

EVALUATION OF THE LAWRENCE POLICE DEPARTMENT INTEGRATED CRIMINAL
APPREHENSION PROGRAM

VOLUME III: The Lawrence Police Department Citizen Survey

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ACQUISITIONS

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TABLE OF CONTENTS

PREFACE.....	1
PURPOSE.....	2
METHODS.....	2
Instrument Design.....	2
The Sample.....	3
Survey Administration.....	4
Data Preparation.....	4
ANALYSIS PROCEDURES.....	5
FINDINGS.....	5
Reported and Unreported Crime.....	5
Respondents who Reported at least One Crime.....	7
Unreported Crime Victims.....	14
Satisfaction with Police Services.....	15
Respondents who felt Police were Doing a Poor or Inadequate Job....	17
Perceived Crime Rate.....	22
Perceived Neighborhood Safety.....	22
Suggestions for Improvements.....	26
Demographic Characteristics.....	30
SUMMARY.....	31
APPENDIX A Schedule: Lawrence Police Department Citizens' Survey.....	32
APPENDIX B Schedule: Lawrence Police Department Business Survey.....	39
APPENDIX C Responsibilities of Martin Research.....	46
APPENDIX D Demographic Profiles.....	47
APPENDIX E Open-Ended Comments, By Police Planning Area.....	76
APPENDIX F Suggestions from each Police Planning Area, Mapped by Category.....	111

LIST OF TABLES

1. Types of Reported Crimes, by Police Planning Areas.....	6
2. Types of Unreported Crimes, by Police Planning Areas.....	8
3. Reasons for Not Reporting Crime, by Police Planning Areas.....	13
4. Satisfaction with Police Services for Those Reporting Crimes.....	18
5. Satisfaction with Pllice Services Based on Other Police Contacts.....	19
6. Frequency of Suggestions for Improvement, by Category.....	27

LIST OF FIGURES

1. Distribution of Reported Crimes, by Police Planning Areas.....	9
2. Distribution of Unreported Crimes by Police Planning Areas.....	10
3. Percent of Respondents who Reported at Least One Crime during the Previous Twelve Months, by Police Plannning Areas.....	11
4. Percent of Respondents Not Reporting a Crime, by Police Planning Areas..	12
5. Opinion of the Quality of Lawrence Police Department Service, by Police Planning Areas.....	16
6. Change in Opinion of Lawrence Police Department Services as a Result of Contact with the Police, by Police Planning Areas.....	20
7. Perceived Change in Neighborhood Crime Rate in the Last Twelve Months, by Police Planning Areas.....	23
8. Perceived Neighborhood Safety During the Day, by Police Planning Areas..	24
9. Perceived Neighborhood Safety At Night, by Police Planning Areas.....	25
10. Summary, All Categories of Suggestions from the Open-Ended Question....	29

Lawrence Police Department Citizen Survey

PREFACE

The citizen survey portion of the research done to complete the "Evaluation of the Lawrence Police Department Integrated Criminal Apprehension Program" is apparently the first such measure of police services ever conducted by the city. The primary objective of this project was to determine the community levels of satisfaction with police services. The survey instrument went beyond this primary objective and contained three categories of information: 1) demographic variables on respondents, 2) Crime information on reported and unreported offenses, and 3) citizen satisfaction. The contracting firm, Social Impact Research, Inc. (SIR) worked closely with the LPD Assistant Chief of Police and the Crime Analyst who made up the department's representatives on the Project Review Team (PRT). The other two members of the PRT were co-investigators from SIR. Without the full support and cooperation of the LPD, and especially these representatives, the scope and final quality of this report would not have been possible.

PURPOSE

Introduction. The purpose of the Citizen Survey was to determine the levels of satisfaction with police services experienced by the community served by the Lawrence Police Department. In order to meet the objectives of the project, a survey instrument was developed, pretested and revised. The final version of the survey instrument was administered to a sample of 537 respondents in interviews conducted by telephone. The data were verified, coded and keypunched. After the data were cleaned, the tabulations presented below were run and analyzed.

METHODS

Instrument Design. The contracting firm, SIR, prepared a list of over 200 possible items for the consideration of the PRT members including the representatives from the Lawrence Police Department. These survey items were drawn from previous studies or were developed by SIR in order to address the stated goals of the project. An initial screening of the questions had been made by SIR to produce a tentative short list of questions. Both additions and deletions, as well as wording changes, were suggested by the representatives from the LPD. After consultation, a preliminary questionnaire was produced.

The preliminary questionnaire was tested on a non-random sample of ten respondents chosen from the telephone book. The pretest showed that the instrument was of an acceptable length and would meet the budgetary limitations of the work. However, some wording changes and clarifications were made as a result of the pretest. A final version of the questionnaire was designed for ease of administration by the telephone interviewers and included clearly marked "skip" patterns. The final questionnaire was then reproduced and delivered to

Martin Research, the subcontractor who was scheduled to conduct the actual telephone interviews. A copy of the final questionnaire for the Citizen's Survey is attached as Appendix A.

The Sample. The Project Review Team determined that the most efficient sample design would include both: 1) a random subsample of all Lawrence residents in order to assure generalizability, and 2) a random subsample of citizens who had had contact with the police department since January 1, 1978. The sample of Lawrence residents included 400 names drawn systematically from the recently issued Lawrence Telephone Directory. Approximately every fortieth name was chosen. The procedure would tend to underrepresent those without telephones and particularly students at the University of Kansas in Lawrence. Given the transient nature of the student population, this was not judged by the LPD representatives as a serious limitation to the sample.

In order to interview citizens who had contact with the police during the period after January 1, 1978, an initial sample of 200 records was drawn from the LPD files using a table of random numbers. Approximately 20 percent of these records were found to be unusable due to missing information or because the complainant was not a resident of Lawrence. An additional fifty records were then randomly selected in order to assure a sufficiently large sample.

Some of the records drawn listed businesses as complainants. In consultation with the LPD representatives to the PRT, it was decided to include businesses in the survey as well, since they constituted an important subgroup of police service users. However, since the interview schedule had been targeted for individuals, a slightly reworded version of the questionnaire was developed

for administration to business respondents. This revised instrument is shown as Appendix B, below. There were some difficulties in obtaining responses from businesses. A significant number of business respondents were either: 1) too busy to respond, 2) new managers and personnel who had no knowledge of the reported incident, or 3) persons on a different shift from when the incident occurred, who weren't knowledgeable. Still, useable responses were obtained from approximately half the businesses contacted.

Survey Administration. A significant portion of the actual survey work was subcontracted to Martin Research (Appendix C). SIR, however, closely monitored this work and had senior staff personnel present and/or in contact with the work at all times. Interviewers were trained beginning February 20, 1978. The first week's completed interviews were individually checked by SIR senior staff to insure that the schedules were being properly administered. Interviewing continued until the week of April 3, 1978 with a total of 537 interviews completed.

A random sample of interviewed respondents were then re-contacted by the senior staff in order to insure the accuracy of the completed interviews. This check indicated nearly perfect reliability of the interviewing staff.

Data Preparation. The majority of the items on the schedule were self-coding. Checks by the SIR senior staff showed that of the remainder items, fewer than 5 percent relating to occupation and UCR codes were mis-coded. The one problem area was the coding for police planning areas where nearly half of the locations were incorrectly identified. The planning area items were recoded by the senior staff personnel prior to the analysis phase. Key punching was hand checked for accuracy.

A Statistical Package for the Social Sciences (SPSS) file was created with a total of 51 variables. In some cases, categories were collapsed for ease of

presentation. Frequency distribution of all the variables were run to check for out-of-range values and a clean deck was produced.

ANALYSIS PROCEDURES

Of the 537 interviews completed, 527 yielded complete and useable data. The items on the survey fell into two major groups 1) respondent perceptions, experiences and satisfaction with the Lawrence Police Department services, and 2) background information data including demographic, socioeconomic and police acquaintance variables. The variables in each of these groups were cross-tabulated with police planning areas (PPA) to create comparative profiles of the planning areas for both satisfaction with police services and demographic characteristics.

Two random samples of Lawrence citizens were drawn, one from the most recent (December, 1977) Lawrence Telephone Directory, and one from the LPD report files. While only a few persons in the first sample could be expected to have had recent contact with the police, all persons interviewed from the second sample would have had some contact with the police since January 1, 1978.

FINDINGS

Two types of contact were defined. The first was the reporting of a crime and the second was some other police contact. One-quarter of all respondents had reported a crime to the police during the twelve months prior to the survey. Thirty-five percent had at least some contact with the LPD during the prior twelve months. Only five percent stated that they had been victims of a crime that they had not reported to the police.

Reported and Unreported Crimes. The types of crimes reported cover the whole range of UCR codes excepting only rape and murder. Table 1 presents the

Table 1
Types of Reported Crimes by Police Planning Areas

	01	05	06	07	08	09	10	11	12	13	16	17	18	19	20	21	22	23	24	35	38	41	42	Total
Robbery									1				1				1							3
Assault	1						1	1					2	1				1						7
Burglary		4	1	1	2	2	4	1			3	2	1	1		4	5			3	1		2	37
Larceny					2		1				1				2									6
Auto Theft											1				1									2
Arson													1											1
Fraud															1	1								2
Stolen Property	1				1		1							1										4
Vandalism	1	1		3	2		3	2		1		1		2			1	1		1				19
Drunkness																					1			1
Disorderly Conduct							1							1						2				4
Vagrancy									1															1
Missing Property		1																						1
Dog Call							1														1			2
Alarms				1																				1
Prowler		1		3			2				2	2						1						11
Trespassing		1			1										1	1	1							5
Other Auto	1		1		1		2	1			1						2	1		2				12
Other		2					1										1			1				5
Total	4	10	2	8	9	2	17	5	1	1	8	5	3	7	1	9	12	5	1	9	1	2	2	124

number of reported crimes identified by UCR code and police planning area. Since LPD crime statistics were not at hand, it is impossible to determine if this distribution is similar to known crime patterns. Table 2 shows the number of unreported crimes by police planning area (PPA). For both reported and unreported crimes, vandalism and burglary are the primary complaints. The distribution of reported and unreported crimes by PPA are depicted on maps of Lawrence in Figures 1 and 2. The peripheral areas had no unreported crimes; unreported crimes were concentrated in the areas on either side of Massachusetts Avenue. Generally, areas that have more of the reported crime tend to have more of the unreported crime.

Figures 3 and 4 present the proportion of all respondents in each PPA who reported at least one crime to the police and the proportion who were victims but who did not report the crime, respectively. Comparison shows that when we in effect standardize for the number of respondents in each PPA, those areas which have a high proportion (at least 40%) of respondents reporting at least one crime (areas 10, 13, 21, 23, and 42) are not the same areas as those with a high rate (at least 10%) of unreported crime victims (areas 7, 10, 11, and 24). In examining the reasons given for not reporting a crime (Table 3), generally the respondents felt that the police could not or would not do anything. This is probably a realistic evaluation in many cases of vandalism or burglary. Therefore, there will probably always be a small proportion of crimes that go unreported.

Respondents who reported at least one crime. The sex distribution of crime victims is approximately the same as for all respondents in the survey. (Appendix D) Victims are somewhat more likely to be single and less likely to be married, but the differences are not large. Similarly, victims are somewhat more likely to be white and less likely to be black than all respondents, but the

Table 2
Types of Unreported Crimes by Police Planning Areas

	01	05	07	09	10	11	16	18	22	24	35	Total
Assault									1			1
Burglary			1			1	2				1	5
Vandalism			1	1	2	1				1		6
Disordrly Conduct					2			1				3
Prowler	1		2		1							4
Tres- passing							1					1
Leaving the Scene		1										1
Citizen Assist							1					1
Total by Area	1	1	4	1	5	2	4	1	1	1	1	22

Figure 1

Distribution of Reported Crimes by
Police Planning Area

9

Number of Reported Crimes
130

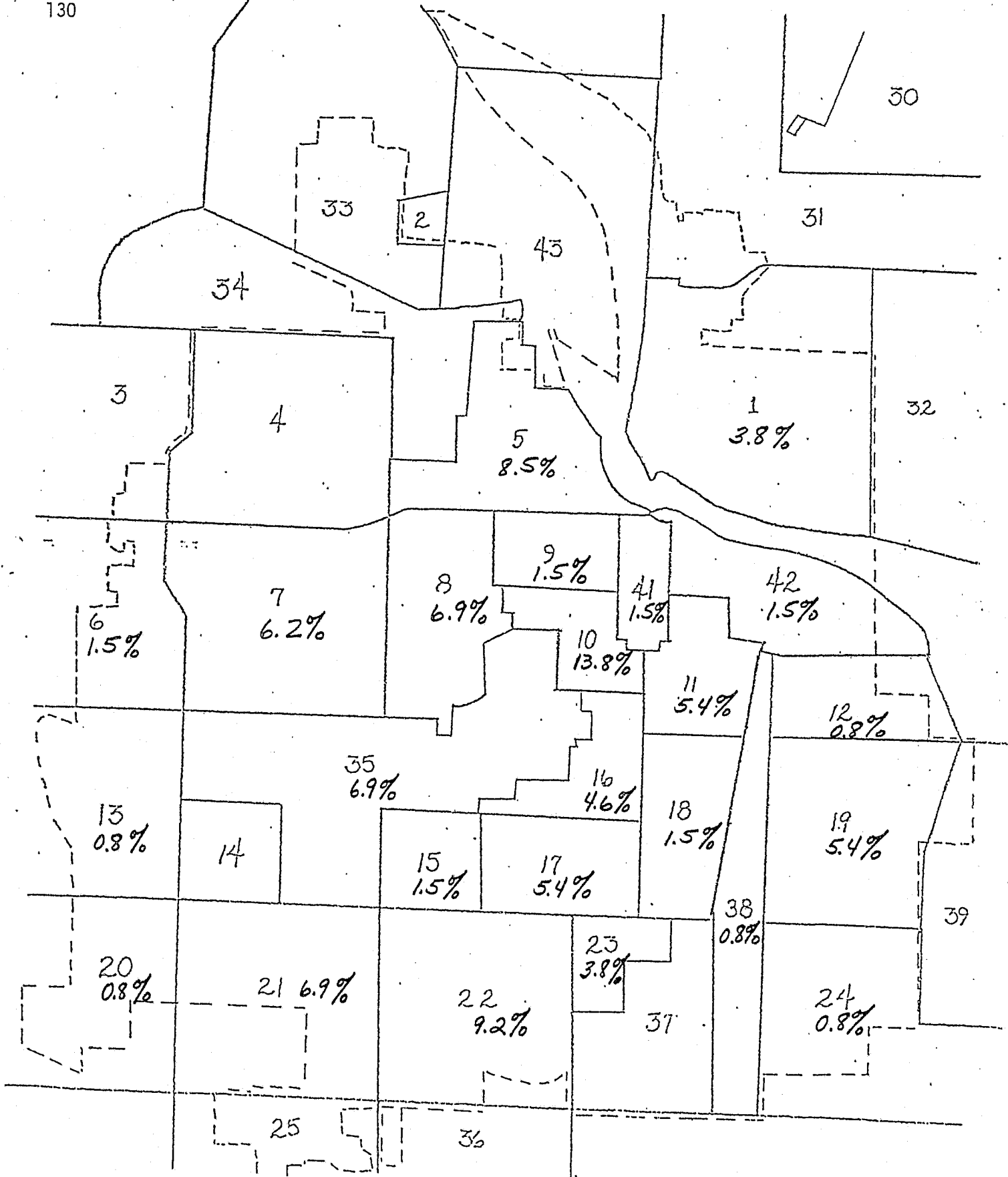


Figure 2

Distribution of Unreported Crimes by
Police Planning Areas



10

Number of Unreported Crimes
26

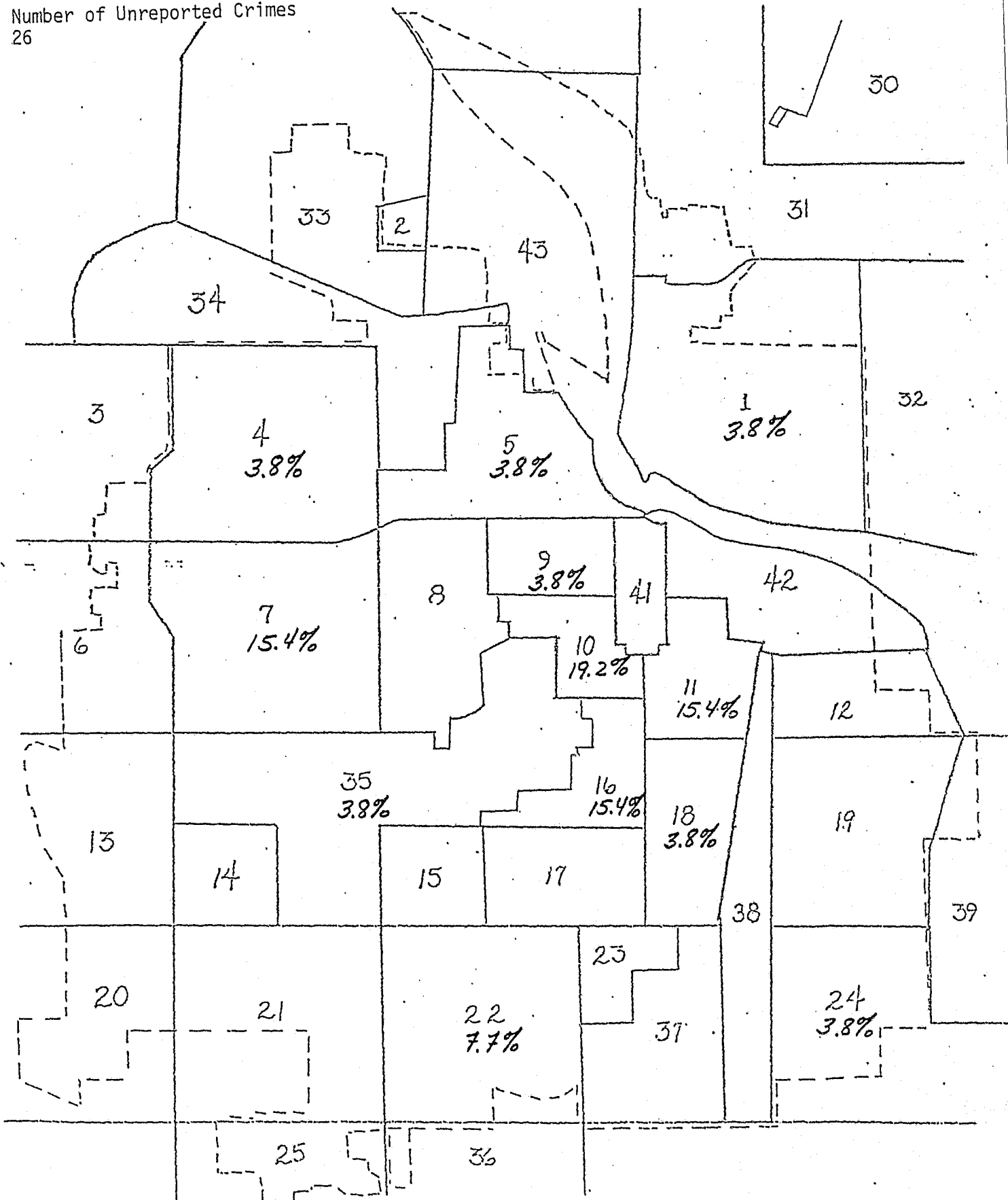
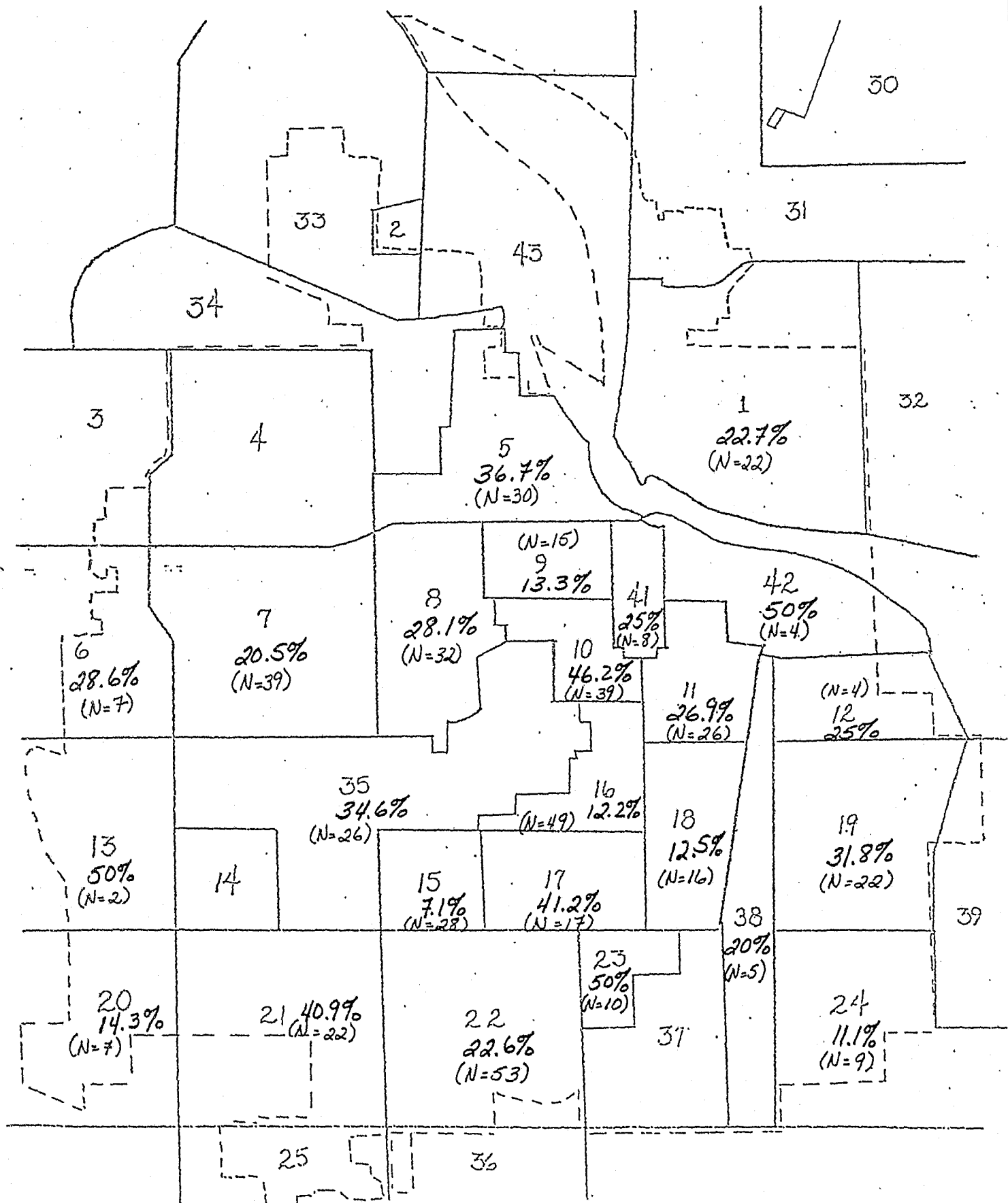


Figure 3

Percent of Respondents Who Reported at Least One Crime During the Previous 12 Months
by Police Planning Areas



Percent of Respondents Not Reporting a Crime by Police Planning Areas

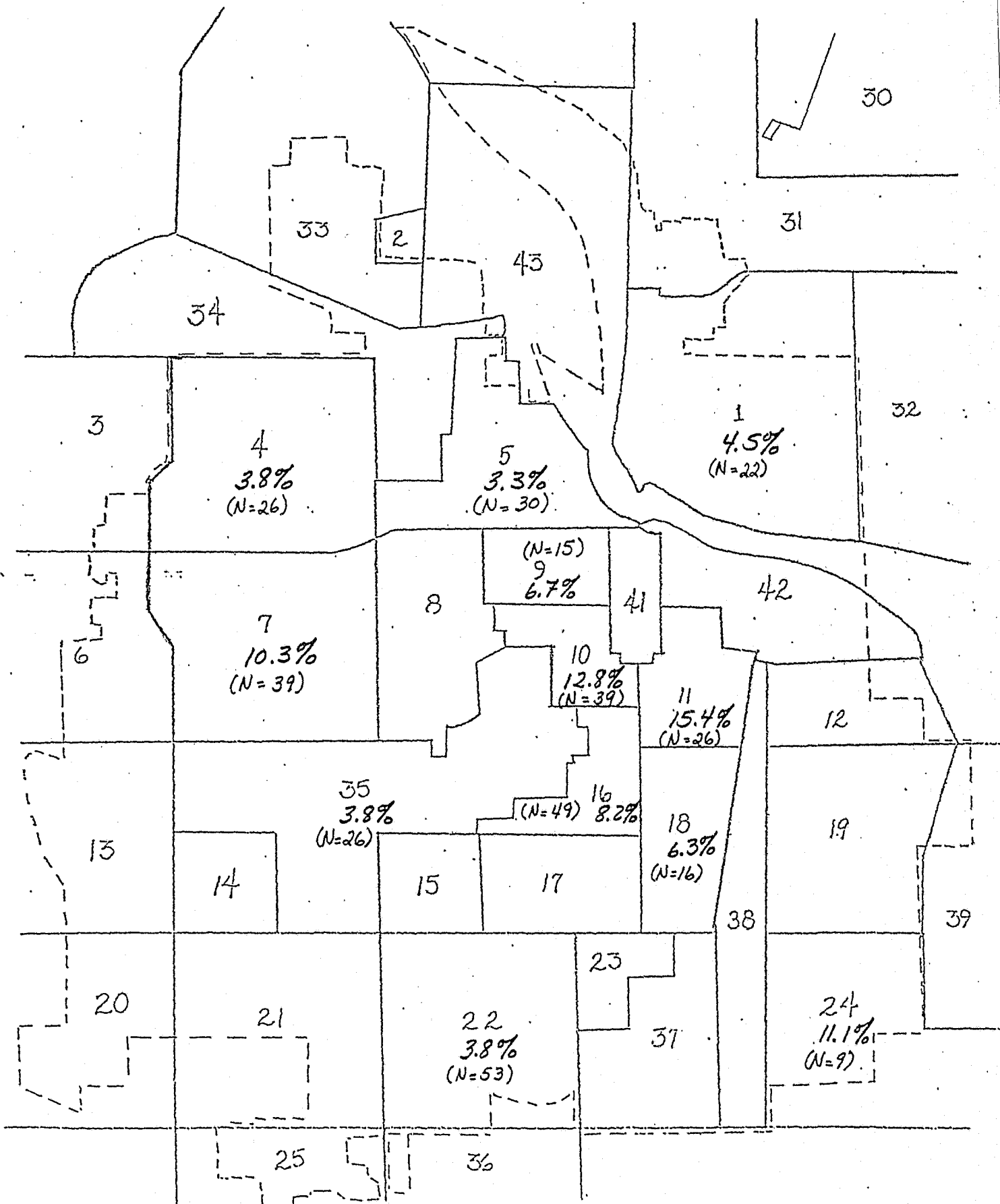


Table 3

Reasons for Not Reporting Crime by Police Planning Areas

Police Planning Area	Reasons
01	Wanted to handle situation oneself. Don't Know.
04	No response.
05	Police could not do anything.
07	Police would not do anything. Police could not do anything (2).
09	Police could not do anything.
10	Police could not do anything. (2) Wanted to handle situation oneself. Not important enough. Uncertain of details.
11	Police would not do anything. Police could not do anything. Respondent too frightened.
16	Police would not do anything. Police could not do anything. Not important enough.
18	Did not want to bother the police.
22	Police would not do anything.
24	Wanted to handle the situation oneself.
35	Did not want to bother the police.

differences are not large. Victims are more likely to be renters than all respondents, and somewhat more likely to be better educated. There are several discrepancies in the age distributions of victims and all respondents. Overall, the elderly are less likely to be victims; victims are much more likely to be under 44 and particularly under 25. The percentages show that students and others out of the labor force are less likely to be victims of crime. Other occupational categories appear to share about equally in their victimization rates.

The striking difference between victims and all respondents is their income level. Whereas only 9.4% of all respondents reported less than \$2500 income per year, over half (50.8%) of the crime victims did. Persons of every other income category were less likely to be victims than would be expected by looking at all respondents' income distribution. Only the very poor show a higher percentage for victims than for all respondents. The very substantial discrepancy in the percentages for the very poor is too large to be accounted for by chance; it is simply the case that in Lawrence, the very poor are by far reporting the most crime.

Unreported crime victims. Only 27 persons in the sample said they had been the victims of a crime which they did not report. These persons are somewhat more likely to be male than are all respondents. They are much more likely to be divorced and somewhat more likely to be white or black, as opposed to other races. They are even more likely than reported crime victims to be renters. Unreported crime victims are more likely to be either less than 25 years of age, or between ages 45 and 64; they are less likely than either reported crime victims or all residents to be 25-44 or over 65. Their educational background is similar to reported crime victims.

Unreported crime victims are less likely than all respondents or reported

crime victims to be out of the labor force. But they are much more likely to be in the lowest occupational strata. They are also much more likely to be the very poorest persons in Lawrence. The same generalizations regarding income hold for unreported as reported crime victims. However, the discrepancies are not so large. The percentages earning less than \$2500 are 9.4% for all respondents, 50.8% for reported crime victims and 37.0% for unreported crime victims. The difference between 37.0% and 9.4% is quite substantial, though not as large as the difference for reported crime victims.

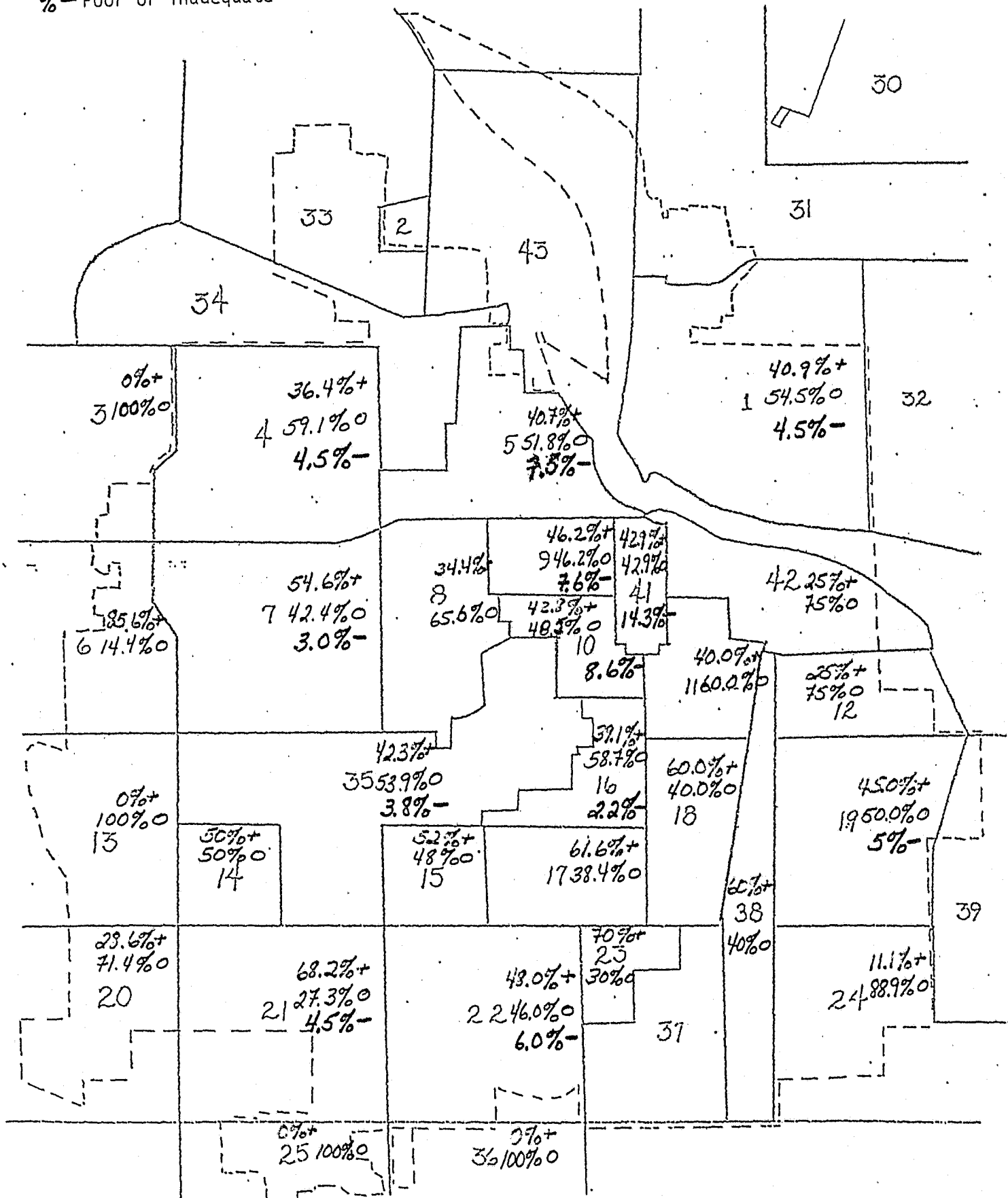
Satisfaction with Police Services. All persons interviewed were asked to evaluate the quality of LPD services. Figure 5 presents the distribution of respondents' opinions in each police planning area. The upper percent figure in each area is the proportion of respondents who felt that police services were very good or excellent; the middle figure is the percent who thought services were average or good and finally those who thought police services were poor or inadequate is the lower figure. Opinions of "poor" or "inadequate" were found in the following areas: 1, 4, 5, 7, 9, 10, 16, 19, 21, 22, 35, and 41. However, only in PPA 41 did these opinions represent more than ten percent of the respondents. In the remainder of the areas, no respondents at all said that the police services in Lawrence were below average.

It seems reasonable to assume that those who have had some contact with the police are better qualified to judge the quality of police services. Respondents who had reported a crime or had other police contact were asked to rate their satisfaction with three phases of the contact, how well the police dispatcher handled their call, the response time and police activity at the

Figure 5

Opinion of the Quality of LPD Service by Police Planning Areas.

%+ Excellent or very good
 %0 Good or average
 %- Poor or inadequate



scene of the incident. Tables 4 and 5 summarize these findings for each PPA. Overall, there is a somewhat higher level of satisfaction with police services for those who reported a crime than for those who only had other types of contacts. In both cases, respondents were most satisfied with dispatcher services and least satisfied with officers' activities at the scene. However, all levels of satisfaction were well over 80 percent. Dissatisfied responses appeared in eleven areas for reported crime contacts and twelve for other types of contacts. Six areas had respondents who were at least somewhat dissatisfied with each type of contact: areas 1,5,7,9,10, and 22. These areas tend to be lower income or student housing areas.

In general, contact with the police results in an improved opinion of police services. Of the respondents who had had contact, 34.6 percent experienced a substantial or moderate improvement in their opinions, while only 12.2 percent experienced a lowering of their opinions. In each police planning area, the percent of those whose opinions were improved was equal to or greater than those whose opinions had been lowered (Figure 6).

Respondents who felt police were doing a poor or inadequate job. There were only 19 respondents who fell into this category, so this section deals with a very restricted subgroup of people served by the Lawrence Police Department. Those who were dissatisfied with police services were more likely to be male and divorced than all respondents. They were much more likely to belong to a minority ethnic group (Blacks, American Indians, and Other ethnic groups). They were much more likely to be buying their homes than all respondents. They clearly were most likely to fall into the 25-44 age group. The largest

Table 4
Satisfaction with Police Services for Those Reporting Crimes

	01	05	06	07	08	09	10	11	12	13	15	16	17	18	19	20	21	22	23	24	35	38	41	42	Total
Number of Crimes Reported	5	11	2	8	9	2	18	7	1	1	2	6	7	2	7	1	9	12	5	1	9	1	2	2	130
Satisfaction w/Dispatcher																									
Satisfied	100	89	100	86	100	100	94	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	50	100	96.3
Dissatisfied	-0-	11	-0-	14	-0-	-0-	6	-0-	-0-	-0-	-0-	-0-	-0-	-0-	-0-	-0-	-0-	-0-	-0-	-0-	-0-	-0-	50	-0-	3.7
	N=108																								
Satisfaction w/Response Time																									
Satisfied	80	89	100	75	83	100	93	100	100	100	100	100	100	100	86	100	100	90	100	100	75	100	50	100	90.2
Dissatisfied	20	11	-0-	25	17	-0-	7	-0-	-0-	-0-	-0-	-0-	-0-	-0-	14	-0-	-0-	10	-0-	-0-	25	-0-	50	-0-	9.8
	N=118																								
Satisfaction w/Police at Scene																									
Satisfied	80	89	50	86	80	-0-	80	100	100	100	100	100	100	100	71	100	90	67	100	100	57	100	100	100	85.6
Dissatisfied	20	11	50	14	20	100	20	-0-	-0-	-0-	-0-	-0-	-0-	-0-	29	-0-	10	33	-0-	-0-	43	-0-	-0-	-0-	14.4
	N=113																								

Table 5
Satisfaction with Police Services Based on Other Police Contacts

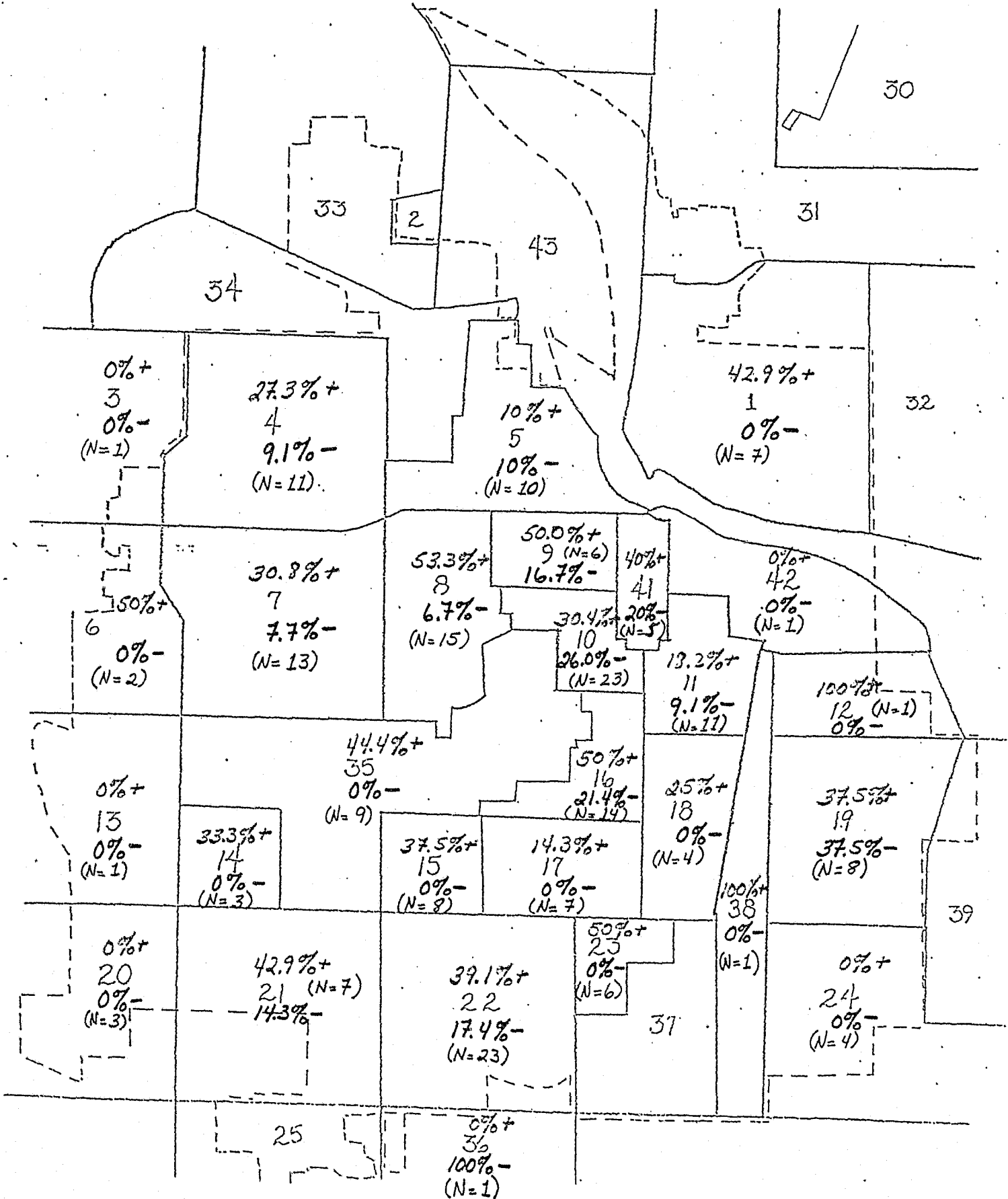
	01	03	04	05	06	07	08	09	10	11	12	14	15	16	17	18	19	20	21	22	23	24	35	36	38	41	Total
Number of other contacts	7	1	11	10	1	14	18	5	15	12	1	3	7	17	7	4	5	2	6	18	4	4	7	1	1	3	184
Satisfaction w/Dispatcher																											
Satisfied	50	100	83	80	100	78	100	100	100	100	100	100	100	82	100	100	100	100	100	100	100	100	100	100	100	100	93.5
Dissatisfied	50	-0-	17	20	-0-	22	-0-	-0-	-0-	-0-	-0-	-0-	-0-	18	-0-	-0-	-0-	-0-	-0-	-0-	-0-	-0-	-0-	-0-	-0-	-0-	6.5
	N=107																										
Satisfaction w/Response Time																											
Satisfied	67	100	88	100	100	75	100	100	100	88	100	67	100	83	100	100	100	50	100	80	100	33	100	100	-	67	86.6
Dissatisfied	33	-0-	12	-0-	-0-	25	-0-	-0-	-0-	12	-0-	33	-0-	17	-0-	-0-	-0-	50	-0-	20	-0-	67	-0-	-0-	-	33	13.4
	N=119																										
Satisfaction w/Police at Scene																											
Satisfied	50	100	75	50	100	100	100	75	75	100	100	67	100	83	100	100	100	100	100	73	100	67	100	100	-	67	83.8
Dissatisfied	50	-0-	25	50	-0-	-0-	-0-	25	25	-0-	-0-	33	-0-	17	-0-	-0-	-0-	-0-	-0-	27	-0-	33	-0-	-0-	-	33	16.2
	N=117																										

Figure 6

Change in Opinion of LPD Services as a Result of Contact with the Police by
Police Planning Areas

20

%+ Somewhat or Substantially Raised
%- Somewhat or Substantially Lowered



discrepancy for the education variable is that those who were dissatisfied were more likely than all respondents to fall into the highest educational group. This group is more likely to fall into very low or middle occupational statuses, and less likely to be out of the labor force. Again, as with the two types of victims, those who are dissatisfied are more likely to be the very poorest respondents, but it is interesting to note that there are also a disproportionately large proportion in the \$30,000 to \$50,000 income range who are dissatisfied.

Overall, it appears that there may be a bimodal distribution of persons who are dissatisfied with police services. On the one hand, these people are buying their homes, well-educated, and in the upper income groups. On the other hand, they belong to minority groups, low status occupations, and are very poor. The percentages in the former category are not large, but they are

Perceived Crime Rate. In contrast to the generally positive evaluations of Lawrence Police Department services, in fourteen police planning areas, a larger proportion of the respondents felt that neighborhood crime had increased than felt that it had decreased. In five neighborhoods, 4,7,11,15 and 24, there were equal proportions of persons who felt that crime had increased as who felt it had decreased. Only in PPA's 9, 22 and 38 did a higher proportion of the respondents feel crime was decreasing rather than increasing (Figure 7). The pattern of these responses appears to be scattered throughout Lawrence. Areas where all respondents felt that there had been no change in the crime rate tended to be concentrated in the suburban areas, however.

Perceived Neighborhood Safety. Figures 8 and 9 show that Lawrence is considered very safe during the day, but not as safe at night. Most areas are considered very safe or reasonably safe during the day by 100% of the respondents. Those areas considered somewhat or very unsafe during the day by at least 5% of the respondents are: area 17 (11.8%); area 35 (7.6%); area 18 (6.3%); area 22 (5.7%); and area 10 (5.1%). With the exception of area 18, in East Lawrence, the areas perceived as being most unsafe during the day are adjacent to campus or they house a large number of students.

A much higher percentage of respondents find their neighborhoods somewhat or very unsafe at night, as would be expected. Areas where at least 40% of the respondents feel unsafe at night are: area 1 (66.7%); area 38 (60%); area 18 (50%); area 41 (50%); area 17 (41.2%); and area 19 (40.9%). These neighborhoods are primarily in North and East Lawrence.

There is really very little overlap between the five areas considered by the most people as unsafe during the day and those considered by the most people as unsafe at night. The only common area is number 17, which is south-

Figure 7
Perceived Change in Neighborhood Crime Rate in the Last Twelve Months by
Police Planning Areas

23

%↑ Increased
%↓ Decreased

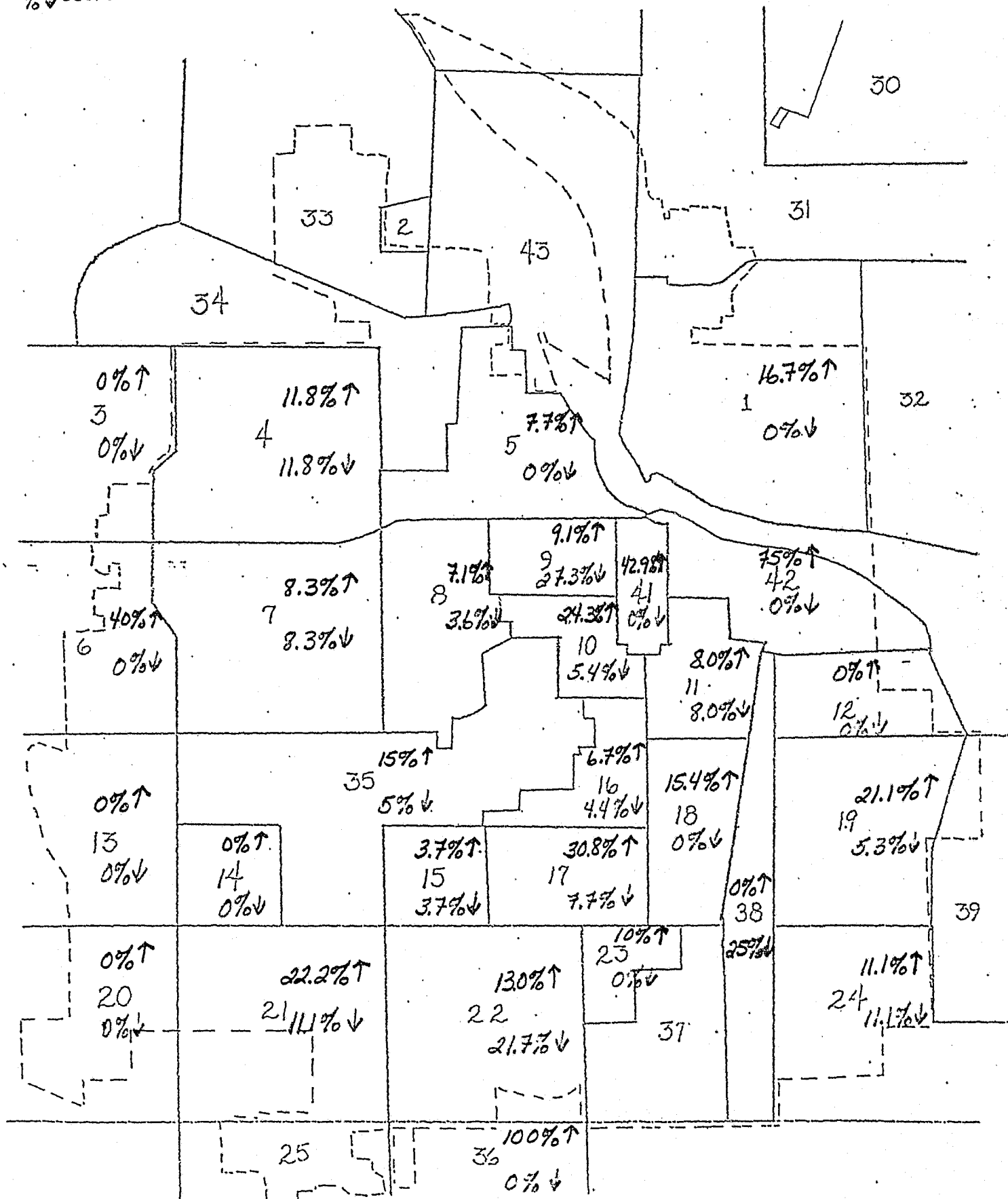


Figure 8
Perceived Neighborhood Safety During the Day by
Police Planning Areas

%+ Very or reasonably safe
%- Very or somewhat unsafe

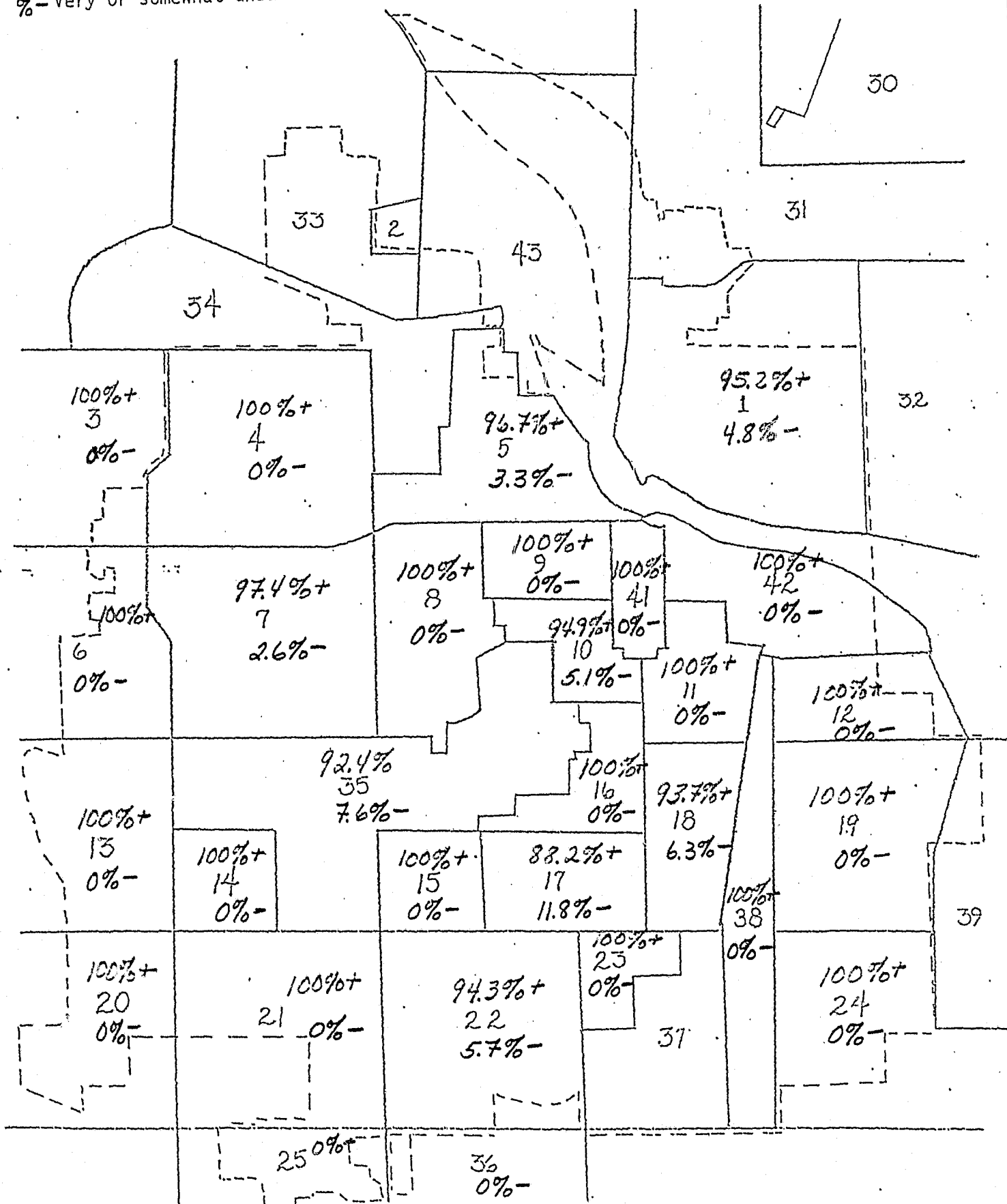
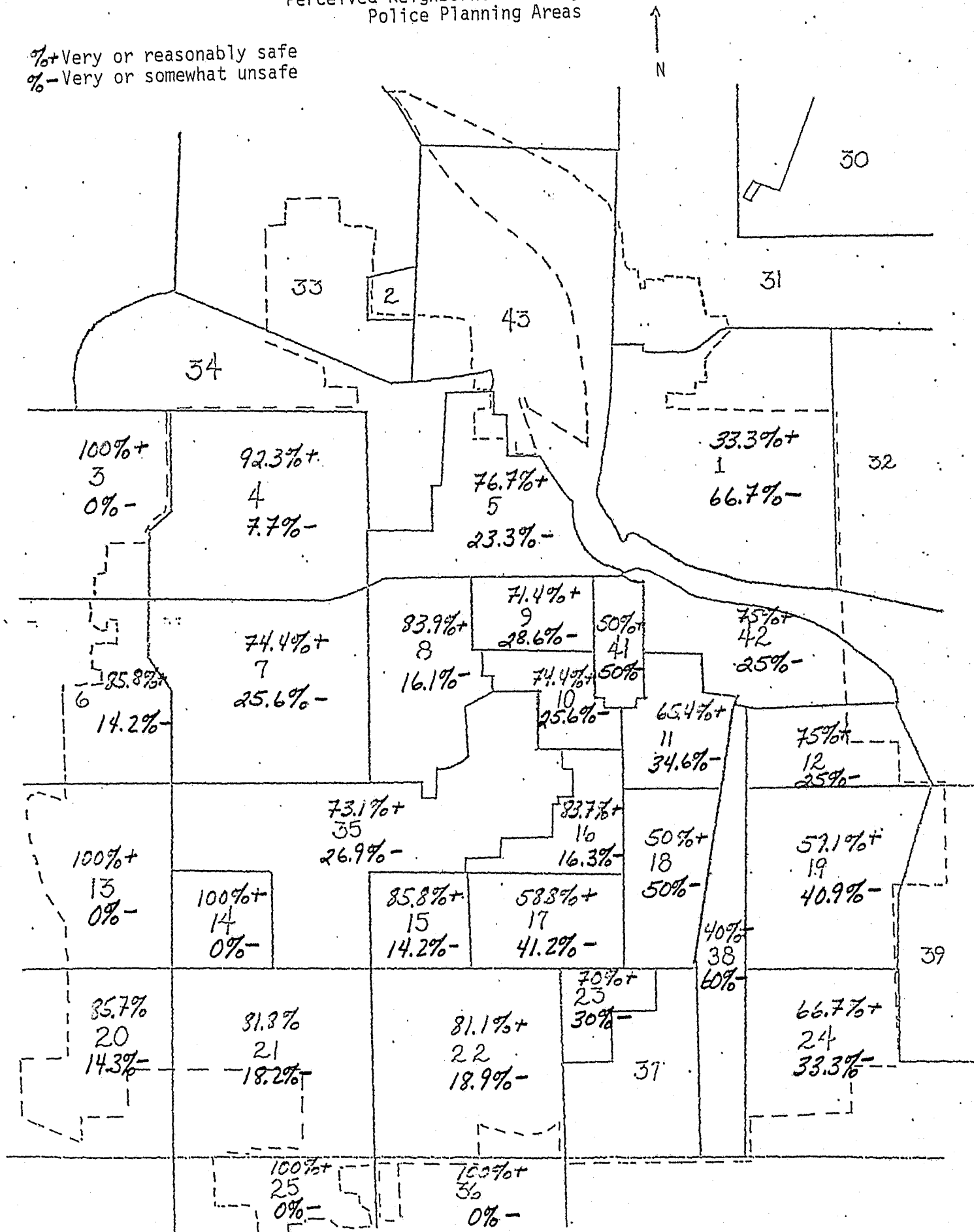


Figure 9
Perceived Neighborhood Safety at Night by
Police Planning Areas

25

%+ Very or reasonably safe
%- Very or somewhat unsafe



east of campus and contains the high school. Given the demographic profile of this area (see Appendix D), which is white, middle class, married homeowners, it is somewhat surprising that the residents feel relatively unsafe both during the day and at night. But it seems even more surprising that in area 19, for instance, all residents feel at least somewhat safe during the day, but over 40% feel unsafe at night. Conversely, area 35 ranks second in the proportion of respondents who feel unsafe during the day, but only eleventh (the median) in the proportion who feel unsafe at night. Clearly the maps in Figures 8 and 9 portray different patterns.

Suggestions for Improvements. One open-ended question was included on the questionnaire: "What suggestions do you have about how police services might be improved in Lawrence?" Despite the fact that the question was worded so as to elicit opinions on the deficiencies or needed improvements in police services, 43 of the respondents took the opportunity to mention their positive opinions and strong points they perceived in Lawrence police services. These positive comments represented 15% of all comments received. Other comments received did not pertain directly to police services so much as to other governmental services which are linked in the mind of the public to the police. For instance, there were eleven comments about the court system and five other comments dealing with interagency cooperation.

Suggestions were classified into one of the sixteen categories shown in Table 6. Most of the suggestions for improvements had to do with patrols, traffic, public relations, and the need for more resources for the police. These four categories were mentioned at least twenty times each.

The suggestions were then aggregated in two ways for presentation purposes. First, the individual comments, organized by category, have been listed

Table 6

Frequency of Suggestions for Improvement, by Category

	<u>Number of Comments</u>	<u>Percent</u>
Public Relations	29	10
Courtesy	15	5
Communication	11	4
Discrimination	9	3
Resonse Time	16	6
Patrols	50	18
Traffic	23	8
Investigations	12	4
Training	10	4
More Resources	29	10
Bureaucracy	4	1
Streetlights	11	4
Courts and Judges	12	4
Other Agencies	5	2
General Positive Comments	43	15
General Negative Comments	5	2
Total	284	100%

seperately for each police planning area (see Appendix E). These lists of suggestions provide an overview of the types of comments made by the respondents in a particular area. Second, the comments have been organized by category and presented on a map for each category. The maps indicate where in Lawrence residents perceive a particular need for improvement or where respondents noted a strength of the police department (Appendix F).

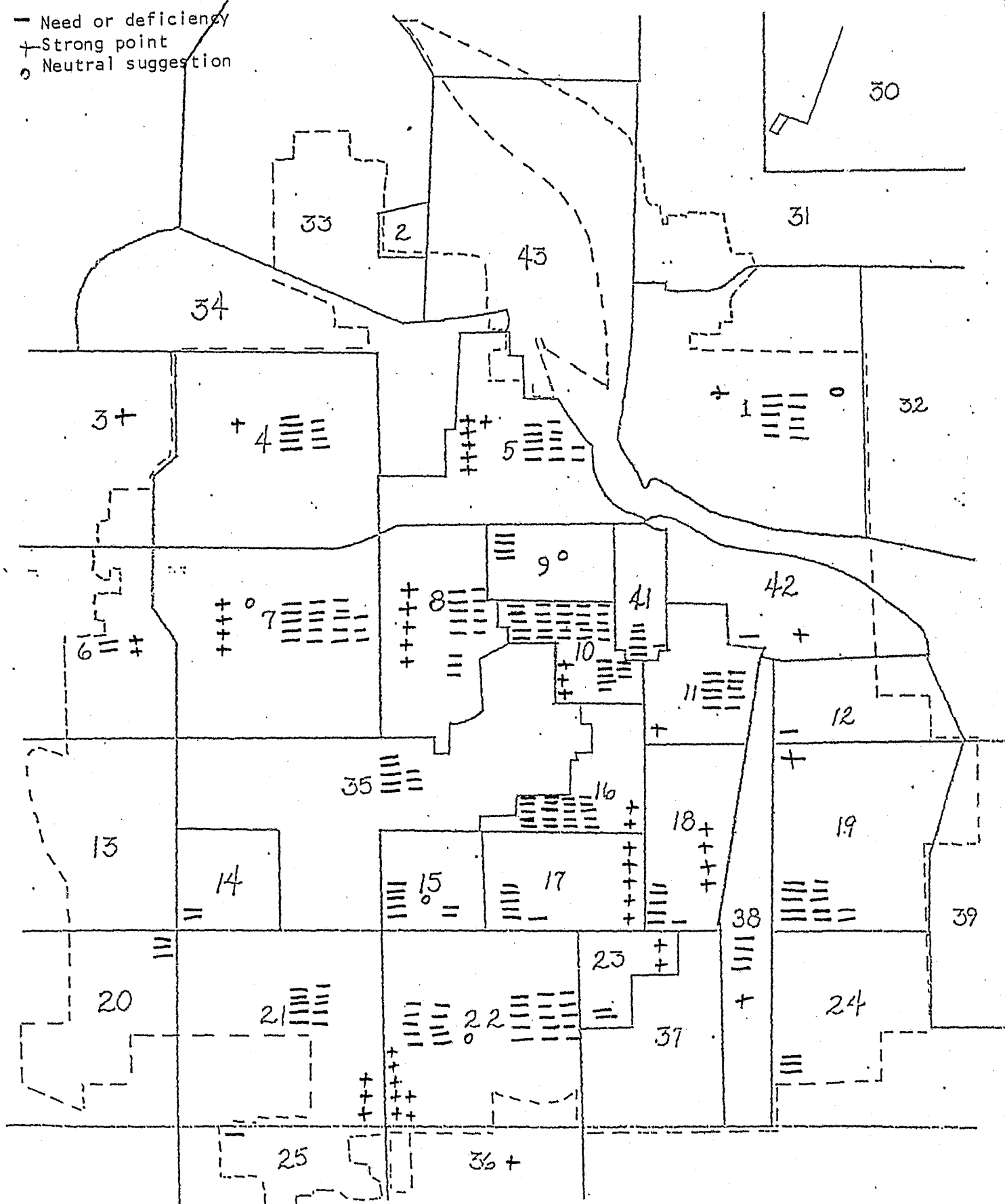
The maps in Appendix F are summarized in Figure 10. The largest number (33) of suggestions for improvement came from police planning area 10. Other areas with more than fifteen suggestions for improvements included areas 7, 16, and 22. These areas tend to share a higher proportion of renters, students and people with 13-16 years of education than the average for Lawrence.

Given the wording of the question, we would not expect there to be as many positive as negative comments; however, there were seven of the twenty-eight areas (3, 5, 6, 42, 17, 18, and 23) where at least a third of the comments were positive. Area 22 nearly meets this criterion despite the large number of suggestions for improvements. A majority of the areas with large proportions of positive comments lie on Lawrence's periphery.

One possible explanation for the differential incidence of negative comments across planning areas might be the differential incidence of reported crimes. In order to investigate this possibility, two indexes were created. First, for each area with five or more respondents, the total number of crimes reported was divided by the total number of respondents in the area, so as to produce a victimization rate. Second, for each area, the number of suggestions for improvment was divided by the number of resondents. After areas were ranked on these two indices, a Spearman's rho was calculated. The statistic showed a correlation of $-.01$, or essentially no relationship, between negative comments and victimization rate. In other words, the number of negative comments is

Summary, All Categories of Suggestions from the Open-Ended Question

- Need or deficiency
 + Strong point
 ° Neutral suggestion



not related to the incidence of reported crime. A similar rho calculated between positive comments and vicimization rate showed a moderate positive relationship, .37. This means that those areas with higher victimization rates were more likely to have respondents who made positive comments.

Demographic Characteristics. A demographic profile of all the respondents was prepared (Appendix D). Lawrence has a fairly balanced sex ratio; nearly an equal number of marrieds and singles, which together account for nearly 90% of the residents; it is primarily white, with fewer blacks than the national average; it has an equal number of buyers and renters; it has a young age distribution, with more than a third of its adult residents under 25; it is much better educated than the national average and it (obviously) has a high proportion of students. The modal income is \$5-10,000, but there are also a substantial proportion of respondents in the \$20-30,000 income range.

These characteristics of the entire sample can be used for comparison purposes in trying to understand the observed responses in individual planning areas. For instance, area 10 had the most suggestions for improvement and also reports a large number and proportion of crimes. When compared to all respondents, area 10 respondents were more likely to be male, single, renting, less than 25 years of age, and of higher education and lower income. Similar comparisons might be drawn for other police planning areas mentioned in the text.

SUMMARY

This preliminary report of the Citizen's Survey was designed to provide an overview of the findings. Lawrence residents showed very strong support for the police department. This was especially true of respondents who had reported a crime to the police. The residents of Lawrence feel their neighborhoods are safe, especially during the day. In response to the open-ended question requesting suggestions for improvements in police services, a quarter of the comments were either generally positive or indicated support for the police by suggesting they be allocated additional resources.

For the most part, respondents who have been victims or who are dissatisfied with police services tend to be male, divorced, lower income and minorities. They are unlikely to be elderly. Therefore, targeting of crime prevention and/or citizen education programs towards the indicated groups may help to improve the quality, both actual and perceived, of police services in Lawrence. However, with the exception of the low income group there is no consistent evidence that any particular subgroup is especially in need of greater attention.

These preliminary findings do not, of course, show that the Lawrence Police Department is perfect. Many suggestions for improvements were made; some suggestions are obviously more practical than others. At the same time, it should be recognized that the present survey results will make it difficult to show substantial improvement in the quality of police services in the future; in most areas of Lawrence, fewer than 5% of the respondents felt that the quality of police services is poor or inadequate. On the other hand, in future evaluations, it may be possible to show an increase in the percentage of respondents who rate the department as very good or excellent. The results of this survey, along with the evaluations of other components of the Integrated Criminal Apprehension Program, can be used to further improve police services which are already perceived by Lawrence residents to be quite good.

APPENDIX A

SCHEDULE: LAWRENCE POLICE DEPARTMENT CITIZENS' SURVEY

LAWRENCE POLICE DEPARTMENT
CITIZENS' SURVEY

Telephone Number _____

Household Identification Number _____

UCR Code _____

1- 7 _____
1- 8 _____
1- 9 _____
1-10 _____Date of Interview ____/____/78 (USE 2 DIGITS FOR MONTH AND DAY)
mo. day1-11 _____
1-12 _____
1-13 _____
1-14 _____Time of Interview _____ 1 AM
2 PM
(RECORD EXACT TIME AND CIRCLE 1 FOR AM AND 2 FOR PM)1-15 _____
1-16 _____
1-17 _____
1-18 _____
1-19 _____

Interviewer _____

INTRODUCTION

"We're conducting a survey for the Lawrence Police Department and we'd like your help. May I speak to the man or woman of the house please?"

(REPEAT INTRODUCTION IF NECESSARY)

1. Sex of respondent (DO NOT ASK UNLESS NECESSARY)

1 Male
2 Female

1-20 _____

(AUTHORIZATION IF ASKED--"You may call the Lawrence Police Dept for verification. The telephone number is 841-7210.)

CONTINUE

"Hello, I'm _____. We're trying to obtain information about crime and your opinion of police services in Lawrence.

2. "Do you live inside the Lawrence city limits?"

1 No (TERMINATE--"Thank you for your time. We're only interviewing Lawrence residents.)
2 Yes (CONTINUE--"Good, we're only interviewing Lawrence residents.)

1-21 _____

"By cooperating in this survey, you will help provide answers to important questions, however your participation is strictly voluntary. Confidentiality will be guarded. Your name will not be associated with your answers in any public or private report of the results. By answering these questions, you are consenting to participate."

3. "During the last 12 months did you or someone in your household call the police to report something that happened to you which you thought was a crime?
1 No (TURN THE PAGE) 1-22 _____
2 Yes (CONTINUE)
"Could you describe exactly what happened?

1-23 _____
1-24 _____
(CODE RESPONSE USING UCR CODE SHEET: _____ UCR Code
(CONTINUE) 1-25 _____
1-26 _____
4. "In regard to this incident, did you initially contact the police by phone?
1 No (GO TO 6) 1-27 _____
2 Yes (CONTINUE)
5. "Overall, how satisfied were you with the way in which the police dispatcher handled your telephone call? Were you....
(EVERY OTHER INTERVIEW ASK RESPONSE CATEGORIES IN REVERSE ORDER.)
1 Very satisfied
2 Moderately satisfied
3 Slightly satisfied 1-28 _____
4 Slightly dissatisfied
5 Moderately dissatisfied
6 Very dissatisfied
6. "Did a police car come?
1 No (GO TO 9) 1-29 _____
2 Yes (CONTINUE)
7. "How satisfied were you with how quickly the police arrived? Were you....
(EVERY OTHER INTERVIEW ASK RESPONSE CATEGORIES IN REVERSE ORDER.)
1 Very satisfied
2 Moderately satisfied
3 Slightly satisfied 1-30 _____
4 Slightly dissatisfied
5 Moderately dissatisfied
6 Very dissatisfied
8. "How satisfied were you with what the police did after they arrived on the scene? Were you....
(EVERY OTHER INTERVIEW ASK RESPONSE CATEGORIES IN REVERSE ORDER.)
1 Very satisfied
2 Moderately satisfied
3 Slightly satisfied 1-31 _____
4 Slightly dissatisfied
5 Moderately dissatisfied
6 Very dissatisfied
9. "Was an arrest made?
1 No (TURN THE PAGE)
2 Don't know (TURN THE PAGE) 1-32 _____
3 Yes (CONTINUE)
10. "Was the accused convicted?
1 No
2 Don't know 1-33 _____
3 Yes
(CONTINUE)

11. "Did anything happen to you or someone in your household during the last 12 months which you thought was a crime but did NOT report to the police?"

1 No (GO TO 13)

2 Yes (CONTINUE)

"Could you describe exactly what happened?"

1-34 _____

1-35 _____

1-36 _____

1-37 _____

1-38 _____

(CODE RESPONSE USING UCR CODE SHEET: _____ UCR Code)

(CONTINUE)

12. "Why didn't you telephone the police about this crime?"

(CIRCLE ONE OF THE FOLLOWING POSSIBLE ANSWERS THAT MOST CLOSELY MATCHES THE RESPONDENT'S ANSWER.)

Police-related

01 Felt police would do nothing

02 Felt police could do nothing

03 Felt police would not want to be bothered

04 Had called police--No answer

Personal

05 Wanted to handle it myself

06 Private or personal matter

07 Party involved known to respondent

Fear or Injury

08 Respondent too frightened or emotional

09 Situation too dangerous

10 Respondent too injured

11 Would make situation worse

12 Fear of reprisal

13 Wanted advice first

14 Was advised not to

Apathy or Lack of Resources

15 Felt it wasn't important enough

16 No telephone available, no money

17 Not respondent's responsibility

18 Nothing could be done, no proof

19 Uncertain about details

20 Company policy

21 Don't know how

22 Don't know

23 No response

(CONTINUE)

1-39 _____

1-40 _____

13. "Have you directly witnessed a crime in the last 12 months?"

1 No (TURN THE PAGE)

2 Yes (CONTINUE)

1-41 _____

14. "Were the police informed of this incident in any way?"

1 No

2 Don't know

3 Yes

(CONTINUE)

1-42 _____

15. "In the last 12 months was there any other occasion for you or someone in your household to have contact with the police?

1 No (IF NO POLICE CONTACT, TURN THE PAGE.

1-43 _____

IF ANY POLICE CONTACT, GO TO 23)

2 Yes (CONTINUE)

16. "How many contacts? (RECORD ACTUAL NUMBER. IF LESS THAN 10 ENTER PRECEDING ZERO.)

1-44 _____

1-45 _____ } 16.

17. "Was(Were) the contact(s) related to a crime or to a non-crime situation?

1 Crime (IF QUESTIONS BELOW ANSWERED EARLIER, TURN THE PAGE.

1-46 _____

IF QUESTIONS BELOW NOT ANSWERED BEFORE, CONTINUE.)

1-47 _____ } 17.

2 Non-crime (CONTINUE) (1 AND 2 CAN BOTH BE CIRCLED.)

18. "In regard to this incident, did you initially contact the police by phone?

1 No (GO TO 20)

1-48 _____

2 Yes (CONTINUE)

19. "Overall, how satisfied were you with the way in which the police dispatcher handled your telephone call? Were you....

(EVERY OTHER INTERVIEW ASK RESPONSE CATEGORIES IN REVERSE ORDER.)

1 Very satisfied

2 Moderately satisfied

3 Slightly satisfied

1-49 _____

4 Slightly dissatisfied

5 Moderately dissatisfied

6 Very dissatisfied

→20. "Did a police car come?

1 No (GO TO 23)

1-50 _____

2 Yes (CONTINUE)

21. "How satisfied were you with how quickly the police arrived? Were you....

(EVERY OTHER INTERVIEW ASK RESPONSE CATEGORIES IN REVERSE ORDER.)

1 Very satisfied

2 Moderately satisfied

3 Slightly satisfied

1-51 _____

4 Slightly dissatisfied

5 Moderately dissatisfied

6 Very dissatisfied

22. "How satisfied were you with what the police did after they arrived?

Were you....(EVERY OTHER INTERVIEW ASK RESPONSE CATEGORIES IN REVERSE ORDER.)

1 Very satisfied

2 Moderately satisfied

3 Slightly satisfied

1-52 _____

4 Slightly dissatisfied

5 Moderately dissatisfied

6 Very dissatisfied

(ASK THIS QUESTION OF EVERYONE WHO HAS HAD SOME CONTACT WITH THE POLICE.)

→23. "How has (have) your contact(s) with the police affected your opinion of the quality of police services in Lawrence? Has your opinion of them been...

(EVERY OTHER INTERVIEW ASK RESPONSE CATEGORIES IN REVERSE ORDER.)

1 Raised substantially

2 Raised somewhat

3 Remained the same

1-53 _____

4 Lowered somewhat

5 Lowered substantially

6 Don't know

(CONTINUE)

24. "Would you say, in general, that the Lawrence police are doing an
(EVERY OTHER INTERVIEW ASK THE RESPONSE CATEGORIES IN REVERSE ORDER.)

- 1 Excellent job
- 2 Very good job
- 3 Good job
- 4 Average job
- 5 Poor job
- 6 Inadequate job
- 7 Don't know, no response

1-54 _____

"Now, I'd like to get your opinion about crime.

25. "Within the last 12 months, do you think that crime in your neighborhood
has increased, decreased, or remained about the same?

- 1 Increased
- 2 Remained the same
- 3 Decreased
- 4 Don't know
- 5 Haven't lived here that long

1-55 _____

26. "How safe do you feel or would you feel being out alone in your neighborhood
during the day? Do you feel....

(EVERY OTHER INTERVIEW ASK RESPONSE CATEGORIES IN REVERSE ORDER.)

- 1 Very safe
- 2 Reasonably safe
- 3 Somewhat unsafe
- 4 Very unsafe

1-56 _____

27. "How about at night--How safe do you feel or would you feel being out alone
at night in your neighborhood?

- 1 Very safe
- 2 Reasonably safe
- 3 Somewhat unsafe
- 4 Very unsafe

1-57 _____

"Now, I'd like to ask you some general information.

28. "Are you....

- 1 Single
- 2 Married
- 3 Separated
- 4 Widowed
- 5 Divorced
- 6 No response

1-58 _____

29. "What race are you a member of?

- 1 White
- 2 Black
- 3 Mexican American
- 4 American Indian (Red)
- 5 Arab
- 6 Oriental (Asian, Yellow)
- 7 Other
- 8 Don't Know
- 9 No response

1-59 _____

30. "What is your address?

(IDENTIFY APPROPRIATE POLICE PLANNING AREA AND ENTER IT HERE _____)

1-60 _____

1-61 _____

Lawrence, Kansas

31. "How long have you lived at this address in years and months?
 _____ years & _____ months (MAKE YEARS AND MONTHS 2 DIGITS BY
 INSERTING PRECEDING ZEROES AS NECESSARY.)

2- 7 _____
 2- 8 _____
 2- 9 _____
 2-10 _____

32. "Do you own or are you renting your home?

- 1 Owned or being bought
 2 Rented
 3 Board

2-11 _____

33. "Could you tell me how many persons including yourself live at this
 address? (RECORD ACTUAL NUMBER. IF LESS THAN 10, ENTER PRECEDING ZERO.)

2-12 _____
 2-13 _____ } 33.

34. "What is your date of birth?

____ month ____ day ____ year

(MAKE MONTH, DAY AND YEAR 2 DIGITS BY INSERTING PRECEDING ZEROES WHEN
 NECESSARY.)

2-14 _____
 2-15 _____
 2-16 _____
 2-17 _____
 2-18 _____
 2-19 _____ } 34.

35. "What is the highest grade (or year) of school you have completed?
 (RECORD ACTUAL GRADE)

- ____ 00 Never attended or kindergarten only
 ____ 01-08 Elementary school
 ____ 09-12 High school
 ____ 13 One year of college
 ____ 14 Two years of college
 ____ 15 Three years of college
 ____ 16 Four years of college
 ____ 17 Five or more years of college (graduate school)
 ____ 99 No response

2-20 _____
 2-21 _____

36. "What kind of work do you do?

2-22 _____
 2-23 _____ } 36.

(CODE ACCORDING TO DUNCAN'S SOCIOECONOMIC INDEX AND ENTER CODE _____)

37. "What was your total family income last year?

(ENTER TOTAL DOLLAR AMOUNT--\$ _____, _____,00--USE PRECEDING ZEROES TO
 MAKE 6 DIGITS.)

2-24 _____
 2-25 _____
 2-26 _____
 2-27 _____
 2-28 _____
 2-29 _____ } 37.

38. "Do you personally know any member of the Lawrence Police Department?

- 1 No (GO TO 40)
 2 Yes (CONTINUE)

2-30 _____

39. "How do you know him or her?

- 1 Member of immediate family
 2 Other relative
 3 Friend
 4 Neighbor
 5 Other

2-31 _____

40. "One last question, what suggestions do you have about how police services
 might be improved in Lawrence? (ENTER RESPONSES VERBATIM. CONTINUE ON
 BACK OF PAGE IF NECESSARY.)

APPENDIX B

SCHEDULE: LAWRENCE POLICE DEPARTMENT BUSINESS SURVEY

LAWRENCE POLICE DEPARTMENT
BUSINESS SURVEY

Telephone Number _____

Household Identification Number _____

UCR Code _____

1- 7 _____
1- 8 _____
1- 9 _____
1-10 _____Date of Interview ____/____/78 (USE 2 DIGITS FOR MONTH AND DAY)
mo. day1-11 _____
1-12 _____
1-13 _____
1-14 _____Time of Interview _____ 1 AM
2 PM
(RECORD EXACT TIME AND CIRCLE 1 FOR AM AND 2 FOR PM)1-15 _____
1-16 _____
1-17 _____
1-18 _____
1-19 _____

Interviewer _____

INTRODUCTION

"Hello, I'm _____. We're trying to obtain information about crime and your opinion of police services in Lawrence. May I speak to _____ (NAME ON CARD OR 'THE MANAGER') (REPEAT INTRODUCTION IF NECESSARY.)

(AUTHORIZATION IF ASKED--"You may call the Lawrence Police Dept. for verification. The telephone number is 841-7210.)

(CONTINUE)

"By cooperating in this survey, you will help provide answers to important questions, however your participation is strictly voluntary. Confidentiality will be guarded. Your name or the name of your business will not be associated with your answers in any public or private report of the results. By answering these questions, you are consenting to participate.

1. Sex of respondent (DO NOT ASK UNLESS NECESSARY)
1 Male
2 Female

1-20 _____

2. (ALL BUSINESS INTERVIEWS WILL BE CODED 3 IN COLUMN 1-21.)

1-21 3

Household ID # _____

3. "During the last 12 months did you or someone at your business call the police to report something that happened which you thought was a crime?"

1 No (TURN THE PAGE)

1-22 _____

2 Yes (CONTINUE)

"Could you describe exactly what happened?"

1-23 _____

1-24 _____

1-25 _____

1-26 _____

(CODE RESPONSE USING UCR CODE SHEET: _____ UCR Code

(CONTINUE)

4. "In regard to this incident, did you initially contact the police by phone?"

1 No (GO TO 6)

1-27 _____

2 Yes (CONTINUE)

5. "Overall, how satisfied were you with the way in which the police dispatcher handled your telephone call? Were you....

(EVERY OTHER INTERVIEW ASK RESPONSE CATEGORIES IN REVERSE ORDER.)

1 Very satisfied

2 Moderately satisfied

3 Slightly satisfied

1-28 _____

4 Slightly dissatisfied

5 Moderately dissatisfied

6 Very dissatisfied

6. "Did a police car come?"

1 No (GO TO 9)

1-29 _____

2 Yes (CONTINUE)

7. "How satisfied were you with how quickly the police arrived? Were you....

(EVERY OTHER INTERVIEW ASK RESPONSE CATEGORIES IN REVERSE ORDER.)

1 Very satisfied

2 Moderately satisfied

3 Slightly satisfied

1-30 _____

4 Slightly dissatisfied

5 Moderately dissatisfied

6 Very dissatisfied

8. "How satisfied were you with what the police did after they arrived on the scene? Were you....

(EVERY OTHER INTERVIEW ASK RESPONSE CATEGORIES IN REVERSE ORDER.)

1 Very satisfied

2 Moderately satisfied

3 Slightly satisfied

1-31 _____

4 Slightly dissatisfied

5 Moderately dissatisfied

6 Very dissatisfied

9. "Was an arrest made?"

1 No (TURN THE PAGE)

2 Don't know (TURN THE PAGE)

1-32 _____

3 Yes (CONTINUE)

10. "Was the accused convicted?"

1 No

2 Don't know

1-33 _____

3 Yes

(CONTINUE)

11. "Did anything happen to you or someone at your business during the last 12 months which you thought was a crime but did NOT report to the police?"

- 1 No (GO TO 13)
2 Yes (CONTINUE)

1-34 _____

"Could you describe exactly what happened?"

1-35 _____

1-36 _____

1-37 _____

1-38 _____

(CODE RESPONSE USING UCR CODE SHEET: _____ UCR Code)
(CONTINUE)

12. "Why didn't you telephone the police about this crime?"

(CIRCLE ONE OF THE FOLLOWING POSSIBLE ANSWERS THAT MOST CLOSELY MATCHES THE RESPONDENT'S ANSWER.)

Police-related

- 01 Felt police would do nothing
02 Felt police could do nothing
03 Felt police would not want to be bothered
04 Had called police--No answer

Personal

- 05 Wanted to handle it myself
06 Private or personal matter
07 Party involved known to respondent

Fear or Injury

- 08 Respondent too frightened or emotional
09 Situation too dangerous
10 Respondent too injured
11 Would make situation worse
12 Fear of reprisal
13 Wanted advice first
14 Was advised not to

1-39 _____

1-40 _____

Apathy or Lack of Resources

- 15 Felt it wasn't important enough
16 No telephone available, no money
17 Not respondent's responsibility
18 Nothing could be done, no proof
19 Uncertain about details
20 Company policy
21 Don't know how
22 Don't know
23 No response

(CONTINUE)

13. "Have you directly witnessed a crime in the last 12 months?"

- 1 No (TURN THE PAGE)
2 Yes (CONTINUE)

1-41 _____

14. "Were the police informed of this incident in any way?"

- 1 No (GO TO 12)
2 Don't know (CONTINUE)
3 Yes (CONTINUE)

1-42 _____

Household ID # _____

15. "In the last 12 months was there any other occasion for you or someone at your business to have contact with the police?

1 No

1-43 _____

(IF ANY POLICE CONTACT, GO TO 23)

2 Yes (CONTINUE)

16. "How many contacts? (RECORD ACTUAL NUMBER. IF LESS THAN 10 ENTER PRECEDING ZERO.)

1-44 _____

1-45 _____ } 16.

17. "Was(Were) the contact(s) related to a crime or to a non-crime situation?

1 Crime (IF QUESTIONS BELOW ANSWERED EARLIER, TURN THE PAGE.

IF QUESTIONS BELOW NOT ANSWERED BEFORE, CONTINUE.)

1-46 _____

1-47 _____ } 17.

2 Non-crime (CONTINUE) (1 AND 2 CAN BOTH BE CIRCLED.)

18. "In regard to this incident, did you initially contact the police by phone?

1 No (GO TO 20)

1-48 _____

2 Yes (CONTINUE)

19. "Overall, how satisfied were you with the way in which the police dispatcher handled your telephone call? Were you....

(EVERY OTHER INTERVIEW ASK RESPONSE CATEGORIES IN REVERSE ORDER.)

1 Very satisfied

2 Moderately satisfied

3 Slightly satisfied

4 Slightly dissatisfied

5 Moderately dissatisfied

6 Very dissatisfied

1-49 _____

20. "Did a police car come?

1 No (GO TO 23)

1-50 _____

2 Yes (CONTINUE)

21. "How satisfied were you with how quickly the police arrived? Were you....

(EVERY OTHER INTERVIEW ASK RESPONSE CATEGORIES IN REVERSE ORDER.)

1 Very satisfied

2 Moderately satisfied

3 Slightly satisfied

4 Slightly dissatisfied

5 Moderately dissatisfied

6 Very dissatisfied

1-51 _____

22. "How satisfied were you with what the police did after they arrived?

Were you....(EVERY OTHER INTERVIEW ASK RESPONSE CATEGORIES IN REVERSE ORDER.)

1 Very satisfied

2 Moderately satisfied

3 Slightly satisfied

4 Slightly dissatisfied

5 Moderately dissatisfied

6 Very dissatisfied

1-52 _____

(ASK THIS QUESTION OF EVERYONE WHO HAS HAD SOME CONTACT WITH THE POLICE.)

23. "How has (have) your contact(s) with the police affected your opinion of the quality of police services in Lawrence? Has your opinion of them been...

(EVERY OTHER INTERVIEW ASK RESPONSE CATEGORIES IN REVERSE ORDER.)

1 Raised substantially

2 Raised somewhat

3 Remained the same

4 Lowered somewhat

5 Lowered substantially

6 Don't know

1-53 _____

(CONTINUE)

24. "Would you say, in general, that the Lawrence police are doing an
(EVERY OTHER INTERVIEW ASK THE RESPONSE CATEGORIES IN REVERSE ORDER.)

- 1 Excellent job
- 2 Very good job
- 3 Good job
- 4 Average job
- 5 Poor job
- 6 Inadequate job
- 7 Don't know, no response

1-54 _____

"Now, I'd like to get your opinion about crime.

25. "Within the last 12 months, do you think that crime the area near your business
has increased, decreased, or remained about the same?

- 1 Increased
- 2 Remained the same
- 3 Decreased
- 4 Don't know
- 5 Haven't lived here that long

1-55 _____

26. "How safe do you feel or would you feel being out alone near your business
during the day? Do you feel....

(EVERY OTHER INTERVIEW ASK RESPONSE CATEGORIES IN REVERSE ORDER.)

- 1 Very safe
- 2 Reasonably safe
- 3 Somewhat unsafe
- 4 Very unsafe

1-56 _____

27. "How about at night--How safe do you feel or would you feel being out alone
at night near your business?

- 1 Very safe
- 2 Reasonably safe
- 3 Somewhat unsafe
- 4 Very unsafe

1-57 _____

"Now, I'd like to ask you some general information.

28. "Are you....

- 1 Single
- 2 Married
- 3 Separated
- 4 Widowed
- 5 Divorced
- 6 No response

1-58 _____

29. "What race are you a member of?

- 1 White
- 2 Black
- 3 Mexican American
- 4 American Indian (Red)
- 5 Arab
- 6 Oriental (Asian, Yellow)
- 7 Other
- 8 Don't Know
- 9 No response

1-59 _____

30. "What is the address of your business?

(IDENTIFY APPROPRIATE POLICE PLANNING AREA AND ENTER IT HERE _____)

1-60 _____

1-61 _____

Address: _____

31. "How long have you been at this address in years and months?
_____ years & _____ months (MAKE YEARS AND MONTHS 2 DIGITS BY
INSERTING PRECEDING ZEROES AS NECESSARY.)
32. "Do you own or are you renting your building (space)?
1 Owned or being bought
2 Rented
3 Board
33. "Could you tell me how many persons including yourself work at this
address? (RECORD ACTUAL NUMBER. IF LESS THAN 10, ENTER PRECEDING ZERO.)
34. "What is your date of birth?
____-____-____
month day year
(MAKE MONTH, DAY AND YEAR 2 DIGITS BY INSERTING PRECEDING ZEROES WHEN
NECESSARY.)
35. "What is the highest grade (or year) of school you have completed?
(RECORD ACTUAL GRADE)
____ 00 Never attended or kindergarten only
____ 01-08 Elementary school
____ 09-12 High school
____ 13 One year of college
____ 14 Two years of college
____ 15 Three years of college
____ 16 Four years of college
____ 17 Five or more years of college (graduate school)
____ 99 No response
36. "What kind of work do you do?

(CODE ACCORDING TO DUNCAN'S SOCIOECONOMIC INDEX AND ENTER CODE _____)
37. "What was your total family income last year?
(ENTER TOTAL DOLLAR AMOUNT--\$ _____, _____,00--USE PRECEDING ZEROES TO
MAKE 6 DIGITS.)
38. "Do you personally know any member of the Lawrence Police Department?
1 No (GO TO 40)
2 Yes (CONTINUE)
39. "How do you know him or her?
1 Member of immediate family
2 Other relative
3 Friend
4 Neighbor
5 Other
40. "One last question, what suggestions do you have about how police services
might be improved in Lawrence? (ENTER RESPONSES VERBATIM. CONTINUE ON
BACK OF PAGE IF NECESSARY.)

APPENDIX C

Responsibilities of Martin Research

Martin Associates, under the direction of Dr. Ernest Martin, Jr., will be responsible for making the actual telephone survey as defined by this proposal. The design of the survey instrument and the analysis of the results will be the responsibility of Drs. Cynthia Flynn and Cris Kukuk. As a subcontractor, Martin Associates will be responsible for the following:

1. Training interviewers on the use of this instrument. Experienced interviewers will be used.
2. Conducting the telephone survey.
3. Editing the responses to make sure that all data are clear and internally consistent.
4. Conducting a ten percent call-back for verification purposes to insure that the original responses were actually and accurately gathered.
5. Key punching the responses for computer analysis.
6. Key verifying the responses to insure key punching accuracy.
7. Cleaning the resulting data deck to eliminate impossible codes.
8. Providing necessary supervision to assure that the above tasks are promptly and accurately performed.

The requirements for the conduct of the telephone survey and its recording for computer analysis are stringent and require a highly experienced professional in the field of telephone survey work. A lack of accuracy during this phase of the project would seriously impair the later analysis of the survey data.

APPENDIX D

DEMOGRAPHIC PROFILES

DEMOGRAPHIC PROFILE

City of Lawrence

N=527

Sex of Respondents
%

Male	48.4
Female	51.6

Marital Status
%

Single	40.2
Married	48.4
Separated	0.7
Widowed	5.8
Divorced	4.9
Other	0.0

Race
%

White	89.7
Black	5.3
Chicano	0.8
Amer. Indian	1.3
Arab	0.8
Oriental	1.3
Other	0.9

Home Ownership Status
%

Own/Buying	50.5
Rent/Board	49.5

Age
%

Less than 24	35.4
25-44	38.3
45-64	14.8
65+	11.5

Level of Education
Years %

8 or less	4.6
9-12--H.S.	27.2
13-16--College	51.3
17-18--BA+	16.9

Occupational Status
%

0- 9	3.4
10-19	4.4
20-29	1.0
30-39	4.6
40-49	4.4
50-59	4.0
60-69	7.7
70-79	10.1
80-89	1.2
90-98	0.6
99 (Students)	58.8

Income Level
%

LT \$2500	9.4
\$2500-5000	15.5
5001-10,000	24.2
10,001-15,000	13.2
15,001-20,000	12.9
20,001-30,000	16.1
30,001-40,000	5.2
40,001-50,000	2.9
GT \$50,000	0.6

DEMOGRAPHIC PROFILE

Respondents who Reported at least One Crime

N= 130

<u>Sex of Respondents</u>	
	%
Male	50.0
Female	50.0

<u>Marital Status</u>	
	%
Single	45.4
Married	46.9
Separated	0
Widowed	3.1
Divorced	4.6
Other	0

<u>Race</u>	
	%
White	92.3
Black	3.8
Chicano	.8
Amer.Indian	1.5
Arab	0
Oriental	.8
Other	.8

<u>Home Ownership Status</u>	
	%
Own/Buying	46.2
Rent/Board	53.9

<u>Age</u>	
	%
Less than 25	41.1
25-44	43.4
45-54	10.9
65+	4.7

<u>Level of Education</u>	
Years	%
8 or less	3.1
9-12--H.S.	23.8
13-16--College	53.8
17-18--BA+	19.2

<u>Occupational Status</u>	
	%
0- 9	7.7
10-19	3.8
20-29	1.5
30-39	6.9
40-49	6.9
50-59	6.9
60-69	6.9
70-79	9.2
80-89	2.3
90-98	0
99	47.7

<u>Income Level</u>	
	%
LT \$2500	50.8
\$2500-5000	6.2
5001-10,000	15.4
10,001-15,000	9.2
15,001-20,000	8.5
20,001-30,000	6.9
30,001-40,000	2.3
40,001-50,000	.8
GT \$50,000	0

DEMOGRAPHIC PROFILE
Unreported Crime Victims

N= 27

Sex of Respondents
%

Male 55.6
Female 44.4

Marital Status
%

Single 40.7
Married 44.4
Separated 0
Widowed 0
Divorced 14.8
Other 0

Race
%

White 92.6
Black 7.4
Chicano
Amer. Indian
Arab
Oriental
Other

Home Ownership Status
%

Own/Buying 44.4
Rent/Board 55.6

Age
%

Less than 25 44.0
25-44 32.0
45-64 20.0
65+ 4.0

Level of Education
Years %

8 or less 0
9-12--H.S. 29.6
13-16--College 51.9
17-18--BA+ 18.5

Occupational Status
%

0- 9 18.5
10-19 0
20-29 0
30-39 7.4
40-49 3.7
50-59 3.7
60-69 7.4
70-79 14.8
80-89 3.7
90-98 3.7
99 37.0

Income Level
%

LT \$2500 37.0
\$2500-5000 11.1
5001-10,000 18.5
10,001-15,000 3.7
15,001-20,000 11.1
20,001-30,000 14.8
30,001-40,000 0
40,001-50,000 3.7
GT \$50,000 0

DEMOGRAPHIC PROFILE

Respondents who felt Police were doing a Poor or Inadequate Job

N= 19

<u>Sex of Respondents</u>	
	%
Male	57.9
Female	42.1

<u>Marital Status</u>	
	%
Single	38.9
Married	44.4
Separated	0
Widowed	0
Divorced	16.7
Other	0

<u>Race</u>	
	%
White	68.4
Black	15.8
Chicano	0
Amer. Indian	5.3
Arab	0
Oriental	0
Other	10.5

<u>Home Ownership Status</u>	
	%
Own/Buying	66.7
Rent/Board	33.3

<u>Age</u>	
	%
Less than 25	11.1
25-44	66.7
45-64	16.7
65+	5.6

<u>Level of Education</u>	
Years	%
8 or less	5.3
9-12--H.S.	21.1
13-16--College	42.1
17-18--BA+	31.6

<u>Occupational Status</u>	
	%
0- 9	10.5
10-19	0
20-29	0
30-39	5.3
40-49	5.3
50-59	5.3
60-69	15.8
70-79	5.3
80-89	10.5
90-98	0
99	42.1

<u>Income Level</u>	
	%
LT \$2500	42.1
\$2500-5000	0
5001-10,000	15.8
10,001-15,000	5.3
15,001-20,000	15.8
20,001-30,000	0
30,001-40,000	10.5
40,001-50,000	10.5
GT \$50,000	0

DEMOGRAPHIC PROFILE

Police Planning Area

1

N=21

<u>Sex of Respondents</u>		<u>Level of Education</u>	
	%	Years	%
Male	19.0	8 or less	22.7
Female	81.0	9-12--H.S.	63.6
		13-16--College	13.7
		17-18--BA+	0.0
<u>Marital Status</u>		<u>Occupational Status</u>	
	%		%
Single	22.7	0- 9	23.8
Married	45.5	10-19	9.5
Separated	0.0	20-29	4.8
Widowed	18.2	30-39	0.0
Divorced	13.6	40-49	0.0
Other	0.0	50-59	0.0
		60-69	0.0
<u>Race</u>		70-79	0.0
	%	80-89	4.8
White	86.4	90-98	0.0
Black	9.1	99	57.1
Chicano	4.5		
Amer. Indian	0.0	<u>Income Level</u>	
Arab	0.0		%
Oriental	0.0	LT \$2500	0.0
Other	0.0	\$2500-5000	27.3
		5001-10,000	36.3
<u>Home Ownership Status</u>		10,001-15,000	18.2
	%	15,001-20,000	18.2
Own/Buying	77.3	20,001-30,000	0.0
Rent/Board	22.7	30,001-40,000	0.0
		40,001-50,000	0.0
<u>Age</u>		GT \$50,000	0.0
	%		
Less than 24	19.0		
25-44	14.3		
45-64	38.1		
65+	28.6		

DEMOGRAPHIC PROFILE

Police Planning Area

3 & 6

N= 8

Sex of Respondents
%

Male	12.5
Female	87.5

Marital Status
%

Single	12.5
Married	87.5
Separated	0.0
Widowed	0.0
Divorced	0.0
Other	0.0

Race
%

White	87.5
Black	12.5
Chicano	0.0
Amer. Indian	0.0
Arab	0.0
Oriental	0.0
Other	0.0

Home Ownership Status
%

Own/Buying	100.0
Rent/Board	0.0

Age
%

Less than 24	0.0
25-44	87.5
45-64	12.5
65+	0.0

Level of Education
Years %

8 or less	0.0
9-12--H.S.	28.6
13-16--College	42.8
17-18--BA+	28.6

Occupational Status
%

0-9	0.0
10-19	0.0
20-29	0.0
30-39	0.0
40-49	0.0
50-59	0.0
60-69	25.0
70-79	12.5
80-89	0.0
90-98	0.0
99	62.5

Income Level
%

LT \$2500	0.0
\$2500-5000	0.0
5001-10,000	0.0
10,001-15,000	0.0
15,001-20,000	50.0
20,001-30,000	50.0
30,001-40,000	0.0
40,001-50,000	0.0
GT \$50,000	0.0

DEMOGRAPHIC PROFILE

Police Planning Area

4

N= 26

Sex of Respondents

	%
Male	34.6
Female	65.4

Marital Status

	%
Single	19.2
Married	76.9
Separated	0.0
Widowed	0.0
Divorced	3.8
Other	0.0

Race

	%
White	96.2
Black	3.8
Chicano	0.0
Amer.Indian	0.0
Arab	0.0
Oriental	0.0
Other	0.0

Home Ownership Status

	%
Own/Buying	73.1
Rent/Board	26.9

Age

	%
Less than 24	29.2
25-44	45.8
45-64	20.8
65+	4.2

Level of Education

Years	%
8 or less	3.8
9-12--H.S.	19.2
13-16--College	61.6
17-18--BA+	15.4

Occupational Status

	%
0- 9	0.0
10-19	0.0
20-29	0.0
30-39	3.8
40-49	7.7
50-59	3.8
60-69	3.8
70-79	23.1
80-89	0.0
90-98	3.8
99	53.8

Income Level

	%
LT \$2500	5.3
\$2500-5000	10.5
5001-10,000	10.5
10,001-15,000	21.0
15,001-20,000	15.9
20,001-30,000	21.2
30,001-40,000	15.9
40,001-50,000	0.0
GT \$50,000	0.0

DEMOGRAPHIC PROFILE

Police Planning Area

5

N= 30

Sex of Respondents
%

Male	53.3
Female	46.7

Marital Status
%

Single	40.0
Married	50.0
Separated	0.0
Widowed	3.3
Divorced	6.7
Other	0.0

Race
%

White	86.7
Black	10.0
Chicano	0.0
Amer. Indian	3.3
Arab	0.0
Oriental	0.0
Other	0.0

Home Ownership Status
%

Own/Buying	53.3
Rent/Board	46.7

Age
%

Less than 24	27.4
25-44	48.0
45-64	13.7
65+	10.3

Level of Education
Years %

8 or less	10.3
9-12--H.S.	41.3
13-16--College	31.0
17-18--BA+	17.2

Occupational Status
%

0- 9	0.0
10-19	10.8
20-29	0.0
30-39	7.2
40-49	3.6
50-59	17.9
60-69	3.6
70-79	3.6
80-89	0.0
90-98	0.0
99	53.6

Income Level
%

LT \$2500	4.8
\$2500-5000	14.3
5001-10,000	38.3
10,001-15,000	14.3
15,001-20,000	4.8
20,001-30,000	19.1
30,001-40,000	4.8
40,001-50,000	0.0
GT \$50,000	0.0

DEMOGRAPHIC PROFILE

Police Planning Area

7

N= 39

Sex of Respondents

	%
Male	48.7
Female	51.3

Marital Status

	%
Single	41.0
Married	53.8
Separated	0.0
Widowed	0.0
Divorced	5.1
Other	0.0

Race

	%
White	89.5
Black	7.9
Chicano	0.0
Amer.Indian	0.0
Arab	0.0
Oriental	2.6
Other	0.0

Home Ownership Status

	%
Own/Buying	56.4
Rent/Board	43.6

Age

	%
Less than 24	36.9
25-44	20.8
45-64	36.9
65+	5.2

Level of Education

Years	%
8 or less	0.0
9-12--H.S.	10.3
13-16--College	66.6
17-18--BA+	23.1

Occupational Status

	%
0- 9	0.0
10-19	5.2
20-29	0.0
30-39	5.2
40-49	2.6
50-59	2.6
60-69	10.4
70-79	17.9
80-89	5.2
90-98	2.6
99	48.7

Income Level

	%
LT \$2500	7.1
\$2500-5000	28.5
5001-10,000	28.5
10,001-15,000	0.0
15,001-20,000	0.0
20,001-30,000	21.4
30,001-40,000	7.1
40,001-50,000	7.1
GT \$50,000	0.0

DEMOGRAPHIC PROFILE

Police Planning Area

8

N= 32

<u>Sex of Respondents</u>		<u>Level of Education</u>	
	%	Years	%
Male	50.0	8 or less	12.9
Female	50.0	9-12--H.S.	64.5
		13-16--College	22.6
		17-18--BA+	0.0
<u>Marital Status</u>		<u>Occupational Status</u>	
	%		%
Single	54.8	0- 9	0.0
Married	38.7	10-19	0.0
Separated	0.0	20-29	3.3
Widowed	3.2	30-39	0.0
Divorced	3.2	40-49	0.0
Other	0.0	50-59	6.6
		60-69	9.9
<u>Race</u>		70-79	16.7
	%	80-89	0.0
White	100.0	90-98	0.0
Black	0.0	99	63.3
Chicano	0.0		
Amer. Indian	0.0		
Arab	0.0		
Oriental	0.0		
Other	0.0		
<u>Home Ownership Status</u>		<u>Income Level</u>	
	%		%
Own/Buying	32.3	LT \$2500	18.8
Rent/Board	67.7	\$2500-5000	18.8
		5001-10,000	25.0
		10,001-15,000	6.3
		15,001-20,000	12.5
		20,001-30,000	12.5
		30,001-40,000	0.0
		40,001-50,000	6.3
		GT \$50,000	0.0
<u>Age</u>			
	%		
Less than 24	58.4		
25-44	25.6		
45-64	12.8		
65+	3.2		

DEMOGRAPHIC PROFILE

Police Planning Area

9

N= 15

Sex of Respondents

	%
Male	40.0
Female	60.0

Marital Status

	%
Single	53.3
Married	40.0
Separated	0.0
Widowed	6.7
Divorced	0.0
Other	0.0

Race

	%
White	100.0
Black	0.0
Chicano	0.0
Amer. Indian	0.0
Arab	0.0
Oriental	0.0
Other	0.0

Home Ownership Status

	%
Own/Buying	60.0
Rent/Board	40.0

Age

	%
Less than 24	28.4
25-44	28.4
45-64	7.1
65+	35.5

Level of Education

Years	%
8 or less	0.0
9-12--H.S.	26.7
13-16--College	60.1
17-18--BA+	13.3

Occupational Status

	%
0- 9	13.4
10-19	6.7
20-29	0.0
30-39	6.7
40-49	0.0
50-59	0.0
60-69	13.4
70-79	6.7
80-89	0.0
90-98	0.0
99	53.3

Income Level

	%
LT \$2500	0.0
\$2500-5000	55.5
5001-10,000	0.0
10,001-15,000	11.1
15,001-20,000	11.1
20,001-30,000	22.2
30,001-40,000	0.0
40,001-50,000	0.0
GT \$50,000	0.0

DEMOGRAPHIC PROFILE

Police Planning Area

10

N= 39

Sex of Respondents
%

Male	61.5
Female	38.5

Marital Status
%

Single	61.5
Married	25.6
Separated	0.0
Widowed	7.7
Divorced	5.1
Other	0.0

Race
%

White	84.6
Black	5.1
Chicano	5.1
Amer.Indian	0.0
Arab	0.0
Oriental	0.0
Other	5.1

Home Ownership Status
%

Own/Buying	23.1
Rent/Board	76.9

Age
%

Less than 24	56.0
25-44	33.6
45-64	8.4
65+	2.8

Level of Education
Years %

8 or less	5.1
9-12--H.S.	15.4
13-16--College	59.0
17-18--BA+	20.5

Occupational Status
%

0- 9	7.9
10-19	5.3
20-29	2.6
30-39	7.9
40-49	0.0
50-59	5.3
60-69	0.0
70-79	5.3
80-89	0.0
90-98	2.6
99	63.2

Income Level
%

LT \$2500	40.0
\$2500-5000	25.0
5001-10,000	25.0
10,001-15,000	10.0
15,001-20,000	0.0
20,001-30,000	0.0
30,001-40,000	0.0
40,001-50,000	0.0
GT \$50,000	0.0

DEMOGRAPHIC PROFILE

Police Planning Area

11

N=26

Sex of Respondents

	%
Male	56.0
Female	44.0

Marital Status

	%
Single	38.5
Married	50.0
Separated	0.0
Widowed	11.5
Divorced	0.0
Other	0.0

Race

	%
White	92.3
Black	7.7
Chicano	0.0
Amer. Indian	0.0
Arab	0.0
Oriental	0.0
Other	0.0

Home Ownership Status

	%
Own/Buying	53.8
Rent/Board	46.2

Age

	%
Less than 24	20.0
25-44	28.0
45-64	16.0
65+	32.0

Level of Education

Years	%
8 or less	3.8
9-12--H.S.	42.2
13-16--College	38.4
17-18--BA+	15.4

Occupational Status

	%
0- 9	8.0
10-19	4.0
20-29	0.0
30-39	4.0
40-49	8.0
50-59	0.0
60-69	12.0
70-79	16.0
80-89	0.0
90-98	0.0
99	48.0

Income Level

	%
LT \$2500	6.7
\$2500-5000	6.7
5001-10,000	46.8
10,001-15,000	13.3
15,001-20,000	26.8
20,001-30,000	0.0
30,001-40,000	0.0
40,001-50,000	0.0
GT \$50,000	0.0

DEMOGRAPHIC PROFILE

Police Planning Area

12 & 42

N=8

Sex of Respondents
%

Male	12.5
Female	87.5

Marital Status
%

Single	37.5
Married	25.0
Separated	0.0
Widowed	12.5
Divorced	25.0
Other	0.0

Race
%

White	100.0
Black	0.0
Chicano	0.0
Amer. Indian	0.0
Arab	0.0
Oriental	0.0
Other	0.0

Home Ownership Status
%

Own/Buying	37.5
Rent/Board	62.5

Age
%

Less than 24	0.0
25-44	75.0
45-64	12.5
65+	12.5

Level of Education
Years %

8 or less	12.5
9-12--H.S.	50.0
13-16--College	37.5
17-18--BA+	0.0

Occupational Status
%

0- 9	12.5
10-19	12.5
20-29	0.0
30-39	0.0
40-49	12.5
50-59	12.5
60-69	12.5
70-79	0.0
80-89	0.0
90-98	0.0
99	37.5

Income Level
%

LT \$2500	0.0
\$2500-5000	16.7
5001-10,000	66.6
10,001-15,000	0.0
15,001-20,000	16.7
20,001-30,000	0.0
30,001-40,000	0.0
40,001-50,000	0.0
GT \$50,000	0.0

DEMOGRAPHIC PROFILE

Police Planning Area

13 & 14

N= 8

Sex of Respondents
%

Male	37.5
Female	62.5

Marital Status
%

Single	12.5
Married	87.5
Separated	0.0
Widowed	0.0
Divorced	0.0
Other	0.0

Race
%

White	100.0
Black	0.0
Chicano	0.0
Amer. Indian	0.0
Arab	0.0
Oriental	0.0
Other	0.0

Home Ownership Status
%

Own/Buying	87.5
Rent/Board	12.5

Age
%

Less than 24	12.5
25-44	87.5
45-64	0.0
65+	0.0

Level of Education
Years %

8 or less	0.0
9-12--H.S.	12.5
13-16--College	75.0
17-18--BA+	12.5

Occupational Status
%

0- 9	0.0
10-19	0.0
20-29	0.0
30-39	0.0
40-49	0.0
50-59	0.0
60-69	12.5
70-79	12.5
80-89	0.0
90-98	0.0
99	75.0

Income Level
%

LT \$2500	0.0
\$2500-5000	0.0
5001-10,000	0.0
10,001-15,000	16.7
15,001-20,000	33.3
20,001-30,000	50.0
30,001-40,000	0.0
40,001-50,000	0.0
GT \$50,000	0.0

DEMOGRAPHIC PROFILE

Police Planning Area

15

N=28

Sex of Respondents
%

Male	50.0
Female	50.0

Marital Status
%

Single	28.6
Married	63.6
Separated	3.6
Widowed	10.6
Divorced	3.6
Other	0.0

Race
%

White	92.9
Black	3.6
Chicano	0.0
Amer. Indian	0.0
Arab	3.6
Oriental	0.0
Other	0.0

Home Ownership Status
%

Own/Buying	60.7
Rent/Board	39.3

Age
%

Less than 24	21.4
25-44	46.5
45-64	21.4
65+	10.7

Level of Education
Years %

8 or less	3.6
9-12--H.S.	35.7
13-16--College	53.6
17-18--BA+	7.1

Occupational Status
%

0- 9	0.0
10-19	0.0
20-29	0.0
30-39	7.7
40-49	3.8
50-59	3.8
60-69	11.5
70-79	7.7
80-89	0.0
90-98	0.0
99	65.4

Income Level
%

LT \$2500	11.1
\$2500-5000	5.6
5001-10,000	16.7
10,001-15,000	11.1
15,001-20,000	33.6
20,001-30,000	11.1
30,001-40,000	5.6
40,001-50,000	0.0
GT \$50,000	5.6

DEMOGRAPHIC PROFILE

Police Planning Area

16

N= 49

Sex of Respondents

	%
Male	63.3
Female	36.7

Marital Status

	%
Single	61.2
Married	26.5
Separated	2.0
Widowed	2.0
Divorced	8.2
Other	0.0

Race

	%
White	91.8
Black	8.2
Chicano	0.0
Amer.Indian	0.0
Arab	0.0
Oriental	0.0
Other	0.0

Home Ownership Status

	%
Own/Buying	28.6
Rent/Board	71.4

Age

	%
Less than 24	49.0
25-44	38.8
45-64	6.1
65+	6.1

Level of Education

Years	%
8 or less	2.0
9-12--H.S.	24.5
13-16--College	49.0
17-18--BA+	24.5

Occupational Status

	%
0- 9	0.0
10-19	4.4
20-29	2.2
30-39	4.4
40-49	8.8
50-59	2.2
60-69	2.2
70-79	8.8
80-89	2.2
90-98	0.0
99	64.4

Income Level

	%
LT \$2500	17.4
\$2500-5000	23.2
5001-10,000	26.1
10,001-15,000	8.7
15,001-20,000	11.6
20,001-30,000	8.7
30,001-40,000	0.0
40,001-50,000	2.9
GT \$50,000	0.0

DEMOGRAPHIC PROFILE

Police Planning Area

17

N= 17

Sex of Respondents
%

Male	41.2
Female	58.8

Marital Status
%

Single	23.5
Married	64.7
Separated	0.0
Widowed	5.9
Divorced	5.9
Other	0.0

Race
%

White	94.1
Black	5.9
Chicano	0.0
Amer. Indian	0.0
Arab	0.0
Oriental	0.0
Other	0.0

Home Ownership Status
%

Own/Buying	82.4
Rent/Board	17.6

Age
%

Less than 24	7.1
25-44	42.9
45-64	21.4
65+	28.6

Level of Education
Years %

8 or less	17.6
9-12--H.S.	11.8
13-16--College	41.2
17-18--BA+	29.4

Occupational Status
%

0- 9	0.0
10-19	0.0
20-29	0.0
30-39	6.2
40-49	12.4
50-59	0.0
60-69	6.2
70-79	18.7
80-89	0.0
90-98	0.0
99	56.2

Income Level
%

LT \$2500	0.0
\$2500-5000	22.2
5001-10,000	11.1
10,001-15,000	33.3
15,001-20,000	22.2
20,001-30,000	11.1
30,001-40,000	0.0
40,001-50,000	0.0
GT \$50,000	0.0

DEMOGRAPHIC PROFILE

Police Planning Area

18

N= 16

Sex of Respondents

	%
Male	43.8
Female	56.2

Marital Status

	%
Single	18.8
Married	50.0
Separated	0.0
Widowed	31.2
Divorced	0.0
Other	0.0

Race

	%
White	100.0
Black	0.0
Chicano	0.0
Amer. Indian	0.0
Arab	0.0
Oriental	0.0
Other	0.0

Home Ownership Status

	%
Own/Buying	62.5
Rent/Board	37.5

Age

	%
Less than 24	6.7
25-44	33.3
45-64	6.7
65+	53.3

Level of Education

Years	%
8 or less	6.2
9-12--H.S.	37.5
13-16--College	37.5
17-18--BA+	18.8

Occupational Status

	%
0- 9	0.0
10-19	6.2
20-29	0.0
30-39	6.2
40-49	0.0
50-59	6.2
60-69	6.2
70-79	6.2
80-89	0.0
90-98	0.0
99	69.0

Income Level

	%
LT \$2500	0.0
\$2500-5000	16.7
5001-10,000	33.2
10,001-15,000	16.7
15,001-20,000	16.7
20,001-30,000	0.0
30,001-40,000	16.7
40,001-50,000	0.0
GT \$50,000	0.0

DEMOGRAPHIC PROFILE

Police Planning Area

19

N= 22

Sex of Respondents
%

Male	40.9
Female	59.1

Marital Status
%

Single	22.7
Married	59.1
Separated	4.5
Widowed	9.1
Divorced	4.5
Other	0.0

Race
%

White	77.3
Black	0.0
Chicano	4.5
Amer.Indian	13.6
Arab	0.0
Oriental	4.5
Other	0.0

Home Ownership Status
%

Own/Buying	59.1
Rent/Board	40.9

Age
%

Less than 24	9.1
25-44	63.6
45-64	22.7
65+	4.6

Level of Education
Years %

8 or less	0.0
9-12--H.S.	50.0
13-16--College	40.9
17-18--BA+	9.1

Occupational Status
%

0- 9	0.0
10-19	0.0
20-29	0.0
30-39	4.5
40-49	4.5
50-59	0.0
60-69	0.0
70-79	13.6
80-89	0.0
90-98	0.0
99	77.3

Income Level
%

LT \$2500	0.0
\$2500-5000	0.0
5001-10,000	30.8
10,001-15,000	23.1
15,001-20,000	38.5
20,001-30,000	7.7
30,001-40,000	0.0
40,001-50,000	0.0
GT \$50,000	0.0

DEMOGRAPHIC PROFILE

Police Planning Area

20

N= 7

<u>Sex of Respondents</u>	
	%
Male	42.9
Female	57.1

<u>Marital Status</u>	
	%
Single	42.9
Married	57.1
Separated	0.0
Widowed	0.0
Divorced	0.0
Other	0.0

<u>Race</u>	
	%
White	85.7
Black	0.0
Chicano	0.0
Amer.Indian	0.0
Arab	0.0
Oriental	0.0
Other	14.3

<u>Home Ownership Status</u>	
	%
Own/Buying	42.9
Rent/Board	57.1

<u>Age</u>	
	%
Less than 24	28.6
25-44	71.4
45-64	0.0
65+	0.0

<u>Level of Education</u>	
Years	%
8 or less	0.0
9-12--H.S.	42.9
13-16--College	57.1
17-18--BA+	0.0

<u>Occupational Status</u>	
	%
0- 9	0.0
10-19	14.3
20-29	0.0
30-39	14.3
40-49	0.0
50-59	14.3
60-69	14.3
70-79	14.3
80-89	0.0
90-98	0.0
99	28.6

<u>Income Level</u>	
	%
LT \$2500	16.7
\$2500-5000	0.0
5001-10,000	16.7
10,001-15,000	0.0
15,001-20,000	16.7
20,001-30,000	33.3
30,001-40,000	0.0
40,001-50,000	16.7
GT \$50,000	0.0

DEMOGRAPHIC PROFILE

Police Planning Area

21 & 25

N= 23

Sex of Respondents

	%
Male	47.8
Female	52.2

Marital Status

	%
Single	21.8
Married	59.6
Separated	0.0
Widowed	4.3
Divorced	4.3
Other	0.0

Race

	%
White	91.0
Black	4.5
Chicano	0.0
Amer. Indian	4.5
Arab	0.0
Oriental	0.0
Other	0.0

Home Ownership Status

	%
Own/Buying	65.2
Rent/Board	34.8

Age

	%
Less than 24	26.1
25-44	60.9
45-64	8.7
65+	4.3

Level of Education

Years	%
8 or less	0.0
9-12--H.S.	21.7
13-16--College	60.9
17-18--BA+	17.4

Occupational Status

	%
0- 9	9.0
10-19	0.0
20-29	0.0
30-39	4.5
40-49	9.0
50-59	4.5
60-69	27.3
70-79	4.5
80-89	0.0
90-98	0.0
99	41.0

Income Level

	%
LT \$2500	7.1
\$2500-5000	14.2
5001-10,000	7.1
10,001-15,000	0.0
15,001-20,000	7.1
20,001-30,000	42.6
30,001-40,000	21.3
40,001-50,000	0.0
GT \$50,000	0.0

DEMOGRAPHIC PROFILE

Police Planning Area

22 & 36

N= 54

Sex of Respondents
%

Male	53.7
Female	46.3

Marital Status
%

Single	38.9
Married	53.7
Separated	0.0
Widowed	3.7
Divorced	3.7
Other	0.0

Race
%

White	92.6
Black	0.0
Chicano	0.0
Amer. Indian	1.8
Arab	0.0
Oriental	3.7
Other	1.8

Home Ownership Status
%

Own/Buying	51.8
Rent/Board	48.2

Age
%

Less than 24	34.6
25-44	51.9
45-64	9.6
65+	3.8

Level of Education
Years

8 or less	3.7
9-12--H.S.	26.0
13-16--College	48.1
17-18--BA+	22.2

Occupational Status
%

0- 9	2.0
10-19	0.0
20-29	0.0
30-39	5.9
40-49	3.9
50-59	0.0
60-69	9.8
70-79	13.7
80-89	2.0
90-98	0.0
99	62.7

Income Level
%

LT \$2500	2.9
\$2500-5000	20.6
5001-10,000	20.5
10,001-15,000	29.4
15,001-20,000	5.9
20,001-30,000	11.7
30,001-40,000	2.9
40,001-50,000	5.9
GT \$50,000	0.0

DEMOGRAPHIC PROFILE

Police Planning Area

23

N=10

Sex of Respondents
%

Male	50.0
Female	50.0

Marital Status
%

Single	30.0
Married	50.0
Separated	0.0
Widowed	10.0
Divorced	10.0
Other	0.0

Race
%

White	100.0
Black	0.0
Chicano	0.0
Amer. Indian	0.0
Arab	0.0
Oriental	0.0
Other	0.0

Home Ownership Status
%

Own/Buying	70.0
Rent/Board	30.0

Age
%

Less than 24	30.0
25-44	20.0
45-64	10.0
65+	40.0

Level of Education
Years %

8 or less	20.0
9-12--H.S.	10.0
13-16--College	70.0
17-18--BA+	0.0

Occupational Status
%

0- 9	0.0
10-19	10.0
20-29	0.0
30-39	0.0
40-49	0.0
50-59	10.0
60-69	0.0
70-79	0.0
80-89	0.0
90-98	0.0
99	80.0

Income Level
%

LT \$2500	20.0
\$2500-5000	0.0
5001-10,000	0.0
10,001-15,000	40.0
15,001-20,000	20.0
20,001-30,000	0.0
30,001-40,000	20.0
40,001-50,000	0.0
GT \$50,000	0.0

DEMOGRAPHIC PROFILE

Police Planning Area

24

N=9

<u>Sex of Respondents</u>		<u>Level of Education</u>	
	%	Years	%
Male	33.3	8 or less	0.0
Female	66.7	9-12--H.S.	44.4
		13-16--College	44.4
		17-18--BA+	11.2
<u>Marital Status</u>		<u>Occupational Status</u>	
	%		%
Single	11.1	0- 9	0.0
Married	77.8	10-19	0.0
Separated	11.1	20-29	11.1
Widowed	0.0	30-39	0.0
Divorced	0.0	40-49	0.0
Other	0.0	50-59	11.1
		60-69	11.1
		70-79	0.0
		80-89	0.0
		90-98	0.0
		99	66.7
<u>Race</u>		<u>Income Level</u>	
	%		%
White	88.9	LT \$2500	20.0
Black	0.0	\$2500-5000	0.0
Chicano	0.0	5001-10,000	40.0
Amer.Indian	0.0	10,001-15,000	0.0
Arab	0.0	15,001-20,000	40.0
Oriental	0.0	20,001-30,000	0.0
Other	11.1	30,001-40,000	0.0
		40,001-50,000	0.0
		GT \$50,000	0.0
<u>Home Ownership Status</u>			
	%		
Own/Buying	88.9		
Rent/Board	11.1		
<u>Age</u>			
	%		
Less than 24	28.6		
25-44	57.2		
45-64	14.2		
65+	0.0		

DEMOGRAPHIC PROFILE

Police Planning Area

35

N= 26

<u>Sex of Respondents</u>	
	%
Male	53.8
Female	46.2

<u>Marital Status</u>	
	%
Single	76.9
Married	23.1
Separated	0.0
Widowed	0.0
Divorced	0.0
Other	0.0

<u>Race</u>	
	%
White	64.0
Black	16.0
Chicano	0.0
Amer.Indian	0.0
Arab	8.0
Oriental	12.0
Other	0.0

<u>Home Ownership Status</u>	
	%
Own/Buying	0.0
Rent/Board	100.0

<u>Age</u>	
	%
Less than 24	80.0
25-44	20.0
45-64	0.0
65+	0.0

<u>Level of Education</u>	
Years	%
8 or less	0.0
9-12--H.S.	11.5
13-16--College	69.2
17-18--BA+	19.3

<u>Occupational Status</u>	
	%
0- 9	4.2
10-19	8.3
20-29	0.0
30-39	0.0
40-49	8.3
50-59	0.0
60-69	4.2
70-79	4.2
80-89	0.0
90-98	0.0
99	70.8

<u>Income Level</u>	
	%
LT \$2500	38.9
\$2500-5000	27.8
5001-10,000	27.8
10,001-15,000	5.5
15,001-20,000	0.0
20,001-30,000	0.0
30,001-40,000	0.0
40,001-50,000	0.0
GT \$50,000	0.0

DEMOGRAPHIC PROFILE

Police Planning Area

38

N= 5

Sex of Respondents

	%
Male	60.0
Female	40.0

Marital Status

	%
Single	20.0
Married	60.0
Separated	0.0
Widowed	20.0
Divorced	0.0
Other	0.0

Race

	%
White	100.0
Black	0.0
Chicano	0.0
Amer. Indian	0.0
Arab	0.0
Oriental	0.0
Other	0.0

Home Ownership Status

	%
Own/Buying	60.0
Rent/Board	40.0

Age

	%
Less than 24	0.0
25-44	0.0
45-64	50.0
65+	50.0

Level of Education

Years	%
8 or less	0.0
9-12--H.S.	40.0
13-16--College	60.0
17-18--BA+	0.0

Occupational Status

	%
0- 9	0.0
10-19	25.0
20-29	0.0
30-39	0.0
40-49	25.0
50-59	0.0
60-69	0.0
70-79	0.0
80-89	0.0
90-98	0.0
99	50.0

Income Level

	%
LT \$2500	0.0
\$2500-5000	0.0
5001-10,000	0.0
10,001-15,000	0.0
15,001-20,000	0.0
20,001-30,000	100.0
30,001-40,000	0.0
40,001-50,000	0.0
GT \$50,000	0.0

DEMOGRAPHIC PROFILE

Police Planning Area

41

N= 8

Sex of Respondents

	%
Male	75.0
Female	25.0

Marital Status

	%
Single	71.4
Married	14.3
Separated	0.0
Widowed	0.0
Divorced	14.3
Other	0.0

Race

	%
White	75.0
Black	0.0
Chicano	0.0
Amer. Indian	12.5
Arab	12.5
Oriental	0.0
Other	0.0

Home Ownership Status

	%
Own/Buying	25.0
Rent/Board	75.0

Age

	%
Less than 24	37.5
25-44	50.0
45-64	0.0
65+	12.5

Level of Education

Years	%
8 or less	12.5
9-12--H.S.	12.5
13-16--College	50.0
17-18--BA+	25.0

Occupational Status

	%
0- 9	0.0
10-19	28.6
20-29	0.0
30-39	14.3
40-49	0.0
50-59	14.3
60-69	14.3
70-79	0.0
80-89	14.3
90-98	0.0
99	14.3

Income Level

	%
LT \$2500	16.6
\$2500-5000	16.6
5001-10,000	33.3
10,001-15,000	0.0
15,001-20,000	0.0
20,001-30,000	16.6
30,001-40,000	16.6
40,001-50,000	0.0
GT \$50,000	0.0

APPENDIX E

OPEN-ENDED COMMENTS, BY POLICE PLANNING AREA

POLICE PLANNING AREA

01

Public Relations

Get to know the citizens. Should be more of a friend.

They should learn to keep their word so that people would trust them. The cops don't lie, but often they tell things to their boss and let information out.

Response Time

The only gripe is that they are slow in responding to calls and they all sit around in coffee houses.

Patrols

Just continue to be alert. That would help us a great deal.

Control some of the drunks and speeders coming out of the bars late at night. They don't always keep their word when they say they are going to do something.

Walk or ride bicycles instead of drive cars.

Too Much Bureaucracy

They should cut the red tape so they can ticket these cars faster.

Streetlighting

A little more light in North Lawrence. It would help.

Courts, etc.

The police can't improve. We need better judges to stand behind the police so we can get more convictions and help them do a better job.

Other Agencies

Best way is to let the Chief of Police run the department instead of the City Manager.

Well, one thing if there weren't so many false alarms turned in, they could spend time on important calls.

General Positive Comments

One respondent in this area specifically stated that he thought the police were doing a good job.

POLICE PLANNING AREA

03

General Positive Comments

One respondent in this area specifically stated that he/she thought the police were doing a good job.

POLICE PLANNING AREA

04

Public Relations

Need availability for any service, not only school. Need to educate public about the police services so the community can know what they (police) do and in what they need to improve.

Communication

Communication is very important. This survey should bring good outside contact.

Working with children. They scare children by rough and negative handling.

Response Time

They (He) weren't prompt or efficient in getting to her accident.

Traffic

More radar enforcement. More traffic enforcement.

Better Pay

More money.

Upgrade Department

Need more personnel.

Other Agencies

Better cooperation between KID and city police.

Police and company combining, like Riley Co.

General Positive Comments

One respondent in this area specifically stated that he/she thought the police were doing an excellent job.

POLICE PLANNING AREA

05

Public Relations

Can tell when weekends and holidays hit because no supervisors, all flunkies. One cop drank coffee for an hour. Not during the week but holidays and weekends they all take long breaks.

Patrols

Going to work early in the morning, she sees too many patrol cars in her area. Is concerned that other areas aren't getting patrolled.

Need foot cops on patrol like years ago.

Traffic

Responsibility is to control traffic. Need many improvements. No truck signs or not obeyed. Don't need increase of big trucks in residential neighborhoods.

They are too petty, like 12" off curb for parking ticket. This could upgrade their image if they'd use a little discretion.

Don't bother with parking tickets--spend your time making sure the city is safe.

Investigations

Not impressed with detectives. Don't think they have anything on the ball. As a unit, the poorest he's seen. Detectives on robberies, burglaries need improvement in investigating these things. Traffic officers, adequate and well-trained.

Should not worry about minor offenses and worry more about hard core crime. Because this a college town with special circumstances must be pretty lenient. Work on major not minor stuff.

Better Pay

Pay 'em more.

Maybe pay them a little more. What they go through, they deserve more. Would make a better quality of police officer.

Upgrade Department

Maybe need more police.

POLICE PLANNING AREA

05
(Cont.)

General Positive Comments

Four respondents in this area specifically stated that they thought the police were doing a good job. One respondent thought the police were doing an o.k. job.

The only thing I can say is that if you cooperate with the police, they'll cooperate with you.

General Negative Comments

Quit being picky.

POLICE PLANNING AREA

06

Public Relations

I think people should start relations with small or grade school age children and start good relations with them having the police come and visit schools and just start relations right.

Investigations

Not good follow-up with cases. Very lax. They should contact people regularly.

General Positive Comments

Two respondents in this area specifically stated that they thought the police were doing a good job.

POLICE PLANNING AREA

07

Public Relations

In banking, we need some kind of advisor so we could meet with more cooperation.

Some closer relationship to children through school.

Had a very distasteful experience. Had no taillight and cops gave them a hard time. They called and complained for being treated like criminals (middle-aged couple).

Communication

They need to communicate with the public better.

Response Time

Dispatcher handled calls. They don't expedite their work to reassure people. They say, "Can you hold the phone," when your're panic stricken. You want them to hurry and all the dispatcher does is ask questions. Something should be done at that moment.

They don't need to respond 'red light' emergency to fires.

Patrols

Get 'em out of the coffeehouses.

They need more patrolling and more strategic machines to combat crime.

Live right behind Hillcrest Shopping Area. Lots of traffic there. Should patrol shopping center parking lots more on weekends.

Should be more patrols.

In school areas, more patrolling during noon hours and late at night.

I had good luck with them. I always see them out and about. Downtown on weekends are real busy. They should be out then. It helps just to see them driving about.

Traffic

Traffic control enforced more.

Investigations

Follow-up of cases. Like expected but no finger prints taken.

POLICE PLANNING AREA

07
(Cont.)

Too Much Bureaucracy

Seems to suffer from a little bureaucracy

Better Pay

Give them a raise so they can concentrate more on the job.

They'd do better if they got more money.

Upgrade Department

Higher, more strict requirements for initially hiring police. That's an expensive suggestion but necessary to improve the department.

Courts, etc.

Frustrating for cops to catch someone and lenient judges let him off.

She thinks it's unfair to blame the police for everything. A big problem is that the judges let these people go or serve minimum sentences and then let them get back on the street to do the same thing again.

General Positive Comments

Police are very cooperative and cared for his place well when he is on vacation. He is very pleased.

I appreciate not having harassment in this town. The only thing that I could say is that they give you a break.

One respondent in this area specifically stated that he/she thought the police were doing a good job.

POLICE PLANNING AREA

08

Public Relations

I hope they keep up their good public relations with the school district.

Once about 12 months ago a cop was unpleasant (as cross as an old bear). But they were efficient in the office when she filled out a report.

Courtesy

It seems like they don't care about you and they don't want to take the time to help you. They are kind of bitter, it seems.

I wish the cops weren't so rough and tough. They act like jerks.

They could be less rude.

I had an accident 2 and a half years ago on the way to school. The officer was very rude.

Patrols

I wish they'd patrol the streets a little better.

This sounds picky. I wish someone would patrol around the campus area at night. There's a lot of car racing on weekend nights.

More patrolling in residential areas.

I wish they'd patrol the area all around the campus. It's dangerous at night.

Not quite enough patrols on apartment complexes and student housing on weekends.

Investigations

Do more follow-up on cases reported.

On their own jobs shouldn't be prosecuting for various drug charges. It's a waste of time and money.

Streetlighting

Better lighting.

General Positive Comments

Three respondents in this area specifically stated they thought the police were doing a good job.

CONTINUED

1 OF 2

POLICE PLANNING AREA

09

Public Relations

Assign a percentage of Lawrence residents to each officer and make him responsible for knowing and keeping track of his people. This would totally eliminate crime and freedom--two of our most potent enemies.

Courtesy

A little more courtesy. They're usually pretty obnoxious when I'm in contact.

Communication

The only thing is to establish some sort of system so that each shift can be informed about what the other shifts have done. More communication between officers.

Patrols

More patrolling in high crime areas.

Upgrade Department

Might get a few more of them.

POLICE PLANNING AREA

10

Public Relations

More interaction with people, maybe police out on foot or on bicycles. More police sponsored activities (movies, baseball games, classes in self-defense, etc.)

Get involved in community projects. Get to know people personally. Need more contact with students.

Need more public awareness of how to prevent break-ins.

Courtesy

They could be more courteous. They were very obnoxious when I talked to them.

Policemen tend to be sullen and cheerless. They should try to smile more and be more cheerful.

Communication

Biggest problem is that officers learn and work a little more in personal communication. General level not conducive as I think it should be in making people feel comfortable when giving reports.

Discrimination

One problem is 'selective law enforcement', ghetto versus rich area, traffic, parking. Cops regard traffic and parking nuisances--binges of ticketing for parking 48 hours in one place. Unevenness and selectivity in traffic enforcement.

Police are harder on some people than others. But respondent doesn't know what to suggest. Maybe hire more minority people.

Nonpartial enforcement. Students don't get same treatment say as suburbia type nonstudents. Greater availability of people in charge, staff. Had gone once at 2 p.m. and couldn't find anybody not too busy to see him.

The police are too prejudiced toward minorities.

Only thing, when they (police) show up they seem to be afraid of blacks. Would rather refrain from making arrest.

Response Time

Need a patrol car in North Lawrence all the time, so that he can respond to any call sooner.

Too slow.

Praised them for how quickly they arrived when called. Very happy with quickness of response. A lot of his friends say the same thing.

POLICE PLANNING AREA

10
(Cont.)

Patrols

I wish they'd patrol the area around campus more and increase protection around here. Weekends are incredibly loud and rowdy around here.

They don't patrol in areas surrounding the campus enough.

I wish they would patrol the area around campus more. There's too much noise and danger at night.

I wish they'd patrol this area (13th and Ohio) more, especially during the warmer weather.

Spend more time on the streets.

Traffic

Better traffic control--a major problem.

The one thing I kind of wonder about is traffic violations.

Uniform enforcement of parking code.

It seems like I see too many traffic cops hiding in alleys waiting for speeders and the like. I don't approve of this kind of law enforcement.

Concentrate more on crime and less on traffic.

Investigations

Need professional detective squad. A major problem is complete wipe-out of student housing by certain rings of criminals. They (police) must know something, more than they say. Cops are apathetic. So many reports of rip-offs that they get sick of 'em. Many jobs inside jobs. Cops so frustrated they don't even investigate. Doesn't think it's all cops' fault, but feels that the police know something more than they'll admit.

Too Much Bureaucracy

They ignore what he tells them because he wouldn't tell them his name, address and phone number when he tells them of something he thinks is out of the ordinary. So he has quit calling.

Upgrade Department

Maybe they don't have enough people to cover what they need. Use the money for the police to improve their services. They know better than she does. It's a waste of money to conduct a survey when that money could be used for improvements.

POLICE PLANNING AREA

10
(Cont.)

Streetlighting

More lights in parts of town making it safer.

Sweep streets, more lights in Oread neighborhood.

Put up more streetlights.

Courts, etc.

Police are afraid to act. District Attorney holds them down.

Confinement not necessarily in institutions like jail. Not enough programs to rehabilitate people who get caught.

General Positive Comments

Thinks cops are humane and fair in dealings, good rapport with people. Do a good job.

One respondent in this area specifically stated that he/she thought the police were doing a good job.

General Negative Comments

Quit acting like "God."

They could improve.

POLICE PLANNING AREA

11

Public Relations

Closer work with the public.

Courtesy

Take people more serious.

Response Time

Promptness in answering and acting on calls quicker.

Only thing would be speed up response time on phone calls (burglary type things).

Patrols

Cut the coffee breaks.

Everything's okay, it seems. Maybe some police walking beats in such areas as the "bad" parts of town.

Don't need to cruise around so much.

Traffic

Should re-enforce traffic laws.

Upgrade Department

Increase the force.

General Positive Comments

One respondent in this area specifically stated he/she thought the police were doing a good job.

General Negative Comments

Get a new chief.

POLICE PLANNING AREA

12

Patrols

I'd like to see more officers out of their cars patrolling--foot patrols.

POLICE PLANNING AREA

14

Upgrade Department

I think they need more of them for the size of Lawrence.

General Negative Comments

They might go through a drivers' ed class.

POLICE PLANNING AREA

15

Public Relations

I think if they'd get more involved in the community--direct involvement (meetings at court house, pamphlets on preventing crime) to help them solve crimes.

Courtesy

They might be a little more friendly.

Response Time

Response could be faster.

Patrols

Get away from building. Be out on streets a little more.

All I want them to do is be on the look for crime and stop it.

Traffic

Traffic control in streets and intersections.

Use form that would explain structure of (crime) moving violation and costs.

Investigations

Should make return calls to people who have called in about prowlers, etc. and make sure they are all right.

POLICE PLANNING AREA

16

Public Relations

More of the attitude that while they are on duty they need to have the respect of the community.

Courtesy

Try to be part of the community, be friendly and helpful to people. Get out of car to help people who are stopped.

Could be a little more considerate. My car was stalled and an officer drove right on by.

Communication

I think a minor problem of communication within the department.

Maybe a suggestion line. And not only take suggestions but come through.

Patrols

Need more police patrols.

Keep closer eye on students.

Police out walking, downtown and East Lawrence.

Traffic

More thorough coverage of where people park their cars.

Investigations

Greek row is very noisy and police don't really quiet them down when complaints are made.

Training

Better training of personnel in specialized areas.

Better Pay

Allocate a larger budget.

Pay more attracts better employees.

Upgrade Department

Need more police. No quarrel with police. They are great. No criminal knowledge (of crime in this area). Thinks they are underpaid and wonderful.

POLICE PLANNING AREA

16
(Cont.)

Streetlighting

Streets aren't well lit enough.

The only complaint I have are the streets.

The only thing that bothers me is the number of rapes. Better lighting would help the situation.

Need to have streetlights fixed. Need to have them timed.

Courts, etc.

Bad ordinance about parking, the one where you can't keep your car parked in the same place for over 48 hours.

Once a thief is caught, keep him in there.

General Positive Comments

Two respondents in this area specifically stated they thought the police were doing an okay job.

POLICE PLANNING AREA

17

Public Relations

Some young ones have a smart aleck attitude. Older ones are easier to talk to. Younger ones think they have the world by the tail and need to be calmed down.

As a teacher, have taken kids to police station and it's been very good.

Traffic

Slowing down traffic by high school.

Pick up high school students that speed around in their cars.

Better Pay

They might give them more pay and higher benefits to get better officers.

Upgrade Department

Need more units, officers. I know it's (crime) is growing and cops need to increase in number also.

Increasing the force.

General Positive Comments

Couldn't be improved.

They're fine. I might question how they would handle rape.

They protect children and older people well.

One respondent in this area specifically stated he/she thought the police were doing an okay job.

POLICE PLANNING AREA

18

Communication

Survey every six months to be more close to the community. Less of a distant authority figure, so people feel comfortable about contacting police.

Response Time

They seem to be doing okay. A little faster would help.

Training

There's a tendency to train officers to be very impersonal. Puts a distance between police and community.

Suggested as with all others, that cops receive as much education as possible to give them greater flexibility of thought, greater humanism. Not technical, liberal arts. Not saying cops aren't humanistic, just think it would help them deal with people.

Upgrade Department

Need more men.

More on the force. Don't think they've got enough.

Courts, etc.

Think their hands are tied a good deal. Can't do what they need to do. For example, take the men doing wrong and turn them loose--slap their hands and let them go. The judicial system is at fault. Thinks cops are tired of picking them up. They know this from reading the papers.

General Positive Comments

Feel the police have gone out of their way to be helpful.

Two respondents in this area specifically stated they thought the police were doing a good job.

POLICE PLANNING AREA

19

Public Relations

Well, I think it's a step in the right direction when they speak to students in the high schools. It's a good way for students to hear the positive side of the police department.

How can one learn about marijuana and drugs and learning, to help out police. Could be an assistant to them.

Not ever around when you need them. When the snow was up to your "Yin-Yang" she was out in her small car, hit a rut and fell in a ditch. The same police car drove past twice and didn't stop to help. She was alone. That made her mad. But she added that they were around when they were really needed.

I think they should improve their relationship with teenagers.

Courtesy

They treat people badly.

Discrimination

Need more minorities in jobs.

Response Time

Arrive soon as possible after being called.

Patrols

Visibility--not seen enough to know how many there are, but thinks higher visibility would be a deterring factor (in crime).

Patrol a little more.

Training

Need more training on how to deal with people.

Better Pay

More pay--Better cops!!

Upgrade Department

More police officers.

Courts, etc.

Untie their (police) hands. Change the laws, all the way back to Supreme Court. You need a chance to protect your own property.

POLICE PLANNING AREA

20

Communication

Radio gave better report than administrator in charge of giving information.

Too Much Bureaucracy

Improve administration. Untie their hands. Too many charges dropped.

Better Pay

More money. Better equipment. Better retirement. Better health plan.

POLICE PLANNING AREA

21

Public Relations

Well, to have more interactions with the community.

Discrimination

More women and minorities to represent the population of the community better.
Less stereotyped image of white male cop.

Patrols

Use heavier coverage in car lots at night. See more patrolling in car lots, other businesses also.

Traffic

There are tendencies for people to speed in areas where kids are riding bikes.

Training

They lack somewhat in training the younger officers' attitudes.

Work at the Hospital and they have had trouble there because they (police) are negligent when picking up people for court orders. Education in handling patients.

Better Pay

Poor salary leads to poor job.

Wage scale too low to get higher quality officers.

The better pay for police and fire department would get better police and firemen and better pay would keep the better men.

Streetlighting

More streetlighting.

General Positive Comments

Well, they did okay by me. They are a lot better than Great Bend.

They're okay. Maybe people should accept them more.

One respondent in this area specifically stated that he/she thought the police were doing an excellent job.

POLICE PLANNING AREA

22

Public Relations

They need a more low-key approach when dealing with people.

Need to do something about quality of police. Men suffer from desire for power over human qualities. Need to get police to have more human qualities. To be a cop you need to have an unfulfilled desire for power. It's in their personality.

I hear they don't do anything even if you know who stole your stuff.

Just because they are cops, they aren't "God," so stop acting like it.

Courtesy

They're pretty rude sometimes.

Response Time

They do a good job. Perhaps they don't get to accident scenes quickly enough.

Speed, nothing else.

Patrols

Pick up more drunks off the streets.

Probably more manpower. They need to patrol our area more, especially residential areas.

More patrolling but even if that happened, you wouldn't feel much better.

They need to patrol the area surrounding campus more.

More frequent patrols. Haven't seen any in this area.

Keep your ~~—~~ out on the street.

Patrol apartment parking lots more.

Maybe, I guess, they need more patrolling around high risk areas.

Maybe more patrols downtown weekend nights around 12 or so. Doesn't hurt to have cops around as bars close. Have cops in eye of people. Also cops walking the beat downtown.

POLICE PLANNING AREA

22
(Cont.)

Investigations

I'm not sure they fully investigate every crime case.

Neighbor Alert--I wish they'd have a number for neighborhoods where people can call anonymously to report something. They have this at KC.

Police should be more serious about peace disturbance calls, should respond more to these calls.

Training

Should be training constantly. Need to be refreshed on various aspects which they don't encounter frequently.

Get the chip off your shoulder. You're not Starsky and Hutch!!! Maybe some training would help.

Police need a course in community relations. Very poor communication and approach with people.

She assumes that in case dollars are set, that dollars be appropriated so training can continue. Also more and specialized courses available for officers.

Streetlighting

Better lighting--less crime.

Courts, etc.

Increase organization of handling cases down at City Hall.

General Positive Comments

I can't say enough good about them. They always come immediately and are always friendly and professional.

Give them a better chance to give their opinion and not be so critical of their work.

I think they do a wonderful job. All my contacts with them over the years have been excellent.

Three respondents in this area specifically stated that they thought the police were doing a good job. One respondent thought they were doing an okay job.

POLICE PLANNING AREA

23

Public Relations

Through better public relations, letting people know what they're doing and vice versa.

Patrols

Wish patrol cars would patrol more, but understand they have quite a bit of trouble.

General Positive Comments

One respondent in this area specifically stated he/she thought the police were doing an excellent job. One respondent thought they were doing a good job.

POLICE PLANNING AREA

24

Discrimination

Treat all people equal. I've seen plenty of discrimination.

Response Time

Get to the scene faster, I guess.

Other Agencies

If the Commission would cooperate with the police, it would greatly help.

POLICE PLANNING AREA

25

Response Time

They could be easier to find when there's an accident.

POLICE PLANNING AREA

35

Courtesy

Police should be more cordial toward the public.

Be nicer. They were very rude when giving a ticket for a traffic violation.

Discrimination

Better look at people in general. Better manner in approaching any case. They act very rude. Less discrimination in treatment of people. Should treat people better.

Patrols

Patrol more of projects, the Towers.

Be more alert.

Traffic

A lot of people run stop sign at 23rd and Naismith. I wish they'd catch more of them. It's pretty dangerous.

Don't see them much except when giving tickets. Concentrate too much on traffic violations.

Courts, etc.

I think it's ridiculous that they only have a jail penalty for speeding in school zone. They don't have fines, just jail.

POLICE PLANNING AREA

36

General Positive Comments

One respondent in this area specifically stated he/she thought the police were doing a good job.

POLICE PLANNING AREA

38

Patrols

Get out of the Village Inn and on the streets.

Better Pay

Higher taxes for better pay for better police.

Upgrade the salary paid to get and keep better police personnel. The starting salary is too low to get the best officers.

Courts, etc.

Proper justice.

General Positive Comments

KU take care of their own problems and let police take care of Lawrence. Not enough police. Do a very good job with what they've got.

POLICE PLANNING AREA

41

Communication

Might install police help phones downtown.

Discrimination

They don't like Indians and they are prejudiced against them.

Patrols

No vigilance. Need foot patrol downtown and around, or sit in unmarked cars and watch what goes on after the bars close (like Quantrilles). Always whooping and shouting and police don't try to stop it. Also mad about beer trucks double parking. Police won't stop that from happening. Too much noise permitted on streets and don't feel safe at night. Not enough cops around at night.

More patrols in crime-infested areas.

Traffic

I think they need more traffic control. I see many people running stop lights.

Too Much Bureaucracy

Cut the bureaucratic red tape.

POLICE PLANNING AREA

42

Patrols

7th and Connecticut at 3:30 and at night, speeders. Should patrol there.

Less driving about. Walking "the beat."

Traffic

Police are not consistent in how ticket for parking on respondent's street.

General Positive Comments

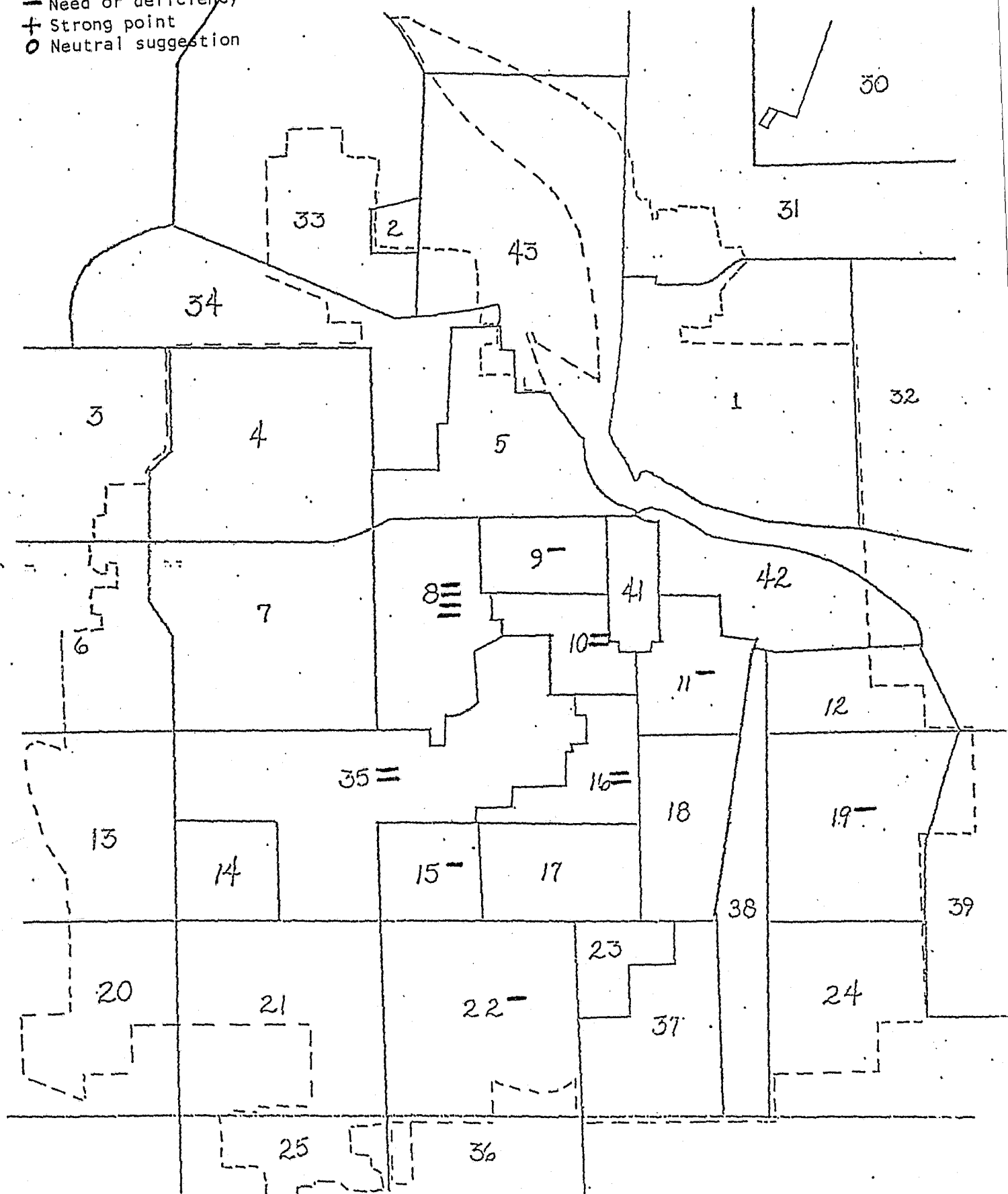
One respondent in this area specifically stated he/she thought the police were doing an okay job.

APPENDIX F

SUGGESTIONS FROM EACH PLANNING AREA, MAPPED BY CATEGORY
SUGGESTIONS FROM EACH POLICE PLANNING AREA, MAPPED BY CATEGORY

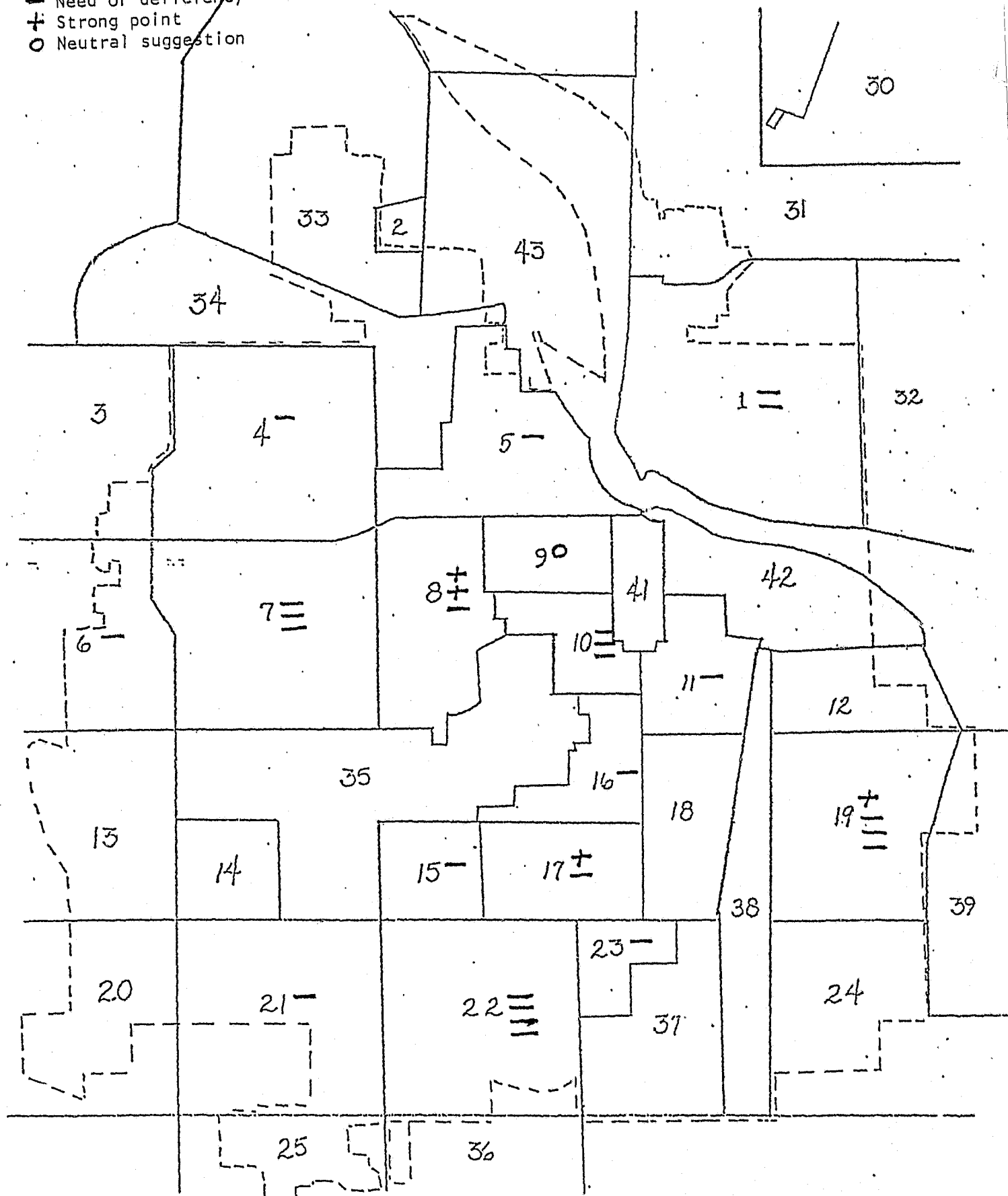
COURTESY

- Need or deficiency
- + Strong point
- o Neutral suggestion

N
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PUBLIC RELATIONS

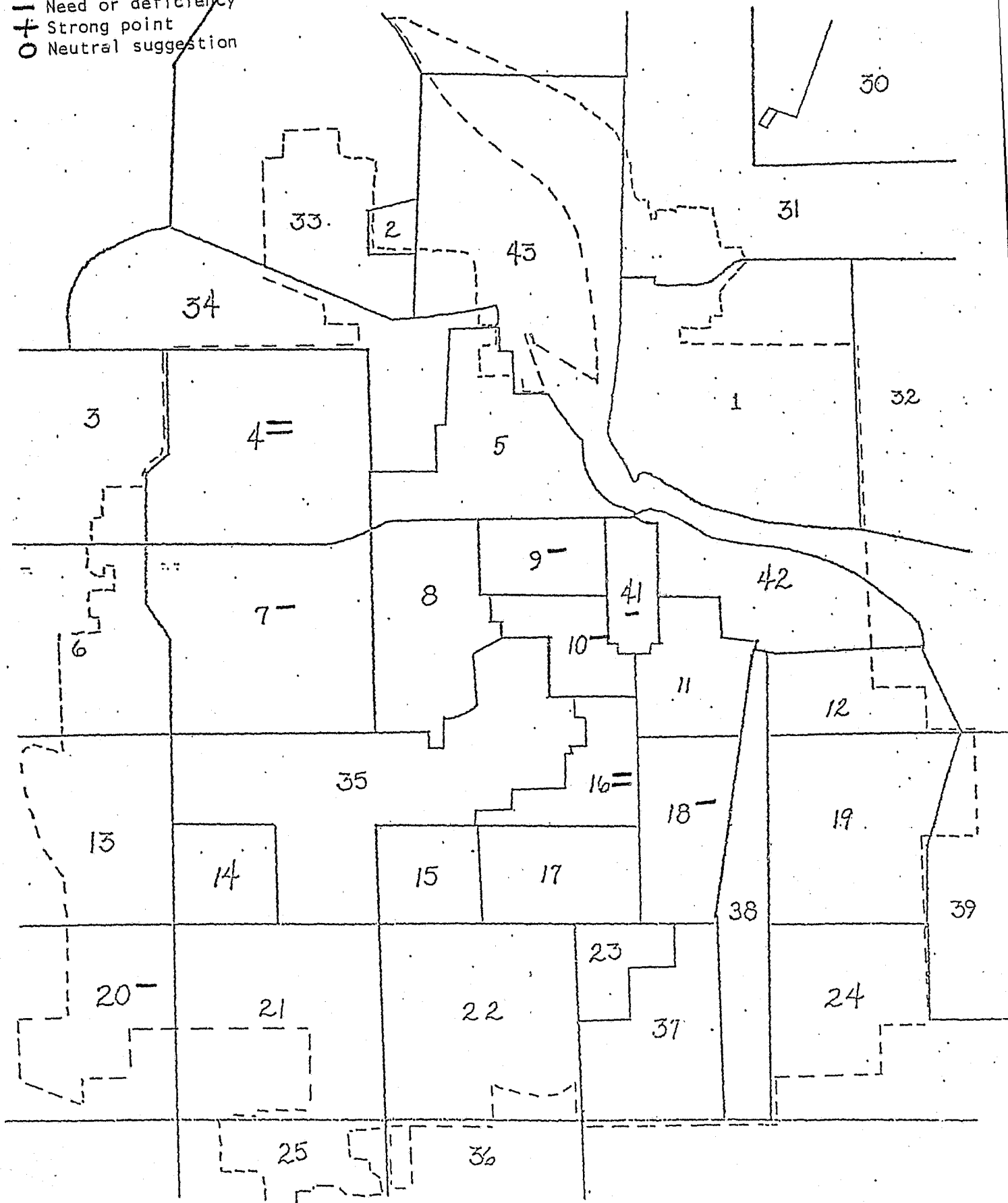
- Need or deficiency
 + Strong point
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COMMUNICATION

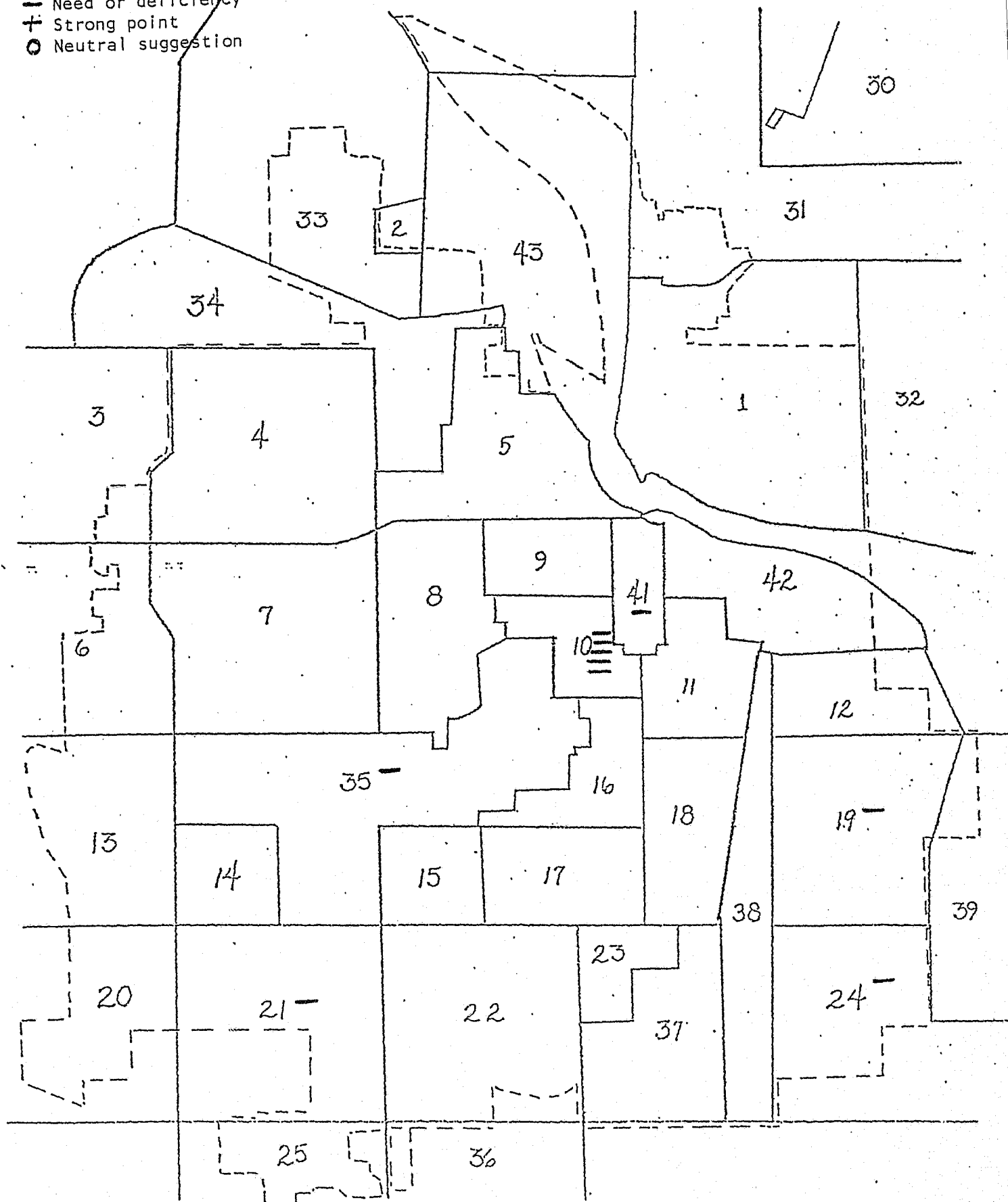
- Need or deficiency
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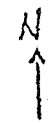
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DISCRIMINATION

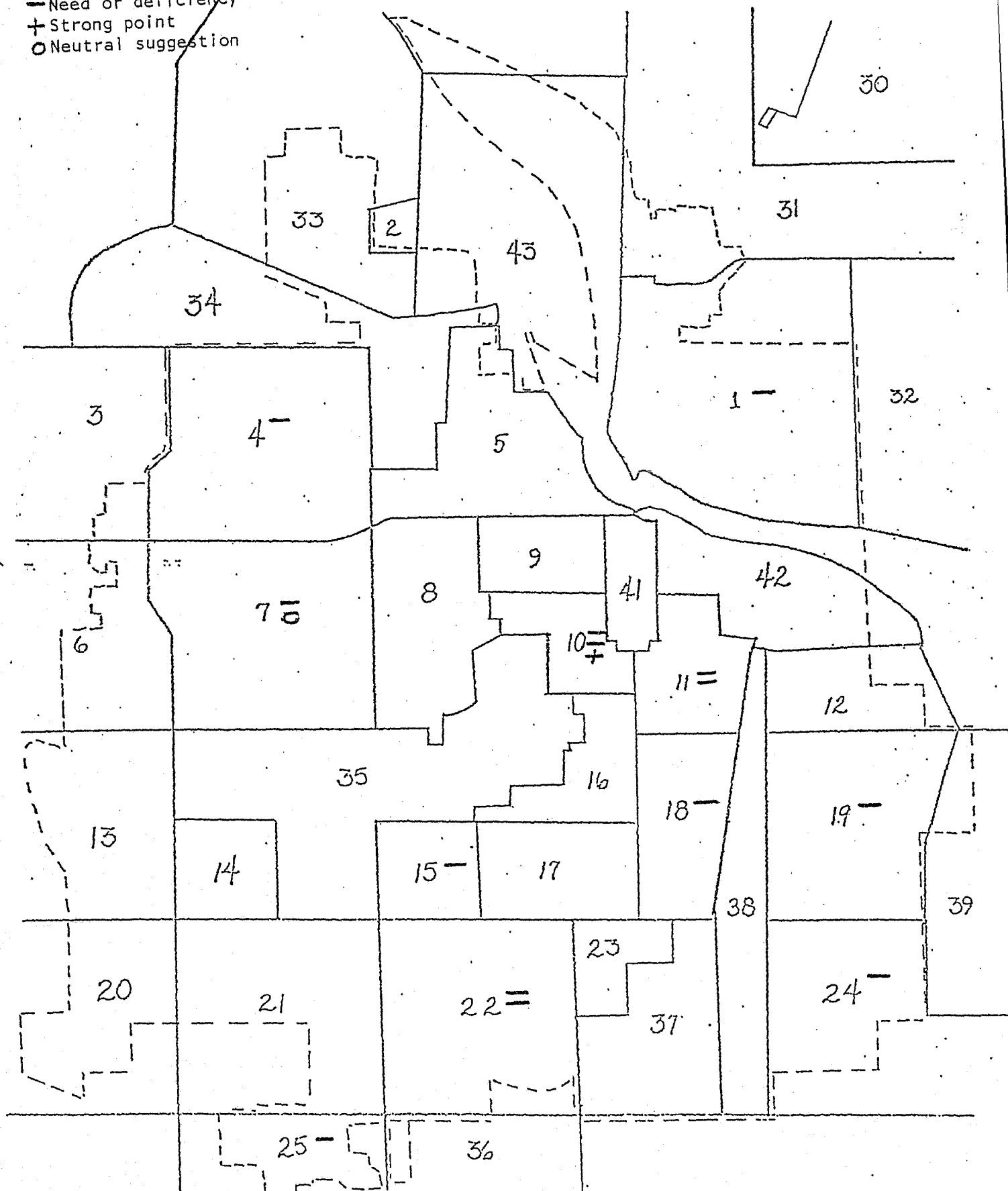
- Need or deficiency
 + Strong point
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RESPONSE TIME

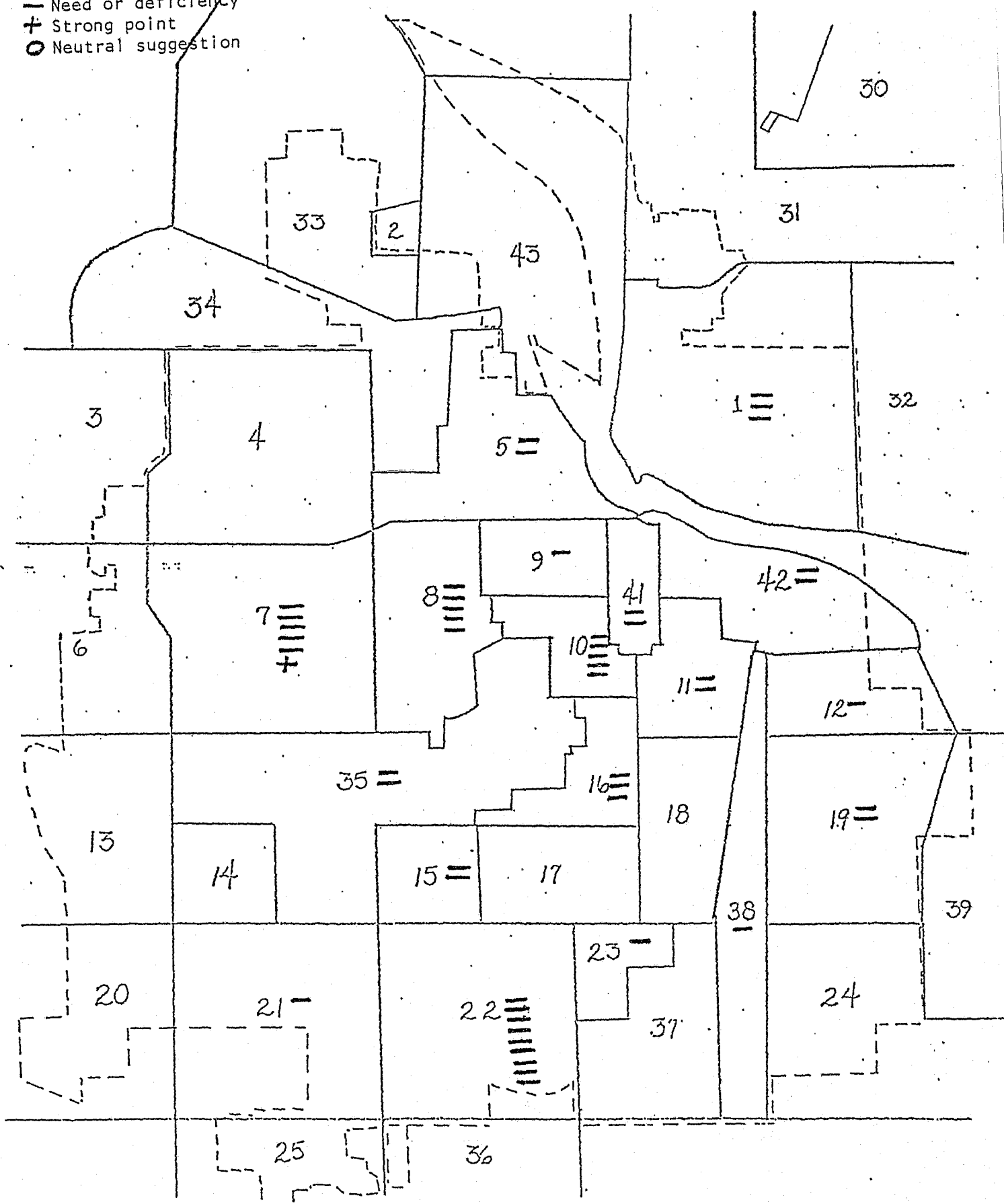
- Need or deficiency
- + Strong point
- Neutral suggestion





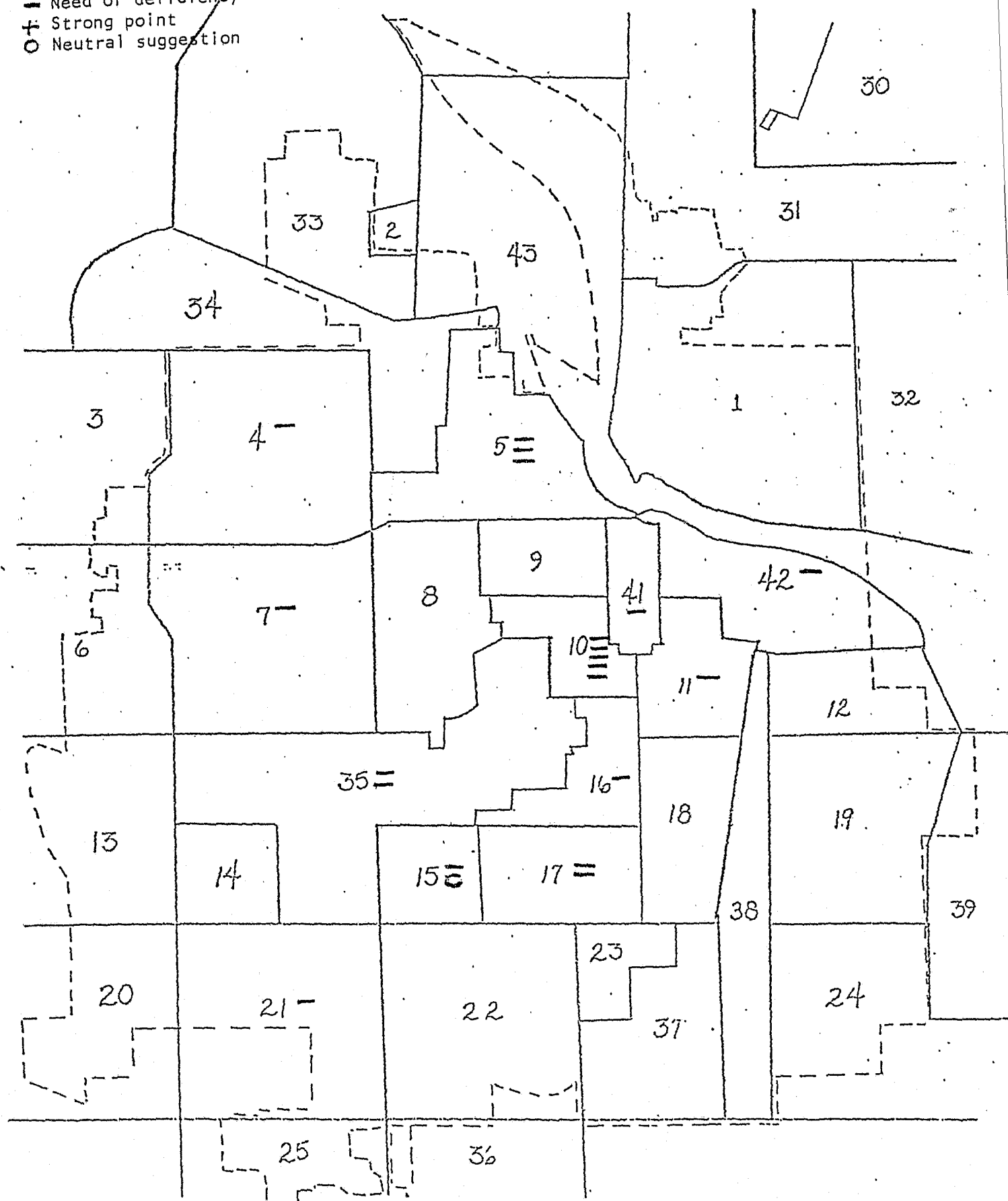
PATROLS

- Need or deficiency
- + Strong point
- Neutral suggestion



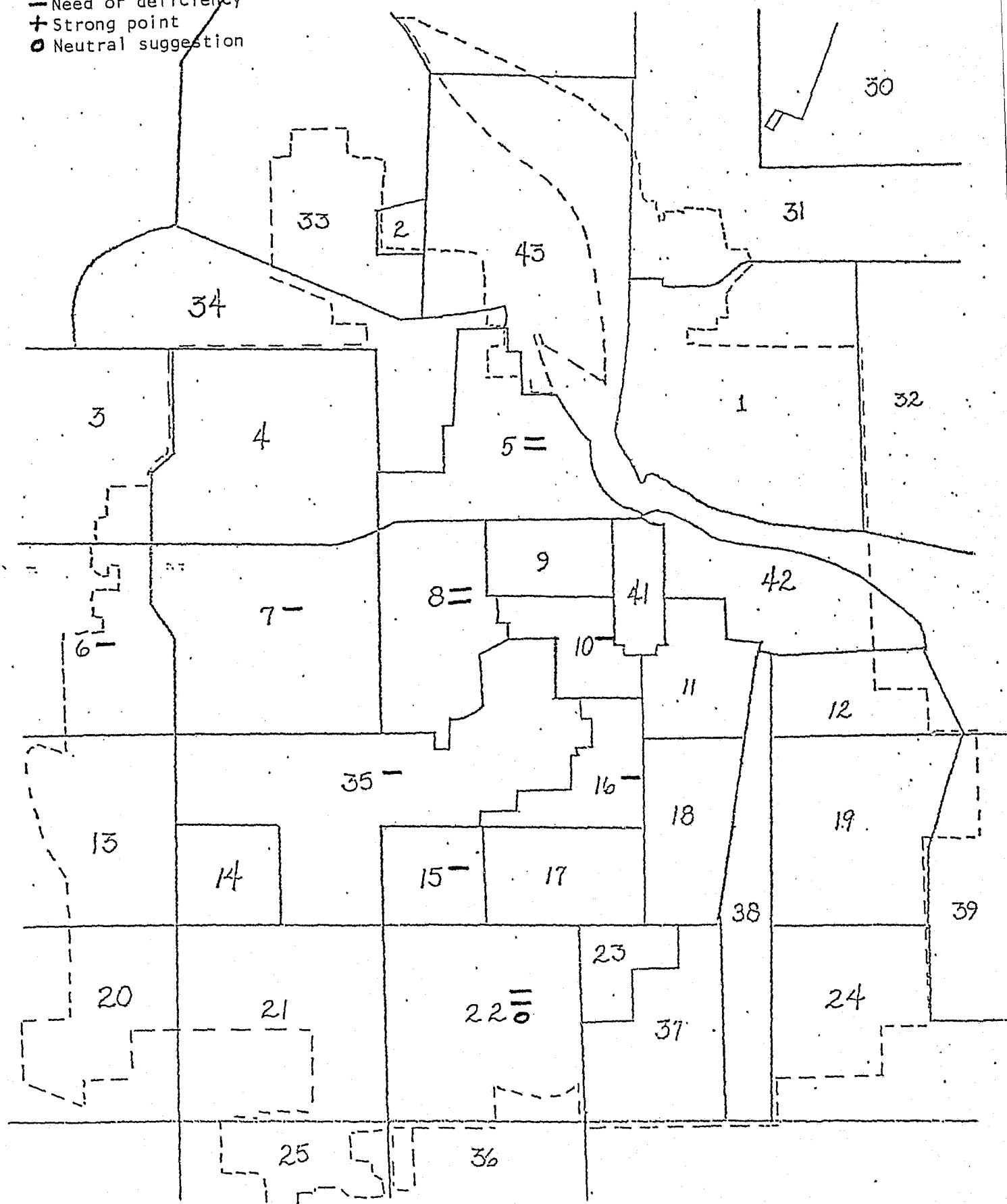
TRAFFIC

- Need or deficiency
 + Strong point
 ○ Neutral suggestion



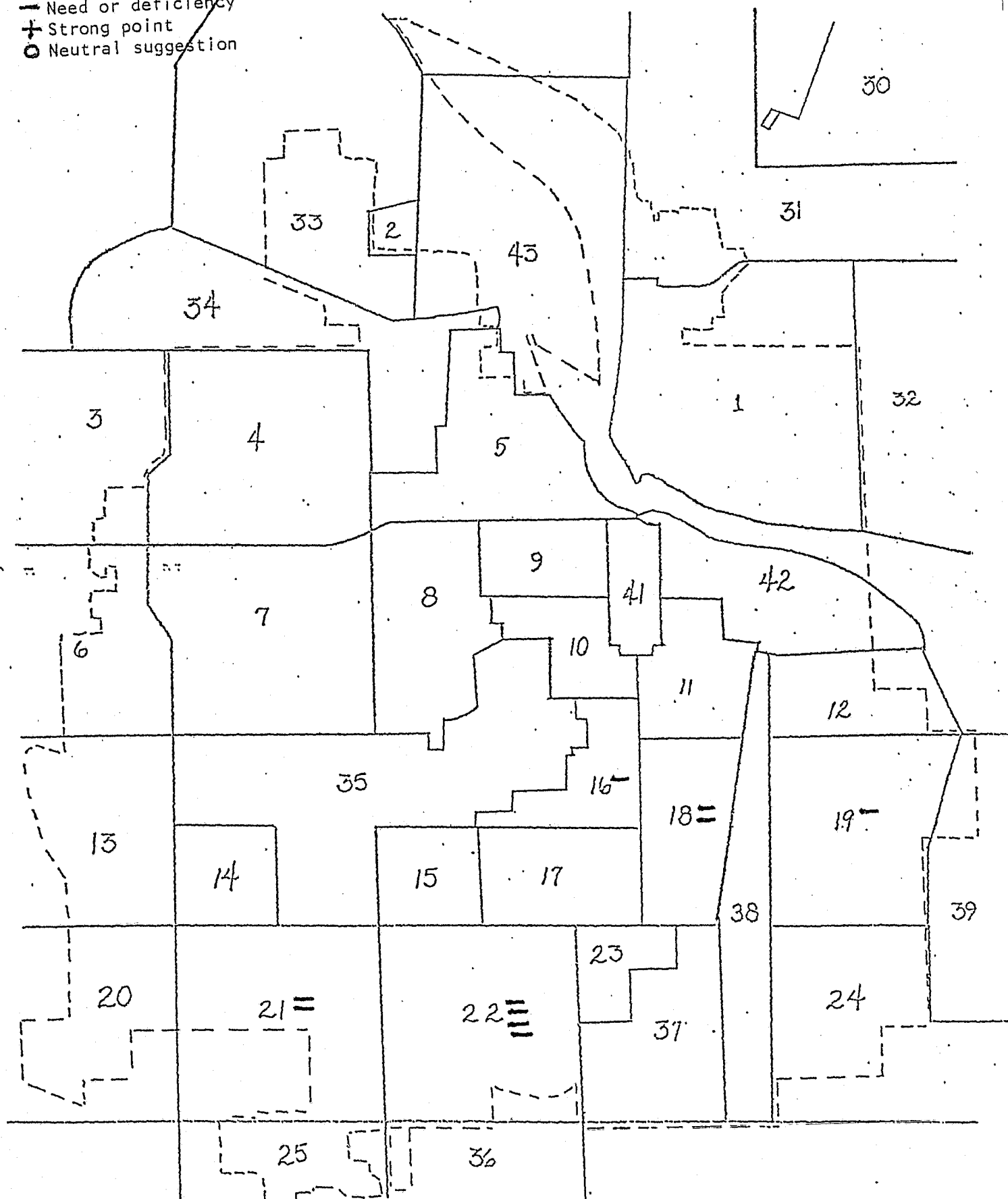
INVESTIGATIONS

- Need or deficiency
- + Strong point
- o Neutral suggestion



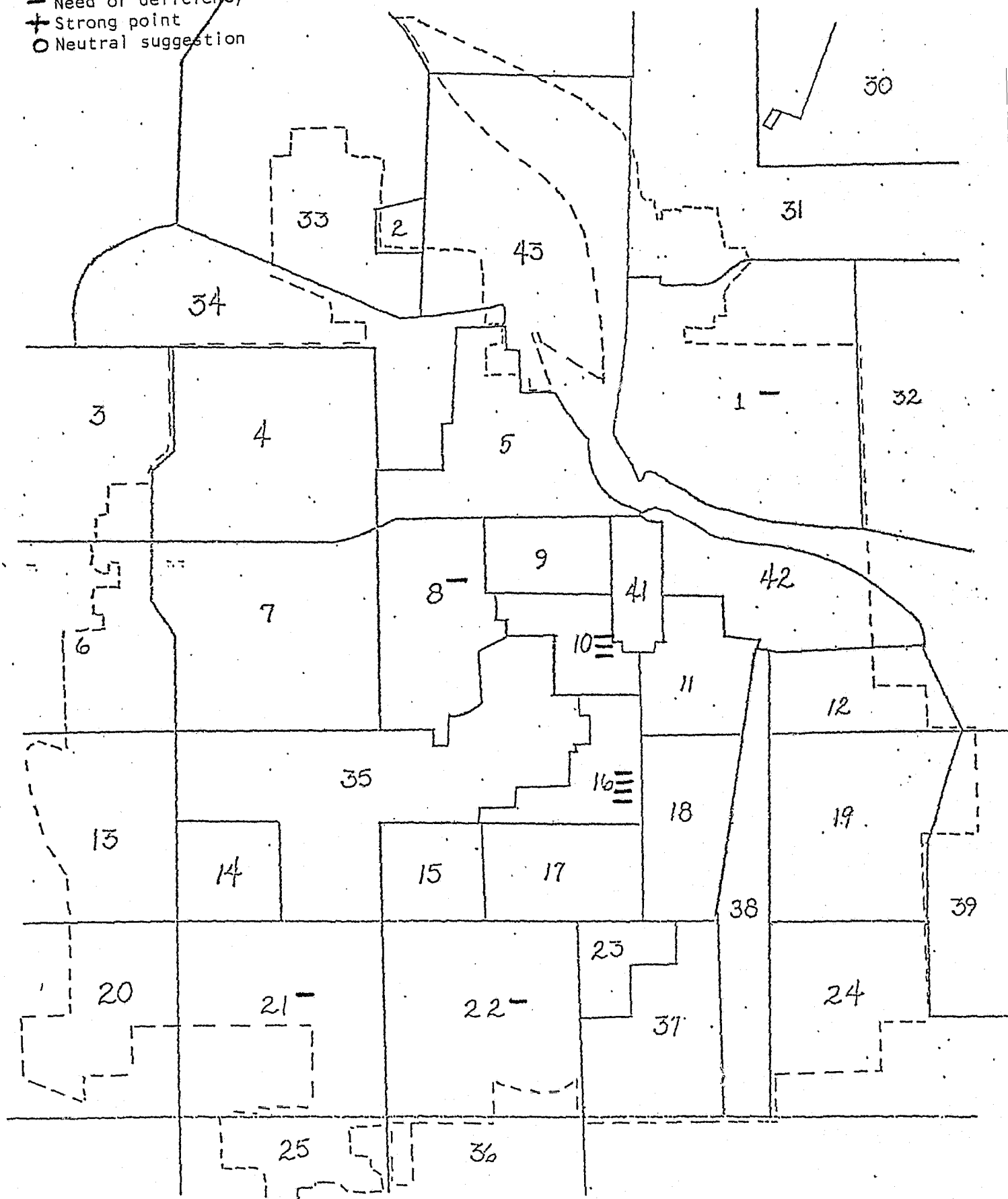
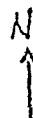
TRAINING

- Need or deficiency
 + Strong point
 ○ Neutral suggestion



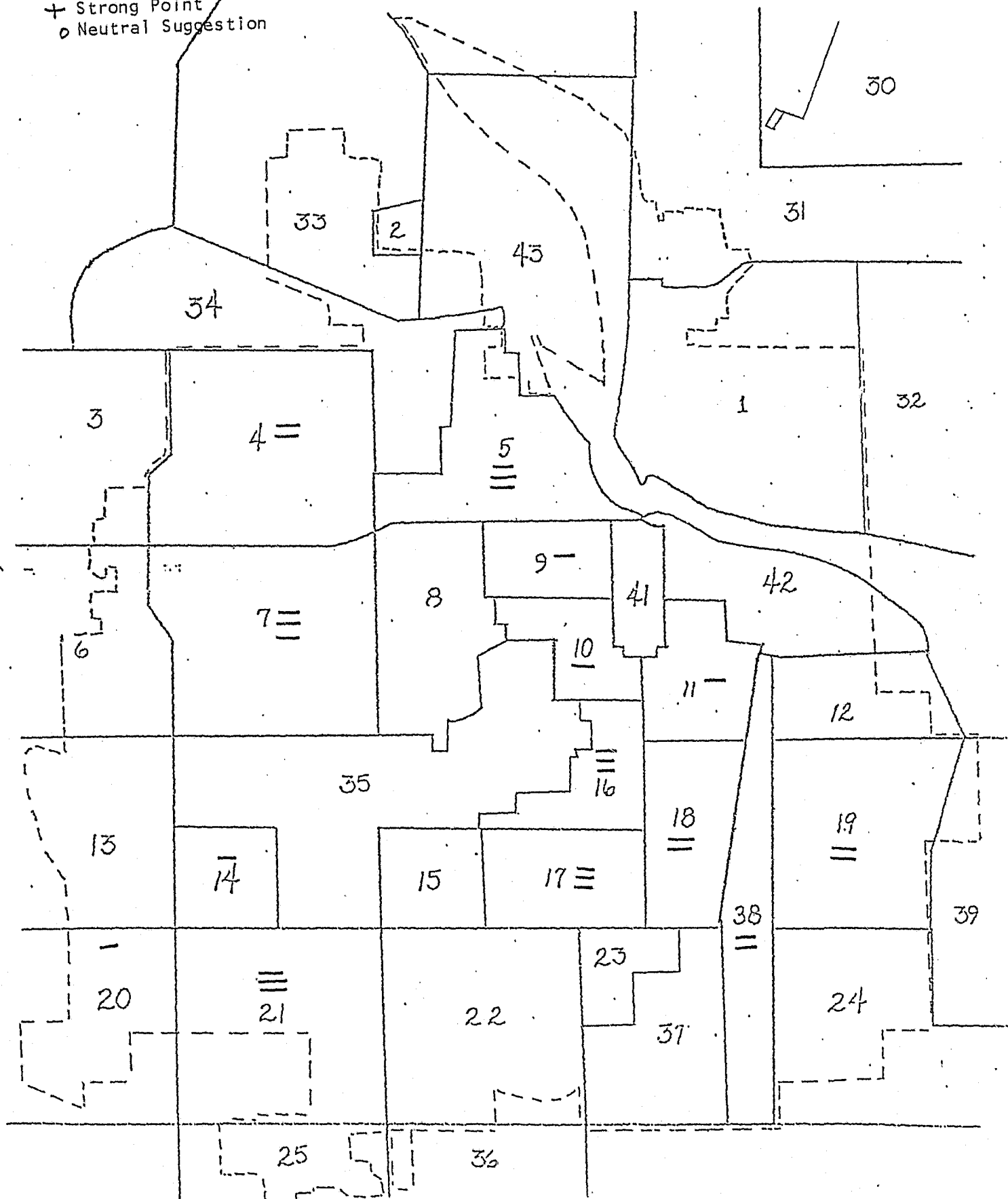
STREETLIGHTING

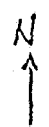
- Need or deficiency
- + Strong point
- Neutral suggestion



MORE RESOURCES (Upgrade department, better pay, better officers)

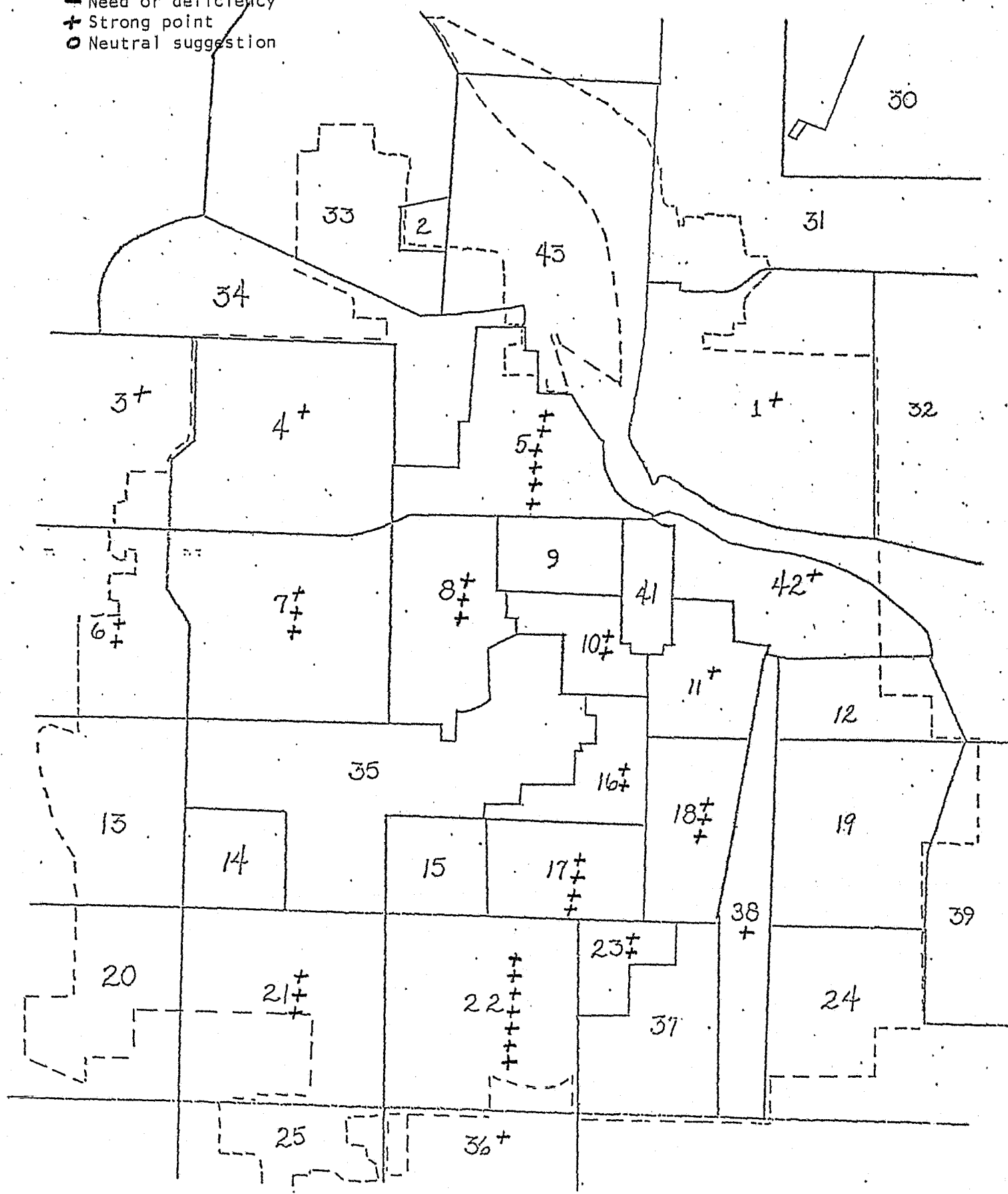
- Need or deficiency
- + Strong Point
- o Neutral Suggestion





GENERAL POSITIVE COMMENTS

- Need or deficiency
- + Strong point
- o Neutral suggestion



END