# WORKSHOP IN POLITICAL THEORY & POLICY ANALYSIS

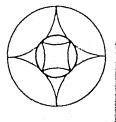
## Police Services Study Technical Report

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MEASURES OF METROPOLITAN POLICE INDUSTRY STRUCTURE - SERVICE STRUCTURE MATRICES FOR THE ALBANY GEORGIA SMSA

by

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Morgan Hall 121 Indiana University Bloomington, IN 47401 MEASURES OF METROPOLITAN POLICE INDUSTRY STRUCTURE - SERVICE STRUCTURE MATRICES FOR THE ALBANY/GEORGIA SMSA

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This report is part of the Police Services Study which is supported by the Research Applied to National Needs Division of the National Needs Division of the National Science Foundation, Grant Number GI 43949. The entire project staff has contributed to the development of the matrix methodology for the measurement of metropolitan public service industry structure reported in this paper. The opinions are, however, the author's own and do not necessarily reflect the views of NSF or Indiana University.

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Public service industries, such as police, have often been described as "fragmented," containing little "coordination" between numerous "autonomous" agencies. Yet adequate discussion and empirical analysis of the operation of public service industries requires concise definition of the terms used to describe interorganizational arrangements. Such definition requires a procedure for measurement. Standardized definitions and operationalizations permit companisons between metropolitan areas.

In Chapter 3, "Service Delivery Patterns" of Patterns of Metropolitan

Policing, we propose definitions and a procedure for measuring the structure

of organizational arrangements for policing in metropolitan areas. In

this report, service structure matrices for the Albany/Georgia SMSA illustrate
the computation of the measures of metropolitan structure used during

Phase I of our research. 2

For each of 10 police services, half of which we have classified as "direct" and half as "auxiliary," we have arrayed the consumers and producers on a matrix. The former occupy the columns and the latter the rows. For the direct services, columns in the matrix will be the organized consumption units within the metropolitan area. For the auxiliary services, the matrix columns are these producers of direct services which are now consumers of the auxiliary service in question. These will include agencies

which receive services from internal units (e.g., a municipal police department with its own dispatcher) as well as agencies receiving the service from another agency (e.g., a municipal department which relies upon the county sheriff for detention service). Each cell in a matrix identifies a dyadic relationship between one producer and one consumer for a particular service. Thus, the entire matrix for a service will define all realtionships between consumers and producers within a metropolitan area for that service. The general form of a service structure matrix is shown in Fig. 1.

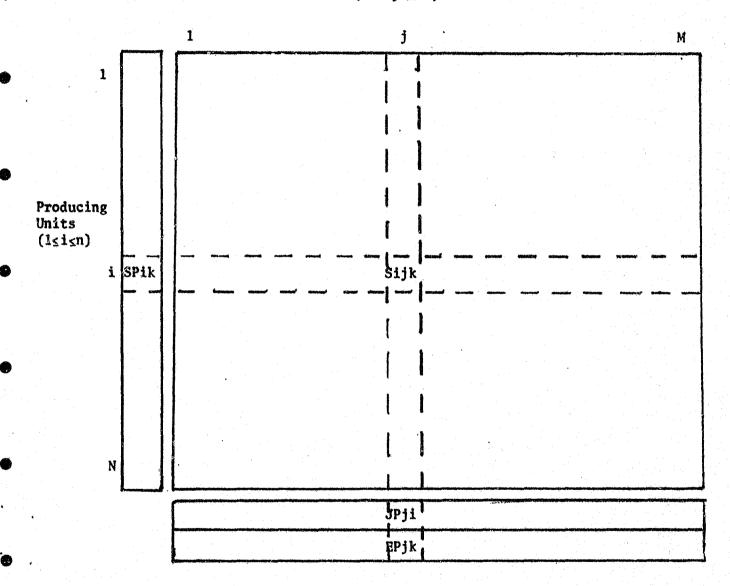
Within each cell of a matrix as many as six code letters, referred to as Service Code Indicators in Fig. 1, may appear to describe relationship between a producer and a consumer. Of primary importance is the first letter which describes the provision of police services by the producer to the consumer as irregular (I), regular (R), coordinated (C) or alternated (A).4 The second code describes the relationship as written (W), unwritten (U), or own (O). The third code indicates whether or not the service is produced for a fee (F = fee, N = no fee) or if it is produced by own (0). The last three codes are used only to describe "alternate" relationships. The fourth code describes whether or not the alternate producer serves the consumer exclusively (E) or non-This code is used to identify service duplication by exclusively (N). alternate producers. Does this producer alternate with another in Time (T), Space (S) or Clientle (C)? The fifth code permits identification of type of alternate production of service. A final code indicates the location of alternate service provision. This code describes a restricted clientele or geographic area. (The sixth code will appear in the fourth position and may be used only after the five other codes.)

Figure 1. General Form of a Service Structure Matrix



Consuming Unitsa

 $(1 \le j \le m)$ 



#### Figure 1 continued

#### Definitions of Matrix Terminology

- Sijk -- Service Flow Indicator with the following possible values:
  - R = Producing unit i regularly provides service k to consuming unit j without coordination or alternation.
  - I = Producing unit i <u>irregularly</u> provides service k to consuming unit j.
  - C = Producing unit i regularly provides service k to consuming unit j in coordination with some other producing unit for service k.
  - A = Producing unit i regularly provides a portion of service k to consuming unit j, that is, unit i is an alternate provider (in terms of either time, space, or clientele) of service k to consuming unit j.
    - \* a blank indicated that producing unit i is not involved (even irregularly) in providing service k to consuming unit j.
- SPik -- Serviced population for producing unit i and service k. This is the sum of p; over row i for column where sijk is equal to R, C, or A. (for direct services only).
- JPjk -- Bopulation of consuming unit j of service k (for direct services only).
- EPjk -- Population of consuming unit j excluding all enclaves within its boundaries (for direct services only).

Letter Abbreviation	Type of Place
<b>A</b>	Airport
В	Bus Station
C	Non-Residential College
D	Park
E	Shopping Center
F	Freeways, Interstate, or other Limited Access Roads
G	State Capitol District
Н	Hospital
r	Harbor or Port
M	Military Base
0	Other Roads
P	Prison
R	Rairoad Station
S	School Police Force
<b>T</b>	Toll Roads

For each service 23 structural measures will appear below the matrix in addition to two SMSA population figures -- SMSA POP and SMSA P1. (The latter is simply the SMSA population divided by 100,000. SMSA Pl is used in computing several of the "relative" measures to prevent extreme variations in orders of magnitude between measures.) However, all 23 have meaning only with respect to direct services. Only 12 of these measures are meaningful for the auxiliary services. The reason for this difference between direct and auxiliary services centers on the question -"who are the consumers." For each of the direct services, the consumer may be conceptualized as the service area or the individual citizen within that unit. As a result we compute two numbers for most of the structural measures with the first using the number of service areas as the denominator and the second -- termed a "relative" measure -- using the sum of the number of citizens within each service area. For auxiliary services, the conceptualization of "consumer" is the police agency which uses services produced by itself or another agency. Therefore, none of the

"relative" measures, except "REL MUL 2" is valid. These relative measures should be equal to .0000 for all auxiliary services.

The distinction between auxiliary and direct services in terms of the conceptualization of "consumer" is also manifest in the service matrices. Each of the direct service matrices contains information regarding the population of the consuming units; auxiliary service matrices contain no such information. In dealing with the notion of consumer population we have found it useful to make several distinctions. Two rows of population figures appear at the bottom of the matrix and refer to each column or organized consuming unit. "Total pop" is the 1970 census population of the consuming unit. "Exclusive Total pop" is a proper subset of "Total pop." It is an enumeration of the population of the unit which does not overlap with the enclaves (municipalities, townships, campuses, etc.) within its boundaries. Referring to the "Burglary" matrix (Table 1) of the Albany, Georgia SMSA, the 1970 population for each of the four consuming units is listed in the first row under the matrix. The city of Albany, the Marine Corps Center, and Albany State College are all located within Dougherty County. Subtracting their population from the county population leaves an exclusive population of 13,394 for Dougherty County. The third population total appears directly under the name of each producer. This "Total pop" is the total population which the police agency serves and is equal to the sum of the exclusive populations of each of the agency's service areas. For example, again referring to the burglary matrix, the Dougherty County Police Department serves both Dougherty County and the Albany State College campus. The sum of their exclusive populations, 13,394 and 1,803, equals the total population the Dougherty County Police Department serves, 15,197.

The methodology for computing the population served by each producer and the exclusive population of each consuming unit is completely general. Characteristics of each consumer can be identified. With this information it is possible to describe the characteristics of the serviced populations. As examples, we have also calculated the following characteristics of each serviced population from census data: racial composition, percent below the poverty line, age composition, and median value of housing.

A final note before discussing the service structure of the Albany/
Georgia SMSA. In the computation of all structural measures, the I's

(cell entries denoting "irregular producer") have been excluded for
the current analysis. As a result, those rows and columns which exist
solely due to "I" entries are ignored. Future analyses of our service
charts including "I" entries may facilitate understanding of police
backup capabilities.

#### Measures of Burglary Investigation (Table 1)

- 1. Fragmentation = Number of service areas (consuming units)

  for burglary
  - Number of columns on the matrix having at least one R, A, or C
  - # 4.0 (all of the consumers in the SMSA for burglary -- Dougherty County, Albany, Marine Corps Center, Albany State College)

- 2. Relative Fragmentation = Number of service areas for burglary
  per 1,000 residents
  - = Fragmentation divided by SMSAP1
  - = 4.0/.89694 = 4.44623
- 3. Multiplicity = Number of producers of burglary investigation services
  - = Number of rows having at least one R, A, or C
  - = 7.0 (of the 8 producers of burglary investigation, the Georgia Bureau of Investigation is not counted because it produces only irregularly for the consumers within the Albany SMSA
- 4. Relative Multiplicity 1 = Number of producers of burglary investigation services per 100,000 residents
  - = Multiplicity divided by SMSAP1
  - = 7.0/.89694 = 7.8090
- 5. Relative Multiplicity 2 = Number of producers of burglary investigation services per consuming unit
  - = Multiplicity divided by fragmentation
  - = 7.0/4.0 = 1.750
- 6. Independence = Number of service areas receiving burglary investigations services from their own producer divided by the total number of service areas
  - = Number of columns having at least one RO, AO, or CO entry divided by fragmentation
  - **\*** 4.0/4.0 **\*** 1.000
    - (All four columns contain at least one entry RO, CO, and AO indicating service provision by their

"own" producer -- Dougherty County by the Dougherty Sheriff and an independent Dougherty County
Police Department, Albany by the Albany Police
Department, the Marine Corps Center by its own
base security, and Albany State College by its
own campus police force.)

- 7. Relative Independence = The proportion of the SMSA population served by their own producer
  - Sum of the exclusive populations of the consuming units (columns) having at least one RO,
    AO, or CO entry divided by SMSAPOP
  - = (13,394 + 72,623 + 1,819 + 1,803)/89,639 = 1.00

    (As in the independence measure, all consumers have their own producer. Therefore, relative independence is computed as its highest value. All remaining "relative" measures will be computed in a similar manner, i.e. the sum of exclusive populations meeting certain criteria divided by SMSAPOP.
- 8. Exclusive Independence = Number of consuming units served by only
  their own producer on a regular basis
  - = Number of columns having an RO entry and no other divided by fragmentation
  - = 1.0/4.0 = .250 (The only relationship which fits the criteria for this measure is that between Albany and its own police agency.)
- 9. Relative Exclusive Independence = 72,623/89,639 = .8102

- 10. Nominal Duplication = Number of consuming units receiving service

  from more than one producer divided by the number

  of consuming units
  - = Number of columns with more than one R, A, or C divided by fragmentation
  - = 3.0/4.0 = .750 (Dougherty County is served by
    the coordinated production arrangements of the
    Dougherty Sheriff and the Dougherty County Police
    Department. The Marine Corps Center is served alternately by their base security, the FBI, and
    the Marine Corps Criminal Investigations Division.
    Burglary investigation services of the Albany State
    College campus are coordinated between the campus
    police and both county police agencies.)
- 11. Relative Nominal Duplication = (13,394 + 1,819 + 1,803)/89,639 = .1898
- 12. Strict Duplication = Number of consuming units receiving regular

  service from more than one producer without coor
  dination or exclusive alternation divided by the

  number of consuming units
  - = Number of columns having two or more R's divided by fragmentation
  - = 0.0/4.0 = 0.00
- 13. Relative Strict Duplication = 0/89,639 = 0
- 14. Strict Coordination = Number of consuming units receiving burglary
  investigations services from a coordinated arrangement between two or more producers divided by the
  total number of consuming units

- Number of columns with two or more C's divided by fragmentation
- = 2.0/4.0 = .50
- 15. Relative Strict Coordination = (13,394 + 1,803)/89,639 = .1695
- investigation service from a coordinated arrangement between two producers or from an alternate arrangement involving clientele coordination (the CC relationship for the Marine Corps Center), divided by the total number of consuming units
  - Number of columns having two or more C's or AXX
    CC's divided by fragmentation
  - = 3.0/4.0 = 0.75
- 17. Relative Alternate Coordination = (13,394 + 1,819 + 1,803)/89,639 = .1898
- 18. Strict Alternation = Number of consuming units receiving service

  from alternating producers in time, space, or clientele divided by the total number of service areas
  - = Number of columns having one or more A's divided by fragmentation
  - = 1.0/4.0 = .250 (The Marine Corps Center receives services from three agencies which alternate services on the basis of clientele.)
- 19. Relative Strict Alternation = 1,819/89,639 = .0203
- 20. Non-Coordinated Alternation = Number of consuming units receiving service from alternating producers who do not

coordinate their alternation divided by the number of consuming units

- = Number of columns with two or more AXX's but no CC's divided by fragmentation
- = 0/4.0 = 0
- 21. Relative Non-Coordinated Alternation = 0/89,639

= (

- 22. Dominance = Number of service areas receiving regular, alternate,
  or coordinated service from the producer with the
  largest serviced population divided by the total
  number of service areas
  - = Number of columns (excluding I's) served by the producer with the largest "Total pop" in its row divided by fragmentation

$$= 1.0/4.0 = .250$$

23. Relative Dominance = 72,623/89,639 = .8102

#### Measures of Homicide Investigation (Table 2)

The structure of the police industry providing homicide investigation services to the Albany/Georgia SMSA differs from the structure for burglary investigation. The primary difference is the change in the status of the Albany State College campus as a consuming unit — it is not organized to receive homicide services and therefore becomes classified as part of the county — and the loss of the Albany State College campus police which do not handle homicide investigations. These are handled by the two county agencies. The results of these dhanges are reflected in the measures below:

- 1. Fragmentation = 3.000
- 2. Relative Fragmentation = 3.000/.8964 = 3.3468

- 3. Multiplicity = 5.000
- 4. Relative Multiplicity 1 = 5.000/.8964 = 5.5779
- 5. Relative Multiplicity 2 = 5.0/3.0 = 1.6667
- 6. Independence = 2.0/3.0 = .6667
- 7. Relative Independence = (15,197 + 72,623)/89,639 = .9797
- 8. Exclusive Independence = 1.0/3.0 = .333
- 9. Relative Exclusive Independence = 72,623/89,639 = .8102
- 10. Nominal Duplication = 2.0/3.0 = .6667
- 11. Relative Nominal Duplication = (15,197 + 1,819)/89,639 = .1898
- 12. Strict Duplication = 0.0/3.0 = 0.00
- 13. Relative Strict Duplication = 0/89,639 = 0
- 14. Strict Coordination = 1.0/3.0 = .333
- 15. Relative Strict Coordination = 15,197/89,639 = .1695
- 16. Alternate Coordination = 2.0/3.0 = .6667
- 17. Relative Alternate Coordination = (15,197 + 1,819)/89,639 = .1898
- 18. Strict Alternation = 1.0/3.0 = .333
- 19. Relative Strict Alternation = 1.819/89.639 = .0203
- 20. Non-Coordinated Alternation = 0.0/3.0 = 0.00
- 21. Relative Non-Coordinated Alternation = 0/89,639 = 0
- 22. Dominance = 1.0/3.0 = .333
- 23. Relative Dominance = 72,623/89,639 = .8102

#### Measures of Detention (Table 8)

An example of the relationships between police agencies in the pro-

duction and consumption of auxiliary services can be seen in the service matrix for detention. Here the producers of direct services are seen as the consumers of the auxiliary services produced by detention "specialists." (The definitions for auxiliary service structural measures can be made equivalent to the definitions for direct service structural measures by adding "police" to "consuming unit.") The computations for the detention measures are shown below: (As noted previously, all "relative" measures except "Relative Multiplicity 2" are not meaningful for auxiliary services and they appear as 0.000 on the computer printout.)

- 1. Fragmentation = 8.000 (This is the total of the seven regular producers seen in the burglary matrix with the addition of the Georgia State Patrol.)
- 2. Multiplicity = 2.000 (Dougherty County Sheriff and the Marine

  Detention Center produce detention service in
  the Albany SMSA.)
- 3. Relative Multiplicity 2 = 2.00/8.00 = .250
- 4. Independence = 1.00/8.00 = .1250
- 5. Exclusive Independence = 1.00/8.00 = .1250
- 6. Nominal Duplication = 0/8.00 = .000
- 7. Strict Duplication = 0/8.00 = .000
- 8. Strict Coordination = 0/8.00 = .000
- 9. Alternate Coordination = 0/8.00 = .000
- 10. Strict Alternation = 0/8.00 = .000
- 11. Non-Coordinated Alternation = 0/8.00 = .000
- 12. Dominance = Number of column served by the producer which serves

the largest number of columns divided by fragmentation = 6.00/8.00 = .750

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NCN-COOR ALTER- .1667 REL NON-COOR ALTER- 0.0000 STRICT ALTER- .1667 REL STRICT ALTER- 0.0000

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<sup>1</sup> Elinor Ostrom, Roger B. Parks, and Gordon P. Whitaker, <u>Patterns of Metropolitan Policing</u> (Lexington, Kentucky: Lexington Books Inc.), forthcoming. An earlier discussion of these ideas appeared as Elinor Ostrom, Roger B. Parks, and Gordon P. Whitaker, "Defining and Measuring Structural Variations in Interorganizational Arrangements," <u>Publius IV</u>, No. 4, Fall 1974, 87-108.

<sup>2</sup>This form of representation draws on the work of Wassily M. Leontief in input-output analysis. (See Wassily M. Leontief, The Structure of American Economy, 1919-1939, Second Edition. Fair Lawn, N.J.: Oxford University Press, 1951.) Input-output analysis arrays producers and consumers of a service as we propose to do but fills in the cells with the amount of goods flowing from one to the other. Our entries will represent presence or absences of certain types of service relationships rather than flows of goods. A related tradition is the work of sociologists interested in the relationships among individuals in small groups represented by matrices or directed graphs. (See, for example, Frank Harary, Robert Z. Norman and Dorwin Cartwright, Structural Models: An Introduction to the Theory of Directed Graphs.) In a recent article, Paul Craven and Berry Wellman of the University of Toronto discuss the potential use of matrices (or networks) for describing the relationships among communities within a region. "Such matrices can be constructed for any type of relationship between communities. We should then be able to analyze, for example, information exchange among communities, comparing the process to commercial transactions, or to intercommunity friendship links." (See Paul Craven and Berry Wellman, "The Network City," Sociological Inquiry 43, 1973, pp. 57-88.

These 10 services can be broken into two groups: direct services provided to consumers - general area patrol, traffic patrol, traffic investigation, burglary investigation, homicide auxiliary services provided to direct service producers - entry level training, chemical analysis, narcotics analysis, post-arraignment - pre-trial detention, dispatching.

4 Irregular service provision means that the producer makes this service available to this particular OCU only in unusual circumstances. A County Sheriff, for example, who upon occasion patrols through a municipality (but the area of the municipality is not part of the regular beat structure of the Sheriff) would be providing patrol services on an irregular basis to that municipality. Likewise, if the County Sheriff upon occasion entered a criminal investigation case (not all homicides -- but only a few homicides) -- the service provision would be irregular.

Regular service provision means that the producer makes the service available to an organized consumption unit on a routine basis. A producer may provide regularly even if infrequently - if every time something happens, the producer provides the service.

Regular provision may be alternate provision. Alternation results when an agency serves a restricted clientele, geographic area or provides services during restricted periods of time. Military police frequently provide patrol service only for military personnel -- clientele alternation. State highway patrols frequently provide service only on inter-states -- geographic (space) alternation. Dispatchers upon occasion dispatch for another agency for one period and the agency itself dispatches for itself during another period -- time alternation.

Regular provision may also be coordinated provision. Coordinated production occurs when two or more regular producers interact in the planning of the day to day operation of service provision for the same organized consuming unit. Coordinated patrol, for example, exists when several police departments jointly provide organized surveillance within the boundaries of a single consumption unit through the use of a common communications network. Criminal laboratory facilities are used in a coordinated way when their activities are pooled in supporting a single criminal investigation.

The computer programs used to construct matrices and calculate structural measures were written by Martha B. Vandivort, Systems Analyst, Workshop in Political Theory and Policy Analysis, Indiana University, Bloomington, Indiana. Questions regarding the programing of our structural matrices should be referred to Ms. Vandivort.

