative rating of 75.9 percent. In rating police performance citywide, 87.5 percent of whites and 78.4 percent of nonwhites gave nonnegative responses, but in both groups about 50 percent rated citywide performance as only average. Half of both groups saw no change in the quality of police service in recent years, about 25 percent saw it improving, and about 5 percent saw a degradation.

Among whites, 56.0 percent of respondents said that everyone or many people in their neighborhoods trust and respect the police; only 42.8 percent of nonwhites agreed. Among whites, 9.1 percent said that few or none of the neighborhood residents trust the police; 23.7 percent of the nonwhites agreed. Similarly, 68.6 percent of whites and 40.9 percent of nonwhites felt the police could be trusted to discipline themselves, while 11.8 percent of whites and 23.6 percent of nonwhites believed that this was not the case.

About the same fraction (less than 20 percent) of white and nonwhite respondents said they had had unpleasant experiences with the police in the last two years. However, 43.4 percent of whites, compared to 27.5 percent of nonwhites, reported pleasant experiences. Respondents were also presented with sets of positive and negative adjectives and asked to select those which applied to many policemen. Both whites and nonwhites tended to select the same adjectives most frequently. The picture painted by the

adjectives is that of a task-oriented person performing his job effectively, but who is sometimes disagreeable. Interestingly, whites selected the negative adjective "prejudiced" more frequently than nonwhites.

2.4.2 Discussion

The questions relating directly to community attitudes toward the police are A1, C5, F1, F2, C1, C2, C3, and C4 (see Appendix A).

Question A1, the first question of the interview, was "How good a job would you say the police are doing in this part of town?" Question C5, administered about halfway through the interview after several detailed questions about the police were asked, is similar: "All factors considered, how would you rate the overall performance of the police in this city?" Although one question focuses on the respondent's neighborhood and the other on the city in general, it is useful to consider them together.

Tables 2.9 and 2.10 present the results with a control for race. For purposes of this study we have grouped ethnic data as "white" and "nonwhite." "Nonwhite" includes all respondents not classified as "white" by the interviewer. As can be seen from the demographic data on the sample (Section 2.6) the great majority of the "nonwhite" category consists of blacks, with a small admixture of Puerto Ricans and "others."

The results from these two questions are generally quite consistent. The major feature of the results is that although a significantly lower percentage of nonwhites than whites rates police performance "excellent" or "very good," a substantially equal majority of both groups is neutral or favorably inclined towards the police. For example, 56.6 percent of

Table 2.9. How Good A Job are the Police Doing in this Part of Town? (Percent)

	Excellent or Good	Average	Poor or Very Poor	Varies; Don't Know	n
<u>Whites</u>					
Beats	55.5	27.0	8.2	9.4	267
Controls	58.4	25.6	6.1	10.0	180
Total	56.6	26.4	7.4	9.6	447
<u>Nonwhites</u>					
Beats	40.6	39.1	10.1	10.1	69
Controls	55.8	14.0	11.7	18.6	43
Total	46.4	29.5	10.7	13.4	112

Table 2.10. How Would You Rate the Overall Performance of the Police in this City? (Percent)

	Excellent or Very Good	Satisfactory	Unsatisfactory or Very Unsatisfactory	Varies; Don't Know	n
<u>Whites</u>					
Beats	38.0	48.1	4.1	9.7	268
Controls	39.3	50.0	4.5	6.2	178
Total	38.6	48.9	4.2	8.3	446
<u>Nonwhites</u>					
Beats	18.8	59.4	8.7	13.0	69
Controls	35.7	42.9	14.3	7.2	42
Total	25.2	53.2	10.8	10.8	111

whites and 46.4 percent of nonwhites rate police service in their neighborhoods as "excellent" or "very good." The "average" category was chosen by 26.4 percent of whites and 29.5 percent of nonwhites, yielding an overall nonnegative response ("satisfactory" or better) of 83.0 percent for whites and 75.9 percent for nonwhites; the difference is not statistically significant at the .05 level.

In response to the question on citywide police performance, 38.6 percent of whites and 25.2 percent of nonwhites chose "excellent" or "very good" responses; if the "average" category is added, the overall nonnegative responses are then 87.5 percent for whites and 78.4 percent for nonwhites (the difference falls short of significance at the .05 level). About half of both groups rate citywide police performance as "average."

In both groups there was a significant tendency among nonnegative respondents to rate police performance higher in their neighborhoods than in the city as a whole. This observation is interesting. Respondents may tend to base their ratings of police in their neighborhood on a certain measure of personal knowledge or observation, while their impression of police performance citywide may include a larger amount of information gained from hearsay or from the media. The data thus suggest the possibility that contact with police leads to a more favorable perception than reading about them.

In the answers to both the "neighborhood" and "citywide" rating questions, the responses among whites showed no differences between the beat and control areas. Thus there is no evidence that the presence of PAC-TAC had any influence on the general ratings given by whites. Among nonwhites an interesting effect occurs: there was a statistically significant

tendency for controls to give higher ratings than beats in both questions. However, to suggest as a result that the presence of PAC-TAC in the beat areas depressed the favorable ratings among blacks is naive. Careful examination of the composition of the sample reveals that 80 percent of the nonwhite respondents in control areas came from area 96. This is due to the geographical location of the controls. The concentration of nonwhite controls in one area suggests that the effect may be due to special circumstances in the neighborhood or to the interviewer who worked in area 96. A regression analysis could be performed here to determine if the effect was interviewer-peculiar, but it was not possible to complete this analysis before this report was due. Abnormally high ratings from nonwhites in area 96 were noted in the responses to several other questions; we will refer to this as the "area 96 effect."

Question A2 dealt with perception of change in police performance: "Is police service in this neighborhood better or worse now than in the past?" The data are shown in Table 2.11.

Table 2.11. Is Police Service in This Neighborhood Getting Better or Worse? (Percent)

	Improved Somewhat or a Great Deal	Same	Gotten Worse or Much Worse	Vague, Don't Know	n
<u>Whites</u>					
Beats	27.2	52.3	6.9	13.6	258
Controls	25.9	53.1	4.3	16.7	162
Total	26.7	52.6	6.0	14.8	420
<u>Nonwhites</u>					
Beats	24.7	60.3	5.4	9.6	73
Controls	22.9	48.0	4.2	25.0	48
Total	23.9	55.3	5.0	15.7	121

There are essentially no differences among beats, controls, whites or nonwhites. About half the respondents in all groups perceive no change, one-quarter see service improving, and only 5 percent see a diminution in quality of service. There is no significant evidence of PAC-TAC's having any impact on perception of change in police service.

Questions C1 and C2 probe attitudes towards the police as responsible figures of authority. Slightly paraphrased, they are: "Do people in this neighborhood trust and respect the police?" and "Would you trust the Police Department to discipline a policeman who had done something in this neighborhood that was clearly wrong?" The first question is asked in terms of the feelings of the neighborhood, but the responses may contain a substantial element of the respondent's own feelings. Both questions are couched in terms which are more specific than the overall rating questions discussed previously.

Table 2.12. Do People in this Neighborhood Trust and Respect the Police? (Percent)

	Everyone/ Many	Half do, Half don't	Few or None	Don't Know	n
<u>Whites</u>					
Beats	57.0	21.1	8.6	13.3	256
Controls	54.4	20.0	10.0	15.6	160
Total	56.0	20.7	9.1	14.2	416
<u>Nonwhites</u>					
Beats	42.7	25.0	23.5	8.8	68
Controls	42.9	16.7	23.8	16.7	42
Total	42.8	21.8	23.7	11.8	110

Significantly more whites (56.0 percent) say that they (or the neighborhood) trust the police than do nonwhites (42.8 percent). Correspondingly, more nonwhites (23.7 percent) respond in terms of distrust than whites (only 9.1 percent). The results from this question and its companion on self-discipline show clearer and more consistent distinctions on a racial basis than do almost any others in the questionnaire. Nevertheless, they are far from showing an overwhelming distrust on the part of nonwhites or, for that matter, an overwhelming trust by whites. It should also be kept in mind that the term "trust the police" does not distinguish between trust on the basis of policemen's character qualities and on the basis of performance. There is no evidence among whites of PAC-TAC's having influenced the responses to this question.

Table 2.13 shows the results of the question on the ability of the police to discipline themselves. Again, a majority of nonwhites respond

Table 2.13. Do You Trust the Police to Discipline Themselves? (Percent)

	Definitely Yes/ Yes	Not Sure	No/Definitely No	n
<u>Whites</u>				
Beats	68.2	21.6	10.2	255
Controls	69.2	16.4	14.5	159
Total	68.6	19.6	11.8	414
<u>Nonwhites</u>				
Beats	28.0	45.6	26.4	68
Controls	61.9	19.0	19.0	42
Total	40.9	35.5	23.6	110

affirmatively (68.6 percent) compared to only 40.9 percent of nonwhites, and 23.6 percent of nonwhites respond negatively compared to only 11.8 percent of whites. Also, more nonwhites (35.5 percent) are "not sure" than whites (19.6 percent). There is no difference between beats and controls among whites. Among nonwhites, there appears again a more favorable response in control areas than in beat areas, as also noted in questions A1 and C5; this may again be an example of the unexplained "area 96 effect" described before.

Tables 2.14 and 2.15 summarize the data for questions F1 and F2, a pair which asked the respondent to indicate whether he had had any unpleasant or pleasant experiences with the police. "Unpleasant" and "pleasant" were defined by example, and the respondent was asked to describe his experience as "mildly" or "very" unpleasant or pleasant.

Table 2.14. Percentage of Persons Reporting an Unpleasant Experience with Police.

	<u>No</u>	<u>Yes, in some form</u>	<u>Vague/ Don't Know</u>	<u>n</u>
<u>Whites</u>				
Beats	84.7	14.9	0.4	255
Controls	83.8	15.0	1.2	160
Total	84.3	14.9	0.7	415
<u>Nonwhites</u>				
Beats	77.8	20.8	1.4	72
Controls	81.3	18.7	0.0	48
Total	79.2	20.0	0.8	120

Table 2.15. Percentage of Persons Reporting a Pleasant Experience with Police.

	<u>No</u>	<u>Yes, in some form</u>	<u>Vague/ Don't Know</u>	<u>n</u>
<u>Whites</u>				
Beats	62.7	36.8	0.4	255
Controls	46.3	53.8	0.0	160
Total	56.4	43.4	0.2	415
<u>Nonwhites</u>				
Beats	69.4	29.1	1.4	72
Controls	75.0	25.0	0.0	48
Total	71.7	27.5	0.8	120

The first point of interest with respect to this question is the respondent's ability or desire to make a definitive response. Fewer than 1 percent of respondents gave answers in the "vague" or "don't know" category. Furthermore, virtually no respondent was reluctant to answer.

The second point is that among both whites and nonwhites, only a relatively small percentage (14.9 and 20.0 respectively) report any unpleasant experiences at all. The slightly higher rate reported for nonwhites is not significant at the .05 level. There is no evidence of any difference between beats and controls.

Third, a significantly smaller percentage of nonwhites (27.5 percent) than whites (43.4 percent) report having had pleasant experiences. Among nonwhites there is no significant difference between beats and controls, but

among whites the controls report significantly more pleasant experiences than the beats. The reason for this is unknown, but in view of the extremely low rate of contact reported between residents and PAC-TAC teams it is unlikely to be related to the presence or absence of PAC-TAC.

The interesting picture which emerges is that although both whites and nonwhites seem to have the same number of unpleasant experiences with police--a situation which cannot be avoided in view of the policeman's role as a law enforcer--the nonwhites appear to report fewer instances of pleasant experiences than the whites.

Questions C3 and C4 are also twins: C3 presents a list of twelve positive adjectives and asked the respondent to check which ones "really apply to many policemen"; C4 does the same for list of negative adjectives.

Table 2.16. The Adjective Checklists.

<u>Positive</u>		<u>Negative</u>	
brave	honest	arbitrary	incompetent
broadminded	independent	brutal	irresponsible
capable	logical	cold	nasty
cheerful	responsible	corrupt	oppressive
friendly	self-controlled	cowardly	prejudiced
helpful	strong	discourteous	snoopy

It was originally thought that the average number of adjectives checked would provide a useful indicator of attitudes, but the frequency distributions proved highly intractable. With or without controls for race,

the distributions proved to be bi- or tri-modal, with large standard deviations and large standard errors in the means. The means and medians differed widely as a result of the skewed distributions. Generally the means showed that whites and nonwhites checked the same number of positive adjectives, but nonwhites chose more negative adjectives than whites. Analysis of the number checked was subordinated in favor of a much more promising analysis: a determination of the adjectives most frequently checked. The histograms are shown in Figures 1 through 4. Determinations of the "most popular" positive and negative adjectives were made by visual identification of the peaks in the histograms and can be checked by the reader.

Table 2.17. Most Frequently Chosen Positive Adjectives, in Descending Order of Frequency.

<u>Whites</u>	<u>Nonwhites</u>
helpful	helpful
capable	friendly
responsible	brave
friendly	responsible
brave	strong
honest	honest
self-controlled	capable
	self-controlled

Table 2.17 shows the positive adjectives most frequently chosen by whites and nonwhites. Note that the seven adjectives most frequently

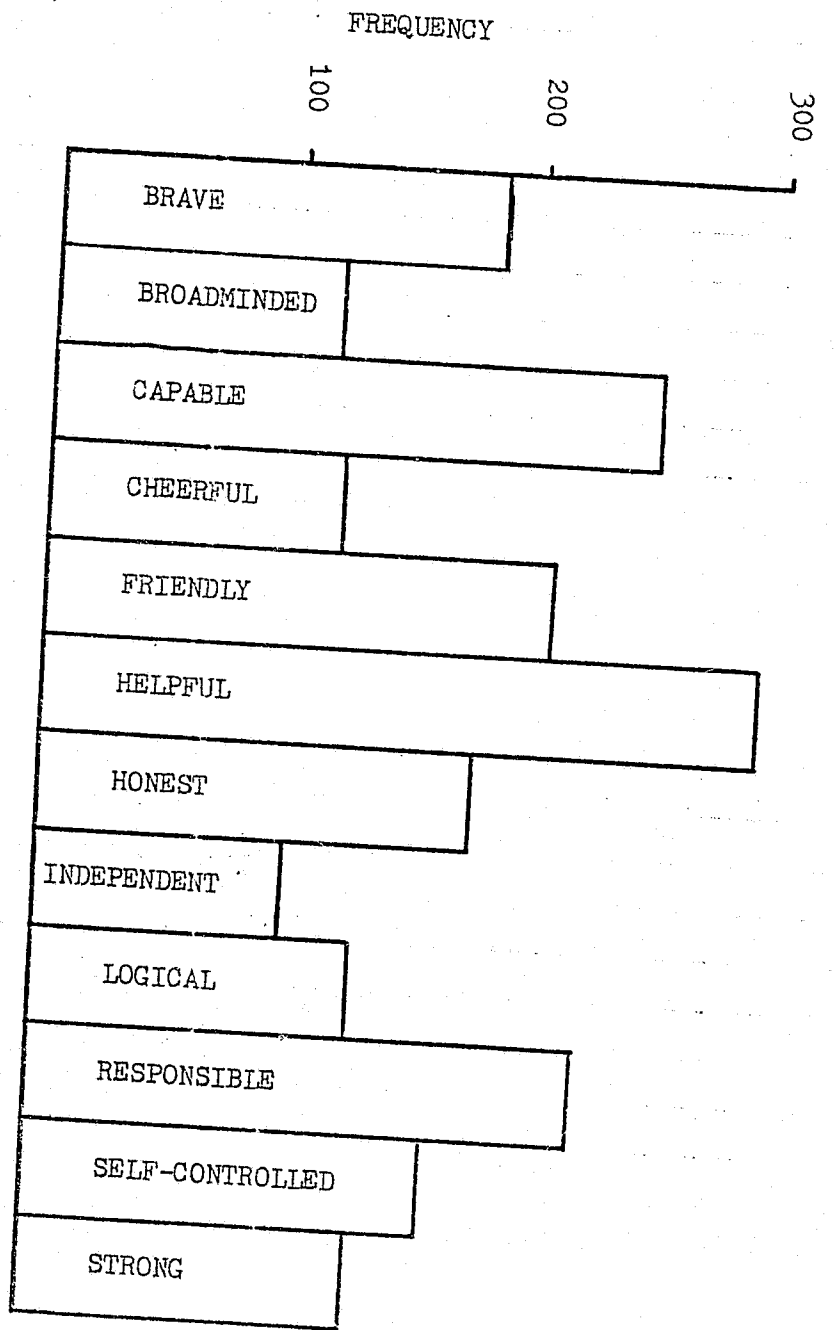


Figure 1. Frequency of Positive adjectives checked, whites.

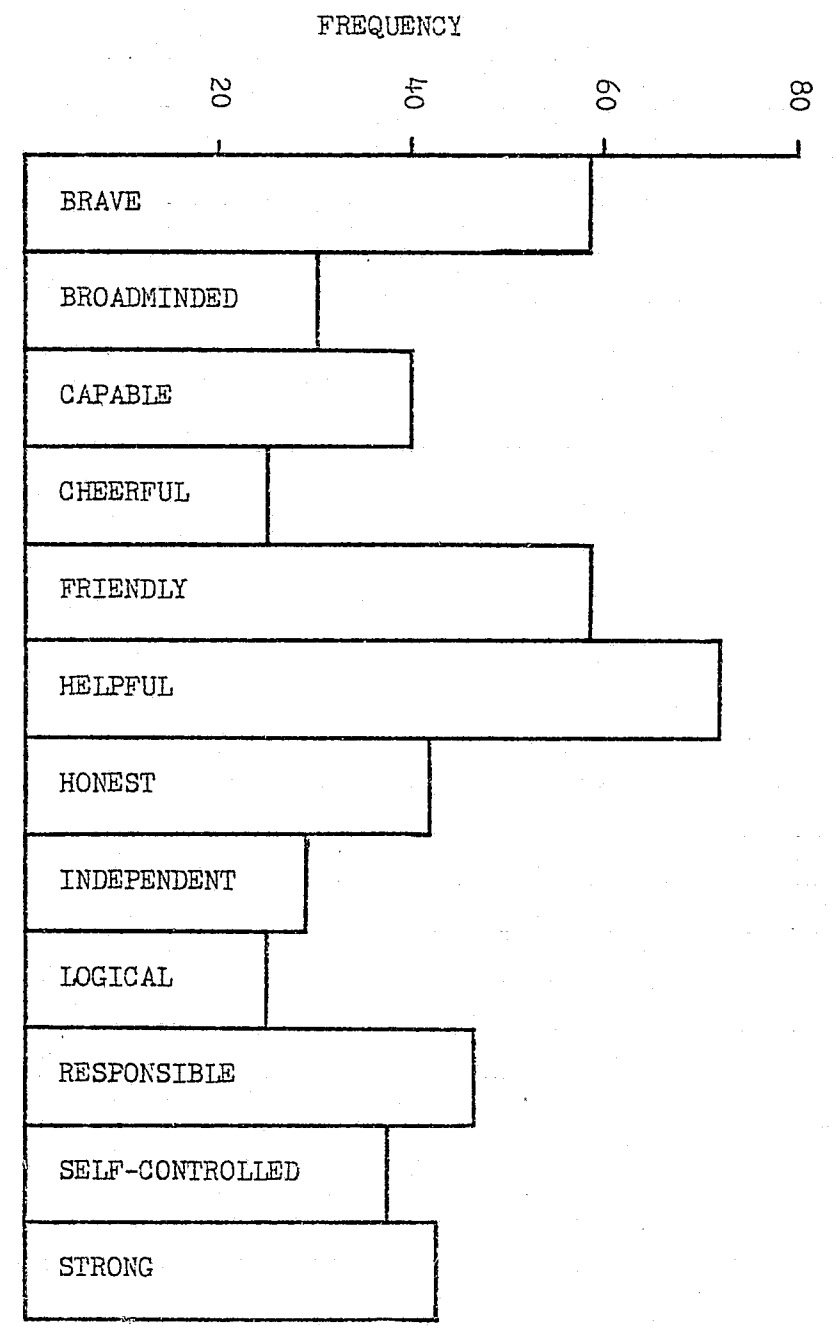


Figure 2. Frequency of Positive adjectives checked, nonwhites.

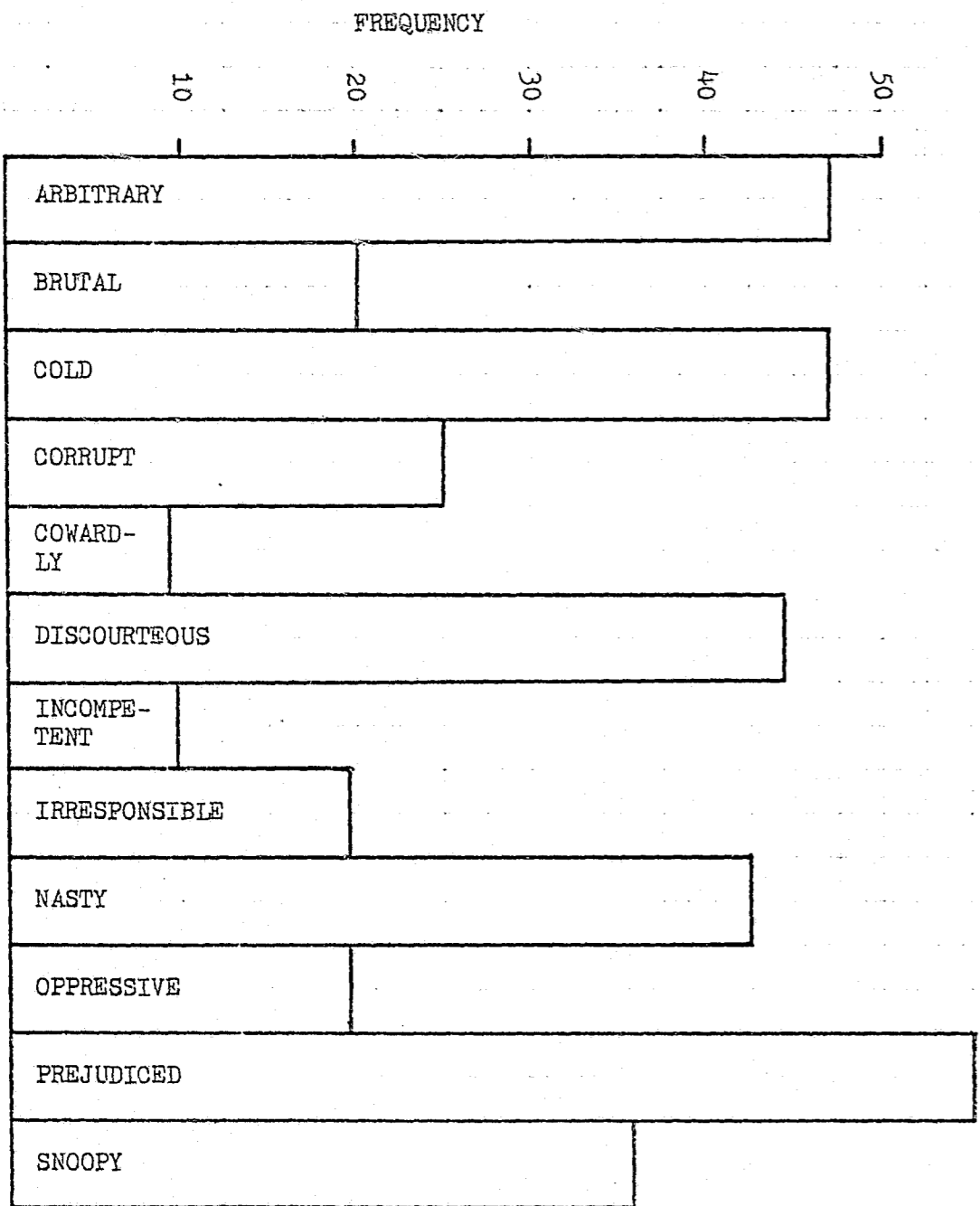


Figure 3. Frequency of Negative adjectives checked, whites.

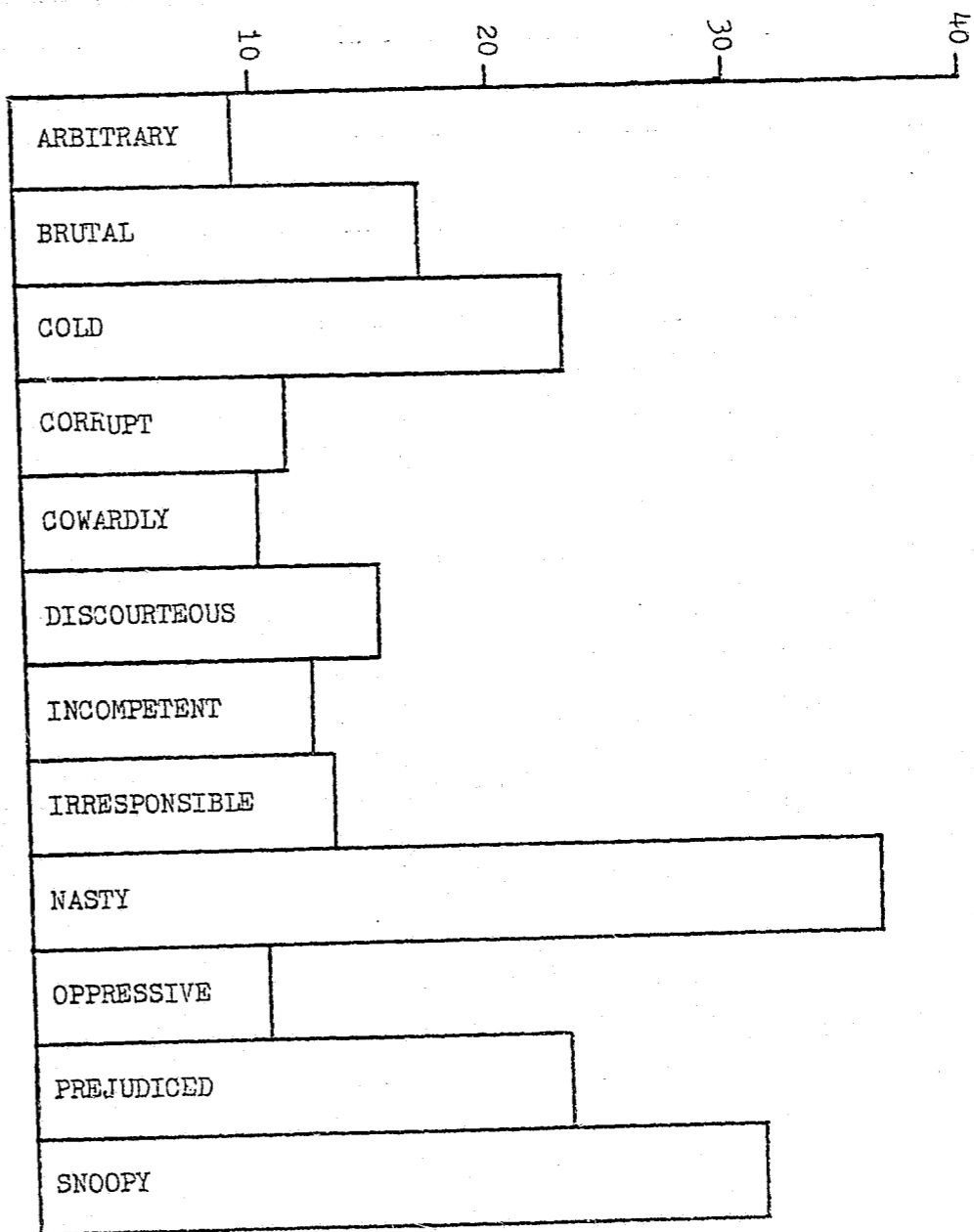


Figure 4. Frequency of Negative adjectives checked, nonwhites.

chosen by whites coincide with seven of the eight chosen by nonwhites, and the rank orderings are very similar (although not identical). The histograms show that "helpful" is the clearcut first choice of both groups.

Table 2.18. Most Frequently Chosen Negative Adjectives, in Descending Order of Frequency.

<u>Whites</u>	<u>Nonwhites</u>
prejudiced	nasty
arbitrary	snoopy
cold	cold
discourteous	prejudiced
nasty	brutal
snoopy	discourteous

Table 2.18 shows the corresponding data for the negative adjectives. Again there are pronounced similarities between whites and nonwhites; four of the six adjectives ("prejudiced," "cold," "nasty," and "snoopy") are common to both lists. Nonwhites chose "nasty" more frequently, while whites selected "prejudiced." This is most interesting since nonwhite minorities are usually considered to be the targets of prejudice by predominantly white police forces.

The picture of a police officer which emerges from the checklists is that of a task-oriented individual doing his job in a competent, friendly way, but who can also be rather unpleasant at times. This picture is held in common by both whites and blacks. It is interesting to observe that neither group rates the police very highly on the attributes

of "logical" and "self-controlled," attributes which the police themselves hold in high regard as measures of professional competence.¹

¹Rokeach, 1971, Journal of Social Issues, 27, 155; 1973, The Nature of Human Values, New York: The Free Press (Collier MacMillan).

2.5 Other Issues

2.5.1 Summary of Findings

One third of the respondents found the problem of teenage behavior "very" or "pretty" serious in their parts of town, while 57.8 percent classed the problem as "not too serious" or "not serious at all." More than 40 percent of respondents said the streets in their neighborhood were "unsafe" or "extremely unsafe" after dark. While 20.8 percent said they were "safe" or "quite safe," 34.4 percent said the streets were slightly unsafe but not enough to keep them from going out at night.

A majority of both whites and nonwhites stated that they were satisfied with the quality of life in Rochester, but a greater proportion of whites than nonwhites (74.6 to 63.6 percent respectively) expressed satisfaction.

Forty-six percent of respondents classified their neighborhoods as excellent to good, with only 13.9 percent finding them undesirable or very undesirable. There were no significant differences between whites and nonwhites in this regard.

Approximately one-third of respondents said they were definitely or "maybe" considering moving. Of these, 37.2 percent were considering a home elsewhere in the city, 23.9 percent in the suburbs, and 20.4 percent out of the area.

Of all respondents, 55.3 percent reported renting their dwelling. Eighty-eight percent of respondents had their own telephones.

Approximately half the respondents said they were working full-time. About four times as many nonwhites as whites (26.1 and 6.9 percent respectively) reported they were unemployed or laid off.

2.5.2 Discussion

The questions discussed in this section are E5, E6, E7, E2, E3, G6, G7, and G8. They deal largely with respondent's perceptions of their neighborhoods and with the general quality of life in Rochester, as well as with indicators of socioeconomic status. They were included in the interview schedule to enrich the data base so that later analyses might be performed correlating these variables with specific attitudes towards police, but the answers by themselves may be of interest to police officials and the city administration.

Question E5 asks the respondent how serious the problem of teenage behavior is in his part of town. The results for the entire sample are shown in Table 2.19. Approximately one third (33.7 percent) of respondents

Table 2.19. How Serious is The Problem of Teenage Behavior in this Part of Town? (Percent)

<u>Very Serious</u>	<u>Pretty Serious</u>	<u>Not Too Serious</u>	<u>Not Serious At All</u>	<u>Don't Know</u>	<u>n</u>
13.3	20.4	33.9	23.9	8.5	543

class the problem as "very" or "pretty" serious, but more than half (57.8 percent) see it as "not too serious" or "not serious at all." Both whites and nonwhites agree in their responses.

The teenage behavior problem appears least important in beats 93 and 95, where 50.0 and 48.7 percent respectively say it is "not serious at all." Beats 1, 8, and 96 report the worst problem, with 31.4, 30.6, and 31.6 percent of respondents respectively saying it is "very serious."

Question E6 asks how unsafe it is to be on the streets in the respondent's neighborhood after dark. Table 2.20 shows the summary data.

Table 2.20. How Unsafe is it to be on the Streets in this Neighborhood after Dark? (Percent)

<u>Unsafe/Extremely Unsafe</u>	<u>Little Bit Risky</u>	<u>Safe/Quite Safe</u>	<u>Don't Know</u>	<u>n</u>
41.8	34.9	20.8	2.6	544

Better than forty percent of respondents see a marked hazard and only 20 percent view the streets as "safe" or "quite safe." Area 95 reports a very substantial 58.7 percent "safe" or "quite safe." Areas 1, 4, and 8 rate the worst, with 40.0, 54.3, and 41.7 percent respectively reporting "extremely unsafe."

Question E7 is a standard inquiry in sociological investigations: in general, are you satisfied with the quality of life (in Rochester)? Table 2.21 shows the data. The differences between whites and nonwhites are statistically significant at better than the .05 level.

Table 2.21. Are You Satisfied or Dissatisfied with the Quality of Life in Rochester? (Percent)

	<u>Satisfied</u>	<u>Dissatisfied</u>	<u>Don't Know</u>	<u>n</u>
Whites	74.6	16.7	8.7	414
Nonwhites	63.6	20.0	16.7	120
Total*	71.7	10.5	17.8	544

*Includes 10 cases where race was not available.

Question E2 asks the question, "How good is this part of town to live in?" The data is shown in Table 2.22. Both whites and nonwhites show

Table 2.22. How Good is this Part of Town to Live In? (Percent)

	<u>Excellent/Good</u>	<u>Average</u>	<u>Undesirable/Very Undesirable</u>	<u>Don't Know</u>	<u>n</u>
Whites	45.9	41.3	12.7	0.0	416
Nonwhites	47.5	35.0	17.5	0.0	120
Total*	46.1	40.0	13.9	0.0	547

*Includes 11 cases where race was not known.

close agreement here. Most of the positive ("excellent" or "good") responses are in the "good" category. What is perhaps of greater interest is the breakdown by beat areas. Areas 2, 9, 93, and 95 rank highest, with 55.5, 61.7, 87.5, and 69.2 percent respectively rating those areas "good" or "excellent." At the other end of the scale are areas 1, 6, 8, and 96 with 24.3, 25.0, 33.4, and 23.7 percent of respondents rating those neighborhoods "undesirable" or "very undesirable." For a thumbnail description of each area see Section 3.2.3.2.

Question E3 asked respondents if they were considering moving. Table 2.23 contains the data. More nonwhites indicated intentions of moving than whites, but the difference is not quite significant at the .05 level. The difference on the negative side, i.e., between the number

Table 2.23. Are You Considering Moving? (Percent)

	<u>Yes</u>	<u>Maybe</u>	<u>No</u>	<u>Don't Know</u>	<u>n</u>
Whites	21.3	7.5	70.3	1.0	414
Nonwhites	29.2	10.8	58.3	1.7	120
Total	22.8	8.1	68.0	1.1	534

of whites and nonwhites not considering moving, is, however, significant.

Of those responding that they were considering moving, 37.2 percent said they were considering a home elsewhere in the city, 23.9 percent in the suburbs, 20.4 percent "out of area," and 18.6 percent didn't know. The apparent preference for staying in the city does not, however, take into account the economic status of the respondent; many of those indicating a preference for the city might simply be reflecting the disparity in cost between city and suburban housing.

Of all respondents, 55.3 percent reported they rent their home or apartment and 38.0 percent report ownership. Apparently 6.7 percent did not know. Eighty-eight percent of respondents had their own telephone, with an additional 3 percent reporting a phone on order.

Data on employment status, question G8, is shown in Table 2.24. A slightly higher percentage of nonwhites (50.4 percent) reported being employed full-time than whites (43.5); this difference is, however, not significant at the .05 level. The most striking difference is that almost

Table 2.24. Employment Status of Respondents (Percent)

	<u>Whites</u>	<u>Nonwhites</u>	<u>Total</u>
Working Full-Time	43.5	50.4	45.3
Working Part-Time	6.3	6.5	6.1
Retired	26.6	2.4	21.1
Unemployed or Laid Off	6.9	26.1	11.0
Student	1.3	2.4	1.5
Housewife	12.9	4.9	7.3
Other	2.5	7.3	3.8
n	448	123	571

four times as many nonwhites as whites reported being unemployed or laid off. Other interesting differences include the fact that virtually no nonwhites (only 2.4 percent) describe themselves as retired although more than a quarter of whites do so, and that more than twice as many white females as nonwhites spontaneously classify themselves as "housewives."

2.6 Demographic Profile of Respondents

2.6.1 Summary of Findings

A demographic profile of respondents, consisting of age, sex, race, schooling, and income data, agrees very well with independent estimates of these parameters from such sources as the 1970 Census. This suggests that the summary data may be quite representative of the "average" city resident, even though the sample was drawn from only a selected third of the city's population.

2.6.2 Discussion

The purpose of this section is to give a thumbnail demographic profile of respondents to the questionnaire, and to compare the results with data from other sources, principally the 1970 Census, concerning characteristics of Rochester's population. The data are drawn from questions G2, H2, H1, G5, and G23.

The citywide demographic profile is in very close agreement with Census data, suggesting that the summary data reported here for our entire sample may well be representative of the responses of an "average" city

resident. This fact is reassuring, since it tends to verify that the sample was indeed drawn randomly, and indicates that selective refusals were not biased in one direction or another. However, it is in a sense also surprising. The population being sampled was not the entire city but the population of the selected beat and control areas. While these areas span a wide range of neighborhoods and consequently a wide range of socioeconomic conditions, they are not necessarily randomly distributed throughout the city. A rough estimate indicates that the sampled neighborhoods have a total population of about 100,000 persons or one-third of the city. Nevertheless, the gross demographics coincide with those of the city as a whole.

Table 2.25 shows the age distribution by gross categories. Age was actually reported to the nearest year. The median age of a respondent in our sample is 43.7 years. The 1970 Census figure for persons 18 or older is 44.0 years.

Table 2.25. Age Distribution in the Sample (Percent)

<u>18-29</u>	<u>30-49</u>	<u>50-65</u>	<u>Over 65</u>	<u>n</u>
25.0	32.5	23.6	18.9	533

Race data is shown in Table 2.26. Our sample shows 78.3 percent white and 21.6 nonwhite, with the nonwhites made up of 16.1 percent blacks,

Table 2.26. Racial Composition of Sample (Percent)

<u>White</u>	<u>Black</u>	<u>Puerto Rican</u>	<u>Other</u>	<u>n*</u>
78.3	16.6	2.9	1.9	571

*n excludes the telephone interviews, where no race information was recorded.

2.9 percent Puerto Rican (or other Spanish heritage), and 1.9 percent "other" (American Indian, Oriental, Hawaiian, etc.). The 1970 Census reported 82.3 percent whites in the city of Rochester, a figure which could be high in view of the difficulties of enumeration in crowded minority neighborhoods. Although no reliable current data for the city's ethnic composition seem to exist, our figure seems to be in reasonably good agreement with various estimates. Some observers put the current black population figure near 25 percent. It should also be kept in mind that our figure refers to persons 18 or older, while the Census data includes persons under 18.

Our sample consisted of 42.3 percent males and 57.7 percent females, compared to Census figures (including the population under 18) of 46.9 and 53.1 percent respectively. The standard error in the differences is 2.9 percent, and the differences are therefore not significant at the .05 level.

Table 2.27 shows the distribution of reported family income. Our data are comparable to the Census category of income of "families and unrelated individuals." Using a linear interpolation formula within gross

Table 2.27. Income Distribution in the Sample (Percent)

Under \$3000	\$3000-4999	\$5000-6999	\$7000-9999	\$10,000-14,999	\$15,000-19,999	\$20,000-24,999	Above \$25,000	n
15.1	10.3	15.9	19.3	22.4	11.3	3.9	1.6	415

categories, the median family income reported in our sample is \$8,200, compared to \$7,350 reported in the Census for 1969 incomes. Our data, collected in early 1974, must be considered to refer primarily to 1973 levels. Using a compounded annual income increase rate of 5.5 percent per year between 1969 and 1973, we obtained a "corrected" Census figure of

about \$9,100, 11 percent higher than that reported by our sample. The correction factor is itself open to question, and the corrected figure could be higher or lower than what is shown, but it appears that the median family income reported by the sample is about \$1,000 lower than what might be expected. Given, however, the high refusal rate on this question (29 percent), and the fact that respondents might understate their incomes more readily to us than to the Census, the difference is not surprising. It is our judgment that much of the difference is due to the reluctance of respondents to disclose their true incomes; interviewers reported a good deal of reticence in answering this question, even from people who appeared otherwise forthright.

Our sample reported a median educational level of 11.1 years of formal education, compared to a 1970 Census figure of 11.1 years. The Census, however, reports this figure only for persons aged 25 or older; our figure refers to persons 18 or over. The sample figure is therefore biased slightly towards the low side. The bias is, however, insignificant, since only 1.5 percent of the total sample reported itself to be in the student category (where the terminal point in formal education was yet to be reached).

3.0 PROCEDURES

3.1 Background

3.1.1 The PAC-TAC Program

PAC-TAC, Police and Citizens Together Against Crime, a demonstration project developed jointly by the Rochester Police Department and the Rochester-Monroe County Criminal Justice Pilot City program, is an experimental program in which police and civilians working as two-person teams patrol fixed beat areas on foot. Funded by a discretionary grant from LEAA, the program began in June, 1973 in sixteen beat areas. Of these, twelve were police-civilian beats, two were two-policeman beats, and two were one-policeman beats. With this kind of structure, it is theoretically possible to separate the effects of foot patrol per se from the effect of adding the civilian component.

The civilians are trained, uniformed, and paid part-time workers playing a para-police role. The sworn officers are regular members of the force who walk the PAC-TAC beats on overtime. The twin objectives of the program are to reduce the incidence of crime by means of the visible foot patrol and to improve police-community relations.

The program was initially funded through the end of 1973. Evaluation of PAC-TAC's effectiveness was originally the total responsibility of the Pilot City program, which is a contract activity of the Graduate School of Management of the University of Rochester. Part of the evaluation consisted of a two-stage community attitudes survey, the first stage of which was to be conducted at the project's inception and the second stage at its conclusion, thereby permitting a before/after assessment of the project's impact on attitudes toward the police. In addition to the survey of attitudes, other evaluation components include an assessment of the program's impact on crime incidence, arrest rates, and so on.

The first stage of the Pilot Cities survey commenced in mid-1973. Shortly after it began, some community groups voiced strong opposition to certain questions on the interview schedule, and the City Manager ordered the work suspended. It was subsequently decided to engage another agency to proceed with the survey. By this time, however, the original PAC-TAC experiment was drawing to a close, and the before/after survey design had to be abandoned in favor of a much less satisfactory beats-versus-"controls" design. In December, 1973, Stochastic Systems was awarded the contract to continue the survey. Subsequently, the patrol component of the project was additionally funded so that it could continue through April 1, 1974, while the bulk of the survey data was being collected.

3.1.2 Unusual Requirements on This Survey

As a result of the earlier circumstances referred to above, the City Crime Control Office laid down very stringent requirements as to how the renewed survey was to be conducted. These are briefly summarized

as follows:

1. Length. The original survey instrument required well over one hour to administer. This was judged to connote excessively deep delving into the respondent's affairs, and the city requested that the questionnaire be sharply reduced in length.
2. Content. The original questionnaire was a carefully-conceived sociological research instrument designed to supply data for probing the reasons underlying attitudes as well as the recording of the attitudes themselves. Much of the criticism leveled at the instrument centered around the fact that certain questions appeared to the layman to be irrelevant to the PAC-TAC program. Some questions were quite personal in nature. The City directed that primary emphasis be aimed at the management-oriented issues--i.e., at uncovering data which would help the City decide whether to continue the program or not. Underlying motivations were considered secondary to this purpose. Questions which appeared on their face to be irrelevant to the PAC-TAC program were to be avoided, regardless of their research significance.
3. Refusals. In most surveys, a sample of respondents is drawn by an appropriate method according to the needs of the project, and every reasonable attempt is then made to obtain as high a response rate as possible from this sample list. For example, respondents who refuse to participate are often

contacted several times. Respondents who refuse or hesitate to answer certain questions are probed and cajoled. These techniques are designed to carry over into the data the statistical objectivity built into the sample. Refusals are a selective process, and they tend to build biases of unknown direction and magnitude into the data. The City directed, however, that any techniques which might be even remotely interpreted as an attempt to coerce, persuade, or otherwise violate the respondent's privacy were to be strictly avoided. Thus all refusals to cooperate were honored without question by the interviewer; all refusals on a particular question were accepted without comment; no probing was permitted.

These factors probably led to a somewhat higher refusal rate than might otherwise have been experienced, although the overall rate of 89 percent (see Section 3.3.2) is quite acceptable. Their primary impact was on selective refusals of certain questions within the questionnaire (for example, only 71 percent of the respondents gave data on incomes). The demographic profile of respondents is particularly relevant to the issue of refusal and no-contact rates; as discussed in Section 2.6 the gross demographics suggest that refusals and failures to contact did not introduce a significant bias.

The reader is cautioned to note these unusual aspects of survey methodology in comparing the results of this survey with those of surveys performed for various private clients where such restrictions may not be present.

3.2 The Survey Design

3.2.1 Objectives and General Framework

3.2.1.1 Objectives

PAC-TAC is an experimental program. As is common to all such programs, the decision facing the City administration (and, as project sponsors, the Pilot Cities program) in late 1973 was whether to continue the experiment for a further test period, discontinue the project, or institutionalize the program as part of the Police Department's regular activities. In order to reach such decisions the results of the evaluation were crucial. It was therefore decided to renew the community attitude survey, and additional funding was obtained from LEAA to continue the program through April 1, 1974 (on a reduced basis) so that it would still be in operation while survey field data was being collected. Stochastic Systems began work on the survey in early December, 1973. As is clear from the circumstances, the focus of the survey was now directed towards obtaining information central to the management issues surrounding the program, and to obtain this information as rapidly as possible.

The objectives which evolved for the survey were therefore as follows:

1. To obtain management-oriented information concerning:
 - (a) citizens' perceptions of, and attitude towards, the PAC-TAC program.
 - (b) citizens' baseline attitudes toward the Rochester Police Department.
 - (c) possible changes in citizens' attitudes toward the police which could be ascribed to the effects of the PAC-TAC program.
2. To obtain at least some of the additional data envisioned in the original survey effort which would permit other interested agencies, such as the University of Rochester's Pilot Cities project, to make a more detailed sociological investigation of the initial results including some of the causal variables underlying the basic attitudinal results.

These objectives were to be attained by April 30, 1974.

The pressure was therefore to cut through the maze of potentially-illuminating analyses possible with the data and obtain the most important information immediately. This dictated compromises in the sophistication of the analysis techniques employed and required cutting off data collection at a point below the levels originally targeted. For example, no cluster analysis or covariance analysis was performed, nor was any attempt made to discuss the present results in terms of national data on attitudes toward the police which is available in the literature.

The priority objectives of the survey were therefore achieved, although approximately one month was lost in the schedule due to interruption of the flow of funds to the project, a circumstance which was beyond our control.

3.2.1.2 General Design

The basic design question facing this survey was how to obtain data on possible attitude changes engendered by PAC-TAC. The PAC-TAC activity consisted of patrols on sixteen beats located in various sections of the city, servicing approximately one-third of the city's population. The original study concept was to survey attitudes in these sixteen beats at the inception of the experiment and again at its close, and to make a comparison of the results in both cases. A control was available in the form of six control areas, artificial beats defined in non-PAC-TAC neighborhoods where crime rates were similar to those on the PAC-TAC beats. Any changes in attitudes in the PAC-TAC beat neighborhoods not matched by changes in the control neighborhoods could then be ascribed to the presence of the PAC-TAC patrols.

The interruption of the original survey effort made this approach unfeasible in the renewed effort. No "before" data was available, and there was not enough time left in the program's experimental phase to obtain meaningful before/after data. In fact, the experiment had to be extended three months in order that data could be collected while the stimulus of the PAC-TAC patrol was still physically present to respondents.

The approach adopted in this study was therefore to collect data separately in the PAC-TAC patrol neighborhoods (the "beats") and in the control neighborhoods (the "controls") and to make comparisons between the two groups. This procedure, the only alternative available, is

inherently less desirable than the double difference method originally envisioned, since it provides no guarantee that the differences seen between beat and control areas were not present before PAC-TAC was implemented.

Another difficulty is that the control areas were defined to provide a series of one-to-one matches with the beats on the basis of crime rates in certain selected categories (primarily burglary and crimes against the person). This choice was made to facilitate other components of the evaluation dealing with the impact of PAC-TAC on crime rates. As a result of the criteria used to define the controls, the beat-control pairs were not always demographically comparable. Although some were identical, other pair components differed widely in important factors such as racial composition. This dictated extreme caution in interpreting attitudinal differences evidenced in individual beat-control pairs. The alternative facing the present study was to define a new set of controls based on demographic factors. This alternative was rejected as being too time-consuming, and also because the ability to correlate beats-versus-controls differences in attitudes with impact on crime rates would then be lost.

The general approach adopted was therefore to utilize the control areas previously defined, but to emphasize only differences observed between the aggregate of beats and the aggregate of controls. This procedure necessarily washed out the inter-beat differences in attitudes, but also smoothed out the demographic differences which threatened to contaminate the comparison.

It was judged that in a study of attitudes toward police the single most important demographic factor was likely to be race; therefore

the analysis controlled for race in virtually all the question areas analyzed.

It must be clearly pointed out that the difficulties associated with the definition of controls apply only to the analysis of differences in attitude engendered by PAC-TAC. These problems in no way apply to the very important baseline data gathered in the study about public attitudes toward the police in general. In fact, the good match between the demographic profile of our respondents and the profile of the average city resident (as determined from the 1970 Census data) suggest that the baseline data on attitudes are quite reliable and generalizable to all areas of the city, even to those not included in our sample.

3.2.2 Design of the Survey Instrument

The selection of questions to be asked of respondents was the most difficult part of this project. Content of the questionnaire had to be approved by:

1. The City of Rochester's Crime Control Office.
2. The Rochester Police Department.
3. The City's Planned Variations staff (which includes a citizens' review panel as part of its activities).
4. The Rochester/Monroe County Pilot Cities program.
5. The regional staff of the Law Enforcement Assistance Administration.
6. Stochastic Systems' technical staff.

The primary conflict which had to be resolved was between the requirement that the instrument be prima facie relevant to the management questions

surrounding PAC-TAC, in order to avoid the charge that public money was being improperly spent to pry into the private affairs of citizens, and the desire to assemble a set of data adequate to perform a competent piece of sociological research.

The questions finally approved focused primarily on citizens' attitudes toward PAC-TAC. In addition, a minimal set of demographic, personal-data, and generally value-oriented questions was added. It was informally agreed that Stochastic Systems would concentrate its analysis on the top-level management issues, and that the staff of the Pilot Cities project would make additional analyses at a later time, as appropriate, in order to interpret the results in a more generalized sociological context.

The complete interview schedule is reproduced in Appendix A. The following paragraphs describe the questionnaire in more detail.

Cover Sheet

The questionnaire was identified by:

1. A case number, which identified the type of area (see Section 3.2.3.1), the area number, and an interview (serial) number. The case number is the label used to create the computer file.
2. The interviewer number, denoting who collected the data.
3. The date of the interview.

Name, address, and other respondent-identifying data appeared separately on an Interview Control Sheet (Appendix B). The Interview Control Sheet was separated from the questionnaire booklet before the interview number was assigned, thus providing absolute anonymity when the computer file was created.

Section A--Breaking the Ice

The two questions include an overall evaluation of police performance in the area and an awareness-of-change question. These are applicable to all areas without branching, and provide a rapid initial assessment which is especially useful if the interview is terminated early for any reason.

Questions of this type can be used for the following comparisons:

- (a) Beat-type vs. controls. Letting C represent attitude measures on control areas, and P, Q, and R the three types of patrols (police-civilian, police-police, and single policeman teams), the specific comparisons which can be made are:

P:C, Q:C, and R:C.

- (b) Beat vs controls:

(P, Q, R): C.

- (c) Beat-type comparisons:

P:Q:R.

Section B--PAC-TAC

This is the first of two sections containing items developed to evaluate PAC-TAC against the objectives of the program, as gleaned from proposals, letters, monthly reports, and discussions. The second set is in Section D of the questionnaire.

The questions in this section are dependent on the type of area; thus there is considerable branching in the questions to be administered. The following points are of interest:

- (a) Of the twelve questions, six (B2, B3, B9, B10, B11, and B12) are applicable to all areas. They can be used for the same three types of comparisons cited for Section A.
- (b) Two questions (B4 and B5) are unique to areas patrolled by regular PAC-TAC (police-civilian) teams.
- (c) Question B1 had to be adapted to each of the three beat-type areas and omitted for the controls, but the question format remains the same. Four somewhat different transition texts are provided in Section B leading respectively to items B1a, B1b, B1c, and B2.
- (d) Question 8b is equivalent to 8a, except for an introductory clause change needed to define "PAC-TAC team" for control-area residents.

Section C--Attitudes Towards Police

There are five items: two concerned with trust in and respect for police, two adjective checklists, and an overall rating worded somewhat differently from question A1.

The adjective checklists are of special interest. Nearly all of those in the first list (question C3) are from Rokeach's¹ eighteen "instrumental values" all stated as desirable attributes. In one study Rokeach compared the rankings of his eighteen instrumental values by 153 Lansing, Michigan police officers with two NORC national samples, one of male whites and one of male blacks. Statistically significant differences (.05 and .01 levels) were found among the groups in the importance attached to some of

¹ See footnote, Section 2.4.2, for reference.

these values. For example, police were found to attach more importance to being "logical" and "self-controlled" than did either the white or black civilian population.

Adjectives in question C4 are critical of the police, some being opposites of the favorable attributes in question C3.

Rokeach's studies include both "instrumental" and "terminal" values. The former are "desirable modes of conduct"; the latter are "states of existence" and include things which most people would consider more fundamental. There is something of a means-end relationship between the two types of values. Time constraints on questionnaire length did not permit coverage of terminal values in this survey.

Section D--More on PAC-TAC

This section probes in more detail the respondents' perception of security with PAC-TAC present and also asks for specific reactions to the way PAC-TAC personnel are doing their jobs and to the program in general. As in Section B, considerable branching is necessary.

The most conspicuous difference in the assignment of questions to areas is, however, actually a quite superficial one. Questions D5 through D8 are identical with questions D1 through D4, except that:

- (a) Items of the form "Is it safer when...?" are transformed to "Would you feel safer if...?", for presentation to control-area residents in hypothetical form.
- (b) Question D5, the first of the series for control-area residents, contains an explicatory phrase "that is, a policeman and a civilian" to refresh the recollection of control-area residents as to what PAC-TAC is. Note that the phrase orients the respondent towards regular PAC-TAC

areas (ones patrolled by a police-civilian team). This renders the control-area results more comparable to those from regular areas than those patrolled by one or two police officers.

It seemed unnecessary to provide separate questions with specific orientation to each type of beat area, since the general context is judged to stimulate the respondent strongly to answer in terms of the patrol in his own neighborhood.

Responses to questions D4 and D5-8 may be interpreted as respondents' estimates of their feelings with and without PAC-TAC present. As such they supplement the beats-versus-controls comparisons.

Question D11, the citizens' attitude towards continuing PAC-TAC, is applicable to all areas, thus providing an overall evaluation for all comparisons of interest.

Section E--The Respondent's Neighborhood

This section consists of seven questions, including one contingent item, dealing with the respondent's satisfaction with his neighborhood.

Section F--Experience with Police; Socioeconomic Class

The four questions here are asked of all respondents.

Questions F1 and F2 ask whether the respondent has had any pleasant or unpleasant experiences with the police in the last two years. The items are introduced and worded carefully; by not inquiring about the

nature or specifics of the experiences the respondent's privacy is guarded and sincerity of response increased. Simple examples of pleasant and unpleasant experiences are given, and the respondent is asked to distinguish between "mildly" and "very" pleasant/unpleasant experiences.

In questions F3 and F4 the respondent is asked to place himself in a socioeconomic class.

Section G--Demography

Nearly all of the 22 demographic items in this section were selected, with some changes, from the larger list in the original survey instrument developed by the Pilot Cities staff.

Section H--Other Data

Data in this section is to be collected by observation by the interviewer. These questions are not asked of the respondent. They cover ethnic classification, sex, information on condition and type of the dwelling unit, and the general quality of the interview.

The interviewer is instructed to classify the respondent as white, black, Puerto Rican, Oriental, other, or don't know. He is to use his judgment based on his understanding of the common-knowledge meaning of the labels and the physical attributes and cues given by the respondent. This procedure avoids the asking of a direct question of the respondent which could provoke a negative reaction, and avoids the semantic discussion of the definition of labels which ethnically-conscious individuals often engage in. Given the known ethnic composition of Rochester's population,

the label set was judged quite unambiguous. For example, virtually all of Rochester's Spanish-speaking population is Puerto Rican so there is little need to differentiate Puerto Ricans, Mexicans, and Cubans among respondents of Hispanic heritage.

The Short Form

To reduce the loss of data when interviews are interrupted or threatened with abortion by impatient or hostile respondents, a short form of the questionnaire was devised. The short form consists of fourteen questions--A1, B3, B11, C5, D1, D5, D9, D11, E1, F3, F4, G2, G5, and G15. These can be accessed at any point in the interview. The short-form questions are marked with asterisks.

3.2.3 The Neighborhoods in the Survey

3.2.3.1 Choice of Neighborhoods for Inclusion

Table 3.1 lists the PAC-TAC beat and control areas by number, along with a type designator and the control with which each beat is paired. The beats are numbered serially from 1 to 16. Control area numbers begin with the digit 9 and run serially from 91 to 96. The area-type designators are defined in the footnote to the table.

Note that beats 1 to 8 are all paired with control 92; this circumstance led to weighting the sample more heavily with respondents from that control area (see Section 3.2.5). Beats 9, 10, 11, 13, and 14 are uniquely paired with controls 95, 96, 91, 94, and 93 respectively.

Note also that beats 12, 15, and 16 have no assigned controls.

Table 3.1. Identification of the PAC-TAC Beats and the Beat-Control Pairs.

<u>Area No.</u>	<u>Area Type</u> ¹	<u>Control With Which Paired</u>
1	1	92
2	1	92
3	3	92
4	1	92
5	2	92
6	3	92
7	2	92
8	1	92
9	1	95
10	1	96
11	1	91
12	1	No control assigned
13	1	94
14	1	93
15	1	No control assigned
16	1	No control assigned
91	4	--
92	4	--
93	4	--
94	4	--
95	4	--
96	4	--

¹The area type designators are:
 1--beat with police-civilian team
 2--beat with two-policeman team
 3--beat with one policeman only
 4--control area

Beats 5 and 7 are of type 2; i.e., they were patrolled by a team of two policemen. Beats 3 and 6 are of type 3, patrolled by a lone policeman. All other beats are type 1, patrolled by a policeman-civilian team. The controls, of course, had no foot patrol at all.

In developing the sample lists it was found that control 94 contained fewer than forty listed dwelling units. It is a commercial area where a great deal of demolition and expressway construction has occurred. Its pair, beat 13, is also a heavily commercial area.

In view of the circumstances above, a second priority list of beats was devised, which was only to be sampled after the first-priority beats were completed.

Table 3.2. The "Second-Priority" List

<u>Area</u>	<u>Rationale</u>
7	One of only two type 2 beats. Since study emphasis was on type 1 beats (regular PAC-TAC team), it was decided to sample only one type 2 beat on the first cut.
3	One of only two type 3 beats. Same rationale as above.
12	No control for this beat.
15	No control for this beat.
16	No control for this beat.
94	Only 37 listed dwelling units; including this area would require enumeration of dwelling units before sample could be drawn.
13	Pair of control 94.

Given the short time frame in which this survey had to be completed (see Section 3.2.1.1) and the delays encountered in getting data from the remaining, first-priority areas (see Section 3.2.5 for a fuller discussion), the second-priority list was not reached in advance of the firm cutoff date for completion of data gathering. Therefore, data was obtained only for the areas shown in Table 3.3.

Table 3.3. Areas Included in Survey--The "First-Priority" List

<u>Area No.</u>	<u>Area Type</u> ¹	<u>Control Area</u>
1	1	2
2	1	2
4	1	2
5	2	2
6	3	2
8	1	2
9	1	5
10	1	6
11	1	1
14	1	3
91	4	-
92	4	-
93	4	-
95	4	-
96	4	-

¹See footnote to Table 3.1.

A brief narrative description of each of these areas is found in the following section.

3.2.3.2 Narrative Description of the Areas Surveyed

Beat 1. Major axis is N. Clinton Ave. from Clifford Ave. north to Norton St., including intersecting streets one block to the east and west. It is a mixed neighborhood bordering a black ghetto to the south, and contains an ethnic mixture of Slavs, Turks, Puerto Ricans, blacks, and older-generation European stock.

Beat 2. This beat is immediately to the east of beat 1 and is ethnographically somewhat similar. The main axis is Joseph Ave. from Clifford Ave. north to Norton St. and it includes all streets approximately one block to the east and west. The area is perhaps half nonwhite.

Beat 4. Major axis of this beat is Clifford Ave. from Hudson Ave. east to N. Goodman St. It extends approximately one block north of Clifford and is bounded on the north by Bernard St. and Fernwood Ave. It includes intersecting streets approximately one block to the south of Clifford. Except for commercial activity along Clifford, it is primarily residential. It is a mixed, transitional area fringing on primarily black neighborhoods to the south.

Beat 5. A complex of streets whose major axes are N. Goodman St. from E. Main St. to Bay St. and Webster Ave. from Goodman to Hazelwood Terr. It is nonhomogeneous, being primarily nonwhite lower class to the west and white lower-middle class to the east. The total population in the beat is about one-third nonwhite.

Beat 6. A complex of streets extending several blocks to the east and west of S. Clinton Ave., from Alexander St. on the north to Beaufort St. on the south. It is predominantly white, and lower-middle to middle class.

Beat 8. The main axis is Lyell Ave. from Cameron St. east to Saratoga Ave., and the intersecting streets one block to the north and south. Lyell Ave. is heavily commercial-industrial. It is an old Italian neighborhood, still predominantly white. The area is deteriorating.

Beat 9. The main axis is Dewey Ave. from Flower City Pk. north to Eastman Ave. The beat also includes Ridge Rd. W. from Woodside St. to Jessie St. Dewey Ave. is commercial, and the section of Ridge Rd. included in the beat borders extensive Kodak industrial facilities to the south. The area is white, middle class, and stable.

Beat 10. This is the Bull's Head beat, consisting of the triangle bounded by W. Main St., Brown St., and Madison St., all included streets, and the intersecting streets one block to the north of Brown and the south of Main. Brown and Main Sts. are commercial, the rest residential. It is a generally deteriorated neighborhood, about half nonwhite, bordering a solidly black ghetto area to the south.

Beat 11. The axis of this beat is Thurston Rd., from Chili Ave. south to Brooks Ave. Intersecting streets to the west for about one block are included; to the east the beat is bounded by Post Ave. and includes all streets between Thurston and Post. Except for Thurston Rd., it is solidly middle-class residential. Presently, the area is relatively stable; there has been a steady in-migration of nonwhites to the area immediately east of the beat.

Beat 14. The axis of this beat is Monroe Ave. from Alexander St. east to Dartmouth. It includes all intersecting streets one block to the north and south of Monroe. Except for Monroe Ave., it is solidly residential. It is predominantly white, stable, middle-class. A number

of the larger homes have been converted to multiple dwellings. The population tends to be younger than the norm for the city.

Control 91. Major axis of this beat is lower Genesee St. from Barton St. south to the Elmwood Ave.-Genesee Pk. Blvd. intersection. The beat extends eastward from Genesee St. to the railroad tracks which parallel S. Plymouth Ave. and westward from Genesee to Custer St. A secondary axis is Brooks Ave. west of Genesee to Chandler St., including all intersecting streets to the north for approximately one block. The area is primarily middle-class residential with a small non-white population, on the south edge of a transition neighborhood.

Control 92. Major axis is Glenwood Ave. from Lake Ave. west to Linet St., and all intersecting streets one block to the north and south. It includes a short stretch of Lake Ave. from Driving Park Ave. south to Glendale Pk., and also Fulton Ave. from Glenwood south to Lorimer St. The area is overwhelmingly white middle-class residential.

Control 93. Major axis is Park Ave. from Alexander St. east to Barrington St., including all intersecting streets to the north for approximately one block. It is predominantly residential except for commercial development along Park Ave. The area is white and somewhat more affluent than average. Many of the stately old homes have been converted to small apartment buildings; the population is substantially younger than average.

Control 95. A triangle bounded by Culver Rd., Merchants Rd., and Garson Ave., with all interior streets included. It is white, middle-class, residential.

Control 96. A polygon bounded by Portland Ave., Central Pk., Hebard St., Ritz St., and Syracuse St. It is lower class, mixed residential and commercial, and predominantly nonwhite.

3.2.4 Selection and Training of Interviewers

It was recognized at the outset that the sensitive nature of this survey required special care in the selection and training of interviewers in order to avoid unacceptable low response rates and "socially acceptable" rather than sincere answers. Since the neighborhoods to be surveyed ranged from white middle-class residential to nonwhite ghetto, with a number of mixed neighborhoods in between, it was decided to attempt to match the interviewer ethnically and culturally to the area to which he was assigned. This attempt proved reasonably successful; the study was especially fortunate in obtaining several indigenous interviewers from black areas who proved to be outstandingly sensitive and diligent interviewers. Thus we place considerable faith in the quality of data obtained in these areas, contrary to our initial fears that such data would prove to be incomplete and evasive, especially on personal data questions and questions dealing with attitudes towards authority figures such as the police. One disadvantage of the matched area-interviewer procedure was that as a practical matter, it turned out that one interviewer usually had to be assigned exclusively to one area. Thus any interviewer-peculiar bias in the data appears throughout all the data collected from that interviewer's area.

Interviewers were recruited from several sources, including (a) referrals from a major public opinion research firm, (b) a newspaper advertisement, and (c) referrals from several community agencies who were known to have staff members experienced in survey work. The interviewers hired were retained as part-time contractors to Stochastic Systems, and were cautioned that they were not to represent themselves as full-time regular employees

of either Stochastic Systems or the City of Rochester. A total of thirty interviewers was used on the project, approximately half male and half female.

The interviewers were paid a fixed sum per completed interview, plus a sliding scale of bonuses for completion of assigned work by a set of advance deadlines. Each interviewer was required to sign an employment agreement specifying the nature of the relationship between Stochastic Systems and the interviewer. The agreement also contained a statement that the interviewer would not reveal any confidential information or use the information for purposes other than the survey (see Appendix C).

Each interviewer underwent a paid training session which covered the following topics:

1. Orientation to PAC-TAC and the objectives of the survey.
2. Means employed in the survey design to obtain cooperation.
3. Sampling methodology used.
4. How to use the assigned respondent list.
5. How to use the Kish tables.
6. Introducing yourself.
7. Detailed walk-through of the interview schedule.
8. Administrative procedures.

During training the interviewers were repeatedly reminded of the ground rules concerning the prohibition against probing, the need for absolute anonymity, and the requirement that respondents' refusals to answer had to be honored without question. A representative of the City's Office of Crime Control Planning attended one of the training sessions.

Interviewers were initially assigned a respondent list containing 35 to 40 households. They were directed to complete no more than ten interviews before checking back with the project office so that their work could be checked for systematic errors and the project team could obtain feedback concerning the progress of the work. When the initial respondent lists were exhausted and the minimum number of interviews targeted for an area had not yet been obtained, the interviewers were assigned supplementary lists and sent back into the field.

3.2.5 Selection and Size of Sample

3.2.5.1 Sample Selection Methodology

The target population was the set of all persons residing in the city of Rochester 18 years of age or older. Respondent selection took place in two phases: selection of a dwelling unit for inclusion in the sample (done by the office staff), and selection of one respondent from each dwelling unit for interview (done by the interviewer upon contact).

The 1972 edition of the Rochester City Directory, the latest in print at the time the survey was undertaken, published by R. L. Polk and Company, was taken as the source list for dwelling units. For each street the Directory lists, in ascending order by house number, the resident(s) at each address. This data is collected and updated by enumeration. The directory also lists telephone number, when available.

The streets and number ranges included in each beat or control area were connected serially into one master list in the order in which they were supplied (apparently nonregular) on control lists supplied by the City.

The number of dwelling units in each number range for each street was counted from the directory, and these values summed to yield N, the total number of dwelling units in the beat. It was decided to issue to each interviewer an initial sample list consisting of approximately forty dwelling units. The list was drawn by taking every nth dwelling unit, counting from but not including the first unit listed, where

$$n = N/40.$$

Strictly speaking this procedure yields what is usually called a systematic sample, but given the conditions under which the master dwelling-unit list was assembled it provides a good approximation to a simple random sample. Its major drawback is that it biases the sample against choosing the first n dwelling units in the list. The possibility of drawing the list by assigning a number to each dwelling unit and choosing the sample by means of computer-generated random numbers was rejected as not offering sufficient advantage over the purely manual method.

A sample list for each area was then prepared, showing street and number, apartment identification (if any), name of head of household listed in the directory, and a telephone number (if any).

Each dwelling unit is a cluster of related members of the target population and the one respondent from each unit must be chosen according to a rule. The technique adopted was that of the Kish tables.¹ One of the eight tables is assigned randomly to each dwelling unit such that the proportion of dwelling units receiving each table follows a given rule. This random assignment of tables can be readily accomplished manually by a combination of tossing a die and flipping a coin. Using this procedure, one Kish

¹Kish, Leslie, 1949; Journal of The American Statistical Association, 44,380.

table (denoted by the letters A-H) was assigned to each dwelling unit and entered on the sample list.

The procedure for using the Kish tables (see Appendix D for a reproduction of the form issued to interviewers) is relatively simple. Upon contact the interviewer lists in descending order of age all the males eighteen or older residing in the dwelling unit, then all the females eighteen or older. He then assigns a serial number to each person on the list, beginning with 1. By entering the tables with the total number of persons (over eighteen) in the dwelling unit, he obtains the serial number of the person he is to interview.

Successive sample lists for each area were generated by an iteration of the procedure described above.

3.2.5.2 Size of the Sample

The study originally targeted a minimum number of 35 interviews per area and a maximum number of 50. The exception to this rule was control area 92 which, because it is the control for some eight beat areas, was targeted for 70 to 100 interviews. The minimum total sample size for the aggregate of the first-priority areas (see Section 3.2.3.1) was therefore 560, and the maximum 800.

A total of 589 interviews was collected, 237 in the control areas and 352 in the beats. Overall, 73.5 percent of the maximum target was achieved. Table 3.4 shows the number of interviews obtained in each area on the first-priority list. Note that in only three areas (2,6, and 11) were less than the minimum number obtained.

Table 3.4. Number of Interviews Obtained, First-Priority List.

<u>Area No.</u>	<u>Targeted Range</u>	<u>Actually Obtained</u>
1	35-50	38
2	35-50	33
4	35-50	36
5	35-50	41
6	35-50	28
8	35-50	36
9	35-50	36
10	35-50	39
11	35-50	30
14	35-50	35
91	35-50	37
92	70-100	80
93	35-50	42
95	35-50	40
96	35-50	38
		<u>589</u>

Most of the data being collected in the survey was in the form of proportions, i.e., the percentage of persons in the sample choosing a particular response from a finite set of alternatives. Table 3.5 shows the expected standard error in a proportion of 50 percent under various circumstances applicable to this study. These errors were considered acceptable for the purposes of the survey, and formed the basis in part for decisions on sample size.

Table 3.5. Standard Error¹ Expected in a Measured Proportion of 50 Percent.

	<u>Single Area</u>	<u>Sum of Beats</u>	<u>Sum of Controls</u>
Minimum Sample (60)	8.5	2.7	3.5
Maximum Sample (800)	7.0	2.2	2.9
Actual Sample (589)	7.8-9.5	2.7	3.3

¹The standard error can be interpreted as follows: the chances are 2 in 3 that the proportion being estimated by means of the sample lies within a range equal to the reported percentage plus or minus the number of percentage points shown in the table. To increase the chances to 19 in 20 the plus-or-minus range should be doubled.

3.3 Administering and Analyzing the Questionnaire

3.3.1 The Interview Procedure

The respondent lists were drawn from the 1972 Rochester City Directory, as described in Section 3.2.5. As soon as the initial sample lists were drawn, letters were sent to the person listed as resident at each of the selected addresses requesting the addressee's cooperation in the survey. The letters were written on City stationery and signed by an official of the Crime Control Office (see Appendix E for a reproduction of the letter). Spanish-surnamed addressees received a translation of the letter into Spanish in addition to the English version.

The letters were sent first-class with instructions to the postmaster not to forward. Returns of undeliverable letters thus provided a measure of the turnover in residence. As expected, returns in some areas were as low as 5 percent while in others they exceeded 50 percent.

Approximately twenty persons in the initial batch of 500 contacted the City Crime Control Office requesting that they not be contacted by

interviewers. Reasons cited included age, infirmity, unwillingness to admit strangers, and disinterest or lack of faith in polls.

A novel feature of this mail pre-contact was the enclosure within each letter of a small envelope containing a "code card." The code was pre-printed with the combination of letters "RBXY". Respondents were advised that only bona fide interviewers would have knowledge of this letter combination, and that such knowledge could serve as identification of a stranger at the door purporting to be a PAC-TAC interviewer. In addition, each interviewer was provided with a letter of identification signed by an officer of Stochastic Systems.

In spite of these precautions, a number of persons refused entry to the interviewer, and several respondents called the Police Department to verify the interviewer's status. In one isolated case, the Police Department dispatched an officer who remained through the interview.

When it became necessary to issue supplementary respondent lists to the interviewers in order to achieve minimum quotas for interviews in certain areas, the letter procedure was abandoned, due to the quickening time pressures on completion of the project. Nevertheless, the mail pre-contact is considered a useful technique in allaying the fears of respondents, especially older persons, and the use of the code card proved to be a useful tool.

In a majority of cases the entry in the City Directory provided a telephone number in addition to a name and address. Interviewers were instructed to make maximum use of the telephone in setting up interviews. Procedure called for them to telephone the listed number, identify themselves, verify that the answering party was in fact living at the dwelling

unit selected for the sample, use the Kish tables to determine which resident was to be interviewed, and set up an appointment for the interview in person.

In a few cases the respondent requested that the interview be administered on the spot by telephone. The interviewer was instructed to honor such a request, even though certain elements of personal data such as ethnic classification (which the interviewer was to obtain by observation) would be missing. Interviewers reported that the telephone-administered interviews went quite smoothly.

When telephone contact proved impossible, the interviewer was instructed to call on the dwelling unit. The procedure here was to identify oneself, use the Kish table to determine which person was to be interviewed, administer the interview if possible on the spot, or, failing that, to set up an appointment for the interview at a later time. If he obtained no response on three separate personal calls on the dwelling unit, the interviewer was instructed to drop the unit from his sample list. Such failures-to-contact are included in the no-response percentages shown in Table 3.6.

Virtually no cases of being unable to locate the address were reported. These few cases are also included in the no-response rates.

In his self-introduction, the interviewer was instructed to say, in his own words, something like the following: "My name is _____. I am performing a survey on police service for the City of Rochester. You may have received a letter from the City describing this survey. I would like to interview a member of your household." He was then to go on to employ the Kish tables. The interviewer was told not to mention the name of Stochastic Systems Research Corporation unless asked for details by the respondent, since this relatively complex name was deemed to be confusing to the respondent

seeking to identify the status and purpose of the stranger at the door. The interviewer was also told to be extremely careful not to give the impression that he was a City employee, although one interviewer reported that his respondents insisted on considering him as such.

The interviewer was also cautioned not to launch into any description of PAC-TAC other than that prescribed on the interview schedule. He was permitted to depart from that text and add further explanation only when it appeared that the respondent might be confusing the PAC-TAC civilian with a Community Service Officer (another police program employing civilians in public contact). In this case the interviewer was to explain the differences in uniform and mode of service between the two types of civilians.

As noted in Section 3.2.1, the interview schedule was designed with a "short form," consisting of fourteen key questions, in addition to the full schedule. The short form was to be used if the interview appeared likely to abort for any reason. Some 42 of the 589 completed interviews, amounting to seven percent, were completed in the short form.

The interview procedure took great pains to reassure the respondent that his anonymity would be preserved. The interviewers were told not to use the names of the respondents in addressing them, even when known in advance. They were not to ask the respondents for their names, and were instructed in verbal techniques for obtaining the family data needed to use the Kish tables requiring a minimum use of given names. They were instructed to remove the Interview Control Sheets from the questionnaire packet before approaching the door of the household, since in many cases the Interview Control Sheet contained the respondent's name. When filling out the Control Sheet after the interview, they were told to use anonymous euphemisms for

identifying the person actually interviewed (e.g., to say "eldest daughter" instead of "daughter Jane L.").

Procedure called for the interviewer to read the text to the respondent with no deviations, being careful to be sure to read aloud the choice of responses designated between "//" marks. Where no choice of responses was to be read, the interviewer was to classify the response given according to the categories prescribed in the schedule. A few cases were reported where the adjective check lists normally presented to the respondent in the form of pre-printed cards had to be read aloud. The respondent usually pleaded poor eyesight but in most of these cases the interviewer suspected illiteracy as the reason. In a handful of isolated cases the interviewers reported that they had to define one or more of the adjectives for the respondent.

Interviewers were instructed to ask the project office for an interpreter if they were unable to administer an interview due to a language barrier. No such requests were received. It is suspected that some refusals were actually prompted by language difficulties.

Data collection commenced on approximately March 1, 1974 and continued through May 15, 1974.

3.3.2 Response Rates

The results on responses are summarized in Table 3.6.

It is clear from these results that once contact was made, respondents were in most cases highly cooperative. Overall, 89 percent of contacts resulted in interviews, and, as noted in Section 3.3.1, 93 percent of these were long-form. Four areas reported no refusals at all, and the highest refusal rate in any area was 12 percent.

CONTINUED

1 OF 2

Table 3.6. Summary Response Data

<u>Area No.</u>	<u>Percentage of Contacts Made per Sample List</u>	<u>Percentage of Interviews per Sample List</u>	<u>Percentage of Interviews per Contact</u>
1	49 percent	44 percent	90.5 percent
2	66	53	80.5
4	54	43	80
5	91	91	100
6	63	57	90.5
8	71	55	78.3
9	77	77	100
10	87	87	100
11	72	65	91
14	55	49	90
91	56	53	95
92	75	64	85
93	79	72.5	91.5
95	62	49	78.3
96	<u>95</u>	<u>95</u>	<u>100</u>
Overall	68 percent	61 percent	89 percent

The difficulty appeared to be in making contact. Overall, only 68 percent of the occupants at dwelling units on the sample lists were successfully contacted and consequently interviews were obtained from only 61 percent of the dwelling units on the lists. The relatively low contact rate appears to be due to a variety of causes, all of which are not well understood at this time. Areas 1, 14, and 91 appear to contain a relatively large number

of small apartments occupied by small numbers of people, thus reducing the probability of successful contact at any time. The most immediate explanation--lack of interviewer diligence--does not appear to be correct. Area 14, which experienced one of the lowest contact rates, was covered by a highly-qualified interviewer who has worked on numerous national projects, including the Harris poll and NORC projects. Similarly, area 92, considered a relatively easy area to work because of its stable middle-class demography, exhibited only average contact rates, even though it was covered by another experienced field worker. The interviewer payment procedure, in which payment was made only for completed interviews, also acted as an incentive to diligence, since there was no possibility of earning any money without making a contact.

Until recently, an overall response rate of 80 percent (i.e., responses obtained from 80 percent of the sample elements) has been considered nominal for commercial market survey work. In the past several years an apparent public disenchantment with surveys has pushed this nominal value down to 70-75 percent. By these standards the rate of 89 interviews per 100 successful contacts is rather good. The contact rate of 61 contacts per 100 sample elements is substandard, although not grossly below the lower end of the norm range. The bias, if any, introduced by the low contact rates is simply that our data are weighted more heavily towards those people who spend a greater percentage of time at home.

It is important to note, however, that areas 5, 10 and 96, which are lower-class neighborhoods with nonwhite populations of 37, 57, and 92 percent respectively, exhibited the highest contact rates (91, 87, and 95 percent) and zero refusal rates. These three areas constitute half of the

nonwhite population in the sample. Therefore the bias, if any, due to low contact rates is probably not present in the critical portions of the analysis in which controls for race are employed.

3.3.3 Quality Control

3.3.3.1 Control Procedures

The first cover sheet on each questionnaire booklet was the Interview Control Sheet (see Appendix B). This sheet had space for identifying the respondent (data from the sample list), the interviewer's name and control number, space for recording who in the dwelling unit was interviewed, the outcome of the case (interview obtained in short form or long form, refused, could not locate, no such address, and so forth), and an area to be used for the interviewer's scratch record of contacts, appointments, and listing of occupants for purposes of employing the Kish tables. The sheet also contained a "Case Number" space for the interviewer's optional use in keeping track of the respondents assigned to him. The Interview Control Sheet was the basic instrument used for control of the interview process. A completed Interview Control Sheet had to be returned for each entry on the interviewer's sample list, regardless of the outcome of the interview attempt.

At the office a record sheet was kept for each interviewer, listing the number of respondents assigned to him. The tally of returned Interview Control Sheets, checked against the record sheet, was used as the basis of verifying what payment the interviewer was to receive.

The Interview Control Sheet, originally stapled to the

questionnaire booklet, was usually returned to the office paper-clipped to the booklet, since interviewers were instructed to detach the sheet prior to entering the dwelling unit. The Control Sheet was kept clipped to the booklet while the interview was checked for completeness and accuracy by the office staff, and coded for keypunch. At this point the Interview Control Sheets were permanently separated from the booklets and the interview case number was assigned to the questionnaire by an employee who had no access to the Control Sheets. The interviews, now ready for keypunch, were at this point, totally anonymous. This procedure was directed by the City in order to assure complete confidentiality to the respondents.

3.3.3.2 Basic Quality Control Methods Employed

The quality control effort was formulated to answer three questions:

1. Did the interview reported by the interviewer actually take place?
2. Were all required questions asked and answered?
3. Did the interviewer record the answers accurately?

The technique employed to answer the first question was the spot check, usually by telephone. A certain number of respondents were contacted by the office staff and asked, "Did our interviewer contact you on (date, time)? Did he (she) administer a questionnaire to you?"

All interviewers were informed upon employment that the spot checks would be made. The checks disclosed no evidence of fraudulent submission of questionnaires.

The second question was addressed by means of a careful review of each questionnaire carried out by an employee experienced in survey administration. Any omissions or obvious errors in the way of interview was carried out were noted on the booklet cover sheet. The interviewer was then asked for clarification and, in many cases, directed to return to the respondent to obtain the missing information. Only after this process was completed was the interview coded for keypunch and the completed interview entered for payment on the interviewer's record sheet. The types of errors detected fell into two broad categories:

- (a) Systematic errors in the interviewer's initial work due to unfamiliarity with the questionnaire, especially the branching structure which depended on area type. These errors consisted of asking the wrong questions and failing to ask some of the required ones. The interviewers quickly learned to avoid these errors.
- (b) Random errors which occurred throughout the interviewer's work.

The third question--the accuracy with which the answers are recorded--depends on many things: the skill and experience of the interviewer, the adequacy of his training with respect to the particular survey instrument being used, and to some extent on the respondent as well. It was originally planned to cross-check interviewers by repeating a small number of interviews with other interviewers. This plan had to be abandoned, however, due to the pressure of time.

3.3.3.3 Missing Data

Not all the questionnaires yielded data for every question. The

major reasons for missing data are the following:

- a. Phone interviews. A small number of respondents were willing to be interviewed by phone, but would not allow the interviewer to enter the respondent's home. In these cases certain elements of personal data (e.g., race) are missing.
- b. Errors. In the early stages of the field work some interviewers occasionally improperly skipped questions they were supposed to ask. In some of these cases recontact to obtain the missing data was not possible.
- c. Short forms. About 7 percent of the responses were short forms only.
- d. Selective refusals. Many respondents objected to answering certain questions. They were not pressed by the interviewer.

3.3.4 Analysis of Data

This section is prepared from the point of view of another agency or person who intends to continue the first-order data analysis performed by Stochastic Systems and reported here, and who wishes to utilize the file layouts we prepared for use with the SPSS package (Statistical Package for the Social Sciences) as implemented on an IBM 360/65 computer.

3.3.4.1 Preparation of Data for Keypunch

When the questionnaire was designed, numbers were preassigned to code the several possible responses a respondent might make. To the right of each question on the printed form a box was drawn. After the quality control and checking phases, the code for the response was entered

into the appropriate box or boxes. The small numbers printed above the boxes indicated to the keypunch operator the column in which to punch each numerical code. Several changes to the preassigned codes were found necessary:

1. All DK ("Don't Know") responses were coded "9". This involved the following changes:
 - a. In question A1, \emptyset =DK was changed to 9=DK.
 - b. In questions B3, B5, B11, B12, C2, D9, D10, D11, E2, E7, and G7, no DK code had previously been assigned; for these, 9=DK was adopted. (In most cases DK could be assumed to be equivalent to the "vaguest" choice.)
2. In answering questions B9 and B10, some respondents noted very strongly that they felt PAC-TAC personnel should be rotated; this response was not included in the closed set of answers supplied for the question. Therefore the following code option was adopted:

5=Important to change them around.
3. If a question was left unanswered for any reason, certain codes were entered for certain variables. (SPSS assumes that blanks are the same as zeroes; this would be incompatible with the use of \emptyset for any other code than "Did Not Answer." Therefore, in questions E1, G2, and G5, "99" was entered in the appropriate card columns. If a short form was used, in which most of the questions were not answered, the computer was programmed to make such changes internally. Thus the physical cards for

these interviews contain blanks for the unanswered questions but the tape file contains the corrected codes (i.e., if (VAR065 EQ 1) then VAR048=99, VAR056=99, and VAR056=99). Note that this must be done each time the variables are needed; it is not presently included in the SPSS file.

4. In question G8, write-in answers for the "Other" category fell into two groups: housewife, or person on sick leave. Therefore the following two codes were defined for this question:

8=housewife

9=sick leave

5. Although it had been originally planned to count manually the number of questions skipped and to enter this figure into CC 66-67, it was decided to ignore this variable for the following reasons:

- a. SPSS can easily compute the total when the value is needed.
- b. Short forms presented additional confusion in that it was not always possible to tell the difference between a deliberately or an unconsciously skipped question.

6. Additional codes were assigned to the following CC:

Card #2: CC 68--codes for question G18 (no CC had previously been assigned to this question).

Card #2: CC 69--short form used. 1=yes, 0 or blank=no.

CC 70--telephone interview. 1=yes, 0 or blank=no.

7. Two variables, occupation and place of birth, were not keypunched. These responses could have been coded by any of several techniques, the choice being best made by the analyst using the data. When it became apparent that these variables would not be included in the first-cut analysis to be performed by Stochastic Systems, they were left to be coded at a later date. When this data is needed, the variables can easily be added to the SPSS file by means of an "add variables" SPSS card followed by the additional data.

8. In cases where 9=DK, an additional code "8" was used to indicate that the respondent refused to answer, but in running the data "8" and "0" were both considered missing values, so every question with missing data--for whatever reason--was handled in the same way.

3.3.4.2 Tabulations

In setting up the SPSS files the following adjustments of the data were made:

1. ARTYP was derived from TYPAR (CC 1). The possible codes for TYPAR were 1, 2, 3, or 4, depending on the area type (see Section 3.2.3.1). ARTYP was used to compare all beats against the controls and consisted of only two codes: 1=beat area (any type), and 2=control area.

2. The following question pairs were combined into a single variable:

D1 and D5 became VAR042

D2 and D6 became VAR043

D3 and D7 became VAR044

D4 and D8 became VAR045

The basic set of tabulations upon which the analysis is based consists of the following:

By Area Type by

Area Number (ARTYP

and ARNO): Questions B1, B2, B3, B4-B7, B8, B9, B10, B11, B12, D1 and D5, D2 and D6, D3 and D7, D4 and D8, D9, D10, D11, E5, E6, G2, G5, G6, G7, H1, and H2.

By ARNO by

ARTYP by

Race

(VAR063): Questions A1, A2, C1, C2, C3 (each adjective), C4 (each adjective), E2, E3, E4, E7, and G8

In addition to these two- and three-way crosstabs, the total number of positive and of negative adjectives (questions C3 and C4) checked on each questionnaire were calculated and used as two additional variables for each case. These totals were then used in the following three-way crosstabs:

ARNO	BY	POS	BY	VAR063
ARNO	BY	NEG	BY	VAR063
ARTYP	BY	POS	BY	VAR063
ARTYP	BY	NEG	BY	VAR063

where, as before, ARNO=area number, ARTYP=type of area (beat or control only),

POS=the total number of positive adjectives checked, NEG=total number of negative adjectives checked, and VAR063=race.








4.0 APPENDICES








- A. The Interview Schedule
- B. Interviewer Control Sheet
- C. Interviewer Agreement
- D. The Kish Tables
- E. Letter to Respondents




PAC-TAC EVALUATION QUESTIONNAIRE

CASE NO:

							1
--	--	--	--	--	--	--	---

Type of area (1,2,3,4)       

Area Number       

Interview number   

INTERVIEWER NO:

--	--

DATE OF INT.

--	--	--	--

Mo Da

CHECKED BY: _____
DATE: _____

Stochastic Systems Research Corporation
One East Main Street
Rochester, NY 14614

SECTION A

TRANSITION: "The first few questions concern how you feel about the police and police service in general."

* A1. How good a job would you say the police are doing in this part of town? Would you say:

//1.Excellent./2.Good./3.Average./4.Poor./5.Very Poor.//
CODE ALSO: (6.It varies.) (0.DK.)

14
[]

A2. Is police service in this neighborhood better or worse now than in the past? Would you say it has:

//1.Gotten much worse./ /4.Stayed about the same./
/2.Gotten somewhat worse./ /5.Improved somewhat./
3.Worse, someways; better, others./ /6.Improved a great deal.//(9.DK)

15
[]

SECTION B

TRANSITIONS. (Select for each type of area:)

a. Type I area (REGULAR PAC-TAC TEAM)

"The next questions are about PAC-TAC. As you may know, PAC-TAC is a program the Rochester Police Department is trying out in several parts of the City. This neighborhood is one of them. Since last summer, a PAC-TAC TEAM -- that is, a police officer and a civilian (man or woman) -- have been patrolling this area on foot, several evenings a week." (SKIP TO B1a.)

b. Type II area (TWO PAC-TAC POLICEMEN)

"The next questions are about PAC-TAC. As you may know, PAC-TAC is a program the Rochester Police Department is trying out in several parts of the City. In most of these areas, the PAC-TAC TEAM consists of a police officer and a civilian. These teams have been patrolling the areas assigned to them, on foot, several evenings a week, since last summer.

"THIS NEIGHBORHOOD is one of two in the City, where two PAC-TAC POLICEMEN have been "walking the beat," instead of the one police officer and the civilian." (SKIP TO B1b.)

c. Type III area (ONE PAC-TAC POLICEMAN)

"The next questions are about PAC-TAC. As you may know, PAC-TAC is a program the Rochester Police Department is trying out in several parts of the City. In most of these areas, the PAC-TAC TEAM consists of a police officer and a civilian. These teams have been patrolling the areas assigned to them, on foot, several evenings a week, since last summer.

THIS NEIGHBORHOOD is one of two in the City, where one PAC-TAC POLICEMAN has been "walking the beat," instead of one policeman and a civilian." (SKIP TO B1c.)

d. Type IV area (CONTROL AREA)

"The next questions are about PAC-TAC. As you may know, PAC-TAC is a program the Rochester Police Department is trying out in several parts of the City. In most of these areas, the PAC-TAC TEAM consists of a police officer and a civilian. These teams have been patrolling the areas assigned to them, on foot, several evenings a week, since last summer. In some areas, one or two PAC-TAC POLICEMEN have been "walking the beat" without a civilian.

"We are including THIS NEIGHBORHOOD in the survey to find out how people in areas which were not covered by PAC-TAC would feel about having foot patrols in addition to the usual patrol cars." (SKIP TO B2.)

B1a. About how often have you seen a policeman and a civilian patrolling this area on foot? Would you say:

//1.Never./2.Once or twice./3.Quite often./4.Very often.//
CODE ALSO: (5.Not sure.) (9.DK.) (SKIP TO B2.)

16
[]

B1b. About how often have you seen a pair of policemen patrolling this area on foot? Would you say:

//1.Never./2.Once or twice./3.Quite often./4.Very often.//
CODE ALSO: (5.Not sure.) (9.DK.) (SKIP TO B2.)

17
[]

B1c. About how often have you seen a policeman patrolling this area on foot? Would you say:

//1.Never./2.Once or twice./3.Quite often./4.Very often.//
CODE ALSO: (5.Not sure.) (9.DK.)

18
[]

B2. Have you ever seen a PAC-TAC TEAM on patrol in another area of the City? (Pause.)

CODE: (1.Yes, quite often, or many times.) (2.Yes.) (3.No.)
(4.Not sure.) (9.DK.)

19
[]

* B3. How familiar would you say you are with the PAC-TAC PROGRAM? Do you know:

//1.A great deal about it./2.Quite a bit./3.A little./
/4.Never heard of it before this interview.//

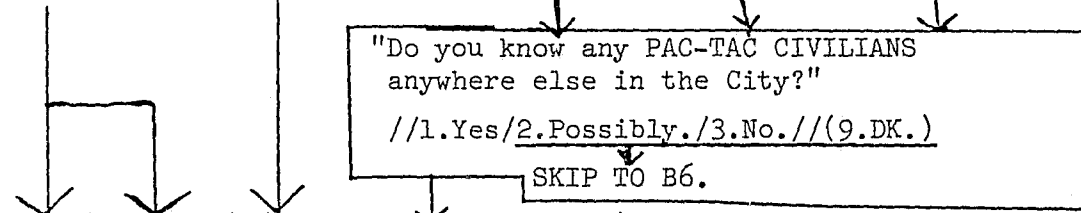
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[]

↓
IF 4, SAY: "That's all right. We'd still like to have your reactions to foot patrols like those we mentioned a few moments ago." (IF IN A CONTROL AREA, SKIP TO B8b; OTHERWISE, SKIP TO B8a.)

B4. How many PAC-TAC CIVILIANS are you acquainted with, who have patrolled this neighborhood? (Pause.)

CODE: (2.One.) (1.More than one.) (3.None.) (4.Not sure.) (9.DK.)

21



"Do you know any PAC-TAC CIVILIANS anywhere else in the City?"
//1.Yes/2.Possibly./3.No.//(9.DK.)

22

SKIP TO B6.

B5. Thinking of (this one) (the one you know best), how well would you say you know him/her?"

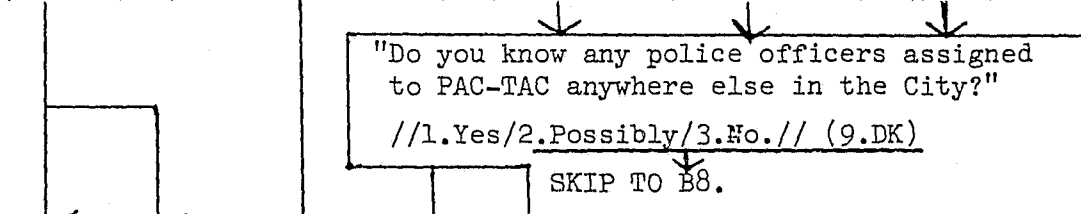
//1.Very well./2.Fairly well./3.Slightly./4.Very slightly.//

23

B6. How many police officers assigned to PAC-TAC are you acquainted with who have patrolled this neighborhood? (Pause.)

CODE: (2.One.) (1.More than one.) (3.None.) (4.Not sure.) (9.DK.)

24



"Do you know any police officers assigned to PAC-TAC anywhere else in the City?"
//1.Yes/2.Possibly/3.No.// (9.DK.)

25

SKIP TO B8.

B7. Thinking of (this one) (the one you know best), how well would you say you know him or her?

//1.Very well./2.Fairly well./3.Slightly./4.Very slightly.//

26

IF TYPE I, II, OR III AREA, ASK:

B8.a How important is it, in your opinion, for the civilians in a program like PAC-TAC to be assigned to the same areas, week-after-week, without being changed around?

//1.Very important/2.Important/3.Of minor importance/
/4.Not very important at all.// (9.DK.)

27

IF CONTROL (TYPE IV) AREA, ASK:

B8.b Assuming you lived in an area patrolled by a regular PAC-TAC TEAM--i.e., by a civilian and a policeman--how important would it be, in your opinion, for the civilians in the program, to be assigned to the same areas, week-after-week, without being changed around?

//1.Very important/2.Important/3.Of minor importance/
/4.Not very important at all.// (9.DK.)

28

B9. How about policemen assigned to PAC-TAC? How important is it that they be assigned to the same areas, week-after-week, without being changed around?

//1.Very important/2.Important/3.Of minor importance/
/4.Not very important at all.// (9.DK.)

29

B10. Now assuming that they are assigned to the same areas on a regular basis, how important do you think it is that each PAC-TAC CIVILIAN live in the area he or she patrols? Would you say:

//1.Very important/2.Important/3.Of minor importance/
/4.Not important at all.// (9.DK.)

30

* B11. Which TYPE of PAC-TAC patrol would you like to see added permanently to usual car patrols in your neighborhood? Would you say:

//1. A police officer (on foot)./
/2. An officer and civilian (on foot)./
/3. Neither. The patrol cars are enough.//

31

B12. Did you ever discuss a problem of concern to you, any kind of problem,

a. With a PAC-TAC policeman or PAC-TAC civilian anywhere in the City? (Pause)

32

CODE: (1.Yes) (2.Not sure; may have) (3.No)

SECTION C

TRANSITION: "Let's get away from PAC-TAC for a few minutes, and think about the Rochester police in general."

C1. Do people in this neighborhood trust and respect the police? How many would you say trust and respect them? Would you say:

//1. Almost everyone trust and respects them.
2. Many trust and respect them.
3. About half do and half don't.
4. Only a few trust and respect them.
5. Almost no one trusts and respects them.//
6. Other. Specify _____
CODE ALSO: (9.DK)

33

C2. If a police officer did something in this neighborhood that was clearly wrong, would you trust the Police Department to discipline him or her? Would you say:

//1.Definitely yes/2.Yes/3.Not sure/4.No/5.Definitely no.//

34

C3. I have two lists of words. One is a list of GOOD things you might say about the police; the other is a list of BAD things. Let's take GOOD THINGS first. (CARD C1) They're listed alphabetically. Tell me which of these GOOD WORDS, you would say, really apply to many policemen:

- 1. brave
- 2. broadminded
- 3. capable
- 4. cheerful
- 5. friendly
- 6. helpful
- 7. honest
- 8. independent
- 9. logical
- 10. responsible
- 11. self-controlled
- 12. strong

CODE ALSO: (9.Did not select adjectives.)

Total checked: _____

C4. Good. Now here's the second list. (CARD C2) Tell me which of these not-so-nice words really apply to many policemen.

- 1. arbitrary
- 2. brutal
- 3. cold
- 4. corrupt
- 5. cowardly
- 6. discourteous
- 7. incompetent
- 8. irresponsible
- 9. nasty
- 10. oppressive
- 11. prejudiced
- 12. snoopy

CODE ALSO: (9.Did not select adjectives.)

Total checked: _____

* C5. All factors considered, how would you rate the overall performance of the police in this City? Would you say:

//1.Exceptional/2.Very good/3.Satisfactory/4.Unsatisfactory/
/5.Very unsatisfactory.// CODE ALSO: (6.It varies.) (9.DK.)

SECTION D

TRANSITION: "Okay, that was pretty fast. Now let's get back to PAC-TAC for a few more questions."

IF IN TYPE IV AREA (CONTROL), SKIP TO D5.

Respondents in control areas answer D5 through D8, and D11. (5 questions)

Respondents with one/two PAC-TAC policemen, answer D1 through D4, and D10, and D11. (6 questions)

Respondents with regular PAC-TAC teams answer D1 through D4 and D9 through D11. (7 questions)

* D1. Is it safer on the streets, those evenings when PAC-TAC is patrolling?

//1.Definitely yes/2.A little/3.Not at all.// (9.DK)

D2. If no one is at home, are your possessions safer from burglars and vandals when PAC-TAC is patrolling?

//1.Definitely yes/2.A little/3.Not at all.// (9.DK)

D3. Have the attitudes of young people and youth groups toward the police improved at all, as a result of PAC-TAC? Would you say:

//1.Not at all/2.Perhaps a little/3.Very much.// (9.DK)

D4. Would you consider asking the PAC-TAC team you have in this area to keep an eye out and check your home occasionally, if you planned to be away on vacation?

//1.Definitely yes/2.Perhaps/3.Definitely no.// (9.DK)

IF IN TYPE I AREA (REGULAR PAC-TAC AREA), SKIP TO D9.

IF IN TYPE II OR III AREA (TWO/ONE PAC-TAC POLICE), SKIP TO D10.

IF IN TYPE IV AREA (CONTROL AREA), TAKE THE FOLLOWING QUESTIONS (D5 through D8).

* D5. Would it be safer on the streets, those evenings when a PAC-TAC TEAM --a policeman and a civilian--is patrolling?

//1.Definitely yes/2.A little/3.Not at all.// (9DK)

D6. If none were at home, would your possessions be safer from burglars and vandals when a PAC-TAC TEAM is patrolling?

//1.Definitely yes/2.A little/3.Not at all.// (9.DK)

D7. Would the attitudes of young people and youth groups toward the police improve at all, if a PAC-TAC TEAM were assigned to this area? Would you say:

//1.Not at all/2.Perhaps a little/3.Very much.// (9.DK)

D8. Would you consider asking the policeman and the civilian of a PAC-TAC TEAM to keep an eye out and check your home occasionally, if you planned to be away on vacation?

//1.Definitely yes/2.Perhaps/3.Definitely no.// (9.DK)

(SKIP TO D11)

* D9. Do you like the way the PAC-TAC CIVILIANS go about doing their job?

//1.Definitely yes/2.Yes/3.Undecided/4.No/5.Definitely not.//

D10. Do you like the way the PAC-TAC OFFICERS go about doing their job?

//1.Definitely yes/2.Yes/3.Undecided/4.No/5.Definitely not.//

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* D11. All factors considered, are you for or against continuing the PAC-TAC program and extending it to other parts of the City? Would you say you are:

//1.Strongly opposed/2.opposed/3.Undecided/4.In favor of it/
/5.Strongly in favor of it.//

SECTION E

				76	
1	2	3	4	5	6

TRANSITION: "Now I would like to ask some questions about your NEIGHBORHOOD."

* E1. About how long have you lived in this part of town? _____ years.
(IF "less than one," record "zero;" CODE number of years.)

8	9
---	---

E2. How is this part of town to live in? Would you say:

//1.Excellent/2.Good/3.Average/4.Undesirable/5.Very undesirable.//

10

E3. Are you considering moving from this area?
CODE: (1.Yes) (2.No) (3.Maybe) (4.DK)

11

E4. IF "YES", ASK: "where are you thinking about moving to?"
CODE: (1.Elsewhere in city)(2.Suburbs)(3.Out of area)(4.Undecided)

12

E5. In some parts of town, the way teenagers behave is a serious problem. In other parts of town, this is not much of a problem at all. Thinking of this part of town, would you say this problem of teenage behavior is:

//1.Very serious/2.Pretty serious/3.Not too serious/
/4.Not serious at all.// (9.DK)

13

E6. In general, how unsafe is it to be on the streets in this neighborhood after dark --say 10 to 11PM?

//1.Extremely unsafe/2.Unsafe, but not extremely so/
/3.A little risky, but not enough to keep us in the house when we have reason to go out/4.quite safe/5.Very safe// (9.DK)

14

E7. All factors considered, would you say you are satisfied or dissatisfied with the quality of life in Rochester? (Pause.)

CODE: (1.Satisfied)(2.Don't know)(3.Dissatisfied.)

15

SECTION F

TRANSITION: "Here are two questions about whether you have had any unpleasant or pleasant experiences with the police in the last two years."

"Being chewed out by a policeman for speeding or for something more serious would be an unpleasant experience. Calling the police for help and not getting it in time, would be another example.

F1. Without telling me what happened, did you have any experiences with the police in the last two years which were either "mildly unpleasant" or "very unpleasant?" (IF "YES," ASK: "Would you say the experience was "mildly unpleasant" or "very unpleasant?"")

CODE: (1.No such experience) (2.Mildly unpleasant) (3.In between) (4.Very unpleasant) (5.Vague, evasive)(6.Did not answer) (9.DK)

16

TRANSITION: "The next question is about any pleasant experiences you may have had, for example, being helped by an officer when you needed it."

F2. Again without saying what happened, did you have any experiences with the police in the last two years which were either "mildly pleasant" or "very pleasant?"

CODE: (1.No such experience) (2.Mildly pleasant) (3.In between) (4.Very pleasant) (4.Vague, evasive) (6.Did not answer) (9.DK)

17

* F3. There's a lot of talk these days about SOCIAL CLASSES. If you were asked, which class would you say you belonged to? Would you say:

//1.Upper class/2.Middle class/3.Working class/4.Lower class.//
CODE ALSO: (5.There are no classes) (9.DK) & SKIP TO G1.

18

* F4. Would you say you are in the average part of the upper part of the _____ class?

CODE: (1.Average) (2.Upper) (9.DK.)

19

SECTION G

G1. Now in this last section, I'd like to ask some questions about you. Are you:

//1.Single./2.Married./3.Separated./4.Divorced./5.Widowed.//

How many children do you have?
CODE: (0),(1),(2),(3),(4),(5),(6 or more)

20
21
22
23
24

* G2. When were you born? Month Year

26	27
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G3. Where were you born? _____

28	29
----	----

G4. How long have you lived in the Rochester area? (FW: Includes Monroe and contiguous counties.) _____ Years.

30	31
----	----

* G5. What is the highest grade of school you completed? (Circle number.)

- Grade school 0 1 2 3 4 5 6 7 8
- High school 9 10 11 12
- College 13 14 15 16 17+ (if no degree)
- 18 (Associate degree) 19 (BA/BS)
- 20 (MA/MS) 21 (Law, MD,PhD, other doctoral)

30	31
----	----

G6. Is this a rented home/apartment?

CODE: (1.Yes) (2.No.) (9.DK)

32

IF "NO", ASK: "Does the owner live here --i.e., within this home/apartment?"

CODE: (1.Yes) (2.At least 3 months/year)(4.No) (9.DK)

33

G7. Do you have a telephone within your home (or apartment)?

CODE: (1.Yes.) (2.No, but is ordered.) (3.No.)

3

IF NO: Where is the nearest phone you could use in an emergency?

- /1. In the hall on this floor./
- /2. In the hall on another floor./
- /3. In a neighbor's apartment in this building/
- /4. In another house or building./
- /5. A street phone./
- /6. Other: _____.

35

* G8. Are you working now, laid off, working part-time, retired, unemployed, a student, or what?

CODE: (1. Working full-time) (2. Laid off from full-time job.) (3. Working part-time) (4. Laid off.) (5. Retired.) (6. Unemployed.) (7. Student.) (8. Other _____.)

UNLESS WORKING FULL-TIME, ASK: "Are you currently seeking employment?" CODE: (1.Yes.) (2."sort of," etc.) (3.No.)

G9. What is/was your main job? (FW: If 2 jobs, determine which is main one and indicate. PROBE carefully for specific job, e.g., lathe operator, bank teller, etc. If housewife without part-time job, code "housewife;" but if employed more than 18 hours/week, code occupation. If no identifiable "main job," note & SKIP TO G15.)

G10. What kind of business is/was that in? (e.g. steel mill, bank, etc.)

G11. In this job do/did you work for yourself or for someone else?

CODE: (1.Self-employed.) (2. Someone else.)

G12. About how many people do/did you employ? CODE:

- (1. 1-9) (2. 10-24)
- (3. 25-49) (4. 50-99)
- (5. 100-499) (6. 500 or more.)

G13. About how many people are/were employed by the Company? CODE:

- (1. 1-9) (2. 10-24)
- (3. 25-49) (4. 50-99)
- (5. 100-499) (6. 500 or more)

G14. Have you ever been self-employed? CODE: (1.Yes) (2.Not really) (3. No.)

* G15. Are you the main wage earner in this household?

CODE: (1.Yes) (2.No.) (9.DK)

SKIP TO G 22

SKIP TO G 22

G16. With respect to the main wage earner, what is/was his/her main job? (FW: If 2 jobs, determine which is main one and indicate. PROBE carefully for specific job, e.g., lathe operator, bank teller, etc. If housewife without part-time job, code "housewife;" but if employed more than 18 hours/week, code her occupation. If no identifiable "main job," note & SKIP TO 22.)

36

37

38 39 40 41 4

43

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46

47 48 49 50 5

G17. What kind of business is/was that in? (e.g., steel mill, bank, etc.)

G18. In this job, does/did he/she work for self or for someone else?

CODE: (1. Self-employed.)

(2. Someone else.)

G19. About how many people are/were employed? CODE:

- (1. 1-9) (2. 10-24)
- (3. 25-49) (4. 50-99)
- (5. 100-499) (6. 500 or more)

G20. About how many people are/were employed by the Company? CODE:

- (1. 1-9) (2. 10-24)
- (3. 25-49) (4. 50-99)
- (5. 100-499) (6. 500 or more)

G21. Was he/she ever self-employed? CODE: (1. Yes) (2. Not really.) (3. No) (9. DK)

G22. If you think about two years ahead, do you think you will be better off, about the same as now, or worse off? CODE: (1. better) (2. Same) (3. worse) (9. DK.)

G23. Here's a card that lists 8 different INCOME LEVELS, going from under \$3000/year all the way up to \$25,000 and over. Where in this list do you think the total income of everyone in this household was in 1973? Be sure to count everything--wages, welfare, pensions, interest, and so on, and to include yourself. Where would the total for 1973 be in this list? (SHOW CARD G1.)

- CODE: (1. Under \$3000) (5. \$10,000 to \$14,999)
- (2. \$3000 to \$4999) (6. \$15,000 to \$19,999)
- (3. \$5000 to \$6999) (7. \$20,000 to \$24,999)
- (4. \$7000 to \$9999) (8. \$25,000 and above)
- (9. DK)

G24. About how much of the total income of this household did you earn? \$ _____.

CODE AS IN G23.

TO BE COMPLETED BY INTERVIEWER IMMEDIATELY AFTER LEAVING RESPONDENT'S HOUSE.

H1. Respondent's ethnic classification.

- 1. White 2. Black 3. Puerto Rican 4. Oriental 5. Other 9. DK

H2. Respondent's sex.

- 1. Male 2. Female

H3. What kind of place does R live in?

Single family dwelling

- 1. Single story
- 2. Multiple story

Trailer

- 3. Mobile
- 4. Permanent Foundation

5. Flat in Two or Three Family House

6. Flat in Four Family House

7. Apartment Building

a. How many other dwelling units in this building? _____

H4. External Condition of House

- 1. Excellent: Expensive house, well cared for.
- 2. Average house: Good repair; not lavish, but well kept.
- 3. Average house: Not good repair.
- 4. Poor: Ramshackle, much in need of repair.

H5. How does R's house compare in general appearance with the three or four houses nearest to it?

- 1. R's house is above average, relative to the others.
- 2. R's house is average.
- 3. R's house is below average relative to the others.

H6. How cooperative was R? 1. Very cooperative throughout.

- 2. Average. 3. Poor throughout.
- 4. Started poor, became good. 5. Started good, became poor.

H7. Is this interview of questionable value, generally adequate, or high quality?

- 1. Questionable 2. Generally adequate 3. High quality

H8. List here any questions which were skipped for any reason: _____

CODE: The number skipped _____.

PAC-TAC QUESTIONNAIRE

INTERVIEW CONTROL SHEET

Respondent household: _____ Area _____

_____ Case _____

Tel. _____

Interviewer Name _____ Number _____

TO BE FILLED IN BY INTERVIEWER

Identification of respondent within household (e.g., husband George, eldest daughter, etc.) _____

Interview was:

- _____ Completed (long form) on _____ (date)
- _____ Completed (short form) on _____ (date)
- _____ Incomplete (explain below)
- _____ Refused (explain below)
- _____ Could not locate household or make contact with respondent (explain)

Notes: (record of contacts, appointments made, explanations, etc.)

This sheet is to be returned with completed questionnaires, or when interview cannot be completed for any reason.

PAC TAC PROGRAM

INTERVIEWER AGREEMENT

In consideration of my retention as a field interviewer by Stochastic Systems Research Corporation, hereinafter referred to as SSR, under and by virtue of SSR's contract with the City of Rochester to evaluate the PAC-TAC program, I agree to perform my services in the following manner:

1. I understand that in performing field interviews for SSR on the PAC-TAC program I am acting as an independent contractor to SSR, and that I am not an employee of SSR or of the City of Rochester.
2. I understand that my function hereunder is to collect interview data and deliver said data directly to SSR, its agents, employees or designees. I expressly agree not to reveal any of said data to anyone other than SSR, its agents, employees or designees, or to retain copies or notes of, or otherwise use any of said data. I agree to personally see to the confidentiality and security of said data while it is in my possession.
3. I understand that I may be subject to suit if I reveal said data to anyone other than SSR, or if I otherwise make unauthorized use of said data.

Date

Signature

Stochastic Systems Research Corp.

PROCEDURE FOR SELECTING ONE
RESPONDENT FROM A HOUSEHOLD

1. Before making contact with the household, be sure to write the Table Letter listed for the household on a corner of the Interview Control Sheet (the top cover sheet of the questionnaire booklet).
2. When you make your first contact, ask the person you are talking with to list all persons in the household 18 or over. Write these in the blank space on the bottom half of the Interview Control Sheet.
3. Number the persons in the following order: oldest male, next oldest male, etc., followed by oldest female, next oldest female, etc.
4. Using the Table Letter for that household, find the person to be interviewed from the table below.

Table Letter	If the number of persons 18 or over in the household is:					
	1	2	3	4	5	6 or more
Select the person numbered:						
A	1	1	1	1	1	1
B	1	1	1	1	2	2
C	1	1	1	2	2	2
D	1	1	2	2	3	3
E	1	2	2	3	4	4
F	1	2	3	3	3	5
G	1	2	3	4	5	5
H	1	2	3	4	5	6



CITY OF ROCHESTER, NEW YORK

CRIME CONTROL PROGRAM DIVISION
CITY HALL
ROCHESTER, NEW YORK 14614

January 25, 1974

Dear

The City of Rochester has contracted with Stochastic Systems Research Corporation to assist in the evaluation of a Federally-funded experimental police program.

As part of the evaluation, the contractor is conducting an opinion survey to determine how Rochester residents feel about this program and related police services.

YOUR HOUSEHOLD was selected, by rules of chance, to be part of a random sample of households for the survey. One of the interviewers will call on you (or phone) sometime in the next few weeks asking for approximately thirty minutes of your time. Your opinions are important in determining the effectiveness of this program and your cooperation will be appreciated.

NO EMBARRASSING QUESTIONS will be asked. However, if there happens to be a question you prefer not to answer, the interviewer will respect your feelings and wishes. The opinions you express will be treated **CONFIDENTIALLY**, and used only for the purposes of this study.

PLEASE help us with this survey. We have no way of substituting anyone else's opinions for yours, now that we have selected the random sample to work with. This makes your opinions especially important.

If you have any questions, or require any further explanation, you may call me at 454-4000, ext. 190.

Sincerely,

Mary Walsh Russo

Mary W. Russo
Crime Control Program

P.S. Inside the small envelope, with this letter, is an identifying code. You can use this code to be sure the man or woman at the door or on the phone is the interviewer assigned to your household.

MWR/ap

END