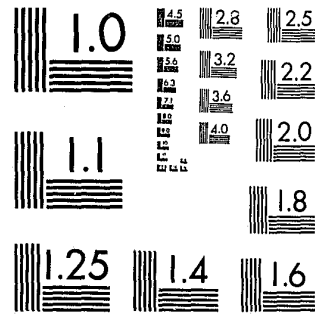


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DATE FILMED

JULY 21, 1981

**Police
Patrol in
Victoria**

**The Prahran
Patrol
Evaluation**

69965

IA POLICE
1980



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The introduction of Integrated Community Policing and its assessment required the cooperation and assistance of many people. Operationally, the scheme had the untiring support of the Assistant Commissioner (Operations) Mr. R. Kellett and his staff, and the advice of the Metropolitan Coordinator, Commander J. Murtagh. The then Officer in Charge of "I" District, Chief Superintendent L.K. PLATTFUSS, retired, and the Officer in Charge of No 1 Division, Chief Inspector P. Hearn, assisted in every way possible. The Officer in Charge of Prahran, Toorak and South Yarra at the time of amalgamation - Senior Sergeants J. Trevethan, R. McNamara and K. Flanagan respectively, deserve special acknowledgement. The forbearance, objectivity and assistance of Senior Sergeant J. Wade and many members at Prahran during the assessment period (Appendix "A" of the Final Report) was also very much appreciated.

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GPB

SYNOPSIS

Integrated Community Policing is a uniform police patrol operation in the inner Melbourne suburb of Prahran. The first 12 months of the scheme was closely monitored to establish whether the centralising of police from two smaller stations, and modest increases in patrol resources - vehicles and portable radios, would result in increased patrol activity and consequent reduction in the crime rate and increased feelings of citizen security. In fact, patrol activity did increase, most types of crime decreased, and there was evidence to show that the public felt more secure. The smaller stations were phased out with a minimum of adverse comment because a new police complex was constructed and Integrated Community Policing was a manifestly better patrol scheme. Most of the initial aims of the scheme were achieved, although police response time showed no significant improvement and a number of factors reduced the effectiveness of dividing the area into patrol sectors. The scheme relied to an unprecedented extent on information supplied by the public, and patrol operations in Victoria will be the better for it. The patrol scheme was shown to have sufficient merit in its totality to provide a firm basis for decisions about police patrol in Victoria well into the eighties.

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CHAPTER ONE

SUMMARY¹

Aims of Integrated Community Policing

Integrated Community Policing, a uniform police patrol scheme which presently exists in the inner Melbourne suburb of Prahran (population 50,000), commenced in April 1978. Its principal aims were to:-

- (1) reduce the level of crime in Prahran
- (2) increase the effectiveness of police service in Prahran by increasing both the quantity and quality of police patrols, and ensuring that the patrol car crew have a high level of understanding and knowledge of the sector being patrolled
- (3) ensure the efficient use of police manpower and other resources
- (4) reduce patrol response times
- (5) provide more effective supervision of members by reducing the span of control and consolidating the Divisional chain of command
- (6) increase the accountability of police patrols for the good order of their sectors
- (7) decrease duplication of staff usage and recording systems
- (8) increase the security of police equipment and monies received, by moving them to a 24 hour station
- (9) remove public uncertainties as to when Toorak and South Yarra police stations were open
- (10) allow the scientific evaluation of community attitudes to a number of aspects of police patrol
- (11) provide a Divisional patrol scheme of proven merit which can form the basis for patrol programmes in other parts of Victoria

¹ This summary forms Chapter One of the Final Report *Police Patrol in Victoria: The Prahran Patrol Evaluation* Unless clearly inapplicable, bracketted numbers at the end of sentences refer to pages in the Final Report.

Operational Assumption

The operational hypothesis underpinning Integrated Community Policing was that an observable increase in police patrol activity would be associated with reduction in the level of "patrol preventable" crime and increased feelings of security in the community.

Changing Police Resources

The construction of a large police complex in Malvern Road, Prahran, adjoined by a unique building containing five Magistrate's Courts, assisted the introduction of Integrated Community Policing by providing sufficient accommodation and other facilities for the 25 members (2 Senior Sergeants, 5 Sergeants and 18 Constables) transferred from the two smaller non-24 hour stations at Toorak and South Yarra.

The amalgamation of the three stations increased the Prahran uniform staff to 4 Senior Sergeants, 12 Sergeants and 51 Constables and added two patrol cars to the Divisional Van and car already at Prahran. Two additional patrol cars, and eight portable radios, were provided to maximise the uniform police patrol effort. Under Integrated Community Policing, Prahran would assume the total responsibility for the Division and the Toorak and South Yarra stations each would be manned by a Prahran member during weekday business hours only. An additional six Sergeants were posted to Prahran during the assessment period, in the main to cope with the increased watch-house workload and assist in prosecuting cases at the Court.

Assessment Methods

During the first 12 months, Integrated Community Policing was closely monitored by the District supervisors and the staff of the Management Services Bureau. The overall finding, that the scheme was very successful, was based on that oversight and the results of a number of related examinations.

- (1) an examination of patrol activity and crime levels at Prahran during the scheme and for the 12 months immediately preceding its introduction (Chapters 3 and 4 of the Final Report)
- (2) an examination of crime trends in the five Cities which then formed the rest of "I" District: Collingwood, Fitzroy, Hawthorn, Kew and Richmond during a similar period to (1) (Chapter 4)
- (3) an examination of State crime trends during a similar period to (1) (Chapter 4)
- (4) interviews with Prahran uniform police involved in the scheme (Chapter 2)
- (5) a survey of a random sample of 413 people routinely checked by uniform police patrol in Prahran (Chapter 6)
- (6) surveys of a random sample of 143 business people and professionals in Prahran before and after the assessment period (Chapter 5)
- (7) a survey of a sample of 1729 people who called for a police service attended by uniform police from Prahran during the assessment period (Chapter 7)
- (8) a survey of a sample of 586 people who called for a police service attended by uniform police from other stations in "I" District during February and March, the final two months of the assessment period (Chapter 8)
- (9) an examination of D24 dispatch records and station message books for details of "I" District calls for service about which respondents provided detailed information (Chapter 8)
- (10) an analysis of information about the police response to 1,437 crime related calls included in the surveys in (6) and (7) above (Chapter 9)
- (11) an examination of the results of a specially commissioned survey of 407 Prahran residents conducted by a private opinion poll firm after the assessment period (Chapter 10)
- (12) a field assessment of overseas police patrol trends in a number of United States Cities, including Washington D.C., Rochester, New York; Nassau County, New York; St. Louis, Missouri; San Diego, California and Berkely, California (Chapter 11)

PRINCIPAL FINDINGS

Patrol Activity

Integrated Community Policing required a close examination of the traditional measures of patrol activity, which indicated:-

- (1) an 84.2% increase in the number of cars checked for stolen (99)
- (2) a 50.4% increase in the number of traffic offences detected (99)
- (3) a 50.0% increase in the number of persons spoken to by uniform patrol police (99)

- (4) a 47.8% increase in the number of stolen motor vehicles recovered by patrol police (99)
- (5) a 28.4% increase in the number of kilometres travelled by patrol cars
- (6) a 27.3% increase in the number of persons arrested by patrol car crews (99)
- (7) a 19.7% increase in the number of radio calls received by patrol car crews (99)
- (8) 25% - 100% increases in the number of arrests for "on-view" offences (assault police, street offences, armed with an offensive weapon and unlawful possession) compared with decreases in almost all other "I" District Divisions (108)
- (9) over the two year period (the assessment period and the 12 months preceding it) at Prahran, no evidence of a significant relationship between the number of:

kilometres travelled and calls received
 kilometres travelled and arrests made
 kilometres travelled and stolen cars recovered
 kilometres travelled and accidents attended
 calls received and cars checked
 calls received and persons spoken to
 calls received and accidents attended
 calls received and traffic offences detected
 arrests made and cars checked
 arrests made and persons spoken to
 arrests made and accidents attended
 car checks and cars recovered
 car checks and accidents attended
 car checks and traffic offences detected
 persons spoken to and cars recovered
 persons spoken to and accidents attended
 persons spoken to and traffic offences detected
 cars recovered and accidents attended
 cars recovered and traffic offences detected
 accidents attended and traffic offences detected (98)

in one of the two years studied, a significant relationship between the number of:

calls received and arrests made
 calls received and cars recovered
 arrests made and traffic offences detected
 arrests made and cars recovered (98)

in both the years studied, a significant relationship between the number of:

kilometres travelled and cars checked
 kilometres travelled and persons spoken to
 cars checked and persons spoken to (98)

Crime in Prahran

Examination of 12 broadly "patrol preventable" types of crime in Prahran and the rest of "I" District during the 12 month assessment period and the 12 months immediately preceding it indicated that:-

- (10) decreases in the greatest number of offence types (10) occurred at Prahran (112)
- (11) at Prahran, a considerable decrease in the number of offences of assault against a civilian (-6.2%), actual bodily harm against a civilian (-3.4%) and theft from the person (-15%) and wilful and obscene exposure (-21.4%), in the main, not reflected in other "I" District Divisions (112)
- (12) at Prahran, a considerable decrease in the number of non-residential burglaries (-24.7%) not reflected in the other "I" District Divisions (112)
- (13) at Prahran, a considerable increase in the number of residential burglaries (+47.4%), also occurred to a lesser extent in all other "I" District Divisions. Residential burglaries are probably not "patrol preventable" and other strategies might be more successful in their reduction (112)
- (14) at Prahran, a slight reduction in shopstealing (shoplifting) offences was opposite to the trends in other "I" District Divisions (112)
- (15) during the 24 months, 6240 burglaries were reported in "I" District, an average of 8 a day. At Prahran, 3438 burglaries occurred (2 in 3 residential burglaries) an average of 5 a day. (113)
- (16) the increase in residential burglaries during Integrated Community Policing matched by the decrease in non-residential offences, in part may reflect the displacement of non-residential burglaries due to the more visible police presence outside business hours (115)
- (17) because police response time was related to the probability of arrest in most "involvement" crimes, such as "burglar disturbed", if these were reported as soon as possible (239), the 10 minute median response time for "urgent" calls found at Prahran, would considerably reduce the chances of burglars who are disturbed being arrested by police attending the call (116)

Patrol Innovations

Integrated Community Policing included a number of related patrol strategies aimed at more efficiently and effectively using police resources. The assessment of these innovations included a survey of Prahran members involved in the scheme. Results of the overall examination indicated that:-

- (18) most uniform members considered police patrol the most important police function (34)
- (19) nearly all members considered routine patrol effective in preventing crime (35)
- (20) nearly all members considered routine patrol effective in enhancing public feelings of security (36)
- (21) overall, members considered additional equipment most effective in improving police efficiency (37)
- (22) overall, members thought that changes in supervision and rostering were effective in improving police efficiency (38)
- (23) the issue of portable radios to patrol car crews was the innovation members considered most effective in improving police efficiency (40)
- (24) additional patrol cars at Prahran provided deployment flexibility, encouraged patrol planning and were considered by nearly all members to be effective in improving police efficiency (41)
- (25) equipment satchels were effective in improving police efficiency, although when multiple kits were used, care had to be exercised to prevent the unrecorded exchange of equipment between kits (44)
- (26) the rostering of section sergeants to commence duty 15 minutes before their section, so that the briefing and related matters could be efficiently prepared, was successful (47)
- (27) a Sergeant's responsibility for station functions can considerably reduce his availability for field supervision - at Prahran, a significant difference emerged between the opinions of Constables and those of Sub-Officers, as to the effectiveness of having a supervising Sergeant on a patrol car (50)
- (28) overlapping shifts was an effective strategy to more efficiently respond to calls received near normal changeover times and reduce the backlog of calls which would otherwise have awaited incoming car crews (50)
- (29) patrol officers and supervisors would be assisted by a patrol manual containing practical patrol procedures and advice (33), outlining relevant Departmental policies, listing resource areas, and clarifying command and control in the field and the role of the Communications Section (D24) (49)
- (30) a considerable amount of patrol time was lost by patrol car crews, particularly those on morning shift, due to cars leaving their patrol areas for transport, dispatch and other miscellaneous tasks (70)
- (31) prescribing (minor case) court days for members can make a substantial saving in the time members spend at Court without reducing their efficiency (68)

- (32) the patrol rota (rotating shift schedule) was an effective means for improving station morale, and ensuring that:
 - (a) manpower was rostered according to demand
 - (b) members received the earliest possible notice of their shifts
 - (c) court commitments were rationalised
 - (d) a minimum patrol car availability was maintained
 - (e) inexperienced members received a high standard of training
 - (f) patrol car crews were properly balanced according to ability, experience and compatibility
 - (g) patrol car crews developed a high knowledge of their patrol area
 - (h) 1800 hours (overlapping) shifts were maintained (61-71)
- (33) there was no evidence to indicate that rotating rosters were associated with faster police response times (63)
- (34) the service of the more senior member of Prahran patrol car crews who attended calls for service during the 12 month assessment period was less than 2 years on about 5% of occasions, 2 years (16%), 3 years (22%), 4 years (20%) and 5 years or more (37%) (67)
- (35) the age of the older member of Prahran patrol car crews who attended a sample of calls for service was less than 20 years on about 5% of occasions, 21-22 years (21%), 23-24 years (29%), 25 years or more (45%) (67)
- (36) foot patrol by patrol car crews issued with portable radios was a realistic operational strategy and considered effective by two out of three members (71)
- (37) the sectoring of patrol areas was successful in more equitably distributing calls for service between the station patrol cars (73), but its overall effectiveness was reduced by D24 policies, the small geographical area at Prahran and the rapidity with which patrol cars go "out of service" (77)
- (38) a need exists for local police to be involved in giving talks on police related issues to schools and community groups in their areas (79)
- (39) the phasing out of Toorak and South Yarra police stations provided a viable patrol strength at Prahran and resulted in minimal public disquiet (81)
- (40) one in two members at Prahran thought that the questionnaire follow-up of people who called for a police service and people routinely checked, made no difference to police effectiveness and efficiency (89)
- (41) two out of three members thought that police should not be directly responsible for traffic law enforcement

Business Safety

Questionnaires returned by a sample of Prahran business people and professionals before and after the assessment period indicated:

- (42) a highly significant improvement in their overall view of crime trends in Prahran (129)
- (43) a significant improvement in the frequency with which they saw uniform police in their neighbourhood
- (44) a significant improvement in the opinions of the sufficiency of police foot patrols (138)
- (45) other trends (not statistically significant) including that after Integrated Community Policing, more business people thought Prahran a safe place (128), more thought it safer than other areas of Melbourne (131), more thought that the police had a "very good" reputation (133), more thought uniform strength at Prahran adequate (134), and more reported more often seeing police car patrols (137)
- (46) that, compared with the replies of business people, uniform police at Prahran tended to think of Prahran as safer for businesses than did business people (128), more often were unable to say about business crime trends (129), tended to underestimate their reputation in the business community (133) and were more likely to think the police strength at Prahran adequate (134)
- (47) that nearly half the business people interviewed both before and after the assessment period indicated that they had called the police about a problem in Prahran within the previous 6 months (139)

Routine Patrol Checks

Analysis of information obtained from and about 413 randomly selected people who were checked by patrol police from Prahran during Integrated Community Policing, indicated that:-

- (48) the questionnaire response rate of pedestrians was significantly lower than that of motor vehicle users (146)
- (49) significantly more questionnaires mailed to pedestrians (not required by law to state their names and addresses to police) were returned by Australia Post as unclaimed than those sent to motor vehicle users (146)
- (50) people aged 17 to 30 years were significantly over-represented among people routinely checked (146)
- (51) men were significantly over-represented among people routinely checked (145)
- (52) men aged between 17 and 24 (inclusive) had more than 8 times more chance of being checked by police patrols than if the checks were proportionately distributed throughout the population
- (53) about three out of ten people who replied to the routine check questionnaire had been previously convicted of a crime, street offence, serious traffic offence or other crime (152)

- (54) the lack of any legal authority requiring a suspicious person to state his name and address on police request, sometimes leads to confusion and, occasionally, confrontation (143)
- (55) two in three routine patrol checks were single person checks, one in five involved two people and one in ten, three people. Only 5% involved more than three people. (161)
- (56) the median time required for a patrol check was 6 minutes, the average time 8 minutes and the time range between 2 and 45 minutes (166)
- (57) factors significantly related to the time taken to conduct a routine check were whether the checked person was a pedestrian or motor vehicle user (166), his (or her) age (166), the number of persons checked (169), and the age of the patrol car observer (17)
- (58) there was no evidence that the time taken to conduct a routine check was significantly related to the checked person's sex (166), whether he (or she) had prior convictions (166) or the service of each of the patrol crew members conducting the check (170)
- (59) nearly 9 out of 10 people routinely checked by police patrols reported being caused "little" or "no" inconvenience by the check
- (60) whether a person was inconvenienced by the patrol check was significantly related to whether the person had prior convictions (174) and the time taken to conduct the check (177)
- (61) there was no evidence that the level of inconvenience caused a person by a patrol check was significantly related to whether he (or she) was a pedestrian or motor vehicle user (174), male or female (174), young or older (174) or the number of people checked (177), or the age and service of each of the members conducting the check (179)
- (62) nearly 9 out of 10 people routinely checked by police patrols were either satisfied or indifferent after the check (180)
- (63) whether a person was satisfied after the patrol check was significantly related to his (or her) age (180), prior convictions (180) and the inconvenience caused by the check (185)
- (64) there was no evidence that the level of satisfaction after the patrol check was significantly related to whether the person checked was a pedestrian or motor vehicle user (180), male or female (180), or the number of persons checked (183), or the time taken to conduct the check (184), or the age or service of each of the members conducting the check (180)
- (65) relatively few people (8.7%) were routinely checked during the police morning shift (0700 - 1500 hours), compared with afternoon (42.6%) and night shifts (48.7%) (156)

- (66) the degree of police need for more public cooperation expressed by people routinely checked by police patrols was significantly related to whether they had been inconvenienced by the check (192); but not significantly related to whether he (or she) was a pedestrian or motor vehicle user, young or older, male or female, previously convicted or not. The opinion also was not related to the time taken for the check, the number of persons checked, the age or service of each of the members conducting the check or the level of satisfaction after the check. (192)
- (67) a most important determinant of a person's reaction to the routine check was the attitude and manner of the police involved. The need for police to provide some explanation for the check was also important. (196)
- (68) police routine checks are in the public interest and a fundamental and often productive feature of police patrol. The efficiency of the checks and the personal safety of the police involved, would be measurably increased by the on-line availability of criminal history and related information. (141)

Calls for Service

The survey of a sample of people who called for a police service attended by uniform police from Prahran during the first 12 months of Integrated Community Policing indicated that:-

- (69) complainants were evenly divided between men and women (212)
- (70) about 6% of calls could be classified as particularly "urgent" because lives were endangered or (more often) offenders were being held or had been disturbed (218)
- (71) about 6 out of 10 calls for service were telephoned to Prahran station, but only half of these were recorded in the station message book (218)
- (72) more than 8 out of 10 complainants had no difficulty in calling the police. Those that did, most often had difficulty because the phone number at Prahran had been changed. (220)
- (73) the listing of police telephone numbers in the Melbourne Telephone Directory caused some public frustration, confusion and delay (221)
- (74) the '000' procedure of switching a call to D24 where it was switched to the D24 operator or the appropriate station, caused some public frustration and confusion (224)
- (75) overall, 98.5% of complainants were satisfied with the way their call was received by the police. (225) The levels of satisfaction were not related to whether the calls related to crimes, service matters or traffic problems. (226)
- (76) complainants often did not report matters to the police immediately they became known. About 20% of overall calls were made immediately; but 50% were not made within 15 minutes. "Urgent" calls tended to be made more quickly than other calls. (228)

- (77) the median time complainants took to explain the incident to the police was 2 minutes, the average time 3.3 minutes (230)
- (78) according to complainants, the median police response time to calls was 20 minutes and 10 minutes for "urgent" calls. One in five calls were attended within 10 minutes. Response times varied according to the day and time at which calls were received. (232)
- (79) overall, 88.4% of people whose calls were attended by Prahran patrol cars, were satisfied with the police response time. Satisfaction decreased as response time increased, but was not related to the complainant's delay before calling or the age or service of each of the patrol crew members. (237)
- (80) "service" call complainants were more likely to be "very satisfied" with the police response time, than people who reported crime-related matters or traffic problems (237)
- (81) complainants' satisfaction with the police response time would have been substantially improved, if they were given more specific information about the likely arrival time of patrol cars, and appropriate advice about what to do in the meantime. At Prahran, a projected 30 minute arrival time would have included the police response to 2 out of 3 non-urgent calls. (238)
- (82) public satisfaction with the police response to calls could be adversely affected where people have unrealistic expectations of the police response times (239)
- (83) complainants who thought a faster police response would have changed the outcome of their calls, or who were detaining offenders, were particularly dissatisfied when the police response was slow (242)
- (84) the time between a call being received and attended as recorded on the patrol crew running sheet, tended to understate the actual time involved although this was not apparent without reference to D24 dispatch cards or station message books (245)
- (85) complainant dissatisfaction with any one of the aspects of the police response (way received, response time or how the job was handled) significantly increased the likelihood that the complainant would be dissatisfied with either or both the other two aspects of the response. (253-254)
- (86) overall, 86.6% of people who called for a service provided by Prahran police, thought the attending police handling of the job was "good" or "very good" - 92.8% of "urgent" call complainants thought this was the case. Service complainants were more likely to think the police did a "very good" job (70.7%), than were people who reported crime-related matters or traffic problems. (254) Level of satisfaction was related to police clearance time (259), but not related to the age or service of each of the crew members attending the call. (254)

- (87) the median clearance time for overall calls was about 15 minutes, with the initial clearance from service and traffic calls faster than from crime calls (259)
- (88) the feedback of information from the attending police to the person making the call was clearly very important to most complainants (262)
- (89) the fact that the accident collator system did not provide for people involved in accidents (particularly 'hit-run' cases) in which prosecutions did not occur, to be informed when the case was filed sometimes caused inconvenience and anxiety (264)
- (90) residents, whose driveways were blocked by illegally parked vehicles, expected the police to move the cars although the law does not allow for this (269)

"I" District Comparison

Comparison of the responses of general duties police to a sample of 279 calls for service in Prahran and 586 calls for service in the rest of "I" District, received during February and March, indicated:-

- (91) no significant difference between
 - (a) the complainants' sex (281)
 - (b) the types of calls attended (282)
 - (c) the frequency with which complainants' calls to local stations were entered in the station message books (283)
 - (d) complainants' overall satisfaction with the way their calls were received (286)
 - (e) D24 relay time - the time before a call was passed to a car, median time = 2 minutes (289)
 - (f) dispatch time - the time between a call being first logged as received and the time recorded on the patrol crew running sheet as the time the call was received by the patrol crew - median time = 4 minutes
 - (g) attendance time according to patrol car running sheets - median time = 9 minutes (293)
 - (h) complainants' estimates of police response times - median time = 19 minutes (296)
 - (i) police recorded response time - time between call received as indicated on D24 dispatch card or a station message book and the running sheet arrival time of the patrol car, median time = 19 minutes (296)

- (j) complainants' overall satisfaction with the police response time (300)
- (k) police clearance time - median time = approximately 17 minutes (304)
- (l) complainants' overall satisfaction with the way the police handled the job (305)
- (92) the police response time in Prahran during Integrated Community Policing did not differ significantly from the response time in the rest of "I" District because the effect of the additional police patrol cars was offset by the very considerable increase in calls received (20%) and the D24 dispatch policy of assigning all calls to cars as soon as possible. The similarity between estimated response times virtually assured similarity between related variables: satisfaction with response time, way call received and how police handled the job, attendance time and police recorded response time. (315)
- (93) the only significant difference between Prahran and the rest of "I" District emerged when complainants indicated the trouble they experienced in calling the police. Significantly more Prahran callers encountered difficulties, many due to the changed telephone number. (284)
- (94) while only one statistically significant difference emerged between the patrol activity at Prahran and that in the rest of "I" District, there was a trend for higher levels of satisfaction with the way calls were received (286), police response time (300) and the way the police handled the job (305), at Prahran
- (95) the statistically significant relationship between complainants estimated police response time and police recorded response time confirms the overall accuracy of complainants' estimates and indicates that, for future studies, police recorded response time is an accurate measure of actual response time (296)
- (96) the comments of respondents who called for a police service in the rest of "I" District, confirmed the Prahran finding (81 above) that people who call for a police service are often overly anxious and their state would be assisted by more specific information about the likely arrival time of the patrol car. (307)

Crime Calls

The 1437 crime-related calls for service attended in Prahran during the 12 month assessment period, and attended in the rest of "I" District over the 2 month comparison period, were divided into three broad categories: burglaries (38.8%), prowler and suspicious person calls (20.7%) and "other" calls (40.5%). When these were examined, it was found that:-

- (97) more than half the burglaries were discovered between 1500 and 1900 hours (31.6%) and 0700 and 1100 hours (22.3%) (318)
- (98) more than half the prowler/suspicious person reports were made between 1900 and 0300 hours (56%) (318)
- (99) prowler/suspicious person calls were twice as likely to be reported immediately than were burglary or "other" crime calls (321)
- (100) the median delay before complainants reported prowler/suspicious person calls was 9 minutes, compared with about 14 minutes for burglary or "other" crime calls (321)
- (101) there was no evidence to indicate a significant difference in complainants' satisfaction with the way their crime calls were received when the three crime groupings were examined (322)
- (102) patrol car crews overall responded to prowler/suspicious person reports (median response time 12 minutes) faster than to burglary calls (median - 28 minutes) or "other" crime reports (median - 19 minutes). Although this difference was influenced by the fact that prowler/suspicious person reports often occurred when overall response time was fastest, some degree of prioritisation by patrol car crews is also likely. (323)
- (103) there was no evidence to indicate a significant difference in crime complainants' satisfaction with the police response time between burglary complainants, people who reported prowlers or suspicious persons and those who called police about "other" crime (325)
- (104) burglary complainants' satisfaction with the police response time, but not how the police handled the job, was significantly related to the value of property stolen in the offence - as value increased, satisfaction with the response time decreased. (326)

- (105) patrol car crews cleared from prowler/suspicious person reports more quickly (median time = 12 minutes) than from burglary calls (19 minutes) or "other" crime reports (17 minutes) 327
- (106) although the overall differences were not significant, considerably more prowler/suspicious person complainants (66.3%) thought that the police handling their call did a "very good" job than did people who reported burglaries (49.3%) (329)
- (107) people who reported prowlers were most pleased when police arrived in a short time, made a reasonably thorough search of the locality, offered practical advice and let the complainant know the result of any inquiries made (330)
- (108) criminal investigation procedures, particularly those embodied in the practice of "tiggering" crime, and the feedback of information to complainants, were relatively frequently mentioned by burglary complainants as causing frustration, confusion and dissatisfaction. (336)

Residential Safety in Prahran

An opinion poll firm was commissioned to interview a representative sample of Prahran residents about police patrol and related issues. Analysis of the results indicated that:-

- (109) on many issues, the age or sex of the people interviewed were significantly related to their attitude towards the police. Young men tended to have the most negative opinions.
- (110) policemen were rated highly on honesty and ethical standards, just below medical doctors, but higher than school teachers, lawyers and advertising people. Women and older respondents tended to have the highest opinion of police. (345)
- (111) residents' opinions about the police reputation in Prahran varied from "very good" to "fair", (346) as did their opinion of the job the Prahran police were doing. Many respondents, especially older people, personally expressed "great" respect for the police. (348)

- (112) the police attitude was the most frequently mentioned matter influencing residents' opinions about the police
- (113) most residents (75.7%) thought Prahran a safe place in which to live
- (114) more than one in three residents, particularly women, older people and less well educated respondents, thought that Prahran was a dangerous place to be alone in at night. (352) Very few residents thought the same about being alone in Prahran during the day. (354)
- (115) residents' opinions about crime trends in Prahran were fairly varied. Three out of ten said it was about the same as the previous year. A similar number were unable to say. Most of the remainder thought the trend was for more criminal activity in Prahran.
- (116) seven out of ten residents interviewed, said Prahran had the same or less crime than other areas of Melbourne (357)
- (117) less than one in three residents thought that most crime in Prahran was committed by residents (10.5%), or outsiders (19.9%); but overall there was little consensus on who committed most crime in Prahran. Groups most frequently mentioned were children, unemployed people and teenagers (358)
- (118) one in two residents thought that more police patrols was the most important way to reduce crime in Prahran. Increased foot patrols were considered particularly effective. More parental control and more severe penalties, were also considered important. (360)

- (119) nearly half the residents said they had installed extra fastenings or locks on doors or windows since coming to Prahran. About one in five had installed a security peephole. Older residents, women, and people who had previously called for a police service were more likely to have taken these types of preventive measures. About 4% of respondents admitted to keeping a gun in their house for protection. (362)
- (120) about one in three residents, mainly women and older people, avoided going out at night in Prahran as protection against crime. Many stayed away from certain areas while a smaller number, particularly younger women, avoided using public transport for the same reason. (364)
- (121) about half the residents saw police in Prahran once a day or more, much more frequently than indicated by Prahran business people to a similar question. (137) Over one in three young men interviewed, said they saw police more than once a day. (367)
- (122) nearly 3 in 10 residents thought that Prahran had about the right number of police. A similar proportion either thought it needed a few more or could not answer the question. Only 2 residents thought Prahran had too many police. (367)
- (123) residents' median estimated emergency response time for police was about 9 minutes, tending to underestimate the ordinary call response rate in Prahran (median 20 minutes), but similar to the median "urgent" response time of ten minutes. (370)

- (124) more than half the residents had never called the police about a problem in Prahran (371)
- (125) one in three of those residents who had called the police about a problem in Prahran, had last reported a burglary. Others had last reported noisy parties, prowlers, wilful damage offences and disturbances. About one in five previous callers were dissatisfied with the police service, considerably more than appeared when the mail questionnaire results were analysed. (371) The more frequently mentioned reasons for the level of satisfaction were the police response time, and the attitude of the attending members. About one in five residents interviewed, said that he (or she) had previously been the victim of a crime in Prahran. (375)
- (126) most residents thought police in Prahran did not do sufficient patrolling, particularly foot patrols. Many thought enforcement of the drink-driving laws and prevention of under-age drinking was also insufficient. More than one in three were unable to comment about the sufficiency of police crime investigation, helping and advising young people, enforcing liquor licensing laws, preventing under age drinking and enforcing the drug laws. (379)
- (127) increased police patrol was most frequently mentioned by residents as the action to make Prahran a better and safer place in which to live. (381)

UNITED STATES PATROL DEVELOPMENTS

During the past decade, police patrol methods in the United States of America have been the subject of the most rigorous examination. Six Departments were visited during October 1979 and their procedures particularly studied in the light of the assessment of Integrated Community Policing at Prahran. The more important developments with implications for the Victoria Police are:

- (128) the computerisation of basic patrol information including criminal histories, vehicle registrations, vehicle and firearm licences, wanted persons and personnel deployment data. (383)
- (129) the use of more comprehensive crime analysis programs in support of patrol police. (396)
- (130) the universal use of portable radios by patrol car crews. (383)
- (131) apparently successful schemes to screen 'unsolvable' crimes from further investigation, thereby reducing Detectives caseloads, allowing them to concentrate on crime in which there is a reasonable probability of clearance, and enhancing the crime scene role of the patrol police. (385)
- (132) simple methods for providing information to complainants, including a centralised "victim assistance" office and leaving a copy of the crime report with the complainant. (385)

- (133) much of the tedium and labour of manual records, together with their inherent problems of security, have been overcome in the United States by the computerisation of day to day Departmental procedures. Systems by which local commanders receive timely and relevant information about the activities of their patrol vehicles are particularly helpful. (393)
- (134) the widespread use of one-person patrol cars (383)
- (135) the abolition of minimum height requirements for police officers (383)
- (136) the civilianisation of staff at the Communications Section and other specialist areas (392)
- (137) procedures designed to give complainants more specific information about the likely arrival times of patrol cars, leading to guidelines for formally delaying non-urgent calls for service when patrol cars are not available (399)
- (138) the development of procedures for prioritisation of calls (400)
- (139) reduction in the number of calls to which patrol cars are dispatched by establishing call evaluation schemes and/or accepting some crime reports over the telephone (389)
- (140) the use of digital communications and computer aided dispatch systems (393)
- (141) strict rules governing the collection and use of crime statistics (389)
- (142) the inordinate amount of police time involved in complying with the requirements of, on the one hand, freedom of information legislation, and, on the other, privacy requirements (384)

RECOMMENDATIONS

The following recommendations arise from the assessment of Integrated Community Policing at Prahran.

LEGISLATION

Legislation should be enacted to enable:

- (1) police to require (under penalty) a person reasonably believed able to assist in police inquiries to state his name and address
- (2) police to move vehicles parked illegally across private driveways (*an extension of Regulation 1109 of the Road Traffic Regulations 1973*)
- (3) defendants in summary cases to give prior notice of their plea and, in the event of a guilty plea, or a formal plea of "not guilty", it should be sufficient for the prosecutor to be sworn and give a summary of the case. Where serious disagreement arises or the defence require the police informant to attend, the case should be adjourned to a suitable date and then heard in the ordinary manner.

EQUIPMENT

- (4) each patrol car crew should be issued with a portable radio, or, subject to their suitability, a car radio convertible to portable radio should be fitted in each patrol car. This recommendation to be phased in over the next five years.
- (5) the ratio of police vehicles to sworn personnel in Victoria (1:4.9) is the worst in Australia. The reasons for this ratio should be established, and, in any case, the ratio must be significantly improved if the level of patrol is to be maintained, realistic response times for urgent calls established, and the increasing calls for service coped with.
- (6) police stations with a 24 hour responsibility should be required to provide a minimum of two patrol cars on 24 hour patrol duty exclusive of files and inquiries duties. *(If the number of four cylinder vehicles in the Force increases, the feasibility of centralising files and inquiries offices so that four cylinder vehicles might be used on these duties exclusively, should be examined).*
- (7) the Force's policy of (as finance permits) providing patrol car crews with equipment satchels should continue

- (8) special efforts should be made to ensure that patrol police have on-line access to criminal history and offender characteristic information linked to vehicle registration numbers within a reasonable period, and not later than 4 years.
- (9) crime report details should be computerised as soon as possible with the aims of providing more comprehensive, accurate and timely analysis to support patrol police; coping with the backlog of reports at the Crime Statistics Section; avoiding the multiple statistics which are frequently quoted about crime in Victoria; and assisting Crime Collators and Criminal Investigation Divisions to keep track of crime in geographical areas within the State.

ADMINISTRATION

- (10) Force paper work and flow of correspondence procedures should be reviewed, particularly with a view to increasing the efficiency and cost effectiveness of the processes where the police station, Divisional Headquarters and District Headquarters are located in the same or adjoining buildings.
- (11) in order to maximise section sergeant's field supervision, the feasibility of an administrative group for the checking and processing of correspondence on larger stations should be examined.
- (12) procedures for recording telephone messages in station message books, including the design of the book, should be reviewed
- (13) police entries in the Melbourne Telephone Directory should be reorganised so that 24 hour stations are easily identifiable, and the usual times of operation of other stations are indicated.
- (14) police accident procedures (and any other similar systems) should be reviewed to ensure that no matter is finally *filed* without the parties involved being informed. (This most particularly relates to cases in which the police decide that there will be no further police action).

PATROL OPERATIONS

- (15) in the Metropolitan area during the next five years and with the exception of local stations in fringe or rural areas, non-24 hour stations should be phased out (including Ashburton, Flinders Lane, St. Kilda Road, Pascoe Vale, Fairfield, Yarraville, Doveton, Beaumaris, Black Rock, Glenroy, Westmeadows, Burwood), or become sub-stations of the appropriate 24 hour station, or, accommodation permitting, in the cases of Essendon, Cranbourne, Thomastown, Reservoir, Lilydale and Hastings, become 24 hour stations. Twenty-four hour stations must be adequately staffed and have sufficient vehicles and other patrol resources to provide the total patrol function in their areas. Concurrent patrol responsibilities during part of the day should be avoided.
- (16) where a station operates two or more full time patrol cars (exclusive of files and inquiries duties) shifts should be overlapped to more efficiently handle calls received at the normal changover periods.
- (17) patrol rotas should be developed at stations operating three or more full time patrol cars, particularly training stations and stations at which there is a significant number of Probationary Constables.

- (18) stations which operate two or more full time patrol cars should operate a "sector" system and D24 operators should be encouraged to more equitably distribute calls for service between patrol cars.
- (19) members should be prescribed Court days, usually once a month, on which all summons cases and other minor matters should be listed.
- (20) a patrol manual should be prepared to assist patrol officers, supervisors and D24 operators.
- (21) stations should be assisted to develop programs for talks to local schools and groups about local problems, road safety and police related issues.
- (22) patrol car crews, particularly those with portable radios, should be expected to perform foot patrols from their vehicles.
- (23) procedures for obtaining "urgent" Motor Registration Branch extracts should be reviewed with the aim of reducing the out of service time of patrol cars travelling to and waiting at the Motor Registration Branch. The greater use of telephone requests and return mail are short term solutions; but, in the long term, facsimile transmission between the Motor Registration Branch and District Headquarters should lead to a substantial decrease in the out of service time associated with obtaining "urgent" extracts.

- (24) people calling for a police service should be given more specific information about the likely arrival time of the patrol cars
- (25) patrol car crews attending calls for service should be made aware of their "likely arrival time" given to complainants. If they are unduly delayed they should arrange for the complainants to be notified and, if necessary the dispatch of another patrol car. When delay occurs, its cause should be explained to the complainant.
- (26) mobile duty returns (running sheets) should be restructured to enable crews to indicate:
 - (a) the time the call was first received, either at D24 (as recorded on the dispatch card) or at a station (as recorded in the station message book)
 - (b) as at present, the time the call was given to the car crew (by D24 or, if direct, by the station)
 - (c) the estimated arrival time as given to the complainant
 - (d) as at present, the time the crew arrived at the call
 - (e) as at present, the time the crew cleared from the call

- (27) D24 dispatch cards should be revised to include, where a call is first received at a police station, the time it was received at that station *as recorded in the station message book*

- (28) to facilitate any follow-up inquiries, the name, station and station telephone number of at least one of the attending members should be left with the complainant, preferably on an issued card somewhat similar to the present "caller's card".

- (29) efforts should be made to reduce police response time, particularly for "urgent" calls involving risk to life or where offenders are being detained or have been disturbed or to prowler or suspicious person reports. This should be achieved by increasing patrol resources (particularly vehicles) and establishing call priorities.

- (30) crime prevention and related programmes should scrupulously avoid setting unrealistic public expectations about police response times

CRIMINAL INVESTIGATION PROCEDURES

- (31) a detailed examination of the role of uniform police and detectives in the investigation of various types of crime and the benefits to be gained from screening some crime reports from further investigation, should be conducted as soon as possible

- (32) reports of some minor crimes, matters reported for insurance purposes and car thefts should be taken over the telephone, subject to "call back" safeguards when considered necessary.

- (33) crime prevention and other police programs should be particularly aimed at reducing the time taken by complainants to report matters to the police

- (34) the increasing number of house burglaries and the significant trauma often generated by the offence together with its resistance to increases in the level of preventive patrol; justify increases in other strategies aimed at its reduction. These include, community awareness schemes, target hardening, 'on-line' crime analysis information, Detective caseload screening and more thorough crime scene investigation.

TRAINING

- (35) the assessment of Integrated Community Policing in Prahran, particularly complainants' impressions of the service provided by the police, should be used for training throughout the Force. *(Not only in the training of patrol officers, but also in the training of supervisors, Officers, Detectives, D24 operators and members involved in crime prevention and public relations programmes).*
- (36) members should be specially trained in the importance of advising people who call for a police service, the result of police inquiries and, where applicable, the importance of offering advice either what to do before the patrol car arrives, or (from the patrol car crew) what to do after the police have left.
- (37) police, particularly D24 operators, should be highly trained in the important task of receiving telephone calls for assistance; in particular advising the likely arrival time of a patrol car and appropriate advice as to what to do in the meantime. When available, the complainant's telephone number should also be obtained.

CHAPTER TWOPATROL INNOVATIONSIntroduction

Integrated Community Policing in Prahran had two principal objectives. The first was to increase police patrols in that City, in the main by rationalising the distribution of police, but also by increasing the number of police and vehicles available to them. The second aim was to increase the effectiveness of patrol police. This involved a number of strategies including the use of portable radios, rostering changes, supervisory innovations and increased community involvement. (Appendix "B")

The achievement of these goals was assessed by analysing comparative information about patrol activity, crime reports, calls for service, residents' opinions and the views of business people before and after the experiment. That information, however, was too general for confident decisions about specific patrol strategies. Data for this was achieved by closely monitoring the scheme and by obtaining the views of 55 uniform police (excluding Probationers in Extended Training) at Prahran at the conclusion of the evaluation period. A questionnaire was developed for this purpose (Appendix "C").

The end of the 12 month evaluation period was a logical cut-off point allowing the most accurate comparison between respondents. Unfortunately, during this time 28 members transferred from the Station and their opinions were not obtained. Similarly, two Sergeants temporarily attached to the Prahran prosecution staff, a Senior Sergeant temporarily attached to Kew, five Senior Constables performing permanent files and inquiries duties and a Senior Constable and three Constables were unavailable when the interviews were conducted. Thirty of the 55 respondents (55%) had been stationed at Prahran for 12 months. Twenty more (36%) were stationed in Prahran, at that station or Toorak or South Yarra, for two years or more (Table 2:1).

TABLE 2:1

SERVICE IN PRAHRAN OF MEMBERS
QUESTIONNAIRE RESPONDENTS

<u>Service (months)</u>	<u>Number</u>	<u>%</u>	<u>Cumulative %</u>
0 - 2	2	3.6	3.6
3 - 5	5	9.0	12.7
6 - 8	8	14.5	27.3
9 - 11	10	18.2	45.5
12 - 14	3	5.5	50.9
15 - 17	3	5.5	56.4
18 - 20	3	5.5	61.8
21 - 23	1	1.8	63.6
24 - 26	1	1.8	65.5
27 - 29	4	7.3	72.7
30 - 32	4	7.3	80.0
33 - 35	1	1.8	81.8
36 - 47	6	10.9	92.7
48+	4	7.3	100.0
	<u>55</u>	<u>100.0</u>	

Average Service in Prahran: 19.8 months

Attitude Towards Patrol¹

At the time of Integrated Community Policing, as now, police patrol in Victoria was a largely unstructured art. Few guidelines told patrol crews how to use their uncommitted time to best advantage. No patrol manual spelt out how patrol officers should react to specific problems. Officers operated within general Force instructions and policy and the requirements of the law. The patrol art was learnt on the job, initially through the 12 week Probationary Constables Extended Training Scheme. Measures of patrol productivity often were ambiguous and a reasonable level of direct supervision hard to achieve. In this environment, initiative and motivation were crucial for proper performance of the police role. These, in their turn, were related directly to a member's belief in the value of his task. Members' answers to three questions designed to establish this overwhelmingly indicated a confident belief in the efficacy of routine patrol which was unrelated to rank or length of service in Prahran.

All members surveyed agreed with the proposition that patrol was "the most important police function". The strength of agreement varied, but most officers were divided between "strongly" and "moderately", the higher two of three levels (Table 2:2).

Nearly all respondents thought patrol effective in preventing crime. Many, particularly Constables, thought it "very effective" (Table 2:3). A very similar result emerged when members indicated the effectiveness of patrol in enhancing public feelings of security, although Sub-Officers were inclined to view patrol as "very effective" in this (Table 2:4). Overall, however, differences between ranks and according to service at Prahran, were not statistically significant. Respondents' confidence was not misplaced. Integrated Community Policing in Prahran was associated with a reduction in many types of crime (Table 4:1) and a significant increase in business people's feelings of security (Table 5:3).

¹ Unless indicated, the terms 'officers' and 'members' used in this report refer generally to sworn members of the Force and the expression Constables includes Senior Constables. 'Sub-Officers' includes Sergeants and Senior Sergeants.

TABLE 2:2
IMPORTANCE OF POLICE PATROL BY RANK AND
SERVICE IN PRAHRAN

"Patrol is the most important police function"

	RANK*			SERVICE IN PRAHRAN	
	Overall (n = 55) %	S-Officer (n = 16) %	Constable (n = 39) %	1 Year+ (n = 30) %	2 Years+ (n = 20) %
Strongly Agree	43.6	43.8	43.6	40.0	50.0
Moderately Agree	47.3	43.8	48.7	50.0	40.0
Slightly Agree	9.1	12.4	7.7	10.0	10.0
Slightly Disagree	-	-	-	-	-
Moderately Disagree	-	-	-	-	-
Strongly Disagree	-	-	-	-	-
	<u>100.0</u>	<u>100.0</u>	<u>100.0</u>	<u>100.0</u>	<u>100.0</u>

* $\chi^2 = 0.42, 2 \text{ df}, p = 0.98$ - not significant

TABLE 2:3
EFFECTIVENESS OF ROUTINE PATROL IN PREVENTING
CRIME BY RANK AND SERVICE IN PRAHRAN

	Overall (n = 55) %	RANK*		SERVICE IN PRAHRAN	
		S-Officer (n = 16) %	Constable (n = 39) %	1 Year+ (n = 30) %	2 Years+ (n = 20) %
Very effective	43.6	31.2	48.7	43.3	40.0
Effective	54.6	68.8	48.7	53.4	55.0
Don't know	-	-	-	-	-
Ineffective	1.8	-	2.6	3.3	5.0
Very ineffective	-	-	-	-	-
	<u>100.0</u>	<u>100.0</u>	<u>100.0</u>	<u>100.0</u>	<u>100.0</u>

* $\chi^2 = 1.79, 2 \text{ df}, p = 0.5$ - not significant

TABLE 2:4

EFFECTIVENESS OF ROUTINE PATROL IN ENHANCING
PUBLIC FEELINGS OF SECURITY BY RANK AND
SERVICE IN PRAHRAN

	RANK*			SERVICE IN PRAHRAN	
	Overall (n = 55) %	S-Officer (n = 16) %	Constable (n = 39) %	1 Year+ (n = 30) %	2 Years+ (n = 20) %
Very effective	43.6	56.2	38.5	46.7	50.0
Effective	47.3	43.8	48.7	40.0	35.0
Don't know	3.6	-	5.1	3.3	15.0
Ineffective	5.5	-	7.7	10.0	-
Very ineffective	-	-	-	-	-
	100.0	100.0	100.0	100.0	100.0

* $\chi^2 = 1.52, 3 \text{ df}, p = 0.7$ - not significant

PATROL INNOVATIONS

Overview

Prahran members surveyed considered 13 patrol innovations introduced during the 12 months of Integrated Community Policing and assessed their effectiveness in improving the "efficiency and/or effectiveness" of uniform police work on a five point scale from "extremely effective" to "worse than before" which was designed to offset central tendencies. Respondents with less than 12 months service at Prahran were asked to assess the changes on the basis of their general police experience.

Members' overall opinion of the effectiveness of the changes was obtained by attributing the responses a numerical value of one ("extremely effective") through to five ("worse than before"). Analysis of the answers of the 48 members who assessed every change, indicated that, overall, each improved patrol effectiveness however, the strength of that improvement varied considerably. This is illustrated in Table 2:5 by ranking the changes according to their average scores on the five point scale. The consensus of opinion about an improvement also varied, as is shown by the differing Standard Deviations (Table 2:5).

Overall, Prahran members considered additional equipment most effective in improving uniform police efficiency and effectiveness. The impact of additional hardware, of course, is immediate and tangible. It is not subject to the unanticipated demands for service which make patrol planning on a personnel level so difficult. Nevertheless, changes in supervision and rostering were considered by most to be very effective in improving uniform police efficiency. Centralising staff from Toorak and South Yarra and Prahran's use as a Training Station generally were thought less effective. The follow-up of people calling for a police service, and those routinely checked was thought to have least impact on police effectiveness. These were, of course, assessment strategies intended only for the evaluation period.

TABLE 2:5

COMPARATIVE EFFECTIVENESS OF MEASURES TO IMPROVE POLICE EFFECTIVENESS

(n = 48*)

Changes ranked in Order of Effectiveness (High - Low)	Average Score	S.D.**
1. Portable radios	1.23	0.51
2. Additional cars	1.75	0.88
3. Equipment kits	1.85	0.97
4. Supervising Sergeant	2.12	1.00
5. Overlapping shifts	2.14	0.87
6. Patrol rota	2.56	1.11
7. Foot patrols	2.89	1.08
8. Area sectored	2.89	1.21
9. Talks to groups	2.96	0.92
10. Centralising members	3.06	1.16
11. Training station	3.19	1.21
12. Service call follow-up	3.48	0.77
13. Patrol check follow-up	3.67	0.78

* 7 members did not respond to one or more measures

** STANDARD DEVIATION is a measure of dispersal of the scored answers around the mean (average) score

Portable Radios

Portable radio transceivers were not available to general duties patrol car crews before Integrated Community Policing. Each radio with carrying accessories cost about \$2,700. Before the study, radios were used in the main by special squads and on occasions such as demonstrations or V.I.P. visits. Two portables, on issue to each District Headquarters, were generally used by foot patrol members working alone. In "I" District, before Integrated Community Policing, they were located at Richmond and Collingwood.

The Integrated Community Policing scheme placed 8 V.H.F. (very high frequency) portables at Prahran for use by car crews and foot patrols. Members soon found the original proposal that each crew member would carry a radio unnecessary and cumbersome. The fact that drivers could not wear the equipment comfortably indicates the potential value of a combined portable/car radio which serves as car radio but, when required, can be unlocked and carried as a portable. The feasibility of this 'converta-com' unit has been examined by the Communications Section. In any event, the portables were extremely popular and even with one per car, all radios were in use at most times. The problem was to keep them. The District Commander diverted two to stations which had none; another was regularly used by the District Duty Officer and, when available, another was used by the Crime Car Squad. A radio was out of service, either for repairs or awaiting replacement, at most times especially after one was lost by a crew answering an urgent call. Although street cleaners later found it, the battery was missing and the radio was beyond repair.

Portable radio reception was sometimes poor because of the small height difference between Prahran and the Communications Centre and the presence of a large number of high buildings. This was overcome part way through the evaluation by installing a V.H.F. base at "Airlie" Police College, South Yarra.

Initially, eight 5 watt V.H.F. 8 channel transceivers, together with spare batteries and chargers, were issued to Prahran. These were later replaced by eight 2.5 watt, 10 channel Bosch radios. Both models operated efficiently and no doubt contributed to the 20% increase in calls received over the evaluation period (Table 3:1). All police respondents thought that portable radios in patrol cars improved uniform police effectiveness. Three out of four indicated the highest possible level of improvement. Opinions were not related to rank or service in Prahran (Table 2:6).

TABLE 2:6

PORTABLE RADIO IN EACH PATROL CAR AS A MEASURE
TO IMPROVE POLICE EFFECTIVENESS BY RANK AND
SERVICE IN PRAHRAN

	RANK*			SERVICE IN PRAHRAN	
	Overall (n = 55) %	S-Officer (n = 16) %	Constable (n = 39) %	1 Year+ (n = 30) %	2 Years+ (n = 20) %
Extremely effective	76.4	87.4	71.8	73.3	65.0
Very effective	20.0	6.3	25.6	26.7	35.0
Effective	3.6	6.3	2.6	-	-
Made no difference	-	-	-	-	-
Worse than before	-	-	-	-	-
	100.0	100.0	100.0	100.0	100.0

* $\chi^2 = 2.89, 2 \text{ df}, p = 0.3$ - not significant

Additional Patrol Cars

Integrated Community Policing added two marked sedans to Prahran, which previously operated a Divisional Van and sedan. Toorak and South Yarra each operated a sedan. A Toorak Senior Constable, permanently executing warrants and serving summonses, was authorised to use his private car. During Integrated Community Policing, an additional files and inquiry member received this authorisation. Prahran's transient flat population assured a files and enquiries workload disproportionate to the City's population and, as a result, one marked sedan, and sometimes two, were used by the four-five members on this duty. Overall, they worked about 10% of the total man days at Prahran during the 12 months evaluation (Table 2:12).

Police vehicles were (and are) in short supply. Annual increases are governed by a Government Committee upon which the Force is outnumbered. Many Stations operate a minimum number of vehicles to provide a 24 hour patrol and also cope with the execution of warrants, serving summonses, and handling files and inquiries. Prahran's six patrol cars provided flexibility in their deployment and encouraged patrol planning, especially by section Sergeants, because sufficient vehicles existed for effective management of calls for service and concurrent special efforts even allowing for the occasions when vehicles were out of service for maintenance or repair.

During the pre-Christmas period, for example, the Station used its own resources to mount a number of comprehensive road blocks. Rather surprisingly, two Sergeants, one in Prahran for more than two years, considered the two additional vehicles made no difference to police effectiveness. No Constables felt this way and, overall, Sub-officers were more likely to view the additional cars as "extremely effective" in improving police efficiency. Differences between ranks and according to service in Prahran were not statistically significant (Table 2:7). The increase in patrol car activity generated by the additional cars may have been difficult for outsiders to appreciate. After the assessment period, more business people were satisfied with the amount of time police spent on car patrol but the overall differences before and after the 12 months were not statistically significant (Table 5:8).

TABLE 2:7

ADDITIONAL PATROL CARS AS A MEASURE TO IMPROVE
POLICE EFFECTIVENESS BY RANK AND SERVICE IN PRAHRAN

	RANK**			SERVICE IN PRAHRAN	
	Overall (n = 54*)	S-Officer (n = 16)	Constable (n = 38*)	1 Year+ (n = 29*)	2 Years+ (n = 19*)
	%	%	%	%	%
Extremely effective	48.2	62.5	42.1	41.4	42.1
Very effective	25.9	12.5	31.6	31.1	31.6
Effective	22.2	12.5	26.3	24.1	21.1
Made no difference	3.7	12.5	-	3.4	5.2
Worse than before	-	-	-	-	-
	100.0	100.0	100.0	100.0	100.0

* 1 unstated

** $\chi^2 = 4.1, 3 \text{ df}, p = 0.3$ - not significant

Equipment Kits

The security and convenience of equipment is an important consideration for patrol police. A patrol car crew usually carried personal items including a traffic brief book, a folder of forms and patrol information, handcuffs and baton. Additionally, members are responsible for equipment issued specifically for patrol purposes including :-

- (1) pistol
- (2) holster
- (3) Parking Infringement Book
- (4) Traffic Infringement Book
- (5) portable radio and case
- (6) torch
- (7) tape measure
- (8) preliminary breath test kit
- (9) street directory
- (10) notice of repair book

Watch-house staff were responsible for the issue and return of equipment, a process which caused considerable delay and confusion particularly when, as usually occurred, shift changeovers coincided. The first seven items were signed for in the Watch-house Keeper's Book. Where shift changeovers coincided, at least a 30 minute delay occurred between the outgoing shift coming off patrol, and, after briefing and equipment issue, the oncoming shift commencing patrol.

Equipment satchels were used by a number of specialist areas of the Force, including the Traffic Operations Group. Because their issue was dependent on available finance, some other members provided their own containers. Six vinyl satchels, costing \$35 each, were issued to Prahran for Integrated Community Policing. Equipment kits, containing all issue items except the pistol, holster and portable radio, were numbered and members instructed to sign for the equipment in bulk as a "kit".

Kits assisted in the storage of equipment not only while members were on patrol, but also, when not in use, at the station. Satchel size, similar to a brief case, was inconvenient in the relatively cramped Divisional Van, but presented no difficulty in a sedan, where it was placed on or near the back seat. The system had its difficulties. It was virtually impossible to stop equipment, particularly infringement books, which are 'accountable' documents, from being swapped between kits. A rigorous check that each item handed in was on issue to the kit, was as time consuming as the previous individual issue. The section Sergeant was not well placed to check each kit before the shift commenced because that 15 minutes was fully used to prepare a briefing and to find out the men and vehicles available. There were few occasions, except Sunday morning, when most kits were not in use and a weekly reconciliation was clearly inadequate. A partial solution, separate storage for certain items from each kit when not in use, reduced some changeover efficiency, although members still signed for the equipment as a "kit" and obtained the valuable storage convenience. The problem was worsened both by the big number of kits in use and the relative inexperience of the patrol officers.

Overall, nine out of ten members surveyed, thought equipment kits were effective in improving police efficiency. Many, especially Sub-Officers, thought them "extremely effective". Five members, including one Sergeant thought they made no difference. Differences between ranks and according to service in Prahran were not statistically significant (Table 2:8).

TABLE 2:8

EQUIPMENT KITS AS A MEASURE TO IMPROVE POLICE
EFFECTIVENESS BY RANK AND SERVICE IN PRAHRAN

	Overall (n = 54*) %	RANK**		SERVICE IN PRAHRAN	
		S-Officer (n = 16) %	Constable (n = 38*) %	1 Year+ (n = 30) %	2 Years+ (n = 20) %
Extremely effective	40.7	50.0	36.8	36.7	35.0
Very effective	35.2	31.3	36.8	43.3	45.0
Effective	14.8	12.5	15.8	13.3	10.0
Made no difference	9.3	6.2	10.6	6.7	10.0
Worse than before	-	-	-	-	-
	100.0	100.0	100.0	100.0	100.0

* 1 un stated

** $\chi^2 = 0.92, 3 df, p = 0.80$ - not significant

Supervising Sergeant

Victoria Police Sub-Officers, Senior Sergeants and Sergeants are the most immediate patrol supervisors. Generally, a Senior Sergeant is in charge of a police station with a staff of six or more. On larger stations, a Sergeant is most often in charge of a section or shift of men, and the station itself in the absence of the Senior Sergeant. The amalgamation of Toorak and South Yarra with Prahran doubled the number of Senior Sergeants to four. Integrated Community Policing was also monitored by a Senior Sergeant from the Management Services Bureau (then Inspectorate and Future Plans) attached to the Station over 16 months, including the evaluation period. A station Senior Sergeant was seconded elsewhere in the District during much of the 12 months without seriously impairing the operation of the Station. Initially, of course, the Toorak and South Yarra Senior Sergeants devoted considerable time and effort to the phasing-out procedures, but this lessened considerably after about two months.

During Integrated Community Policing, qualified members were promoted to Sergeant after about nine years service. On amalgamation, the seven Sergeants at Prahran were joined by three from Toorak and two from South Yarra. Six additional Sergeants were appointed to Prahran two months after the evaluation commenced, primarily to cope with additional work generated by the adjacent five-court facility. Additional prosecutors were required, and the extent and complexity of watch-house duties increased with the rate of arrests and the transit of prisoners appearing at the Court. Prahran, as the major committal Court south of the Yarra River, attracted many prisoners who presented unusual security risks. Staff at a number of surrounding stations where Courts were closed, including St. Kilda, were also instructed to use Prahran for prisoners who could not be bailed.

The twelve Sergeants at Prahran after amalgamation were relatively experienced in that rank. During the 12 months, two resigned and three transferred. At the end of the evaluation period, 10 Sergeants at the station had arrived on promotion, and although a high standard, they were inexperienced as supervisors. A considerable time was lost to the Station by their attendance at the 7 week Sub-Officers Course (average 7% of rostered man days), by delays associated with the transfer, and by Court commitments for cases processed before transfer (average 2.1% of rostered man days) (Table 2:9).

Supervision by Sergeants at Prahran generally followed the original Prahran proposal of three section supervisors shifts, each commencing 15 minutes before the usual changeovers at 0700 hours (7.00 a.m.), 1500 hours (3.00 p.m.) and 2300 hours (11.00 p.m.). Additionally, a station Sergeant, performed duty on the morning and afternoon shifts. On night shift and Sunday mornings, a Sergeant supervised both the section and the station.

This supervision, on average over the 12 months absorbed about 43% of the rostered man-days (excluding rest days) of Sergeants, well below the average 51.4% actually rostered for this duty (Table 2:9). Seasonal variations and unanticipated demands however, sometimes made even this target impossible. For example, the proportion of rostered supervision man-days during the October-December quarter fell to 44.7%, and the 2% reserve was insufficient on occasions to provide two Sergeants on each day shift. In September and October, Prahran provided three Sergeants as prosecutors. During the quarter, two Sergeants were temporarily attached to Fitzroy and leave requirements also peaked. During July and August, by direction of the District Commander, two Sergeants performed night duty; but this stopped after mid-September when 2 Sergeants were continuously at Sub-Officers Course.

TABLE 2:9

QUARTERLY DISTRIBUTION OF PRAHRAN SERGEANTS ROSTERED MAN-DAYS
(EXCLUDING REST DAYS) DURING 12 MONTHS INTEGRATED COMMUNITY POLICING

	<u>April- June</u> (n = 598*)	<u>July- Sept.</u> (n = 1123)	<u>Oct.- Dec.</u> (n = 1072)	<u>Jan.- Mar.</u> (n = 1039)	<u>Overall</u> (n = 3832)
	%	%	%	%	%
Supervision**	56.0	56.9	44.7	49.8	51.4
Leave	11.4	12.0	17.7	16.8	14.8
Prosecutor	9.2	11.6	13.1	12.5	11.9
Courses	1.7	9.4	7.5	8.4	7.4
Cash book	6.7	5.8	6.1	6.3	6.1
Court	-	1.3	6.1	-	2.1
Temp. elsewhere					
- operational	5.8	-	3.7	1.4	2.3
- clerical	1.7	2.2	0.9	-	1.2
Sick	4.2	0.8	0.2	1.0	1.2
Special duties	-	-	-	1.9	0.5
Other	3.3	-	-	1.9	1.1
	<u>100.0</u>	<u>100.0</u>	<u>100.0</u>	<u>100.0</u>	<u>100.0</u>

* 9 weeks, other quarters = 13 weeks. Six additional Sergeants did not arrive at Prahran until June.

** Supervision includes non-rostered tasks such as roster preparation, sporting events, etc.

The Section Sergeant's role was made difficult by a number of conflicting pressures. The scheme aimed to maximise the time section Sergeants were 'on the road' actively supervising the patrol force. Ambiguities were created firstly by the communications system, and, secondly, by other station duties for which each Sergeant was responsible. The communications centre controlled the disposition of radio-equipped patrol resources, directing them to calls, sometimes establishing priorities and giving advice. The traditional field role of the patrol supervisor and the station Senior Sergeant's were considerably diminished. A patrol manual should set out the Department's expectations of patrol supervisors and clarify command and control decisions in the field. In practice, but not in theory, absolute authority lay in the Communications Centre where priority was to allocate calls as quickly as possible. Where other units were unavailable, cars frequently were directed to calls outside their area without any reference to section supervisors. Centralised communications, although essential, have an unavoidable result of less effective field supervision. Because the general duties uniform patrol provided the basic service they were least able to withstand overloading with calls which sometimes resulted from the D.24 priorities.

The management of station functions incapable of continuous oversight by the Senior Sergeants was also a difficult problem to overcome. They included supervision of procedures governing cash flow and the proper handling or follow-up of property received, accidents attended, station vehicles, and warrants and files and inquiries. These, together with the checking of the large volume of paper work, and monitoring the progress of Probationers, provided a continual demand which often diverted section Sergeants from field supervision.

A Prahran Sergeant was employed full time on cash and property books whilst the other tasks were distributed amongst those available. Leave or night shift often reduced the efficiency of management processes. Members' correspondence also was a continual burden aggravated by the relative inexperience of some members and the number of Probationers in training attached to the Station. Generally, this was six, but eight were attached during 13 weeks and 10 during a further 2 week period, brought about by recruit graduations and the removal of two Probationers from an under-strength Training Station.

A review of Force paper work and flow of correspondence is required. At Prahran, where the station and the Divisional and District Offices were in the same building, the duplication of many procedures was clear. On average, one Prahran member (1.5% rostered man days) performed clerical duty outside the station during the 12 months (Table 2:12). A possible solution, at large stations, is a small team of Sergeants to handle administrative duties, including checking paper work, and require section Sergeants, their role documented, to devote more time to field work. Personal preference often influenced whether a section Sergeant worked in the station or in the field. Some appeared reluctant to spend most of their shift in a patrol car and used their station obligations to justify staying in the station.

The replies to the only question which resulted in statistically significant differences between ranks support this. Respondents were asked about the effectiveness of the supervising Sergeant on a patrol car in improving police efficiency. Sub-Officers were over three times more likely to consider the strategy "extremely effective" (56.3%) than Constables (18%), one in five of whom thought the innovation "made no difference" (Table 2:10).

Overlapping Shifts

Overlapping patrol shifts usually was not available to Victorian police stations because it required a superior vehicle flexibility not provided where one full time patrol car provided 24 hour coverage. A six o'clock shift on Friday and Saturday nights was about all many managed. In many places, crew members passed the vehicle to the oncoming shift and nothing was achieved by commencing men when a vehicle was not available. Crime Car Squads with five vehicles, and Traffic Operations Group offices have more capacity to overlap shifts. Their need, however, was not as great as that of station vehicles to which most calls for service were directed and were much less able to successfully plead unavailability. The half hour delay at shift changeovers has already been mentioned. (p. 43)

TABLE 2:10
SUPERVISING SERGEANT ON A PATROL CAR AS A MEASURE TO
IMPROVE POLICE EFFECTIVENESS BY RANK AND SERVICE IN PRAHRAN

	RANK*			SERVICE IN PRAHRAN	
	Overall (n = 55) %	S-Officer (n = 16) %	Constable (n = 39) %	1 Year+ (n = 30) %	2 Years+ (n = 20) %
Extremely effective	29.1	56.3	18.0	26.7	25.0
Very effective	36.3	25.0	41.0	36.7	40.0
Effective	18.2	12.5	20.5	20.0	20.0
Made no difference	16.4	6.2	20.5	16.6	15.0
Worse than before	-	-	-	-	-
	100.0	100.0	100.0	100.0	100.0

* $\chi^2 = 9.49, 3 df, p < 0.05$ - significant

When Integrated Community Policing commenced, shift overlap at 0700 hours was obtained by starting a crew half an hour earlier and at 1500 hours by rostering an 0930-1730 hrs. car. After five months, the 0630 hours car reverted to 0700 hours, mainly because crew members commenced in a supervisory vacuum, 15 minutes before their section supervisor. The crew also had difficulty finishing on time because the Communications Centre operators thought them a "morning" car finishing as usual, at 1500 hours (Table 2:13):

The patrol rota, which commenced on October 22nd, overlapped at 1500 hours with an 0930-1730 hr car (Sunday excepted) and at 2300 hours by two 1800-0200 hrs. cars (Tuesday to Saturday inclusive) and one 1800 hours car on Sunday and Monday (Table 2:13). The 1800 hours cars were invaluable in removing the particularly troublesome backlog of calls usually met by each oncoming night shift crew. A member, however, commented :-

"With the patrolling of sector areas it would be a noteworthy aspect if the D.24 operators were informed of the call signs and rationing of jobs. One car might attend as many as 15 jobs, whereas another car working in the same area, but on a later shift will only attend a minor number of jobs." (# 38)

Most members surveyed considered overlapping shifts effective in improving police efficiency. Over half (54.5%) considered it "very effective" (30.9%) or "extremely effective" (23.6%). Rank and service in Prahran made no difference to the overall replies received (Table 2:11).

TABLE 2:11
OVERLAPPING SHIFTS AS A MEASURE TO IMPROVE POLICE
EFFECTIVENESS BY RANK AND SERVICE IN PRAHRAN

	Overall (n = 55) %	RANK*		SERVICE IN PRAHRAN	
		S-Officer (n = 16) %	Constable (n = 39) %	1 Year+ (n = 30) %	2 Years+ (n = 20) %
Extremely effective	23.6	18.7	25.6	23.3	20.0
Very effective	30.9	31.3	30.8	30.0	20.0
Effective	38.2	43.8	35.9	33.4	35.0
Made no difference	7.3	6.2	7.7	13.3	15.0
Worse than before	-	-	-	-	-
	100.0	100.0	100.0	100.0	100.0

* $\chi^2 = 0.47, 3 \text{ df}, p = 0.95$ - not significant

Patrol Rota

Police patrol can only be effective if manpower resources are available at those times when they are needed. Roster development is an important task, the complexity of which has been disguised because many police stations operate at a minimum resource level in both members and vehicles. A patrol rota is a fixed sequence of shifts which members work through over a reasonable period. It is highly structured, especially when compared with the more flexible "roster" in which shifts can vary from week to week and the only standard sequence occurs over a week of night shift almost invariably followed by three afternoon shifts and six rest-days. Before Integrated Community Policing, patrol rotas were not used except in specialist groups because they initially required a high degree of administrative support and because, when resources were stretched to the limit, the roster more easily coped with unanticipated demands as when men report in as sick or are required at short notice. The roster also has most to offer where station staff are efficient and interchangeable.

A patrol roster, used in the first 29 weeks of Integrated Community Policing, was followed by a 9 week patrol rota, developed for the final 25 weeks of the evaluation.² Sub-Officers were not included in the rota but, as the scheme progressed, it was evident that much would have been gained by a supervisory rota of Sergeants as far as possible freed of administrative duties. The roster was usually finalised about two weeks before the period to be worked after members had an opportunity to indicate Courts and preferred shifts.

Preparation of both roster and rota firstly required consideration of the stations "fixed" commitments including leave, members permanently assigned to the watch-house or executing warrants, serving summonses or handling files and inquiries. The collator was also a fixed position. Courses such as Retention, Sub-Officer & Advanced Detective Training, were also a fixed commitment. Flexible commitments, which included manning Toorak and South Yarra, foot patrol and sporting events, had to be met, but not by designated individuals. Under the roster especially, members required to attend Court usually started at 0900 hours. Over 48 weeks, Constables at Prahran worked about 13,643 man-days, an effective strength of 52.8 members over a period when the authorised strength was 53 supplemented by 6 Probationers in training. The proportion of man-days rostered for particular duties is contained in Table 2:12.

² The aims of the rota are discussed at pp. 67-71

TABLE 2:12

QUARTERLY DISTRIBUTION OF PRAHRAN CONSTABLES ROSTERED
MAN-DAYS (EXCLUDING REST DAYS) DURING 12 MONTHS
INTEGRATED COMMUNITY POLICING

	<u>Apr- June</u>	<u>Jly- Sep.</u>	<u>Oct- Dec.</u>	<u>Jan- Mar.</u>	<u>Overall</u>
	%	%	%	%	%
Patrol	46.2	40.6	40.2	48.0	43.5
Leave	11.0	7.0	17.6	11.8	12.0
Files/Warrants	14.9	13.7	9.0	10.7	11.8
Extended trg.	7.4	10.7	10.5	11.1	10.2
Watch-house	3.8	3.1	3.7	3.4	3.5
Toorak/S. Yarra	2.9	3.5	2.9	2.6	3.0
Court	3.3	3.4	1.9	1.4	2.4
Foot patrol	1.8	2.5	1.7	1.9	2.0
Collator	1.9	1.8	1.6	1.9	1.8
Elsewhere					
- Operational	0.6	2.6	1.3	0.8	1.4
- Clerical	2.4	2.0	1.7	0.4	1.5
Sick	1.5	2.3	0.2	1.4	1.3
Court Orderly	-	0.5	1.5	1.9	1.1
Retention	0.7	-	2.1	-	1.0
MDS/VSTS**	1.1	1.7	1.8	1.3	1.5
Special duties	-	0.4	-	0.8	0.3
Demonstrations	-	0.3	0.4	0.2	0.2
Sport event	0.3	1.0	0.2	-	0.4
Light duties	0.1	1.0	-	0.2	0.3
Other	0.1	1.9	1.7	0.2	0.2
	<u>100.0</u>	<u>100.0</u>	<u>100.0</u>	<u>100.0</u>	<u>100.0</u>
TOTAL MAN-DAYS:	2354*	3641	3868	3780	13643

* 9 weeks

** Driving and Vehicle Safety Courses

The roster (Appendix "B") provided a minimum patrol car availability which, excluding supervisors and rest days, required 108 man-days a week. On a similar basis, the rota required 90 man-days a week (Table 2:13). In the first 22 weeks of the roster, patrol averaged 42.8% of rostered man-days of Prahran members other than Probationers in training. The minimum proportion required by the roster availability profile was 39.6%. In 17 weeks of the rota, patrol represented 46.7% of rostered man days compared with a 30.1% minimum requirement. This 16.6% average reserve together with an average of 11.3% further man-days of duty performed by Probationers in extended training, insulated the rota from most unanticipated demands for personnel, and the inevitable sickness or transfer which occurred. A major threat to the rota resulted because the most reliable and active members were selected as team leaders. These were also first to be considered for special assignments (including, ironically, clerical duties in District or Divisional Offices). Overall, however, patrol teams seldom had to be split up.

TABLE 2:13

MINIMUM PATROL CAR AVAILABILITY
BEFORE AND AFTER ROTA
 (after rota in brackets and italics)

Start Time	Number of Patrol Cars						
	Sun	Mon	Tues	Wed	Thur	Fri	Sat
0630	1 (-)	1 (-)	1 (-)	1 (-)	1 (-)	1 (-)	1 (-)
0700*	2 (2)	2 (2)	2 (3)	2 (3)	2 (3)	2 (3)	2 (2)
0930	- (-)	1 (1)	1 (1)	1 (1)	1 (1)	1 (1)	1 (1)
1500*	3 (3)	3 (2)	3 (2)	3 (2)	3 (2)	3 (2)	3 (2)
1800	- (1)	1 (1)	1 (2)	1 (2)	1 (2)	1 (2)	1 (2)
2300*	3 (2)	3 (2)	3 (2)	3 (2)	3 (2)	3 (2)	3 (2)

* includes supervisor

Patrol car teams were selected for relative experience, motivation, compatibility and ability to complete the nine week sequence without interruption or leave. Members requests were also considered. Team leaders, as already noted, were generally the most promising members, mature and knowledgeable. Only one team had to be disbanded when the crew was unable to explain a two hour radio silence. Personal conflicts were not a problem. They were frequently averted by early indication either before a team was formed or when it was first indicated on the 'rough' rota about four weeks before the period commenced. Each team commenced the rota on a conventional night shift followed by the usual three shifts and six days off. The remaining seven weeks progressed through a sequence which included 17 day shifts, and 18 afternoon or evening shifts (Figure 2:1).

The introduction of the rota created some apprehension mainly resulting from misconceptions that leave periods already allocated might be cancelled or that members would not be able to request shifts off for specific unavoidable occasions. Some officers felt that correspondence or court days should be provided, although members had been asked to set courts for 0930 hours shifts or the week following the rota. Some thought they might have to work with a person they disliked or a member without a police driving authority, or a Probationer on extended training which over the 9 weeks would impose a considerable burden. The number of late shifts was also cited as a potential cause of domestic disharmony. These objections were raised in the initial stages of the rota, but as the change settled down, dissatisfaction decreased considerably. Initially, clashes sometimes occurred between rota shifts and courts already set, but this also became less of a problem as time passed. At the end of the evaluation, only five police respondents thought the rota made police efficiency "worse than before". Nearly 8 out of 10 felt it was effective in improving efficiency. Nine members including a Senior Sergeant and a Sergeant, believed it was "extremely effective". Overall, neither rank nor service in Prahran significantly influenced the replies (Table 2:14).

FIGURE 2:1

ROTA SHIFT COMMENCEMENT AND CALL SIGN SEQUENCE

<u>Week</u>	<u>Sun.</u>	<u>Mon.</u>	<u>Tues.</u>	<u>Wed.</u>	<u>Thur.</u>	<u>Fri.</u>	<u>Sat.</u>
1	2300 IPR311	2300 IPR311	2300 IPR311	2300 IPR311	2300 IPR311	2300 IPR311	2300 IPR311
2	1500 ISY303	1500 ISY303	1500 ISY303	RD	RD	RD	RD
3	RD	RD	0700 ISY307	0700 ISY307	0700 ISY307	1800 ISY206	1800 ISY206
4	1500 ITK203	RD	RD	0930 IPR209	0700 ITK207	0700 ITK207	0700 ISY207
5	RD	0700 ISY307	1800 ITK206	1800 ITK206	1800 ITK206	1800 ITK206	RD
6	RD	RD	0700 ITK207	0700 ITK207	0930 IPR209	0700 ISY307	1800 ITK206
7	1800 IPR206	1800 IPR206	1800 ISY206	RD	RD	0930 IPR209	0930 IPR209
8	0700 ISY307	RD	RD	1800 ISY206	1800 ISY206	1500 IPR203	1500 IPR203
9	RD	0930 IPR209	0930 IPR209	1500 IPR303	1500 IPR303	1500 IPR303	RD

SHIFT PROFILE

2300 x 7 days
 0700 x 11 days
 0930 x 6 days
 1500 x 9 days
 1800 x 12 days
 Rest day x 18 days

SECTORS

IPR - Prahran
 ISY - South Yarra
 ITK - Toorak

Divisional van number prefix '3', e.g. ISY307

TABLE 2:14

PATROL ROTA AS A MEASURE TO IMPROVE POLICE
 EFFECTIVENESS BY RANK AND SERVICE IN PRAHRAN

	<u>Overall</u> (n = 55) %	<u>RANK*</u>		<u>SERVICE IN PRAHRAN</u>	
		<u>S-Officer</u> (n = 16) %	<u>Constable</u> (n = 39) %	<u>1 Year+</u> (n = 30) %	<u>2 Years+</u> (n = 20) %
Extremely effective	16.4	12.5	18.0	13.3	10.0
Very effective	27.3	31.2	25.6	23.3	25.0
Effective	34.5	37.5	33.3	36.7	35.0
Made no difference	12.7	12.5	12.8	16.7	20.0
Worse than before	9.1	6.3	10.3	10.0	10.0
	100.0	100.0	100.0	100.0	100.0

* $\chi^2 = 0.61, 4 \text{ df}, p = 0.98$ - not significant

Many members mentioned the rota when they completed the questionnaire. An experienced Constable commented :-

"I feel that the rota patrol system could become very effective and a good morale incentive if the establishment of partners in the system was looked at with more emphasis on the personal conflicts and associations that occur." (# 29)

A Senior Constable in Prahran for nearly three years wrote :-

"I enjoy working on rota system as you know your partners style and type of work and I find it easier working and more enjoyable with someone better known than a person one might work with for one day." (# 17)

Two members thought the rota should be lengthened (# 51, 54). Another thought the period should be reduced to 3-4 weeks "... and extended to include the complete crew including 2 Sergeants and sufficient men to work the area". (# 32) This type of team policing was recommended by others, (# 22) including a Constable who thought it allowed "... better morale between members and most likely improve patrol routines." (# 42)

Many members recommended that the rota have provision for correspondence days (# 24, 30, 31, 33, 43, 44, 50, 54). Others found rota shifts very difficult to change (# 47, 50). One referred to the danger of a member taking a sick day when not given a requested day off (# 30). A Constable with three years service and at Prahran for six months wrote :-

"With the present patrol system I feel that the citizens of Prahran undoubtedly have in the true sense a 24 hour a day coverage. I believe that the over-lapping of shifts takes a strain off most crews as they are able to finish their duties without overtime ... Although there was adverse criticism by more senior members in its initial stages, I think

that the rota system enhances the comradeship of the personnel at the station, and greater understanding between the methods of more experienced members and new. However if a member is not on the rota, he is subject to a number of menial tasks and generally feels left out. With the little space remaining, I believe the whole system over-all lends itself to be more available to the community and its demands. (# 37)

Aims of the Rota

The aims of the patrol rota outlined in the memo accompanying its introduction and distributed to each member at Prahran, (Appendix "C") were to :-

- (a) provide a *minimum* patrol presence during each shift
- (b) further improve the police service to the public in Prahran
- (c) facilitate the pairing of car crew members having regard to their ability, experience and other matters to ensure that crew effectiveness is maximised and that inexperienced members are properly trained
- (d) allow patrol personnel to know their shifts up to nine weeks in advance, facilitating court scheduling and providing greater stability thereby improving station morale
- (e) provide greater control on the number of occasions on which patrol personnel leave the area on transport and miscellaneous duties.
- (f) rationalise the court time of patrol personnel

(g) facilitate the training of Probationers attached to the station, particularly those involved in the extended training scheme."

These goals were based on possible inefficiencies which were noted during the first six months of Integrated Community Policing. The first, to provide a "minimum" patrol presence during each shift was designed to ensure that extraordinary demands for police did not reduce the Prahran patrol force to an unacceptable level. Clear indication on the station roster of the eighteen men on the patrol rota helped to distinguish when extraordinary demands for men were best met by recalls to duty and overtime. The rota represented a minimum patrol force. The small number of 1500 hours cars was designed to facilitate supplementation by other personnel who, when not on the rota or otherwise committed, patrolled on foot or, when a vehicle and a partner were available, in cars. Force policy opposed one person patrol crews, other than in some country areas.

The rota was designed to link levels of patrol with public demand, particularly to reduce the usual gap between 2200 and 0200 hours. Every night except Sunday and Monday, two cars commenced at 1800 hours, a popular shift, but difficult to build into a roster because of its limitation on the following days shifts. The change was achieved by withdrawing a crew from the traditional night shift (2300-0700 hours) in recognition of the few demands between 0200 and 0700 hours. The better fit between patrol supply and public demand and the benefits resulting from the permanency of crews were the primary means of achieving the second aim of further improving police service in Prahran. The extent to which this was achieved, and more specifically, the part played by the rota were difficult to measure although business satisfaction with a number of aspects of patrol was significantly higher after Integrated Community Policing than before. (Chapter 5)

A possible measure from which to infer the relationship between the rota and improved service was based on the response times for nearly 1000 calls for service for which detailed data was available (Chapter 7). Examination of complainants estimates of police response times, and the patrol crew running sheet, response and clearance times, showed no significant difference before and after the rota (Table 2:15). Additionally, a significant difference before and after the rota did not emerge from analysis of the satisfaction with police response time of 522 complainants before and 440 complainants after the rota commenced (Table 2:16). The cause and effect of specific police strategies is always difficult to demonstrate because many extraneous influences are generated by the public arena in which they usually occur. There is insufficient evidence to conclude that the rota was associated with improved response times.

TABLE 2:15

COMPLAINANTS ESTIMATE OF POLICE RESPONSE TIME AND RUNNING SHEET RESPONSE AND CLEARANCE TIMES BEFORE AND AFTER ROTA

Time (x) (Minutes) n =	Cumulative % of calls within (x) minutes					
	Complainant*		R.S. Response**		Clearance**	
	Before (481) cum %	After (414) cum %	Before (523) cum %	After (451) cum %	Before (523) cum %	After (453) cum %
0 - 9	20.6	18.1	62.0	55.9	15.9	18.6
10 - 19	55.7	50.5	86.7	84.0	61.4	63.9
20 - 29	67.1	65.0	94.4	92.4	80.1	83.6
30 - 39	81.4	77.6	97.6	96.2	88.1	89.2
40 - 49	85.6	82.4	98.4	98.0	91.4	91.1
50 - 59	87.5	85.1	98.8	98.9	92.8	93.7
60+	100.0	100.0	100.0	100.0	100.0	100.0

* 91 unstated
** 12 unstated
*** 10 unstated

TABLE 2:16

COMPLAINANTS SATISFACTION WITH POLICE
RESPONSE TIME BEFORE AND AFTER ROTA

(n = 962*)

<u>Level of Satisfaction</u>	<u>Before Rota</u> (n = 522) %	<u>After Rota</u> (n = 440) %
Very satisfied	66.1	64.1
Moderately satisfied	18.6	18.9
Just satisfied	4.0	5.2
A bit dissatisfied	3.7	6.6
Moderately dissatisfied	1.9	1.1
Very dissatisfied	2.7	4.1
	<u>100.0</u>	<u>100.0</u>

$\chi^2 = 3.36, 5 \text{ df}, p = 0.7$ - not significant

*24 unstated

The third aim of the rota, better selection of crew members so that effectiveness was maximized and inexperienced members properly trained was the most important goal. Large inner suburban stations such as Prahran have a higher than usual turnover of Constables, notwithstanding the 12 month minimum period applicable to members filling gazetted vacancies. Twenty Constables transferred from the Station during the evaluation period, nearly all of whom were experienced and capable members. Almost all were replaced by comparatively inexperienced officers. Probationers in Extended Training, replaced every 12 weeks, also presented a continuing and considerable training requirement.

The achievement of maximum patrol effectiveness and the training of inexperienced members were clearly competing goals. The roster system was less efficient in maintaining the proper balance firstly because, in the main, Constables (other than Probationers in training) tended to be regarded as interchangeable and the roster Sergeant's primary object was to ensure sufficient members for each shift. Secondly, the section Sergeant's allocation of members to particular duties was largely an ad hoc method which tended to over-emphasise *service* rather than *experience*, but was influenced by other factors such as whether members had uncompleted correspondence. Unfortunately, a number of members with greatest *service* lacked the necessary motivation and *experience*. These least suitable members were more often on crews because *service* was confused with *experience*, they seldom had correspondence commitments and the section Sergeant was concerned with manning cars for that particular shift, without regard to the overall pattern formed over (say) a month of shifts.

Sergeants and Constables also lacked shift continuity. Except for night duty, when the teamwork that developed over ten days was often quite impressive, members worked with different colleagues from day to day. This reduced training effectiveness, encouraged a narrow 'me only' focus and increased the probability of contradictory advice and procedures. Cases which called for follow up beyond the shift were handled less efficiently. The status of patrol car crews, their identification as a 'team', the consistency of information to *both* members

CONTINUED

1 OF 6

were factors to be nurtured and capitalised on to produce a level of interest sufficient to overcome the many occupational pressures which tended to work in the opposite direction. The probability of increased patrol effectiveness was even greater when crews patrolled the same geographical area for a number of shifts, a simple strategy for the rota, but almost impossible in a roster system (Figure 2:1 - p.58).

The overall result of careful selection of patrol crews was that a team leader most often had three to four years service, a good knowledge of the Prahran area, was highly motivated and generally interested in a Criminal Investigation Branch career. His partner usually had less than 3 years service and had transferred to Prahran relatively recently. These profiles were reflected in the composition of car crews attending followed-up calls for service in Prahran (Chapter 7). Although some calls after the rota were attended by non-rota crews the differences in age and service of each crew member and the service of the most senior member were all statistically highly significant (Table 2:17). This result was also influenced by the increasing number of less senior members at Prahran (excluding Probationers in training) as the assessment period progressed.

The rota's fourth goal, to improve morale by providing earlier advice about shifts, touched on the sixth aim, that of rationalising patrol officers' Court-time. Under the roster system, members noted their court dates in a diary and, if not on night duty, were almost invariably rostered for 0900 hours. Early advice that a case would be adjourned sometimes did not result in an alteration to the members shift resulting in some inefficiency. On other occasions, the Court occupied only a short period, although this was seldom predictable. In each case, after the Court, the member if he had no uncompleted correspondence was inefficiently occupied because car crews and other commitments had already been met.

TABLE 2:17

AGE AND POLICE SERVICE OF 'CALL FOR SERVICE'
PATROL CAR CREWS BEFORE AND AFTER ROTA*
(n = 1729, 914 before 815 after)

Age (years)	Driver		Observer		Older Member	
	Before %	After %	Before %	After %	Before %	After %
Under 20	10.1	18.3	31.3	43.1	2.9	6.3
21 - 22	25.7	32.8	22.0	24.3	15.8	25.6
23 - 24	29.2	24.4	16.9	18.4	26.3	32.3
25+	35.0	24.5	29.8	14.2	55.0	35.8
	100.0	100.0	100.0	100.0	100.0	100.0

Service (years)	Driver		Observer		More Senior Member	
	Before %	After %	Before %	After %	Before %	After %
Under 2	14.2	20.6	37.5	50.4	3.7	7.2
2	16.4	21.5	18.8	19.9	13.0	18.7
3	23.0	23.8	11.7	10.2	18.2	25.3
4	18.1	15.9	10.6	9.3	20.6	21.7
5+	28.3	18.2	21.4	10.2	44.5	27.1
	100.0	100.0	100.0	100.0	100.0	100.0

* All differences highly significant $p < 0.0001$
 χ^2 values (Age) 47.6, 64.0, 71.0 (Service) 36.2, 51.6, 65.0

The rota system required members to set Court days for 0930 hour shifts or the week following the period. The Bail Act ensured the early release of arrested persons, and there were few occasions when the initial court date was not determined by the arresting members. The continuous crewing simplified the preparation of evidence and, when the team was still intact at the time of hearing, consultation between chief witness and corroborator.

Overtime was available when Court hearings clashed with rota shifts, however the rota's operation at Prahran indicated that, while the present system of requiring the police informant to be present (and give evidence) at all hearings, regardless of the plea, continues, much will be gained by more rational control over the scheduling of Court hearings. On a large station it was possible for a less motivated member to schedule simple cases on different days to reduce his more arduous duties and shift work while giving the impression of great industry.

The rota considerably reduced the number of men rostered for 0900 hours (Court). The commitment for February, usually a particularly busy month because of the virtual closure of Courts over the last week of December and the first three weeks of January, was only slightly above average, and less than the proportion in each month of the roster system. If the March trend continued the saving over 12 months would have been the equivalent of an extra member on the station (Table 2:18).

The major advantage of knowing shifts 12 weeks in advance (instead of the usual 4 weeks) was more efficient scheduling of those engagements and appointments within the member's control. Under both systems, when unpredictable commitments clashed with scheduled shifts, the station strength almost invariably permitted the desired change.

TABLE 2:18

MONTHLY PROPORTION OF PRAHRAN
CONSTABLES MAN-DAYS ROSTERED FOR COURT

<u>Roster</u>	%	<u>Rota</u>	%
April*	4.0	November	2.2
May**	2.8	December***	0.4
June	3.1	January***	0.5
July	3.2	February	2.7
August	4.0	March	1.0
September	3.0		
October	3.1	OVERALL	2.4

* 14 days

** 21 days

*** influenced by Christmas vacation

The fifth rota goal was to control the problem of cars leaving their patrol area on transport or miscellaneous duties. The loss of considerable patrol time associated with these tasks was not restricted to Prahran, although there it was exacerbated firstly by the relative proximity of Police Headquarters, the Russell Street police offices, the Motor Registration Branch and the higher Courts. Secondly, patrol cars had to leave the area for petrol. During day shifts, the ten kilometre round-trip to Russell Street took at least 30 minutes.

The best solution to this problem probably requires technological and attitudinal changes. Firstly, crews often drove to the Motor Registration Branch to obtain "urgently required" certified extracts. A facsimile transmitter between the Motor Registration Branch and at least Metropolitan District Headquarters would save many hours of patrol time, although admissibility problems would have to be examined. In the meantime, members should be encouraged to use the telephone to obtain "urgent" extracts where this would suit the purpose.

Secondly, many members believed that patrol cars were the station's general transport resources and they diverted patrol cars to take them to Courts in the city rather than using public transport which actually ran outside the Station. After Court, some called for a patrol car to return them to Prahran. The attitude was evident in most ranks and at both operational and administrative levels. On occasions, patrol crews made three or four trips to the City, especially on morning cars when the problem was greatest and, at least in part, accounted for the significant reduction in routine patrol checks between 0700 hours and 1200 hours (Figure 6:4).

The rota system instructed members urgently requiring transport outside Prahran, to firstly check the status of non rota vehicles and, in each case, obtain the approval of a Sub-Officer. The instruction initially reduced the level of abuse, but the nature of the total problem was particularly resistant to corrective measures. Many members believed that as long as the patrol car crew could be contacted in an emergency, the short trip to the City on police business was morally, if not operationally, justified.

The achievement of the sixth and seventh rota aims has already been discussed. Rationalising Court time was linked closely with the early availability of shifts. The training of Probationers, a function of crew selection and continuity, will be discussed in a later section. (pp. 86-87).

Foot Patrols

Police patrol originally was performed on foot with little transport and the main communication with the station, police telephones or infrequent visits by supervisors. The development of the motor car radically changed that scene to one in which patrols were predominantly motorised and provided rapid response and travelled large distances during each shift. The aim was police omnipresence. In the seventies, increasing scrutiny of motor patrols revealed a picture of police distancing themselves from their public, impersonal service, reaction to calls and a fear that the police were becoming an "army of occupation" encapsulated in steel cocoons.

Integrated Community Policing meant an 'itegration' of foot and car patrols and had a primary aim of increasing both, but particularly foot patrols. Traditional foot patrols over the 12 months, averaged 2% of the Constables rostered man days (Table 2:12). Additionally, however, patrol car crews were encouraged to leave their vehicles and, equipped with a portable radio, patrol on foot in commercial and other areas. The most valid indication of the impact of this strategy was obtained by surveying the same Prahran business people before and after the evaluation. That analysis indicated statistically significant improvements in the frequency with which uniform police were seen in their neighbourhood (Table 5:7) and their satisfaction with the time uniform police spent on foot patrol (Table 5:9).³

Two out of three Prahran members surveyed considered foot patrol from patrol cars effective in improving uniform police efficiency. Overall, their opinions were not influenced by rank or service in Prahran (Table 2:19). A number of members wrote about the value of foot patrols in improving co-operation between public and police (# 14, 27, 52).

³ A sample of Prahran residents interviewed after the assessment period were most unanimous that police did not do enough foot patrol. (Table 10:20) Foot patrol was also the most favoured strategy to reduce crime in Prahran (Table 10:10).

TABLE 2:19

FOOT PATROL FROM PATROL CARS AS A MEASURE TO IMPROVE
POLICE EFFECTIVENESS BY RANK AND SERVICE IN PRAHRAN

	RANK*			SERVICE IN PRAHRAN	
	Overall (n = 55) %	S-Officer (n = 16) %	Constable (n = 39) %	1 Year+ (n = 30) %	2 Years+ (n = 20) %
Extremely effective	12.7	18.7	10.3	6.7	5.0
Very effective	18.2	12.5	20.5	23.3	25.0
Effective	34.6	37.5	33.3	36.7	40.0
Made no difference	32.7	31.3	33.3	30.0	30.0
Worse than before	1.8	-	2.6	3.3	-
	100.0	100.0	100.0	100.0	100.0

* $\chi^2 = 1.87, 3 \text{ df}, p = 0.7$ - not significant

One thought the Chapel Street beat officer should process detained shopstealers (# 48). A Senior Constable at Prahran for six years commented :-

"Foot patrol with portable radios should be expanded to include other areas and not just business areas. Business people rely on police for protection of the business and as such have a good standing with the police. We need more support from the ordinary worker and householder to get this. We need more contact with them to get the support. (# 18)

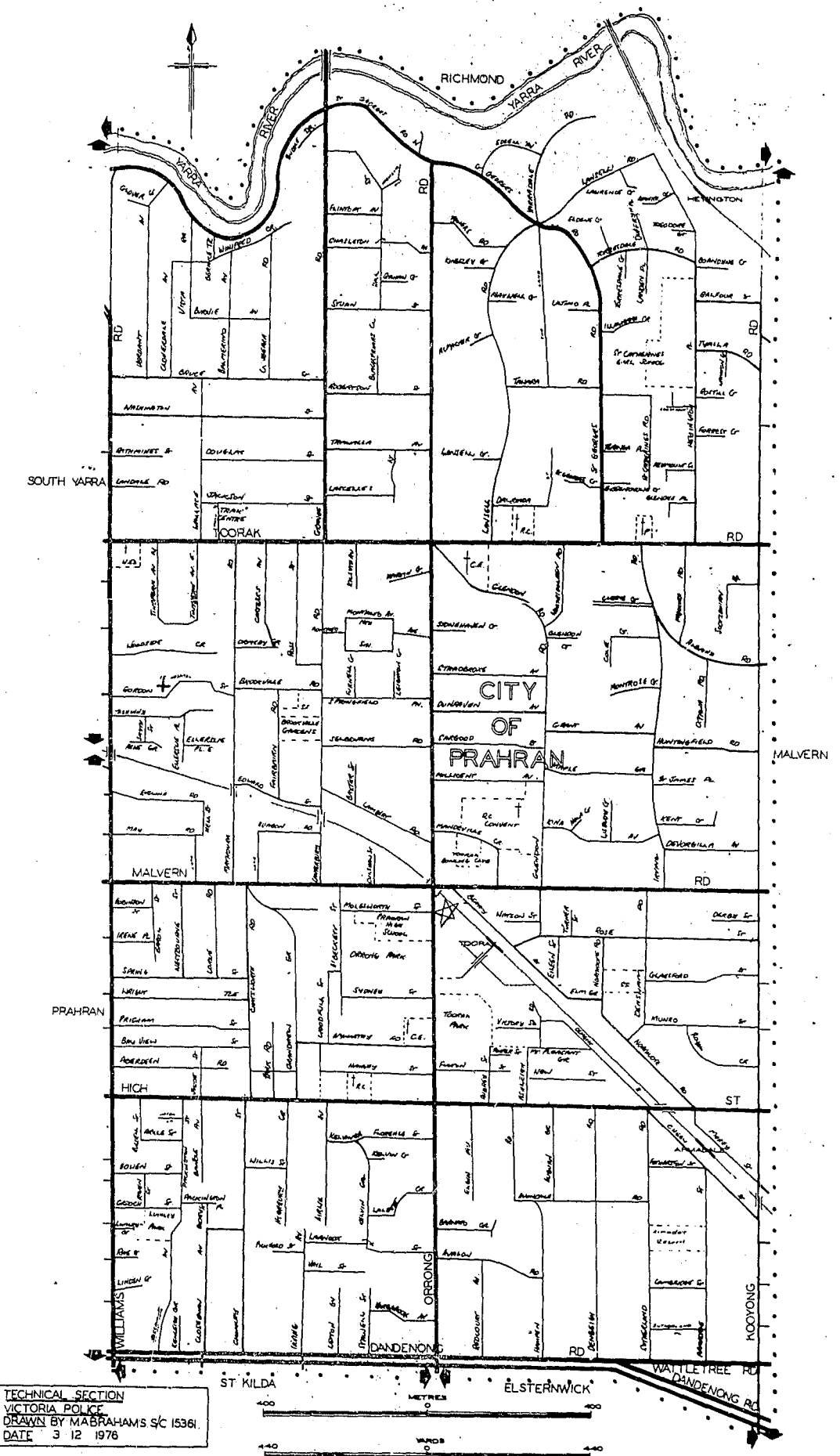
Sector Policing

Sector policing in Prahran involved structuring within fixed boundaries, patrols which were capable of coping with average workloads and supported by cover patrols during critical periods. Specialised services such as the Crime Car Squad, Policewomen and Criminal Investigation Branch units were available to support the sector patrols.

The City was divided into three sectors according to the three original Sub-Districts, Prahran, Toorak and South Yarra. (see following pages 74, 75, 76). Car crews were allocated radio call signs which indicated their primary patrol area when three cars were operating. When two cars covered the Division, the area was divided into geographically unequal proportions at Chapel Street, allowing for the large Toorak residential area which generated fewer calls for service. (Appendix "B")

In metropolitan areas, D.24 directed most calls to to the Divisional Vans which were often overworked, while station cars providing some support or used for files and inquiries or supervision, are often under-utilised. Integrated Community Policing aimed to balance workloads irrespective of whether the patrol car was the van or a sedan. That this was achieved was shown by data about calls for service during the final two months of the scheme, which indicated of the 157 followed-up calls, 39.5% were handled by a "South Yarra" car, 31.2% by a "Toorak" car and 29.3% by a "Prahran" car.

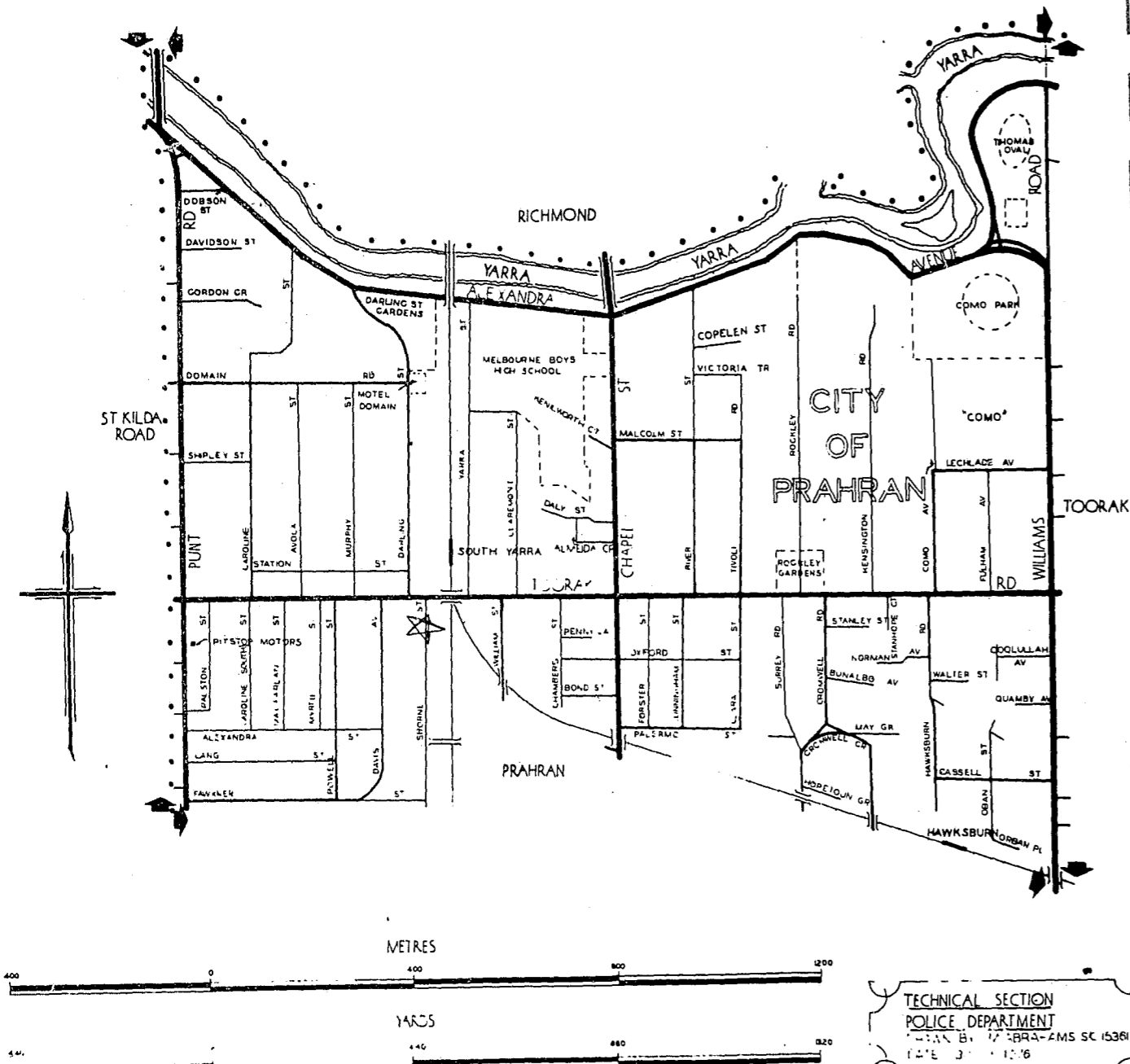
SUB-DISTRICT
OF
TOORAK



TECHNICAL SECTION
 VICTORIA POLICE
 DRAWN BY MABRAHAMS S/C 15361
 DATE 3 12 1976

- 76 -

SUB-DISTRICT OF SOUTH YARRA



- 77 -

Prahran's division into sectors also was designed to improve patrol crew familiarity with their area and thus their efficiency. The rota, in particular, provided for continuity in sectors being policed (Figure 2:1). Three factors reduced the overall efficiency of the sector strategy. Firstly, the area of Prahran, 955 hectares or nearly 10 square kilometres, was too small for three distinct sectors. Secondly, the Communications Section often ignored sectors when allocating calls, but regarded each patrol car as operating in Prahran. Since their priority was to pass the call to a car, not infrequently a crew was dispatched outside its sector and even outside the Division. Thirdly, the system of overlapping shifts combined with cars going out of service during the shift to complicate the changeover between phases of coverage. This may account for the Communications Centre's approach because even crews were occasionally unsure of the number of vehicles still in service and therefore the additional area they were required to patrol.

Prahran members were divided in their opinions about the effectiveness of patrol sectors in equalising workloads and improving police efficiency. Many, particularly Constables, thought the strategy made no difference, whilst almost one in three Sub-Officers thought it "extremely effective". Overall, however, differences between rank and service in Prahran were not statistically significant (Table 2:20).

A number of members surveyed commented that the Communications Centre gave most calls for service to the Divisional Van (# 7, 13, 14), forgot about overlapping cars (# 17, 38) or that the area was too small for sectors (# 51). A Constable stationed at Toorak when the amalgamation occurred wrote :-

"Although (the sector system) is being used officially, it is not being used at all. If you want the members to patrol sectors as defined now, you will have to re-open South Yarra and Toorak and give them extra men to have a car patrolling both AM and PM shifts. Only in this way will the sector system work. Members will stay within their own Sub-District but will not be restricted within that Sub-District. Also D.24 allocate jobs anywhere regardless of what sector you are supposed to be patrolling." (# 34)

TABLE 2:20

DIVISION OF AREA INTO SECTORS TO MORE EQUALLY DISTRIBUTE
WORKLOAD AS A MEASURE TO IMPROVE POLICE EFFECTIVENESS
BY RANK AND SERVICE IN PRAHRAN

	RANK*			SERVICE IN PRAHRAN	
	Overall (n = 55) %	S-Officer (n = 16) %	Constable (n = 39) %	1 Year+ (n = 30) %	2 Years+ (n = 20) %
Extremely effective	14.5	31.3	7.7	20.0	20.0
Very effective	23.7	12.5	28.2	26.7	25.0
Effective	14.5	18.7	12.8	10.0	10.0
Made no difference	43.7	37.5	46.2	40.0	40.0
Worse than before	3.8	-	5.1	3.3	5.0
	100.0	100.0	100.0	100.0	100.0

* $\chi^2 = 6.41, 4 \text{ df}, p = 0.2$ - not significant

Talks to Groups

Integrated Community Policing aimed to increase the interaction between local groups, particularly schools, and the patrol police. This was achieved formally by circularising all government and private schools and advising that police were available as speakers. (page 80). State primary schools and kindergarten most frequently requested police speakers and over a period of three months, patrol officers made nineteen visits and spoke on various aspects of the police service, road safety and related matters (Table 2:21). Material supplied by the Road Safety and Traffic Authority (RoSTA) was particularly helpful not only to speakers but in the public enquiry area of the watch-house.

TABLE 2:21

POLICE VISITS TO SCHOOLS AND GROUPS

June 30th	Brookville Free Kindergarten
July 6th	Hawksburn Primary School
July 17th	Armadale Pre School
July 25th	Horace Petty Kindergarten
July 28th	Prahran High School
August 2nd	Prahran High School
August 7th	Renown Kindergarten
August 14th	Prahran High School (3 Grades)
August 16th	Armadale Primary School
August 23rd	Our Lady of Lourdes Primary School
August 24th	Presentation Convent
September 13th	St. Johns Kindergarten
September 18th	Windsor Primary School (17 Grades)
September 21st	Hawksburn Primary School
October 2nd	Koonac Rehabilitation Centre
	Glamorgan Pre School
	Toorak Central Primary School
	Prahran Primary School
	Hawksburn Primary School



Prahran Police Station,
386 Malvern Road,
PRAHRAN, 3181

Telephone: 5205278
5205200

15th June, 1978.

Dear

Availability of police speakers for
schools in Prahran

The Chief Commissioner of Police, Mr. S. I. Miller, has recently initiated a special police patrol system in the City of Prahran. The scheme, known as Integrated Community Patrol, involves the grouping of police resources at the new Prahran police station, ensuring that police patrols are more aware of and sensitive to local problems and establishing a better evaluation of police patrol efforts.

As a further step in this scheme, experienced Prahran police station staff will be happy to speak to local schools and organisations on police and community problems (such as drinking drivers, "juvenile delinquency", drug taking etc.) particularly as these affect the Prahran area. If you believe we can assist your students in better understanding these matters and the role of police in our democratic society please contact me at the above address, indicating the particular subject you would like discussed, the level(s) of the students involved, the likely duration of the discussion and the date(s) most suitable to your staff or yourself.

Yours faithfully,

Gavin P. BROWN
Senior Sergeant.

A number of circularised groups, including the Armadale Centre of the Spastic Children's Society, visited the police station. When available, women police at Prahran assisted without hesitation. Initially, it was envisaged that most patrol officers would assist in these tasks in order to encourage a more ready identification between patrols and the community in their sector. In practice, only a small number of officers claimed to be comfortable on this duty. A Sergeant asked to be withdrawn from talking to secondary school girls about personal crime prevention on the grounds that it was not his idea of a police function. On short notice, Prahran policewomen very successfully delivered the advice.

Surveyed members' assessments of the contribution of talks to local schools and groups to improving uniform police effectiveness were less varied than might have been expected. None thought it worse than before. Previously, in Prahran as elsewhere, few proactive efforts were made to advise the public about police related issues and other information. The task was left to the Public Relations Division Lecture Squad, obviously unable to visit all schools throughout the State and whose local knowledge was limited. Many Stations react to a call for assistance from local schools or groups but are unwilling to invite such requests. Overall, two out of three Constables and one in two Sub-Officers considered the strategy effective in improving uniform police efficiency. Differences between ranks or according to service in Prahran were not significant (Table 2:22).

Centralising Members at Prahran

The success of Integrated Community Policing depended upon a substantial increase in strength or more efficient use of police manpower because it required a significant increase in patrol activity. Manpower constraints made the former out of the question, although three additional Constables were posted to the Station during the evaluation period. The first brought the Station to authorised strength by an administrative oversight a vacancy occurring about 12 months previously had not been advertised. The last two filled the stations requirement to provide two Court Orderlies in the Court complex.

TABLE 2:22

TALKS TO LOCAL SCHOOLS AND GROUPS AS A MEASURE
TO IMPROVE POLICE EFFECTIVENESS BY RANK AND SERVICE IN PRAHRAN

	RANK*			SERVICE IN PRAHRAN	
	Overall (n = 55) %	S-Officer (n = 16) %	Constable (n = 39) %	1 Year+ (n = 30) %	2 Years+ (n = 20) %
Extremely effective	9.1	6.2	10.3	10.0	5.0
Very effective	12.7	18.8	10.3	13.3	15.0
Effective	43.7	50.0	41.0	33.3	40.0
Made no difference	34.5	25.0	38.4	43.4	40.0
Worse than before	-	-	-	-	-
	100.0	100.0	100.0	100.0	100.0

* $\chi^2 = 1.72, 3 \text{ df}, p = 0.7$ - not significant

Rationalisation of present resources was the best way to provide the necessary flexibility to permit patrol planning. It had the added advantage of not creating an artificial strategy unable to be emulated elsewhere. A 3 week survey of vehicle activity at the three original stations conducted in September 1977, indicated that workloads between the stations were curiously inconsistent with Prahran bearing most of the burden. During that period Prahran car crews operated a total 714 hours (49.3% patrol), Toorak worked 277 hours (12.8% patrol) while South Yarra crews worked only 93 hours, 28.4% of that being mobile patrol (Table 2:23).

TABLE 2:23

PROPORTION OF VEHICULAR PATROL TIME
DEVOTED TO VARIOUS DUTIES

(18.9.77 - 8.10.77)

DUTY	PATROL FROM		
	Prahran %	Toorak %	South Yarra %
Mobile Patrol	49.3	12.8	28.4
Processing Criminal Offenders	3.4	0.2	2.1
Processing Serious Traffic	1.2	0.5	2.9
Investigating Crime	8.6	5.8	11.1
Traffic Accident	1.7	0.8	1.1
Warrants and Files	0.5	9.9	23.0
Correspondence	21.8	55.0	18.0
Other (On Call)	6.1	9.0	6.5
Non-Crime Services	4.8	1.8	0.0
Other	2.6	4.2	6.9
	100.0	100.0	100.0

The building of a large and expensive police complex closer to both smaller stations clearly indicated that their viability would need review. The amalgamation, however, while expected, still had a reasonably severe and prolonged effect on the members involved, not only members at Toorak and South Yarra, but also at Prahran. Toorak and South Yarra each had a long and varied history together with considerable local support. Each was comfortably small even whilst compared with the 'old' Prahran. Overnight, the Prahran Station became the second largest in Victoria. Jealousies and friction built up during the era of concurrent patrol responsibility soon surfaced. Staff at 24 hour stations, tend to have a condescending view of the staff at smaller stations, and Prahran was no exception. Each member could recall occasions when he had attended calls (particularly accidents) in each of the other Sub-Districts because the local car was "unavailable". The Toorak staff was enthusiastic but generally inexperienced. A number of the South Yarra members, while senior in service, lacked motivation and ability. The amalgamation melting pot settled down after about six months. By then, postings to and from Prahran made the earlier times less relevant. Meanwhile, however, patrol efficiency was reduced by an undeterminable extent.

Some advantage might have been achieved by amalgamating the stations and later introducing Integrated Community Policing. This was ruled out because police administrators believed the public would greatly oppose the phasing out of the smaller stations. In fact, public reaction was muted probably as a result of a description of the new patrol scheme in the local press and its endorsement by the Mayor of Prahran and others. Signs at Toorak and South Yarra directed the public to the new station. For some period, telephone calls to Toorak were automatically switched to Prahran.

Considerable variation occurred when police respondents gave their opinion of the effect on police efficiency of the centralisation of Toorak and South Yarra staffs at Prahran (Table 2:24). Few thought

it "extremely effective" but overall over 70% considered the move effective. Few felt the rationalisation "made no difference". A statistically significant difference did not emerge when either rank or service in Prahran was considered. However members at Prahran for two years or more were nearly four times as likely as others to regard the effect of the change as "worse than before" (31.5% compared with 8.8% - $\chi^2 = 5.23, 4 \text{ df}, p = 0.5$ - not significant).

TABLE 2:24

CENTRALISING MEMBERS FROM TOORAK AND SOUTH YARRA
AT PRAHRAN AS A MEASURE TO IMPROVE POLICE EFFECTIVENESS
BY RANK AND SERVICE IN PRAHRAN

	RANK+			SERVICE IN PRAHRAN	
	Overall (n = 53**)	S-Officer (n = 16)	Constable (n = 37**)	1 Year+ (n = 29*)	2 Years+ (n = 19*)
	%	%	%	%	%
Extremely effective	7.5	-	10.8	3.4	5.3
Very effective	18.9	37.5	10.8	13.8	15.8
Effective	45.3	31.3	51.4	41.4	42.1
Made no difference	11.3	12.5	10.8	13.8	5.3
Worse than before	17.0	18.7	16.2	27.6	31.5
	100.0	100.0	100.0	100.0	100.0

* 1 unstated
** 2 unstated
+ $\chi^2 = 7.04, 4 \text{ df}, p = 0.2$ - not significant

A number of members surveyed commented on the phasing down of Toorak and South Yarra. Some believed it resulted in a less personal service (# 11, 34, 36), others thought they should be closed completely (# 25, 26). A Sergeant previously at Toorak, commented :-

"I do not believe in the closing of small police stations. They may be inefficient to some extent; but they have many advantages over larger stations ... local knowledge, better supervision of police personnel, the feeling of achievement, personnel can see the finished product of their work. The worthy aspects of the Prahran Police Station are, increased patrols - it has got the members out of the station and onto the streets. (Some members would be happy to sit inside all their shift if they could). The foot patrol part should be extended and given more supervision. (It is hard to get them out of the car). The ROTA system should have been in when the lot started. The areas of patrol should be made smaller and the same members should work the same area, so that they can get to know the area. I feel that the members should be instructed in the "art" of patrolling. I know in my own experience that I am used to just driving around until the next job comes up. That is because of what I did when I was on the Divisional Van." (# 10)

Training Station

The appointment of Prahran as a training station, a measure coincident to Integrated Community Policing, was the operational measure considered least effective in improving the efficiency of uniform police. The Probationary Constables Extended Training Scheme, which commenced in 1975, required Constables on graduation to be posted to busy 24 hour stations for 12 weeks practical training. The construction of the new Prahran Station provided more than adequate facilities for this purpose.

Six Probationers were usually allocated to a large training station, the actual number being dependent on the station's size and suitability. During the 12 months evaluation, Probationers in training contributed an average 10.2% of Prahran's rostered man hours, the yearly equivalent of 5.3 extra men (Table 2:12). The station carried eight probationers in training over thirteen weeks and ten over a further two weeks of Integrated Community Policing.

Probationers in training added to the members available at the station; but also imposed a considerable training and administrative load on station staff and supervisors. They were not permitted to perform duty on their own and were required to receive particular instruction in watch-house and patrol duties. Their best instruction was provided by the rota system under which they joined patrol cars as third crew members. Since most were not authorised to drive police vehicles, this strategy, while giving valuable and consistent instruction, avoided the imposition of an unreasonable driving burden on other crew members.

Overall, two out of three surveyed members, regarded Prahran's appointment as a training station effective in improving uniform police efficiency. Few regarded the change as "extremely effective". Ten members including one Sergeant, thought police effectiveness after the change was "worse than before". Opinion differences were not significantly related to respondent rank or service at Prahran (Table 2:25).

A Sergeant commented that Prahran's busy area made it a wise choice as a training station (# 14). An experienced Constable however thought that Prahran was "... not a suitable station for trainees due to the serious situations sometimes encountered" (# 23). Another opposed it because the Probationers' inexperience placed their partners in an unsafe situation (# 24).

Questionnaire Follow-up

Integrated Community Policing was a people oriented system and public opinion was considered vital to the successful evaluation of many of its primary aims including the efficient use of police resources and the reduction of patrol response times. The level of achievement of these goals required not only an examination of the usual internal police records but also direct consultation with the public as principal user of police services.

The evaluation period of 12 months, selected to balance seasonal fluctuations, made impracticable personal interviews with persons calling for a police service. A mail questionnaire, able to provide

TABLE 2:25

PRAHRAN AS A TRAINING STATION AS A MEASURE TO IMPROVE
POLICE EFFECTIVENESS BY RANK AND SERVICE IN PRAHRAN

	RANK**			SERVICE IN PRAHRAN	
	Overall (n = 54*) %	S-Officer (n = 16) %	Constable (n = 38*) %	1 Year+ (n = 30) %	2 Years+ (n = 20) %
Extremely effective	11.1	6.3	13.2	10.0	10.0
Very effective	14.8	12.5	15.8	16.7	15.0
Effective	37.1	62.5	26.3	30.0	25.0
Made no difference	18.5	12.5	21.0	20.0	25.0
Worse than before	18.5	6.3	23.7	23.3	25.0
	100.0	100.0	100.0	100.0	100.0

* 1 unstated

** $\chi^2 = 7.03, 4 \text{ df}, p = 0.2$ - not significant

the necessary comparable data, was considered the only feasible solution. A similar process was selected to measure the impact of the increased activity on persons routinely checked by police patrols. These are fully discussed in Chapters 6-8.

The follow-up of police contacts, particularly routine checks, was a sensitive process potentially damaging to police morale and/or community relations and unique in Australia. Its introduction, as a methodological tool for evaluation purposes and not as a continuing program, was achieved only after discussion with the Police Association and the members involved. Many initial reservations disappeared after a short time; but surveyed members viewed the procedures as least effective in improving uniform police efficiency.

No respondents considered the follow-up of calls for service "extremely effective" in improving police efficiency. Only two believed it "worse than before". Slightly more than half considered the follow-up "made no difference" to police efficiency, while many others thought it "effective". Opinion differences were not significantly related to rank or service in Prahran (Table 2:26).

Similar results were obtained when surveyed members assessed the effect on police efficiency of the follow-up of persons routinely checked although superficially this appeared to be more controversial. Persons routinely checked were qualitatively different from persons calling for a police service. Firstly, they were the end product of police action rather than police reaction to a call for assistance - acted upon rather than acted. Secondly, the personal background characteristics of persons routinely checked were more likely to influence their replies than was the case with people asked questions about an objective incident. More than half the members surveyed however, considered the follow-up of persons checked by police patrols "made no difference" to police efficiency. About one in three thought it "effective" in improving it. Differences in opinions were not significantly related to rank or service in Prahran (Table 2:27).

TABLE 2:26

QUESTIONNAIRE FOLLOW-UP CALLS FOR SERVICE AS A
MEASURE TO IMPROVE POLICE EFFECTIVENESS BY RANK AND
SERVICE IN PRAHRAN

	Overall (n = 52***)	RANK ⁺		SERVICE IN PRAHRAN	
		S-Officer (n = 15*)	Constable (n = 37**)	1 Year+ (n = 29*)	2 Years+ (n = 19*)
	%	%	%	%	%
Extremely effective	-	-	-	-	-
Very effective	13.5	6.7	16.2	6.9	10.5
Effective	30.8	33.3	29.7	27.6	31.6
Made no difference	51.9	60.0	48.7	58.6	52.6
Worse than before	3.8	-	5.4	6.9	5.3
	100.0	100.0	100.0	100.0	100.0

* 1 unstated

** 2 unstated

*** 3 unstated

+ $\chi^2 = 1.27, 3 df, p = 0.8$ - not significant

TABLE 2:27

QUESTIONNAIRE FOLLOW-UP OF ROUTINE POLICE CHECKS
AS A MEASURE TO IMPROVE POLICE EFFECTIVENESS
BY RANK AND SERVICE IN PRAHRAN

	Overall (n = 52***)	RANK ⁺		SERVICE IN PRAHRAN	
		S-Officer (n = 14**)	Constable (n = 38*)	1 Year+ (n = 29*)	2 Years+ (n = 20)
	%	%	%	%	%
Extremely effective	-	-	-	-	-
Very effective	7.7	7.1	7.9	3.5	5.0
Effective	26.9	35.8	23.7	17.2	20.0
Made no difference	53.9	50.0	55.3	62.1	60.0
Worse than before	11.5	7.1	13.1	17.2	15.0
	100.0	100.0	100.0	100.0	100.0

* 1 unstated

** 2 unstated

*** 3 unstated

+ $\chi^2 = 0.88, 3 df, p = 0.9$ - not significant

CHAPTER THREE

PATROL ACTIVITY

Introduction

Integrated Community Policing tested the operational assumption that an observable increase in police activity in an area would result in tangible community benefit in terms of reduction in more overt crime and increase in citizens' feelings of security. This Chapter contains a detailed analysis of patrol records which leads to the irresistible conclusion that a real change in the level of patrol activity occurred at Prahran during Integrated Community Policing.

The first step, however, was to increase uniform patrol activity in an appropriate area over a period sufficient to eliminate seasonal changes and temporary influences such as novelty and "Hawthorne" effects, both of which unduly reflect the impact of the experiment rather than anything else. Twelve months was considered an appropriate period for the evaluation period providing for these criteria, yet giving a manageable amount of valid and reliable information.

The selection of uniform police overcame any problems in establishing the visibility of the police operation. Detectives at Prahran Criminal Investigation Branch worked relatively harmoniously with uniform police, following up crime reports and arresting offenders. Because their general patrol duty was quite limited and occurred in plain clothes, it was excluded from the evaluation. Detectives' greatest impact was on "clearing" crime and, for this reason, the clearance rate often used in report on police effectiveness, was not a major focus of this study. It was not intended, however, to minimise either the role of Detectives or their influence on crime figures.

Similarly, uniform police stationed at Prahran were not the only uniform police working in the City of Prahran. On average over the 12 months, ten policewomen and 25 Crime Car Squad members from Prahran performed duty throughout "I" District. Traffic Operations Group members occasionally worked in the City. The Court complex also required uniform police from other stations to pass through the area. The difficulty of measuring the duty actually performed in Prahran necessitated the exclusion of each of these groups from the study. Although their contribution to foot patrols in Prahran was minimal, they did add to the visible police presence in the area.

Increasing Patrol Activity

The major strategy aimed at increasing patrol activity in Prahran involved scaling down operations at two smaller police stations, Toorak and South Yarra, and transferring their staff to Prahran (*Police Gazette*, 9.3.1978 (26)). The stations, under the scheme, were manned by a member from Prahran between 0900 hours and 1700 hours on weekdays. Some effects of this virtual closure have been described in the previous Chapter. (pp.81-86)

Amalgamation of police at Prahran provided the flexibility in deployment and supervision required to efficiently utilise the two additional patrol cars and eight portable radios provided to boost the patrol effort. This was further assisted by an average of five Probationers in training and six additional Sergeants posted to the station during the Integrated Community Policing scheme.

Measuring Patrol Activity

Each patrol car crew and some foot patrol officers kept a running sheet (log) of their activities during the shift. Its accuracy was checked at various supervisory levels. The crew's longhand sheet was typed and copies retained at the offices of the Divisional Chief Inspector, the Criminal Investigation Branch, the Crime Collator and the crew's station. The running sheet or "Mobile

Duty Return" summarised statistical information including the number of kilometres travelled, traffic offences detected, persons arrested, stolen cars recovered, radio calls received and accidents attended. The number of cars checked at the Stolen Motor Vehicle Squad, usually a less than ten second radio transmission, also was recorded. All civilians spoken to, including complainants, witnesses, offenders and people checked were also enumerated and supervisors verified the statistics from the running sheet narrative. (p.95)

Running sheet figures were influenced by a number of factors. Some offences were revealed after the shift, as when a motorist was later found to be unlicensed or to have stated an incorrect name and address, or a person routinely checked found to be wanted on warrant. Unless an arrest was made, offences arising from accidents were seldom recorded because the facts might be unclear, or witnesses were to be interviewed, or because the final report and prosecution recommendations often were the responsibility of the District accident collator.

Some persons or incidents may be counted twice or even several times. A person involved in an accident and arrested for exceeding .05% conceivably may be recorded as a "car check", "traffic offence", "person spoken to", "person arrested" and "accident attended". The figures, whilst not additive, provided an immediate idea of the crew activities. Their value to the assessment of Integrated Community Policing was that recording rules remained unchanged during both the evaluation period and the preceding 12 months, justifying a high degree of confidence in their comparability. The figures for the 12 months before Integrated Community Policing included statistics from running sheets submitted by members at each of the three stations.

Changes in Patrol Activity

Conventional measures of patrol activity varied considerably in the extent to which they were police initiated. The important impact of this factor on the measures can be seen more easily in an

Type of Vehicle— HOLDEN SEDAN		VICTORIA POLICE		Form No. 501	
Section No. ITK 207		DUTY RETURN MOBILE PATROLS		District PRAHRAN Station	
Duties Performed From 0700 hours		To 1500 hours		Date 19 1 19 79	
Driver C/GRAINGER, 18205 (P 130)		Observer C/BRODIE, 20094 (P 241) C/PHILLIPS, 21091 (P 129)			
Time	Message No.	Diary of Duty Performed		Report	
0700		Check car and equipment. Kit 5. TIN E778. PIN C2330 Radio 383. All correct. In at Prahran with correspondence, to Clear station. D.24 notified.		24558	
0750		Checked: in Dandenong Road HVE 402. N/L			
0800		Location Inkerman Street re summons.		24561	
0802		Attended 5 Queen St. re summons (witness) to Erin FINNEGAN of same address.			
0810		Clear above.			
0818		Checked: in Simmons St. KTS 863. N/L			
0830		Checked: in Towers Rd., Toorak KGG 630. N/L JHA 520 N/L			
0835		Checked: in Lansell Rd., Toorak JHC 108. N/L			
0850		Checked: in Issett St., Prahran JJV 544. Serial 30024/79. Plates stolen from 9/22 Milton St. Elwood between 1200 14/1/79 and 2100 16/1/79.			
0900		Location Prahran with correspondence and enquiries		24580	
0900		Checked: with MRB engine no. J50697 belongs to HRM 974 22/1/77. Greg EYRE, 46 Barnsbury, Bundoora.			
0950		Clear above.			
1000		Location Prahran Post Office		24582	
1010		Clear above.			
1020		Attend: 10/7 The Avenue, Prahran re a passport found from that address. NPH.			
1030	1	Attend: 46 Heyington Pl., Toorak re a silent alarm. Wormald compl.			
1032		Attended above premises. Spoke to John MOORE 15/43 Gardiner Gve., Armadale who stated that the alarm was set off by accident by himself. Carpenters working on the house.			
1040		Checked: at 46 Heyington Pl., All correct, Sgt. STEELE 15036			
1042		Clear above. D.24 informed.			
1053	M2	Attend: Prahran and see the officer.			
		Checked 1100 hours. All correct. Inspector			
1100		Location Prahran.		24591	
1109		Clear Prahran. D.24 notified.			
1125		Checked: in Darling St., South Yarra, KSZ 087. N/L			
1135		Checked: in Argo St., SSW 912 28/5/79 driven by Olwyn Clare PRIOR 10/10/57, 28 Richmond St., S. Spring- vale. Lic. 2636201 10/10/81. N/L. Rowena Sue PRIOR 20/9/62 same address.			
1140	M3	Attend: Shell Service Station Chapel St. and Dandenong Rd. Mr. BURNS reporting a theft.			
1145		Clear Argo St.			
1150		Attended 141 Dandenong Rd. Spoke to Archibald BURNS station owner who stated the 3 "SU" carburettors 1 Lynx manifold 3 Lynx foam air cleaners had been taken from the workbench. \$300.			
1200		Location 141 Dandenong Road.		245601	
1210		Clear above. D.24 informed.			
1220		In at Prahran with correspondence and mail, to			
1300		Location Prahran.		24603	
1320		Clear Prahran. D.24 informed.			
1330	M4	Attend: 44 Lewisham Rd., Prahran, somebody has seen a person climbing through the window of that address			
1332		Attended above. Checked outside premises. All correct. Spoken to owner of 44A who stated that he had locked his keys in his house and that he had climbed through the window.			
1345		Clear above. D.24 notified.			
1345	S2	Attend: 6/732 Ormang Rd., Toorak. Mr. HUGH's reporting theft of pot plant.			
1348		Attended above. Told owner of 5/732 of situation and asked that he convey message to Mr. HUGH to attend at Prahran. Mr. HUGH not at home.			
1355		Clear above.			
1358	S3	Attend: 7 Kensington St., Toorak re a message from Sgt, LANDY to Mr. Tom ALSTERGREN. NPH.			
1400		Location 7 Kensington Rd., Toorak		24613	
1402		Clear above. D.24 notified.			
1430		Checked: in Chapel St., Prahran Mark FERGUSON 10/1/61 5/25 Camden St., Balaclava. Ulf WINKELS 29/3/62 21/2A Roda St., St. Kilda			
1448		Clear of above.			
1500		Off duty.		24622	
SUMMARY					
Total Kilometres.....	64	No. of Cars checked.....	8	No. of Accidents attended.....	nil
No. of Calls received.....	8	No. of Persons spoken to and		No. of Traffic Offences detected.....	nil
No. of Arrests made.....	nil	Suspects questioned.....	10	Signature.....	M. PHILLIPS
		No. of Cars recovered.....	nil	No. 21091 Rank Constable	

imagined area, totally unlikely, where crime was minimal. Some measures would be influenced more than others, reflecting less an indication of reduced police activity and more a result of the very low crime rate. "Car checks", for example, almost directly reflected police actions because of their relative inconvenience and the virtually unlimited number of potential subjects.

The number of "Persons spoken to" was a largely police initiated figure, but included witnesses and complainants. The number of "kilometres travelled" was influenced by the geographical size of the patrol area, speed limits, traffic conditions and the number of patrol cars available to take calls. Unless the locations of calls were highly concentrated, the fewer the patrol cars, the greater the probability that they will travel longer distances responding to them. Figures of "Persons arrested", "traffic offences" detected and "cars recovered" first required offending behaviour. While the level of detection was influenced by the alertness and motivation of patrol car crews, the extent of the measures were largely controlled by factors external to the police. Similarly, the number of "calls received" was influenced by the availability of patrol crews to take them. The figure per car could be reduced by keeping more cars available although this would be balanced to some extent by the practice of recording administrative transactions, such as "return to station" or "meet supervisor" as calls received. The number of "accidents attended" was probably the figure most under "public" control.

The availability of comparable measures for the 12 months before and after the commencement of Integrated Community Policing enabled two statistical analyses. The first was the actual changes that occurred and the second, correlation, measured the relationship between two patrol measures. The technique allowed changes in one variable to be measured against changes in the other and, where these varied directly with each other, the correlation was perfect

and its value either +1, positive: both changed in the same direction, or -1, negative: as one increased the other decreased. Thus, for example, monthly differences in the distance travelled by patrol cars during Integrated Community Policing were examined with the monthly number of car checks made and a correlation value (co-efficient) of 0.66 obtained (Table 3:1). The co-efficient was significant, to the extent that there were less than 5 chances in 100 that the relationship between distance travelled and car checks appeared by accident, which is what is meant by statistical significance.

Overall only two correlations were significant over each of the two periods; distance travelled and car checks made and distance travelled and the number of persons spoken to (Table 3:1). The actual changes in patrol activity indicated that, overall, Integrated Community Policing was matched by a very considerable increase in patrol initiated activities such as car checks (+84.2%) and a lesser, but appreciable increase in factors often outside the direct control of crews, such as calls received (+19.7%) and accidents attended (+7.8%) (Table 3:2).

Car Checks and Cars Recovered

The number of cars checked for stolen, an entirely police initiated duty, showed the greatest increase of any patrol activity during Integrated Community Policing (+84.2%). However no association was discovered between incidence of car checks and stolen cars actually recovered in both the 12 months before and after Integrated Community Policing. During the scheme, a statistically very significant relationship emerged between cars recovered and calls received which possibly reflects the frequency of abandoned cars being reported by suspicious citizens; but in view of the very large number of other types of calls, this may not be so. Many stolen cars were intercepted shortly after the theft, often before their loss was reported. Greatest monthly increases in the number of car checks before and after Integrated Community Policing occurred in February (111%), January and February (each 102.6%) and least in November (38.4%) (Figure 3:4).

TABLE 3:1

CORRELATION BETWEEN MONTHLY PATROL ACTIVITIES BEFORE
AND AFTER INTEGRATED COMMUNITY POLICING

12 months before I.C.P. (*italics*)

	<u>Km</u>	<u>Calls</u>	<u>Arrests</u>	<u>Car Checks</u>	<u>Persons Spoken to</u>	<u>Cars Recovered</u>	<u>Accidents</u>	<u>Traffic Offences</u>
12 months after I.C.P. (Roman)								
Kilometres	1.00	0.35	0.44	0.80**	0.66**	-0.16	0.19	0.49
Calls	-0.10	1.00	0.44	0.20	0.45	0.25	0.07	0.25
Arrests	0.03	0.57*	1.00	0.32	0.35	-0.01	0.44	0.79**
Car Checks	0.66*	-0.12	0.11	1.00	0.65	-0.10	-0.03	0.50
Persons Spoken to	0.63*	0.49	0.28	0.65*	1.00	0.00	-0.03	0.50
Cars Recovered	-0.03	0.68*	0.80**	-0.03	0.28	1.00	-0.45	-0.09
Accidents	-0.02	0.02	-0.40	0.33	0.29	-0.42	1.00	0.46
Traffic Offences	0.20	0.28	0.08	0.27	0.30	-0.03	0.29	1.00

(Spearman Rank Order Correlation)

* $p < 0.05$ - significant

** $p < 0.01$ - very significant)

TABLE 3:2

UNIFORM PATROL ACTIVITY IN PRAHRAN FOR 12 MONTHS
BEFORE AND AFTER INTEGRATED COMMUNITY POLICING

	<u>Before</u> <u>I.C.P.</u>	<u>After</u> <u>I.C.P.</u>	<u>%</u> <u>Increase</u>
<i>Car Checks</i>	5,747	10,583	84.2
<i>Traffic Offences</i>	950	1,429	50.4
<i>Persons spoken to</i>	12,972	19,459	50.0
<i>Stolen cars recovered</i>	134	198	47.8
<i>Kilometres travelled</i>	156,711	201,236	28.4
<i>Persons arrested</i>	895	1,139	27.3
<i>Calls received</i>	10,459	12,517	19.7
<i>Accidents attended</i>	425	458	7.8

Overall, only a small number of stolen cars were recorded as recovered by patrol units, although the figure may be an understatement. A located stolen car may be checked for security and evidence by the patrol car crew and later moved by the owner, who must take the vehicle to the nearest police station to clear Stolen Motor Vehicle Squad records. In this way, patrol car crews avoided lengthy delays waiting for car owners, but the running sheet summary would not indicate recovery of the vehicle. The greatest monthly increase in the number of cars recovered occurred in March; but the 145% increase represented an addition of only 16 vehicles (Figure 3:5 (d)).

Patrol Kilometres

Patrol kilometres, a figure which, during Integrated Community Policing, did not include the distance travelled by 'files and inquiries' members, was significantly related to the incidence of car checks in both years studied (Table 3:1). The increase in kilometres before and after the experiment was greatest in its first month (April 1978 (+68%) and declined fairly constantly to the smallest difference (4.8%) in November (Figure 3:1). That month had the lowest number of man-days rostered for patrol, a result of an average 10 Constables on leave, 3 absent at Courses and 2 temporarily detached for clerical duties. Overall, however, the correlation between kilometres travelled and man-days rostered for patrol was not direct (Co-efficient during Integrated Community Policing +0.4, 9 df, not significant).

November was the first month of the patrol "rota" which reduced the number of men available for patrol by allocating the six Probationers on extended training as third members of patrol car crews. Prior to that change, crews usually comprised two members. ¹

Persons Spoken To

Integrated Community Policing was associated with a 50% increase in the number of persons spoken to by patrol car crews.

¹ p.p. 54-71, 86-87 above

FIGURE 3:1.
MONTHLY PATROL CAR KILOMETRES BEFORE AND AFTER ICP.

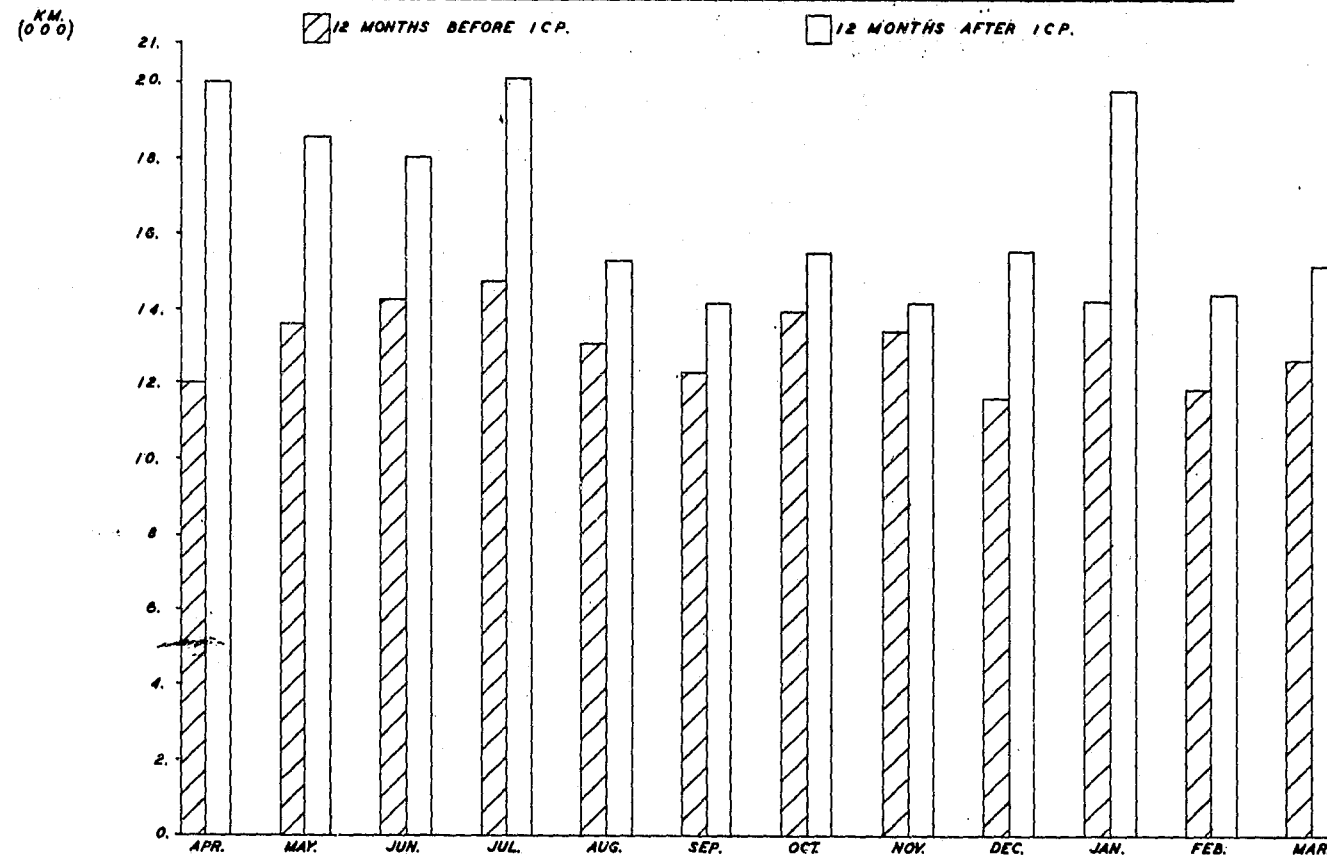
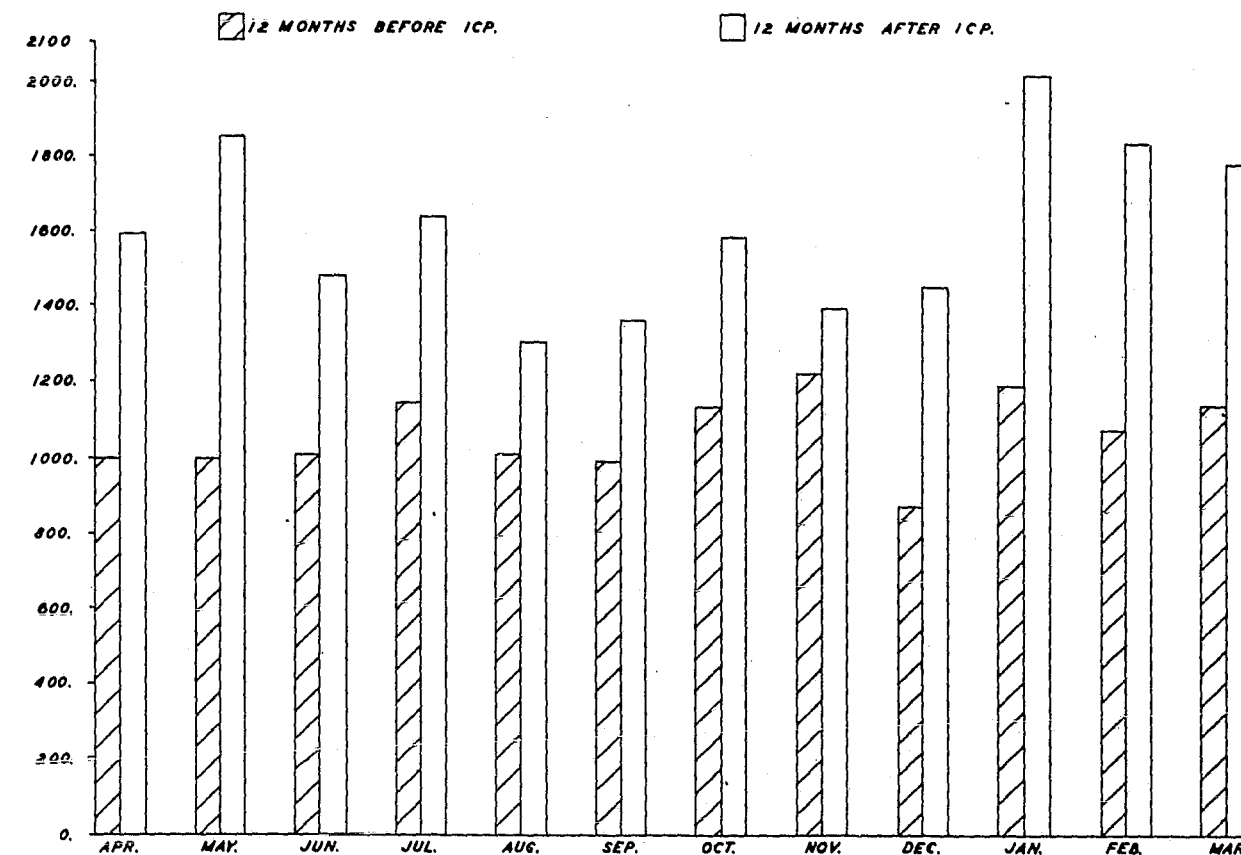


FIGURE 3:2.
MONTHLY NUMBER OF PERSONS SPOKEN TO BY PATROL CREWS BEFORE AND AFTER ICP.



Contacts by foot patrols and files and inquiries officers have not been included. The incidence of persons spoken to by patrol car crews was significantly related to patrol kilometres in both years studied (Table 3:1). The greatest increases before and after Integrated Community Policing occurred during May (82%), December (70.1%), February (69.4%) and January (65.7%). The least change occurred in November (12.4%) (Figure 3:2).

Traffic Offences

The number of traffic offences detected as recorded on patrol crew running sheets increased by 50% during Integrated Community Policing (Table 3:2). In the 12 months before the scheme, the figure was very significantly related to the number of persons arrested, possibly a reflection of enforcement of the drink-driving laws (Table 3:1).

A statistically significant correlation between traffic offences and patrol kilometres did not occur in either year studied. This was surprising in view of the small amount of inconvenience associated with issuing a Traffic Infringement Notice and the widespread belief that driving standards in Victoria were poor. The explanation is probably found in police attitudes. Many patrol officers justify reluctance to strictly enforce the traffic laws on the grounds that potential jurors or witnesses to crime may be alienated. More than half the members surveyed (Appendix "C") particularly those in Prahran for 12 months or more, thought that police should not be directly responsible for traffic law enforcement (Table 3:3).

The number of traffic offences detected during Integrated Community Policing, while considerable (1,139), averaged less than 100 offences per month. They were particularly influenced by special traffic efforts or offenders charged with multiple offences. Greatest increases before and after the scheme occurred in December (213.8%) and October (188.3%) (Figure 3:5 (A)). The 19.2% decrease in April, the first month of the system probably resulted from "settling in"

TABLE 3:3

ATTITUDE TOWARDS POLICE NOT BEING DIRECTLY RESPONSIBLE FOR TRAFFIC LAW ENFORCEMENT BY RANK AND SERVICE IN PRAHRAN

	Overall (n = 55) %	RANK*		SERVICE IN PRAHRAN	
		S-Officer (n = 16) %	Constable (n = 39) %	1 Year+ (n = 30) %	2 Years+ (n = 20) %
Strongly agree	36.4	31.3	38.5	40.0	45.0
Agree	29.1	31.3	28.2	33.3	30.0
Undecided	3.6	-	5.1	6.7	10.0
Disagree	21.8	25.0	20.5	13.3	15.0
Strongly disagree	9.1	12.4	7.7	6.7	-
	100.0	100.0	100.0	100.0	100.0

* $\chi^2 = 0.78, 4 df, p = 0.95$ - not significant

problems associated with the integration of the staffs of the three stations.² Observation of a peak hour "no right turn" sign following a complaint, resulted in the issue of 63 Traffic Infringement Notices over ten days in October. The December increase was more closely related to the unusually small number of offences (29) detected in the December before Integrated Community Policing.

Calls Received

Radio calls received by patrol car crews in Prahran increased by over 2,000 (19.7%) during Integrated Community Policing (Table 3:2). Increases were greatest during January (38.3%) and March (34.9%) and least in June, when there were only 2 more calls than in the previous year (Figure 3:3). Surprisingly, the incidence of calls received was not significantly related to any other measures in the 12 months before the scheme, and only to arrests made and (as noted before) cars recovered, in the 12 months of the evaluation (Table 3:1). The number of calls received increased consistently after the first three months of the project and in part the figures probably reflected a growing expertise with portable radios and reception improvements such as those provided by the base station at Airlie College, South Yarra.

Persons Arrested

The number of persons arrested by the crews of patrol cars in Prahran increased by 244 (27.3%), during Integrated Community Policing (Table 3:2). The figure comprised a variety of offences and was small enough to be influenced by special efforts, but these did not occur. The months in which greatest increases occurred were September (+109.7%) and February (+71.2%). In three months (May - 5.3%, June and October - both -10%), the number of arrests during the scheme was less than for the equivalent period in the previous year (Figure 3:5(b)).

² see pp 81-86 above

FIGURE 3.3.
MONTHLY CALLS RECEIVED BY PRAHRAN PATROL CARS BEFORE AND AFTER I.C.P.

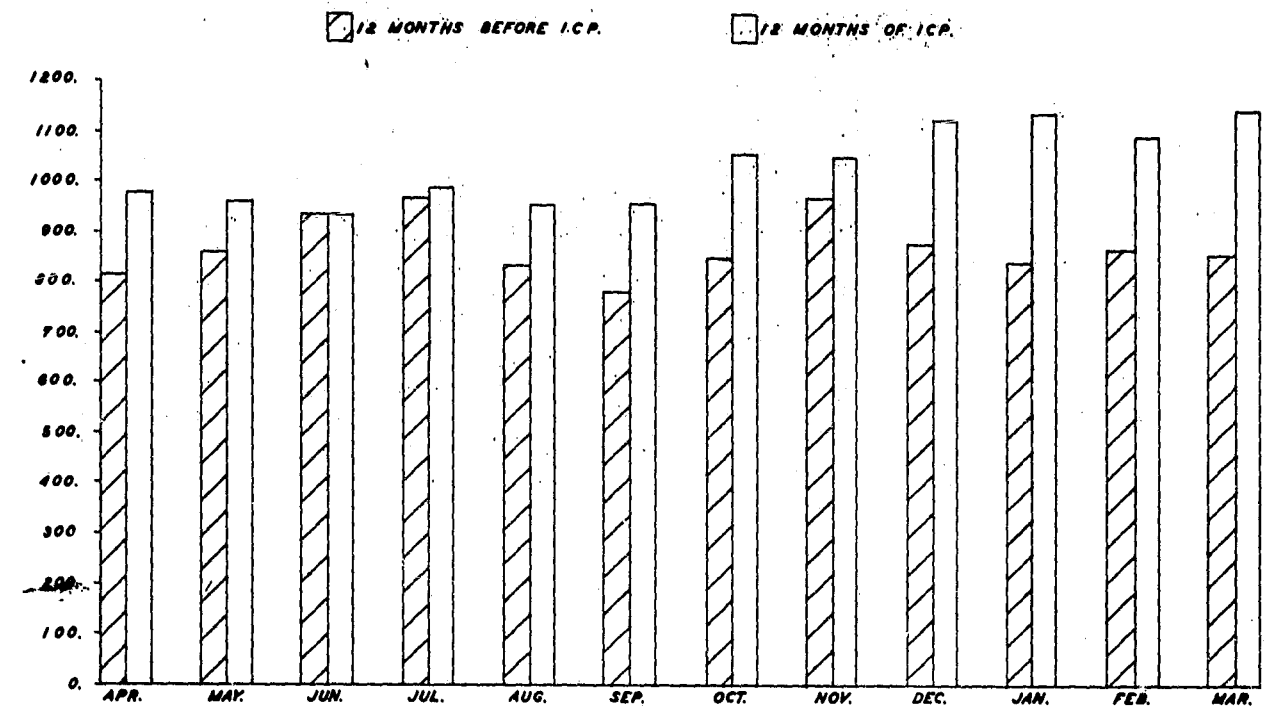


FIGURE 3.4.
MONTHLY CAR CHECKS MADE BY PRAHRAN PATROL CARS BEFORE AND AFTER I.C.P.

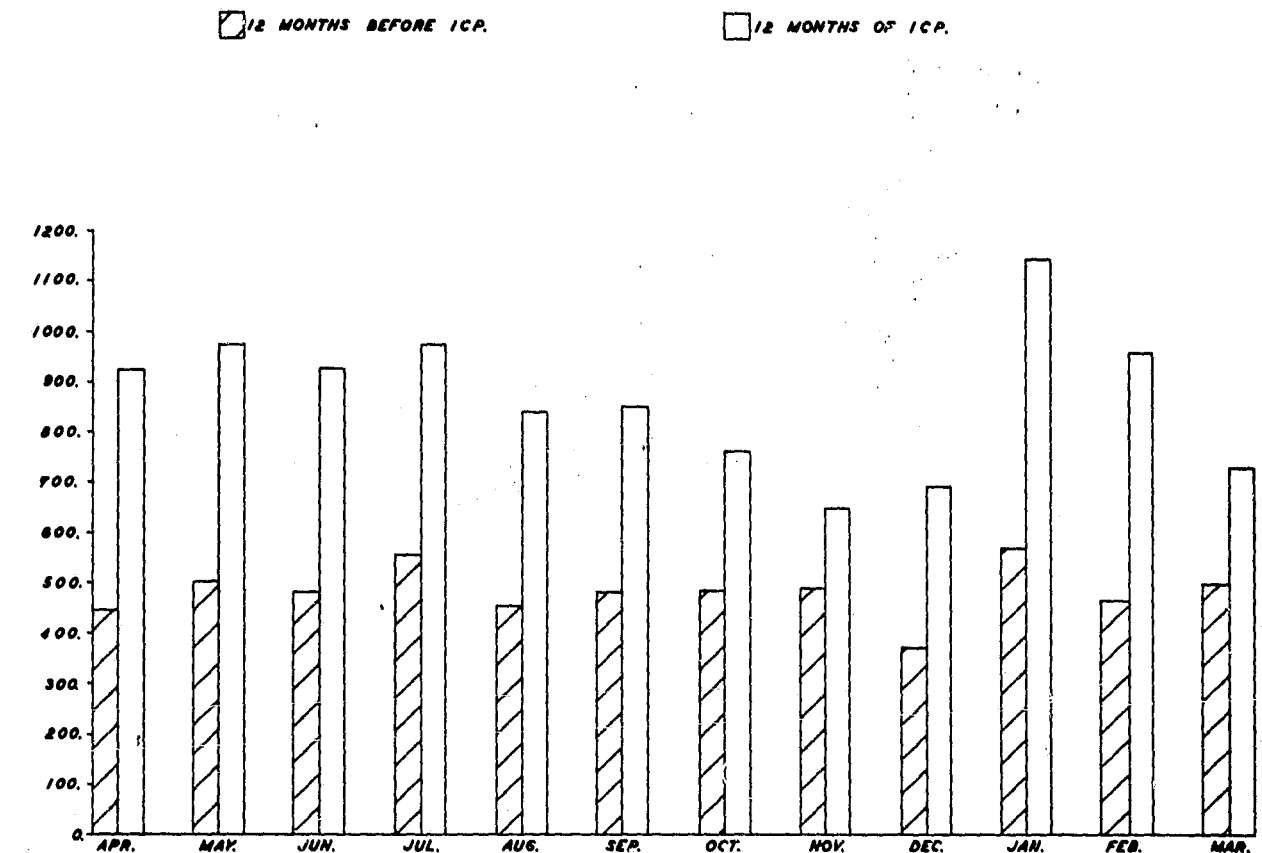
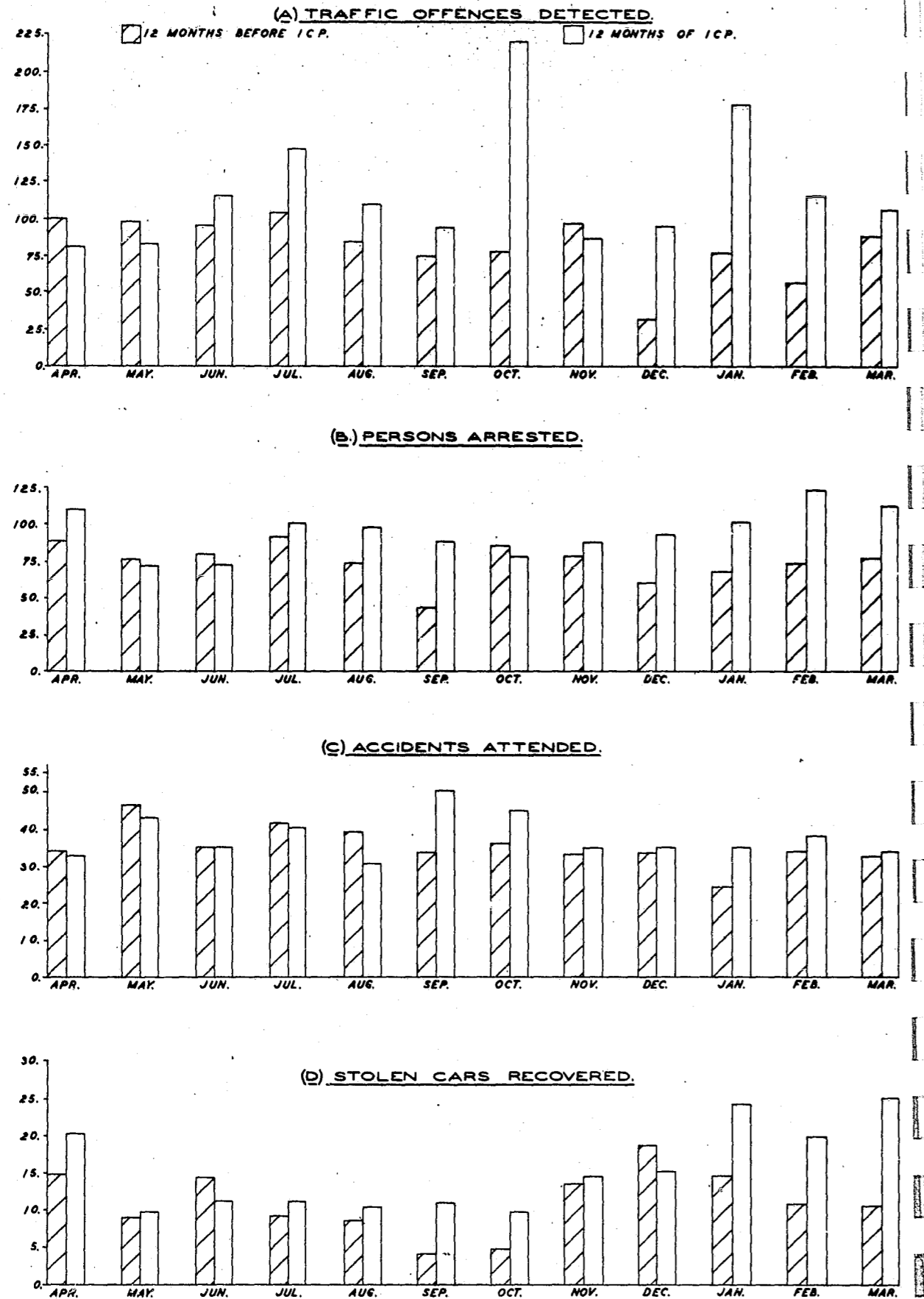


FIGURE 3.5
MONTHLY ACTIVITY OF PRAHRAN PATROL CARS BEFORE AND AFTER ICP.



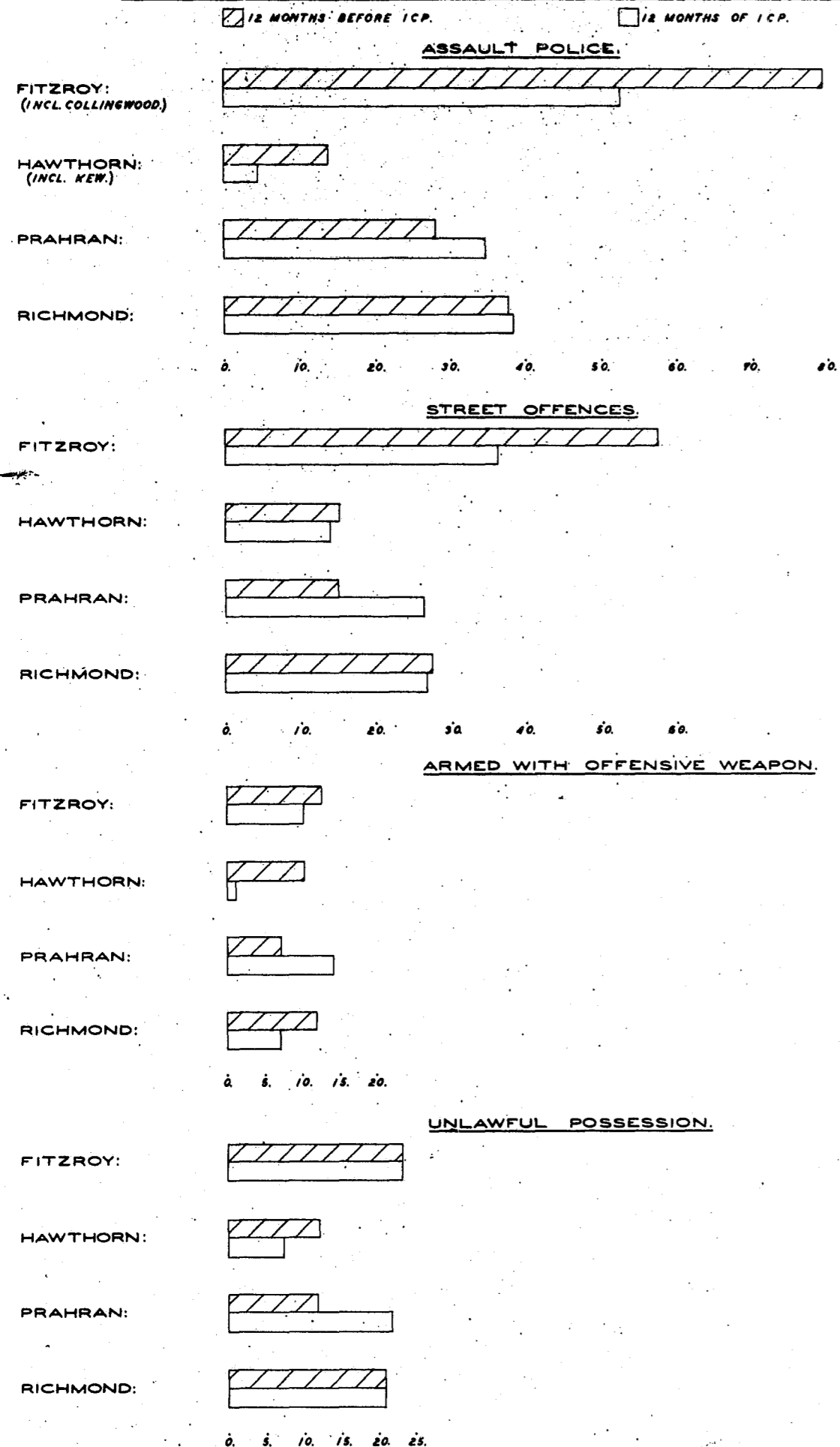
During Integrated Community Policing, the number of arrests was significantly related to calls received. In the previous 12 months, a stronger relationship existed between arrests and traffic offences, as already noted this may reflect the enforcement of drink-driving laws and people arrested for exceeding .05% blood alcohol being counted in each statistic. The lack of a significant relationship between arrests and car checks or kilometres travelled might result from factors such as the incidence of multiple arrests, types of offence and, on occasions, "assist" situations in which more than one car crew might record the same arrest (Table 3:1). The danger of this last occurring deliberately was greatest when administrators regarded the number of arrests made as the primary indicator of a crew's efficiency, but was probably not the case at Prahran.

The lack of a significant relationship between persons arrested and kilometres travelled was surprising because police initiated "on view" arrests were a feature of uniform patrol work. People were usually detained for these offences through proactive police work and not as a result of public complaint. The offences were characterised, therefore, by a 100% clearance rate and, while including possession of suspect property, encompassed "street" offences or offences against public order such as offensive behaviour and indecent language. The close relationship between arrests for these offences and patrol work, meant that, if Integrated Community Policing really increased patrol activity, the number of these offences should have increased.

Information Bureau figures were obtained for four types of "on view" offence, assault police, street offences (excluding drunk and disorderly offences which are not recorded) found armed with an offensive weapon and unlawful possession (of property reasonably suspected of being unlawfully obtained). The figures were for all persons arrested in "I" District and included arrests made by all police. The trend, however, was clear. During Integrated Community Policing, arrests for these offences increased between 25% and 100% in Prahran; but decreased or remained the same in each of the other three Divisions, Fitzroy, Hawthorn and Richmond (Figure 3:6).

FIGURE 3:6

NUMBER OF 'ON VIEW' ARRESTS IN DISTRICT BEFORE AND AFTER I.C.P.



Assault police offences decreased 71.4% in Hawthorn and 33.7% in Fitzroy while increasing 2.6% in Richmond and 25% in Prahran. Street offences decreased by 36.2% in Fitzroy, 6.7% in Hawthorn and 3.6% in Richmond, yet increased by 80% at Prahran. The number of offensive weapon arrests dropped by 90% at Hawthorn, 41.7% in Richmond and 16.7% at Fitzroy; but doubled in Prahran. The number of unlawful possession offences in Hawthorn decreased 41.7%, remained the same in Fitzroy and Richmond, but increased by 83.3% in Prahran.

Accidents Attended

The number of accidents attended by uniform patrol car crews in Prahran increased by 33 (7.8%) during Integrated Community Policing, the smallest change in patrol activity measures (Table 3:2). It was also the only patrol activity not significantly correlated to any other patrol activity both before and after the scheme (Table 3:1). This factor reflected the small influence police initiatives have on the measure. During the first five months of Integrated Community Policing the monthly number of accidents did not exceed the figure for the previous 12 months. The remainder of the evaluation period contained relatively small increases except for January (56.5%) and September (52.9%) (Table 3:5 (c)).

Summary

This examination of patrol car running sheet returns for the assessment period and the 12 months preceding it, established that overall patrol activity increased very considerably during the first 12 months of Integrated Community Policing. The extent of these increases, not surprisingly, varied according to the degree to which they were 'police initiated'. If the operational hypothesis was correct, there was sufficient change in patrol activity to anticipate related changes in the level of crime in Prahran, in indicators of public confidence in the police and in community feelings of security.

CHAPTER FOUR

CRIME IN PRAHRAN

Introduction

Police preventive patrol has five basic goals:

- (1) deterrence of crime;
 - (2) apprehension of criminal offenders;
 - (3) satisfaction of public demands for non-crime related services;
 - (4) maintenance of a sense of community security and confidence in the police;
 - and (5) recovery of stolen goods.
- Integrated Community Policing was associated with a considerable increase in police activity including persons arrested (Chapter 3). Equally important to its assessment was its overall impact on the Prahran crime rate.

Crime may become known to the police in three ways. Firstly, a complainant may report an offence. Secondly, the police may witness the offence or detain an offender before the offence has been reported. Thirdly, a person being interviewed may admit to the commission of an offence which has not been reported. A Criminal Offence and Modus Operandi Report is completed in each case and the offence is officially recorded.

Reported crime is the most frequently used measure of the effectiveness of police operations, often in combination with figures of the number of persons arrested for particular types of offences.

Reported crime obviously cannot include crimes which do not come to police notice. Similarly there is no way to measure the number of crimes actually deterred by police patrol. Some offences, such as theft of motor cars, have a high reportability

rate whilst others, such as rape, are reported much less frequently relative to their incidence in the community. Some offences, by their very nature, are almost invariably recorded after an offender has become known and are identifiable by their almost perfect "clearance" rate. Many street offences, unlawful possession and handling stolen property are crimes of this nature. "Clearance rate" is the proportion of crime 'solved' by investigation or otherwise. Crime statistics, of course, are affected by misreporting or by 'writing crimes off' against known offenders or by reducing them in seriousness.¹ The increasing accessibility of and public confidence in the police, may actually result in greater reporting of crime which otherwise might not be recorded. These influences should be taken into account in assessing the reliability and validity of crime figures. The multifactor assessment, the period of the study and the use of measures other than clearance rates were designed to increase the accuracy of the Prahran evaluation.

Patrol Preventable Crime

The concept of "patrol preventable" crime, similarly to Integrated Community Policing, was found on the belief that a visible police presence deterred crime by making it more difficult, increasing the time and effort required for its commission and heightening offender's sense of vulnerability. Offences which were committed in public or involved an observable escape route, could be regarded as "patrol preventable" in this sense, although it would be unrealistic to imagine that all such crime could be prevented by police action.

A broad range of 12 crimes were classified as "patrol preventable" for the purposes of this study. Proportionate changes in their incidence in "I" District during Integrated Community Policing compared with the preceding 12 months are contained in Table 4:1. The overall reduction in the greatest number of offence

¹ see, for example, SKOGAN: Wesley G., "Measurement Problems in Official and Survey Crime Rates", *Journal of Criminal Justice* (1975) 17-32.

TABLE 4:1

CHANGE IN "I" DISTRICT REPORTED CRIME IN THE 12 MONTHS FOLLOWING
INTEGRATED COMMUNITY POLICING AND IN VICTORIA BETWEEN 1977 AND 1978

	<u>Prahran</u>	<u>Hawthorn</u>	<u>Richmond</u>	<u>Fitzroy</u>	<u>Victoria⁴</u>
	%	%	%	%	%
Armed Robbery ¹	+16.7	-35.7	-44.0	+138.5	+ 8.4
Assault and Robbery	+ 8.7	-11.1	+56.3	+ 4.7	+15.4
Burglary (House)	+47.4	+35.9	+36.0	+ 31.8	+25.5
Burglary (Other)	-24.7	+ 4.5	+ 1.7	+ 10.0	+15.1
Theft from Person	-15.0	- 6.2	- 9.5	+ 34.3	+ 1.8
Theft from Clothesline	- 2.2	+14.0	-12.0	+ 17.2	- 1.8
Shopstealing	- 1.6	+ 3.6	+29.5	+ 13.6	+18.1
Theft of bicycle	- 5.6	+ 4.5	-41.9	- 26.3	- 2.0
Theft of motor vehicles	- 0.6	+13.8	-33.7	- 12.6	+ 2.5
Theft from vehicle	+ 5.4	+12.9	-24.7	+ 13.4	+19.2
Tamper with motor car	-46.7	-33.8	-65.0	- 25.3	+24.1
ABH ² on civilian	- 3.4	+16.7	-25.0	+ 20.7	+30.6
Other assault on civ. ³	- 6.2	+16.4	+19.8	+ 37.0	+10.9
Wilful exposure	-21.4	+55.3	-36.0	+ 20.0	+ 7.9

1 includes with a firearm or other offensive weapon.

2 ABH - includes grievous bodily harm

3 includes assault with a weapon, assault by kicking, unlawful assault

4 nearest comparable period - see Statistical Review of Crime, 1977, 1978

categories, occurred at Prahran (10), followed by Richmond (8), Hawthorn (4) and Fitzroy (3). Prahran had the greatest decrease in four offences - burglary (not dwellings), theft from the person without violence, shopstealing, and assault on civilians. It had the second highest decrease in five other categories - theft from clotheslines, theft from vehicles, tamper with a motor car, actual bodily harm on civilians and wilful exposure. The figures were collated six months after the evaluation period from crime reports received at the Statistics Section of the Information Bureau.

Burglary

Burglary, after theft, is the most frequent offence in Victoria. In "I" District, during the two year period April 1977 to March 1979, 10,360 burglaries were recorded, 3,438 (33%) occurring in Prahran (Table 4:2) Two in three of these were house burglaries, often a particularly frightening experience for residents, especially women. By comparison, there were 120 armed robberies, 237 robberies and 2,565 motor vehicle thefts during the same period.

TABLE 4:2

"I" DISTRICT BURGLARIES OVER 2 YEARS

<u>Division</u>		<u>Dwelling</u>		<u>Other</u>		<u>Total</u>	
		No.	%	No.	%	No.	%
<i>Prahran</i>	No.	2,293	66.7	1,145	33.3	3,438	100
	%	36.8		27.8		33.2	
<i>Hawthorn</i>	No.	1,781	65.3	947	34.7	3,728	100
	%	28.5		23.0		26.3	
<i>Richmond</i>	No.	833	49.4	854	50.6	1,687	100
	%	13.3		20.7		16.3	
<i>Fitzroy</i>	No.	1,333	53.2	1,174	46.8	2,507	100
	%	21.4		28.5		24.2	
<i>Total</i>	No.	6,240	60.2	4,120	39.8	10,360	
	%	100		100		100	

Integrated Community Policing was associated with an increase in the overall burglary rate of 17.7%, the same as Richmond (17.6%) and lower than the increases at Fitzroy (21.4%) and Hawthorn (24.4%). Figures for the nearest equivalent period 1977 and 1978, indicated 1978 Statewide increases of 20% in the total number of burglaries, 25.5% in the number of house burglaries and 15.1% in the number of non-dwelling burglaries.² Each "I" District Division suffered increased house burglaries well above the State average (25.5%). Prahran had the highest rise (47.4%) followed by Richmond (36%), Hawthorn (35.9%) and Fitzroy (31.8%).

The very considerable increase in house burglaries at Prahran during the period of intensified visible patrol activity clearly indicated that preventive patrol probably has little impact on house burglars and that the offence should not be regarded as "patrol preventable". This view has considerable support overseas.³ Logically, if the deterrent effect of patrol decreases as the amount of time declines that the offender can be seen to be in the act of committing crime, the house burglary is seldom patrol preventable. The offence was most often committed in very private places. Frequently, particularly where children committed the offence, money was the object and, where taken, was easily carried and difficult to identify. Overall, the chances of surprising a house burglar in the act were very small and depended very much on his being surprised by the occupier or seen by neighbours.

2 Victoria Police *Statistical Review of Crime 1977, 1978*

3 SCHELL: Theodore, Don OVERLEY, Stephen SCHACK and Lucy STABILE *National Evaluation Program-Traditional Preventive Patrol* National Institute of Law Enforcement and Criminal Justice, Washington D.C. 1976 7

Prahran and Hawthorn each had many blocks of flats, relatively deserted during the day, in which stair wells provided excellent cover for burglars. On a number of occasions at Prahran, a number of separate flats in the one block were entered by the same offender, each recorded as a distinct offence. In Toorak, residents' relative affluence provided attractive targets for burglars. In many instances, ideal cover was provided by high fences and heavy shrubbery.

These aspects can only explain why house burglars operated in Prahran, they do not account for the increased burglary rate because substantially the same conditions applied during the previous year when figures were much lower. Part may be accounted for by an increase in drug offenders committing burglaries to support their habits. Addicts were, in fact, arrested for house burglaries on several occasions. Offence displacement may also have occurred, particularly having regard to the reduction in non-dwelling burglaries (-24.7%). These burglaries were most often committed against business premises outside business hours, the very time when the visibility of patrol police and the probability of being the subject of a routine check, were greatest. (Figure 6:4) Offenders may have been diverted to daylight house burglaries where the busier streets provided a high degree of anonymity and the police response was slower (Table 7:13).

Patrol police received information about house burglaries from the local Criminal Investigation Branch, the Station's Crime Collator, section briefings and, of course, were well aware that they were attending a large number of burglaries. The problem, therefore, was not lack of information, nor was it the visibility of the patrol cars. A number of special plain clothes patrols, including a joint operation with women police and using bicycles and other disguises, had no greater success against house burglars than patrol car crews.

If, at present, police patrols have only limited impact on house burglars, the chances of success might lie in other directions such as public information and crime prevention campaigns, similar to 'neighbourhood watch' programs. Crime reports clearly should be computerised so that patterns of burglaries (and other offences) can be quickly obtained and accurate records maintained of offences committed in various geographical areas. This very basic information is not available at the Crime Statistics Section which uses a manual system, and often is beyond the analytical capacity of local Criminal Investigation Branches. The Prahran result emphasises the importance of empowering police to require a person believed able to assist in police inquiries to identify himself. The anonymity of the busy street is the house breakers greatest ally. More realistic caseloads for Detectives and more comprehensive burglary scene examinations which are also indicated, will be discussed in Chapter 9. The average response time for Prahran units to answer an urgent call (10 minutes) clearly must be improved if many disturbed offenders are to be arrested. The present ratio between police cars and sworn personnel (1:4.9) is the worst in Australia. Recent increases, mainly in four cylinder cars, have not improved the patrol capability of the Force, where additional vehicles are urgently needed.

The most notorious offence which occurred in Prahran during Integrated Community Policing was also one of Australia's largest burglaries. The offence was committed in Caroline Street, South Yarra at New Year, when the Joseph Brown Gallery, part of a house, was entered and 92 paintings valued at about \$620,000 were stolen. They included a number of works of National importance. Entry was gained by forcing a door after neutralising an alarm. About eight months later, most of the paintings were recovered in storage following the arrest of two offenders in Sydney. The limits of uniform patrol in deterring the professional criminal, was indicated by the scope of that operation.

Many other burglaries involved very valuable property or large sums of money. During the second month of Integrated Community Policing thieves drilled a Toorak wall safe and stole

jewellery valued at \$100,000. The following month, a floor safe in a Toorak house yielded jewellery and cash valued at \$50,000. Another Toorak house was broken into and \$1,000 in cash and jewellery worth \$21,600 taken. At Christmas, an East Prahran house was the scene of a \$26,000 jewellery and furniture burglary. A month later, jewellery, fur coats and antique silverware valued at \$150,000 were stolen from an Armadale House. During February, a coin collection valued at \$72,000 was among property stolen from another Armadale house.

Integrated Community Policing was accompanied by a 25% decrease in the number of non-residential burglaries. These dropped from 653 in the twelve months before Integrated Community Policing, to 492 in the year following its introduction. A similar decrease did not occur in the other "I" District Divisions or in Victoria for the nearest equivalent period.

Non-residential burglaries involving considerable property committed during Integrated Community Policing included offences committed on a Toorak menswear shop (\$50,000), two Toorak jewellers (\$25,000 and \$40,000 each), a Toorak carpet dealer (\$40,000) a Chapel Street, Windsor jeweller (\$25,000) and a Prahran menswear shop (\$30,000).

Armed Robbery and Robbery

Integrated Community Policing was matched by increases of 16.7% in armed robbery and 8.7% in robbery offences. The former, although twice the State average represented an actual increase from 18 to 21 armed robbery offences. Assault and robbery offences increased by 2. A number of armed robbery offences were committed on an all night chemist at Prahran where drugs were the objective. That pharmacy provided a 24 - hour service for a considerable area and was situated at the intersection of two major roads, providing ideal escape routes.

At 2305 hours (11.05 p.m.) in July, the pharmacy was held up by an offender armed with a sawn-off .22 rifle and \$50 and a

quantity of drugs taken. At 1615 hours (4.15 p.m.), nearly three weeks later, the same chemist was held up in a similar manner and drugs taken. He was also held up a month later by a man who stole \$50 and a quantity of drugs after holding a female "customer" at knife point. Prahran uniform police were quickly at the scene and arrested the offender in a nearby garden. Later, the "customer" proved to be an accomplice and was arrested. The incident became news (and case law) when, in sentencing both to two years jail, the trial judge directed that the offence was one of theft and not armed robbery.

Patrol car crews from Prahran also made a quick arrest at 0340 hours (3.40 a.m.) two months later when the pharmacy was held up by a man pretending to be armed.

Other chemists were also held up. At 1210 hours (12.10 p.m.) on an August Thursday, an offender armed with a knife, stole \$40 and drugs from a Chapel Street chemist. Four weeks later a similar offence at a High Street pharmacy at 1440 hours (2.40 p.m.) netted the offender \$200 and a quantity of drugs. Seven days later, at 1057 hours (10.57 a.m.) on a busy Saturday morning, a man armed with a knife held up a Chapel Street pharmacy, stole drugs and took two hostages a short distance to facilitate his escape. Some weeks later, a 25 year old Windsor man was charged with these three offences as a result of information given to uniform police from Prahran who attended a call to a domestic dispute.

An offender armed with a sawn-off shotgun held up a High Street pharmacy at 1350 hours (1.50 p.m.) on a Thursday in October and escaped with a quantity of drugs.

At least six other offences seemed to be connected with the drug scene. During May, two offenders armed with a knife and a spanner forced their way into a South Yarra flat at night, tied up a man and robbed him of \$600. Two weeks later, again at night,

four offenders armed with bars, bricks and with an alsatian dog demanded money and drugs from three occupants of a flat in Toorak. They took \$890 in cash. At 0600 hours (6.00 a.m.) on a July Sunday, women in a Prahran flat were woken by two men armed with a knife and demanding drugs and money.

A similar robbery two months later by three men with a rifle and a knife netted the offenders \$1,000 and property to the value of \$3,000. Two men aged 23 and 22 and an 18 year old girl were later arrested. Three offenders gained \$362 at a similar robbery, in December, at the house of a known drug offender. At Armadale, during March, \$1,000 and drugs were taken by two offenders armed with a rifle.

Three weeks after Integrated Community Policing, a businessman on his way to a night safe was robbed at knife point of nearly \$2,000 by a lone offender. In January, the South Yarra T.A.B. was held up and robbed of \$6,000 by two men armed with a gun. Two months later a man, who held up a restaurant with an imitation firearm, was quickly arrested by off duty police in the vicinity. A similar offender, two days previously, had also been arrested after being overpowered by the victim.

The armed robbery involving the largest amount of money occurred at 1100 hours (11.00 a.m.) on a March Thursday, two days before the completion of the assessment period. Two offenders armed with guns held up the Toorak Branch of the National Bank and escaped with \$31,869.16.

The most serious offence during Integrated Community Policing occurred at a Tattersall's Agency in Chapel Street, Prahran, at 1440 hours (2.40 p.m.) on a September Thursday. A lone, youthful, offender armed with a sawn-off shotgun murdered the shop assistant when she hesitated in complying with his demands for money. The case remains unsolved.

In separate incidents on a Thursday evening in October two 20 year old girls were confronted by a man armed with a knife who demanded money and, on one occasion, obtained \$20.

The most serious assault and robberies included an attack on a railway employee at Hawksburn railway station which netted the offender \$1,640, an attack on a taxi driver who was clubbed unconscious and robbed of \$120 by a fare picked up at St. Kilda and an attack on a Prahran shop proprietor robbed of \$880 after being struck on the head from behind.

Other Crime

Overall, proportionate increases in offences of theft from the person, theft from vehicles, assault on civilians and obscene exposure committed in Prahran during the 12 months of Integrated Community Policing were well below the State increases for the nearest equivalent period (Table 4:1).

Shopstealing offences in Victoria increased by 18% in 1978 when compared with the 1977 figure. In Prahran, Integrated Community Policing was marked by an actual decrease in these offences. The comparison Divisions, Hawthorn, Richmond and Fitzroy recorded increases more closely reflecting the State figure.

Six rape offences were recorded in Prahran during Integrated Community Policing, the same as for the preceding 12 months. Some burglary offences appeared to have sexual objectives, particularly a number committed in Windsor shortly after the scheme commenced. At 0200 hours (2.00 a.m.) on an April morning, an 83 year old woman disturbed a male intruder in her flat. Two days later a woman struggled with an intruder in her Windsor flat. Four mornings later, a woman who lived in a nearby flat was raped by an intruder. Police and Detectives kept the vicinity under surveillance and, several nights later, disturbed a suspect in the yard of nearby flats. He narrowly escaped, but the offences were not repeated.

During May, three men who abducted a woman in High Street, Prahran, took her to Fitzroy where she was raped. A 37 year old man was arrested after attempting to rape a woman in the street on a February evening. Just before the assessment period concluded, a woman dragged from a phone box near Hawksburn railway station during the night was raped by two men.

Other noteworthy offences during Integrated Community Policing included a gelignite attack on a Greek fun parlour which resulted in \$5,000 worth of property damage, the shotgun wounding of the proprietor of a Greek cabaret by a person whom he had previously removed from the premises, and the almost fatal wounding of a notorious criminal who was shot 3 times in the back with a shotgun as he used a telephone in a South Yarra motel.

Summary

A broad range of 'patrol preventable' crimes were examined to find out whether the increased patrol activity in Prahran, noted in Chapter 3, was associated with a reduction in crime. 'Patrol preventable' crimes were those committed overtly or in public such as theft of and from motor cars, theft from the person and some robberies. The selection for this Chapter was broader in order to encompass all the possibilities. The analysis showed that the number of certain offences in Prahran decreased considerably. These included burglary (other than from houses), theft from the person, bicycle theft, some assaults and tampering with motor cars. House burglaries showed a considerable increase, probably an indication that the offence was not strictly 'patrol preventable' but possibly influenced by a displacement effect on offenders who might, other than for the level of patrol, have burgled non-residential premises. During the assessment period the number of armed robberies in Prahran increased by three and assault and robbery by two. In comparison with other areas of "I" District, overall, Prahran, despite a very high level of commercial activity, showed the most improvement in the crime rate.

CHAPTER FIVE

BUSINESS SAFETY IN PRAHRAN

Introduction

Prahran has a highly developed business community resulting from the historical development of the City as one of Melbourne's first suburbs; its proximity to the Central Business District, superior public transport and relative affluence of many residents. Retail rents and rates are also lower than surrounding areas particularly the Central Business District. Chapel Street is a two mile corridor of retail outlets. Toorak Road contains two shopping areas and an unusually high number of "exclusive" businesses. Shopping developments continue to be built; most recently the conversion of a large jam factory to a multi-facility shopping centre. A report in "The Age" of January 12, 1980, described the City's activity :-

"Commercially, business is booming ... At one end (of Chapel Street) from Toorak to Malvern Roads, is boutique land ... a strip of high-class, high-cost shops selling clothes, antiques, jewellery and more clothes ... The middle section ... is fancy too, but seems to take itself less seriously. There's a distinctly cosmopolitan air. The bottom part ... is where life's business is conducted ... Virtually nothing available in the Central Business District can't be bought here - or if not here, specifically, then in one of Prahran's other main shopping areas ..."

This level of commercial activity can attract crime by providing worthwhile targets that outweigh the risks involved in criminal activity. Business people in Prahran have a vested interest in an efficient and effective local police. The level of their confidence should be reflected in a ready flow of relevant information between both groups. Shop-keepers and their staffs often have the first opportunity to see criminal activity in the making as targets are reconnoitred and plans made. The reality of crime calls for their continuing alertness. A principal objective of Integrated

Community Policing was to develop crime resistance in the community and increase feelings of security. A crucial aspect, therefore, was to obtain the opinions of Prahran business people, professionals and residents about public safety, police patrol and related issues. Because it aimed for objective, comparative information before and after the scheme, the survey of business people and professionals was a particularly important part of the assessment.¹

The Sample

The names of 291 business people were randomly obtained from "after hours" cards held at Prahran, Toorak and South Yarra police stations. The names of 19 professional people, solicitors and medical practitioners, were obtained randomly from the Melbourne Telephone Directory.

A short questionnaire, an explanatory letter and Business Reply envelope were mailed to the 310 selected business people in March 1978, before Integrated Community Policing commenced. Replies were received from 208 respondents (67.1%). Five questionnaires (1.6%) were returned "unclaimed" by Australia Post (Appendix "E").

The 208 respondents were forwarded a similar questionnaire in April 1979 after the Integrated Community Policing evaluation period (Appendix "E"). One hundred and forty-three (68.7%) replied. Fourteen questionnaires (6.7%) were returned by Australia Post. The industries represented in each survey are listed in Table 5:1.

The average period of time during which the respondents operated their business in Prahran varied from 10 (first survey) to nearly 12 years (second survey), with a median of 5 (first survey) to 7 years (second survey) (Figure 5:1). The analysis of these matched replies provided the main basis of this Chapter and demonstrated the considerable impact of the policing scheme.

¹ Prahran residents were interviewed two months after the completion of the assessment period (Chapter 10)

TABLE 5:1

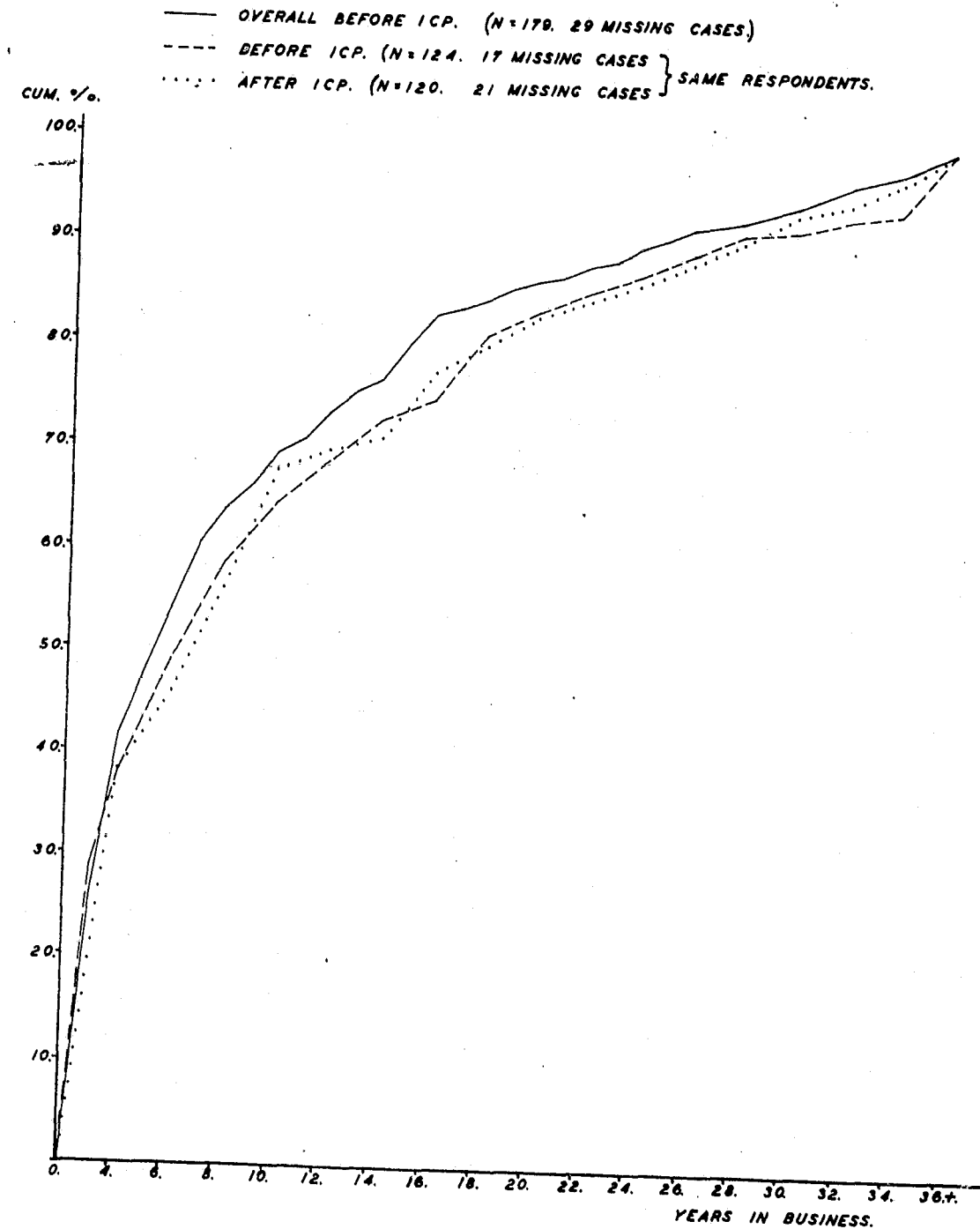
INDUSTRIES OF BUSINESS COMMUNITY SAMPLE

	Original Survey	Number Returned	
		Before I.C.P.	After I.C.P.
Bank	24	21	16
T.A.B.	7	6	4
Pharmacy	21	15	13
Hotel Keeper	10	8	5
Licensed Grocer	10	6	4
Antiques/Furniture/ Hardware	18	15	10
Shoe Shop	18	15	9
Miscellaneous Retail*	94	45	25
Jeweller	12	8	6
Estate Agent	12	10	9
Medical Clinic	10	8	6
Solicitor	9	7	6
Post Office	4	4	4
Manufacturer	26	17	13
Other**	35	23	13
	<u>310</u>	<u>208</u>	<u>143</u>

* Service station, Supermarket, Newsagent, Gift, Clothing Restaurant, Fruit, Department Store

** Various office managers, hairdressers, business suppliers, printers, railway employees, trades people, travel agents, car sales

FIGURE 5:1.
TIME BUSINESS CONDUCTED IN PRAHRAN.



Uniform policemen stationed at Prahran at the conclusion of the evaluation period also completed a questionnaire which contained a number of questions similar to those asked of business people (Appendix C). An informative comparison in attitudes and expectations was provided by the opinions of these 55 members, 20 of whom were stationed in the Prahran area during the two year period, 12 months before and after Integrated Community Policing.

Business Safety

Commercial respondents were asked three questions aimed at assessing their fear of business crime in Prahran. In each case, present safety, crime trends and relative safety, the introduction of Integrated Community Policing was associated with increased feelings of security.

Respondents firstly considered the safety of operating their business in Prahran. After Integrated Community Policing, 73.6% considered the area in "safe" terms compared with 65.4% before the innovation. This difference, while not statistically significant, represented an encouraging trend (Table 5:2).²

In both surveys, about 60% of bank officials surveyed considered Prahran a "reasonably safe" place to operate their business. Most T.A.B. managers (first survey 66.7%, after Integrated Community Policing 75%) thought Prahran a "reasonably dangerous" place. Three out of four jewellers in both surveys also placed Prahran in the "dangerous" categories. Manufacturers, on the other hand, in both surveys, almost unanimously indicated one of the three "safe" responses.

Prahran police were asked the same question after the evaluation period, and 87.2% considered the area as safe. The difference between their replies and those of business respondents to the second survey was not statistically significant ($\chi^2 = 7.04$, 4 df, $p = 0.2$). More specifically, Sub-Officers thought the area "reasonably safe" (81.3%) compared with 59% of Constables who were more likely to view

² see Table 10:4 for residents' opinions of the comparative safety of living in Prahran

the area as "just safe" (23.1% compared with 6.3% Sub-Officers). Police respondents stationed in Prahran for two years or more indicated similar overall responses to those of the total Prahran police sample.

A statistically very significant difference before and after the evaluation emerged when business respondents indicated business crime trends. Only 5.7% surveyed before the scheme considered crime trends were getting better. However after the 12 months of Integrated Community Policing, over four times as many (24.5%) thought this was the case. The overall proportion of non-committal replies remained the same, but many who previously saw crime worsening were now optimistic about the future (Table 5:3).³

Pharmacists, in particular, changed their attitudes about crime trends. Before Integrated Community Policing, about 60% thought the crime trend was getting either "a bit worse" (33.3%) or "much worse" (26.7%) compared with 18.2% who thought so after the 12 months, 36.4% thought the trend was "much" or "a bit" better. Similarly, the 36% of "other" retailers who thought the crime trend before Integrated Community Policing was worsening, halved to 18% after the assessment period. Most estate agents (60%), before Integrated Community Policing, were pessimistic, compared with only 11% after the program.

Many uniform police at Prahran (33.3%) were unable to express an opinion about business crime trends. Of the remainder, marginally more (26% compared with 22.3%) considered the trend was improving. Overall differences between police replies and those of civilians after Integrated Community Policing were statistically very significant ($\chi^2 = 17.6$, 5 df, $p < 0.01$). Only one of the 20 police respondents stationed in Prahran for more than 2 years, was unable to comment on the crime trend. Marginally more (35% compared to 30%) thought the trend was worsening.

³ see Table 10:7 for residents' opinions of crime trends

TABLE 5:2

SAFETY OF BUSINESS IN PRAHRAN

Considering business crime: operating a business here is :-	<u>Same Civilians*</u>		<u>Prahran Police</u>	<u>Overall Civilians</u>
	<u>Before ICP</u> (n = 140**)	<u>After ICP</u>	<u>After ICP</u> (n = 55)	<u>Before ICP</u> (n = 207**)
	%	%	%	%
Very safe	4.3	5.7	3.5	4.8
Reasonably safe	42.8	47.9	65.5	45.9
Just safe	17.9	20.0	18.2	18.8
Slightly dangerous	23.6	17.9	5.5	20.8
Reasonably dangerous	9.3	6.4	7.3	8.2
Very dangerous	2.1	2.1	-	1.5
	100.0	100.0	100.0	100.0

* $\chi^2 = 2.357, 5 \text{ df}, p = 0.9$ - not significant

** 1 unstated

TABLE 5:3

BUSINESS CRIME TRENDS IN PRAHRAN

Over the past year the situation of business crime is :-	Same Civilians*		Prahran Police	Overall Civilians
	Before ICP (n = 139**)	After ICP (n = 139**)	After ICP (n = 54***)	Before ICP (n = 206**)
	%	%	%	%
Getting much better	0.7	2.2	5.6	2.4
Getting somewhat better	5.0	22.3	20.4	5.8
Staying about the same	40.3	41.0	18.5	38.4
Getting a bit worse	25.2	12.9	20.4	24.3
Getting much worse	11.5	7.2	1.9	10.2
Unable to say	17.3	14.4	33.3	18.9
	100.0	100.0	100.0	100.0

* $\chi^2 = 23.368$, 5 df, $p < 0.001$ - highly significant

** 2 unstated

*** 1 unstated

When respondents indicated the relative safety of operating their business in Prahran as compared with similar Melbourne suburbs, 17.5% considered Prahran safer than average before Integrated Community Policing compared with 28.5% after the evaluation period. Although the overall differences were not statistically significant, the scheme was clearly associated with a more positive change in business people's attitudes (Table 5:4).⁴

Pharmacists were inclined to think Prahran riskier than average, 55% before Integrated Community Policing and 44.5% in the second survey. This result probably reflected concern about the number of armed robberies on local chemist shops, not the least because Prahran had the only 24 hour pharmacy for a considerable area.⁵ During the scheme, the pharmacy was held up four times; but arrests were made on three of these, twice by patrol car crews shortly after the offences. Shoe store operators also saw the City as "riskier" with 42.7% before and 66.7% after Integrated Community Policing. More jewellers thought Prahran riskier in the first survey, but that was after the murder of three jewellers at their offices at the Manchester Unity Building in the Central Business District.

Uniform police at Prahran, surveyed after Integrated Community Policing, were more evenly divided on the relative safety of that City. The difference, however, between their replies and those of civilians, was not statistically significant ($\chi^2 = 1.72, 3 \text{ df}, p = 0.7$). More Sub-Officers considered the City "a bit safer" than average (31.3%), while members in Prahran for two years or more tended to think of Prahran as "a bit more dangerous than average" (45%) rather than "safer than average" (35%).

Uniform Police Reputation and Strength

Business people overwhelmingly considered that the uniform police at Prahran enjoyed a good reputation with the business community both before and after the Integrated Community Policing evaluation period. Slightly more placed the reputation at the highest level

4. see Table 10:8 for residents' opinions about relative crime

5. see pp. 117-118 above

TABLE 5:4

RELATIVE SAFETY OF BUSINESS IN PRAHRAN

Compared with other areas of Melbourne as regards business crime, Prahran is :-	<u>Same Civilians*</u>		<u>Prahran Police</u>	<u>Overall Civilians</u>
	<u>Before ICP</u> (n = 137**)	<u>After ICP</u>	<u>After ICP</u> (n = 55)	<u>Before ICP</u> (n = 206***)
	%	%	%	%
Very much safer than average	2.9	4.4	7.3	4.8
A bit safer than average	14.6	24.1	20.0	18.4
About average	59.1	48.9	43.6	54.6
A bit more dangerous than average	18.3	19.7	29.1	18.4
Very much more dangerous than average	5.1	2.9	-	3.8
	<u>100.0</u>	<u>100.0</u>	<u>100.0</u>	<u>100.0</u>

* $\chi^2 = 5.81, 4 \text{ df}, p = 0.2$ - not significant

** 6 unstated

*** 2 unstated

"very good" (44.9%) after the 12 months than before (35.5%), but the differences were not statistically significant. Only one respondent in the first survey thought the police reputation "reasonably bad". He changed to "reasonably good" in the later survey (Table 5:5).⁶

Police respondents surveyed after the 12 months were generally unduly pessimistic about their reputation in the business community. Only 25% considered it would be "very good"; but, on the other hand, only one member thought it was in any way bad. The difference between police and civilians surveyed after Integrated Community Policing was statistically significant ($\chi^2 = 6.4$, 2 df, $p < 0.05$). Of members with over two years service in Prahran, only 15% believed the uniform police reputation was "very good". Most (80%) thought it was "reasonably good".

Business people and police gave their opinion about the number of uniformed police, other than Women Police and Crime Car members, stationed at Prahran. Slightly more civilians (17.5%) considered Prahran had about the right number of police after Integrated Community Policing than considered this to be the case before the new patrol scheme (12.4%). Overall difference between civilians were not statistically significant. On both surveys, many thought Prahran needed a "few more" members (Table 5:6).⁷

Respondents who considered Prahran unsafe and those who saw police in their neighbourhood less frequently tended to think more police were required. Before Integrated Community Policing, only 12 of the 46 respondents (26.1%) who considered Prahran needed a lot more police, saw police more than once a week compared with 21 (75%) of the 28 who thought Prahran had about the right number of police.

6 see Table 10:2 for residents' opinions of the reputation of police in Prahran

7 see Table 10:15 for residents' opinions of the number of police in Prahran

TABLE 5:5

REPUTATION OF UNIFORM POLICE IN PRAHRAN

Reputation is :-	<u>Same Civilians*</u>		<u>Prahran</u>	<u>Overall</u>
	<u>Before ICP</u>	<u>After ICP</u>	<u>Police</u>	<u>Civilians</u>
	(n = 138**)		After ICP	Before ICP
	%	%	(n = 55)	(n = 204***)
			%	%
Very good	35.5	44.9	25.5	42.1
Reasonably good	53.7	48.6	67.2	47.1
Slightly good	6.5	6.5	5.5	6.4
Slightly bad	3.6	-	-	3.9
Reasonably bad	0.7	-	-	0.5
Very bad	-	-	1.8	-
	<u>100.0</u>	<u>100.0</u>	<u>100.0</u>	<u>100.0</u>

* $\chi^2 = 4.87$, 3 df, $p = 0.2$ - not significant

** 5 un stated

*** 4 un stated

TABLE 5.6

OPINION OF PRAHRAN UNIFORM STRENGTH

As regards uniform Officers in Prahran, does Prahran :-	Same Civilians*		Prahran Police	Overall Civilians
	Before ICP (n = 137**)	After ICP	After ICP (n = 55)	Before ICP (n = 205***)
	%	%	%	%
Need a lot more	24.1	19.0	9.1	22.5
Need a few more	40.9	44.6	18.2	41.0
Have about right number	12.4	17.5	52.7	13.7
Have a few too many	0.7	0.7	26.4	0.5
Have far too many	-	-	3.6	-
Don't know	21.9	18.2	-	22.3
	100.0	100.0	100.0	100.0

* $\chi^2 = 2.69, 4 \text{ df}, p = 0.7$ - not significant

** 6 unstated

*** 3 unstated

The greatest difference of opinion between police and civilians occurred on their assessment of the adequacy of police strength. Excluding the 25 civilians who marked the "don't know" category (compared with no police), a statistically highly significant difference emerged between the overall replies of the two groups ($\chi^2 = 45.0$, 3 df, $p < 0.00001$). Over half the police respondents thought Prahran had "about the right number" of uniform police. More Constables (20%) than Sub-Officers (6%) believed Prahran had a "few too many" uniformed police. Many members stationed in Prahran for two years or more, thought the station had either "a few too many" (15%) or "far too many" (10%) members.

Police Presence

Business respondents were asked three questions aimed at measuring the effect, if any, of Integrated Community Policing on their perception of the police presence. A satisfying result occurred when they indicated the frequency with which they saw uniformed police in their neighbourhood. Where, in the first survey, slightly more than half (52.1%) saw police more than once a week, after the 12 months this proportion had risen to 68.6% and the overall differences were statistically significant (Table 5:7).⁸

Before Integrated Community Policing, higher proportions of T.A.B. managers (83.4%), hotel keepers (71.5%), licensed grocers (66.7%) and jewellers (62.5%) reported seeing uniform police more than once a week. After Integrated Community Policing this group was joined by most bank officials (75%), pharmacists (72.8%) and estate agents (88.8%).

Business respondents were also asked to assess the amount of time spent by uniform police in their neighbourhood patrolling both in cars and on foot. The analysis clearly showed that respondents considered these qualitatively different strategies. In the first survey before Integrated Community Policing, 62.4% of the 197 respondents considered police spent "a reasonable time" or better

⁸ see Table 10:14 for residents' perception of the police presence.

TABLE 5:7

PERCEPTION OF POLICE PRESENCE

Frequency with which uniform police seen in neighbourhood :-	Same Civilians*		Overall Before ICP (n = 206***)
	Before ICP (n = 140**)	After ICP	
	%	%	%
More than once a day	10.7	19.3	13.1
Once a day	10.7	19.3	11.2
More than once a week	30.7	30.0	30.6
About once a week	16.4	10.0	15.0
More than once a month	20.0	9.3	18.0
Less than once a month	7.9	7.9	8.7
Never	3.6	4.2	3.4
	100.0	100.0	100.0

* $\chi^2 = 13.48, 6 \text{ df}, p < 0.05$ - significant

** 1 unstated

*** 2 unstated

on car patrols compared with only 25% of the 200 respondents who expressed a similar opinion about police foot patrols.

Integrated Community Policing was not accompanied by a greatly increased awareness of police car patrols, at least in the business community. The marginal increase in respondents who believed police spent "a reasonable time" or better on this duty (66.2% after compared with 60% before) was not statistically significant (Table 5:8). The result probably reflected business people's high opinions of the efficacy of foot police in their neighbourhood. The view was shared by most of the sample of Prahran residents interviewed (Table 10:20).

In the first survey, before the scheme commenced, high proportions of T.A.B. managers (100%), hotel keepers (85.7%) and licensed grocers (100%) thought police spent "a reasonable time" or better on car patrol. After the 12 months evaluation period, similar proportions also occurred amongst bank officials (87.6%), pharmacists (83.3%) and estate agents (88.9%).

TABLE 5:8

PERCEPTION OF CAR PATROLS

Time uniform police spend patrolling in cars :-	Same Civilians*		Overall Before ICP (n = 197***)
	Before ICP (n = 130**)	After ICP	
	%	%	%
No time at all	2.3	1.5	2.0
Very little time	19.2	11.5	18.8
Little time	18.5	20.8	16.8
Reasonable time	47.7	50.8	49.2
Quite a bit of time	12.3	14.6	12.2
Very much time	-	0.8	1.0
	100.0	100.0	100.0

* $\chi^2 = 3.44, 4 \text{ df}, p = 0.5$ - not significant

** 13 unstated

*** 11 unstated

A primary goal of the Community Policing scheme was to develop a closer relationship between police and public. Foot patrols were emphasised and car crews used portable radios to maintain communications after they positioned their vehicles in shopping centres and patrolled on foot.

The scheme was associated with an encouraging and statistically quite significant change in the business respondents' awareness of foot patrol police. Prior to Integrated Community Policing, 19.9% of respondents considered police spent "a reasonable time" or better on this duty. Afterwards, however, this proportion had nearly doubled to 38.3%. (Table 5:9)

Before the scheme, T.A.B. operators (50%), hotel keepers (71.4%) and shore store managers (52.9%) were more likely to consider that police spent "a reasonable" amount of time or better on foot patrol. More bank officials (50%), hotel keepers (100%), jewellers (50%) and manufacturers (53.9%) thought this was the case after the evaluation.

TABLE 5:9

PERCEPTION OF FOOT PATROLS

Time uniform police spend patrolling on foot :-	Same Civilians*		Overall Before ICP (n = 200***)
	Before ICP (n = 131**)	After ICP	
	%	%	%
No time at all	16.0	13.7	14.5
Very little time	41.2	28.2	38.5
Little time	22.9	19.8	22.0
Reasonable time	16.8	25.2	18.5
Quite a bit of time	3.1	12.3	6.5
Very much time	-	0.8	-
	100.0	100.0	100.0

* $\chi^2 = 13.94, 4 df, p < 0.01$ - very significant

** 12 unstated

*** 8 unstated

Police Contact

Business respondents were asked to estimate when they last called the police about a problem in their neighbourhood. Nearly half indicated a call within the previous 6 months. Differences before and after Integrated Community Policing were very small and not statistically significant (Table 5:10).⁹

Estate Agents (80%), T.A.B. managers (66.7%), pharmacists (67.7%) and jewellers (62.5%) before the scheme were more likely than other occupational groups to have called the police within the six months before the survey. After Integrated Community Policing, bank officials (62.6%), hotel keepers (75%), hardware/antique shop operators (60%), jewellers (66.7%) and estate agents (88%) made up this category.

TABLE 5:10

PREVIOUS CALL FOR POLICE SERVICE BY BUSINESS PEOPLE

Last called police about problem :-	Same Civilians*		Overall Before ICP (n = 205***)
	Before ICP (n = 141**)	After ICP	
	%	%	%
Within past week	8.5	5.7	7.3
1 week - less 3 months	24.8	25.5	24.9
3 - less 6 months	14.2	15.6	13.7
6 - less 12 months	19.1	17.7	15.0
12 months or more	23.4	24.1	25.4
Never	9.9	11.4	13.2
	100.0	100.0	100.0

* $\chi^2 = 1.13, 5 df, p = 0.99$ - not significant

** 2 unstated

*** 3 unstated

⁹ see Table 10:17 for when residents last called for a police service in Prahran

General Comments

Business respondents were asked whether any aspect of the police service particularly pleased or, alternatively, particularly worried them. A number made general comments about police patrols and visibility. Some were pleased with the level of patrol particularly after Integrated Community Policing. A few worried about the lack of patrolling. Police courtesy, tact, promptness and helpfulness were also frequently mentioned, although, occasionally, an apparent lack of these caused concern. The new police station also received a favourable mention.

A number of respondents mentioned topical problems such as safety during security firm industrial disputes, the increasing armed robbery rate, massage parlours, the drug scene or drinking drivers.

Excessive police paperwork worried some respondents whilst three did not agree with the virtual closure of Toorak and South Yarra stations. Before Integrated Community Policing, one respondent mentioned the need for adequate communication for foot patrol police. A number made similar comments to the following about foot patrol :-

"I also like the way beat officers have called into the shop, introduced themselves, shaken hands and looked interested in the job."

Summary

The survey of Prahran business people before and after the assessment period revealed significant improvements in their opinions of crime trends, and the frequency with which they saw uniform and foot police in their neighbourhood. The analysis supported the operational hypothesis that increased patrol activity would be accompanied by reduced crime and *increased community confidence.*

CHAPTER SIX

PATROL CHECKS

Introduction

The checking of people and vehicles is a routine police patrol practice in Victoria. Police officers are encouraged to be inquisitive and alert to the unusual or the merely out of place. A patrol check, at its simplest, involves stopping a person and obtaining his name and address. The reason for being where he is, or, if he is driving a motor vehicle, his driving licence may also be requested. In many pedestrian cases, the person's name and address is clarification enough.

Not infrequently, routine checks lead to the arrest of very serious offenders. One such check during Integrated Community Policing resulted in the arrest of a man charged with rape at knife-point. The victim suffered serious injuries when attacked in her room at a nursing home. The offender, checked driving his panel van in the early hours of the morning, was leaving the scene of the crime which had not been reported. He gave an incorrect name and address and a subsequent search of his vehicle disclosed a bloodstained knife and stolen property which, after several hours, was traced to the offence. Police conducting routine checks look for visual cues which might justify closer examination of the incidents.

Patrol checks are inherently dangerous, occasionally resulting in serious injury or even death. On many occasions, police have little advance warning that the check is anything but routine. Computerisation of criminal histories and their link with car particulars would greatly reduce this risk. While a basic tool in many

overseas countries, Victoria's advance in this area has been painfully slow. During the scheme, patrolling police at Prahran who were checking a car containing four youths suddenly found themselves in a five kilometre car chase being fired at by one of the passengers. The vehicle, stolen shortly earlier, was finally stopped in Fitzroy and the offenders arrested after a struggle and with the assistance of other units. Fortunately, no one was injured.

The reasons for checks can best be visualised as a continuum, ranging from very strong suspicion, as when a car listed as stolen is intercepted, to those (more frequent) occasions when suspicion is intangible, almost non-existent, a function of the police "sixth sense" that a person or situation should be clarified.

The legal authority in Victoria requiring a person to give his name and address to police is limited in the main to the control of road traffic and the enforcement of Acts requiring some form of licensing.¹ Police have no general authority to require a person, even a suspect, to identify himself. Such an authority exists in Western Australia and, in South Australia, is limited to 'suspects'.² The Australian Law Reform Commission³ recommendation that the requirement should extend to persons "... reasonably believed able to assist in inquiries in connection with an offence ..." was recently endorsed by the Victorian "Norris" Committee.⁴

1 CAMPBELL: Enid, Harry WHITMORE, *Freedom in Australia* University of Sydney Press (1973) 89-90

2 Police Act (West Australia) s. 50
Police Offences Act (South Australia) s. 75

3 Australian Law Reform Commission, *Criminal Investigation* A.G.P.S., Canberra (1975) 34

4 Report of the Committee Appointed to Examine and Advise in Relation to Recommendations made in Chapter 8 of Volume 1 of the Report of the Board of Inquiry Appointed for the Purpose of Inquiring Into and Reporting Upon Certain Allegations against Members of the Victoria Police Force (hereafter "Norris Committee"), *Police Procedures Relating to the Investigation of Crime* (1978) 21-26

Legislation requiring a person to identify himself to the police has most often been opposed as undemocratic or as likely to generate friction between the police and public and lead to a lack of public co-operation. The "Beach Report" claimed that it might lead to "... harassment of the individual".⁵ Some more noted jurists, however, consider that the lack of specific authority is likely to lead to police and public confusion possibly confrontation and pressure on police to make an arrest.⁶ Courts generally have interpreted such legislation fairly narrowly to prohibit demands made out of curiosity or for harassment.⁷

The principal aims of Integrated Community Policing included increasing patrol activity in the City, which envisaged a considerable increase in patrol checks. In fact, the number of persons spoken to by police, including patrol checks, increased by 50% over the relative period before the scheme commenced (Table 3:2). As such, Integrated Community Policing provided an ideal and unique opportunity to find out the feelings and attitudes of people checked.

Method

The names and addresses of every twentieth person aged 17 and over and not subject to further action such as breath tests, traffic infringements or consorting reports, were obtained from the running sheets completed by patrol car crews during Integrated Community Policing. People spoken to as a result of a radio call or in the course of an investigation were excluded from the sample

5 Board of Inquiry into Allegations Against Members of the Police Force (hereafter "Beach Report") *Report* (1976) Vol. 1, 62

6 SARGENT: T. "Police Powers I - A General View" *Criminal Law Review* (1946) 583-593. The author, then Secretary of "Justice" the British Section of the International Committee of Jurists, refers to police inability to require a person "to give his name and address", except in certain cases, to be "one of the legal obstacles and other hazards which the police have to surmount before they can put a suspected criminal behind bars". also see: WILLIAMS: Glanville I. "Demanding Name and Address" *The Law Quarterly Review* 66 (1950) 465-477
Second Report of the Thomson Committee *Criminal Procedure in Scotland* H.M.S.O. Edinburgh Cmnd 6218 (1975) 6:02

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because the substantive grounds for the contact made the check materially different from the 'routine' contact. (Naturally, the research also excluded checked people who refused to give their names and addresses to police.)

People thus identified were mailed a short questionnaire, an explanatory letter and "business reply" envelope requiring no postage, between 2 and 4 weeks after the incident. The questionnaire, headed "Survey of Police Patrol Contact in Prahran" requested details about the duration of the check, the person's satisfaction after it, inconvenience caused by it and provided areas for matters about the check which particularly pleased or worried the person and for "other comments". A question about police-public co-operation was also included (Appendix " F ").

The follow-up of persons checked by patrol car crews was considered a sensitive area because it was unprecedented, and particularly because of a possibility of adverse reaction from car crews who might see their personal efficiency under scrutiny or, who might accuse Force administrators of insensitivity or inviting complaints. Talks with the members involved and the Police Association overcame any initial resistance and by the finish of the twelve months, only about one in ten Prahran police surveyed thought it was harmful to police effectiveness (Table 2:27). It was agreed before Integrated Community Policing that in the normal course of events disciplinary action would not result from the patrol check survey.

The Sample

The randomly selected sample comprised 413 people checked by uniform patrol car crews from Prahran during the 12 months Integrated Community Policing assessment period. One hundred and fifty-one (36.6%) replied. Forty-seven questionnaires (11.4%) were returned as "not known" by Australia Post and, on two occasions, by people whose names and addresses had been used without their knowledge. The remaining 215 (52%) were not returned. The response rate in all the circumstances, was considered very reasonable.

Sex and Type of Check

The sex of people checked was not specifically included on crew running sheets but was relatively easily obtainable from the full name which almost invariably was recorded. Men were checked much more frequently than women, and, of course, more often than their representation in the population. Men comprised 90% of the sample compared with slightly less than 50% of the Victorian population. Their proportion in the sample was unchanged when checks were divided between vehicle users and pedestrians. A slightly higher proportion of women (44.7%) than men (35.7%) returned the questionnaire but the difference was not statistically significant (Table 6:1).

TABLE 6:1

SEX OF PATROL CHECKS BY RESPONSE RATE AND TYPE OF CHECK

	<u>Surveyed</u> (n = 413)	<u>Respondents</u> (n = 151)	<u>Response</u> <u>Rate*</u>	<u>Type</u>	
				<u>Vehicle</u> (n = 225)	<u>Pedestrian</u> (n = 188)
	%	%	%	%	%
Men	90.8	88.7	35.7	90.7	91.0
Women	9.2	11.3	44.7	9.3	9.0
	100.0	100.0	100.0	100.0	100.0

* $\chi^2 = 0.54, 1 df, p \approx 0.5$ - not significant

Vehicle users, mostly drivers but some passengers, were described on crew running sheets. They made up slightly more than half (54%) of the sample persons checked. The value of legislation obliging a person to identify himself to police is demonstrated by

8 Australian Bureau of Statistics *Projections of the Population of the States and Territories of Australia 1978-2011*, Canberra, 15.5.1979

comparing the response rate of vehicle users, who were obliged to state their names and address,⁹ with that of pedestrians who were not. The former, of course, were encouraged to be honest because the vehicle owners can be identified quickly from registration numbers.

Thirty-six (76.6%) of the questionnaires returned as "not known" by Australia Post related to pedestrian checks. A statistically significant difference also emerged between the response rates of vehicles users (44.4%) and pedestrians (27%) ($\chi^2 = 6.26, 1 \text{ df}, p < 0.02$). The response rate of women vehicle users (76.2%) contrasted sharply with the one (5.9%) female pedestrian who replied (Figure 6:1).

Age of Persons Checked

The dates of birth given by people checked by police were recorded on crews' running sheets, a standard procedure, which allows some verification if subjects are recorded at the Motor Registration Branch or the police Information Bureau which contains details of criminal record details and unexecuted warrants. When patrol checks were grouped according to age and compared with age groupings within the Australian population, it was clear that as age increased, likelihood of being checked decreased. People aged 17 to 24 (inclusive) at the time of Integrated Community Policing, comprised 15.7% of the Australian population; but accounted for over 66% of the patrol checks. People aged fifty to fifty-nine comprised 10.2% of the population but only 2.1% of patrol checks (Figure 6:2).

Response to the questionnaires varied little between age groups although there was a trend for a better response rate from older people. Lowest rate (28.2%) occurred among 30-34 year olds, the highest among those aged 50 or more although there were few people in this category actually surveyed. Response rate differences were not statistically significant (Table 6:2).

⁹ Motor Car Act 1958 6325 s. 29

FIGURE 6:1.
VEHICLE AND PEDESTRIAN CHECKS.

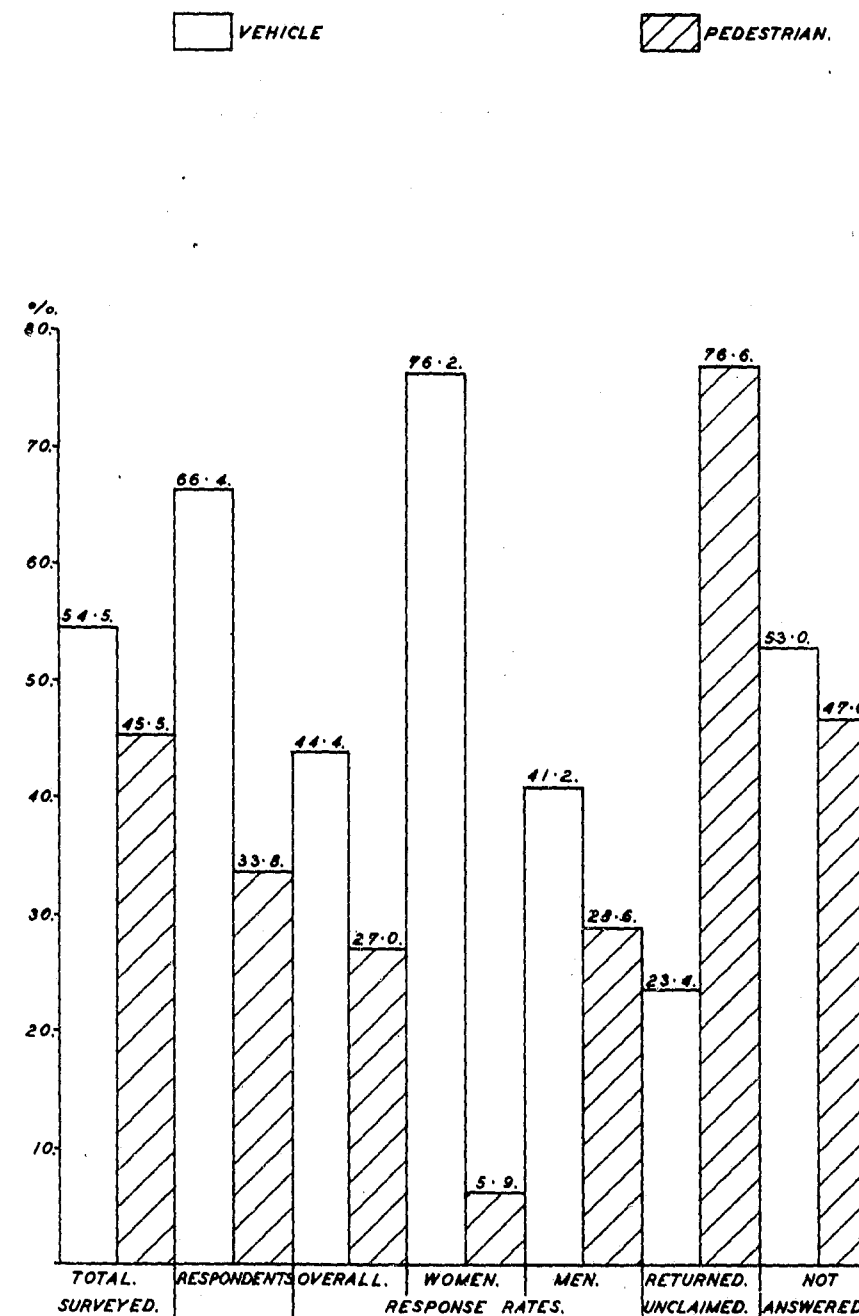


FIGURE 6:2.
AGE GROUPING OF PATROL CHECKS
COMPARED WITH THAT OF AUSTRALIAN POPULATION.

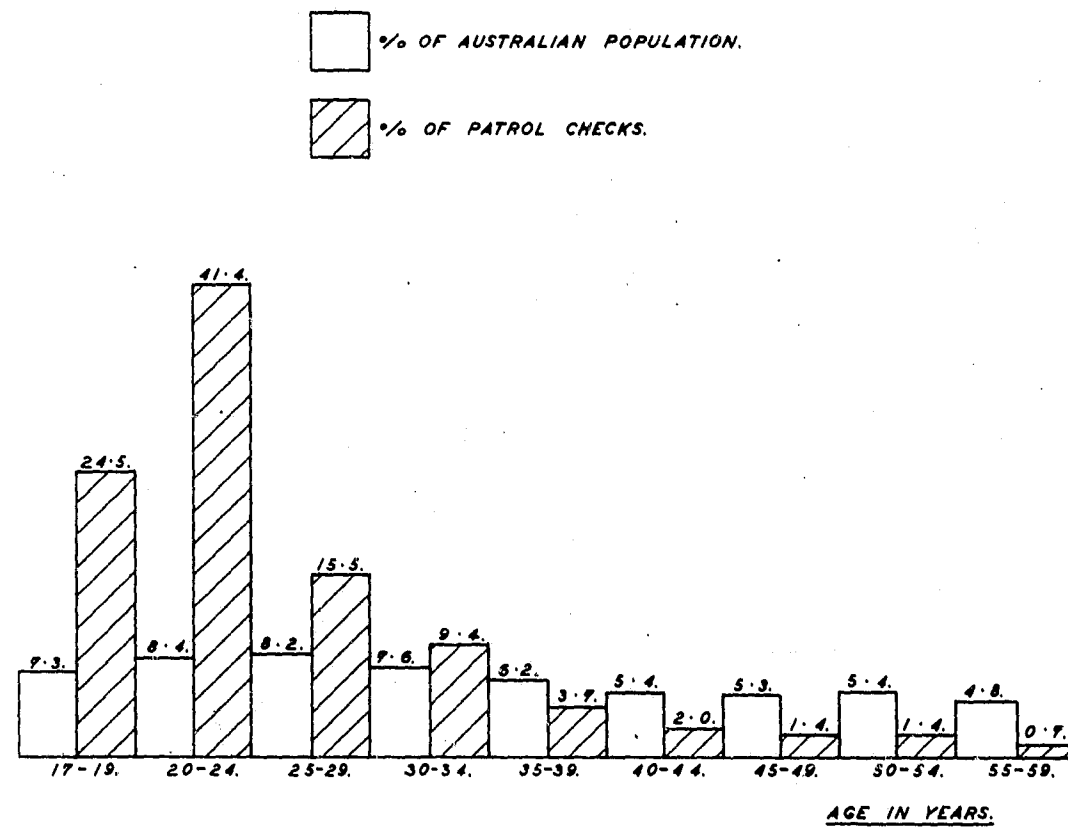


TABLE 6:2

AGES AND RESPONSE RATES OF PATROL CHECKS

Age (Years)	Surveyed (n = 413) %	Respondents (n = 151) %	Response Rate %
17 - 19	24.5	21.2	31.6
20 - 24	41.4	41.1	36.3
25 - 29	15.5	17.2	40.6
30 - 34	9.4	7.3	28.2
35 - 39	3.9	6.0	56.2
40 - 44	1.7	1.3	28.6
45 - 49	1.4	1.3	33.3
50 - 54	1.4	2.6	66.6
55 - 59	0.8	2.0	100.0
	100.0	100.0	36.6

CONTINUED

2 OF 6

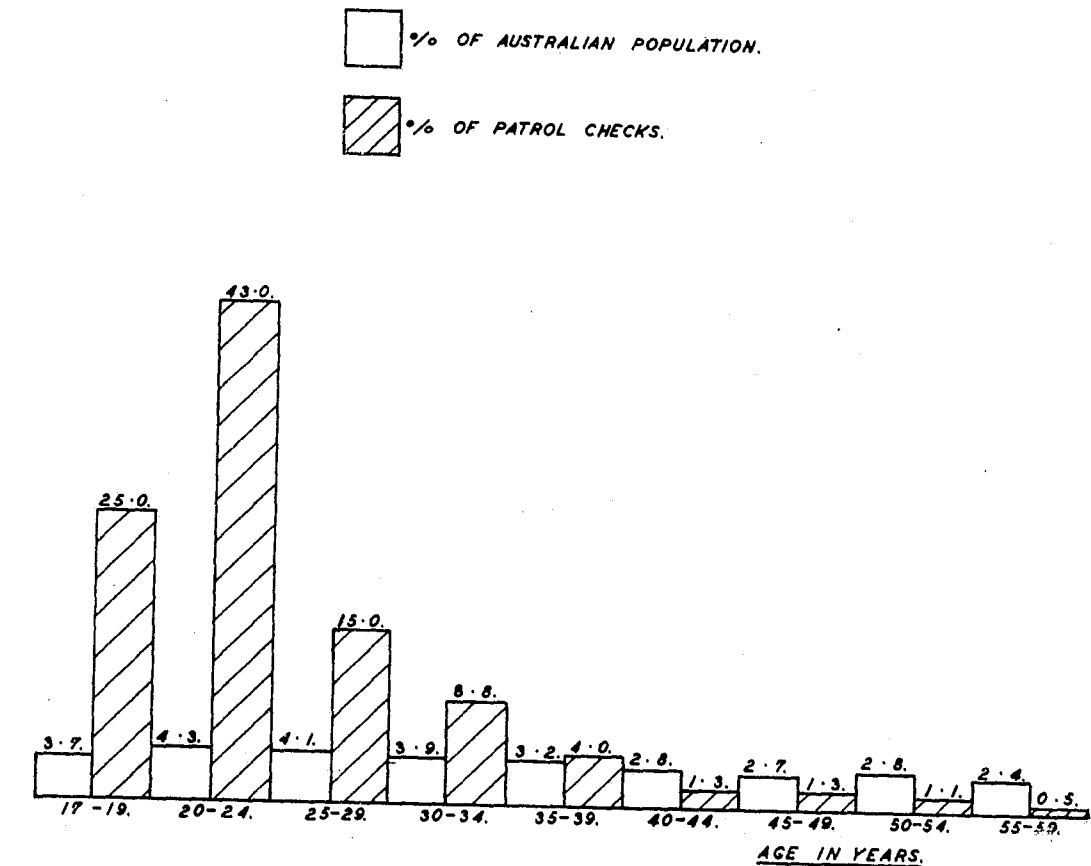
Since the sample contained disproportionately more young people and, as noted in Table 6:1, disproportionately more males than the total population, the unrepresentativeness of persons checked is emphasised when compared with young males in the Australian population. At Integrated Community Policing males aged between 17 and 24 inclusive comprised 7.8% of the population; but 68% of the patrol check sample. Thus, males aged between 17 and 24 had more than 8 times more chance of being checked by police patrols than if the checks were proportionately distributed (Figure 6:3).

There are, of course, good reasons for this variation. Crime, especially street crime, is a young person's profession before the maturity of age and the responsibility of a family life. They are perceived as more frequent offenders. Additionally, many patrol checks occurred at night, and young males tend to be more mobile and keep more irregular hours than other sections of the population.

The over-representation of young males in statistics of offenders is clear. Figures indicate that in 1978, males aged between 17 and 24 inclusive accounted for 24.6% of persons arrested for Major Crime Index offences.¹⁰ These comprised homicide (26.7%), serious assault (41.2%), robbery (80.6%), rape (49.6%), burglary (27.5%), theft (17.1%), vehicle theft (44%) and deception (26%). There is a danger, however, of some degree of "self-fulfilling prophecy" whereby police perceive young males as overly represented in serious crime and devote more attention to this group with the result that more offences are detected and the original perception is reinforced. A sample of Prahran residents interviewed after the assessment period, very clearly indicated that the perception of police was highest among young people, particularly men. (Table 10:14)

10 Victoria Police *Statistical Review of Crime* (1978) 16

FIGURE 6:3.
AGE GROUPING OF MALE PATROL CHECKS
COMPARED WITH THAT OF AUSTRALIAN POPULATION.



Prior Convictions of Persons Checked

Patrol car crews generally do not record the criminal histories of people routinely checked. The Central Records Section of the Information Bureau is a very labour intensive manual system with hundreds of thousands of names recorded in the Central Name Index and, for repeated offenders, the Docket System. In 1978, the staff handled over 312,000 telephone and counter inquiries. Criminal history checks by car radio via D.24 are time consuming enough to dissuade members from initiating them unless suspicion is particularly strong.

Previous trouble with the police was a factor which might affect respondents' answers to the questionnaire. Each respondent was checked at the Information Bureau as to whether he or she had prior convictions and, if so, the type broadly categorised as Major Crime Index (MCI), or serious traffic, or street offences or a residual "other" group. Respondents were classified in only one category according to this order. Thus, a person with prior convictions for theft of a motor car and exceeding .05% was regarded as an MCI offender.

Major Crime Index offences were homicide, serious assault, robbery, rape, burglary, theft, motor vehicle theft and deception. Serious traffic offences included culpable driving, dangerous or reckless driving, driving whilst disqualified or suspended and drink driving offences. Street offences included offensive behaviour, indecent language and minor assault cases.

One hundred and eight respondents (71.5%) had no previous convictions. Of the 43 with convictions, only 4 had served a gaol term. Pedestrians dominated the MCI category (17.6%) while more 'serious traffic' offenders were vehicle users (12%). Two female respondents had previous convictions, one for exceeding .05%, the other for unlawful possession.

The younger age group, 17-20, had nearly twice the overall proportion of MCI offenders (16.7%); older respondents, aged 26 or over had nearly twice the proportion of serious traffic offenders (14.9%) and the third age group, 21-25, had almost twice the proportion of street offenders (12.2%) (Table 6:3).

Two male respondents had very extensive previous convictions. A 41 year old motor cyclist with over 20 convictions since 1952 had been sentenced in total to many years imprisonment. Shortly after returning the questionnaire he was sentenced to four years' imprisonment for burglary, firearm and drug offences (# 372). A 28 year old pedestrian had 11 previous appearances for theft, burglary and drug offences between 1971 and 1977 (# 162). He commented "*As long as people aren't unduly harassed, I think that the police do their work O.K.*"

Day of Check

The day on which a check was made was obtained from crew sheets and examined in two ways, firstly, according to the actual day and secondly, according to the day on which the shift of the car crew conducting the check commenced. This adjustment allocated checks between midnight and 0700 hours (7.00 a.m.) to the previous day not only because the police shift actually commenced at 1800 hours or 2300 hours on the previous night, but also because, in many cases, the activities of the person checked also commenced on the previous evening.

Friday was the day of peak police checks by both standards but shift adjustment reallocating checks in the early hours of Saturday morning added 1.8% to the actual days figure (Table 6:4). Friday night is a traditional entertainment time, particularly for young people and, as already noted, that was the group most likely to be checked. More police are usually rostered for Friday duty. At Prahran, the patrol rota and the initial roster both provided for additional patrol resources on Fridays.¹¹ Saturday was the second most frequent day for patrol checks, while Sunday and Tuesday were the least frequent.

¹¹ see Table 2:13 (p.56) above

TABLE 6:3

PRIOR CONVICTIONS BY TYPE OF CHECK
AND SEX AND AGE OF RESPONDENT

Type of Prior	All Respondents (n = 151) %	Type		Sex		Age*		
		Vehicle (n = 100) %	Pedestrian (n = 51) %	Men (n = 134) %	Women (n = 17) %	17 - 20 (n = 54) %	21 - 25 (n = 49) %	26 + (n = 47) %
Nil	71.5	75.0	64.7	69.5	88.2	70.4	73.5	70.2
MCI ¹	9.3	5.0	17.6	10.4	-	16.7	2.0	8.5
Serious, Traffic ²	8.6	12.0	2.0	8.9	5.9	3.7	8.2	14.9
Street Offences	6.6	7.0	5.9	6.7	5.9	3.7	12.2	4.3
Other	4.0	1.0	9.8	4.5	-	5.5	4.1	2.1
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

154

* 1 unstated

1 "Major Crime Index" homicide, serious assault, robbery, rape, burglary, theft, motor vehicle theft, deception

2 culpable driving, drink driving offences, dangerous/reckless driving, driving whilst disqualified/suspended

TABLE 6:4

DAY, SHIFT-DAY AND RESPONSE RATES OF PATROL CHECKS

				<i>Adjusted shift-day</i>		
	<u>Surveyed</u> (n = 413)	<u>Respondents</u> (n = 151)	<u>Response</u> <u>Rate*</u>	<u>Surveyed</u> (n = 413)	<u>Respondents</u> (n = 151)	<u>Response</u> <u>Rate**</u>
	%	%	%	%	%	%
<i>Sunday</i>	13.8	15.9	42.1	12.3	14.6	43.1
<i>Monday</i>	13.3	11.9	32.7	13.1	11.2	31.5
<i>Tuesday</i>	12.4	13.9	41.2	12.3	16.6	49.0
<i>Wednesday</i>	13.6	13.9	37.5	13.1	11.9	33.3
<i>Thursday</i>	15.0	19.2	46.8	15.0	17.2	41.9
<i>Friday</i>	16.2	10.0	22.4	18.0	13.9	28.4
<i>Saturday</i>	15.7	15.2	35.4	16.2	14.6	32.8
	<u>100.0</u>	<u>100.0</u>	<u>36.6</u>	<u>100.0</u>	<u>100.0</u>	<u>36.6</u>

* $\chi^2 = 10.23$, 6 df, $p = 0.2$ - not significant

** $\chi^2 = 8.58$, 6 df, $p = 0.2$ - not significant

Persons checked on Friday police shifts were least likely to return their questionnaire. Their response rate (32.8%) contrasted with the 49% return for Tuesday and 43.1% rate for Sunday shift checks, although overall differences were not statistically significant. The Friday rate probably reflected a qualitative difference in checks on that night, many involving people on a "night out", who were more likely to consider the check irrelevant or at least a minor irritation unworthy of wasting time on a questionnaire. Those who had an (however defined) 'unsuccessful' night out may have wanted only to forget about it.

Time of Check

The most outstanding feature of the analysis of the times at which checks were made is the very small number (8.7%) of people checked during the traditional police "morning" shift between 0700 and 1500 hours. Figures of people checked by afternoon shifts, 1500-2300 hours (42.6%), and night shifts, 2300-0700 hours (48.7%), were more evenly divided. Morning shift checks also may have involved a different type of person, probably people going about their work, because they resulted in a significantly higher response rate (58.3%) than for afternoon (30.1%) or night shifts (38.3%) (Table 6:5).

TABLE 6:5

TIME OF CHECK AND RESPONSE RATE ACCORDING TO POLICE SHIFT

<u>Shift</u>	<u>Surveyed</u> (n = 413)	<u>Respondents</u> (n = 151)	<u>Response</u> <u>Rate</u> *
	%	%	%
0700 - 1500	8.7	13.9	58.3
1500 - 2300	42.6	35.1	30.1
2300 - 0700	48.7	51.0	38.3
	100.0	100.0	

* $\chi^2 = 10.67, 2 df, p < 0.01$ - very significant

The more frequent patrol checks between 1800 and 0200 hours compared with other times was clearly indicated when checks were distributed in proportion to the hour in which the check occurred (Figure 6:4). No car checks in the sample occurred between 0600 and 0700 hours. No pedestrian checks occurred between 0800 and 0900 hours. The highest proportion of both types of check occurred between midnight and 0100 hours, decreasing sharply thereafter to 0600 hours. A sharp peak for morning car checks occurred between 0800 and 0900 hours, after which there was little change until 1700 hours when the rate began to increase again.

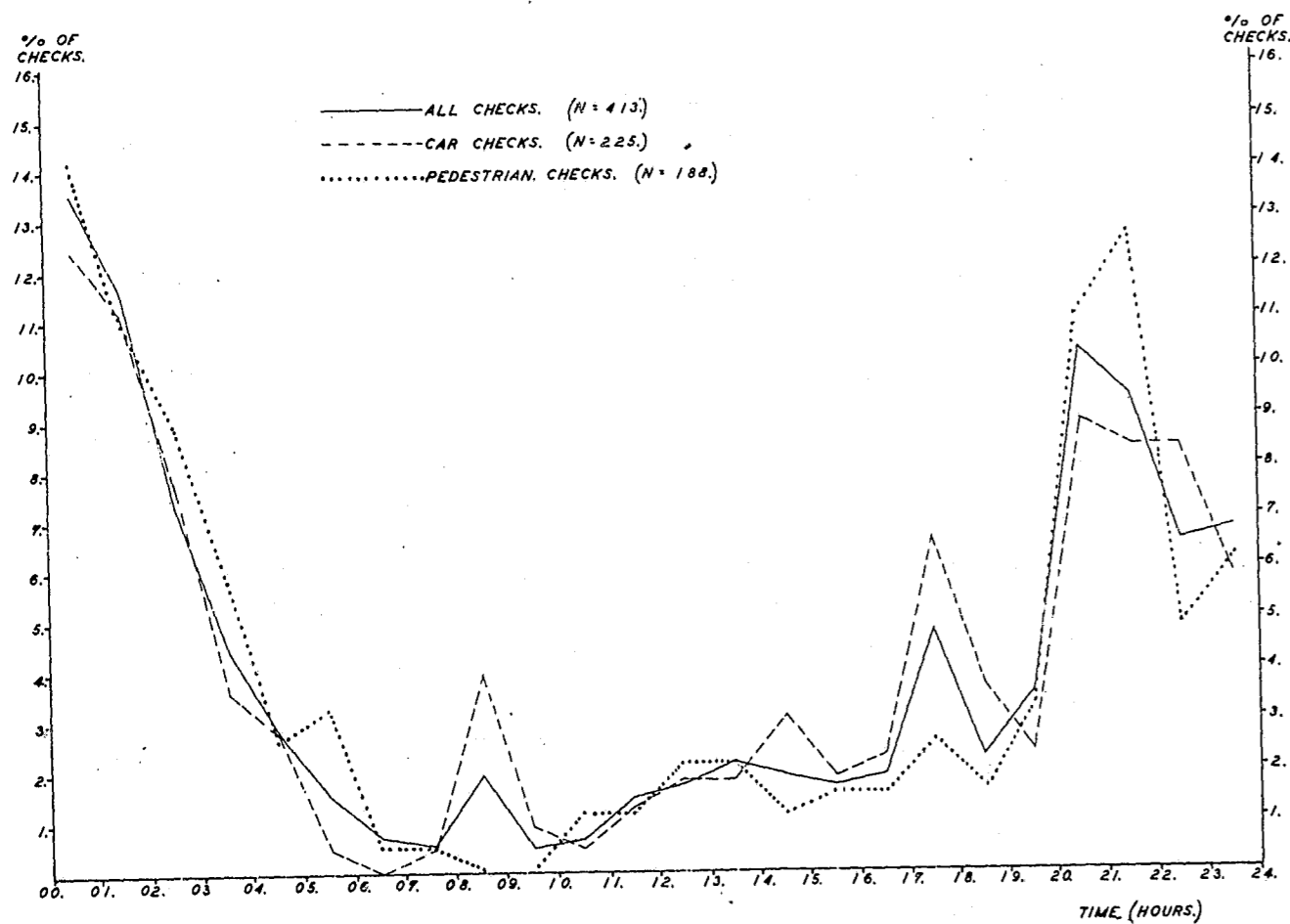
There were a number of reasons for this pattern. Firstly, the inner suburban streets of Prahran were used by a high volume of traffic particularly during the day. The practicalities of stopping a motorist were dangerously difficult and in shopping and business areas such as Chapel Street, almost impossible. A low level of 'routine' checks was inevitable. Secondly, the high level of legitimate vehicle and pedestrian movement during the day both reduced the probability that a 'random' routine check would be productive and better disguised criminal activity.¹² Members were probably not as motivated to conduct patrol checks as during the night when the fact that many people were in their homes brought a qualitative change to the people on the street. Thirdly, the fact that night time checks were considered more likely to be accepted as legitimate by the people checked, reduced the probability of complaints of harassment. Fourthly, as already noted,¹³ patrol cars on day duty were more likely to be diverted to miscellaneous duties extraneous to patrol such as transport and dispatch. The significant correlations between patrol kilometres and persons spoken to, and kilometres and car checks (Table 3:1) indicated that the number of each type of check would decrease as available patrol cars decreased.

The fact that disproportionately more checks occurred on Friday and Saturday police shifts and on afternoon and night shifts, was clearly identifiable when these categories were examined

12 see pp. 114-115 above

13 p. 70 above

FIGURE 6: 4.
PROPORTION OF PATROL CHECKS
BY HOURLY INTERVALS.



together (Figure 6:5). Only one car check in the sample occurred on a Saturday morning shift and only two were conducted on Sunday morning shifts. Most checks were conducted on Friday night shifts (36) and Saturday afternoon shifts (35).

Number of Persons Checked

The number of persons checked in each contact was obtained from patrol car crews' running sheets because the figure was possibly relevant to a full appreciation of the time involved in particular checks. A running sheet reference to people with the person surveyed formed the basis of the statistic. Where such a reference was absent, the check was recorded as involving a single person. On occasions this inference was probably factually incorrect, as where motor car drivers and not their passengers were interviewed. On odd occasions, a pedestrian in a group might have been singled out for checking. The study, however, did not rely on the number of persons actually present when a check occurred, but on the number the patrol police considered required their names and addresses recorded.

About two in three patrol checks involved only one person, one in five, two people and very few involved more than four. The questionnaire response rate was relatively uninfluenced by the number of people checked and the distribution of checks was very similar for both vehicle users and pedestrians (Table 6:6).

Police Conducting Checks

Patrol car running sheets detailed the names and registered numbers of the car crew's driver and observer. These particulars were combined with information from the Force Seniority List to provide the age and service of the driver and principal observer of every car crew involved in a patrol check for which a questionnaire was received. The 151 checks involved 60 different police as drivers and 69 as observers. Overall, 86 members, including 11

FIGURE 6:5.
NUMBER OF CAR AND PEDESTRIAN CHECKS
ACCORDING TO POLICE - DAY AND SHIFT.
(N = 413)

SHIFT: A.M. - 0700 - 1500.
P.M. - 1500 - 2300.
N. - 2300 - 0700.

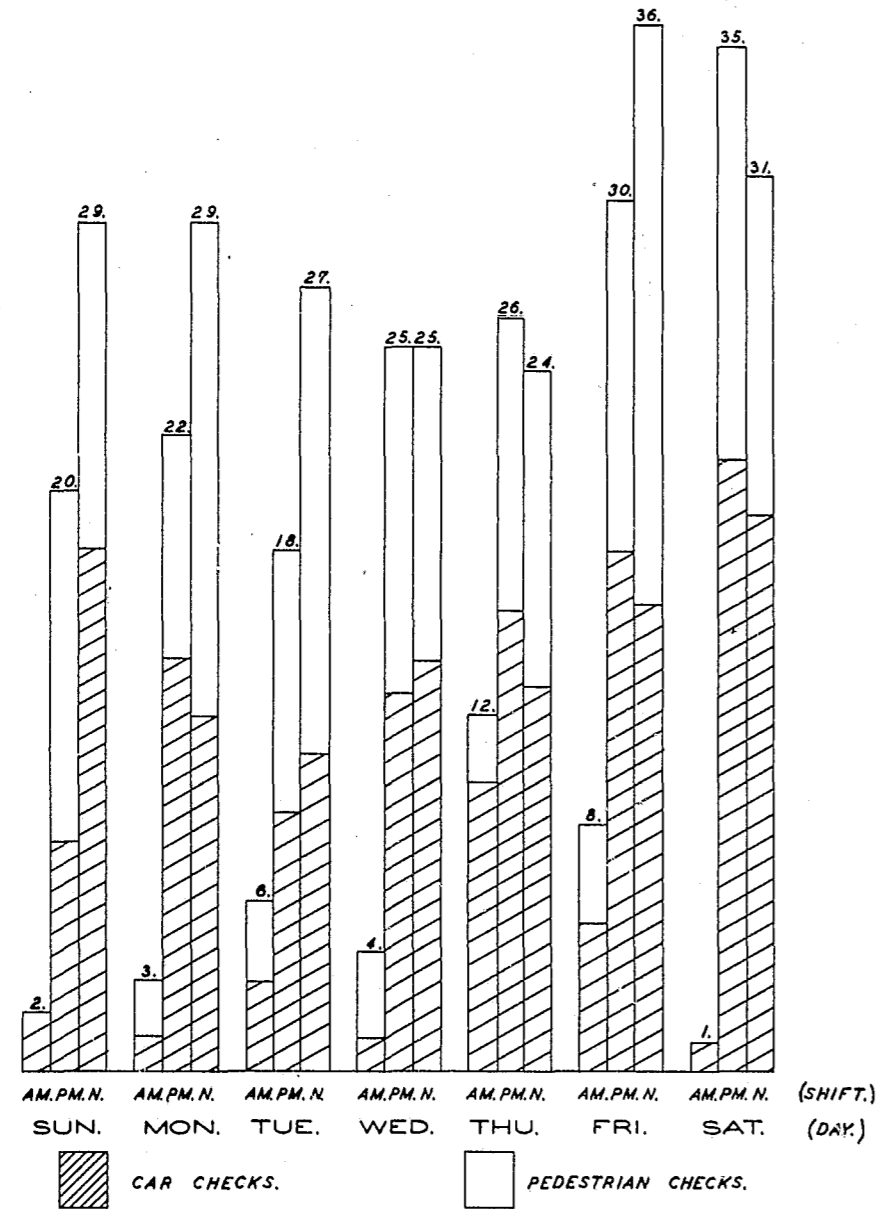


TABLE 6:6

NUMBER OF PEOPLE CHECKED IN EACH CONTACT
BY RESPONSE RATE AND TYPE OF CHECK

<u>Number Checked</u>	<u>Surveyed</u> (n = 413) %	<u>Respondents</u> (n = 151) %	<u>Response Rate</u> %	<u>Type</u>	
				<u>Vehicle</u> (n = 225) %	<u>Pedestrian</u> (n = 188) %
1	66.1	71.5	39.6	64.5	68.6
2	19.9	16.6	30.5	21.8	17.5
3	9.0	8.6	35.1	9.3	8.5
4	2.6	2.0	27.3	4.0	1.1
5	1.2	-	-	-	2.7
6	0.5	1.3	100.0	0.4	0.5
7	0.7	-	-	-	1.1
	<u>100.0</u>	<u>100.0</u>		<u>100.0</u>	<u>100.0</u>

Sub-Officers were included in the sample (Table 6:7). If more than two observers were listed, the particulars of the additional observer, usually a Probationer in Extended Training, were excluded from analysis.

TABLE 6:7

NUMBER OF PATROL CHECKS IN WHICH MEMBERS IN SAMPLE WERE INVOLVED

<u>Number of times appearing:</u>	<u>Driver</u>	<u>Observer</u>	<u>In total</u>
1	9	8	0
2	21	28	24
3	10	17	15
4	7	7	19
5	5	5	5
6	3	-	4
7	2	2	7
8	3	2	5
9+	-	-	7
	<u>60</u>	<u>69</u>	<u>86*</u>

* 11 Sub-Officers, 75 Constables or Senior Constables

Age and Service

Analysis of the ages of members involved in patrol checks indicated that 68.9% of both drivers and observers were aged between 18 and 23 inclusive. Members aged between 18 and 25 accounted for 85.4% of drivers and 79.5% of observers. The difference reflected the greater incidence of Sub-Officers as observers (16) than drivers (5) (Table 6:8). The Table includes members involved in more than one check.¹⁴

¹⁴ see Table 2:17 for the ages and lengths of service of 1729 police who responded to calls for service at Prahran during the assessment period.

TABLE 6:8

AGES OF CREW MEMBERS
(n = 151)

<u>Age (Years)</u>	<u>Driver %</u>	<u>Observer %</u>	<u>Older member %</u>
18 - 20	17.2	31.1	8.7
21 - 22	31.8	23.2	20.0
23 - 24	27.2	20.5	29.3
25+	23.8*	25.2*	42.0
	<u>100.0</u>	<u>100.0</u>	<u>100.0</u>

* in 5 checks, the driver was a Sub-Officer in 16, the observer

Most police join the Force whilst relatively young, assuring a high correlation between age and service. Similarities with the results in Table 6:8 are evident from an examination of the service of members involved in the 151 patrol checks. Members on their first two years probationary period accounted for 19.2% of drivers and 35.1% of observers (Table 6:9). Constables with 4 or fewer years service made up 82.1% of drivers and 84.1% of observers. More observers (15.2%) than drivers (3.3%) had less than one year's service, a fact which reflected their difficulty in meeting the stringent police driving authority requirements because of their necessarily limited driving experience. Overall, about 15% of drivers and observers had five or more years service; however, if Sub-Officer observers were excluded, that proportion dropped to 5.9%.

Careful selection of patrol car crews was effective in reducing the impact of a predominantly young and inexperienced staff. The rota system was designed to formally balance inexperience by motivated and relatively experienced members (Table 2:17). Before the rota, a more ad hoc system existed which tended to balance inexperience with very senior but less motivated members.¹⁵ The need for a formal system increased considerably during Integrated Community Policing. At its commencement, only one member on the amalgamated Prahran staff had less than two years service. After 12 months, 14 members (31% of the patrol force) were in this category, together with a further eight Probationers on extended training.

The considerable impact of crewing policies on the composition of patrol car crews is evidenced by an examination of the age of the older crew member and the service of the more senior member (Tables 6:8, 6:9). The older member of the crew was aged 25 or more in 42% of patrol checks, notwithstanding that only 23.8% of drivers and 25.2% of observers made up this category. In only 8.7% of checks was the older crew member under 21 years of age.

Similarly, the more senior member of the crew had five or more years service in 30% of checks compared with only 17.9% of drivers and 15.9% of observers. In only 6% of cases did the most senior crew member have less than two years service. As before, the Table includes crew members involved in more than one check.

TABLE 6:9

SERVICE OF CREW MEMBERS
(n = 151)

<u>Service (Years)</u>	<u>Driver*</u>		<u>Observer*</u>		<u>Most Senior Member</u>
	%		%		
Less than 2	19.2	(19.9)	35.1	(39.3)	6.0
2	19.2	(19.9)	21.2	(23.7)	20.0
3	26.5	(27.4)	12.6	(14.1)	16.7
4	17.2	(17.8)	15.2	(17.0)	27.3
5+	17.9	(15.0)	15.9	(5.9)	30.0
	100.0	100.0	100.0	100.0	100.0

* in 5 checks the driver was a Sub-Officer, in 16 the observer. Figures in brackets are the proportions when those checks are excluded from analysis.

DURATION OF CHECK

Type of Check and Respondent Sex and Age

Patrol car crews usually recorded the time checks were commenced but completion times were seldom indicated. In answer to the questionnaire, 135 respondents, however, estimated how many minutes passed between being stopped by the police and their continuing on their way. Most (35.6%) indicated 5 minutes or 10 minutes (20.8%). The average time was 8 minutes with a median time of 6 minutes and a range of from 2 to 45 minutes. Delay differences between men and women were minimal and not statistically significant (Table 6:10).

When the time taken by the check was divided according to whether the person checked was a pedestrian or vehicle user a statistically significant difference occurred. Although slightly more pedestrian checks took 15 minutes or longer, overall significantly more checks took less time than vehicle checks (Table 6:10).

Respondent's age was also significantly related to the time checks took. Older respondents generally had shorter checks than those aged between 17 and 24 years, inclusive (Table 6:10).

Prior Convictions

The time taken to conduct a patrol check was not significantly related to whether the respondent had prior convictions, although there was a trend for shorter checks where the people checked had no priors (Table 6:11). The time required by car crews to conduct a records check, usually at least 10 minutes, was sufficient to dissuade checks in most 'routine' contacts. These radio checks should be encouraged, firstly, because the Information Bureau has many thousands of unexecuted warrants. Secondly, because it is the public interest that patrol police have rapid access to a checked person's criminal background, if any, to give a more detailed picture from the often ambiguous or incomplete information which is usually at hand. Thirdly, the safety of the police involved is maximised when they have information about a suspect's history *before* the check is made.

TABLE 6.10

DURATION OF PATROL CHECK BY TYPE OF CHECK
AND SEX AND AGE OF RESPONDENT

Time (Minutes)	All Respondents (n = 135*) %	Type ¹		Sex ²		Age (Years) ³		
		Vehicle (n = 91) %	Pedestrian (n = 44) %	Men (n = 119) %	Women (n = 16) %	17 - 20 (n = 52) %	21 - 24 (n = 42) %	25 + (n = 41) %
0 - 4	12.6	7.7	22.7	12.6	12.5	5.8	9.5	24.4
5 - 9	48.9	50.5	45.5	49.6	43.8	44.2	45.2	58.5
10 - 14	28.1	33.0	18.2	27.7	31.2	42.3	28.6	9.8
15+	10.4	8.8	13.6	10.1	12.5	7.7	16.7	7.3
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

1 $\chi^2 = 8.55$, 3 df, $p < 0.05$ - significant

2 $\chi^2 = 0.22$, 3 df, $p = 0.99$ - not significant

3 $\chi^2 = 18.86$, 6 df, $p < 0.01$ - very significant

* 16 unstated (9 vehicle, 7 pedestrian: 1 female, 15 male: 2 aged 17-20, 7 aged 21-24, 7 aged 25+)

TABLE 6:11

DURATION OF PATROL CHECK BY RESPONDENTS PRIOR CONVICTIONS

(n = 135*)

Time (Minutes)	Priors ¹		Type of Prior			
	No Priors (n = 97)	Priors (n = 38)	MCI ² (n = 13)	Serious Traffic ³ (n = 11)	Street Offences (n = 8)	Other (n = 6)
	%	%	%	%	%	%
0 - 4	11.3	15.8	15.4	27.3	-	16.7
5 - 9	53.6	36.9	46.1	36.3	12.5	50.0
10 - 14	27.9	28.9	30.8	18.2	62.5	-
15+	7.2	18.4	7.7	18.2	25.0	33.3
	100.0	100.0	100.0	100.0	100.0	100.0

1 $\chi^2 = 5.3$, 3 df, p = 0.2 - not significant

2 "MAJOR CRIME INDEX" homicide, serious assault, robbery, rape, burglary, theft, motor vehicle theft and deception

3 culpable driving, drink driving offences, dangerous/reckless driving, driving whilst disqualified/suspended

* 16 unstated (11 no priors, 1 MCI, 2 traffic, 2 street offence)

Number Checked

The number of people checked in a particular contact was found to be significantly related to the time taken to conduct the check (Table 6:12). Overall, the fewer the persons the shorter was the check. No check involving more than one person took less than five minutes, compared with almost one in five of the single person checks. The association was logical. Recording names and addresses took time; so too did procedures such as separating the persons checked to prevent collusion. When carried out, the transmission and search time required for multiple Information Bureau checks increased in direct proportion to the number checked.

TABLE 6:12

DURATION OF PATROL CHECK BY
NUMBER OF PEOPLE CHECKED
 (n = 135*)

<u>Time</u> (Minutes)	<u>Number Checked</u>			
	<u>1</u> (n = 96)	<u>2</u> (n = 23)	<u>3</u> (n = 12)	<u>4+</u> (n = 4)
	%	%	%	%
0 - 4	17.7	-	-	-
5 - 9	46.9	52.2	75.0	-
10 - 14	28.1	30.4	8.3	75.0
15+	7.3	17.3	16.7	25.0
	<u>100.0</u>	<u>100.0</u>	<u>100.0</u>	<u>100.0</u>

$\chi^2 = 18.76, 9 \text{ df}, p < 0.05 - \text{significant}$
 * 16 unstated (12 one person checks, 2 two, 1 three, 1 four)

Members Involved

The police service of each patrol crew member or the more senior member were not significantly related to the time taken to conduct patrol checks. There was a slight trend, however, for senior members to conduct quicker checks. Crews in which the more senior member had five or more years service accounted for 47.1% of the less than 5 minute car checks, compared with 5.9% involving crews where the more senior members had less than two years service. Overall, the former were involved in 32.6% of car checks, the latter 6.7%.

Crew members ages seemed to be more closely related to patrol check duration. Although not statistically significant, a trend was evident for car crews with older drivers to conduct shorter checks (Table 6:13). The relationship between observers' ages and check time was statistically significant. Shorter checks were associated with older observers, although the oldest observers (25+) were over-represented in the longest time category (more than 5 minutes). This was sufficient to take the relationship between time taken and age of the older crew member just outside the statistically significant level although the association between age and check duration was still clearly evident (Table 6:13).

Comments of Those Delayed Longest

Seven respondents indicated that the check had taken more than 15 minutes. A 19 year old woman from Mitiamo, without prior convictions, claimed that she and two companions were delayed 20 minutes after police intercepted them at 2030 hours (8.30 p.m.) on a Tuesday acting "suspiciously" near a car which she owned and which had broken down. She was "moderately inconvenienced" and "moderately satisfied" after the contact (# 51).

TABLE 6:13

DURATION OF PATROL CHECK BY AGE OF CREW MEMBERS

<u>DRIVERS AGE¹</u>	<u>Time (Minutes)</u>				<u>Total (n = 135*)</u>
	<u>0 - 4 (n = 17)</u>	<u>5 - 9 (n = 66)</u>	<u>10 - 14 (n = 38)</u>	<u>15+ (n = 14)</u>	
	<u>%</u>	<u>%</u>	<u>%</u>	<u>%</u>	<u>%</u>
18 - 20	17.6	21.2	15.8	7.2	17.8
21 - 22	29.4	19.7	39.5	35.7	28.1
23 - 24	11.8	30.3	28.9	35.7	28.1
25+	41.2	28.8	15.8	21.4	26.0
	<u>100.0</u>	<u>100.0</u>	<u>100.0</u>	<u>100.0</u>	<u>100.0</u>
<u>OBSERVERS AGE²</u>					
18 - 20	23.6	34.8	34.2	14.3	31.1
21 - 22	17.6	27.3	23.7	7.1	23.0
23 - 24	17.6	18.2	26.3	14.3	20.0
25+	41.2	19.7	15.8	64.3	25.9
	<u>100.0</u>	<u>100.0</u>	<u>100.0</u>	<u>100.0</u>	<u>100.0</u>
<u>OLDER MEMBERS AGE³</u>					
18 - 20	5.9	15.2	5.3	-	9.6
21 - 22	17.6	13.6	21.1	14.3	16.3
23 - 24	17.6	27.3	44.7	14.3	29.7
25+	58.9	43.9	28.9	71.4	44.4
	<u>100.0</u>	<u>100.0</u>	<u>100.0</u>	<u>100.0</u>	<u>100.0</u>

1 $\chi^2 = 10.49, 9 df, p = 0.34$ - not significant

2 $\chi^2 = 17.39, 9 df, p < 0.05$ - significant

3 $\chi^2 = 15.43, 9 df, p = 0.08$ - not significant

* 16 unstated

The second longest delay, 35 minutes, involved a 23 year old Prahran male pedestrian (# 91). He had been fined in 1973 for possessing and smoking a drug of addiction and, in 1969 in South Australia, for "failing to truthfully answer questions". He was checked at 0147 hours (1.47 a.m.) on a Wednesday whilst on his own and claimed to have been "harassed unduly" and "treated with complete lack of civility". He was "greatly inconvenienced" and "very dissatisfied" after the check.

A 20 year old male car driver from South Yarra claimed to have been stopped with his passenger for "half to one hour" (# 105). This was analysed as 30 minutes because the mobile running sheet indicated a 20 minute delay. The respondent had convictions for drunkenness and exceeding .05%. He suffered "little convenience" and was "indifferent" after the check. He was stopped at 0145 hours (1.45 a.m.) on a Monday and commented :-

"I am pleased about the way police are doing their job, not only during the day but 24 hours a day. As through experience I have learnt this and it is pleasing to know that the Victorian Constabulary are working around the clock to keep our homes and streets safe of crime and harassment."

A 21 year old man from Ringwood checked alone in his car at 2215 hours (10.15 p.m.) on a Monday claimed to have been delayed "15-20" minutes, analysed as 17 (# 226). He had a 1975 prior conviction for offensive behaviour, but was caused "no inconvenience" and was "very satisfied" after the check. He was particularly pleased about "the officers' concern and understanding". He also commented :-

"... the public seems to forget that the police force is there to enforce the law, and rather than admit their guilt to a certain unlawful action they build a resentment towards the police force. This seems to be one reason why co-operation from the public is somewhat limited apart from the fact of getting too involved. As for police patrol methods used today, I think that they are, to my knowledge, more efficient than previous years."

A 26 year old male pedestrian from Windsor stopped with a companion at 0015 hours (12.15 a.m.) on a Tuesday indicated that he had been delayed 20 minutes and caused "great inconvenience", although he was "indifferent" to the check (# 289). He had a 1971 prior conviction for larceny in a dwelling which resulted in his being sentenced to 6 months at a Youth Training Centre. He was particularly pleased about the "good manners" of the police, but commented :-

"... but why should you stop someone that has been out of trouble at least 6 years or more ... is it true that I don't have to give name and address when I am walking down the street and also should have to be stopped because of the police wish to ask foolish comments when I was doing nothing wrong ..."

A 23 year old male driver from Boronia and his five passengers were stopped the longest period, 45 minutes, at 2015 hours (8.15 p.m.) on a Monday in February 1979 (# 374). He had recent prior convictions for exceeding .05% and street offences in three separate court appearances during 1978. He claimed that the check caused "great inconvenience" and left him "very dissatisfied". He was worried

"that the age and appearance of a person seems to mean that their word is not to be believed, and that they are automatically up to no good."

The last respondent was a 22 year old male driver from Mount Waverley who, with four passengers, was stopped for "20-25" minutes at 2340 hours (11.40 p.m.) on a Thursday (# 411). He had no previous history and although a "little inconvenienced" he was "very dissatisfied" with the contact because the police claimed he was speeding when he believed he was not. He was worried that he might lose his probationary licence.

INCONVENIENCE OF PATROL CHECK

Type of Check and Respondent Sex and Age

Respondents indicated the inconvenience caused by the delay associated with the patrol check on a four point scale ranging from "none" through "little" and "moderate" to "great". Only 5 (3.3%) of the 150 who answered were caused "great inconvenience". Nearly 9 out of 10 indicated "no inconvenience at all" or "a little". Responses did not differ significantly when those of pedestrians were compared with those of motor vehicle users or when those of males were compared with those of females (Table 6:14).

There was a trend for younger respondents to feel less inconvenienced by the check, although differences between the three age groups were not statistically significant, nor was an age analysis according to whether the respondent was a vehicle user or pedestrian.

Prior Convictions

Level of inconvenience caused by the patrol check was significantly related to whether the respondent had prior convictions, but not to the type of previous offences (Table 6:15). People with prior convictions were more likely to be inconvenienced by the check. Four of the five respondents who alleged great inconvenience had prior convictions of various types. The difference cannot be explained merely as a more thorough check of people who admitted having priors, because, as already noted, a significant difference between check time and prior convictions did not emerge (Table 6:11). The most likely explanation is a combination of a more thorough check together with attitudinal changes resulting from prior contact with the police. The relationship between prior convictions and inconvenience was also significant when the replies of motor vehicle users and pedestrians were examined separately.

TABLE 6:14

INCONVENIENCE CAUSED BY PATROL CHECK BY TYPE
OF CHECK AND SEX AND AGE OF RESPONDENT

<u>Level of Inconvenience</u>	<u>All Respondents</u> (n = 150*)	<u>Type¹</u>		<u>Sex²</u>		<u>Age (Years)³</u>		
		<u>Vehicle</u> (n = 100)	<u>Pedestrian</u> (n = 50*)	<u>Men</u> (n = 133*)	<u>Women</u> (n = 17)	<u>17 - 20</u> (n = 54)	<u>21 - 24</u> (n = 49)	<u>25+</u> (n = 47*)
	%	%	%	%	%	%	%	%
None	64.0	61.0	70.0	63.9	64.8	86.5	53.0	70.2
A little	24.7	26.0	22.0	25.6	17.6	22.2	34.7	17.0
Moderate	8.0	10.0	4.0	6.8	17.6	9.3	4.1	10.7
Great	3.3	3.0	4.0	3.7	-	-	8.2	2.1
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

1 $\chi^2 = 2.05$, 3 df, p = 0.7 - not significant

2 $\chi^2 = 3.25$, 3 df, p = 0.4 - not significant

3 $\chi^2 = 11.5$, 6 df, p = 0.07 - not significant

* 1 unstated

TABLE 6:15

INCONVENIENCE CAUSED BY PATROL CHECK
BY RESPONDENTS PRIOR CONVICTIONS
 (n = 150*)

<u>Level of Inconvenience</u>	<u>Priors¹</u>		<u>Type of Prior²</u>			
	<u>No Priors</u>	<u>Priors</u>	<u>MCI³</u>	<u>Serious</u>	<u>Street</u>	<u>Other</u>
	(n = 107*)	(n = 43)	<u>Offences</u>	<u>Traffic⁴</u>	<u>Offences</u>	<u>(n = 6)</u>
	%	%	%	%	%	%
None	65.4	60.5	71.5	46.1	60.0	66.6
A Little	27.1	18.6	7.1	30.8	20.0	16.7
Moderate	6.5	11.6	7.1	15.4	20.0	-
Great	1.0	9.3	14.3	7.7	-	16.7
	100.0	100.0	100.0	100.0	100.0	100.0

1 $\chi^2 = 8.45$, 3 df, $p < 0.05$ - significant

2 $\chi^2 = 6.19$, 9 df, $p = 0.70$ - not significant

3 "MAJOR CRIME INDEX" homicide, serious assault, robbery, rape, burglary, theft, motor vehicle theft, deception

4 culpable driving, drink driving offences, dangerous/reckless driving, driving whilst disqualified/suspended

* 1 unstated

Number Checked and Check Duration

The number of people checked in a particular contact was not significantly related to respondents' levels of inconvenience (Table 6:16). There was, however, a very significant association between expressed inconvenience and the time allegedly taken by police to conduct the check (Table 6:17). The quicker the check, the less likely was it that the respondent would be inconvenienced. There was evidence to suggest that this association was stronger for pedestrians than for motor vehicle users.

Interestingly, nearly three out of four respondents who had been delayed for 15 minutes or more still indicated "no" (21.4%) or "a little" (50%) inconvenience. The results, overall, suggest that accelerating police access to records, including car ownership particulars, and other ways of reducing check time, will have a positive impact on public reaction to patrol checks.

TABLE 6:16

INCONVENIENCE CAUSED BY PATROL CHECK

BY NUMBER OF PERSONS CHECKED

(n = 150*)

<u>Level of Inconvenience</u>	<u>Number Checked</u>			
	<u>1</u> (n = 107*)	<u>2</u> (n = 25)	<u>3</u> (n = 13)	<u>4</u> (n = 5)
	%	%	%	%
None	64.5	68.0	69.2	20.0
A little	25.2	20.0	15.4	60.0
Moderate/ Great	10.3	12.0	15.4	20.0
	100.0	100.0	100.0	100.0

$\chi^2 = 5.49, 6 \text{ df}, p = 0.5 - \text{not significant}$

* 1 unstated

TABLE 6:17

INCONVENIENCE CAUSED BY PATROL CHECK
BY DURATION OF CHECK
 (n = 135*)

<u>Level of Inconvenience</u>	<u>Duration of Check (Minutes)</u>			
	<u>1 - 4</u> (n = 17) %	<u>5 - 9</u> (n = 66) %	<u>10 - 14</u> (n = 38) %	<u>15+</u> (n = 14) %
None	82.4	66.7	73.7	21.4
A Little	17.6	22.7	18.4	50.0
Moderate	-	9.1	5.3	7.2
Great	-	1.5	2.6	21.4
	<u>100.0</u>	<u>100.0</u>	<u>100.0</u>	<u>100.0</u>

$\chi^2 = 25.38, 9 \text{ df}, p < 0.01 - \text{very significant}$

* 16 unstated

Members Involved

A statistically significant association did not emerge when respondents levels of inconvenience were analysed according to the police service of the patrol car driver or observer or the more senior member on the crew. Similarly, inconvenience levels were not influenced by the ages of each crew member or the older member on the car.

Comments of those Most Inconvenienced

Three of the five checks in which the respondent expressed "great inconvenience" have already been discussed in this Chapter (# 91, 289, 374). In another case (# 220) a 21 year old Prahran driver without prior convictions was "greatly inconvenienced" when checked for "10-15" minutes at 1935 hours (7.35 p.m.) on Monday. He was particularly worried about the police "... stopping me when I was doing nothing but helping my fiance and her family shift house". He wrote that he had been checked two nights in succession "... for doing the same thing ... It is not a crime to shift house is it?"

The remaining case of "great inconvenience" involved a 25 year old driver from St. Kilda checked on his own at 2056 hours (8.56 p.m.) on a November Wednesday (# 240). He had 9 prior Court appearances between 1968 and 1977, including a number in New Zealand, and a 1977 drug offence in Western Australia, and had served two months imprisonment in 1974 for a burglary at Shepparton. He asserted that he was "very dissatisfied" after the 5-10 minute check which caused "great inconvenience". He thought the police should "... go easy on the unemployed people ..." Ironically, within three months of his reply he was arrested for a burglary at Camberwell for which he was fined \$400.

SATISFACTION AFTER CHECK

Type of Check and Respondent Sex and Age

Respondents indicated their level of satisfaction after the patrol check on a five point scale ranging from "very satisfied" through "moderately satisfied", "indifferent (neither satisfied nor dissatisfied)", "moderately dissatisfied" to "very dissatisfied". Most respondents (58%) indicated a degree of satisfaction whilst nearly three in ten were indifferent. Ten respondents (6.7%) were "very dissatisfied" after the check. These response patterns did not differ significantly when those of pedestrians were compared with those of motor vehicle users or when those of males were compared with those of females. There was a trend, however, for women to be more satisfied with the check than men (Table 6:18).

A statistically significant difference emerged when levels of satisfaction were analysed according to respondents' ages. Generally, as age increased, the level of satisfaction also improved (Table 6:18). This relationship was stronger for car drivers ($p = 0.07$) than pedestrians ($p = 0.4$). Drivers aged under 21 years were more inclined to be indifferent after the check, while those in the median age group (21-24) were over-represented among the "very dissatisfied" respondents. Whilst this group overall constituted 6.7% of replies, 14.3% of the median age group answered in this category. The pattern for young persons may actually reflect prior convictions because Major Crime Index previous offenders, also predominantly under 21 years of age (Table 6:3), were also inclined to be "indifferent" after the check (Table 6:19).

Prior Convictions

Analysis of satisfaction after the patrol check according to whether the respondent had any previous convictions revealed a statistically very significant difference. People without previous histories were significantly more likely to be satisfied after the check (Table 6:19). The relationship was stronger for pedestrians

TABLE 6:18

SATISFACTION AFTER PATROL CHECK BY TYPE
OF CHECK AND SEX AND AGE OF RESPONDENT

Level of Satisfaction	All Respondents (n = 150*) %	Type ¹		Sex ²		Age (Years) ³		
		Vehicle (n = 100) %	Pedestrian (n = 50*) %	Men (n = 133*) %	Women (n = 17) %	17 - 20 (n = 54) %	21 - 24 (n = 49) %	25+ (n = 47*) %
Very Satisfied	41.3	43.0	38.0	39.8	52.9	37.1	34.7	53.2
Moderately Satisfied	16.7	16.0	18.0	17.3	11.7	11.1	22.4	17.0
Indifferent	29.3	30.0	28.0	30.8	17.6	42.6	24.5	19.2
Moderately Dissatisfied	6.0	7.0	4.0	4.5	17.6	7.4	4.1	6.4
Very Dissatisfied	6.7	4.0	12.0	7.6	-	1.8	14.3	4.2
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

1 $\chi^2 = 4.14$, 4 df, $p = 0.5$ - not significant

2 $\chi^2 = 7.41$, 4 df, $p = 0.2$ - not significant

3 $\chi^2 = 16.68$, 8 df, $p < 0.05$ - significant

* 1 unstated

TABLE 6:19

SATISFACTION AFTER PATROL CHECK BY
RESPONDENTS PRIOR CONVICTIONS
(n = 150*)

Level of Satisfaction	Priors ¹		Type of Prior ²			
	No Priors (n = 107*)	Priors (n = 43)	MCI ³ Offences (n = 14)	Serious Traffic ⁴ (n = 13)	Street Offences (n = 10)	Other (n = 6)
	%	%	%	%	%	%
Very Satisfied	44.9	32.5	35.7	23.1	40.0	33.3
Moderately Satisfied	21.5	4.7	-	7.7	10.0	-
Indifferent	22.4	46.5	57.1	46.1	30.0	50.0
Moderately Dissatisfied	5.6	7.0	-	15.4	10.0	-
Very Dissatisfied	5.6	9.3	7.2	7.7	10.0	16.7
	100.0	100.0	100.0	100.0	100.0	100.0

1 $\chi^2 = 13.18$, 4 df, $p < 0.02$ - very significant

2 $\chi^2 = 6.62$, 12 df, $p = 0.9$ - not significant

3 "MAJOR CRIME INDEX" homicide, serious assault, robbery, rape, burglary, theft, motor vehicle theft, deception

4 culpable driving, drink driving offences, dangerous/reckless driving, driving whilst disqualified/suspended

* 1 unstated

than motor vehicle users, but this probably reflected their over-representation among the Major Crime Index previous offenders (Table 6:3).

The statistically significant relationship did not emerge when satisfaction was compared with the type of previous offence; but the overall small number of respondents with previous histories (43) probably produced this result.

Number Checked and Check Duration

Respondents satisfaction after the patrol check was not significantly related to the number of persons checked in the contact although there was a trend for greater satisfaction when fewer persons were checked (Table 6:20). Nearly half the respondents checked on their ownwere "very satisfied" after the check.

TABLE 6:20

SATISFACTION AFTER PATROL CHECK
BY NUMBER OF PERSONS CHECKED
(n = 150*)

<u>Level of Satisfaction</u>	<u>Number Checked</u>			
	<u>1</u> (n = 107*) %	<u>2</u> (n = 25) %	<u>3</u> (n = 13) %	<u>4+</u> (n = 5) %
Very Satisfied	48.6	28.0	15.4	20.0
Moderately Satisfied	16.8	20.0	15.4	-
Indifferent	25.3	36.0	38.5	60.0
Dissatisfied (combined)	9.3	16.0	30.7	20.0
	100.0	100.0	100.0	100.0

* $\chi^2 = 13.81, 9 \text{ df}, p = 0.2$ - not significant

A similar result emerged when satisfaction was analysed according to the time the police took to conduct the check. While not statistically significant, the trend was for greater satisfaction when the check was shorter (Table 6:21). The relationship was stronger for motor vehicle users ($p = 0.07$) than for pedestrians ($p = 0.6$).

The results clearly indicated that satisfaction after the contact was not absolutely dependent upon the check time. In four of the 14 cases in which a delay of 15 or more minutes was reported, respondents were "very satisfied" and a similar number were "indifferent". In one case, a driver who was checked for 2 minutes was "very dissatisfied" because of anticipated difficulties if he lost his licence (# 211).

TABLE 6:21

SATISFACTION AFTER PATROL CHECK
BY DURATION OF CHECK
(n = 135*)

Level of Satisfaction	Duration of Check (Minutes)			
	1 - 4 (n = 17)	5 - 9 (n = 66)	10 - 14 (n = 38)	15+ (n = 14)
	%	%	%	%
Very Satisfied	58.8	39.4	34.2	28.6
Moderately Satisfied	5.9	18.2	23.7	7.1
Indifferent	29.4	30.3	34.2	28.6
Moderately Dissatisfied	-	9.1	2.6	14.3
Very Dissatisfied	5.9	3.0	5.3	21.4
	100.0	100.0	100.0	100.0

$\chi^2 = 16.07, 12 \text{ df}, p = 0.2$ - not significant

* 16 unstated

Satisfaction and Inconvenience

A highly significant relationship emerged when respondents' levels of satisfaction were analysed according to the amount of inconvenience caused by the check (Table 6:22). The less the perceived inconvenience, the greater was the satisfaction after the check. Interestingly however, there was still a respondent who suffered a high level of inconvenience, but was very satisfied after the check. Conversely, three dissatisfied respondents acknowledged that the check caused them no inconvenience.

TABLE 6:22

SATISFACTION AFTER PATROL CHECK BY
INCONVENIENCE CAUSED BY IT
(n = 150*)

Level of Satisfaction	Inconvenience		
	None (n = 96)	A Little (n = 37)	Mod/Great (n = 17)
	%	%	%
Very satisfied	51.0	32.5	5.9
Moderately Satisfied	18.8	13.5	11.8
Indifferent	27.1	37.8	23.5
Dissatisfied (combined)	3.1	16.2	58.8
	100.0	100.0	100.0

$\chi^2 = 45.92, 6 \text{ df}, p < 0.0001$ - highly significant

* 1 unstated

Members Involved

The lengths of service of drivers and observers were related to satisfaction after the check, but this association did not remain when satisfaction was analysed according to the service of the more senior crew member. Driver's service was significantly related to respondent satisfaction ($x^2 = 21.55$, 12 df, $p < 0.05$), and a strong trend was established between observer's service and satisfaction ($x^2 = 18.04$, 12 df, $p = 0.2$). Interpretation was difficult because the associations were in different directions. Satisfaction improved as driver age decreased, but also improved as observer age increased. The trends might have been influenced by the age composition of crews, but, in any case, did not emerge when respondent satisfaction was compared with the service of the more senior member (Table 6:23).

Members ages are highly correlated with their service so that similarity between respondent satisfaction and crew members' ages was expected. Satisfaction tended to increase as drivers' ages decreased; but increased as observers' ages increased. The final analysis, between satisfaction and the age of the older crew member, was almost significant. The trend was for a positive association, as the police age increased, so did the probability of a satisfactory response (Table 6:24).

Comments of those Least Satisfied

Five of the ten cases in which the respondents indicated "great dissatisfaction" after the check have already been discussed in this Chapter (# 91, 220, 240, 374, 411). Others included a 22 year old Prahran pedestrian with no prior convictions checked with friends at 1425 hours (2.25 p.m.) on a Friday who indicated that he was "very dissatisfied" after the check because he was "... *picked out and questioned for no apparent reason*". He did not indicate the duration of the stop but stated it caused "little inconvenience" (# 95).

TABLE 6:23

SATISFACTION AFTER PATROL CHECK BY SERVICE OF MOST
SENIOR POLICE OFFICER CONDUCTING CHECK
 (n = 150*)

<u>Level of</u> <u>Satisfaction</u>	<u>Service of most Senior Member (Years)</u>				
	<u>Less than 2</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5+</u>
	<u>(n = 9)</u>	<u>(n = 30)</u>	<u>(n = 25)</u>	<u>(n = 41)</u>	<u>(n = 45)</u>
	%	%	%	%	%
<i>Very satisfied</i>	44.5	30.0	48.0	46.3	40.0
<i>Moderately satisfied</i>	22.2	26.7	16.0	17.1	8.9
<i>Indifferent</i>	2.3	30.0	32.0	29.3	31.1
<i>Dissatisfied (combined)</i>	22.2	13.3	4.0	7.3	20.0
	100.0	100.0	100.0	100.0	100.0

$\chi^2 = 11.21, 12 \text{ df}, p = 0.7 - \text{not significant}$

* 1 unstated

TABLE 6:24

SATISFACTION AFTER PATROL CHECK BY AGE OF
OLDER POLICE OFFICER CONDUCTING CHECK
 (n = 150*)

<u>Level of</u> <u>Satisfaction</u>	<u>Age of Older Member (Years)</u>			
	<u>18 - 20</u> <u>(n = 13)</u>	<u>21 - 22</u> <u>(n = 30)</u>	<u>23 - 24</u> <u>(n = 44)</u>	<u>25+</u> <u>(n = 63*)</u>
	%	%	%	%
Very satisfied	30.8	30.0	54.6	39.7
Moderately satisfied	7.7	26.7	18.2	12.7
Indifferent	46.1	36.7	22.7	27.0
Dissatisfied (combined)	15.4	6.6	4.5	20.6
	100.0	100.0	100.0	100.0

$\chi^2 = 15.22, 9 \text{ df}, p = 0.1 - \text{not significant}$

* 1 unstated

Another "very dissatisfied" respondent was a 25 year old South Yarra man walking alone at 0025 hours (12.15 a.m.) on a June Saturday (# 103). He had no previous convictions and indicated the stop of from 5-10 minutes caused "little inconvenience". He was particularly worried about *"the attitude of the person questioning, totally dominating manner of addressing me."* He further commented :-

"At the time I was so annoyed I was going to complain about them, however one doesn't do that - as I am a pedestrian, I don't like paying for a taxi when a walk will cover the distance - sometimes I'll be between trams, buses, etc. When it's cold and I want to get home and walking is the only way I tend to get annoyed when police cars follow me - sometimes for a block or so, then call me over to ask my name, where I'm going, my address (and where I've been - quite often). Sometimes (I've been questioned at least five times in a couple of years) I'm dog tired I've been working and all I want to do is get to bed and they pull me over and start. Can I say 'I've got nothing to say, I'm tired' or am I not avoided questioning.

My annoyance in this case, was aggravated by the manner of the questioning.

'What's your name?'

'Cam'.

'Is that your surname or christian?'

'Christian, my second name that is, it's the name I use.'

'What's your first name?'

'Philip, but I don't use it, it's got one 'L'.'

'Righto Philip, what's your surname?'

'.....'

'Where's that?'

'Near South Yarra Station'.

He said goodnight and drove off.

His persistence in calling me by the name I had said I didn't use, and the tone of his reply added to my dissatisfaction because he seemed to be pretending to write it in the book because when I looked at the page he hadn't written it but seemed to be doing the motions of writing in the margin. This was my main reason for touchiness - that he should hold me up at night to intimidate me and not even just to fill up his book with names...

My father has the naive view that I should be able to say I'm local and that's it. But I've been questioned in broad daylight as well and no matter what I say it will take just as long and happen just as often - I feel I should be able to walk at night or day for the exercise, to get from A to B or just to get out of my flat at night. In the suburbs I used to go for long walks at night just because it feels great and relaxes me. However now I have to be going somewhere or I'm loitering.

However when now I walk I face being questioned and followed, and interrupted. This disturbs my train of thought and destroys my mood - which I may have been trying to develop for half an hour or more.

I go for a walk to relax and hopefully become inspired to either start or finish a painting or drawing - I am a graphic designer/illustrator. I'm in the mood I hurry home before I lose it, if I'm held up and interrupted I lose it all and become pretty touchy and can't regain my train of thought.

As far as the public co-operating. Even coming up and saying 'Good evening. Please excuse the interruption, but could you assist us in our enquiry' can't be followed with, 'What's your name' etc. So I don't know how you'll get around it, perhaps genuine enquiry is the key idea. If I were a criminal I wouldn't give my name. Or, the question I forgot, about previous contact with police (trouble) I should think anyone who had, wouldn't tell the truth and we who haven't take offence at the question.

So there you have it, in my case it's not the length of time that causes the inconvenience, it's the knowing it will happen and the fact that it does. I don't know how you're going to get around the public's reaction to the situation, however you might try to overcome the 'name in the book - must fill 'er up' syndrome."

A 19 year old Mount Waverley driver checked at 0125 hours (1.25 p.m.) on a Wednesday also indicated he was "very dissatisfied" after the check (# 211). He had no prior convictions and, although the "2" minute check caused "no inconvenience at all", and he thought the police "very efficient", he stated :-

"The main reason why I was dissatisfied was that I will probably lose my licence and there is no adequate public transport to my place of learning."

A "very dissatisfied" respondent was a 27 year old St. Kilda man checked walking with a companion at 0045 hours (12.45 a.m.) on a Tuesday morning (# 288). He had no previous convictions and indicated that he was not inconvenienced by the "10" minute delay. Although he was particularly worried about "the language" used by the police, he did not elaborate further.

The last "very dissatisfied" respondent was a 28 year old graphic designer from Elwood checked whilst walking at 2055 hours (8.55 p.m.) on a March Tuesday (# 404). He had a 1977 conviction for loitering for a homosexual purpose. He considered that the police did not have the right to stop him and ask his name and address, especially in view of the time he was checked. He tried to point this out to the police but :-

"... the policeman driving the car got out of the car and started raising his voice at me. His arrogance was most annoying."

ATTITUDES TO PUBLIC-POLICE CO-OPERATION

Patrol check respondents indicated whether they thought that "... the police need more co-operation from the public to do their work effectively". Over nine out of ten (91%) considered more co-operation was required. Only thirteen respondents, including one woman, disagreed with the contention.

Overall, attitudes were not significantly related to whether the respondents were vehicle users or pedestrians, men or women, young or old, previously convicted or not (Table 6:25). The number of persons checked in the contact ($p = 0.5$), the time taken for the check ($p = 0.8$) and the age or service of patrol car crew members, also were not significantly associated with differences in attitudes towards co-operation.

The only statistically significant relationship which emerged from analysis of attitudes towards public-police co-operation was associated with respondents' levels of inconvenience caused by the check. A very significant relationship indicated that inconvenienced people were more likely to reject the need for more public co-operation (Table 6:26). Although overall the number of moderately or greatly inconvenienced respondents was small (16), 31.3% of them did not consider more public co-operation was needed compared with only 3.2% of those who suffered no inconvenience. The independence of this variable from other influences such as previous convictions (Table 6:25) highlights the importance of the relationship.

Comments by Most Negative Respondents

Only one of the 6 respondents who "very strongly disagreed" that police need more public co-operation has been described already in this Chapter (# 240). Three might have been confused by a change in response sequence which placed the negative opinions first on the list of alternatives to this question. The reversal was designed to reduce "set" effects. One of these was a 37 year old male driver from Box Hill checked at 1655 hours (4.55 a.m.) on the Monday after the evaluation period commenced (# 2). He was caused no inconvenience by the check, was very satisfied after it, and had no prior convictions. Although he "strongly disagreed" that the police needed more public co-operation, he urged that the death penalty be brought back "for people who commit murder and rape".

TABLE 6:25

ATTITUDE TOWARDS PUBLIC CO-OPERATION WITH POLICE
 BY TYPE OF CHECK AND SEX, AGE AND PRIOR CONVICTIONS OF RESPONDENT

"Police need more co-operation"

	ALL Respondents (n = 146*) %	Type ¹		Sex ²		Age (Years) ³			Priors ⁴	
		Vehicle (n = 99) %	Pedestrian (n = 47) %	Men (n = 130) %	Women (n = 16) %	17 - 20 (n = 54) %	21 - 24 (n = 47) %	25+ (n = 45) %	No Priors (n = 104) %	Priors (n = 42) %
Very strongly Disagree	4.1	6.3	3.8	3.8	6.3	5.5	2.1	4.5	4.8	2.4
Strongly Disagree	1.4	-	1.6	1.6	-	1.8	2.1	-	1.0	2.4
Disagree	3.4	-	3.8	3.8	-	3.7	4.3	2.2	1.9	7.1
Agree	37.7	37.5	37.7	37.7	37.5	37.1	36.2	40.0	37.5	38.1
Strongly Agree	29.4	25.0	30.0	30.0	25.0	31.5	25.5	31.1	30.8	26.2
Very strongly Agree	24.0	31.2	23.1	23.1	31.2	20.4	29.8	22.2	24.0	23.8
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

DISAGREE
 CATEGORIES
 COMBINED

(1 $\chi^2 = 1.63$, 3 df, p = 0.7 - not significant

(2 $\chi^2 = 0.66$, 3 df, p = 0.9 - not significant

(3 $\chi^2 = 2.03$, 6 df, p = 0.95 - not significant

(4 $\chi^2 = 0.86$, 3 df, p = 0.9 - not significant

* 5 unstated (1 vehicle, 4 pedestrian: 4 men, 1 woman, 2 aged 21-24,
 3 aged 25+, 4 no priors, 1 prior)

TABLE 6:26

ATTITUDE TOWARDS PUBLIC CO-OPERATION WITH THE
POLICE BY INCONVENIENCE CAUSED BY PATROL CHECK

"Police need more co-operation"

	Level of Inconvenience			
	None (n = 94) %	A Little (n = 36) %	Mod/Great (n = 16) %	Overall (n = 146*) %
Disagree (Combined)	3.2	13.9	31.3	8.9
Agree	38.3	38.9	31.3	37.7
Strongly Agree	33.0	25.0	18.8	29.4
Very Strongly Agree	25.5	22.2	18.8	24.0
	100.0	100.0	100.0	100.0

$\chi^2 = 15.21, 6 \text{ df}, p < 0.02 - \text{very significant}$

* 5 unstated

Possible confusion was evident in a similar reply from a 20 year old male pedestrian from Prahran, checked at 0010 hours (12.10 a.m.) on a Monday (# 137). He had no prior convictions, was caused no inconvenience and was very satisfied after the check, but "very strongly disagreed" that police need more public co-operation. He consciously refrained from elaborating.

A 19 year old driver from Narembeen, Western Australia, with no prior convictions replied that he was stopped for ten minutes. Although the check caused no inconvenience and left him very satisfied, he gave a similar opinion commenting that he was "... pleased that the police are doing the right thing". (# 337)

The only woman who "very strongly disagreed" that police needed more co-operation was a 42 year old Hawthorn driver checked at 2005 hours (8.05 p.m.) on a Saturday (# 119). She had no previous convictions and the "5-7" minute stop caused her "moderate inconvenience" and left her "moderately dissatisfied". Her attitude is probably explained by her comment that :-

"2 policemen held me up, claiming I had gone through a red light at Kooyong Road. This I denied and continue to deny."

A 20 year old male pedestrian from Brunswick wanted the police to "... stop hassling the innocent totally" (# 235). He had no prior convictions and was spoken to at 1630 hours (4.30 p.m.) on a Wednesday. The "five" minute check caused him moderate inconvenience and dissatisfaction. He very strongly disagreed that the police needed more public co-operation.

GENERAL COMMENTS

Respondents were invited to make general comments and, in particular, matters about the patrol check that pleased or worried them. The more frequently mentioned were the :-

- (1) manner of the police (directly mentioned by 90 respondents)
- (2) need for an explanation for the check (19)
- (3) type of questions asked (11)
- (4) need for police to earn public co-operation(9)
- (5) feelings of security generated by the check(8)

Police Manner

The outstanding impression retained by respondents concerned the attitude, courtesy, friendliness and politeness of the police. On four occasions the lack of these characteristics caused comment. One respondent was initially uneasy because the police were too courteous! (# 309) A 20 year old driver from Toorak commented :-

"I am very pleased with the Prahran unit; they were constructive and practical. Their manner was excellent and bolstered my attitudes towards the duties of the Police Force." (# 110)

A 20 year old pedestrian from Brighton mentioned that :-

"The two Constables were very pleasant and because of this, neither myself nor my two friends objected to their questioning us." (# 112)

A 23 year old pedestrian from South Yarra was particularly pleased about *"politeness and generally fair attitude of the officers concerned"* (# 204). He contrasted this with conditions in his home State, Queensland.

A 25 year old driver from Ferntree Gully commented :-

"I felt that the officers who spoke with me were firstly well mannered and also understanding which is the image I believe the Force should promote". (# 207)

A number of respondents contrasted what happened in the check either with previous experiences or things they had heard about the police. An 18 year old South Yarra motor cyclist commented :-

"I have heard many varied stories about the police and more particularly about the Prahran Force. A friend of a friend was having a small party at one stage and apparently the noise was too loud and hence there were complaints. The police were called and the host of the party was told to turn the music down. He did but was then dragged out of his own flat and charged with drunken disorderly in a public place. His house is open to most decent people but I personally would not call it a public place.

Yet on the two occasions I have had to do with your department, I have found you most understanding and co-operative. Perhaps it's the attitude different people have to you and visa versa. My policy with police is to treat them the way they treat me, which I found, to be polite." (# 308)

A 24 year old pedestrian from Prahran wrote that he was particularly pleased that *"the two officers concerned were polite and friendly in the execution of their duty, which I think is very necessary for public co-operation"* (# 319). He later commented :-

"I have only been in Australia a little over twelve months. In the few contacts I've been involved in since arriving here, this last contact was by far the best handled and I would have put myself out to help the two officers involved. Recently I was stopped for speeding on the Hume Highway 20 km from Melbourne after driving all day from Sydney. I was only interested in getting back home, being quite tired I was more interested in getting a shower and relaxing. I know it's no excuse for speeding but

all the officer was interested in was getting me booked with just the minimum of courtesy. His attitude was domineering and overbearing to say the least. British Police are at least prepared to listen and are always able to see your side of the situation. If the situation requires a booking they'll still book you but at least you feel less annoyed with yourself. I recommend a more friendly understanding attitude and the Victorian public will be only too happy to help the police."

A previous traffic booking also was recalled by the Toorak driver already quoted in this section (# 110).

"In order to gain respect, not only must the public co-operate but also the police. This will enable the police to perform their duties effectively. A sense of security and respect would result where the police adhered to warm, social contact. This may involve a short conversation but would re-assure the public of their importance in society. NOTE: This of course may not be appropriate in all traffic situations.

For example, in Euroa last month I was booked for a broken headlight. The attitude of this policeman towards me caused great insecurity and consequently a feeling of injustice. The policeman was not friendly and appeared to be very technically minded. He did not point out the dangers of driving with a broken headlight but continued to exploit his authority. Possibly this was due to my age (20 years) or my self-confidence. Who shouldn't have confidence in the police in such situations?"

Other driver respondents were grateful to receive a second chance. One had "had a few drinks" on his thirty-fourth birthday (# 6) another drove without lights (# 223) while a third drove a car with a faulty exhaust (#308).

A 32 year old lady from Moorabbin checked driving in the early hours of the morning was particularly pleased about

"their (the police) respect and kind attitude towards me as a lady and for being so understanding ..." (# 383)

A 28 year old driver from Noble Park checked on a Saturday afternoon was concerned that police check panel vans more often than other vehicles (# 27). His experience at the check led him to write :-

"I had already stopped the vehicle and myself and the two passengers were checking the vehicle's broken exhaust which had just broken when the police pulled up in front of my vehicle. The two police officers approached us, the senior of the two police officers was extremely rude to me which left me quite irrate with the two police officers ... You ask if the police need more co-operation from the public, well I agree that the police do need more co-operation but if they can't speak to the public to whom they come in contact with properly and courteously, how can that improve the public relations of the police and the public."

Explanation for Check

A number of respondents stressed the importance of police explaining why the check was conducted and the likely result. A 22 year old driver from Albert Park wrote that he was particularly pleased because the police

"... said it was only a check, usually they don't say nothing and get you really worried. They were very nice guys." (# 170)

A 20 year old Toorak driver was particularly pleased about *"the polite way (the police) explained to me the dangers of driving without lights, and the understanding they showed". (# 223)*

A 20 year old driver from Clayton commented :-

"... the police on this occasion were courteous and precise in their duties. They explained why they were checking on me and this is important, I feel". (# 410)

A 21 year old driver from the same suburb had a different experience. He was particularly worried because :-

"I wasn't told until the last second why I had been stopped. After five minutes of worrying I was told it was only a routine check." (# 42)

A 20 year old South Yarra pedestrian stopped at 0525 hours (5.25 a.m.) on a Thursday morning *"wasn't pleased or worried about the incident, as it happens quite often around here"* but commented that *"giving a reason for stopping the person would be an excellent idea"* (# 124).

An 18 year old pedestrian from Toorak checked at 2320 hours (11.20 p.m.) was pleased with police efficiency but worried about their *"inability or unwillingness to fully explain the legal aspects of the situation"*.

"Thank you for the chance to express my attitude. I was somewhat worried because at the time I was not told the details of law or any action which might be taken by the police and was very unsure of the situation." (# 127)

A 35 year old driver from New South Wales stopped at 0435 hours (4.35 a.m.) on a Friday morning thought that *"the public whenever reasonably possible should be told immediately upon being stopped or approached by a police officer the reason"*. He was :-

"... slightly annoyed about (having) to make repeated requests to be told why I was stopped which provoked a slight aggressiveness in the officer concerned." (# 394)

Type of Questions

Some respondents were pleased that the questions asked by the police were relevant. A 20 year old Toorak pedestrian even felt he should have been asked more probing questions and his address verified by an inquiry (# 76). Somewhat ironically he commented :-

"When questioning people on the streets, police should try to treat people with a bit more friendliness. I'm not saying that the men who questioned me were mean, but the sternness and authoritative attitude makes one feel uneasy. This could be a reason for why the police public image is not as good as it could be. If they stop treating people like suspects, and show a bit of humane, not only would your image be boosted, but you would probably get more co-operation and response from the public."

A number commented that they understood why their actions looked suspicious. A 50 year old Toorak driver of this opinion was *"... pleased (the police) took the trouble to satisfy themselves of my bona fides ..."* (# 177). A 20 year old Glenroy driver *"fully understood and appreciated the reasons for my being stopped"* and was particularly pleased with *"the way in which the policemen don't stand cold and far removed but rather sympathised over the situation"* (# 113).

A 20 year old Prahran pedestrian whilst pleased that the police were *"most polite and considerate"* was worried that they took him *"... at face value and not asking for identification"* (# 209). A 30 year old Yarraville driver thought people should carry identity cards (# 87). A 21 year old driver from Ormond was particularly pleased that there was *"no harassment in reference to previous indian hemp possession charges"* (# 23). A 24 year old North Balwyn driver was particularly worried about *"undue questioning about immaterial matters"* but did not elaborate further (# 384).

A 21 year old Toorak driver was particularly pleased that *"the policeman seemed to ask only relevant questions, informed me of my error and listened to what I had to say"* (# 4). He thought that :-

"... the police 'image' is extremely removed from that of the general public and this 'all powerful' separateness is responsible for the lack of co-operation for the benefit of all in the community."

Public Co-operation

The final structured question of the questionnaire concerning the police need for more public co-operation evoked a number of claims that co-operation was a two way process requiring equivalent efforts by the police. The 20 year old South Yarra pedestrian already quoted in this Chapter (# 105) commented :-

"I feel that not only do the public need to co-operate with the police more but also the police (should)...treat each person in a way which they deserve...too many police especially the younger blokes...(think) all younger people are nothing but dope smoking lazy runabouts. They may all be dope smokers but not necessarily lazy runabouts. So I feel that a bit of assessing a person and handling each circumstance as an individual problem or whatever and handle the particular circumstance in the proper manner in which it deserves to be handled."

A 27 year old driver from Box Hill found the officer checking him *"very courteous"* and commented *"if this sort of contact occurs at all other times (when possible?) maybe more co-operation will result"*. A 19 year old woman from Burnley checked in the early hours of a Tuesday morning was particularly pleased *"that on a personal level someone was concerned for my welfare"*. (# 245) She wrote :-

"This last question is only half the matter. A large number of people seem to naturally be defensive and antagonistic when encountered by police, a conditional reaction which should, I feel, change. However, the public also needs more co-operation from the police to change that attitude, as many policemen seem reluctant to speak as one person to another, and use their badge as a symbol of superiority, thus isolating themselves from the public and giving them that collective name 'pigs'."

A 25 year old driver from Windsor felt that police-public co-operation

"... largely depends on what sort of co-operation you mean, and under what circumstances. I think the police require, and are quite entitled to expect co-operation from the public to help them do their work. On the other hand the public is also entitled to expect 'reasonable' requests made according to an attitude of mutual respect."
(# 400)

The 20 year old driver from Clayton already quoted (# 410) had a lengthy comment on public co-operation :-

"I agree very strongly that the public should co-operate with the police. I must say that I go out of my way to do so. It seems stupid that the public pay taxes to provide a Police Force then do little to assist in its efficiency. I sympathise with you when these same unco-operative people complain about the lack of police action."

I feel that the public should be encouraged to assist the police where possible and to report any criminal or suspicious activities they see. However, if such an aim is to succeed, the police must be prepared to co-operate with the public and treat informants with respect rather than as the criminal. Such treatment is isolated but I have on occasions been in the same position and have been dissatisfied with the rather off-handed attitude."

I feel that some members of the Force could use some training in public relations, learn how to smile and be shown how to greet a person correctly. Generally speaking, a person may feel ill at ease when they approach police with information and if they can be relaxed with a pleasant and courteous manner, a greater degree of co-operation will be achieved. By in large, my contact and dealings with police have been pleasant but there have been isolated cases of abuse which spoils the good efforts."

Feelings of Security

Some respondents considered their check as evidence that the police were doing their job. A number indicated it increased their feelings of security.

A 23 year old pedestrian from Malvern checked at 0145 hours (1.45 a.m.) on a Tuesday commented :-

"It's good to know you can walk the streets at such an hour and feel safe with police patrol" (# 18).

A similar comment was made by an Armadale driver checked at 2350 hours (11.50 p.m.) on a Thursday. He explained :-

"I think the night patrol in particular is a great thing because it protects people's property to a large degree. I am in the vehicle repair trade and have a large amount of money invested in tools and equipment, and in the event of some being stolen I think due to the boys on the night patrol I stand a much greater chance of recovering these items. I support them one hundred per cent." (# 24)

An 18 year old pedestrian from Malvern may have created a record of sorts :-

"I find the police patrol cars are very effective. In one night I had three contacts with patrol cars which doesn't bother me at all, but shows that the patrol cars are very efficient." (# 239)

A 35 year old driver from Maroochydore, Queensland, checked at 2136 hours (9.36 p.m.) on a Thursday was particularly pleased that the police *"were working and on the ball"*. He found *"the Officer very courteous towards me and he was just doing his duty to the best of his ability"* (# 316).

Other Comments

Other issues mentioned by respondents included the need for police to request name and address particulars (# 34, 245, 289, 404), hitch-hikers (# 34, 67, 354), powers of search (# 47, 53, 122), bias against (variously) young persons (# 374, 135), panel vans (# 27,

222) and motor cyclists (# 44, 48), procedural aspects including the fact that there were three police in the car (# 213), the manner the checked vehicle was stopped (# 183, 213, 294) and the loudness of the police siren (# 186). The drink driving laws were also mentioned (# 228).

A 24 year old pedestrian from Glen Iris claimed that *"It always worries me giving my name to the police, but I understand it can't be helped"* (# 34). He explained :-

"I was stopped and questioned because I was hitch-hiking late at night. The fact that I may or may not have looked suspicious seems irrelevant. It would seem to me that it is unlikely that someone who has committed a crime, or has the intent of committing a crime, would be hitch-hiking to the place of the proposed crime or from the said crime.

Of course in this matter I may be wrong as I have not any statistics or evidence to back up my comment. But really, from someone who has experience, hitch-hiking is not a very quick or sure mode of transport.

This is just a suggestion, there was no real dissatisfaction. I have found that the police I have encountered are usually quite reasonable about it, and let you continue hitching. To this I say thank you.

It might please you to know that had I received a questionnaire like this in Queensland I would have spat on it and thrown it in the rubbish. So at least this shows that I have a positive response to you guys. Thanks a lot."

One 21 year old woman hitch-hiking along Malvern Road at 1640 hours (4.40 p.m.) *"appreciated the lift the two policemen gave me"* (# 67). A 22 year old man hitch-hiking at 0330 hours (3.30 a.m.) on a Wednesday was worried because :-

"I didn't have any money to get home but the police wouldn't help me by giving me a lift for even part of the way" (# 354).

An 18 year old driver from South Yarra worried whether "it is necessary for the boot compartment to be inspected" (# 47). A Chirnside Park driver aged 35 stopped at 0131 hours (1.31 a.m.) commented :-

"I was asked to stop because the parking lights were on when the headlights should have been on. The only thing I did not understand was that the officers checked the inside of the car with a flashlight the purpose of which was not explained to me. Although their conduct to me was of a high order." (# 53)

A Cockatoo pedestrian was pleased that the police "didn't search me this time" (# 122). He strongly disagreed that the police needed more public co-operation "because the people affected will mostly be victimless criminals, e.g. cannabis smokers, homosexuals, alcoholics, vagrants".

The 19 year old woman driver from Mitiamo objected to the fact that "the policemen were without caps and continued to smoke whilst questioning us" (# 51). A 30 year old man checked at a public toilet at 2210 hours (10.10 p.m.) commented that the police were "very polite at all times" but that they :-

"... should understand that not everyone that uses public toilets day or night are homosexuals" (# 195).

A number of respondents attributed abrasive attitudes to younger police whilst praising the steadier approach of more mature members (# 105). One respondent considered that some very young policemen were "a bit hard to respect; they seem a bit power crazy and illogical" (# 307). Another, a 40 year old motor cyclist from Noble Park, commented :-

"I would like to see more mature police (40's) in charge of vehicles if they are to deal with the public."

Summary

One hundred and fifty-one replies to a random survey of 413 people checked by patrol car crews permitted an exhaustive examination of factors likely to influence how the public felt about being stopped and spoken to by the police. The four major variables were the duration or time involved in the check, the inconvenience caused by the check, satisfaction after the check and attitude towards police public co-operation.

Check Duration

The time taken to conduct a check was most related to inconvenience caused by the check. It was strongly associated with the number of people checked, whether the person was a pedestrian or vehicle user, and the patrol car observer's age. The age of the older crew member, the service of the police observer and the age of the respondent also influenced check time. Whether the respondent had previous convictions and, if so, the type of priors, were marginally related. (Table 6:27)

Inconvenience

The inconvenience caused by patrol checks was most related to the time taken to conduct the check and the level of satisfaction afterwards. It was strongly associated with respondents' attitudes towards police public co-operation and whether they had previous convictions. It also was influenced by the respondent's age (Table 6:27).

Satisfaction

Respondent satisfaction after the check was most related to the amount of inconvenience it caused. Satisfaction was strongly associated with the respondent's age, whether he or she had prior convictions and the age of the patrol car driver. The age of the older crew member was also an influencing factor. The observer's age and service, the respondent's sex, the check duration

and the number of people checked in the contact may also have had a marginal influence upon levels of satisfaction. (Table 6:27)

Attitude towards Co-operation

The respondent's attitude towards police public co-operation was strongly associated with perceived inconvenience caused by the check, but independent of other variables (Table 6:27).

TABLE 6:27

RELATIONSHIP BETWEEN PATROL CHECK VARIABLES

	<u>Duration</u>	<u>Inconvenience</u>	<u>Satisfaction</u>	<u>Co-operation</u>
<i>Duration</i>	-	***	#	
<i>Inconvenience</i>	***	-	***	**
<i>Satisfaction</i>		***	-	
<i>Co-operation</i>		**		-
<i>Drivers Age</i>				
<i>Observers Age</i>	**		#	
<i>Older Member</i>	*		*	
<i>Drivers Service</i>			**	
<i>Observers Service</i>	*		#	
<i>More Senior</i>				
<i>Type of Check</i>	**			
<i>Sex Respondent</i>			#	
<i>Prior Convictions</i>	#	**	**	
<i>Type of Priors</i>	#			
<i>Number Check</i>	**		#	
<i>Age Respondent</i>	*	*	**	

$p = 0.2 > 0.1$
 * $p = 0.1 > 0.05$
 ** $p = 0.05 > 0.02$
 *** $p = 0.02$ or less

CHAPTER SEVEN

CALLS FOR SERVICE AT PRAHRAN

Introduction

The primary purpose of uniform patrol police has been to establish a high sense of police visibility and presence in the community as a means of deterring and preventing crime, responding quickly to calls for service in order to apprehend suspects and providing timely response to non-crime demands. Patrol activity can be divided into four basic functions, calls for service, preventive patrol, officer-initiated activities and administrative tasks. Calls for service are the most important factor for directing patrol activity. They are often the basis of deployment decisions and take precedence over many other patrol activities.

Calls for service were such a pervasive part of patrol that any attempt to increase the effectiveness of police service in Prahran required a thorough examination of calls for service in their totality, rather than the more usual study of segments of calls. This was achieved by directly surveying a sample of people who called for a police service.

A simple questionnaire was designed to provide information about each call's components: the complainant's report, its receipt by the police, the police response, and the police handling of that response. (Figure 7:1) A sample of complainants calling for a police service at Prahran during the assessment period, were sent the questionnaire, an accompanying letter and a business reply envelope. (Appendix "G") During the final two months of the assessment, a similar survey was conducted throughout the rest of "I" District. (Chapter 8)

The Sample

Complainants whose names and addresses were obtained from patrol crew running sheets, were sent the questionnaire 3 - 4 weeks after the incident. Where possible, a questionnaire was forwarded for each running sheet. Sometimes this was not possible because crews completed their shifts without attending any calls for service, or complainants were anonymous, or particulars incomplete. Although a random selection of calls was not obtained, the survey aimed to include as many types of call as possible and have some regard to their relative frequency on the running sheets.

Questionnaires were mailed to 1729 people whose calls were handled by patrol cars from Prahran during the 12 months of Integrated Community Policing. Replies were received from 986 (57%). Australia Post returned 102 (5.9%) as unclaimed. The remaining 642 (37.1%) did not reply. If the 'unclaimed' questionnaires are excluded, the response rate was 60.6%.

Call Categories

The diversity of calls received necessitated their classification into three broad categories: crime, service and traffic, according to how the matter was reported. Crime calls comprised 63.4% of the sample and concerned incidents which, if verified, amounted to criminal offences. Service call complainants seldom alleged a specific offence, but requested more general police assistance. They comprised 30.4% of people surveyed and had a significantly lower response rate than the other two classifications. Many involved personal problems. Traffic calls, made by 6.2% of complainants, largely comprised matters relating to the control of traffic and road accidents. (Table 7:1)

Types of Call

The most frequently surveyed complainants (23.9%) had called police about burglaries. The second largest proportion, classi-

TABLE 7:1

CALL CATEGORIES AND RESPONSE RATES DURING INTEGRATED COMMUNITY POLICING

<u>Category</u>	<u>Surveyed</u> (n = 1729) %	<u>Respondents</u> (n = 986) %	<u>Rate*</u> %
Crime	63.4	66.9	60.2
Service	30.4	26.4	49.5
Traffic	6.2	6.7	61.1
	<u>100.0</u>	<u>100.0</u>	<u>57.0</u>

* $\chi^2 = 16.98, 2 df, p < 0.001$ - highly significant

fied as "suspicious person or car", occurred when a complainant suspected a specific person or vehicle. They comprised 8.2% of calls and were closely akin to "proowler" calls, which usually occurred at night, did not necessarily involve specific suspects, and made up 5.3% of those surveyed. (Table 7:2) Theft calls, the third largest category, made up 7.0% of complainants surveyed.

The largest number of service calls were to "domestic" disputes (5.6%) which included family differences and serious disputes between neighbours. Complainants in only 35% of the 97 domestic calls returned the questionnaire, well below the overall service call response rate of 49.5%. Reports of disturbances comprised the second largest proportion of service calls (5.0%). These usually involved generalised complaints of people fighting or similar and were closely akin to reports of unreasonable noise, usually "noisy parties" which made up 3.6% of complainants surveyed.

Missing persons reports were also well represented in the service sample (3.5%). The victims mainly comprised elderly patients who wandered off from one of the many geriatric hospitals in Prahran or children, wards of the State, who absconded from a Community Welfare Services hostel in Windsor.

Traffic calls were almost entirely made up of calls to motor vehicle accidents (3.5%) or reports of illegal parking (2.3%). Six complainants (0.4%) reported offending drivers.

Complainant's Sex

Call for service complainants were fairly evenly divided between men (51.3%) and women (48.7%). Men (66.6%) were more likely to be crime complainants than women (60.2%). The very opposite occurred for service calls, which comprised 30.4% of all calls surveyed, but formed 35% of women's calls and 25.7% of men's calls. Slightly more (2.9%) men than women reported traffic related problems (Table 7:3).

1 Burglary, prowler and suspicious person calls for service are examined in detail in Chapter 9.

TABLE 7:2

TYPES OF CALL DURING INTEGRATED COMMUNITY POLICING

(n = 1729)

CRIME	Surveyed		Respondents	
	n	%	n	%
Burglary (34)	413	23.9	261	26.5
Suspicious person/car (14)	141	8.2	84	8.5
Theft (8)	120	7.0	74	7.0
Prowler (4)	91	5.3	48	4.9
Wilful Damage (3)	62	3.6	46	4.7
Car theft (1)	71	4.1	35	3.5
Assault (6)	49	2.8	27	2.7
Burglar alarm (1)	16	0.9	14	1.4
Robbery (9)	19	1.1	12	1.2
Theft from car (2)	20	1.2	12	1.2
Shopstealing (3)	14	0.8	11	1.1
Drunk	28	1.6	11	1.1
Exposure	13	0.7	8	0.7
Theft from clothesline	11	0.6	7	0.7
Fraud (3)	5	0.3	4	0.4
Drug use (1)	6	0.3	1	0.1
Firearm offence (1)	8	0.5	1	0.1
Sex Offence	2	0.1	-	-
Miscellaneous (2)	7	0.3	4	0.4
SUB-TOTAL:	1096	63.3	660	66.6
SERVICE				
Disturbance (1)	87	5.0	38	3.9
Unreasonable noise	62	3.6	37	3.8
Domestic (1)	96	5.6	33	3.4
Missing person (1)	61	3.5	30	3.1
Juvenile problem (1)	47	2.7	21	2.1
Property recovery	25	1.4	19	1.9
Mental illness (1)	20	1.2	16	1.6
Locked out	26	5.0	12	1.2
Bomb search	10	0.6	9	0.9
Animal problem	9	0.5	8	0.8
Nuisance call	14	0.8	7	0.7
Abandoned car	12	0.7	6	0.6
Deceased person	10	0.6	3	0.3
Fire	6	0.3	3	0.3
Open door	4	0.2	1	0.1
Miscellaneous	36	2.1	17	1.7
SUB-TOTAL:	525	30.4	260	26.4
TRAFFIC				
Accident	61	3.5	35	3.6
Illegal parking	40	2.3	26	2.6
Drinking driver	3	0.2	2	0.2
Traffic offender	3	0.2	2	0.2
Obstruction	1	0.1	1	0.1
SUB-TOTAL:	108	6.2	66	6.7
TOTAL:	1729	100.0	986	100.0

Numbers in brackets are the number of calls classified "urgent" (n = 97)

TABLE 7:3

CALL CATEGORIES BY SEX OF COMPLAINANT AND RESPONSE RATES
DURING INTEGRATED COMMUNITY POLICING

(n = 1729)

<u>Category</u>	<u>Men</u>			<u>Women</u>		
	<u>Surveyed</u>	<u>Respondents</u>	<u>Rate*</u>	<u>Surveyed</u>	<u>Respondents</u>	<u>Rate*</u>
	(n = 854)	(n = 506)		(n = 875)	(n = 480)	
	%	%	%	%	%	%
<i>Crime</i>	66.6	68.8	61.2	60.2	65.0	59.2
<i>Service</i>	25.7	23.1	53.4	35.0	29.8	46.7
<i>Traffic</i>	7.7	8.1	62.2	4.8	5.2	59.5
	<u>100.0</u>	<u>100.0</u>	<u>59.2</u>	<u>100.0</u>	<u>100.0</u>	<u>54.9</u>

* χ^2 (men cf. women) 7.91, 2 df, $p < 0.02$ - very significant

A statistically very significant difference emerged between the response rates of men and women, with more men returning questionnaires in each of the three categories. The greatest disparity (6.7%), which involved service calls, probably reflected the higher representation of women in calls of a more "domestic" nature, which had a particularly low response rate (35%).

Day Call Received

The days on which calls were received by patrol car crews were obtained from running sheets. Overall, call distribution reflects the underlying selection criteria of one call for each crew shift. The information, as with patrol checks in the previous chapter,² was analysed according, firstly, to the day of the incident and, secondly, to the day on which the police shift commenced. Under both schemes, Friday was the day on which most calls were attended (Table 7:4). Sundays contained the police shifts on which fewest calls were attended, and other days were fairly evenly represented.

Response rates between actual days varied little, although greater differences emerged when shift days were considered. Sunday calls showed the highest response rate (64.5%) followed by Wednesday (60.9%) and Thursday (59%). The lowest response (52%) occurred for calls on Tuesday police shifts, which ironically had the highest response rate of patrol check shift-days (Table 6:4). In both surveys, Friday response rates were particularly low.

Time of Call

Criteria for selection of surveyed calls ensured a much more equal distribution of calls according to the police shift than emerged from the patrol check analysis (Table 6:5). Fewest calls occurred during night shift (26.8%), which contained the highest proportion of patrol checks. Morning shifts accounted for 30% of calls, (but 8.7% patrol checks) and afternoon shifts made up 43.2% of calls, and 42.6% of car checks (Table 7:5).

² pp. 153 - 156 above

TABLE 7:4

DAY, SHIFT-DAY AND RESPONSE RATES OF CALLS FOR SERVICE
DURING INTEGRATED COMMUNITY POLICING

				ADJUSTED SHIFT DAY		
	<u>Surveyed</u> (n = 1729)	<u>Respondents</u> (n = 986)	<u>Response</u> <u>Rate</u>	<u>Surveyed</u> (n = 1729)	<u>Respondents</u> (n = 986)	<u>Response</u> <u>Rate</u>
	%	%	%	%	%	%
Sunday	13.8	14.7	60.7	11.6	13.2	64.5
Monday	14.4	14.3	56.6	14.5	14.0	55.0
Tuesday	14.2	13.7	55.1	14.4	13.2	52.0
Wednesday	13.4	13.8	58.9	14.2	15.1	60.9
Thursday	14.8	15.7	60.3	14.1	14.7	59.0
Friday	15.6	14.6	53.3	16.7	15.9	54.3
Saturday	13.8	13.2	54.6	14.5	13.9	54.6
	<u>100.0</u>	<u>100.0</u>	<u>57.0</u>	<u>100.0</u>	<u>100.0</u>	<u>57.0</u>

The difference between shift response rates varied significantly in both calls for service and patrol checks. In both cases, morning shift produced the highest response rate. (Table 6:5) Complainants whose calls were handled during afternoon shift also had a high response rate compared with those whose calls were attended on night duty, an opposite trend to the patrol check analysis. (Table 7:5)

TABLE 7:5
RUNNING SHEET TIME OF CALL AND RESPONSE RATE ACCORDING
TO POLICE SHIFT DURING INTEGRATED COMMUNITY POLICING

<u>Shift</u>	<u>Surveyed</u> <u>(n = 1720**)</u> %	<u>Respondents</u> <u>(n = 979***)</u> %	<u>Rate*</u> %
<u>Morning</u> 0700 - 1500	30.0	32.5	61.6
<u>Afternoon</u> 1500 - 2300	43.2	44.6	58.8
<u>Night</u> 2300 - 0700	26.8	22.9	48.6
	<u>100.0</u>	<u>100.0</u>	<u>100.0</u>

* $x^2 = 18.4$, 2 df, $p < 0.001$ - highly significant.
** 9 unstated
*** 7 unstated

Call Urgency

Ninety-seven calls received during Integrated Community Policing were classified as particularly urgent. Respondents returned the questionnaire in 69 (71.1%) such cases, a significantly higher response rate from that which was obtained for ordinary calls ($x^2 = 8.36$, 1 df, $p < 0.01$).

Calls were classified as urgent where the complainant's report indicated that lives were endangered, offenders were being held or had been disturbed, or young children were missing. They included 9 of the 18 robbery calls (50%), 34 burglary calls (6.9%), 14 suspicious person reports (8.2%), 4 prowler calls (6.9%), 6 assault calls (10.3%), 8 thefts (6.0%), 3 shopstealing reports (23%) and 3 fraud offences (60%). Only 5 (0.8%) of the 631 service calls were classified as urgent compared with 92 (7%) of the 1307 crime calls. No traffic calls were considered urgent (Table 7:2).

Calling the Police

Respondents were asked a number of questions about their call to the police. Nearly 6 out of 10 telephoned the Prahran station, although this rate dropped to 4 out of 10 for "urgent" calls, when "000" (40.6%) or Russell Street (11.6%) were also likely to be used. The two sub-stations, Toorak and South Yarra, each received about 3% of the calls. The proportion of calls to the various police numbers did not change greatly when the crime, service or traffic categories of the calls were considered (Table 7:6).

Messages relating to crime, or other matters necessitating police attention, were required to be recorded in a telephone message book kept at each station (Standing Order 367). Respondents indicated that the Prahran station was telephoned for 595 calls, of these 309 (51.9%) were recorded in the message book. Crime calls (55.9%) were recorded more often than service calls (54.2%) and traffic matters (44.4%). The cumbersome design of the message book, the urgency of watch-house duties, and the tendency for members to believe it sufficient if the call were quickly passed to D.24 or a car crew, were some of the reasons for the relatively poor observance of the instruction.³

Difficulties Encountered

Most respondents (81.3%) indicated that they, or the person who called the police, had no difficulty in getting the call through although a small number (1.7%) were unable to answer because the call

³ Table 8:3 indicates that a similarly low recording rate occurred in the rest of "I" District.

CONTINUED

3 OF 6

TABLE 7:6

POLICE PHONE NUMBER CALLED BY CALL URGENCY AND CALL
CATEGORY DURING INTEGRATED COMMUNITY POLICING

<u>Number Called</u>	<u>CALL CATEGORY</u>			<u>URGENCY</u>		<u>Total (n = 965*)</u>
	<u>Crime (n = 642)</u>	<u>Service (n = 258)</u>	<u>Traffic (n = 65)</u>	<u>Urgent (n = 69)</u>	<u>Ordinary (n = 896)</u>	
	%	%	%	%	%	%
<i>Emergency (000)</i>	20.1	21.3	23.1	40.6	19.1	20.6
<i>Prahran</i>	58.6	59.3	55.4	39.1	60.0	58.6
<i>Toorak</i>	3.1	2.3	4.6	2.9	2.9	2.9
<i>South Yarra</i>	3.4	1.6	4.6	-	3.3	3.0
<i>Russell Street (D.24)</i>	8.9	9.3	9.2	11.6	8.8	9.0
<i>Other**</i>	5.9	6.2	3.1	5.8	5.9	5.9
	100.0	100.0	100.0	100.0	100.0	100.0

* 21 unstated (18 crime, 2 service, 1 traffic)

** includes personal visit, calls by third parties, etc.

had been made by a third party, including private security personnel and estate agents. A number (3.3%) had personally visited a police station to report the incident. Although a slightly higher proportion of "urgent" complainants had some trouble calling the police, the difference was not statistically significant (Table 7:7).

Excluding 71 unknown or unstated cases, or personal visits, a relatively high number of respondents (131 - 14.3%), had difficulty in telephoning the police. Many mentioned transitional problems associated with the change of number at Prahran and, in some cases, commented that the Telecom "number changed" recording meant that three phone calls were necessary before they made contact with the police.⁴ The changed phone number, understandably, resulted in more frequent comments earlier in the scheme; but was last mentioned eleven months after Integrated Community Policing commenced and fourteen months after the number was changed. The complainant, in that call, explained that he referred to an out of date telephone directory in a public phone box.

TABLE 7:7

TROUBLE CALLING POLICE BY CALL URGENCY
DURING INTEGRATED COMMUNITY POLICING

	<u>Ordinary</u> (n = 853) %	<u>Urgent</u> (n = 62) %	<u>Overall</u> (n = 915*) %
No trouble	86.0	80.6	85.7
Some trouble	14.0	19.4	14.3
	<u>100.0</u>	<u>100.0</u>	<u>100.0</u>

$\chi^2 = 1.38, 1 \text{ df}, p = 0.3 - \text{not significant}$

* 14 unstated, 32 personal visits, 17 unknown excluded

⁴ Respondents # 19, 43, 45, 65, 96, 97, 98, 117, 120, 125, 137, 177, 196, 227, 241, 286, 287, 301, 319, 329, 369, 374, 455, 479, 492, 499, 562, 646, 743, 807, 1136, 1298, 1572

Thirty-four respondents mentioned telephoning Toorak, South Yarra Stations or both, and receiving no answer.⁵ The attempts were distributed fairly regularly over the 12 months of the scheme, during which the numbers were listed in the public Telephone Directory, but they were removed shortly afterwards. A number of local complainants tried to ring Toorak or South Yarra Stations at times outside even their hours of operation before Integrated Community Policing, which suggested some misconception about police availability. The Telephone Directory, which makes no distinction between 24 hour and non-24 hour stations, is obviously a cause of at least some of this confusion (see next page). As a minimum standard, 24 hour stations should be readily identified by bolder printing, and the general hours of operation of stations should be clearly indicated. Some respondents recommended an answering service at unmanned stations (# 76, 982, 1177, 1325) including one who wrote :-

"Perhaps you could have an answering service or notice in the phone book stating which stations are not manned at weekends and who to contact direct" (# 1177).

Another commented that he "... found the listing of numbers in the telephone book confusing. Fewer listings with rotary lines would make the ringing process less confusing" (# 1342).

Telecom installed a very sophisticated PABX system at the Prahran police complex. It was designed, however, for a full-time operator and not for answering calls at the switchboard itself which blocked the board but, unless overloaded, resulted in callers receiving the usual ringing tone. A daytime switchboard operator was appointed after the assessment period, but during the 12 months the board was occasionally blocked, usually by inexperienced operators. On a number of occasions the equipment broke down, and, on others, the watch-house staff were otherwise engaged and unable to take the call. After 45 seconds, a telephone alarm rang throughout the station indicating that the call could be taken on any phone, but sometimes members

⁵ Respondents # 76, 84, 91, 201, 205, 225, 231, 329, 426, 451, 462, 532, 658, 688, 696, 771, 816, 915, 935, 982, 1039, 1040, 1103, 1177, 1180, 1225, 1269, 1329, 1342, 1356, 1417, 1494, 1497, 1714

VICTORIAN GOVERNMENT

POLICE HQRS (Continued) - POLICE STATIONS (Continued) - List of police stations and their respective phone numbers.

POLICE HQRS (Continued) - POLICE STATIONS (Continued) - List of police stations and their respective phone numbers.

POLICE HQRS (Continued) - POLICE STATIONS (Continued) - List of police stations and their respective phone numbers.

POLICE HQRS (Continued) - POLICE STATIONS (Continued) - List of police stations and their respective phone numbers.

POLICE HQRS (Continued) - POLICE STATIONS (Continued) - List of police stations and their respective phone numbers.

Uncertain of the Victorian Government Department you require, call the Victorian Government Information Bureau, 67 5955. For Victorian Government Publications call either 602 3299 or 851 2754.

were either unaware of its operation, or reluctant to interrupt other duties. Even when operated efficiently, complainant's psychological disposition to tell the story to the first police contact sometimes resulted in the switchboard being tied up, and other incoming callers were unaware of this because they received a 'ringing' tone.

Nine respondents mentioned that the Prahran station's telephone was not answered. Fourteen others called Prahran and the phone rang for an inordinate time before it was answered. A further ten mentioned that the phone was engaged for a long period before they could get through. Five said that when they phoned D.24, they were told to ring Prahran. One of these complained that "Russell Street took all particulars then told me to ring Prahran" (# 1228). Four rang D.24 and were put through to a number of persons, three others had to ring a number of stations before their call was received. One "very dissatisfied" complainant who was very satisfied with the service from Prahran, clearly thought D.24 operated its own patrol cars (# 851). He reported leaving petrol to D.24 on three occasions and was not happy with the efforts of the patrol crews. The next day he contacted Prahran and "could not speak too highly of the service I received".

Some respondents had to repeat calls to the police. An Armadale man who reported a theft at 1000 hours on a Saturday rang back to find that no record of his report could be found (# 1570). A Chapel Street trader delayed a credit card suspect while he rang the Card Office in Sydney. That office later claimed to have rung the "local police" station, but Prahran had no record of the call (# 1570).

- 6 Respondents # 801, 1051, 1078, 1307, 1430, 1539, 1549, 1699, 1705
7 Respondents # 24, 313, 371, 462, 691, 785, 996, 1080, 1083, 1235, 1556, 1582, 1691, 1729
8 Respondents # 36, 146, 293, 455, 530, 898, 958, 1194, 1382, 1485
9 Respondents # 225, 668, 1228, 1510, 1574
10 Respondents # 4, 246, 434, 1592
11 Respondents # 3, 403, 415

Fortunately, a passing motor cycle officer who was stopped, detained the suspect, who was later charged with a large number of fraud offences. A Prahran complainant was "very dissatisfied" about the way his accident message was received when he had to ring Prahran twice before police arrived some two and a half hours later (# 1310).

Emergency Phone Number

Telecom provides an emergency telephone number ("000"), staffed by Telecom employees, which the public in Melbourne and Geelong use to quickly and without cost contact the emergency services: police, fire brigade or ambulance. Callers are put through to the service designated or, if multiple services, the police, where calls are directed to the "000" operator at Russell Street Communications Centre. Misunderstandings occur because that operator usually requests the location of the incident so that the call can be transferred to the D.24 dispatcher for that area or the appropriate police station. Whilst the system is unsatisfactory to that extent, no simple solution exists short of police taking over the operation of "000".

One complainant was surprised that her "000" call was connected to a police station (# 1609). A number disliked the time involved in transferring their calls.¹² The following comments of women respectively wanting to report a suspicious person and a burglary are fairly representative of their point of view :-

"First a lady answered then another man and then, at last, D.24, why not have the calls straight through to D.24 as it is supposed to be emergency. I spoke quietly so that the person outside could not hear me and when I had to repeat it three times, then of course, I got a little irate." (# 55)

¹² Respondents # 198, 286, 304, 329, 355, 393, 516, 870, 913, 973, 1540, 1712

"I asked for 'police' the line remained open but silent for about thirty seconds when the operator repeated 'Which service do you require?' and took about 3 minutes to connect me. It seemed like ½ an hour." (# 304)

A complainant commented that she was returned to the emergency line three times; but probably did not realise the call was being transferred to the police switchboard (# 1602). Another disliked having "to repeat my story to three different (although very courteous) officers" (# 973). Others were unsure whether to ring '000' or the local station (# 217, 749, 1651). Complainants mentioned being given the ordinary Russell Street number or being told to ring Prahran. (# 1712). One burglary complainant was told by the telephone operator that it was not an emergency matter (# 1390). Difficulty did not only relate to police calls, a complainant could not contact the fire brigade through '000' (# 1390). Another complainant considered more publicity should be given to the emergency police number (# 329). A South Yarra woman wanting to report a theft wrote that she rang St. Kilda police "who told me to ring 000" (# 982). She continued :-

"I am English and did not even know what the emergency number was. When I dialled it I heard the Constable who answered refer to a colleague 'What do you do with emergency calls'. Not very reassuring when you are in a state of minor shock."

Complainant Satisfaction

Almost all respondents (98.5%) indicated their satisfaction with the way in which the police received the call. Overall, 8 out of 10 were "very satisfied", with a slightly higher proportion of service call complainants and a lesser proportion of complainants about traffic matters (Table 7:8). Overall, 29 complainants (29%) were in some way dissatisfied, including seven (0.7%) who were "very dissatisfied". Dissatisfied complainants were represented fairly equally in each of the three call categories. Complainants in "urgent"

calls were particularly satisfied with how their reports were received, reporting a higher than average level of "very satisfied" (87%). Only one respondent (1.4%) claimed to be "a bit dissatisfied".

TABLE 7:8

SATISFACTION WITH WAY CALL RECEIVED
BY CALL CATEGORY DURING INTEGRATED COMMUNITY POLICING

<u>Level of Satisfaction</u>	<u>Crime</u> (n = 648) %	<u>Service</u> (n = 259) %	<u>Traffic</u> (n = 64) %	<u>Total</u> (n = 971*) %
Very satisfied	78.5	84.5	75.0	79.9
Moderately Satisfied	15.4	10.8	18.7	14.5
Just Satisfied	3.1	1.9	3.1	2.8
A bit Dissatisfied	1.7	1.2	1.6	1.5
Moderately Dissatisfied	0.8	0.4	-	0.6
Very Dissatisfied	0.5	1.2	1.6	0.7
	<u>100.0</u>	<u>100.0</u>	<u>100.0</u>	<u>100.0</u>

* 15 unstated (12 crime, 1 service, 2 traffic)

Four complainants indicated they were "a bit dissatisfied" with the way the police received their call for service because they obtained or supplied inadequate information. A man who reported an attempted theft "... would have been happier if the officer who took my call had given me a more exact time of arrival" (# 562). A woman who rang the Malvern police station about a domestic dispute commented:

"As I felt I was in a threatening situation, I thought the person answering my telephone call could have been more positive in assuring me of prompt attention rather than being unsure of assistance at the immediate time" (# 231).

A social worker, reporting missing Wards of the State, was told that it was not necessary to give their descriptions over the phone, although she thought this would have provided earlier information to police units in the vicinity (# 630). A burglary complainant was dissatisfied because the officer taking the call forgot to record the address involved (# 185).

A woman who reported teenagers refusing to move from playing cricket in a park near younger children using swings finished up "very dissatisfied" with all aspects of the police service.

"At our first phone call the police indicated there was no way they could prevent a group of adolescent boys from making the park unsafe for young children ... After inquiry at the parks supervision (sic) we again rang the police who made a token gesture of coming over one hour later" (# 1578)

Four complainants were unhappy with flippant comments made by the officers who received their calls. A man reporting smashed bottles on the road was asked "Couldn't you get a broom and sweep it up?" (# 1707). A complainant who reported a noisy party thought her report was treated as a joke when she was asked whether the (loud) noise was any good (# 845). A woman reporting a naked prowler "... was rather annoyed that the man who answered my call thought I was playing a joke" (# 1324). Another woman, reporting an exposure, commented that she was "moderately dissatisfied" because

"... the officer I spoke to made a wise-crack when I mentioned the boy masturbating was 'well-built' (in relation to his torso, which I'd mentioned was bare) - the officer made an obvious gag of 'All over you mean!' I find this offensive, it makes one feel stupid for reporting such an incident. I only hope that particular officer is never interviewing a rape victim." (# 943)

Delay Before Calling Police

Calls for service complainants were asked the time the relevant incident became known and, secondly, the time the police were called in order to indirectly establish their delay before calling the police. Many replies (16.8%) could not be used because of insufficient or ambiguous answers. The remaining 820, however, provided a clear indication of the delay, particularly when analysed according to the types of call (Table 7:9).

One in five crime and traffic calls were made as soon as the incident became known, nearly twice as frequently as service calls (12.6%). Similar proportions of calls were made between five and nine minutes after the incident. More than half the crime and traffic calls were made within 15 minutes, but slightly more than one in three service calls. Seventy per cent of crime and traffic calls were made within 30 minutes compared with 55.8% of service calls.

Sixty minutes after the incidents, nearly nine out of ten crime calls had been made and eight out of ten service and traffic calls. Eighty-seven calls (10.6%), comprising 51 crime calls (9.1%), 29 service calls (14.1%) and 7 traffic calls (13.5%) were not reported within 2 hours of the incident becoming known to the complainant.

Calls classified as "urgent", overall, were made nearly twice as quickly as other calls, as evidenced by information obtained about 59 "urgent" calls, 33.9% of which were made within 5 minutes of the incident, 66.1% within 10 minutes, 76.3% in less than 15 minutes and 90% in less than 20 minutes. The longest delay involved reports of a missing person (90 minutes), in which preliminary inquiries were made, and a call to an offender disturbed at a burglary, in which the 75 minute delay was not explained. A statistically significant relationship did not emerge when delay before calling was compared with the time at which complainants discovered the incidents (p = 0.2).

TABLE 7:9

COMPLAINANTS DELAY BEFORE CALLING POLICE BY CALL CATEGORY DURING INTEGRATED COMMUNITY POLICING

<u>Delay (x)</u> <u>(minutes)</u>	<u>Cumulative % within (x) minutes of becoming known</u>			
	<u>Crime</u> <u>(n = 562)</u>	<u>Service</u> <u>(n = 206)</u>	<u>Traffic</u> <u>(n = 52)</u>	<u>Total</u> <u>(n = 820*)</u>
	<i>cum %</i>	<i>cum %</i>	<i>cum %</i>	<i>cum %</i>
0 - 4	21.7	12.6	19.2	19.3
5 - 9	42.2	28.1	40.4	38.6
10 - 14	53.9	37.8	59.6	50.3
15 - 19	68.1	48.0	69.2	63.2
20 - 24	70.4	51.4	73.0	65.9
25 - 29	72.0	55.8	73.0	68.1
30 - 34	81.8	68.9	76.8	78.3
35 - 39	82.3	70.4	76.8	79.0
40 - 44	82.5	71.4	76.8	79.6
45 - 49	85.0	73.8	76.8	81.9
50 - 54	85.4	74.3	78.7	82.4
55 - 59	85.4	74.3	78.7	82.4
60 - 69	87.7	80.1	80.6	85.5
70 - 79	88.1	82.5	82.5	86.4
80 - 89	88.7	83.0	84.4	87.0
90 - 99	89.6	84.9	84.4	88.1
100 - 109	90.2	85.4	84.4	88.5
110 - 119	90.8	85.9	86.3	89.1
120+	100.0	100.0	100.0	100.0

* 166 unstated (98 crime, 54 service, 14 traffic)

A number of respondents explained long delays before reporting incidents to the police. A missing dog owner spent 1½ hours searching for her pet before contacting police; but she was still "very dissatisfied" with the 30-45 minute police response time (# 133). A woman who waited four hours before calling the police about a prowler, because she lived alone and felt he might still be on the balcony was a "bit dissatisfied" with how the police received her call because she was told she should have rung earlier (# 1358). Another woman waited 2½ hours to report a house window smashed at 2335 hours (11.35 p.m.) because "... we were so terrified" (# 597).

Some complainants delayed reporting matters to the police whilst they made their own enquiries or established relevant facts (# 129, 963). This was particularly the case with calls about missing persons, missing property believed stolen (# 21), found property (# 1106, 1501, 1673) and offences reported for insurance purposes (# 132, 1359). One complainant did not report a burglary attempt for 36 hours because entry was not gained, "... on recollection I am sorry I didn't contact the police at the time of discovery" (# 1148). Other long delayed burglary reports, included an offence discovered by the complainant's sister who contacted him (# 1538), and a \$2,500 jewellery loss which was initially thought to be misplaced (# 205). (see Table 9:3)¹³

Complainant Explanation

Most respondents (95.7%) indicated the time it took to explain the incident to the police officer who took the call. Nine out of ten took five minutes or less (Table 7:10). Service calls, overall, took slightly more time to explain. Average explanation time was 3.3 minutes. According to respondents, six crime calls, two service calls and a traffic call each took over 15 minutes to explain.

¹³ ELLIOTT: James F *Interception Patrol* Charles C. Thomas, Illinois 1973 records the author's research in Syracuse, New York in which he found that complainants in 70% of crime-related calls waited ten or more minutes before calling the police. The Prahran result (Table 7:9) was less than that.

TABLE 7:10
COMPLAINANT EXPLANATION TIME BY CALL CATEGORY
DURING INTEGRATED COMMUNITY POLICING

Explanation Time (x) (minutes)	Cumulative % of calls explained within (x) minutes			
	Crime (n = 629) cum %	Service (n = 251) cum %	Traffic (n = 63) cum %	Total (n = 943*) cum %
1	21.6	18.6	23.8	21.0
2	54.7	47.8	58.7	53.1
3	69.8	64.1	71.4	68.4
4	73.5	67.3	74.6	71.9
5	93.5	88.0	93.6	93.4
6	93.7	88.0	95.2	92.6
7	94.3	89.6	95.2	93.3
8	94.7	90.8	95.2	93.9
9	94.7	90.8	95.2	93.9
10	97.9	96.4	96.8	97.6
11+	100.0	100.0	100.0	100.0

* 43 unstated (31 crime, 9 service, 3 traffic)

Police Response Time

Most respondents (90.8%) who called for a police service provided by a Prahran patrol car crew during Integrated Community Policing, indicated "... how much time after the call was made it took the police to arrive" (Table 7:11). This "response time" incorporated up to three police operations: where the call went through D.24, its "relay" to the communications section for transmission to a car; "dispatch" of the message to the car and "attendance" of the patrol car at the scene. (Figure 7:1) A comparison of respondents' estimated police response time with response times supported by D24 dispatch records or Station message books, indicated that, overall, there was little between the two. (Figure 8:1)

The median response time during Integrated Community Policing was about twenty minutes. One in five calls were attended within 10 minutes although, initially, traffic calls were responded to less quickly than Crime or Service calls, probably a reflection of the 'hasten slowly' philosophy in the hope that the accidents, (most traffic calls) and their related paperwork, might be 'gone on arrival'. In Victoria, non-injury accidents do not have to be reported to the police. On many occasions, police were called by witnesses or bystanders without any request from the involved parties.

Patrol car crews responded to seven out of ten service calls, and about six out of ten crime and traffic calls within thirty minutes of the complainant's call. Eighty per cent of calls were attended within 40 minutes, nine out of ten within one hour of the call. Twenty-nine calls (3.2%) were answered between one and two hours after the complainant's call. In 38 calls (4.4%), including a small number of appointments, the police took more than two hours to respond.

"Urgent" calls, overall, were attended much faster than ordinary calls. Of 62 calls classified as "urgent", 46.8% were reported by complainants as attended within 10 minutes, over twice

the proportion of ordinary calls, 83.9% within 10 minutes and 88.7% in less than 30 minutes. The longest "urgent" response time was 60 minutes to a naked prowler disturbed in Toorak on a Sunday morning (# 1284).

TABLE 7:11

COMPLAINANT'S ESTIMATED POLICE RESPONSE TIME
BY CALL CATEGORY DURING INTEGRATED COMMUNITY POLICING

<u>Response Time (x)</u> (minutes)	<u>Cumulative % of calls attended within (x) minutes</u>			
	<u>Crime</u> (n = 604) cum %	<u>Service</u> (n = 231) cum %	<u>Traffic</u> (n = 60) cum %	<u>Total</u> (n = 895*) cum %
0 - 9	20.4	19.0	11.7	19.4
10 - 19	52.9	56.2	46.7	53.3
20 - 29	64.5	71.8	61.7	66.1
30 - 39	77.6	83.9	85.0	79.6
40 - 49	82.2	88.7	86.7	84.1
50 - 59	85.2	89.1	88.4	86.3
60 - 89	92.9	95.2	95.2	93.3
90 - 119	95.5	96.9	96.9	95.6
120+	100.0	100.0	100.0	100.0

* 91 unstated (56 crime, 29 service, 6 traffic)

Day and Time of Call

The complainants' estimates of police response times during Integrated Community Policing were analysed according to the day and time the calls were attended. Response times on Thursday and Friday were considerably slower than on other days (Table 7:12). On Fridays, 11% of calls were attended in less than 10 minutes com-

pared with the weekly average of 19.4%. On Saturdays, the equivalent figure was 16.0%. The difference between days decreased as response times increased, although at the less than 30 minute response time, Thursday was 7.3% and Friday 2.4% below average. Most of the 38 calls which took over two hours to attend, occurred on a Tuesday (10), Thursday (8) or Wednesday (5).

Patrol car response times, varied according to the time police attended the call, similarly to the pattern found in the earlier analysis of the frequency of routine checks (Figure 6:4). The slowest response times occurred between 0800 and 1159 hours, in which only 12.9% of calls were attended in less than 10 minutes compared with the 19.4% average (Table 7:13). The four hour period between 1600 and 1959 hours (14.4%) was also marked by slower than average response times. Each was a peak traffic period in which traffic movement slowed quite considerably. Although geographically compact, Prahran has a very high level of through traffic during peak hours.

The afternoon period between 1600 and 1959 hours was also a time during which many people returned to their homes, sometimes, unfortunately, to discover their premises burgled. Thieves often broke into a number of premises or flats within a small area, further increasing the calls for police attention. The rota provided two overlapping 1800 hour cars between Tuesday and Saturday inclusive, to compensate for these demands (Table 2:13). Other reasons for the reduced level of police activity between 0800 and 1159 hours have been discussed in Chapter Six. ¹⁴

The most rapid police response occurred for calls attended between midnight and 0359 hours - 29% attended in less than 10 minutes, and 84% in less than thirty minutes, 18% more than the average of 66.1%. Calls in the early morning between 0400 and 0759 hours, were all attended within 80 minutes of the complainant's call. Most of the 37 calls which were answered in 2 hours or more, occurred between 2000 and 2359 hours (13), and between 0800 and 1159 hours (11).

TABLE 7:12

COMPLAINANTS ESTIMATED POLICE RESPONSE TIME BY
DAY CALL ATTENDED DURING INTEGRATED COMMUNITY POLICING
 (n = 895*)

Cumulative % of calls attended within (x) minutes

<u>Response Time (x)</u> (minutes)	<u>Sunday</u> (n = 135) cum %	<u>Monday</u> (n = 130) cum %	<u>Tuesday</u> (n = 124) cum %	<u>Wednesday</u> (n = 120) cum %	<u>Thursday</u> (n = 131) cum %	<u>Friday</u> (n = 135) cum %	<u>Saturday</u> (n = 120) cum %
0 - 9	26.7	20.8	21.8	20.8	16.0	11.1	19.2
10 - 19	55.6	53.9	56.5	49.1	49.6	46.7	62.5
20 - 29	68.9	69.3	70.2	60.8	58.8	63.7	71.7
30 - 39	82.2	83.9	78.1	79.1	70.3	80.7	83.4
40 - 49	85.9	88.5	82.9	83.3	77.9	82.2	88.4
50 - 59	88.9	88.5	84.5	84.1	81.0	86.6	90.9
60 - 89	95.5	93.9	91.1	93.2	90.2	94.7	95.0
90 - 119	97.7	97.0	91.9	95.7	94.0	96.9	96.7
120+	100.0	100.0	100.0	100.0	100.0	100.0	100.0

* 91 unstated

TABLE 7:13

COMPLAINANT'S ESTIMATED POLICE RESPONSE TIME BY HOUR
 CALL RECEIVED BY PATROL CAR DURING INTEGRATED COMMUNITY POLICING
 (n = 890*)

Response Time (x) (minutes)	Time Received	Cumulative % of calls attended within (x) minutes					
		2400 - 0359 (n = 124)	0400 - 0759 (n = 52)	0800 - 1159 (n = 170)	1200 - 1559 (n = 127)	1600 - 1959 (n = 222)	2000 - 2359 (n = 195)
		cum %	cum %	cum %	cum %	cum %	cum %
0 - 9		29.0	17.3	12.9	22.8	14.4	22.6
10 - 19		74.2	50.0	43.5	50.4	45.5	60.5
20 - 29		83.9	69.2	56.0	61.4	60.8	72.8
30 - 29		90.4	82.7	74.2	78.7	76.6	81.0
40 - 49		92.8	84.6	78.9	84.2	82.5	85.1
50 - 59		94.4	90.4	81.3	84.2	85.7	87.2
60 - 89		96.8	100.0	91.3	92.1	94.3	91.8
90 - 119		98.4		93.7	95.2	98.0	93.3
120+		100.0		100.0	100.0	100.0	100.0

* 96 unstated

Six were attended between 1200 and 1359 hours, 5 between 1600 and 1959 hours and 2 between midnight and 0359 hours.

Satisfaction With Police Response Time

Most respondents (97.6%) indicated how satisfied they were with the time it took for the police to arrive. Almost 9 out of 10 indicated some degree of satisfaction, 65% were "very satisfied" and 18.7% "moderately satisfied". Overall, 111 complainants were in some way dissatisfied, 32 of whom (3.3%) were "very dissatisfied", 15 (1.6%) "moderately dissatisfied" and 64 (6.7%) "a bit dissatisfied"(Table 7:14).

More service call respondents (71%) were "very satisfied" and traffic complainants were less likely to be "very satisfied" (56.1%) and slightly more likely to be "a bit dissatisfied" than other types of complainant. Dissatisfied complainants averaged 11.5% of each call category. Satisfaction levels were not significantly related to the age and service characteristics of crew members.

TABLE 7:14

SATISFACTION WITH POLICE RESPONSE TIME
BY CALL CATEGORY DURING INTEGRATED COMMUNITY POLICING

<u>Level of Satisfaction</u>	<u>Category</u>			
	<u>Crime</u> (n = 644) %	<u>Service</u> (n = 252) %	<u>Traffic</u> (n = 66) %	<u>Total</u> (n = 962*) %
Very satisfied	63.8	71.0	56.1	65.1
Moderately Satisfied	20.2	13.5	24.2	18.7
Just satisfied	4.7	3.6	7.6	4.6
A bit dissatisfied	6.5	6.3	9.1	6.7
Moderately dis-satisfied	1.4	2.4	-	1.6
Very dissatisfied	3.4	3.2	3.0	3.3
	<u>100.0</u>	<u>100.0</u>	<u>100.0</u>	<u>100.0</u>

* 24 unstated (16 crime, 8 service)

Complainants in "urgent" cases generally were more pleased with the police response, 71% being "very satisfied" and 15.9% "moderately satisfied". Only one was "very dissatisfied", a manager who witnessed two offenders stealing from his motor car and tried to hold them until police arrived (# 422). His call to Prahran was received at shift changeover and, during the resultant 30 minute delay, the manager was assaulted and one of the thieves escaped.

A number of complainants remarked favourably on the police response times, however, many specific comments explained why dissatisfaction category had been checked. The analysis clearly indicated that it was futile to arrive at an "ideal" response time particularly having regard to the wide variety of calls, periods of peak demand and the fluctuating availability of already limited police resources. Respondent satisfaction, however could have been increased considerably if, where practicable, the member receiving the call informed the complainant of the likely time before police could attend and offered appropriate advice about what should be done in the meantime. Even greater goodwill would be generated if the crew to whom the call was given were informed of the projected response time so that, in the event of unusual delay, they could, where possible, arrange for the complainant to be informed and, in any case, explain the delay to the complainant. During Integrated Community Policing a projected 30 minute response time would have incorporated two out of three calls (Table 7:11).

The need to establish a priority system when calls have to be queued and the acceptance of some crime reports, such as stolen cars and crime reports for insurance purposes over the telephone (with possible safeguards) are also clearly indicated. A recent crime prevention film supported by the Department claimed that police will answer "suspicious person" reports within three minutes. The Prahran analysis indicated that such a rapid response was very unlikely. A greater level of public satisfaction would be achieved by setting realistic expectations, although a much better solution, of course, would be to actively attempt to reduce response times by increasing patrol resources, establishing priorities and educating members.

These response time findings accord with research results in two authoritative studies conducted in Kansas City, Missouri. The first, a 12 month examination in conjunction with the Kansas City patrol experiment found that police could control and delay non-urgent service call responses and still maintain a high level of citizen satisfaction. The crucial factor was found not to be the immediate dispatch of a unit, rather that an officer arrived at a time designated by the dispatcher. If response time was longer than expected, citizen satisfaction was reduced. It also found that if possible that public assurances of rapid police response may inadvertently reduce citizen satisfaction when those expectations were not met. 15

The second study, a three year analysis conducted by the Kansas City Police Department, found that the time complainants took to report incidents was nearly as long as the police response time. It also found that response time was unrelated to the probability of an arrest or locating a witness in a large proportion of crimes that were discovered after the crime had occurred. For "involvement" crimes, reported by a victim or witness, reporting time was the strongest time determinant of arrest and witness availability. The study also found that citizen satisfaction was more closely related to citizens' expectations about response time than actual response time. Overall, Kansas City complainants' satisfaction with police response time was very similar to that in Prahran (Table 7:14). Most (70.2%) were "very satisfied", 14.7% "moderately satisfied", 1.9% "slightly satisfied", 5.2% "slightly dissatisfied", 2.4% "moderately dissatisfied" and 5.7% "very dissatisfied". Complainants in Kansas City estimated the median police response time at 10 minutes 16 seconds, much faster than the 20 minute median time in Prahran. (Table 7:11) Prahran residents, interviewed after the assessment period, estimated the median police response time should they need the police in an emergency at about 8 - 9 minutes (Table 10:16) 16

- 15 PATE: Tony, A. FERRARA, R.A.BOWERS and J. LAWRENCE *Police Response Time: Its Determinants and Effects* Police Foundation, Washington D.C. 1976 49
- 16 VAN KIRK: Marvin *Response Time Analysis: Executive Summary* National Institute of Law Enforcement and Criminal Justice, Washington D.C. 1978

The mother of a 16 year old assault victim who estimated the police response time at 60 minutes, commented that :-

*"... the police officers apologised for the delay in coming, as they had one car out of commission. They were efficient, understanding and helpful and we appreciate the service we had from them."
(# 1040)*

A burglary complainant, who waited 2 hours for the police, wrote that the officers explained they were held up by a transport strike (# 718). A person who reported a noisy party at Prahran mentioned being told that delay was likely because cars were at a bad accident (# 755). A complainant for a similar matter thought the response time irrelevant because his call coincided with an armed robbery (# 691). Others commented that they would have appreciated some idea of the likely response time (# 1664 - burglary, police delay 5 hours; 980 - burglary, delay 12 minutes; 800 - burglary, delay 1½ hours). Another burglary complainant specified that he was "very satisfied" with the 60 minute police delay "because I was warned of the delay and the matter was not urgent" (# 301). A "moderately satisfied" burglary complainant where the police were delayed 30 minutes commented :-

*"The uniformed officers who came to take the call were polite, considerate, and had the courtesy to call in to the house to say they were doing another call and would be delayed. Very good public relations contact and appreciated same."
(# 430)*

Other complainants apparently did not receive similar consideration. A "very dissatisfied" burglary complainant, who reported the offence personally at Prahran, claimed that "the police called a day later and didn't even take fingerprints"; but may have been referring to the Criminal Investigation Branch. Complainants who lived near the police station often thought that their calls should have been attended more quickly (# 181, 405, 1305 - suspicious persons; 843 - indecent assault; 1123 - stolen vehicle; 625 - assault).

Bomb hoaxes were stressful enough for complainants without the additional trauma of police delay. A lady who reported a suspicious object on the footpath outside her house waited nearly 6 hours for the police to attend probably because she first noticed it some 12 hours previously. She considered "an unnecessary air of melodrama on the part of the police gave room for much improvement". (# 94) On two occasions, police arrived after the bomb was allegedly timed to explode, in one case 20 minutes (# 477), the other 37 minutes (# 1212). Another bomb threat complainant accepted a two hour delay because the police "... also had a bomb scare at Prahran police station and other calls to make" (# 582).

A number of car theft complainants experienced difficulty in reporting the offence, with a resultant delay in their vehicles being listed as stolen. Two reported having to make a second call to police some hours after the first (# 1228, 1650). A woman who waited 45 minutes for the police "... received the impression that the policemen thought I had forgotten the car" when the vehicle was found "200 feet down the street" (# 111). Another complainant was "a bit dissatisfied" when police refused to accept his stolen car report until his wife returned home 90 minutes after the loss was discovered (# 605).

A "very dissatisfied" complainant, who reported an accident, waited 2½ hours and rang police twice before receiving attention (# 1310). Another accident complainant estimated a four hour delay (# 1249). A woman, who reported her bicycle stolen and waited 3 hours for the police, commented on having to give the same information to Prahran Police and Prahran C.I.B. which led her to wonder whether anything was "really" being done (# 227).

Several persons, particularly women, who reported prowlers or suspicious persons were concerned by delay in police arrival. A "very dissatisfied" East Prahran woman waited 50 minutes (# 479) while a woman who waited 20 minutes was upset that the policeman to whom she first reported the incident did not find out whether or not she was alone (# 1423). Another woman was concerned that the police took

ten minutes to arrive and then took her around the house looking for the prowler - "not very keen on that idea" (# 120). A woman who waited 20 minutes after reporting a suspicious person in the early hours of the morning "would have appreciated a quicker response, we could have all been knocked off" (# 774).¹⁷

Delayed response after police requests for public assistance in locating a youth wanted for questioning about the murder of a Chapel Street shop assistant, caused at least two complainants some anxiety. One "very dissatisfied" man, waited 90 minutes for the police after reporting a possible sighting (# 791). Another, who waited 15 minutes, was "moderately dissatisfied" with the delay, because the police had earlier warned a tenant at his block of flats that the suspect was a possible threat to her (# 793).

Respondents mentioned time delays due to shift changeovers (# 769) and police meal breaks (# 1123). Women involved in domestic disputes where they were threatened with physical injury were particularly dissatisfied when the police response seemed unduly delayed (# 836 - 60 minutes; 392 - 30 minutes; 627 - 3 hours). Other complainants indicated that, in future, they would ring '000' rather than the local station (# 495, 519, 749, 843).

Complainants who considered police delay contributed to an offenders escape often were "very dissatisfied" with the response. A 12 minute delay caused a dissatisfied burglary complainant to comment :-

"It would have been helpful if D.24 had given me some idea of how long it would take for police to arrive since the man who broke into the house was still in the house when I was on the phone" (# 980).

Two calls to youths causing trouble resulted in 20 minute delays and "very dissatisfied" complainants alleging that the offenders had left before police arrived. (# 250, 1349) A 55 minute police delay resulted in a "very dissatisfied" complainant and the escape of a person who stole a statue (# 1705). A burglary complainant, who was "very dissatisfied" with a 3 hour delay, mentioned that

¹⁷ Chapter 9 contains an analysis of burglary, prowler and other crime calls.

quicker response may have resulted in an arrest (# 1515) as did complainants for a domestic dispute (# 856 - 35 minutes), a hit-run accident (# 1093 - 15 minutes), suspicious persons (# 611, 1103 - both 20 minutes) and tampering with a car (# 418 - 5 minutes).¹⁸

Complainants who had to detain offenders were particularly sensitive to a slow police response. A shopkeeper who waited 20 minutes commented :-

"My only other comment would be the delay it took for the police to arrive. When a person is in the store ranging, abusive language and turning customers out of the store and after telephoning the police twice the customer denies that I was telephoning the police" (# 987).

A manageress who waited thirty minutes but was "moderately satisfied" with the police response time wrote :-

"With only 3 females and 1 junior boy on the staff it is hard to keep an intoxicated man on a theft charge in the storeroom until police arrive" (# 144).

A female security officer was of the same opinion, although she had "found delays in all suburbs" (# 1118). A "swearing loud mouth thief" caused another shop owner to lock him in the store until police arrived 30 minutes later (# 1485). In another case, an offender held for attempted theft from a motor car assaulted the complainant and escaped during the thirty minutes before police arrived (# 422). Two complainants mentioned difficulties associated with detaining mentally disturbed persons until police arrived (# 579, 1021).

Satisfaction with Response Time and Delay Before Calling

Ambiguous results were obtained when complainants' satisfaction with the police response time was analysed according to their delay before calling the police (Table 7:15). The 87 complainants who waited two hours or more expressed a higher level of satisfaction

¹⁸ VAN KIRK 21: found that Kansas City citizens who thought a faster police response could have changed the outcome, were less satisfied than other complainants and also tended to overestimate the police response time.

(79.3% "very satisfied") than average (65.1% "very satisfied") and one third the average "very dissatisfied" level. The 85 respondents who waited between 40 minutes and 2 hours before calling the police indicated a lower than average "very satisfied" with response time level (54.1%) and three times the average "moderately dissatisfied" level (7.1% of 1.6%).

Most respondents in this analysis (79%) indicated having called the police within 20 minutes of the incident and their levels of satisfaction closely accorded with the overall distribution contained in Table 7:14.

TABLE 7:15

SATISFACTION WITH POLICE RESPONSE TIME BY COMPLAINANTS
DELAY BEFORE CALLING POLICE DURING INTEGRATED COMMUNITY POLICING
 (n = 812*)

<u>Level of Satisfaction</u>	<u>Delay (minutes)</u>			
	<u>0 - 19</u> (n = 510) %	<u>20 - 39</u> (n = 130) %	<u>40 - 119</u> (n = 85) %	<u>120+</u> (n = 87) %
Very satisfied	63.7	63.1	54.1	79.3
Moderately satisfied	19.6	22.3	25.9	10.4
Just satisfied	4.5	3.8	5.9	2.3
A bit dissatisfied	7.5	5.4	7.1	4.6
Moderately dissatisfied	1.6	0.8	3.5	2.3
Very dissatisfied	3.1	4.6	3.5	1.1
	100.0	100.0	100.0	100.0

* 166 unstated

Satisfaction with Response Time and Estimated Response Time

Complainants' satisfaction with police response times were compared with their assessment of response time and, not, unexpectedly, a clearly significant relationship emerged. Increases in estimated response times were matched by decreased levels of satisfaction (Table 7:16).

In 174 (19.5%) of the 892 calls for which data was available, complainants estimated that police arrived within 10 minutes resulting in a very high proportion (92.5%) of "very satisfied" respondents, only two being in some way dissatisfied. A further 301 calls (33.7%), attended in more than 9 but less than 20 minutes, were associated with 75.4% "very satisfied" complainants, and 4% in any way dissatisfied. Overall, 65.1% of complainants were "very satisfied" and 11.6% dissatisfied. (Table 7:14)

Police attended 417 (46.7%) calls in twenty minutes or more, the proportion of "very satisfied" complainants decreasing as response time increased: 20-29 (48.2%), 30-39 (58.7%), 40-49 (30%), 50-59 (35%), 60-89 (41.3%) and 90-119 (33.3%). Conversely, the level of dissatisfied complainants increased with response times: 20-29 (18.5%), 30-39 (14%), 40-49 (30.5%), 50-59 (40%), 60-89 (23.8%) and 90-119 (28.6%).

Complainants for calls police attended two or more hours after the incident was reported demonstrated a high (34.2%) dissatisfaction level, including 15.8% "very dissatisfied", nearly five times the 3.3% overall level.

Running Sheet Attendance Time

Patrol car crews recorded the time at which calls were received, attended, and cleared on their running sheets. The difference between the first two was the "attendance time" and between the last two, the "clearance time" (Figure 7:1). Communications Section (D.24) dispatch cards detail the times calls were received and dispatched to cars. Analysis of figures for February and

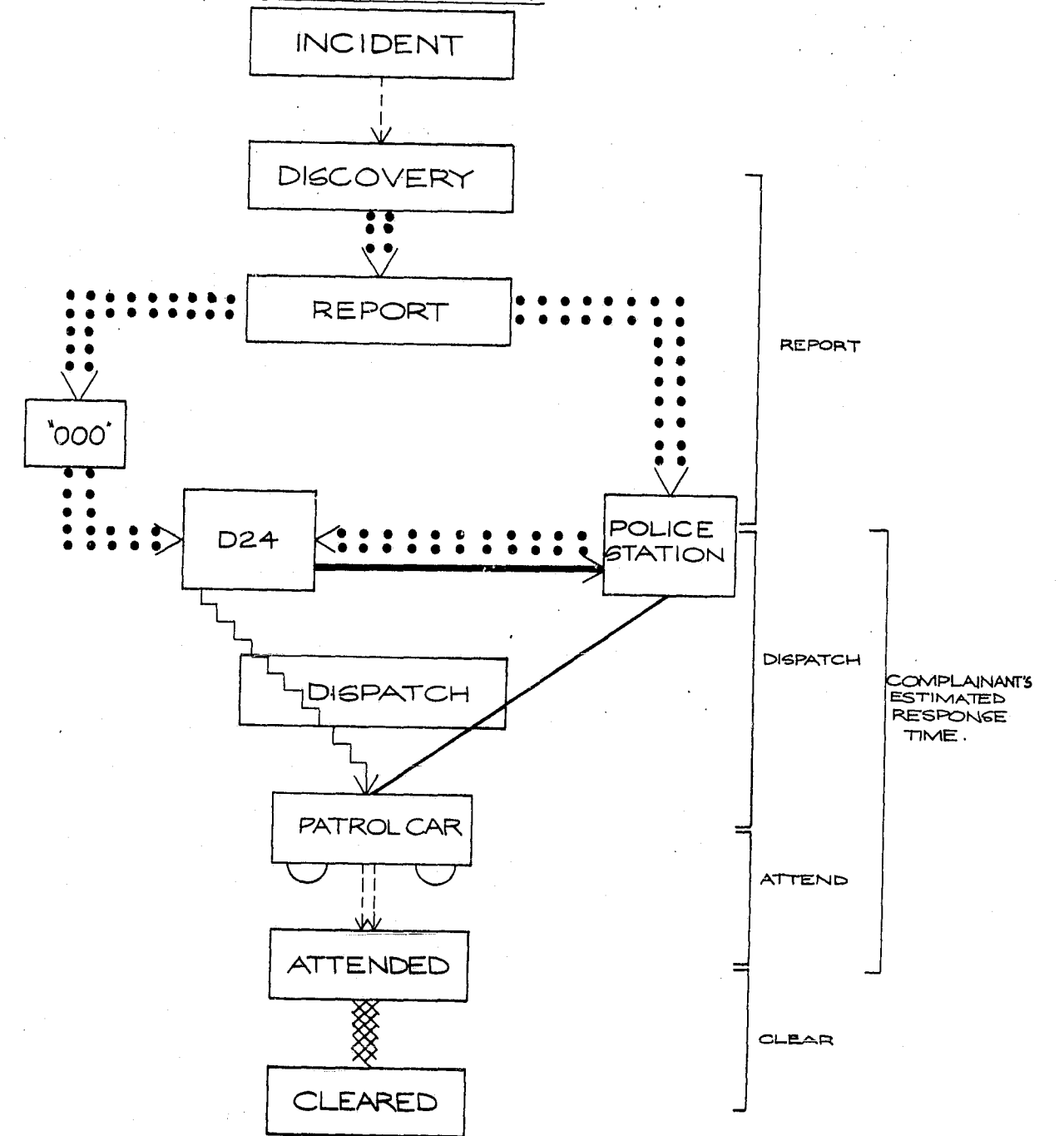
TABLE 7:16

SATISFACTIONS WITH POLICE RESPONSE TIME BY
 COMPLAINANT'S ESTIMATED RESPONSE TIME
 DURING INTEGRATED COMMUNITY POLICING
 (n = 892*)

Level of Satisfaction	Estimated response time (minutes)			
	0 - 19 (n = 475)	20 - 39 (n = 235)	40 - 119 (n = 144)	120+ (n = 38)
	%	%	%	%
Very satisfied	81.7	53.6	36.1	26.3
Moderately satisfied	12.8	23.0	28.5	39.5
Just satisfied	2.6	7.2	9.0	-
A bit dissatisfied	1.7	11.1	13.2	13.2
Moderately dissatisfied	0.6	0.8	4.9	5.2
Very dissatisfied	0.6	4.3	8.3	15.8
	100.0	100.0	100.0	100.0

$\chi^2 = 183.8, 15 \text{ df}, p < 0.0001$ - highly significant
 * 94 unstated

FIG 7.1
 RESPONSE TIME COMPONENTS.



March, indicated that half the calls received were dispatched within two minutes and 75% within five minutes (Table 8:6). Complainants' estimates of police responses included both "dispatch" and "attendance" times; however it was clear that the total police "dispatch" and "attendance" times were considerably less than the overall complainants' figures, although a very detailed examination supported the accuracy of complainants' estimates. (Table 8:9, Figure 8:1)

Patrol car attendance times, which were calculated in 974 of the 986 calls for which respondents returned detailed information, indicated that nearly 60% of calls were attended within ten minutes, 93.5% within 30 minutes, and that only 12 calls (1.2%) took more than one hour to attend (Table 7:17). The figures contrast with complainants' estimates of response times, i.e. dispatch time and attendance time, which indicated that police arrived at 20% of calls within 10 minutes, 66% within 30 minutes; but 122 calls (13.6%) took over 60 minutes (Table 7:11). Attendance time clearly must be less than response time because the latter also includes dispatch time; but the differences appear too great to be adequately explained by this factor alone.

The discrepancy between times indicated the difficulty faced by supervisors trying to assess response times from running sheet information without reference to D.24 dispatch cards, station message books, or, of course, information supplied by complainants. A number of explanations exist. Firstly, some running sheet message times referred to when messages were received from station staff, such as watch-house keepers, some time after the call was received at the police station. Secondly, calls received whilst crews were out of the car, particularly on meals, were entered as being received at the time the crew returned to service.

Thirdly, errors in recording also occurred, although where D.24 handled the call, this was reduced to some extent by the operators at dispatch giving the times of message delivery to the patrol crews, for example "To you at 1400 hours". Fourthly, some members

may record incorrect times to create the impression of rapid response or to allow themselves some additional actual time to answer the call. Fifthly, where calls were passed from one car to another, often informally, the times recorded on running sheets were those when the messages were passed rather than when the messages were received by the first car. The absence of any clear guidelines as to how messages should be recorded and the lack of structure in the running sheet form (Form 501) encouraged many of these interpretations by leaving them legitimately open to crew members.

TABLE 7:17

RUNNING SHEET TIME BETWEEN CALL RECEIVED AND ATTENDED
BY CALL CATEGORY DURING INTEGRATED COMMUNITY POLICING

<u>Attendance Time</u> (minutes)	<u>Cumulative % of calls attended within (x) minutes</u>			
	<u>Crime</u> (n = 652) cum %	<u>Service</u> (n = 257) cum %	<u>Traffic</u> (n = 65) cum %	<u>Total</u> (n = 974*) cum %
0 - 4	20.2	17.1	7.7	18.6
5 - 9	59.0	63.4	43.1	59.2
10 - 14	77.7	80.9	75.4	78.5
15 - 19	84.6	87.5	84.6	85.5
20 - 24	90.1	91.4	90.8	90.6
25 - 29	93.0	94.1	93.9	93.5
30 - 34	94.8	94.5	97.0	95.0
35 - 39	96.6	96.4	100.0	97.0
40 - 44	97.5	96.8		97.7
45 - 49	98.1	97.2		98.2
50 - 54	98.3	98.4		98.6
55 - 59	98.6	98.4		98.8
60+	100.0	100.0		100.0

* 12 unstated (8 crime, 3 service, 1 traffic)

Attendance Time and Day and Time of Call

When running sheet attendance times were compared with the days on which the calls were attended, less variation was found than emerged in the similar analysis of complainants estimated response time (Table 7:12). Fewer calls were attended within 5 minutes on Thursday (16.6%) and Friday (14.6%) compared with Sunday (23.8%) and Wednesday (20%). However the proportion of calls allegedly attended within 10 minutes (except for Tuesday, 53.8%), was very close to the overall average (59.2%). Overall, Tuesday, Wednesday and Thursday were days of slower response times, similar to the finding in the response time analysis (Table 7:12).

Attendance times were also examined according to the police shift time calls were received (Table 7:18). The overall trends were similar to the earlier response time analysis (Table 7:13), allowing, of course, for the almost twice as rapid police attendance times derived from running sheets. Attendance was slowest during morning shift and the first four hours of afternoon shift. About 80% of calls on these shifts were attended within 20 minutes compared with 90% during the remaining twelve hours. There was a highly statistically significant relationship between attendance times and the period of the day in which the call was received. The slowest attendance (marginally) occurred between 0701 and 1100 hours.

Satisfaction with Response Time and Attendance Time

Complainant's satisfaction with response time was compared with the running sheet attendance time and a similar, but weaker, result emerged to the same analysis of complainants' estimated response times (Table 7:16). Overall, as attendance time increased, complainant satisfaction decreased (Table 7:19). The 176 'less than 5 minutes' attendance times were associated with a 76.1% "very satisfied" rate, 5-9 minutes (66.9%), 10-14 minutes

TABLE 7:18

RUNNING SHEET TIME BETWEEN CALL RECEIVED AND ATTENDED BY
HOOR RECEIVED DURING INTEGRATED COMMUNITY POLICING

<u>Time (x)</u> <u>(minutes)</u>	<u>% of calls attended within (x) minutes</u>						<u>Overall</u> <u>(n = 1718*)</u>
	<u>0701-1100</u> <u>(n = 271)</u>	<u>1101-1500</u> <u>(n = 249)</u>	<u>1501-1900</u> <u>(n = 395)</u>	<u>1901-2300</u> <u>(n = 356)</u>	<u>2301-0300</u> <u>(n = 357)</u>	<u>0301-0700</u> <u>(n = 90)</u>	
	%	%	%	%	%	%	%
0 - 9	50.2	51.0	53.1	66.0	66.4	68.9	58.7
10 - 19	29.1	31.0	29.1	22.8	22.4	24.5	26.8
20 - 29	10.0	11.2	8.9	5.9	5.3	3.3	7.7
30+	10.7	6.8	8.9	5.3	3.9	3.3	6.8
	<u>100.0</u>	<u>100.0</u>	<u>100.0</u>	<u>100.0</u>	<u>100.0</u>	<u>100.0</u>	<u>100.0</u>

$\chi^2 = 50.8, 15 \text{ df}, p < 0.0001 - \text{highly significant}$

* 11 unstated

(60.2%), 15-19 minutes (64.1%), 20-24 minutes (61.2%) and 25-29 minutes (57.1%). By comparison, 92.5% of the 174 respondents who estimated police response time at less than 10 minutes were "very satisfied" with it.

Overall, complainant dissatisfaction increased as car attendance time increased. The doubtful nature of running sheet times was illustrated by the fact that attendance times of less than 5 minutes resulted in 15 (8.5%) dissatisfied respondents while the 12 calls, allegedly attended in an hour or more, did not produce any dissatisfied complainants.

TABLE 7:19

SATISFACTION WITH POLICE RESPONSE TIME BY RUNNING SHEET TIME BETWEEN CALL RECEIVED AND ATTENDED DURING INTEGRATED COMMUNITY POLICING
(n = 950*)

<u>Level of Satisfaction</u>	<u>0 - 9</u> (n = 560) %	<u>10 - 19</u> (n = 250) %	<u>20 - 29</u> (n = 77) %	<u>30+</u> (n = 63) %
Very satisfied	69.8	61.2	59.7	52.4
Moderately satisfied	15.9	22.4	23.4	23.8
Just satisfied	3.8	6.0	5.2	6.3
A bit dissatisfied	6.4	4.8	6.5	12.7
Moderately dissatisfied	1.2	2.0	-	1.6
Very dissatisfied	2.9	3.6	5.2	3.2
	<u>100.0</u>	<u>100.0</u>	<u>100.0</u>	<u>100.0</u>

$\chi^2 = 24.4, 15 \text{ df}, p = 0.1 - \text{not significant}$

* 36 un stated

Satisfaction with Response Time and Way Call Received

Complainants' satisfaction with both police response time and the way the call was received were compared to establish whether these were independent attitudes. Clearly, however, this was not the case. A highly statistically significant result emerged indicating that level of satisfaction flowed from one to the other or that complainants perceived the police response as a generalised whole, rather than three separate operations capable of independent evaluation (Table 7:20).

The analysis indicated that 581 of the 624 respondents who were "very satisfied" with the police response time were also "very satisfied" with the way their call was received. Overall, only 10 (1.2%) of the 847 respondents satisfied with the police response time, were dissatisfied with the way their call was received. Seventeen (15.9%) of the 107 respondents dissatisfied with the response time were also dissatisfied with the way their calls were received. Ninety complainants, satisfied with the way their calls were received, were dissatisfied with the police response time.

TABLE 7:20

SATISFACTION WITH POLICE RESPONSE TIME BY SATISFACTION WITH WAY CALL RECEIVED DURING INTEGRATED COMMUNITY POLICING
(n = 954*)

<u>Way Received</u>	<u>Response time</u>			
	<u>Very Satisfied</u> (n = 624) %	<u>Moder.</u> (n = 179) %	<u>Just</u> (n = 44) %	<u>Dissatisfied**</u> (n = 107) %
Very satisfied	93.1	64.8	47.7	43.0
Moderately satisfied	5.3	30.2	38.7	30.8
Just satisfied	0.8	3.9	6.8	10.3
Dissatisfied**	0.8	1.1	6.8	15.9
	<u>100.0</u>	<u>100.0</u>	<u>100.0</u>	<u>100.0</u>

$\chi^2 = 402.0, 25 \text{ df (categories not combined)}, p < 0.0001 \text{ highly significant}$
* 32 un stated ** categories combined

How Police Handled The Job

Complainants indicated how good a job the police who came to their call did in handling the incident on a six point scale ranging from "very good" through "good", "fair", "not too good" and "bad" to "very bad". Nearly all (96.4%) thought police did a "fair" to "very good" job, with 61.2% of the latter opinion. Ironically, in view of the traditional law enforcement emphasis of most police, more service call respondents (70.7%) thought police did a "very good" job, than those reporting traffic matters (63.1%) or crime related incidents (57.2%) (Table 7:21).

The 69 respondents whose calls were classified as "urgent" had a slightly higher than average opinion of the way the police handled the job, 63.8% thought it "very good", 29.0% "good" and 5.8% "fair". Only one "urgent" case respondent thought the police performance "not too good".

When respondents' views were compared separately with the ages and service of the police drivers and observers, the ages of the older crew members, and the service of the most senior crew members, no significant difference in levels of satisfaction were observed.

Handling Job Compared With Response Time And Way Received

A significant relationship occurred between respondents' opinions and response time variables, indicating the lack of independence in factors associated with the calls for service. Satisfaction with the job done by the police decreased as complainants estimated response time increased (Table 7:22). The average "very good job" level for the 882 respondents who supplied details was 60.5%, but this increased to 79.2% when the replies of 173 people who estimated a less than 10 minute response time, and 65.2% for those 299 who reported 10-19 minutes before police arrived. About one in three complainants who reported a delay of two hours or more were "very satisfied" with the police job.

TABLE 7:21

SATISFACTION WITH WAY POLICE HANDLED JOB
BY CALL CATEGORY DURING INTEGRATED COMMUNITY POLICING

<u>How Police Handled Job</u>	<u>Crime</u> (n = 647)	<u>Service</u> (n = 253)	<u>Traffic</u> (n = 65)	<u>Total</u> (n = 965*)
	%	%	%	%
Very good	57.2	70.7	63.1	61.2
Good	28.3	19.0	21.5	25.4
Fair	11.3	7.1	6.2	9.8
Not too good	2.1	1.6	7.7	2.4
Bad	0.6	0.4	1.5	0.6
Very bad	0.5	1.2	-	0.6
	<u>100.0</u>	<u>100.0</u>	<u>100.0</u>	<u>100.0</u>

* 21 unstated

TABLE 7:22

SATISFACTION WITH WAY POLICE HANDLED JOB BY COMPLAINANT'S
ESTIMATED RESPONSE TIME DURING INTEGRATED COMMUNITY POLICING
 (n = 883*)

How Police Handled Job	Estimated response time (minutes)			
	0 - 19 (n = 472) %	20 - 39 (n = 231) %	40 - 119 (n = 142) %	120+ (n = 38) %
Very good	70.4	55.4	43.7	34.2
Good	21.4	28.6	35.2	36.8
Fair	5.9	12.5	15.5	23.7
Not too good	1.3	2.2	4.2	5.3
Bad	0.8	0.9	-	-
Very bad	0.2	0.4	1.4	-
	100.0	100.0	100.0	100.0

$\chi^2 = 62.4, 15 \text{ df}, p < 0.0001$ - highly significant
 * 103 unstated

A similar pattern emerged when respondent opinion about the police job was compared with their attitude towards response times. A highly statistically significant result indicated the strong relationship between these factors (Table 7:23). Only 15 (1.8%) of the 844 people who were satisfied with the police response time were critical of the way the police handled the job, compared with 19 (18.3%) of those dissatisfied with the response time.

TABLE 7:23

SATISFACTION WITH WAY POLICE HANDLED THE JOB BY
SATISFACTION WITH POLICE RESPONSE TIME DURING
INTEGRATED COMMUNITY POLICING
 (n = 948*)

Response Time	Handling job			
	Very Good (n = 580) %	Good (n = 242) %	Fair (n = 92) %	Not too good/bad** (n = 34) %
Very Satisfied	79.8	49.2	34.8	26.5
Moderately Satisfied	14.3	28.5	21.7	14.7
Just Satisfied	1.7	9.5	10.9	3.0
Dissatisfied **	4.2	12.8	32.6	57.6
	100.0	100.0	100.0	100.0

$\chi^2 = 257.8, 25 \text{ df (categories not combined)} p < 0.0001$ - highly significant

* 36 unstated

** categories combined

A similar highly significant difference emerged when respondents' opinions about the job the police did were compared with their satisfaction about how the call was received (Table 7:24). Over 90% of "very satisfied" respondents considered the police did a "very good" job, while 21.2% of people dissatisfied with the response time also thought the police job was "not too good" or "bad". In actual numbers, the 918 people who thought police handling of the job "very good", "good" or "fair" included 19 (2.1%) who were dissatisfied with the way their calls were received. The 33 respondents who thought police did a "not too good", "bad" or "very bad" job, included 7 (21.2%) who had been dissatisfied with the way their calls were received.

TABLE 7:24

SATISFACTION WITH WAY POLICE HANDLED THE JOB BY SATISFACTION WITH WAY CALL RECEIVED DURING INTEGRATED COMMUNITY POLICING
(n = 951*)

<u>Way Received</u>	<u>Handling job</u>			
	<u>Very Good</u> (n = 583)	<u>Good</u> (n = 242)	<u>Fair</u> (n = 93)	<u>Not too Good/Bad**</u> (n = 33)
	%	%	%	%
<i>Very Satisfied</i>	91.9	69.8	50.5	39.4
<i>Moderately Satisfied</i>	6.5	22.7	35.5	30.3
<i>Just Satisfied</i>	0.5	4.1	8.6	9.1
<i>Dissatisfied</i>	1.1	3.4	5.4	21.2
	100.0	100.0	100.0	100.0

$\chi^2 = 320.46, 25 \text{ df (categories not combined)} p < 0.0001 - \text{highly significant}$

* 33 unstated

** categories combined

Handling Job and Clearance Time

Patrol car clearance times in 976 of the respondents' calls were ascertained from running sheets where the crews had specified the times they arrived at call scenes and the times of departure. A small proportion of calls (3.3%) were handled in less than five minutes (Table 7:25). Initially, traffic and service calls were handled quicker than crime cases; but after a 15 minute period, traffic calls, probably because they included a number of accidents which were particularly time consuming, were handled less quickly. Slightly more than six out of ten crime and service calls but less than half (47.6%) traffic calls were handled in less than 20 minutes. Forty crime calls (6.1%), 22 service calls (8.5%) and 5 traffic calls (7.5%) required more than an hour before the car crew cleared. Many of these cases involved processing offenders or interviewing witnesses.

Satisfaction with the way police handled the job was compared with patrol crew clearance times, and a distinct pattern emerged. When police clearance time exceeded an hour, a higher than average proportion of respondents (83.1% cf 61.3% average) thought the police job was "very good" and none considered it less than "fair". The 32 calls in which the car crew cleared in less than 5 minutes, resulted in 65.6% "very good" responses, 21.9% "good", 9.4% "fair" and 3.1% "not too good". The 129 calls cleared in between 5 and 9 minutes, resulted in a very similar pattern.

TABLE 7:25

RUNNING SHEET CLEARANCE TIME BY CALL CATEGORY
DURING INTEGRATED COMMUNITY POLICING

<u>Clearance Time (x)</u> (minutes)	<u>Cumulative % of calls cleared within (x) minutes</u>			
	<u>Crime</u> (n = 653) cum %	<u>Service</u> (n = 258) cum %	<u>Traffic</u> (n = 65) cum %	<u>Total</u> (n = 976*) cum %
0 - 4	2.5	5.0	4.6	3.3
5 - 9	15.8	20.1	18.4	13.8
10 - 14	41.5	48.8	33.8	42.9
15 - 19	62.8	65.5	47.6	62.5
20 - 24	76.6	74.8	61.4	75.1
25 - 29	83.2	80.6	70.6	81.7
30 - 34	87.9	86.2	76.8	86.8
35 - 39	89.9	87.4	78.3	88.4
40 - 44	91.4	89.7	82.9	90.3
45 - 49	91.9	90.5	86.0	91.0
50 - 54	92.7	91.3	89.1	91.9
55 - 59	93.9	91.3	92.4	92.9
60+	100.0	100.0	100.0	100.0

* 10 unstated (7 crime, 2 service, 1 traffic)

TABLE 7:26

SATISFACTION WITH WAY POLICE HANDLED JOB BY RUNNING
SHEET CLEARANCE TIME DURING INTEGRATED COMMUNITY POLICING
(n = 955*)

<u>How Police Handled Job</u>	<u>Clearance time (minutes)</u>			
	<u>0 - 19</u> (n = 595) %	<u>20 - 29</u> (n = 250) %	<u>40 - 59</u> (n = 45) %	<u>60+</u> (n = 65) %
Very good	61.8	53.6	64.5	83.1
Good	24.1	32.0	24.5	13.8
Fair	9.6	12.8	4.4	3.1
Not too good	3.0	0.8	4.4	-
Bad	0.5	0.8	2.2	-
Very bad	1.0	-	-	-
	100.0	100.0	100.0	100.0

$\chi^2 = 34.1, 15 \text{ df}, p < 0.01 - \text{very significant}$

* 31 unstated

General Comments

Respondents in two out of three calls, wrote a comment, usually about the incident, on the returned questionnaire. Overall, about 30% were favourable to the police, 11% were neutral, and a similar proportion were unfavourable, including about 2% which were quite unfavourable. About 4% were ambiguous, and a similar proportion concerned the way in which a call was received and have been discussed already.¹⁹ In two cases, follow-up of the remarks disclosed that the complainants suffered from mental ill-health.

Follow-up Procedure

Respondents' comments often were fairly general; but a factor which emerged was the importance of police letting complainants know the result of their inquiries.²⁰ This issue was raised directly or indirectly by over 100 complainants. Others mentioned how pleased they were to receive the follow-up questionnaire, sometimes as an indication of the official acceptance of their call (# 39, 45, 429, 1566).

In some calls, police follow-up was praised. A woman who reported suspicious persons wrote :-

"I consider the police made every effort to locate the two men ... I saw the police inspect the premises opposite, then go to the flats in Cromwell Road. Later, they drove back and said they had asked flat-dwellers about the men and had been told the men were trying to interest people in spy-holes for their front doors" (# 1272).

Another woman, with a similar report, who thought the police did a "very good" job, commented that after interviewing the suspects the police "... saw us on the way back to tell us we're O.K. to go out and (that) they would keep a watch on premises" (# 1672). A complainant was "most impressed" that the police rang back the next day to find out the condition of a ten year old missing person who

¹⁹ pp. 218 - 227

²⁰ Chapter 9 contains comments from burglary, prowler and suspicious person complainants.

had been found the previous evening (# 1518). Some complainants for theft (# 110) and car theft (# 1167, 1723) thought the telephone follow-up by Detectives was very considerate.

Other respondents wrote that they would have appreciated being told the result of their call. A man who reported a theft and suspect stated that "... it is a pity the follow-up wasn't as quick efficient as the initial contact ..." (# 1492). A woman who also reported a theft and suspect thought the police did a "bad" job because :-

"(S)ince recovering stolen goods I have not heard anything further ... I feel that I should be informed of any progress being made as all goods weren't recovered" (# 1359).

A burglary complainant who thought the police did a "very bad" job commented that :-

"(T)he police called a day after it happened and they didn't even take fingerprints and I haven't heard anything since" (# 371).

A theft complainant who thought the police did a "fair" job stated that :-

"I am not very satisfied as the C.I.B. have not contacted me since the first time they came" (# 1315).

A theft complainant waited home two days for a promised visit by Detectives (# 936). Others phoned the police station to find the result of their call but were unable to get much satisfaction. A car theft caller thought police did a "bad" job

"When calling to Prahran to check on the progress no-one seemed to be able to find the paper work ... police on the phone should identify themselves" (# 811).

Similar comments were made by an assault victim (# 122), a theft complainant (# 146) and a person who reported a drunk (# 449), who tried to contact the officers who attended their calls. A person who reported a car theft described the police "follow-up to apprehend offenders" as "lousy" (# 1288). A person who reported a prowler at midnight wrote :-

"At the time the police thought they had an idea of who the prowler was as they described him to us and stated they would pay him a visit and bring him back. We stayed up to 2 a.m. and they did not return" (# 1051).

Others mentioned still waiting for advice of the police follow-up at the time they completed the questionnaire (suspicious person - #45, 100, 736, 1328, 1592; found property - #164, 1380, 204; wilful damage - # 50, 136, 148, 1169; disturbances - # 39, 622, 1303, 1429, 1725; and open door - # 1447). A disturbance complainant was particularly pleased to receive the follow-up questionnaire -

"I would like to congratulate the Commissioner for the thought, and eventually the decision, to send a letter and questionnaire to persons such as myself who has had a valid reason for seeking their help. I assure you it has made a most favourable impression, and I am certain can only assist in improving the image of the Force which I am sure is what the questionnaire would be all about. I would also take the opportunity of stating that in cases I know of, I commend the Prahran Police, in whose district I have lived for the past 13 years, for their courteous efficiency, I'm sure it is generally appreciated" (# 39).

Vehicle Accidents

Many of these instances of inadequate "feed-back" to complainants seemed to be the result of idiosyncratic procedures peculiar to members attending the calls. Police accident procedures, particularly the use of accident collators, was an area where the system was virtually structured to prevent follow-up. Initial reports

of 'hit-run' accidents, for example, were prepared by the patrol car crew and forwarded to the District accident collator who frequently filed them at the Traffic Branch without subsequent advice to parties involved. After weeks of uncertainty, complainants were forced to make their own inquiries as to the disposition of their report.

One respondent involved in a 'hit-run' accident wrote :-

"I am still awaiting the outcome - I haven't heard anything since the accident - 5 weeks" (# 1645).

Another commented :-

"Could police please explain what is going to happen to both parties as to whether or not there is going to be a court case or who is being charged and what with" (# 1069).

Some accident investigations take considerable time to complete, particularly where there are a number of witnesses or where a blood test is involved. A number of complainants commented that the police were courteous, efficient and helpful (# 378, 476, 803, 865, 1435, 1566). Another accident respondent considered the police "... could do with less paper-work ... and make better use of tape recorders, shorthand, etc." (# 1557).

In at least three 'hit-run' accidents it appeared that police had taken insufficient particulars. A man who thought police did a "very good" job commented that :-

"The police were quite helpful in telling me that I could trace the driver or owner of the other car that left the accident without stopping by going to the Motor Registration Branch. I have since done this" (# 32).

A woman who thought the police did a "not too good" job stated :-

"Whilst the accident was minor to the police, it did involve a hit-run driver. I was made to feel I was unnecessarily bothering them. I had had the presence of mind to obtain the offender's number plate so I don't think I was entirely without substantial evidence for them to pursue. I did not appreciate the indifferent attitude displayed by the men from Prahran. Consequently, I did not follow up the accident through the police force" (# 552).

A man who reported a hit-run accident involving two vehicles at 0310 hours (3.10 a.m.) also thought the police performance was not too good :-

"... the policemen attending did not seem interested in taking a description of the offending vehicle or taking paint samples, etc. The police were not called to file a claim for insurance purposes or anything mundane like that. A drunken or very erratic driver driving an unregistered white utility (Falcon) had 2 severe collisions in Fawkner Street that night. My only intention in calling the police was to try and get the dangerous driver off the road - preferably for good - before somebody is killed ..." (# 325)

The police accident syndrome ("hasten slowly") may have indirectly resulted in another complainant thinking the police did a "bad" job because they "couldn't be bothered too much" and the escape of a thief (# 36). Her call about an offender held was recorded as an accident and the offender escaped during the 30 minutes before police arrived. The respondent commented :-

"My daughter who resides at this address had trouble with daylight stealing and phoned the police while the men were still on the premises. She gave the registration to the police of the car being used by offenders and told police if they came straight away she believed they could be caught. The police took approximately one hour to arrive. The offenders had been able to be detained for 10 minutes by my daughter which was of little use. I believe there should be a far speedier turn up of police in urgent circumstances. This has been a common complaint with neighbours too."

Supervisors cannot respond to every call given to cars under their control, and, even if they could, instances of inferior service would still occur. The four examples in 35 accident calls were, hopefully, unusual occurrences, but still the cause of concern. In one call (# 325), the running sheet record was to an "offending driver" without reference to any accidents. In the others, the record showed "no police action" against the accident call. There was little probability that the incorrect entries would have come to light unless complainants or insurance companies requested the police reports about the accidents.

Robbery

Overall, few respondents reported inefficient police service. An armed robbery victim

"... thought the police response was very prompt. I was impressed not only with their early attendance but also the number of support vehicles in the area. I thought (the police) handled the situation most politely and efficiently" (# 158).

A second armed robbery respondent found the "police and detectives most sympathetic and compassionate ... keep up the good work" (# 680). A third victim, who thought the C.I.B. Sergeant was "very good", mentioned having been phoned by the offender and threatened because he had complained to the police (# 277).

Indecent Exposure

Four exposure complainants each thought the police did a "very good" job. One found them "very efficient and concerned" (# 197), another "concerned, prompt, helpful and friendly" (# 1416), whilst a third commented that "... as a resident of Prahran, I am extremely satisfied and supportive of our district police service" (# 1344). Another wrote :-

"I was impressed that both the policeman who answered the phone, those that came to the Centre and subsequently the two policewomen who visited me in my own home all appreciated the fact that it was in the interest of the younger persons and the offender that the incident be taken seriously" (# 893).

The mother of a 10 year old boy, victim of an exposure commended the police and detectives for the way they spoke to her son and their compassion. "I was most impressed" (# 452).

Wilful Damage

An elderly couple who reported water leaking from an upstairs flat thought "... the two young constables who called to assist us were TERRIFIC" (# 947). Wilful damage complainants varied in their opinion of police performance. One rated it "fair" because the police picked up the bar involved without "bothering to protect any fingerprint which may have been there - too offhand" (# 7). Another, where stolen property was also involved, thought the police did not do a "too good a job" because the C.I.B. did not attend until after repeated phone calls and "... the stolen goods which had been discovered disappeared again during the time span" (# 334). Others found the police courteous and helpful (# 12, 429, 546, 669, 1216). A car salesman, at a yard where cars were damaged thought the public should "... give the police force more recognition for the work they do ..." (# 195).

Illegal Parking

Illegal parking was a problem in Prahran, particularly around flat areas, and in the older wards where off-street parking was not available. Ironically, the police effort did not receive particular acclaim. A respondent who thought the police did "not do too good a job" commented that the police told him there was nothing they could do (# 1055). A similar rating was indicated by a respondent who wrote :-

"The officer who called on the illegal parking complaint simply said nothing could be done! Why a car parked on the wrong side facing the wrong way for 6-8 days, 2 feet from the kerb and possibly unregistered and with flat tyres did not incur a penalty confuses me" (# 1168).

The fact that the police did not remove offending vehicles puzzled some complainants, especially when their driveways were blocked, and even when parking tickets were issued (# 96, 478, 490, 1629). Another, who complained of a car on the nature strip, thought -

"... the police showed great discretion in their judgement and handling of the situation. I admired the wisdom of the Senior" (# 937).

Regulation 1109 of the Road Traffic Regulations 1973 which empowered police to move an illegally parked vehicle causing danger or congestion to traffic, was seldom applicable when a vehicle blocked a driveway although this was particularly annoying to residents unable to move their vehicles. A broadening of the legislation to cover these situations is obviously desirable.

Theft

Comments from respondents who reported thefts were generally very favourable. A woman who reported a theft from her car wrote :-

"This is the second occasion I have had in recent months to contact the Prahran Police and on both occasions my husband and I have been very impressed with the service received and the smart time in which they arrived, however the goods stolen have never been recovered" (# 352).

Others found the patrol car crew "most obliging" (# 1015), "polite, helpful and very considerate" (# 857), "most obliging and courteous" (# 903), "efficient" (# 770), "most courteous" (# 806),

"most business like and efficient" (# 281), "very courteous and friendly" (# 455). A number were particularly impressed because they realised that their loss was relatively minor (# 298, 466, 810), however one man who reported that a friend of his may have had a letter stolen, thought the police job "not too good" because "... I received the impression rightly or wrongly that the matter was considered too trivial for the police to pursue" (# 445). A 'busy' woman who reported the theft of a bicycle thought the report should have been taken over the phone (# 822).

A shop security woman thought the police did a "fair" job because they accepted the explanation of the 83 year old suspect rather than laying a charge (# 90). A similar complainant was also "... disappointed that the proceedings were not taken any further" (# 391). Another thought "... all conversations between shoplifter, employer and police should be taken care of at the police station to save harassment" (# 648). A fourth was "very satisfied with the police officers and their approach to the situation" (# 1668).

Missing Persons

Police action in answering missing person calls resulted in many favourable comments. The mother of a missing 13 month old child for whom an intensive search was mounted for 12 hours before he was located being looked after by people in an adjacent flat "... was most impressed with the efficiency and kindness shown by all officers ..." (# 1463). The mother of a missing ten year old commented :-

"The boys who handled the job were very polite. I wish to thank the police for what they did for me as my child has been very sick. Without their help I do not know what I would have done" (# 178).

Other parents were "very pleased" with the police job (# 1098), "very thankful" (# 1362), "more than satisfied" (# 1234) and "very impressed" (# 4, 374). A Doctor, who

reported his 16 year old daughter missing, commented :-

"Two very young officers handled the problem with discretion and maturity - very impressed" (# 436).

Prahran contains a number of private hospitals for geriatric patients, and elderly persons who wandered away from the hospitals were frequently reported as missing. They were usually located within a few hours. The Sister in Charge of one hospital wrote :-

"I do believe the Police Force does a fantastic job and I am very satisfied with all that they have ever done for my unfortunate wandering ladies and myself" (# 1035).

Others thought the police "helpful, friendly and understanding" (# 85, 343) and "extremely polite and efficient - a credit to their profession" (# 517). A respondent, who thought the police did a "good" job, mentioned previous difficulty due to located missing persons remaining listed as missing (# 956).

Two missing person complainants expressed less than average opinions about police performance. A woman who thought it "fair" commented that she "... was lucky to receive prompt attention because of the problems of equipment and staff ..." without further elaboration (# 518). Another woman considered the police did a "very bad job" apparently because a South Melbourne policewoman "... said I was using the police as a taxi service ... I have no complaints with Prahran Police, they have been marvellous to me with my son. Thank you, keep up the good work" (# 278).

Mental Illness

Respondents who called the police about incidents involving mentally disturbed people generally expressed a high opinion of the police performance. A Doctor who reported a "voluntary patient" in need of assistance wrote that :-

"The officer receiving the call seemed dubious about accepting it, understandably. The two officers who arrived were quite nervous and seemed unsure about how to handle the client. I felt their understanding of psychiatric disorders and how to deal with mental patients could have been better, however the matter was concluded to my satisfaction and they managed to get the person to Mont Park without unduly exciting him" (# 302).

Another respondent considered "... no-one could have done a better job than the two uniform men that came" (# 124). The manager of a psychiatric hostel mentioned that he had "... always found the local police extremely co-operative" (# 328). A respondent thought there should have been other ways of getting help to a mentally ill person (# 559). A Doctor who requested an escort for a patient thought the "... police involved (2 male and 2 female) were excellent, very efficient, courteous and considerate in dealing with a mentally disturbed patient, highly commendable" (# 1183). A person, whose neighbour was acting strangely, considered that :-

"The police handled a difficult situation with tact and great endurance and were quite objective in their approach" (# 559).

A person who was assaulted by a mentally disturbed person was :-

"... very satisfied with the police action, but not with the law which allows (such) a person to continually disturb and attack. Must somebody be murdered before he is put away" (# 722).

A similar victim was sympathetic with difficulties encountered by police but felt "... they could have recognised that the assailant was disturbed rather than criminal" (# 674).

Assaults

The comments of respondents who reported assault cases included one who thought the police performance "not too good" but rather cryptically mentioned that he had no comments "... unless to a very senior officer having learned what the correct police procedure is" (# 1080). The mother of an 11 year old girl who was assaulted thought the police did a "fair" job, mainly because of a delay before a statement was taken. She was :-

"... very satisfied with the Policewomen who came and interviewed my daughter. They are a great asset to law and order here in Victoria" (# 1075).

The mother of a 13 year old boy, who had his teeth damaged in an assault, thought the police did a "very good" job, especially in searching for the offenders (# 1439). Other complainants thought Prahran police and C.I.B. "to be most efficient and courteous" (# 119, 1252). Complainants in domestic assaults also thought the police did a very good job; although one was worried that she might have been "pre-judged" (# 508, 1291). Another woman who reported a domestic assault :-

"... thought the police psychological training excellent - they were very sympathetic and more understanding than I would have thought in their positions" (# 259).

Car Theft

Many car theft complainants commented favourably on police performance particularly where their vehicles had been recovered virtually intact (# 446, 553, 1162, 1565). One mentioned "police politeness" (# 1385), another praised the "courteous and prompt attention" (# 737). However, a respondent also noted "a lack of communication between uniformed and C.I. Branch" (# 43). One respondent recounted an experience two weeks before when he :-

"... rang the Prahran police and told them that I believed a car, which was parked outside my house was stolen. I gave them the registration number, 24 hours later the car was still there and to my knowledge the police had not been there to investigate. So I went into the car and found a bankbook and after 2 or 3 phone calls traced the owner who informed me the car was stolen 3 weeks previously. Surely it only takes a phone call to find out if a car is on the stolen list, and that should not take 24 hours" (# 846).

Locked Out

People who locked themselves out of their homes often called for police assistance and were universally grateful for the help obtained. A lady who locked herself out of her flat for the second time "... on each occasion (found) the police most helpful" (# 1588). Another mentioned their "promptness and courteousness" (# 675), others "their efficiency and kindness" (# 56, 742) whilst another praised their "... great personal understanding which gives a very good image" (# 404). In one case, the complainant was unable to reply :-

"Miss Watson who called the police is a very old lady and we are very grateful for the care and concern of the policemen who came and we thank them." (# 697)

Unreasonable Noise

Prahran police responded relatively frequently to complaints about unreasonable noise, probably as a result of the close living associated with the many flats in the locality. Section 48A of the *Environment Protection Act 1970* empowers police to take action against offenders, who are liable to a \$400 penalty. In practice, police almost invariably warned an offender to reduce the noise level, and proceedings were very seldom taken. Two complainants, who rated the police performance "not too good", may have misunderstood this procedure. One commented :-

"The reason for this call was a noisy flat neighbour. The problem has existed for some months. Our first call made by the female of the household was received with abject disdain and no patrol car attended. When I made the call your people responded positively. As a final comment - the law governing unreasonable noise is unrelated to and ignorant of the flat dweller's plight" (# 1408).

A woman who complained about an unreasonable noise from a nearby College on a Sunday morning thought the police did a "fair" job, but thought "... they did not seem to be well informed on the subject of noise pollution" (# 296).

Another relatively dissatisfied respondent mentioned that he was unhappy because the owner of the fire alarm could not be contacted (# 1325). A similar complainant suggested a register of alarm owners and, in fact, Prahran had a comparatively current 'after hours' business index (# 1005).

A person who reported barking dogs commented that the police "... have always been prompt, courteous and efficient" (# 1571). Another complimented police action against noisy mini-bikes (# 346). Others suggested additional police patrols in the area, especially in side streets (# 1269, 1499). Police courtesy, discretion, fairness and helpfulness were mentioned by a number of other respondents (# 20, 232, 588).

Police warnings to reduce noise seemed to be effective on occasions. A respondent was :-

"... delighted that the police actually do something about it in this country when others are inconvenienced by undue noise so early in the morning" (# 1101).

A woman worried by the noise from a garage reported that it closed at 2200 hours (10.00 p.m.) after police action (# 155). The third call by police over an 8 day period "resulted in very stern"

policemen, the offenders apologising to the complainant, and the end of a South Yarra noise problem (# 179). On two occasions, very noisy musical instruments were stopped by the police, much to the respondents' satisfaction (# 1313, 1414). Several respondents, however, reported that the noise complained of returned to its original volume shortly after the police left the scene (# 66, 827, 1147).

Disturbances

Police received a number of calls to disturbances of various kinds and their performance elicited a generally highly favourable reaction. A woman, whose daughter was thrown into a swimming pool :-

"... was extremely impressed with the particular officers who assisted and especially with their attitude and diplomacy also - they succeeded in a very difficult situation" (# 1576).

A restaurant manager, confronted with a man who would not pay his bill, appreciated the police discretion whereby other patrons were not disturbed (# 1603). A hotel keeper, who called police because a man refused to leave, thought *"... the Prahran uniform and C.I.B. ... are a credit to the district as well as the Victoria Police Force" (# 1612).*

People who called police to party 'gatecrashers' praised the police tact and courtesy which prevented more serious incidents (# 1211, 1469). Police called to an injured animal *"... treated the problem with sympathy and responsibility despite the triviality of the event" (# 1445).* In another case, where a man was bitten by a dog, the respondent *"... commended both officers for rounding up and securing the 2 dogs, one of which was quite ferocious" (# 199).*

A complainant in a call to a drug affected youth armed with a rifle considered *"(T)he whole incident was treated with a great deal of tact" (# 272).* The "manner and kindness" of the police impressed another firearm complainant (# 27).

A woman, who complained about being threatened by a youth, thought the police performance "not too good" because they didn't realise how afraid she was or let her know the action, if any, they had taken (# 1027). Another respondent was :-

"... most impressed by the courtesy, interest and attention the police gave to my case and also of their immaculate and smart appearance. It made me proud of our police" (# 688).

Police action in bomb hoaxes impressed three respondents caught up in a very frightening situation (# 103, 634), although one thought police searching the suspect car *"... may have been a little careless of their own well-being ..."* (# 883). A woman, alone in a flat, who reported an obscene telephone call, wrote that *"... the police gave me a feeling of security and some good advice" (# 1351).*

Disputes with neighbours were often irreconcilable affairs with friction built up over considerable periods. Two such complainants wanted additional police patrols (# 780, 1352). Another thought the police performance "not too good" because :-

"I was advised to settle my difficulties with my neighbour myself as the dispute was a council matter, even though several houses were being affected by weekend rubbish fires" (# 1025).

Domestic disputes within families were also difficult to ameliorate, although a number of respondents indicated they were aware of the problems presented to the police (# 260, 1131). One complainant thought the ability to call police "very comforting" (# 521), another was worried at what stage during a continuous domestic dispute should the police be called (# 3).

Summary

Complainants' calls for police service have the most pervasive influence on police patrol strategies, often taking the deployment of their patrol officers from police managers and supervisors. Integrated Community Policing at Prahran, required an holistic examination of calls for service, including the discovery of the incident, the call to the police, how the police received that call, responded to it and handled the job, and, finally, call clearance data.

A mail survey of 1729 complainants resulted in detailed information about 986 calls for service during the assessment period. Equal numbers of respondents in calls classified as urgent, called '000' and Prahran. Prahran was most often called for ordinary problems. About 15% of telephone complainants reported some difficulty in calling the police. Problems mentioned included the change of number at the new Prahran complex, the information available in the public telephone directory, unanswered or engaged phones, and delays associated with '000' procedures.

Nearly all respondents (98.5%) were satisfied with the way their calls were received, compared with 88.4% who were satisfied with the police response time. Respondents whose calls were urgent tended to have a higher level of satisfaction on both variables. Overall, most respondents did not report incidents as soon as they became known. In about half the calls, the delay was 15 minutes or more. Crime and traffic related incidents tended to be reported with less delay than service calls. The delay was not significantly related to the time at which the incident became known.

The median police response time, estimated by respondents, was about 20 minutes. On average, urgent calls were attended twice as quickly. The day and time at which calls were received was related to the response time. Thursday and Friday were "slower" days. Calls attended between 0800 and 1200 hours and 1600 and 2000 hours, also were more likely to have slower police responses. Calls received between 2300 and 0700 hours, the police night shift, most often had a faster response. Respondents' satisfaction with the police response time was not significantly related to the age and service characteristics of the members of the patrol car crews who attended their calls.

Respondents' satisfaction with police response was related to their expectation of the police response, and could be increased if each complainant was given more specific indication about the patrol crew's likely time of arrival. As far as it can, the Force should not give, or allow the public to have, unreal expectations about the police response time. Additional patrol resources, prioritisation of calls and reduction in the number of calls which require the dispatch of a patrol car, are strategies which should be tried in an effort to reduce response time.

Respondents who waited a very long time (2 hours +) before calling the police, were more likely to be satisfied with the police response. Overall, however, satisfaction with response time was most highly related to the perceived response time. The time between the patrol car crew receiving the call and their arrival at the incident (as recorded on crew running sheets) appeared to understate the actual time involved. Overall, however, it showed similar, although weaker, trends, to those which emerged from an examination of respondents' estimates.

Highly significant inter-relationships emerged between complainants' levels of satisfaction with the way their calls were received, the police response times and how the jobs were handled. Most (86.6%) thought the police handling of their calls was "very good" or "good". Their views were not significantly related to the age and service characteristics of the attending members.

CHAPTER EIGHT

"I" DISTRICT COMPARISON

Introduction

The 12 month survey of calls for service in Prahran provided detailed information about police strategies and their effects, but its accurate interpretation required comparative data about similar localities, which was not available in Victoria. The three other "I" District Divisions - Fitzroy, Richmond, including Collingwood Sub-district, and Hawthorn, including Kew, were selected for a similar calls for service survey during February and March, the final two months of the scheme's assessment. The discrepancies between complainants' estimates of police response times and running sheet attendance times were sufficient to justify a close examination of relevant times recorded in station message books and Communications Section (D.24) dispatch cards.

The Sample

Questionnaires (Appendix "H") were mailed to a sample of 865 complainants who called for a police service provided by "I" District general duties uniform police during February and March. The sample was selected from crew running sheets in the same way the overall Prahran sample was obtained.¹ The selection guideline of one questionnaire for each running sheet ensured that Prahran complainants surveyed were at least twice as many as each of the other Sub-districts in which the Divisional Van crew answered the great majority of calls.

1 p. 210 above

Replies were received from 501 people (57.9%), with relatively similar response rates in each locality, although the highest occurred at Kew (65.3%) and the lowest (54.2%) at Collingwood (Table 8:1). Overall, 7.9% of questionnaires were returned as unclaimed by Australia Post, the highest proportion for Hawthorn calls (8.8%), and lowest (3.1%) for those attended by patrol crews from Kew. The proportion of complainants who did not reply (34.2%) was very similar to the 37.1% "no replies" in the 12 month Prahran study which, of course, included the 279 Prahran complainants surveyed in February and March whose details have contributed to this comparative examination.

Similar proportions of respondents were men (Prahran 54.1%, "Other Divisions" combined 53.3%) to the 51.3% found in the 12 month study.

TABLE 8:1

QUESTIONNAIRE RESPONSE RATE BY
SUB-DISTRICT: FEBRUARY-MARCH

<u>Sub-district</u>	<u>Surveyed</u>	<u>Returned</u>	<u>Rate</u>	<u>Unclaimed</u>	<u>Unanswered</u>
	<u>n</u>	<u>n</u>	<u>%</u>	<u>%</u>	<u>%</u>
<i>Collingwood</i>	107	58	54.2	8.4	37.4
<i>Fitzroy</i>	122	67	54.9	8.2	36.9
<i>Hawthorn</i>	148	87	58.8	8.9	32.4
<i>Kew</i>	98	64	65.3	3.1	31.6
<i>Richmond</i>	111	68	61.3	8.1	30.6
<i>Sub-total</i> <i>(Other Divisions)</i>	<u>586</u>	<u>344</u>	<u>58.7</u>	<u>7.5</u>	<u>33.8</u>
<i>Prahran</i>	<u>279</u>	<u>157</u>	<u>56.3</u>	<u>8.6</u>	<u>35.1</u>
<i>Total</i>	<u>865</u>	<u>501</u>	<u>57.9</u>	<u>7.9</u>	<u>34.2</u>

Call Categories

The distribution of respondents' calls to the three basic categories, crime, service and traffic, was similar to that for the 12 months survey (Table 7:1). Most (between 60% and 70%) were crime calls, nearly 30% were of a service nature, while less than one in ten was a traffic problem (Table 8:2). The small difference between Prahran and the combined "Other Divisions" was not statistically significant.

On a Sub-district level, Collingwood contained a lower level of crime call respondents (53.5%) and a higher proportion of service calls (37.9%) than other areas. Prahran, with the highest proportion of crime calls and lowest proportion of service calls, was the opposite to this. Sample selection, according to number of patrol cars, to an extent disguised the relative frequency of the various types of calls throughout the District. This was particularly the case in "Other Divisions", where Station Divisional Vans attended nearly all the calls for service.

TABLE 8:2

CALL CATEGORIES, PRAHRAN AND OTHER DIVISIONS: FEBRUARY-MARCH

<u>Category</u>	<u>Prahran</u> (n = 157) %	<u>Other Divisions</u> (n = 344) %
Crime	67.5	64.5
Service	23.6	28.3
Traffic	8.9	7.2
	<u>100.0</u>	<u>100.0</u>

$\chi^2 = 1.2, 2 \text{ df}, p = 0.5$ - not significant

Calling the Police

About 95% of respondents contacted the police by telephone, while the remainder personally called at the station, or were not aware of how the police were called, usually because the call was made by a third party such as a security firm. All the calls attended by patrol cars from Kew had been telephoned to the police. On average, six in ten respondents phoned their local police stations, although an even higher level of these calls occurred at Hawthorn (75.6%). The lowest proportion of local calls was received at Prahran (61.3%), which had the highest proportion of '000' calls (23.3%) and Russell Street calls (8.4%). The lowest level of '000' calls occurred at Hawthorn (9.3%).

About half the 'local' calls were recorded in the message book of the appropriate police station. The highest proportion of calls thus logged related to crime matters. The difference in the proportion of local calls logged in the message books at Prahran and "Other Divisions" was not statistically significant (Table 8:3).

Overall, the calls were most often logged at Kew (72.1%), followed by Collingwood (64.9%), Fitzroy (57.1%), Hawthorn (51.7%) and Prahran (51.6%). At Richmond, only 3 of the 47 calls respondents indicated had been made to that police station, were recorded in the message book. Two of the 32 crime related calls, and one of the 13 service calls were recorded.

TABLE 8:3

TELEPHONE CALLS TO LOCAL STATIONS LOGGED IN THE MESSAGE BOOK: PRAHRAN AND OTHER DIVISIONS, FEBRUARY-MARCH

	<u>Prahran</u>		<u>Other Divisions</u>	
	<u>Calls</u> n	<u>Logged</u> %	<u>Calls</u> n	<u>Logged</u> %
Crime	68	55.9	154	54.5
Service	19	36.8	64	50.0
Traffic	8	50.0	19	26.3
Overall	<u>95</u>	<u>51.6</u>	<u>237</u>	<u>51.0</u>

$\chi^2 = 2.82, 2 \text{ df}, p = 0.3$ - not significant

Trouble Calling The Police

A statistically significant difference between Prahran and the "Other Divisions" emerged from an analysis of trouble respondents experienced in telephoning the police. Significantly more Prahran respondents (13.5% cf 6.2%) indicated difficulties incalling police (Table 8:4). Least trouble occurred among respondents whose calls were answered by patrol cars from Fitzroy and Richmond.

The comments of Prahran respondents and the reasons why greater difficulty may have been experienced at the station have been discussed in the previous Chapter.² A number of respondents from the "Other Divisions" mentioned that the station phone was engaged,³ or was not answered for an inordinate time (# 5039, 8107). Some, who dialled '000', commented on the delay associated with being connected to various stations or objected to having to repeat their call on a number of occasions.⁴ One wrote :-

"... after 000 transferred me it was too much time - in fact I hung up and phoned 000 again and this time was soon connected ..." (# 7074).

A burglary complainant was afraid to ring Richmond Station for ten minutes because if the offenders were still on the premises they might hear her (# 5021). Another respondent, who rang Russell Street, was put through to an incorrect station (# 5048), while another thought the police numbers in the telephone book were poorly set out (# 7031).

2 pp. 220-224 above

3 # 7044, 7066, 8047, 8055, 8132

4 # 4006, 5033, 5048, 7026, 7064, 7074, 8133

TABLE 8:4

TROUBLE CALLING POLICE, PRAHRAN AND OTHER DIVISIONS: FEBRUARY-MARCH

	<u>Prahran</u> (n = 148*)	<u>Other Divisions</u> (n = 322**)
	%	%
No trouble	86.5	93.8
Some trouble	13.5	6.2
	<u>100.0</u>	<u>100.0</u>

$\chi^2 = 6.93, 1 df, p < 0.01$ - very significant

* 9 personal visit or unstated

** 22 personal visit or unstated

Complainant Satisfaction

Nearly all respondents indicated a degree of satisfaction with the way their call to the police was received. Only 2 Prahran and 9 "Other Division" respondents being in any way dissatisfied (Table 8:5). The difference between the groups reflected greater satisfaction for Prahran calls; but the difference was not statistically significant.

The "very dissatisfied" Prahran respondent was a lady who personally called at the police station after finding the front window of her house open. She commented :-

"I felt time was wasted as I had to repeat my story three times and after (the police) decided who would go and get some tea! and who would come around to (my address). I was asked to go back around to (my address) and they would follow. I arrived back some minutes before the police. When I arrived I found the front window closed - this confirmed my suspicion that the intruder was present when I arrived" (# 1360).

A Richmond man who called '000' at 2340 hours (11.40 p.m.) after detaining a suspicious person in his house was :-

"... annoyed that the person receiving the call gave no indication that the situation would be treated as fairly urgent ... No indication of approximately how long it would take for the police to arrive" (# 5067).

The highest proportion of respondents "very satisfied" with how their calls were received, related to calls to Prahran (83.2%) and Fitzroy (81%).

TABLE 8:5

SATISFACTION WITH WAY CALL RECEIVED, PRAHRAN AND OTHER DIVISIONS: FEBRUARY-MARCH

<u>Level of Satisfaction</u>	<u>Prahran</u> (n = 154*)	<u>Other Divisions</u> (n = 329**)
	%	%
Very satisfied	83.2	79.0
Moderately satisfied	15.0	14.0
Just satisfied	0.6	4.3
A bit dissatisfied	-	2.7
Moderately dissatisfied	0.6	-
Very dissatisfied	0.6	-
	100.0	100.0

$\chi^2 = 5.65, 3 df$ (dissatisfaction categories combined) $p = 0.2$ - not significant)

* 3 unstated

** 15 unstated

D.24 Relay Time

Each call transmitted to a patrol car from the Communications Centre (D.24) at the Russell Street police offices was recorded on a dispatch card (p.288) upon which was written the complainant's name and address, the type of call, the call sign of the assigned car, the registered number of the crew member receiving the call, and other relevant information such as call urgency. The card was stamped three times by a time clock: when the call was received at D.24, when it was assigned to a patrol car and, later, the time the call was "cleared" as requiring no further action or reply. This last often was considerably later than the car crew's actual clearance time. It represented the time their reply was received at D24, when the card process was completed and the card moved from active status.


The D.24 "relay time" was the number of minutes between a call being received and its subsequent assignment to a patrol car crew. Integrated Community Policing aimed to increase the number of patrol cars and rationalise their use, to increase, among other things, their availability to receive calls. This, in turn, was expected to decrease D.24 relay time by reducing the likelihood of calls being queued at D.24 due to the unavailability of patrol cars.

When D.24 relay time was examined for 298 of the "I" District calls, for which respondents provided detailed information, only very slight differences emerged between Prahran calls and those calls handled by car crews from the combined "Other Divisions" (Table 8:6). D.24 assigned half the calls in less than three minutes, three in five minutes or less. Only six Prahran, and a similar number of "Other Division" calls, were not assigned within 15 minutes of their receipt. Overall, 12.1% of calls were relayed within one minute of receipt, 22.8% in the second minute, 15.4% in the third, 11.1% in the fourth, and a further 7% in the fifth minute after receipt. Differences between the six Sub-districts, and according to call category, were small.

VICTORIA POLICE - DESPATCH CARD

ACCIDENT	12	DEAD BODY	33	POLICE IN TROUBLE	19	OTHER:	RECEIVED BY:	FROM VIA	Message No.	DIST.:
HIT RUN	53	DOMESTIC	10	SHOOTING	79		20570	Ø		I
ALARM-AUD.	17	DRUNK	30	SMASH GRAB	70	FURTHER DETAILS				
ALARM-SIL.	15	D.U.I.	46	STABBING	35	STORY TO TELL				
AMB. SENT	16	FIRE	43	SUSP. LOITER	78					
ARMED OFF.	11	HOLD UP	73	SUSP. VEHICLE	39					
ASSAULT	18	MISS. PERSON		THEFT	38					
BRAWL	26	MURDER	69	TRAFFIC OFF.						
BURG.-COLD	20	OFFENDERS HELD	65	TROUBLE (EXPLAIN)	60					
BURG.-HOT	25	OFFENDERS ON	24	WILFUL DAMAGE	34					

PATROL UNIT: IFZ 300
 MEMBER ATTENDING: I 18467
 DESPATCHED BY: 15203

CHECKED BY: 	REPORTED BY: NAME	TELEPHONE	R ▷	MAR 31 21 17
	NUMBER STREET	SUBURB	D ▷	MAR 31 21 18
	LOCATION		C ▷	MAR 31 21 42
	NAME STREET AND/OR AREA DESCRIPTION			
RESULT	N.O.D. <input checked="" type="checkbox"/>	OFFENCE DISCLOSED		
		OFFENDERS CHARGED		

HOTEL ROYAL
 CERTRUDE ST
 IFZ

TABLE 8:6

D.24 RELAY TIME, * PRAHRAN AND OTHER
DIVISIONS: FEBRUARY-MARCH
(n = 298)

Time (x) (minutes)	cum % of calls relayed in (x) mins	
	Prahran (n = 111) cum %	Other Divisions (n = 187) cum %
Less than 1	12.6	11.8
1	32.4	36.4
2	50.4	50.3
3	59.4	62.6
4	65.7	70.0
5	74.7	76.5
6	78.3	78.6
7	82.8	84.0
8	85.5	86.6
9	86.4	89.8
10	86.4	92.0
11	87.3	93.0
12	89.1	93.6
13	90.0	94.7
14	92.7	95.7
15	94.5	96.8
16+	100.0	100.0

* time between call received and call relayed to patrol car as recorded on the D.24 dispatch card

The small variation which emerged when D.24 relay time was examined, resulted from the D.24 dispatch policy which, as mentioned elsewhere,⁵ was to assign calls as quickly as possible and avoid queueing calls at D.24. Crews often had calls 'on the plate', that is, in effect, queueing calls at the car rather than at D.24. The 20% increase in calls at Prahran (Table 3:2) also reduced the impact of the greater number of cars in that area. Where delay was likely, a call was assigned to a car such as a Crime Car Squad unit, Women Police or C.I.B. car or, more likely, a car from an adjoining area. The overall effect was a general equalisation of D.24 relay times.

Dispatch Time

Dispatch time was the time before a complainant's call was transmitted to the patrol car crew which eventually attended the call. It was calculated only in the 358 calls in which the received time was recorded in a station message book, or D.24 dispatch card, depending upon where the respondent indicated the call was made.

The analysis indicated the close relationship between dispatch time and D.24 relay time, which, of course, was often a component. Slightly more than half the calls (54.2%) were received by patrol cars in less than five minutes, three in four within ten minutes, and 90% in less than 20 minutes. Dispatch times in Prahran and those in "Other Divisions" were very similar (Table 8:7). Calls were dispatched quicker to Collingwood (70% in less than 5 minutes), and Richmond (85.3% in less than 10 minutes) cars; but these Sub-districts also contributed the smallest number of calls in the calculation, (40 and 34 respectively). Dispatch times calculated in 231 crime calls, 106 service calls and 23 traffic cases, demonstrated little variation between the categories. A statistically highly significant relationship existed between dispatch times and D.24 relay times in both Prahran and the rest of "I" District (both $p < 0.0001$).

⁵ pp. 49, 77 above

TABLE 8:7
DISPATCH TIME* PRAHRAN AND OTHER
DIVISIONS: FEBRUARY-MARCH
(n = 358)

<u>Dispatch Time (x)</u> (minutes)	<u>cum % of calls dispatched in (x) mins</u>	
	<u>Prahran</u> (n = 123) cum %	<u>Other Divisions</u> (n = 235) cum %
0 - 4	55.3	53.6
5 - 9	74.8	70.6
10 - 14	86.2	82.1
15 - 19	88.6	89.4
20 - 24	92.7	90.6
25 - 29	95.1	92.3
30 - 34	95.9	94.5
35 - 39	95.9	94.9
40 - 44	96.7	96.2
45 - 49	97.5	96.6
50 - 54	98.3	97.9
55 - 59	99.1	98.3
60+	100.0	100.0

* difference between call received time logged in station message book or D.24 dispatch card and running sheet time message received excluding 2 appointments

Running Sheet Attendance Time

The running sheet attendance time was the number of minutes between a call being received by a patrol car crew and the time the patrol car arrived at the call, both as recorded on the crew running sheet. The discrepancies between attendance time, relay time and complainant's estimated response time found in the 12 months survey, also emerged from an examination of 496 calls in "I" District during February and March. These have been discussed in the previous Chapter.⁶

Although attendance time was slightly faster in Prahran, differences in attendance time between Prahran and the combined "Other Divisions" were small (Table 8:8). Overall, 15.3% of calls were reportedly attended within 5 minutes, 55.3% in less than 10 minutes, 75.1% in less than 15 minutes, similar proportions to the 12 month analysis (Table 7:17). At Sub-district level, Hawthorn attendance time was slowest, 11.6% within 5 minutes, 48.8% in less than 10 minutes, 67.3% in less than 15 minutes. Calls in Kew had the fastest attendance time, which was consistent with the lower call frequency observed in that area.

Police Response Time

Police response time was the time between the complainant's call and the arrival of the car crew. The February-March analysis used two methods, complainant's estimate, as in the 12 month analysis, and 'police recorded' response time, which was the difference between time received as recorded in the station message book, or D.24 dispatch card, and the running sheet time at which the car crew attended the call. Discrepancies between message book time and D.24 time were resolved by reference to the police location called by the respondent, although several calls were not considered because of the irconcilable differences between times.

6 pp. 245-249 above

TABLE 8:8

RUNNING SHEET TIME BETWEEN CALL RECEIVED AND ATTENDED, PRAHRAN AND OTHER DIVISIONS: FEBRUARY-MARCH

<u>Attendance Time (x)</u> (minutes)	<u>cum % of calls attended in (x) mins</u>	
	<u>Prahran</u> (n = 156*) cum %	<u>Other Divisions</u> (n = 340**) cum %
0 - 4	17.3	14.4
5 - 9	54.5	52.7
10 - 14	76.3	71.5
15 - 19	81.4	81.5
20 - 24	86.5	87.1
25 - 29	91.0	88.8
30 - 34	93.6	90.6
35 - 39	94.9	92.4
40 - 44	98.1	92.9
45 - 49	98.7	93.8
50 - 54	100.0	95.0
55 - 59		96.2
60+		100.0

* 1 unstated

** 3 unstated

When the 216 calls, about which there was data, were examined, a statistically highly significant relationship ($p < 0.0001$) emerged between police recorded and complainants' estimated response times, in both Prahran and the "Other Divisions", although the former ($\chi^2 = 35.3$) was slightly weaker than the latter ($\chi^2 = 121.3$). The overall relationship (Figure 8:1) graphically illustrates how police recorded response time was very similar to complainants' estimated response times.

On both measures, police response time varied little between Prahran and "Other Divisions" (Table 8:9) and from the results of the 12 month analysis in the previous Chapter (Table 7:11). Police recorded response time indicated a slightly faster response time at Prahran, where 25% of calls were attended within 10 minutes, 53.4% in less than 20 minutes, and three in four in less than 30 minutes, than in the "Other Divisions". The equivalent proportions as estimated by complainants were 18.3%, 48.6% and 62%. According to police recorded times, 5 (4.1%) Prahran calls and 24 (10.5%) "Other Division" calls were attended an hour or more after the calls were received. At a Sub-district level, there were little differences in police recorded response times.

Police Recorded Response Time

Police recorded response times, because they often involved D.24 dispatch records, were not analysed for the 12 months Prahran survey. Overall, times during February and March indicated that the most rapid response occurred between 0400 and 0759 hours, when 53% of calls were attended in less than 10 minutes, more than twice the average 22.2%, although only 17 (4.9%) calls occurred during this period (Table 8:10).

The slowest response times occurred between 1600 and 1959 hours, during which only 10% of calls were attended in less than 10 minutes, 32.5% in less than 20 minutes (average 52.3%), and 58.8% in fewer than 30 minutes (average 71.4%). Nearly one in twenty calls during this period required more than an hour for police to attend.

FIG 8:1
COMPLAINANTS ESTIMATED POLICE RESPONSE TIME AND POLICE RECORDED RESPONSE TIME : "1" DISTRICT - FEBRUARY - MARCH

— COMPLAINANTS ESTIMATE (n=449)
- - - POLICE RECORDED (n=348)

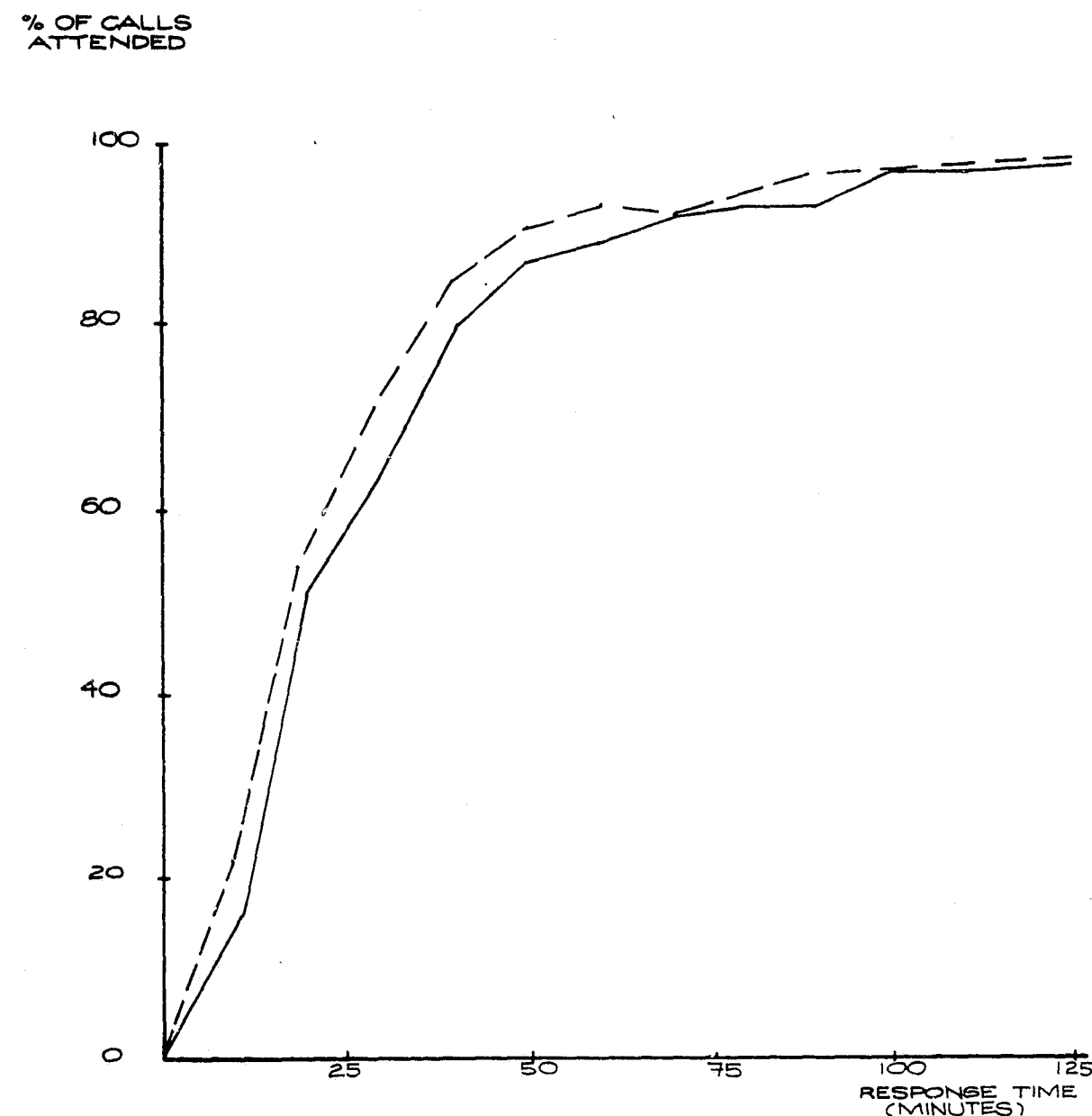


TABLE 8:9

POLICE RESPONSE TIME, PRAHRAN AND OTHER DIVISIONS: FEBRUARY-MARCH
(n = 496***)

<u>Response Time (x)</u> (minutes)	<i>Cumulative % of calls attended within (x) minutes</i>			
	<i>Complainant's estimate*</i>		<i>Police recorded**</i>	
	<u>Prahran</u> (n = 142)	<u>Other Divisions</u> (n = 307)	<u>Prahran</u> (n = 120)	<u>Other Divisions</u> (n = 228)
	<i>cum %</i>	<i>cum %</i>	<i>cum %</i>	<i>cum %</i>
0 - 9	18.3	16.6	25.0	20.2
10 - 19	48.6	50.2	53.4	51.8
20 - 29	62.0	63.5	75.1	69.7
30 - 39	77.5	80.8	84.3	80.3
40 - 49	83.1	86.6	90.9	86.8
50 - 59	86.6	88.3	95.9	89.5
60 - 89	94.3	94.1	100.0	97.4
90 - 119	97.1	97.1		98.7
120+	100.0	100.0		100.0

* time between call made and police arrival as estimated by complainants

** difference between call received time logged in station message book or D.24 dispatch card and running sheet time crew arrived excluding appointments

*** Prahran 156, other Divisions 340

TABLE 8:10

POLICE RECORDED* RESPONSE TIME BY HOUR RECEIVED, "I" DISTRICT: FEBRUARY-MARCH
(n = 350)

<u>Response</u> <u>Time (x)</u> (Minutes)	<u>Time</u> <u>Received</u>	<u>Cumulative % of calls attended within (x) minutes</u>					
		<u>2400-0359</u> (n = 46) cum %	<u>0400-0759</u> (n = 17) cum %	<u>0800-1159</u> (n = 73) cum %	<u>1200-1559</u> (n = 56) cum %	<u>1600-1959</u> (n = 80) cum %	<u>2000-2359</u> (n = 78) cum %
0 - 4		2.2	11.8	1.4	3.6	-	6.4
5 - 9		28.3	53.0	15.1	30.4	10.0	25.6
10 - 14		52.2	64.8	27.4	42.9	26.2	48.7
15 - 19		56.5	64.8	43.8	66.1	32.5	66.6
20 - 24		69.5	70.7	58.9	76.8	50.0	76.9
25 - 29		76.0	76.6	65.7	78.6	58.8	82.0
30 - 34		82.5	76.6	73.9	80.4	72.5	84.6
35 - 39		82.5	82.5	80.7	89.3	72.5	85.9
40 - 44		91.2	82.5	84.8	91.1	74.0	88.5
45 - 49		95.5	82.5	88.9	94.7	76.5	92.3
50 - 54		95.5	88.4	90.3	94.7	80.2	93.6
55 - 59		95.5	88.4	94.5	94.7	81.4	96.2
60+		100.0	100.0	100.0	100.0	100.0	100.0

* difference between call received time logged in station message book or D.24 dispatch card and running sheet time crew arrived, including 2 appointments

The period between 0800 and 1159 hours was also marked by slower response, 15.1% of calls attended in less than 10 minutes, 43.8% in less than 20 minutes, and 65.7% in less than 30 minutes. These findings, and those of the slowest period (1600 to 1959 hours), were consistent with the results from the analysis of complainants' estimated response times over the 12 month period (Table 7:13).

When police recorded response times were examined according to the call category, similar patterns emerged for crime and service calls. Considerably fewer traffic calls (39.1%) than other calls (average 52.3%), were attended within 20 minutes, but, after that, the response was similar to that for other calls (Table 8:11). Seventeen calls during February and March were classified as "urgent", 6 of these were attended within 10 minutes, 12 within 15 minutes, 15 within 20 minutes and all calls attended in less than 25 minutes. Respondents in 15 of these calls were "very satisfied" with the police response time, while 2 were "moderately satisfied".

Satisfaction With Police Response Time

Respondents indicated their satisfaction with the police response time, however, a significant difference did not emerge between calls handled by patrol car crews from Prahran during Integrated Community Policing and those handled by car crews from "Other Divisions". However, more Prahran respondents indicated the highest level of satisfaction (Table 8:12).

Prahran also had the highest proportion of respondents who were "very satisfied" with the police response time (70.2%) when calls in each of the sub-districts were considered. Coilingwood also had a high proportion (67.9%), followed by Kew (64.5%), Fitzroy (60.7%), Richmond (60.7%), and Hawthorn (57.0%). The highest proportion of (in any way) dissatisfied respondents involved calls responded to by police at Hawthorn (17.4%), followed by Kew

TABLE 8:11

POLICE RECORDED* RESPONSE TIME BY CALL CATEGORY
"I" DISTRICT: FEBRUARY-MARCH

<u>Response Time (x)</u> (Minutes)	<u>Cumulative % of calls attended within (x) minutes</u>			
	<u>Crime</u> (n = 223) cum %	<u>Service</u> (n = 104) cum %	<u>Traffic</u> (n = 23) cum %	<u>Total</u> (n = 350) cum %
0 - 4	4.0	1.9	-	3.1
5 - 9	21.0	25.0	21.7	22.2
10 - 14	40.3	39.4	30.4	39.3
15 - 19	53.3	53.8	39.1	52.3
20 - 24	65.4	66.3	65.2	65.4
25 - 29	72.1	71.1	69.5	71.4
30 - 34	77.5	77.8	86.9	78.0
35 - 39	80.2	82.6	91.2	81.4
40 - 44	82.9	87.4	91.2	84.5
45 - 49	86.0	91.2	95.5	87.9
50 - 54	88.2	92.2	95.5	89.6
55 - 59	90.4	93.2	95.5	91.3
60+	100.0	100.0	100.0	100.0

* time between call received as logged in station message book or D.24 dispatch card and running sheet time crew arrived including 2 appointments

(14.5%), Richmond (12.1%), Fitzroy (11.4%), Prahran (9.2%) and Collingwood (3.5%). Overall, the 55 of the 482 respondents who were dissatisfied with the police response included 17 who were "very dissatisfied", 6 "moderately dissatisfied" and 32 "a bit dissatisfied".

TABLE 8:12

SATISFACTION WITH POLICE RESPONSE TIME PRAHRAN AND OTHER DIVISIONS: FEBRUARY-MARCH

<u>Level of Satisfaction</u>	<u>Prahran</u> (n = 151*)	<u>Other Divisions</u> (n = 330*)
	%	%
Very satisfied	70.2	61.5
Moderately satisfied	15.9	19.7
Just satisfied	4.7	6.4
A bit dissatisfied	6.6	6.7
Moderately dissatisfied	-	1.8
Very dissatisfied	2.6	3.9
	<u>100.0</u>	<u>100.0</u>

$\chi^2 = 4.66, 4 df, (2 \text{ lowest categories combined}) p = 0.5 - \text{not significant}$

* 6 unstated

** 14 unstated

The level of respondents' satisfaction with police response time was significantly related to police recorded response time, decreasing as the latter increased. Calls attended in less than 10 minutes were associated with a 73.3% "very satisfied" response, while only 46.7% of respondents in calls answered in 60 minutes or more were of this opinion. The trend was similar to,

but not as dramatic as, that revealed in the Prahran comparison of response time satisfaction and complainants' estimates of police response time over the 12 month period (Table 7:16). In the analysis of police recorded response time during February and March, only 30 calls took an hour or more for police to attend.

Separate comparison of levels of response time satisfaction with drivers' and observers' ages and service, the ages of the older crew member and the service of the more senior crew member, did not reveal any statistically significant relationships in either Prahran calls, or those attended by police from "Other Divisions".

Respondents' Comments

The comments of many respondents included a reference to police response time. Those relating to Prahran were discussed in the previous Chapter.⁷ A number concerning crime calls are discussed in Chapter Nine. A few respondents commented generally on the good response (# 4004, 4010, 5022, 7083, 7094). As with the 12 month Prahran study, comments often explained why a level of dissatisfaction was indicated on the questionnaire.

Some respondents were more satisfied because the police taking their calls explained that a delay was likely because police cars were busy (# 5010, 5103, 5111, 7015, 7031, 8118). A Kew burglary complainant, "very satisfied" with the 90 minute response time, wrote :-

"The policeman explained that they were busy and was there any great urgency. We replied no, hence the (very satisfied) answer" (# 7015).

A number of respondents were "very dissatisfied" with the response time because offenders left the scene before the police arrived (# 7024 - domestic assault, 30 minute response; 7021/7026 -

7 pp. 237-243 above

juveniles causing trouble, 45 minutes; 7045 - disturbance, 35 minutes; 4022 - disturbance, 30 minutes; 4096 - suspicious person, 18 minutes). An estate agent, who called police to "prevent violence", was "moderately dissatisfied" with the 20-30 minute delay because the :-

"... delay caused the other parties to believe I had not called police. Can I suggest that police respond with a time when taking the call" (# 7064).

A woman reporting a burglary was "very dissatisfied" with the "45-60" minute delay caused by the police going to an incorrect address, Park Street instead of Park "Grove", notwithstanding that she had stressed the correct location to the Richmond police officer who took the message (# 5055).

A Richmond woman who reported a night time prowler was "a bit dissatisfied" with the 10 minute police response time because *"... had the prowler been dangerous, those minutes would have been sufficient for me to be bashed, etc" (# 5108).*

Two Kew complainants, (# 8027 - suspicious person, 40 minutes and # 8046 - missing person, 15-30 minutes,) although a "bit dissatisfied" with the response time wrote that they were aware that police could not be everywhere at once.

A Kew woman, who reported a prowler at 1925 hours (7.25 p.m.) on a Friday evening and waited 20-25 minutes before the police arrived, wrote :-

"I realise that you are busy but I was surprised at the length of time it took to arrive - I have never been so petrified even though I have been frightened before and at the time I had nobody that I knew that I could receive help (if needed) quickly. However I did very much appreciate your response at the time however slow it was. I hardly think that you or anybody else would remain cool, calm and collected if a strange person staring in your bathroom window and making obscene suggestions" (# 8133).

Clearance Time

Patrol car clearance time, the time the patrol car crew devoted to handling the call, was calculated from the scene arrival and departure times recorded on crew running sheets. Clearance time patterns for Prahran and "Other Divisions" were very similar, with about 16% of calls cleared in less than 10 minutes, 60% in less than 20 and 80% in less than 30 minutes (Table 8:13). Overall, 28 calls, including 11 in Prahran, required more than 60 minutes before the car crew cleared. In some of these, people were arrested, others concerned accidents in which witnesses were interviewed, both generally time consuming processes.

Examination of Sub-district times revealed a slower clearance for Hawthorn calls, where only 9% were cleared in less than ten minutes, 46% in less than 20, although average clearance rates emerged at 30 minutes (80.4%). Fewer calls at Kew were also cleared in less than 20 minutes. The generally lesser frequency of calls in those areas probably allowed patrol crews to devote more time to examining crime scenes and local inquiries. A high proportion of respondents in these areas (61.4%) thought the police who handled their call did a "very good job".

How Police Handled The Job

Most respondents to the February-March survey, when asked how police handled the matter, considered they did a "very good job" (59.8%). Prahran respondents (65.0%) were more likely to think this the case than those whose calls were attended by police from "Other Divisions" (57.6%), although the overall differences were not statistically significant (Table 8:14). Only 3 Prahran complainants thought their calls were handled poorly, compared with 15 in "Other Divisions". The Prahran result was slightly better than that which emerged from the 12 month analysis (Table 7:21).

CONTINUED

4 OF 6

TABLE 8:13

RUNNING SHEET CLEARANCE TIME, PRAHRAN AND
OTHER DIVISIONS: FEBRUARY-MARCH
(n = 497*)

<u>Clearance Time (x)</u> (minutes)	<u>Prahran</u> (n = 155) cum %	<u>Other Divisions</u> (n = 342) cum %
0 - 4	3.9	1.5
5 - 9	16.8	16.6
10 - 14	38.1	38.3
15 - 19	60.7	57.0
20 - 24	71.0	72.2
25 - 29	78.7	79.8
30 - 34	84.5	83.6
35 - 39	86.4	87.1
40 - 44	87.7	90.4
45 - 49	88.3	91.8
50 - 54	90.2	93.0
55 - 59	92.8	95.0
60+	100.0	100.0

* 4 unstated (2 each Prahran and "Other Divisions")

TABLE 8:14

SATISFACTION WITH WAY POLICE HANDLED JOB
PRAHRAN AND OTHER DIVISIONS: FEBRUARY-MARCH

<u>How job Handled:</u>	<u>Prahran</u> (n = 154*) %	<u>Other Divisions</u> (n = 330**) %
Very good	65.0	57.6
Good	26.6	28.8
Fair	6.5	9.1
Not too good	0.6	2.4
Bad	-	0.3
Very bad	1.3	1.8
	<hr/> 100.0	<hr/> 100.0

$\chi^2 = 3.83, 3 \text{ df (3 lowest categories combined)}$
 $p = 0.3 - \text{not significant}$

* 3 unstated

** 14 unstated

Examination of respondent satisfaction at a Sub-district level indicated the, already mentioned, high "very good job" rate at Kew and Hawthorn (61.4%) with lesser levels at Richmond (59.1%), Collingwood (52.6%) and lowest at Fitzroy (51.7%). The seven "poorly handled" replies at Fitzroy (11.2%) was more than twice the level at Kew and Hawthorn, three times the Richmond number and five times the Prahran figure. No Collingwood respondent placed the police performance in the poor categories - "not too good", "bad" or "very bad".

Ambiguous results emerged when age and service of patrol crew members were compared with respondents' satisfaction with police performance. At Prahran, statistically significant relationships were observed between satisfaction and driver's age ($p < 0.05$), with satisfaction increasing as age increased, and between satisfaction and observer's service ($p < 0.02$), where satisfaction appeared to decrease as service increased. There were no other significant relationships between satisfaction and age or service characteristics, either at Prahran or "Other Divisions", a similar result to the 12 month study.

Respondent Comments

Many respondents, who accepted the questionnaire invitation for additional comments, made general comments about the police service. Those concerned with Prahran calls were outlined in the previous Chapter. Those regarding burglary, prowler and suspicious person calls are discussed in Chapter Nine. Police who attended respondents' calls in the "Other Divisions" were variously described as "wonderful" (# 6009), "dignified" (# 5003), "courteous" (# 4030, 6043, 8027, 8121), "excellent" (# 8134, 8136), "co-operative" (# 8140) and similar.⁸ The following are the more operationally oriented comments about particular Sub-Districts.

Collingwood:

The manager of a Collingwood business who reported illegal parking wrote :-

"We have had to call the services of the police during the past 2 years and on each occasion we wish to compliment your officers on their attention and service. The Victoria Police Department is an excellent service, that does not receive the credit it deserves" (# 6055).

⁸ Fitzroy (#4005, 4006, 4048, 4054, 4094, 4122)
Richmond (# 5062, 5108, 5109, 5111)
Collingwood (# 6069, 6086, 6099)
Kew (# 7024, 7064, 7071, 7073, 7091)
Hawthorn (# 8012, 8036, 8055, 8069, 8070, 8086, 8128, 8146)

A number of respondents mentioned that the police did not tell them the outcome of their inquiries (# 6061 - problem with juveniles). A theft complainant commented that he had -

"... had no contact with the police since the morning after when C.I.B. rang to confirm details of the theft" (# 6024).

A man who reported shots fired from a car wrote :-

"The police were quite polite and efficient but as I heard no more after this I assume that they did not apprehend the persons involved. I found this disappointing as I supplied the registration number and description of the car and felt the matter could have been taken further" (# 6050).

Other complainants were particularly pleased about being kept informed of police inquiries. A man who reported his car stolen -

"... appreciated it when they rang and called at my residence a couple of times the following week ..." (# 6106).

A woman, who reported a vicious dog, thought it "very nice" of the police to stop her in the street and ask her if everything was alright (# 6076).

A number of complainants, in Collingwood and elsewhere, mentioned earlier contacts with the police about incidents unrelated to their present call.⁹ The problem of removing cars parked across private driveways, which emerged in the 12 month study at Prahran, was also mentioned by a Collingwood respondent :-

"Even though the police officers did a good job, I feel that more could be done as I had to park in the street because the car parked across my driveway was there all night" (# 6039).

⁹ # 4107, 6045, 7066, 7069, 8104

A Collingwood wilful damage complainant "... appreciated the honest comments made by the officers of the likelihood of finding the offenders" (# 6021). Another, who reported the theft of a file in a solicitor's office, thought the police attitude "off-handish" (# 6103). A garage proprietor who reported his petrol pumps damaged by a car was worried because his message was "... garbled in transmission" (# 6079).

The principal of a primary school who reported a wilful damage -

"... (felt) that an investigation of this type could be much more complete if neighbours of the school were asked if they had noticed anything - in this case a nearby resident told me later that he had the registered number of the car that left the scene of the crime. Often one is left with the impression (not in this case) that the officers have some paper work to do ... but are not particularly keen to solve the crime" (# 6036).

Fitzroy:

Fitzroy respondents included a person who witnessed an incident in which a man was stabbed to death. He thought "... everything was completely done and I personally thank the Victoria Police" (# 4121). A number of other respondents wanted additional police patrols in their localities (# 4040, 4044, 4084, 4092, 4107).

A woman who reported bottles being dropped from the top of a block of high-rise flats, thought the police performance "not too good" because the incidents were continuing (# 4029). A man, on a pedestrian crossing when hit by a car, was disappointed his report had not led to additional police patrols in the area (# 4025). A respondent, who thought the patrol cars did a "very bad job", had given up calling the police about illegally parked cars blocking his loading gate (# 4031).

Domestic difficulties left two respondents generally dissatisfied with the police performance. The mother of a 7 year old missing child thought :-

"... the policewomen ... were out of touch with my anxiety and concern as a mother and seemed determined that threatening to institutionalise my child was the answer to the problem" (# 4008).

A woman who complained about parental-access problems considered the police did a "very bad job" because of "insulting advice" from one of the policemen (# 4106).

Insufficient feedback of information to respondents also emerged as a problem in Fitzroy (# 4088). A man, who reported his friend missing, was not told that he had been located (# 4002). Another such complainant wrote that he was "... pleased to see that they had time to let me know how the search was going" (# 4076). Two women who reported separate offences of theft and named suspects, had heard nothing further although a month had elapsed since their report (# 4025, 4110). Another woman who reported the theft of a child's toy -

"... thought that the police could have made a few inquiries around the area and reported back to me personally and explaining whether any people had seen my son's truck. Instead they said there wouldn't be much of a chance of finding it and took the necessary details ... I strongly feel that ... the people ... could be informed about their priority or whatever the case may be by a simple call or explanation as to where they actually stand" (# 4098).

Hawthorn:

Comments from respondents in calls attended by Hawthorn police were generally very favourable. A woman, who reported a

prowler, wished there were more patrols in the area (# 8057).
Another complainant, who reported a broken window, stressed -

"... that prompt action in this particular case may have averted further problems which arose. The man in question lurked around the flats for approximately 40 minutes after I rang the police, smashing more glass and trying to smash the door ... when the police arrived they were courteous and helpful and could have done no more than they did in the circumstances ..." (# 8127).

A man who reported oil on the street "... would have appreciated a telephone call after they had called on the person responsible" (# 8035). Another man "... did not know if I did the right thing ..." in reporting an abandoned car, because he heard nothing further from the police (# 8028). A respondent, who thought the police did a "very bad job" about his complaint of being harassed by men repairing a car under his block of flats, suggested that response time would be reduced if police were not responsible for traffic law enforcement (# 8129).

A respondent, who reported his \$10,000 Lotus Europa stolen commented on a particular lack of co-ordination between police from a number of areas when the vehicle was recovered. He stressed that

"... all concerned tried very hard to help but it was clear that each officer only had part of the picture and no person was fully aware of what happened. To date I have not been advised if there is or is not a suspect and whether fingerprints were or were not found" (# 8096).

His wife described what happened after the car was recovered in an accident at Sandringham :-

"Although this questionnaire has been addressed to my husband I would like to add some comments, as, except for the initial and 1 subsequent phone call, I have done all the telephoning.

Firstly, I am the registered owner of the car and was the last one to see it as it disappeared, but the police took the 'statement' from my husband.

2. The Constable who is "credited" with retrieval of the car said he would not be writing his report of the incident until after his stint of night duty (17 days) was over. I think this practice makes excessive demands on the memory of a policeman.

3. We were contacted only after the car reached Caulfield Pound, about 1.15 a.m. We were not given any choice as to which tow-truck firm would tow the car - we were surprised to get a bill for this and felt the car may have been damaged by the tow but could not say for sure as we did not see the accident site. The tow truck driver allowed the spare wheel and part of the front section to drop a block away. Subsequent discussions with a Senior Sergeant at William Street indicated that we should have been contacted first, although that seems a stupid rule as it could have tied up a patrol car for some time waiting for us to arrive.

4. When I came to collect the car (having phoned Caulfield the previous day to check this) it was found that no note had been taken of the time the car was fingerprinted, or that it had been fingerprinted at all - although subsequent discussions with Hawthorn C.I.B. revealed that they thought it had been done twice. I advised Caulfield to ring Hawthorn to check clearance but they rang East Bentleigh C.I.B. (Sandringham patrol, the pick-up being in that area). Briefly, nobody seemed to know what was going on, or who was responsible for what.

5. I endorse my husband's comments that the police have been very nice and tried to be helpful - but I found out more by calling on a resident where the accident took place - something which the police had not done within 2 days - and I don't know if they have yet.

6. Overall I think the police have done an adequate job. Finding a car thief seems impossible to me, and damage of about \$2,000 to a car cannot be considered very important in view of the many more serious crimes that must occupy police attention."

Kew

Although less frequent, the types of calls to Kew and Hawthorn police tended to be broader than occurred in most inner suburbs. Kew police, for example, were called to prevent a house being demolished without a permit (# 7004) and, on another occasion, to a private hospital because a patient refused to take his medication (# 7022).

A woman, who reported that a man had exposed himself to her daughter, thought "... the police could not have been more considerate" (# 7018). Two missing person complainants were also very grateful for the police action (# 7090), although one recorded that the missing person was found in St. Vincent's Hospital, where he had been taken earlier by other police (# 7023).

A man, who reported a problem with juveniles, could not assess the police performance "... as I did not see or hear them, nor did they report back to me" (# 7045). A car theft complainant wrote that :-

"The car once recovered was not taken off the stolen list until about 10 days later when I was arrested for driving a stolen car!!!"
(# 7050).

Complainants in accident cases had varying opinions of the work of the attending police. One thought them "most helpful" (# 7011), another thought their "inexperience showed" (# 7089), while the last considered that the attitude of the Officer in Charge changed for the worse "... after he found out that the owner of the other car involved was a famous football player" (# 7014).

A man having trouble with his very aggressive 15 year old son commented that the police showed understanding and experience "... and they emphasised we could call them again if we had similar troubles in future" (# 7062). Two Kew residents thought more patrols were required in their area (# 7002, 7066).

Richmond

The only respondent who thought that Richmond police did a "very bad job", reported an exposure at 1530 hours (3.30 p.m.) on a Friday afternoon, and waited 30 minutes for the police to arrive. She wrote :-

"By the time the police got my statement they had not checked the place where the man was, he would have gone. It took them ½ an hour to get to my place, then they had not checked the place where the man was seen. The time they would get to the boulevard it would be nearly 5.00 p.m. and he was probably gone. It is a waste of time" (# 5095).

A person, who reported a child left in a car, thought the attending police "... were too lenient with the woman involved ... in view of the fact that at the time there was a child molester around" (# 5016). A woman who reported an indecent assault, found the local police and women police "tremendous", but the detectives made her feel "slightly uncomfortable" (# 5035).

The police patrol seemed to have a temporary affect only in a number of calls about long standing disturbances in respondents neighbourhoods (# 5008, 5031). Another complainant, involved in a hit run accident, wrote

"... had no communication at all from the police on their follow-up of this case. Whilst appreciating the fact that there are more important matters on police hands, I am out of pocket for \$1,048.00 damage to my car so am anxious to contact the person concerned" (# 5026).

Summary

Calls for service complainants in Prahran and the three other police Divisions in "I" District were surveyed during the final two months of the assessment period in order to obtain comparative information about patrol variables under Integrated Community Policing and in conventional patrol operations. On only one factor, difficulty in calling the police, was there a significant difference between Prahran and the combined "Other Divisions". Significantly more Prahran respondents indicated difficulties (usually due to the changed telephone number) than callers in "Other Divisions". On most other factors examined, the trends were towards greater levels of satisfaction at Prahran, but the differences were not significant.

The overall results were very similar to the findings in the 12 month Prahran study. Satisfaction with the way calls were received was about the 98% level, satisfaction with the police response time was at the 88% level, both similar figures to those in the 12 month assessment. Factors associated with the Communications Centre (D24) were also considered for the first time. The median relay time was two minutes, about the same as reported by many similar Centres which do not formally delay or prioritise calls.

A "police recorded response time" was calculated, based on the time calls were first received, as recorded on the D24 dispatch card or in station message books. That time verified the overall accuracy of complainants' estimates of the police response time. It also fluctuated according to the time calls were received. The slowest responses occurred between 1600 and 2000 hours and 0800 and 1200 hours while the fastest most often occurred between 0400 and 0800 hours.

Response time similarities between Prahran and the "Other Divisions" are the primary reasons why there were few significant differences between the two. The impact of the two additional patrol cars at Prahran was reduced both by the very considerable increase (20%) in calls in that area and, probably to a lesser extent, by the D24 dispatch policy of allocating calls as quickly as possible. When queuing occurred, it did so at the patrol car, but where cars were not available calls were more likely to be allocated to available cars in adjoining areas. Prahran cars relatively frequently were assigned to calls outside their Division and, on several occasions, cars from other Divisions attended calls in Prahran. The result was that response times tended to even out. The 12 month study indicated the highly significant relationship between satisfaction with the police response time and satisfaction with other aspects of the police service (Tables 7:20,7:23). Any levelling effect (whether through increased calls or D24 policy) had an equalising influence on all measures of complainant satisfaction.

Overall, about 89% of respondents thought the police handling of their call "very good" or "good" with a trend towards higher levels of satisfaction at Prahran. The age and service of patrol crew members had no relationship to the various measures of respondent satisfaction. Respondents' comments for each of the "Other Division" Sub-Districts, were similar to those in the 12 month study. The most consistent comments again indicated that respondents would like to be given more specific information about the patrol car's likely arrival time and that feedback to the respondents about the result of police inquiries often was judged to be inadequate.

CHAPTER NINE

CRIME CALLS

Introduction

A total of 1,729 people who called for a police service at Prahran during the 12 months of Integrated Community Policing were mailed follow-up questionnaires. During February and March, the final two months of the assessment period, an additional 586 complainants from the rest of "I" District were surveyed. In all, 1,330 of the 2,315 (57.4%) questionnaires were returned, 871 (65.5%) of which related to crime calls. This high proportion, together with the very serious escalation of house burglaries already noted (Table 4:2) more than justified a particular examination of the police response to these calls and respondents' attitudes to police efforts. The absence of significant differences in response patterns and respondent satisfaction between Prahran and the "Other Divisions", discussed in the previous Chapter, indicated that little information would be lost if the total sample was the basis of this study.

Types of Call

Crime calls included three broad categories of offences. Burglary reports, the major category, were made by 557 (38.8%) complainants, 355 (40.8%) of whom returned the questionnaire. Prowler and suspicious person calls were made by 178 (20.4%) crime respondents, while the remaining offences, or crime related matters, were reported by 338 (38.8%) respondents. The largest proportion (14.9%), consisted of theft calls (Table 9:1). Men (52.2%) were slightly over-represented in crime call respondents. The differences between response rates of the three complainant categories, burglary (63.7%), prowler-suspicious person (59.7%) and "other crimes" (58.1%) were not statistically significant ($p = 0.3$).

TABLE 9:1

TYPES OF CRIME CALLS - ALL CASES

	<u>Surveyed</u>		<u>Respondents</u>	
	<i>n</i>	%	<i>n</i>	%
Burglary	557	38.8	355	40.8
Suspicious person/car/ prowler	298	20.7	178	20.4
Theft*	215	15.0	130	14.9
Robbery	22	1.5	12	1.4
Car Theft	89	6.2	46	5.3
Wilful Damage	81	5.6	61	7.0
Assault	73	5.1	37	4.2
Burglar Alarm	19	1.3	16	1.8
Drunk	35	2.4	17	2.0
Exposure	21	1.5	11	1.3
Drug Use	9	0.6	2	0.2
Firearm Offence	8	0.6	1	0.1
Miscellaneous	10	0.7	5	0.6
	<u>1437</u>	<u>100.0</u>	<u>871</u>	<u>100.0</u>

* includes theft from car, shopstealing, theft from clothesline, fraud

Day and Time of Call

The days on which crime calls were received reflected the selection criteria of a call per shift-crew. The notable differences were a higher than average number of burglary calls on Fridays (19%), and a below average level on Saturdays (8.7%). The pattern, otherwise, was very similar to that disclosed in the analysis of calls for service during the 12 month assessment. (Table 7:4)

According to respondents, the highest proportion of burglaries (31.6%) were discovered in the four hours between 1500 and 1900 hours (4.00-7.00 p.m.), and the second largest proportion (22.3%) in the four hours after 0700 hours (7.00 a.m.). About 16% were discovered between 1900 and 2300 hours (7.00-11.00 p.m.), and 12% (each) during 1100-1500 hours and 2300-0300 hours. Only 6% were discovered in the early morning between 0300 and 0700 hours (3.00-7.00 a.m.) (Figure 9:1). Similar patterns appeared in an examination of the times burglary calls were received by patrol car crews.

Most prowler/suspicious person calls (56%) were made between 1900 and 0300 hours, and were fairly evenly distributed (12%) during each of the four hour periods between 0700 and 1900 hours. A lesser proportion (6.7%) occurred between 0300 and 0700 hours. Similar proportions emerged when 'call received' times were considered, although a slightly higher proportion of calls (60.3%) were received between 1900 and 0300 hours (Table 9:2).

"Other crimes" were predominantly discovered between 0700 and 1100 hours (28.9%) and between 1500 and 1900 hours (25.1%) although about 16% each were discovered during the periods between 1100 and 1500 and 1900 and 2300 hours. When running sheet times calls were received was examined, these offences were more evenly distributed between 0700 and 2300 hours.

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FIG 9:1
TIME COMPLAINANT DISCOVERED CRIME
(N=764).

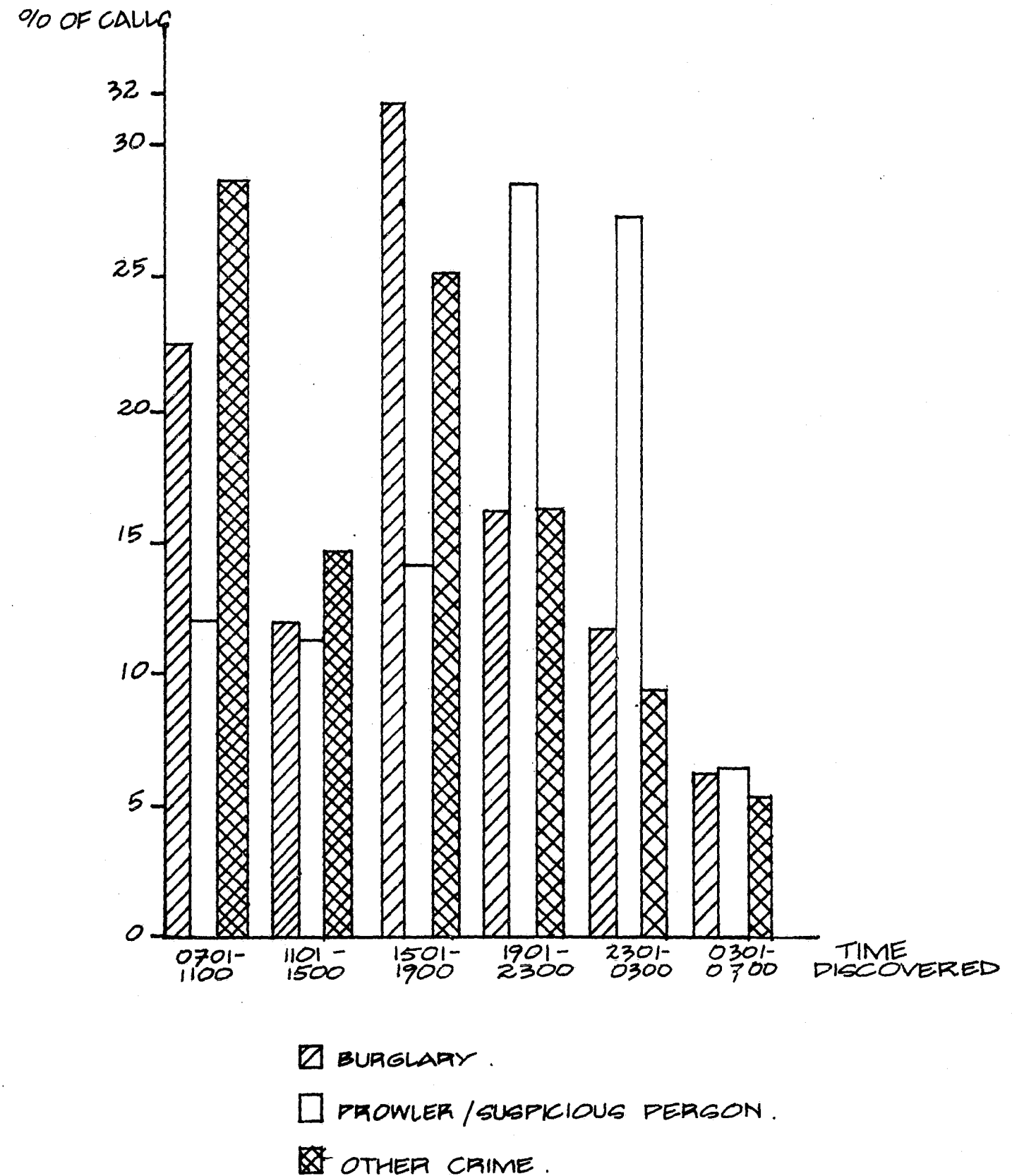


TABLE 9:2

POLICE SHIFT ON WHICH COMPLAINANT DISCOVERED CRIME
AND CRIME CALL RECEIVED BY PATROL CAR

<u>Police Shift</u>		<u>Complainants' estimate (n = 764)</u>		
		<u>Burglary</u> (n = 323) %	<u>Prowler</u> (n = 150) %	<u>Other</u> (n = 291) %
<u>Morning</u>	0701-1500	34.3	23.3	43.6
<u>Afternoon</u>	1501-2300	47.7	42.7	41.3
<u>Night</u>	2301-0700	18.0	34.0	15.1
		100.0	100.0	100.0

Running sheet time received (n = 1270)

<u>Police Shift</u>		<u>Running sheet time received (n = 1270)</u>		
		<u>Burglary</u> (n = 495) %	<u>Prowler</u> (n = 267) %	<u>Other</u> (n = 508) %
<u>Morning</u>	0701-1500	36.5	21.7	40.2
<u>Afternoon</u>	1501-2300	46.9	36.0	42.1
<u>Night</u>	2301-0700	16.6	42.3	17.7
		100.0	100.0	100.0

Calling the Police

Analysis of respondents' delay before calling the police indicated that prowler/suspicious person calls were about twice as likely to be reported immediately than burglary and "other" crimes (Figure 9:2). One in three such respondents (32.7%) reported calling the police in less than 5 minutes, compared with 16.6% burglary complainants, and 19.1% "other" crime callers. This relationship remained as delay increased, 90% of prowler calls being made within 35 minutes of the occurrence, compared with 84.4% of burglary, and 79.5% of "other" crime calls. Thirty-two (10%) burglary calls were made one hour or more after the occurrence, compared with 11 (7.5%) prowler/suspicious person reports, and 53 (18.4%) "other" crime calls (Table 9:3, Figure 9:2)

TABLE 9:3

CRIME COMPLAINANTS' DELAY BEFORE CALLING POLICE

(n = 755*)

<u>Delay (x)</u> <u>Minutes</u>	<u>Cum % in (x) mins. of becoming known</u>		
	<u>Burglary</u> (n = 320) cum %	<u>Prowler</u> (n = 147) cum %	<u>Other Crime</u> (n = 288) cum %
0 - 4	16.6	32.7	19.1
5 - 9	41.0	53.1	38.5
10 - 14	53.2	68.1	50.7
15 - 19	69.1	83.7	64.2
20 - 24	71.6	85.7	67.0
25 - 29	72.8	86.4	68.7
30 - 34	84.4	90.5	79.5
35 - 39	85.0	91.2	80.2
40 - 44	85.9	91.2	80.5
45 - 49	89.6	91.9	81.5
50 - 54	89.9	92.8	81.5
55 - 59	89.9	92.8	81.5
60+	100.0	100.0	100.0

* 16 unstated

There was no relationship between the type of crime call and complainants' reported trouble in calling the police. Slightly more than 81% of respondents in each of the three groups, experienced no difficulty in making their call. There was also little difference between categories in the time respondents' took to explain their problem to the police. Overall, more than 50% of crime calls were explained within 2 minutes, and approximately 70% in less than three minutes.

A significant relationship did not emerge when crime respondents' satisfaction with how their calls were received was analysed according to the three crime categories (Table 9:4). About 95% of respondents in each category were "very" or "moderately" satisfied, with slightly more "very satisfied" prowler callers (83.3%) than "other crime" (80.4%) or burglary complainants (75.1%).

TABLE 9:4

SATISFACTION WITH WAY CRIME CALL RECEIVED

(n = 853*)

<u>Level of Satisfaction</u>	<u>Burglary</u> (n = 353)	<u>Prowler</u> (n = 174)	<u>Other Crime</u> (n = 326)
	%	%	%
Very Satisfied	75.1	83.3	80.4
Moderately Satisfied	18.7	10.9	14.4
Just Satisfied	4.6	2.9	2.1
A Bit Dissatisfied	0.8	2.3	2.1
Moderately Dissatisfied	-	0.6	1.0
Very Dissatisfied	0.8	-	-
	<u>100.0</u>	<u>100.0</u>	<u>100.0</u>

$\chi^2 = 0.3$, 2 df (categories combined, very satisfied, moderately satisfied of the rest),
p = 0.99 - not significant

* 18 unstated

Police Response Time

Police response time, as in the previous Chapter,¹ was examined according to both complainants' estimates (802 calls) and the police recorded response times (223 calls). The latter comprised only some of the crime calls during February and March. The significant relationship between these times, observed when all February-March calls were examined (Figure 8:1), remained when crime calls were particularly scrutinised (Table 9:5).

Analysis of both types of data indicated that the police response to prowler/suspicious person reports was considerably faster than that to either burglary or "other" types of crime call. According to respondents, about 3 in 10 prowler calls were responded to in less than 10 minutes, compared with 2 in 10 "other" crime calls, and 1 in 10 burglary calls. Twenty minutes after the calls, police had arrived at 7 in 10 prowler calls, 5 in 10 "other" crime, and 4 in 10 burglary reports. Complainants in three prowler/suspicious person calls (1.9%), 18 burglary calls (5.3%), and 17 "other" crime calls (5.6%) estimated police response time at two hours or more.

Examination of 'police recorded response times', in which the time of the complainant's call was recorded in a message book, or at D.24, also indicated that the fastest response was to prowler/suspicious person calls, while burglary calls were attended slowest. These times disclosed that police arrived at 6 within 5 minutes, compared with only one burglary and 2 "other" crime calls (Figure 9:2). Although a smaller number of calls were involved, overall, according to police records, 95.6% of prowler calls were attended in less than 30 minutes, compared with 57% of burglary calls and 77.2% of "other" crime calls. According to police records, no prowler/suspicious person call took more than an hour to attend, compared with 15 (15%) burglary calls and 6 (7.7%) "other" crime calls. Disproportionately more prowler calls occurred between 1900 and 0300 hours (Figure 9:1), when police response time tended to be fastest (Table 8:10), but the overall differences appear to reflect some car crew prioritisation.

1 pp. 292-298 above

TABLE 9:5

POLICE RESPONSE TIME - CRIME CALLS

Cumulative % of calls attended within (x) minutes

Response Time (x)	Complainant's estimate (n = 802)			Police recorded (n = 223)		
	Burglary (n = 339) cum %	Prowler (n = 158) cum %	Other (n = 305) cum %	Burglary (n = 100) cum %	Prowler (n = 45) cum %	Other (n = 78) cum %
0 - 9	11.8	34.2	21.6	16.0	40.0	16.7
10 - 19	42.8	70.3	52.7	42.0	73.4	56.4
20 - 29	54.9	81.7	63.2	57.0	95.6	77.2
30 - 39	70.8	89.3	78.3	70.0	97.8	82.3
40 - 49	77.3	91.8	82.9	79.0	97.8	87.4
50 - 59	80.2	93.7	85.2	85.0	100.0	91.2
60+	100.0	100.0	100.0	100.0		100.0

A significant difference in respondents' satisfaction with police response time did not emerge when the 850 calls were analysed according to the three crime call categories. Slightly more prowler/suspicious person and "other" crime respondents, than burglary complainants, reported being "very satisfied" with the police response time, however, people reporting prowlers also had the highest level of dissatisfaction (15.1%) with the police response (Table 9:6). Overall, 94 respondents (11%) were dissatisfied in some way with the police response time, including 30 (3.5%) who were "very dissatisfied", 12 (1.4%) "moderately dissatisfied" and 52 (6.1%) "very dissatisfied".

TABLE 9:6

SATISFACTION WITH POLICE RESPONSE TIME TO CRIME CALL
(n = 850*)

<u>Level of Satisfaction</u>	<u>Burglary</u> (n = 353)	<u>Prowler</u> (n = 172)	<u>Other Crime</u> (n = 325)
	%	%	%
Very Satisfied	60.9	65.2	66.8
Moderately Satisfied	22.4	14.5	19.4
Just Satisfied	6.5	5.2	4.0
A Bit Dissatisfied	4.8	8.1	6.5
Moderately Dissatisfied	1.2	2.3	1.2
Very Dissatisfied	4.2	4.7	2.1
	100.0	100.0	100.0

$\chi^2 = 3.7, 2 \text{ df (categories combined - very satisfied, moderately satisfied cf rest) } p = 0.3 - \text{not significant}$

* 21 unstated

Burglary Value

Patrol car crews attending burglaries usually recorded on their running sheets the value of any property stolen when this figure was known. Overall, property value was recorded in 231 (65%) burglary calls and ranged from 'nil' (19.5%), to less than \$500 (29%), \$500 to \$1000 (23.8%), \$1001 to \$2000 (14.7%) and more than \$2000 (13%). Although these were approximate values only, they provided an influential variable against which to measure the various levels of complainant satisfaction. When respondents' satisfaction with the police response time was analysed according to the burglary value, a statistically very significant relationship emerged. Generally, satisfaction decreased as the value of property stolen increased (Table 9:7).

A similarly significant relationship was not evident when satisfaction with the way the complainant's call was received and satisfaction with the police job were separately examined according to the burglary values (p = 0.2).

TABLE 9:7

SATISFACTION WITH POLICE BURGLARY CALL RESPONSE

TIME BY BURGLARY VALUE

(n = 231)

<u>Level of Satisfaction</u>	<u>Burglary value (\$)</u>				
	<u>Nil</u> (n = 45) %	<u>to 500</u> (n = 67) %	<u>501-1000</u> (n = 55) %	<u>1001-2000</u> (n = 34) %	<u>2000+</u> (n = 30) %
Very Satisfied	80.0	59.6	50.9	47.1	63.3
Moderately Satisfied	13.3	19.4	30.9	23.5	16.7
Just Satisfied	6.7	9.0	7.3	11.8	-
A Bit Dissatisfied	-	7.5	7.3	2.9	10.0
Moderately Dissatisfied	-	-	3.6	-	3.3
Very Dissatisfied	-	4.5	-	14.7	6.7
	100.0	100.0	100.0	100.0	100.0

$\chi^2 = 35.3, 20 \text{ df}, p < 0.02$ - very significant

Clearance Time

Police cleared from prowler/suspicious person calls relatively quickly according to the running sheets maintained by car crews. Three in ten calls were cleared in less than 10 minutes, five times the proportion of burglary calls and over twice the rate of "other crime" reports. Over 6 out of 10 were cleared in less than 15 minutes and 9 in 10 within 30 minutes. The average clearance time for burglary and "other crime" calls was 20 minutes, however, after 30 minutes, "other crime" calls were cleared slower than burglary calls, a reflection of the greater number of calls resulting in arrests included in the "other" crime group. (Figure 9:2). Only a small number of burglary calls resulted in arrests by general duties police. Twenty-two (4.5%) burglary cases, 7 prowler reports (2.6%) and 52 (10.2%) "other crime" calls took the patrol car crew out of service for an hour or more. (Table 9:8)

TABLE 9:8

POLICE CLEARANCE TIME - CRIME CALLS

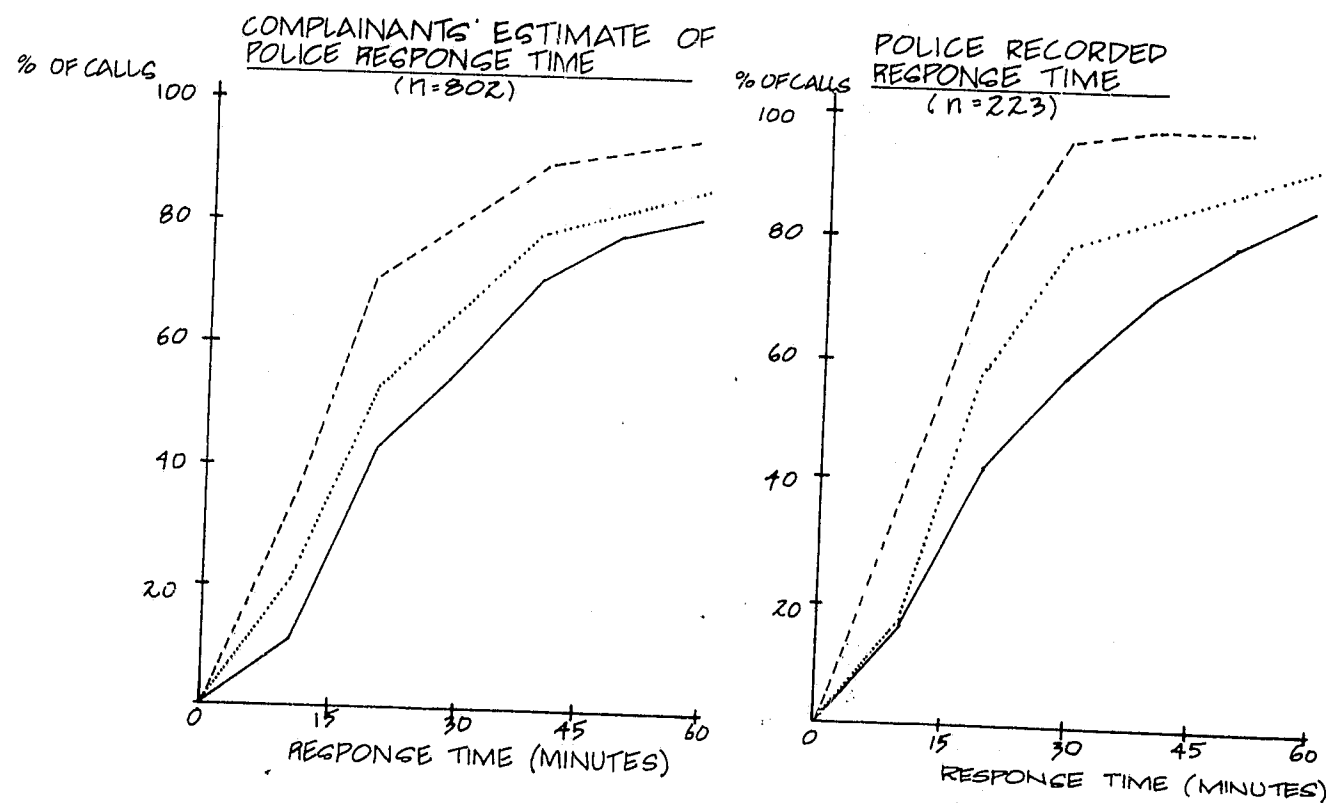
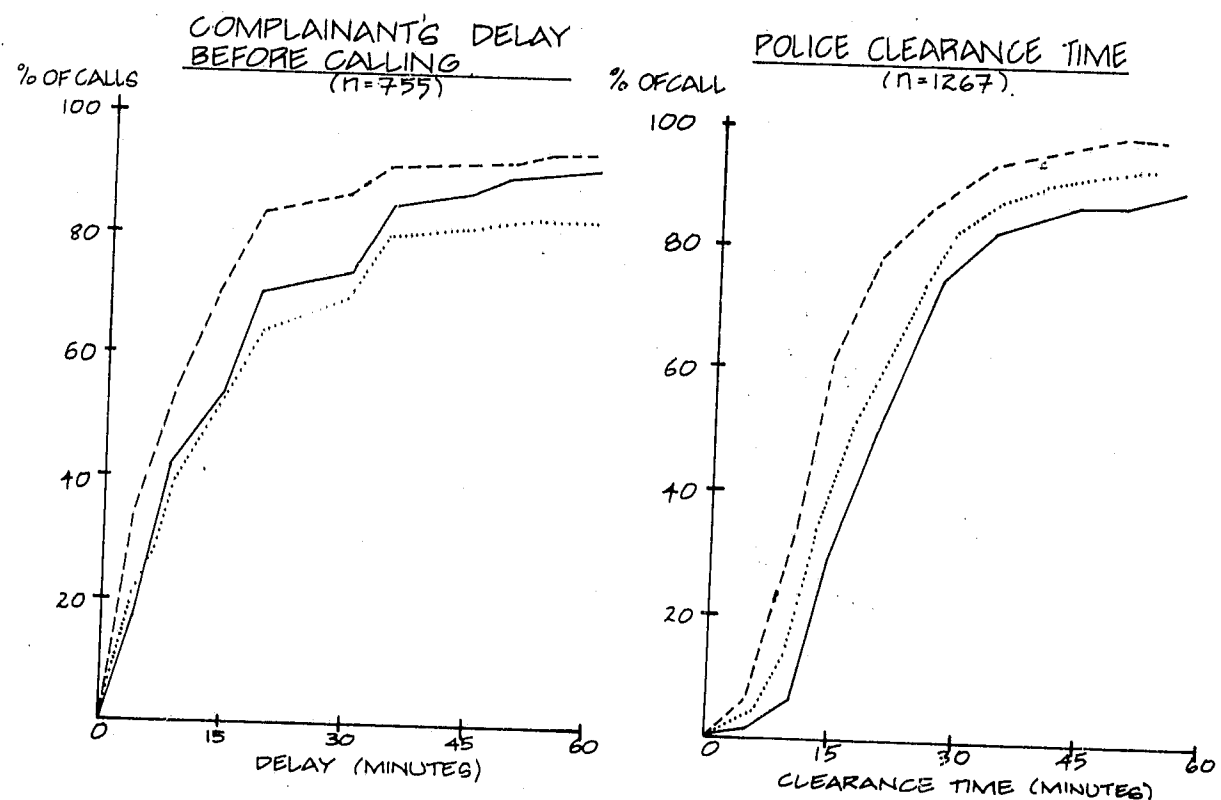
(n = 1267)

<u>Clearance Time (x)</u> (minutes)	<u>Cum % of calls cleared in (x) mins.</u>		
	<u>Burglary</u> (n = 493) cum %	<u>Prowler</u> (n = 266) cum %	<u>Other Crime</u> (n = 508) cum %
0 - 4	0.8	5.6	1.8
5 - 9	6.5	32.3	14.4
10 - 14	28.4	60.5	38.0
15 - 19	50.9	77.8	58.3
20 - 24	72.8	85.7	70.7
25 - 29	82.3	89.8	77.4
30 - 34	87.6	93.2	82.9
35 - 39	90.4	95.1	84.5
40 - 44	92.0	96.2	86.9
45 - 49	92.8	97.0	87.3
50 - 54	94.0	97.0	88.5
55 - 59	95.4	97.4	89.9
60+	100.0	100.0	100.0

* 50 unstated

FIGURE 9.2
CRIME CALL CHARACTERISTICS

— BURGLARY - - - - PROWLER OTHER CRIME.



How Police Handled Crime Call

More prowler call respondents (66.3%) thought police did a "very good" job, than did people who reported "other crime" (60.1%), or burglaries (49.3%) (Table 9:9). A higher proportion of burglary respondents (one in three) thought police did a "good" job, some of whom mentioned that they could not use the higher category because the offender had not been arrested or property not recovered. Overall, the trend was clear, but the differences were not significant. Sixteen people (3.4%) who had called police about a burglary, were in some way dissatisfied with the way police handled the job, compared with 5 (2.9%) prowler/suspicious person, and 10 (3%) of "other crime" respondents. Six people (0.7%) thought the police did a "very bad" job.

TABLE 9:9

SATISFACTION WITH WAY POLICE HANDLED CRIME CALL
(n = 851*)

<u>How police handled job:</u>	<u>Burglary</u> (n = 351) %	<u>Prowler</u> (n = 172) %	<u>Other Crime</u> (n = 328) %
Very good	49.3	66.3	60.1
Good	33.9	19.8	28.7
Fair	13.4	11.0	8.2
Not too good	2.3	2.3	1.2
Bad	0.3	-	1.2
Very bad	0.8	0.6	0.6
	100.0	100.0	100.0

$\chi^2 = 4.3, 2 \text{ df (categories combined, very good - good of rest) } p = 0.2 - \text{not significant}$

* 20 unstated

Prowler/Suspicious Person Calls

Respondents' comments indicated that prowler calls were often made by women who felt vulnerable because they lived alone, or with other women or children. Their experience was particularly stressful and they expected the police to provide a rapid response, a sensitive approach, a reasonable security check and practical advice about their protection.

Suspicious persons, more often reported during the day, involved a broader range of complainants who expected a rapid police response to allow investigation of their suspicions before the suspect moved off. People who reported suspicious persons seldom feared actual harm. The summons for police assistance, in both cases, was often the culmination of considerable emotional agonising and soul-searching as to whether the call was justified. It was absolutely imperative, therefore, that the attending police did not create the impression that the call was trivial or a nuisance. The conflict that arose before police were called was best exemplified by the Richmond woman who wrote :-

"The suspicious person in question couldn't or wouldn't provide any reasons for what he was doing to the police whilst they were here. So they asked him to accompany them back to Richmond Police Station. This concerned us a little in as much as we thought that it might turn out to be overreaction especially since the person was fairly old and had been drinking. We then rang the Police Station to point out that we didn't want to press charges or take any further action, etc. The police then said that they accepted our comments and would probably call us back after asking the person a few questions. They did ring back shortly after and told us that no action had been taken. We were satisfied and thought perhaps the person had learnt a lesson."

Her husband had also written on the survey :-

"This questionnaire should have been addressed to Mr. and Mrs. Clarke. Mrs. Clarke rang the police, and was responsible for involving them, and held the 'suspicious person' until they arrived. Mr. Clarke would not have called the police" (# 5070).

Many respondents described the way the police handled their call in terms such "very comforting" (# 52), "first class" (# 454), "particularly impressive" (# 35) and similar.² A number focussed their comment on the sensitivity displayed by the police. A woman wrote :-

"The policemen who visited me were very kind and polite. They made me feel much more confident. I was extremely impressed with the speed with which they arrived" (# 707).

A respondent, who reported a suspicious person, thought the police who attended "... were very polite and nice and very concerned" (# 14), while another thought the police could have been a "little friendlier" (# 514). A man, who reported a suspicious person with a torch :-

"... was most impressed by the speed, efficiency and courteousness of the Police Officers involved ... The situation seemed to be handled with organisation and minimum of fuss ..."

He thought that police firearms were generally inadequate, that patrol cars should be marked more distinctively, and that :-

"People should be told what to do in particular situations and whether or not they should call the police. The public should be encouraged to go up to policemen in the street or their nearest police station and ask any questions they wish" (# 703).

² # 106, 343, 459, 615, 871, 953, 1020, 1654, 1660, 7080, 8117, 8020

A woman, who reported a naked prowler, wrote that she was -

"... very pleased with the way in which the call was handled, because I was not sure as to what I actually saw and they assured me I was right in calling the police" (# 169).

A woman, who reported a suspicious car which turned out to be a security car, was very pleased *"... the officers concerned in no way ridiculed my call or concern" (# 785).*

Another prowler complainant thought the police "discerning" because they came quietly (# 118), although others mentioned that the noise of the police arrival would have frightened the offender (# 7081).

"In the 12 minutes it took for the police to arrive there were sirens blaring in the immediate vicinity, thus giving the intruder plenty of warning. The officers who came to the scene assured me it was not their sirens that were on so it was a lucky coincidence for the intruder. Maybe all emergency vehicles should have the same sounding sirens, therefore wrong doers would not know what was coming" (# 5040).

A Fitzroy woman, who reported a prowler at 9.00 p.m. on a Thursday, wrote :-

"We explained to the police that we were calling from the front room where the prowler couldn't see. He was on the roof and we asked that the police go to both the front and back (where there is a lane) as on two previous occasions that we had called the police for the same reason the prowler fled as soon as he heard the police. However 4 policemen came to the front door and thus the prowler had again fled. This prowler has been looking in on us for a number of months now and it is getting very unnerving and I feel more should be done to discourage 'peeping toms'" (# 4073).

A number of respondents appreciated that the police thoroughly searched their premises or patrolled in the vicinity for some time (# 1395, 7028, 7074). A woman wrote :-

"I was very pleased to have the opportunity to comment on the police who came so promptly in answer to my call for help. My daughters and I were frightened. We were treated with courtesy and understanding, and felt reassured by their comment that they would cruise around the area. They flashed their torches into all the dark areas before they left. Since the night of my call we have had no further cause for alarm. Please convey our thanks to the policemen concerned ..." (# 1593).

Some complainants, however, wrote of their disappointment that the police made an inadequate search of the vicinity (# 341, 514, 8109) or even showed "a total lack of interest ... especially taking into consideration the fact that we'd been broken into and burgled that same night about three hours earlier" (# 8074).

A South Yarra woman, who reported a prowler at 1030 hours (10.30 a.m.), expected

"... the police to come into the flat and inspect the way the prowler got in and suggest ways and means for preventing the future happenings, but the police just talked to me ... and did not come in the flat, which they could have found out my window was broken by the prowler, which I did not know at the time of reporting" (# 500).

A Toorak woman, who reported a prowler at 1225 hours (12.25 a.m.), thought the police *"... could have checked all my windows and doors and perhaps offered advice on better security" (# 1013).* A Hawthorn woman *"... would have appreciated some follow up information (about prowlers) ... and a call back either personally or by phone. I didn't want to call for fear of being a nuisance" (# 8126).* Another was very pleased that the police

advised her of "alternative procedures I could take" (# 5067).
A Kew woman who reported a prowler at 1.30 a.m. wrote that :-

"Perhaps the police should follow up the incident the following day or so, even if only to advise that they have regularly patrolled the area. I know I wondered whether the day after I had been forgotten about or in fact were my premises being patrolled" (# 7025).

A number asked for additional police patrols to deter offenders (# 338, 361, 370, 677, 743, 4078). Three Prahran respondents commented favourably on the increased police activity in the suburb (# 1063, 1273).

"Since my last police contact approximately 12 months ago, I found this matter handled much quicker and more satisfactory. I felt quite unsafe after the previous matter but quite secure now about the police" (# 1726).

Burglary Calls

Respondents who had called the police about burglary offences varied considerably in their opinion of how the police handled their calls. A large number reported being impressed by the police performance, however, the fact that arrests were seldom made and property was not often recovered, probably dissuaded respondents from assessing the police performance in the "very good" category. A Richmond respondent wrote:

"I have had 4 break-ins in which the police have been notified - they have always been polite and helpful, the only problem that nothing positive has been done, i.e. getting the people concerned" (# 5075).

A Fitzroy man commented that "... the only part that I am dissatisfied is that in seven break-ins that occurred here, only one offender has been apprehended" (# 4097).

A number of burglary complainants clearly held little hope that police would be successful in their inquiries. A Toorak woman who suffered a \$1,000 loss wrote :-

"Although this is the fifth time we have been burgled at this address, we still find it very disturbing to walk into the house and find it has been ransacked ... The C.I.B. came the following morning. All were most courteous, but there was nothing they could do but take down relevant information" (# 1626).

Some had been told by the members who attended that there was little the police could do (# 658, 1729). Several mentioned that the police undermanning inhibited police inquiries (# 294, 1717). A Kew complainant wrote :-

"(The police) immediately assessed that the lock had been forced and that two people were involved and had taken what they could carry and departed hastily thus indicating a frequent occurrence of crime of this type. Their attitude was that there was not much likelihood that my goods would be traced or recovered due to the lack of police available and the burden on them to type up reports and other such official work which in my opinion should be carried out by clerical staff, thus leaving them free to investigate this kind of crime. It is also no deterrent to the thieves who are aware there are insufficient police to carry out surveillance (as a deterrent) or to immediately answer calls thus the thieves are encouraged to carry out these crimes as they know they will get away with it. Our courts encourage the criminals and discourage the hard working police by not imposing heavy penalties when a culprit is finally brought to justice by the police. Instead he is given a "smack on the hand" in the form of a light bond" (# 7043).

Others commented that there was little the police could do except record relevant particulars (# 220, 235, 401, 456) although a Prahran man whose home, and four others in the vicinity, was burglarised felt "... that the police ought to

have had some success with burglars acting like taxi trucks" (# 708).

Many burglary respondents commented generally on the "politeness", "courtesy", "efficiency", "professionalism", "consideration" and "patience" of the police who attended their burglary calls.³ An aggravated burglary complainant thought :-

"The policemen, the detective and the forensic photographer were professionals. They knew what to do and did it. They were thoughtful and quick on the job. They also showed patience and tolerance and were helpful. The Chief Commissioner must be very proud of his men" (# 64).

A number of burglary complainants requested additional police patrols in their neighbourhoods (# 1117, 1496, 6088, 8049), although a Prahran respondent mentioned that he had "... seen (police) patrolling around very regularly" (# 1081). Others would have appreciated advice about crime prevention (# 1078, 5020). A Prahran complainant thought that the police request for "... an immediate valuation seemed ridiculous" (# 65) while two others were unhappy that their valuation appeared in the next days newspapers (# 284, 1568).

Criminal Investigation procedures and the feed back of information to complainants clearly emerged as an important process with a high potential for complainant dissatisfaction. In many Criminal Investigation Divisions the sheer number of reported offences prevented detectives from adequately investigating all but the most serious offences and those with a high probability of an early arrest. The practice of "tiggering" crime, either visiting or telephoning complainants without further investigation has developed in Victoria. Its equivalent in the United States is

³ # 18, 78, 91, 92, 97, 209, 357, 410, 420, 427, 510, 528, 537, 550, 565, 686, 775, 795, 830, 867, 868, 901, 909, 974, 1028, 2243, 1225, 1300, 1409, 1483, 1508, 4056, 5053, 5093, 6062, 6107, 7013, 7037, 7049, 7061, 8053

the "squeal man", a Detective assigned to "catch" the jobs of the shift and keep complainants "happy!" A few burglary respondents specifically mentioned being impressed by work of the Detectives who attended (# 474, 616, 1399, 1453, 1560, 1684, 8066) and two commented that their subsequent inquiries at the police station were handled competently (# 1068, 1453). At least fifty people who reported burglaries recorded difficulty associated with the police investigations.

A number of burglary victims reported problems about arranging for Detectives to visit the crime scene (# 88, 909, 1307). Some mentioned that the delay before the Detectives arrived caused inconvenience or rendered a satisfactory investigation impossible (# 72 - 36 hours, 880, 1037, 8058 - each more than 24 hours, 1194 - 48 hours, 4035 - 13 hours, 5066 - 11 hours, 6041 - 9 hours).

Other burglary complainants indicated that the promised visit by the Criminal Investigation Branch did not take place (# 817, 1301, 1321, 7001). Some thought the C.I.B. follow-up took too long without specifying the actual time involved (# 494, 616, 938, 1036, 1066). A South Yarra woman whose colour T.V. was stolen wrote :-

"This was the first time I had dealt with the police so had no prior experience of what to expect. I found the officers pleasant and helpful but not very hopeful. They seemed to take it for granted that this type of crime is so prevalent in this area that there's not much to be done about it. I was told the C.I.B. would call round later in the afternoon. By 7 p.m. I gave up and started tidying up the house which was in quite a mess (broken glass, etc.). Come mid-morning the following day, I was out and they spoke to my husband who did not know as much about the burglary as I did. We found it dissatisfying to wait around for them as long as we did. By the time they arrived we had had to re-arrange everything. Their visit was a mere formality and a waste of time as far as we were concerned" (# 1729).

An Armadale man commented :-

"Police concern with this incident seems minimal. We were told to expect a police visit on (the following day) and fingerprint checking. No visit has been made. We were told by phone ... to expect a further police contact 'in about ten days'. There has been no further contact..." (# 319).

A number of burglary respondents were distressed because Detectives were unsympathetic or tried to class their burglaries as lesser offences :-

"The service provided by the uniformed branch was excellent. The complaint that I have is that, although our complaint was reported to the C.I.B., the C.I.B. rang me the next day at 8 a.m. and after my explaining what happened and what was taken it was dismissed as merely being the actions of kids and that I should nail up my laundry window, which to my nervous wife is little satisfaction" (# 569).

Others described Detectives as "brusque and unco-operative" (# 8071) and "unco-operative and unpleasant" (# 8063). A Windsor woman wrote :-

"I found the Prahran police very helpful, but the C.I.B. rather abrupt, arrogant and a waste of time. They seemed inclined to doubt my word when it was obvious from the broken window open back door and gate, that someone had been through the house. Coming the next day and hoping to find fingerprints when no instruction about this had been offered at the time seemed remiss. I had the impression that no effort would be made to find the burglar, although the neighbour caught sight of him..." (# 807).

Some burglary respondents were disappointed that they had not been told the result of police inquiries.⁴ A Chapel Street

⁴ # 79, 293, 701, 1002, 1119, 1611, 5078

shopkeeper who thought the police did a "very bad job" wrote:-

"We have given the police officers at Prahran a lot of information as to how they can trace the burglar but as yet we have had no news of any success they have made or not made" (# 1500).

The manager of a Prahran business which suffered an \$8,300 loss commented :-

"Scale serial numbers were not available at the time. Police were to call back for them but this did not happen, after a week we had to get in touch with Police again to give numbers" (# 1415).

A Fitzroy respondent whose house had been burglarised on a number of occasions "over the past few years ... seldom (got) any feedback as to success or otherwise of their investigations" (# 4059). A Richmond complainant would have appreciated "further follow-up with me from the police, as I believe it makes it difficult as to when to decide to put the insurance claim in" (# 5086).⁵

A Hawthorn shopkeeper who had property valued at \$3,200 stolen, mentioned telling the detective about a possible witness but not being told anything further, although he knew the detective spoke to the person concerned. A Prahran woman, on the other hand, mentioned that :-

"I was pleased to have a report back some days later, letting me know that someone had been caught for the offence" (# 1043).

A number of burglary victims mentioned not being asked to preserve the scene (# 1320). A Prahran woman who thought the police did a "very bad job" commented :-

⁵ The authoritative Rand Report on criminal investigation in the United States found that:

"Crime victims in general strongly desire to be notified officially as to whether or not the police have solved their case, and what progress has been made towards convicting the suspect after his arrest" (233)

GREENWOOD: Peter W, Jan M. CHAIKEN and Joan PETERSILIA
The Criminal Investigation Process (hereafter Rand Report)
D.C. Heath and Co. Lexington Mass. 1977

"That night I contacted the vendor who came to clean up the place immediately (three days later) the C.I.B. rang wanting to do fingerprinting - a bit late. It might be helpful if the public were told immediately when the police want a fingerprinting" (# 1360).

A Toorak man who reported a \$400 burglary wrote:-

"Uniformed police conducted initial investigation. Fingerprints were not taken. Cannot understand why plain clothes police visited the house on the following night after everything had been put in order" (# 976).

Other respondents mentioned that their expectations for police to fingerprint crime scenes were not fulfilled (# 160, 548, 1113, 1311, 8011).⁶ At least one complainant was overly-optimistic about the probability of fingerprints being found at the scene. He wrote :-

"I thought that they would take fingerprints to determine whether the burglar was already known to them" (# 563).

A Richmond man thought the uniform police did a "very good job" while the C.I.B. did a "very bad" job commented :-

"Fingerprinting was only done at the point of entry and little interest was shown in the rest of the property" (# 5097).

A number of people who reported a burglary thought the police who attended, including the C.I.B., were not particularly interested in the offence (# 6, 561, 609, 798, 805, 971, 919, 1306, 4037). Some mentioned that the attitude probably resulted from the frequency of burglaries. A Fitzroy man, the victim of a \$1,000 burglary, wrote :-

⁶ The Rand study found that

"Many police departments collect more physical evidence than can be productively processed. Allocating more resources to increasing the processing capabilities of the department is likely to lead to more identifications than some other investigative actions". (230)

"The police showed a distinct attitude of not being interested. Although it is a common occurrence to them, it is not to those who have been burgled and I would therefore have expected a greater degree of concern and a positive attitude. The C.I.B. officer was worse (he seemed to be more interested in the current pay dispute) and since the burglary I have been far from satisfied with the police efforts" (# 4122).

A number of complainants recommended a crime prevention campaign (# 105, 111, 1136). A Prahran victim found

"Police who attended to be very polite and helpful, although one of the gentlemen did sit on a rather important bit of evidence, i.e. footprint on couch" (# 1039).

Summary

Crime calls surveyed in Prahran and, for two months, in other Divisions in "I" District, were particularly examined because of the considerable increase in house burglaries in the District and the fact that two out of three calls surveyed concerned crime-related incidents. Comparative data was obtained when the crime calls were divided into three categories: burglaries, prowlers/suspicious persons and a residual "other" crime group. Nearly half the burglaries were discovered, or reported, during the police afternoon shift. Almost one in three were discovered or reported during morning shifts. Prowler/suspicious person reports most frequently occurred between 1900 and 0300 hours, the last half of the afternoon shift and the first half of the night shift. The discovery of "other" crimes was fairly evenly distributed between morning and afternoon shifts.

Many crime-related complainants delayed calling the police, highlighting a problem at which crime prevention strategies should clearly be directed. Overall, about half the incidents were not reported for 15 minutes or more. Prowler/suspicious person reports were made with the least delay. Respondents' levels of satisfaction with how their crime calls were received and with the police response time, were similar when separately examined according to the three crime call categories. Police response times, overall, were faster for prowler/suspicious person calls, a function of the time at which they tended to be received, but also influenced by informal prioritisation by patrol car crews. Burglary complainants' satisfaction with the police response time was significantly related to the value of the property stolen, generally decreasing as value increased.

Police cleared from prowler/suspicious person calls faster (median time 14 minutes) than from "other calls" (18 minutes) and burglaries (19 minutes). Prowler/suspicious person respondents were more likely to think the police handling of the job "very good". One in two burglary complainants thought this was the case. Comments made by respondents again indicated a considerable level of frustration and confusion with the police investigation, particularly the role of the Detectives. Many respondents, particularly burglary victims, expected more feedback about police inquiries. This was especially the case when respondents believed they had supplied the police with useful information or leads. Some burglary complainants speculated that the frequency of the offence resulted in police disinterest. The number of similar comments about inadequate feedback indicates that the present practice of "tipping" crime, the primary aim of which is to placate complainants, is often unsuccessful and may even be counterproductive. The Prahran assessment focussed on the activities of uniform police, and may even understate the level of complainant dissatisfaction with traditional investigative procedures.

CHAPTER TEN

RESIDENTIAL SAFETY IN PRAHRAN

Introduction

The interview of a representative sample of people, who lived at Prahran, about police related issues was the final survey in the assessment of Integrated Community Policing. This phase of the study presented a number of problems, particularly regarding financial considerations, procedural aspects and sample selection. Clearly, mail questionnaires were inappropriate and, in any case, there were advantages in the police force distancing itself from the survey in order to properly assess the survey results already obtained.

Time constraints forced an abandonment of the original plan to conduct similar residential surveys before and after the assessment period. The assessment period, however, was well used in developing and testing a suitable questionnaire in collaboration, firstly, with the staff of the Australian Bureau of Statistics and, later, the Roy Morgan Research Centre Pty. Ltd.

The generosity of the "Crimes Against Business Premises Planning Committee" and the assistance of Mr. G.C. Morgan and his staff are gratefully acknowledged.

The questionnaire (Appendix " I ") was administered by trained interviewers from the Roy Morgan Research Centre during July and August 1979. Interviewers were provided with a letter of introduction from the Chief Commissioner, which provided a check back telephone number, if required, because some questions concerned personal security. A small number of respondents, in fact, did check further on the interviewers' bona fides.

The Sample

The City of Prahran, according to the Australian Bureau of Statistics 1976 Census information, contained 21,561 occupied dwellings and a residential population of 48,460. A strict random sampling of the population was financially prohibitive, however, a cluster sampling technique, which kept the sample's representativeness of the total population within acceptable limits, was used to select the 407 residents who were interviewed. Community interest in the issues may be gauged from the fact that no one refused to answer the interviewers.

Respondents were fairly evenly divided between men (47.7%) and women (52.3%), with a higher proportion of men aged less than 35 years (59.8%) than women (48.8%). Overall, 26% of respondents were aged 14-24 years, 28% between 25 and 34, 15% between 35 and 49 and the highest proportion, 31.9% aged 50 or more. According to 1976 Census figures the equivalent proportions of the population were 19.5%, 18.9%, 16.0% and 31.9%.

Slightly more than half the sample (52.6%) worked full time, most in clerical or white collar jobs (56.1%), although 19.2% were managers or professional people, compared with 15.0% skilled tradesmen and 9.7% unskilled or semi-skilled. Part time workers made up 10.1% of the total sample, while 37.3%, probably mainly home duties, were not involved in paid work. When the occupation of the household head was considered, 24.8% of respondents made up the managerial/professional category, 41.3% clerical/white collar, 15.5% skilled tradesmen and 18.4% the unskilled or semi-skilled group. At the time, 33.4% of respondents had gross annual incomes of more than \$12,000, 22% between \$10,000 and \$11,999, 13% between \$8,000 and \$9,999 and 31.5% received less than \$8,000.

Most respondents (66.8%) were born in Australia, 15.7% were born in the United Kingdom, Canada, the United States or New Zealand, 7.6% in Europe, 3.2% in Asia and 6.7% in other areas.

Nearly half the respondents (47.9%) had lived in Prahran for more than 5 years, 96 (23.6%) for less than a year, 74 (18.2%) for 2 or 3 years and 42, (10.3%), for 3 or 4 years. One in five (20.9%) were university educated; 27.5% had obtained matriculation or received some tertiary education, 14.7% had obtained Form 5 (leaving) level, 5.4% Form 4 (intermediate), 23.6% some secondary education and 7.9% attended a primary school only.

Respondents lived in small blocks of less than 4 flats (42.8%), separate houses (38.1%), semi-detached houses (6.9%), larger blocks of flats (6.0%), terraced houses (4.2%), villa units (1.0%) and combination dwelling (1.0%). Over half (55%) were married, 15.4% having children in the household. Single respondents aged 14-34 years made up 36.4% of the respondents. Most of the sample were husbands (20.4%), wives (19.2%) or people living on their own (23.3%). Children of the family were interviewed on 43 (10.6%) occasions.

Police Honesty and Ethical Standards

Respondents rated members of five occupational groups, medical doctors, lawyers, policemen, advertising people and school teachers, for honesty and ethical standards. (Table 10:1) The proportion of each group thought by residents to be "very high" or "high" were medical doctors (63.1%), policemen (55.8%), school teachers (46.0%), solicitors and lawyers (42.3%) and advertising people (3.7%). The results were very similar to the findings of a similar poll conducted in Victoria several months earlier (April 1979). The equivalent proportions were, doctors (66.3%), policemen (56.6%), school teachers (48.4%), lawyers (41.4%) and advertising people (10.4%). Marginally more Prahran residents (14.7%) thought the police standards for honesty and integrity to be "very high" than in the earlier survey. The similarity in poll results is an indication that the cluster sampling technique used to select the Prahran residents was fairly successful in its main aim of achieving a representative sample.

Women and older respondents tended to think police standards were highest. One in five women (20.7%), 28.4% of women over 35, and 24.6% of respondents aged 50 or more said they were "very high". The fewest in the "very high" category were men (8.2%), men aged under 35 (6.9%) and people who had lived in Prahran for 3 - 5 years (4.8%). Previous contact with the police, overall had no influence upon respondents' replies. An

inverse relationship emerged, however, when the police rating was examined according to the respondents' educational levels. More residents with primary education rated police "high" or "very high" (59.4%), fewer with matriculation or some tertiary education (47.3%) and university educated respondents (52.9%) held this view.

Police Reputation in Prahran

Residents' opinions of the reputation of the police in Prahran differed considerably from the very high opinions expressed by Prahran business people who were asked the same question (Table 5.5). Overall, most residents (52.3%) thought the police reputation "very good" (12.5%) or "good" (39.8%). Only seven thought it "bad" or "very bad". Thirty-six respondents (8.8%) used a "don't know" category not available to the business respondents.

Age was the most important factor in respondents' answers. Only 2 (1.9%) residents aged 14-24 years, thought the police reputation "very good" compared with 31 (24.6%) of those aged 50 or more. More than twice as many women (17.4%) than men (7.2%) also held this view. Many older people aged 35 and over (11.9%), were unable to comment on the police reputation.

Skilled tradesmen, and respondents with primary education only (both 25%), were more likely than other groups to think the police reputation "very good" (25%). An inverse relationship, similar to that already noted in replies to the honesty and integrity question, also emerged when police reputation was analysed according to respondents' educational attainments. University educated (8.2%) and people educated to matriculation or better (8.0%) overall were least inclined to consider the police reputation "very good".

The analysis indicated that the respondent most likely to think the police reputation "bad" or "very bad" was aged between 14 and 24 years, either a white collar or clerical worker or in his (or her) household, Australian born, well educated and who believed Prahran was a fairly safe place in which to live.

TABLE 10:1

PRAHRAN RESIDENTS' OPINIONS OF THE HONESTY AND ETHICAL STANDARDS
OF POLICE AND OTHER OCCUPATIONS
 (n = 407)

<u>Rating</u>	<u>Occupation rated</u>				
	<u>Medical Doctors</u>	<u>Solicitors & Lawyers</u>	<u>Policemen</u>	<u>Advertising People</u>	<u>School Teachers</u>
	%	%	%	%	%
Very high	22.1	10.8	14.7	0.2	8.6
High	41.1	31.4	41.1	3.4	37.3
Average	28.0	36.9	35.1	38.8	38.1
Low	2.9	7.9	4.2	36.6	6.9
Very low	1.5	1.0	0.5	11.6	2.2
Can't say	4.4	12.0	4.4	9.4	6.9
	<u>100.0</u>	<u>100.0</u>	<u>100.0</u>	<u>100.0</u>	<u>100.0</u>

The period of time respondents had lived in Prahran was not a clear indicator of their opinions about the police reputation, although long term residents (5 or more years) were more likely to think it "very good" (18%). Considerable proportions of this group were aged 50 or more (51.8%) or were women (61%). Both these factors would have contributed to the results.

TABLE 10:2

RESIDENTS' OPINIONS OF POLICE REPUTATION IN PRAHRAN
BY PERIOD A RESIDENT
(n = 407)

<u>Police Reputation</u>	<u>Lived in Prahran (years)</u>				<u>Total</u> (n = 407)
	<u>Less than 1</u> (n = 96)	<u>1 - 2</u> (n = 74)	<u>3 - 4</u> (n = 42)	<u>5+</u> (n = 195)	
	%	%	%	%	%
Very good	5.2	10.8	7.1	18.0	12.6
Good	34.4	29.7	50.0	44.1	39.8
Fair	32.3	40.5	33.3	23.6	29.7
Not too good	12.5	9.5	2.4	5.1	7.4
Bad	-	2.7	-	1.5	1.2
Very bad	1.0	-	2.4	-	0.5
Can't say	14.6	6.8	4.8	7.7	8.8
	100.0	100.0	100.0	100.0	100.0

Respect for Prahran Police

A relatively small proportion of respondents (12.6%) thought the police in Prahran had a "very good" reputation (Table 10:2), but over three times that number (39.6%) personally expressed "great" respect for them. Only two respondents had "no respect", a man and a woman, both single, aged 14-24, Australian born, who had lived at Prahran for less than a year and had never called for a police service.

Respondent age was the most important influence upon the level of respect for police in Prahran (Table 10:3). Of those in the youngest age group, 14-24 years, 21.7% said they had "great" respect and that proportion increased as age increased, 32.5% of those aged 25-34, 37.7% of those aged 35-49 and 61.9% of respondents aged 50 and over, with the direction reversed when the "little" respect category was examined. The responses of men and women aged under 35 displayed little differences, although more women aged 35 or more (63.3%) indicated "great" respect for police in Prahran.

Education again was a significant factor. Three in four (75%) of primary educated respondents had "great" respect for the Prahran police compared with 29.4% of university educated respondents and respondents with intervening levels of education. The analysis showed decreasing levels of respect as education increased. Fewer university educated respondents (7.1%), however, said they had "little" respect for Prahran police, than those with some secondary education (9.4%).

Respect for the Prahran police also directly increased as period of residence in Prahran increased, the lowest level of "great" respect (27.1%) being indicated by respondents who had lived in Prahran for less than a year. The highest (50.3%) was expressed by residents who had lived in Prahran for 5 years or more.

Prior contact with the Prahran police made no difference to respondents' levels of respect.

Residents were asked about what they particularly liked and disliked about the police in Prahran. Many respondents (36.9%) could not say what they liked, while 111 (27.3%) were unable to say what they disliked. A further 46 respondents (11.3%) did not like anything in particular, compared with 213 (52.3%) who gave that answer when asked whether there was anything they particularly disliked.

TABLE 10:3

RESIDENTS' RESPECT FOR POLICE IN PRAHRAN
BY RESPONDENTS' AGES

Level of Respect	Age (years)				Total (n = 407)
	14 - 24 (n = 106)	25 - 34 (n = 114)	35 - 49 (n = 61)	50+ (n = 126)	
	%	%	%	%	%
Great	21.7	32.5	37.7	61.9	39.6
Reasonable	57.5	57.0	59.0	35.7	50.9
Little	15.1	8.8	3.3	0.8	7.1
None	1.9	-	-	-	0.5
Wouldn't say	3.8	1.8	-	1.6	1.9
	100.0	100.0	100.0	100.0	100.0

When the overall replies of the 211 people who said what they liked and the 83 who said what they disliked, were amalgamated, the most frequently mentioned aspect, volunteered by 155 residents (52.9%), was the police attitude. Most (130) admired the police because they were helpful, polite, courteous and friendly, while a smaller number (25) wished they were. Others (34) appreciated the level of police patrol, while 16 wished it were more. Thirty-three liked police promptness, 12 wished it were faster. Three mentioned police honesty while the same number expressed some doubts. Many (58) liked police efficiency and the way they did their job.

Residential Safety in Prahran

Most residents surveyed (59.7%) thought Prahran was a "very safe" (12%) or "fairly safe" (47.7%) place to live, higher than the approximately 50% of business respondents who gave similar answers to an equivalent question about operating their businesses in Prahran (Table 5:2). A small proportion (7.9%) thought Prahran a "fairly dangerous" (6.9%) or "very dangerous" (1%) place in which to live. The four respondents who thought it "very dangerous" were two

men and two women, all aged 50 or more, Australian born, with no children in the household, with a high opinion of the police, but no previous police contact. Twenty-one of the 28 respondents who thought Prahran "fairly dangerous" were women, 13 of whom were aged 35 or more. Overall, however, there was little difference between the replies of men and women, young and old, and according to occupational group, nationality, marital status, income range and opinion of the police. A similar proportion of educated respondents (21.9%) and the university educated (21.2%) thought living in Prahran "very safe".

Ambiguous results emerged when respondents' opinions of the safety of living in Prahran were related to their period of residence. The highest proportion who thought Prahran safe was found among residents who had lived in Prahran for 3-4 years, but the same group provided the highest proportion (38.1%) of those who thought Prahran was, to some extent, dangerous (Table 10:4).

TABLE 10:4

RESIDENTS' OPINIONS OF SAFETY OF LIVING IN PRAHRAN BY PERIOD A RESIDENT
(n = 407)

Level of Safety	Lived in Prahran (years)				Total (n = 407)
	Less than 1 (n = 96)	1 - 2 (n = 74)	3 - 4 (n = 42)	5+ (n = 195)	
	%	%	%	%	%
Very safe	7.3	12.1	21.4	12.3	12.0
Fairly safe	55.2	50.0	23.8	48.2	47.7
Just safe	15.6	20.3	16.7	14.4	16.0
A little dangerous	14.6	14.9	28.6	14.4	16.0
Fairly dangerous	4.2	2.7	9.5	9.2	6.9
Very dangerous	1.0	-	-	1.5	0.9
Don't know	2.1	-	-	-	0.5
	100.0	100.0	100.0	100.0	100.0

Safety at Night

Respondents' ages and sex were the most important variables to emerge from an examination of how safe respondents felt about being out alone in their neighbourhood, both at night and during the day. Few women (6.5%) felt "very safe" about being out alone at night, and fewer still (1.8%) of those aged 35 or over, many of whom thought it was "fairly dangerous" (27.5%) or "very dangerous" (16.5%) (Table 10:5). The replies of women aged under 35 years (11.5% "very safe") were much closer to the overall average, but still well below the feelings of security exhibited by men aged 35 or more (20.5% "very safe") and men aged between 14 and 34 years (17.2% "very safe").

There was a direct relationship between level of security and respondent age. Level of insecurity increased with age, thus 36.5% of respondents aged 50 or more thought being out alone in their neighbourhood at night was "very dangerous" (14.3%) or "fairly dangerous" (22.2%). By comparison, only 2.8% of respondents aged 14-24 said it was "very dangerous" and 6.6% "fairly dangerous".

Managers/professionals (29.3%) were over-represented among those respondents who thought Prahran "very safe" to be out alone in at night. Educational attainment was also important. As respondents educational level increased, the proportion who thought Prahran "very safe" also increased and vice versa. Only 6.3% of primary educated respondents thought being out alone at night in Prahran "very safe" compared with 24.7% of university educated; 21.9% thought it "fairly dangerous" compared with 4.7% university educated and 18.8% said it was "very dangerous", a view not shared by any university educated respondent (Table 10:5). Period of residence at Prahran and the opinion respondents had of the police made little difference to their overall replies.

Safety During the Day

Most respondents said they felt secure being out alone in Prahran during the day. Nearly half (46.9%) thought it "very safe", 40% "fairly safe" and 9.3% "just safe". No respondent said

TABLE 10:5

RESIDENTS' OPINIONS OF THE SAFETY OF BEING OUT ALONE IN
 PRAHRAN AT NIGHT BY RESPONDENTS' SEX AND EDUCATION
 (n = 407)

<u>Safety Level</u>	<u>Overall</u> (n = 407)	<u>Sex</u>		<u>Education</u>		
		<u>Men</u> (n = 194)	<u>Women</u> (n = 213)	<u>Below F4</u> (n = 128)	<u>F4 - 5</u> (n = 82)	<u>Matric+</u> (n = 197)
	%	%	%	%	%	%
Very safe	12.3	18.6	6.5	7.8	7.3	17.3
Fairly safe	33.9	42.8	25.8	26.6	35.4	38.1
Just safe	13.8	17.5	10.3	12.5	18.3	12.7
A little dangerous	19.4	14.4	23.9	21.9	18.3	18.3
Fairly dangerous	12.5	3.6	20.7	16.4	13.4	9.6
Very dangerous	7.4	3.1	11.3	14.1	7.3	3.0
Don't know	0.7	-	1.4	0.7	-	1.0
	100.0	100.0	100.0	100.0	100.0	100.0

it was "very dangerous", although 5 (1.2%) thought it "fairly dangerous" (Table 10:6). The 5 people who thought it "fairly dangerous" were women, 4 of whom were aged 35 or more. All were Australian born, none had children in the household, and 4 had lived in Prahran for 5 years or more. To another question, three described living in Prahran generally as "fairly safe".

Sex and age were important influences upon respondents' feelings of security during the day. Older people tended to feel less safe, only 1 in 3 of respondents (36.5%) aged 50 or more thought Prahran "very safe" during the day compared with 57.5% of the youngest (14-24 years) age group. Over half (59.3%) the men interviewed said it was "very safe" compared with 35.7% of women interviewed. There was, as expected, a high correlation between respondents replies to each of these questions.

Crime Trends in Prahran

In an attempt to focus residents' attention to the period before Integrated Community Policing, respondents were asked about crime trends during the previous year as compared with the year before. This information ideally should have been obtained by "before and after" interviews but, as already mentioned, time constraints made these impossible. Overall, many respondents (36.1%) thought there was "a little more" (24.6%) or "much more" (11.5%) criminal activity, a contrast with the more optimistic opinions of business respondents (Table 5:3). Only 5 respondents (1.2%) said there was "much less" crime, 5.2% thought there was a "little less", while 30.5% considered it was about the same. A considerable proportion (27%) were unable to say (Table 10:7). Fewer women (20.7%) were unable to answer this question than men (34.0%), although more women (39.4%) than men (20.9%) thought crime in Prahran was "about the same".

There were few clear relationships between the respondent variables and residents' opinions of crime trends. Overall, men and women varied little, and age, occupation, marital status,

TABLE 10:6

RESIDENTS' OPINIONS OF THE SAFETY OF BEING OUT ALONE IN
PRAHRAN DURING THE DAY BY RESPONDENTS' AGE AND SEX

(n = 407)

<u>Safety Level</u>	<u>Overall</u> (n = 407)	<u>Men</u>		<u>Women</u>	
		<u>Under 35</u> (n = 116)	<u>35+</u> (n = 78)	<u>Under 35</u> (n = 104)	<u>35+</u> (n = 109)
	%	%	%	%	%
Very safe	47.0	64.7	51.3	40.3	31.2
Fairly safe	40.1	28.4	38.5	41.3	52.3
Just safe	9.3	5.2	10.2	15.4	7.3
A little dangerous	2.2	1.7	-	1.0	5.5
Fairly dangerous	1.2	-	-	1.0	3.7
Very dangerous	-	-	-	-	-
Don't know	0.2	-	-	1.0	-
	<u>100.0</u>	<u>100.0</u>	<u>100.0</u>	<u>100.0</u>	<u>100.0</u>

income and opinion about the police, were all relatively unimportant. University educated respondents were less inclined to think the crime trend was worse and more likely to be non-committal (35.3%) than were the primary educated residents, but the differences, overall, were small.

The question, however, required 12 months residence in Prahran for a meaningful answer and, in fact, nearly half (46.9%) the people who had lived in Prahran for less than 12 months were unable to answer. Those who lived in Prahran for more than 3 years tended to think the crime trend was for the worse (Table 10:7).

TABLE 10:7

RESIDENTS' OPINIONS OF THE CRIME TREND IN PRAHRAN

(n = 407)

Criminal activity last year compared with year before that:

	Lived in Prahran (years)				
	Less than 1 (n = 96)	1 - 2 (n = 74)	3 - 4 (n = 42)	5+ (n = 195)	Total (n = 407)
	%	%	%	%	%
Much more	7.3	9.5	16.7	13.4	11.5
Little more	21.9	16.2	21.4	29.7	24.6
Same	19.8	37.8	31.0	32.8	30.5
Little less	4.1	6.8	11.9	3.6	5.2
Much less	-	2.7	-	1.5	1.2
Can't say	46.9	27.0	19.0	19.0	27.0
	100.0	100.0	100.0	100.0	100.0

Comparative Safety of Prahran

Most residents interviewed (75.9%) thought that, compared with other areas of Melbourne, the level of crime in Prahran was about the same (37.1%), less dangerous (35.9%) or much less dangerous (2.9%). Only 4 (3 women) said Prahran was "much more" dangerous, although 58 (14.3%) thought it "more" dangerous (Table 10:8). Young people, aged 14-24 years, were inclined to say that Prahran was "less" (47.2%), or "much less" dangerous (6.6%), than other areas of Melbourne. Most (59.4%) primary educated respondents said Prahran was "about the same", while the university educated more often said it was "less" (43.5%) or "much less" dangerous (4.7%).

Long term (5 years +) residents of Prahran tended to think its crime level about the same as other areas (42.1%) although a relatively high proportion (12.3%) were unable to say.

TABLE 10:8

RESIDENTS' OPINIONS OF THE LEVEL OF CRIME IN PRAHRAN COMPARED WITH OTHER AREAS OF MELBOURNE BY

PERIOD A RESIDENT

(n = 407)

Crime Level	Lived in Prahran (years)				
	Less than 1 (n = 96)	1 - 2 (n = 74)	3 - 4 (n = 42)	5+ (n = 195)	Total (n = 407)
	%	%	%	%	%
Much more	-	-	2.4	1.5	1.0
More	15.6	18.9	19.0	10.7	14.3
About same	34.4	29.7	33.3	42.1	37.1
Less	40.6	39.2	42.9	30.8	35.9
Much less	2.1	6.8	-	2.6	2.9
Can't say	7.3	5.4	2.4	12.3	8.8
	100.0	100.0	100.0	100.0	100.0

Who Commits Crime in Prahran?

Residents were asked how much crime in Prahran they thought was committed by residents and how much by outsiders. One in three (32.2%) could not answer and a similar proportion (33.2%) said that it was "about half and half". More respondents said crime in Prahran was mostly committed by outsiders (21.4%) than believed residents were the main offenders (11.8%). (Table 10:9). "Crime" was not defined for respondents, and interpretations may have differed considerably. The results, however, did not indicate a dominant public opinion that crime was committed by particular groups in the community.

Higher proportions of men aged 35 years or more (32%), residents aged 35-49 years (32.8%) and skilled tradesmen and unskilled workers (both 32.1%) attributed most of Prahran crime to outsiders. Overall, only 5 people, all long term residents, said "nearly all" crime was committed by fellow residents, however there were only small differences in opinions according to the period during which the respondent had lived at Prahran (Table 10:9). Two residents, both aged 50 or more, said Prahran was a "very safe" place in which there was "no crime".

The groups most frequently mentioned as committing most of the crime in Prahran were younger children (by 16.2%), unemployed people (15.7%), teenagers (15.0%), drug addicts (12.5%), disadvantaged people (10.8%), and hardened criminals (9.1%). Other groups mentioned were young unemployed (6.1%), bored people (5.4%), ethnic groups (3.7%), disadvantaged children (2.9%), alcoholics (2.7%), people who dislike work (2.0%), Housing Commission flat dwellers (1.7%) and frustrated desperadoes (1.7%). Ninety-eight (24.1%) respondents were unable to nominate any group they thought committed most of Prahran crime while 36 (8.4%) said "no group in particular".

Crime Reduction Measures

Residents were asked the most important thing that could be done to reduce crime in Prahran. They were provided with six

TABLE 10:9

RESIDENTS' OPINIONS OF WHO COMMITS CRIME
IN PRAHRAN BY PERIOD A RESIDENT
 (n = 407)

	<u>Lived in Prahran (years)</u>				<u>Total</u> (n = 407)
	<u>Less than 1</u> (n = 96)	<u>1 - 2</u> (n = 74)	<u>3 - 4</u> (n = 42)	<u>5+</u> (n = 195)	
	%	%	%	%	%
Nearly all by Residents	-	-	-	2.5	1.2
Mostly by Residents	10.4	5.4	16.6	11.3	10.5
Half and Half	37.5	51.4	28.6	25.1	33.2
Mostly by Outsiders	17.7	16.2	21.4	22.1	19.9
Nearly all by Outsiders	2.1	-	2.4	3.6	2.5
No Idea	32.3	25.7	31.0	34.9	32.2
No Crime in Prahran	-	1.4	-	0.5	0.5
	<u>100.0</u>	<u>100.0</u>	<u>100.0</u>	<u>100.0</u>	<u>100.0</u>

strategies and the opportunity to nominate an unlisted alternative. Half the respondents (50.8%) said more police patrols was the most important measure. Slightly more (27.5%) favoured increased foot patrols than said more car patrols (23.3%). "More severe penalties" was chosen by 16.5% of residents, while 14% thought more parental control held the best hope. Smaller proportions chose better street lighting (7.4%) and stricter law enforcement by the police (4.9%). A small proportion (3.4%) indicated an alternative strategy, while 12 (2.9%) "could not say" (Table 10:10).

Increased foot patrols were most favoured by men under 35 years of age (37.1%), residents aged 25-34 (34.1%), those born in Asia (46.2%) or Europe (35.5%) and respondents with Form 5 educational standard (40%). More police car patrols were most favoured by managers and professionals (34.1%). Severe penalties were most favoured by women aged 35 years or over (22.9%), married respondents aged 35 or over with a child in the household (32.4%), those with primary level (28.1%) or some secondary education (24.0%) and respondents who thought living in Prahran was to some extent dangerous (23.7%). More parental control was most favoured by women aged 35 or more (22.9%) and respondents educated to primary level (28.1%).

Police patrol was the most frequently mentioned strategy when respondents indicated crime reduction methods (other than their most important) which should be carried out. Overall, however, increased parental control was mentioned by slightly more residents than more severe punishment (Table 10:10).

Crime Prevention Measures Actually Taken

Respondents were asked about crime prevention measures they had actually taken since coming to Prahran. Nearly half (45.2%) had installed extra fastenings or locks on their doors and windows. Nearly one in five (17.9%) had installed a security peephole and a smaller proportion (10.1%) had obtained a dog for protection. Seventeen (4.2%) said they had commenced keeping a gun in the house, and 15 (3.7%) had installed a burglar alarm (Table 10:11). Other measures

TABLE 10:10
RESIDENTS' OPINIONS OF WAYS TO REDUCE
CRIME IN PRAHRAN
(n = 407)

	<u>Most Important</u> (n = 407) %	<u>Should also be done</u> (n = 407*) %	<u>Mentioned Overall</u> (n = 407) %
More Parental Control	14.0	45.2	59.2
Better Street Lighting	7.4	38.6	46.0
Stricter Enforcement by Police	4.9	24.1	29.0
More Police Foot Patrols	27.5	55.3	82.8
More Police Car Patrols	23.3	49.1	72.4
More Severe Penalties	16.5	35.9	52.4
Other	3.4	7.9	11.3
Can't say	2.9	2.9	2.9
	100.0		

*Respondents were asked which things (other than the most important) should be done to reduce crime in Prahran

taken by residents included keeping doors locked (3.7%), security phone link up (2.5%), insurance increased (2.5%), lights or radio on when out (2.0%), security grille fitted (1.7%), door chain fitted (1.5%), weapon kept near bed (1.2%), neighbours asked to watch (1.2%), higher fence built (1.2%), windows barred (1.0%) and one respondent said she had learnt karate.

Locks and fastenings were more likely to have been improved by women aged 35 years and over (54.1%), residents aged 50 and over (51.6%), managers and professionals (51.2%), those who had lived in Prahran for 3 or more years (53.2%), people who had previously called for a police service (62.9%) and those who thought Prahran was a fairly dangerous place in which to live (54.6%).

Burglar alarms were more likely to have been fitted by residents aged 35-49 years, professionals or managers (9.8%), respondents with a gross annual income of \$12,000 or more (8.8%) and those who had lived in Prahran for 3 or more years (6.4%).

Security peepholes were more likely to have been installed by women aged 35 years or more (26.6%), particularly if single (34.3%). Residents who had previously called for a police service (25.9%), were twice as likely to have installed peepholes than those who had not (12.2%). Respondents who thought Prahran a dangerous place in which to live were also more likely to have installed security peepholes (27.3%). Women aged under 35 years were most likely to already have a peephole in their door (24%).

Dogs kept for protection were more likely in a household whose head was a manager or professional (15.8%). Guns were more often kept in the houses of residents aged under 35 years (8.6%), skilled tradesmen (12.5%) and people with an annual income of \$12,000 or more (8.1%).

TABLE 10:11
CRIME PREVENTION MEASURES ACTUALLY MADE
BY RESIDENT SINCE COMING TO PRAHRAN
(n = 407)

<u>Measure</u>	<u>Yes</u> %	<u>No</u> %	<u>Already Adequate</u> %	<u>Can't say</u> %
<i>Extra fastenings doors & windows</i>	45.2	50.4	4.2	0.2
<i>Burglar alarm</i>	3.7	94.1	1.0	1.2
<i>Security peephole</i>	17.9	65.6	16.2	0.2
<i>Dog for protection</i>	10.1	85.7	3.7	0.5
<i>Keep a gun</i>	4.2	94.6	0.5	0.7
<i>Other measures</i>	20.8	77.7	-	1.5

Restriction of Movements as a Crime Prevention Measure

Residents were asked whether they restricted their movements to protect themselves against crime. The few (4.4%) who said they avoided going out in the day time, were mainly women aged 35 years or more (6.4%) and respondents born in Europe (16.1%).

A much higher proportion (37.6%) said they avoided going out at night. More women (54.5%) than men (19.1%), particularly women aged 35 years and over (67%), people aged 50 and over (64.3%), respondents educated at primary level (65.6%) and those who thought Prahran a "fairly" or a "very" dangerous (75%) place in which to live, avoided going out at night.

One in 4 residents interviewed (24.3%) said that they stayed out of certain parts of Prahran to protect themselves against crime. Places most frequently mentioned were back and side streets and lanes (6.4%), Chapel Street and nearby (5.2%), dark streets or areas (4.9%), parks (3.4%), some hotels and dances (2.5%), railway stations (1.5%), quiet places (1.2%), Greville Street area (0.7%), industrial area (0.5%) and parts of Windsor (0.2%).

Of the 99 residents who stayed away from certain areas, most (30.3%) said they avoided them between 8.00 p.m. and midnight, or between midnight and 8.00 a.m. (11.1%). Only 4 residents avoided the areas between 4.00 p.m. and 8.00 p.m. Twenty-three (23.2%), however, stayed away all the time.

Thirty-two residents (7.9%), particularly women aged between 14 and 34 years (17.3%), said they avoided public transport in Prahran to protect themselves against crime. Of the remainder, 12%, particularly managers and professionals (29.3%), did not use it anyway.

A small number of residents mentioned other ways in which they restricted their movements in Prahran to protect themselves against crime. These included only going out when necessary (1.7%), getting home before dark (1.7%), avoiding public transport at night (1.5%) and never going out alone (1.0%).

Police Performance in Prahran

Most residents interviewed (57.8%) thought the police in Prahran were doing a "very good" (16.5%) or "good" job (41.3%). Overall, only 13 respondents were critical, 11 of whom (2.7%) thought the police did "not too good" a job, and 1 each who thought they did a "bad" or "very bad" job (Table 10:13). Women (21.1%), particularly those aged 35 or over (30.3%), people aged 50 or over (28.6%), skilled tradesmen (28.1%), residents with primary (37.5%)

TABLE 10:12

RESIDENTS' MOVEMENTS IN PRAHRAN
RESTRICTED AS PERSONAL PROTECTION AGAINST CRIME

(n = 407)

<u>Now Avoid:</u>	<u>Yes</u>	<u>No</u>	<u>No Answer</u>
	%	%	%
Going out in daytime	4.4	94.8	0.7
Going out at night	37.6	61.2	1.2
Certain parts of Prahran	24.3	73.7	2.0
Using public transport	7.9	78.9	13.2*
Other	7.6	87.2	5.2

* includes 12% who said they did not use public transport anyway

or some secondary education (20.8%), and those who had lived in Prahran for 5 or more years (21.6%), were more inclined to think the police in Prahran did a "very good" job. Ironically, relatively high proportions of those who thought Prahran safest (36.7%) and those who thought Prahran most dangerous (25%) said the police did a "very good" job. People aged 14 to 24 years (5.7%) and males under 35 years (8.6%) were least likely to think the police did a "very good" job (Table 10:13).

TABLE 10:13

RESIDENTS' OPINIONS OF THE JOB POLICE
ARE DOING IN PRAHRAN BY PERIOD A RESIDENT
(n = 407)

Kind of Job	Lived in Prahran (years)				Total (n = 407)
	Less than 1 (n = 96)	1 - 2 (n = 74)	3 - 4 (n = 42)	5+ (n = 195)	
	%	%	%	%	%
Very good	9.4	13.5	14.2	21.6	16.5
Good	38.5	43.2	38.1	42.6	41.3
Fair	36.5	39.2	38.1	24.1	31.2
Not too good	6.3	-	4.8	1.5	2.7
Bad	-	-	-	0.5	0.2
Very bad	1.0	-	-	-	0.2
Can't say	8.3	4.1	4.8	9.7	7.9
	100.0	100.0	100.0	100.0	100.0

Police Presence in Prahran

Residents were asked how often they saw police in Prahran and were given a card listing seven alternatives from "more than once a day" to "less often than once a month". Half (49.3%) saw police about once a day. A further 33.9% saw police at least once a week. Nine residents (2.2%), 8 of whom were aged 50 or more, and seven of whom were women who had never called for a police service, said they saw police less than once a month. Forty-nine

respondents (12%) saw police in Prahran less often than weekly, but more often than monthly (Table 10:14). The results clearly indicated that Prahran residents saw police much more frequently than Prahran business people surveyed before and after Integrated Community Policing (Table 5:7).

The findings of over-representation of young men among people routinely checked by the police (Figure 6:2) were supported by the interviews with Prahran residents. A very high proportion of men aged between 14 and 34 (38.8%), reported seeing police in Prahran more often than once a day. The figure was twice the rate of men aged 35 years or over (19.2%) (Table 10:14). Police were most often seen by respondents who were skilled tradesmen (43.8%) or unskilled workers (42.9%).

Prahran Police Strength

The proportion of residents (45.3%) who said that Prahran needed more police, was considerably fewer than the 65% of business people who expressed that opinion when interviewed before and after the Integrated Community Policing assessment period (Table 5:6). Three in ten (28%) residents, compared with 17.5% of business people, said that Prahran had "about the right number" of police. Overall only 1 respondent each said Prahran had "a lot too many" or "too many" police. Both were single women, aged between 14 and 24.

Respondent age was the most important influence on the degree to which residents said more police were needed. Many men, aged 14 to 34 years (38.8%) thought there were sufficient police in Prahran, compared with only 16.7% of respondents aged 50 years and over (Table 10:15). Overall, respondents' educational attainments, sex, occupations, annual incomes and period lived in Prahran had little influence on their opinion of police strength.

TABLE 10:14

RESIDENTS' PERCEPTION OF POLICE PRESENCE
BY AGE AND SEX OF RESPONDENT
 (n = 407)

<u>Frequency Seen</u>	<u>Men</u>			<u>Women</u>			<u>Overall</u> (n = 407)
	<u>Under 35</u> (n = 116)	<u>35+</u> (n = 78)	<u>Total</u> (n = 194)	<u>Under 35</u> (n = 104)	<u>35+</u> (n = 109)	<u>Total</u> (n = 213)	
	%	%	%	%	%	%	%
More than once a day	38.8	19.3	30.9	20.2	12.8	16.4	23.3
About once a day	26.7	33.3	29.4	23.1	23.0	23.0	26.0
Less daily, more than weekly	19.8	28.2	23.2	25.0	18.3	21.6	22.4
About once a week	6.9	6.4	6.7	12.5	19.3	16.0	11.5
Less weekly, more than monthly	5.2	5.1	5.2	9.6	10.1	9.9	7.6
About once a month	1.7	3.8	2.6	5.8	6.4	6.1	4.4
Less than monthly	-	2.6	1.0	1.0	5.5	3.3	2.2
Can't say	0.9	1.3	1.0	2.8	4.6	3.7	2.4
	100.0	100.0	100.0	100.0	100.0	100.0	100.0

TABLE 10:15

RESIDENTS' OPINIONS OF THE NUMBER OF
POLICE IN PRAHRAN BY RESPONDENTS' AGES
(n = 407)

	Age (years)				Total (n = 407) %
	<u>14 - 24</u> (n = 106) %	<u>25 - 34</u> (n = 114) %	<u>35 - 49</u> (n = 61) %	<u>50+</u> (n = 126) %	
A lot too many	0.9	-	-	-	0.2
A little too many	0.9	-	-	-	0.2
About right	38.7	35.1	19.7	16.7	28.0
A little too few	31.1	34.2	29.5	27.0	30.5
A lot too few	9.5	10.5	14.8	23.0	14.8
Can't say	18.9	20.2	36.0	33.3	26.3
	<u>100.0</u>	<u>100.0</u>	<u>100.0</u>	<u>100.0</u>	<u>100.0</u>

Police Response Time

Residents were asked what they thought was the approximate time the police would take to arrive if called in an emergency. More than half (56.3%) said the police would arrive within 10 minutes, including 27.8% who thought the police response would take five minutes or less. Overall, 71% thought the police would arrive in fifteen minutes or less, 76.7% in twenty minutes or less (Table 10:16). Respondents, therefore, tended to underestimate the findings of police response in Prahran whereby patrol cars arrived at 50% of calls in about 20 minutes (Table 8:9). Their estimates were more realistic for "urgent" calls, which averaged a 10 minute response time in Prahran during Integrated Community Policing (pp.232-233).

Police response time was most likely to be underestimated by managers and professionals (43.9% "up to 5 minutes"), unskilled workers (47.6%) and respondents with primary education (50%). Whether respondents had previously called for a police service made little difference to their overall replies other than to the proportion of respondents who were "unable to say" (Table 10:16).

TABLE 10:16

POLICE EMERGENCY RESPONSE TIME ANTICIPATED BY PRAHRAN RESIDENTS BY WHETHER ANY PREVIOUS CONTACT WITH THE POLICE ABOUT PROBLEM IN PRAHRAN
(n = 407)

<u>Time</u> <u>(minutes)</u>	<u>Contact</u> <u>(n = 170)</u> %	<u>No Contact</u> <u>(n = 237)</u> %	<u>Total</u> <u>(n = 407)</u> %
0 - 5	31.8	24.9	27.8
6 - 10	29.4	27.8	28.5
11 - 15	12.4	16.5	14.7
16 - 20	7.1	4.6	5.7
21 - 30	9.4	6.8	7.9
31 - 60	0.6	-	0.2
More than 60	2.9	1.7	2.2
Can't say	6.4	17.7	13.0
	<u>100.0</u>	<u>100.0</u>	<u>100.0</u>

Previous Calls for Service

Residents were asked whether they, or anyone else where they lived, had ever called the police about a problem in Prahran. Most (58.3%) had never called the police, considerably more than the 11.4% of businessmen who answered in that category (Table 5:10). About 1 in 4 respondents (26.2%) had called the police within the previous 12 months. A small proportion (3.9%) had called the police within the previous month (Table 10:17).

Those least likely to have called the police were respondents born in Asia (69.2%) or Europe (71.0%), those aged 14-34 years and married with no children (69.8%) and those living in Prahran for less than 12 months. Residents most likely to have called the police were those who thought Prahran "fairly dangerous", 7.5% of whom said that they had called the police. In view of the wording of the question it was not surprising that the probability of having previously called the police increased directly with increases in the period respondents lived in Prahran (Table 10:17).

Sixty-seven respondents (16.4%) said they last called the police about a burglary. They constituted 39.9% of those 168 respondents who said they had called the police previously. Others last reported noisy parties (12.5% of previous callers), prowlers (8.3%), wilful damage offences (7.1%), disturbances (7.1%), stolen cars (3.6%), abandoned cars (3.0%), being locked out (1.8%) and other matters (16.7%).

Most respondents (78.1%) were satisfied with the way police attended their last call, 49.1% said they were "very satisfied" and 29% "fairly satisfied". The proportion of dissatisfied complainants (20.1%) was considerably higher than the 3.2% of (mail questionnaire) respondents dissatisfied with how police handled their call during Integrated Community Policing (Table 7:21).

When residents' last calls were categorised according to the types of call, the number of calls in each type was quite small.

TABLE 10:17

LAST PREVIOUS CALL FOR POLICE SERVICE IN
PRAHRAN BY PERIOD A RESIDENT
 (n = 407)

<u>Police last called:</u>	<u>Lived in Prahran (years)</u>				<u>Total</u> (n = 407)
	<u>Less than 1</u> (n = 96)	<u>1 - 2</u> (n = 74)	<u>3 - 4</u> (n = 42)	<u>5+</u> (n = 195)	
	%	%	%	%	%
Less than month	3.1	5.4	4.8	3.6	3.9
1 - less than 6 months	13.6	14.9	21.4	9.2	12.5
6 - less than year	1.0	16.3	11.9	11.3	9.8
Year - less than 3 years	2.1	4.1	11.9	10.8	7.6
More than 3 years	1.0	1.4	-	14.4	7.4
Never	79.2	58.1	50.0	49.7	58.3
Don't know	-	-	-	1.0	0.5
	<u>100.0</u>	<u>100.0</u>	<u>100.0</u>	<u>100.0</u>	<u>100.0</u>

Overall, however, residents who reported stolen cars, and burglaries reported higher levels of satisfaction. About 1 in 3 noisy party and prowler complainants said they were dissatisfied with the way the call was attended (Table 10:18).

Women aged 35 years or over (28.4%), managers and professionals (29.3%), the university educated (29.4%) and residents of Prahran for three years or more (27.0%) were more likely to be "very satisfied" with the police performance.

Respondents were asked the reason for their satisfaction with how the police handled their call. Response time was most frequently mentioned, 50 (12.3%) thought it was good and 18 (4.4%) said it could be improved. Forty-one residents (10.0%) said they were very pleased with the police efficiency and professional approach. A slightly higher proportion (13.5%) liked the helpful advice, courtesy and the way the police did all they could to help. Seven (1.7%) thought the police were disinterested. Some residents (4.7%) liked the police follow-up, a small number (1.2%) were dissatisfied because they had to "pester" the police. Some (4.4%) mentioned that the police involvement settled the matter, while others (5.4%) were unhappy because no action was taken or the crime was not solved.¹

Residents as Crime Victims

About one in five residents interviewed (22.1%) said they, or a member of their households, had been the victim of a crime in Prahran. Forty of these (44%) said the offence had occurred within the previous 12 months. The probability of having been a victim was unrelated to respondent sex, age group, nationality, marital status and opinion of the police. More managers and professionals reported having been crime victims (34.1%) than did unskilled workers (14.3%), reflected in the fact that the proportion of residents with a \$12,000+ annual income who had been victimised (27.4%) was twice that reported by people with an income of less than \$10,000 (15.5%). The open-ended

¹ The number of reasons (255) exceeds the number of previous callers (168) because multiple answers were permitted. (Appendix "I")

TABLE 10:18

RESIDENTS' SATISFACTION WITH LAST CALL FOR A POLICE SERVICE
BY TYPE OF CRIME REPORTED

<u>Type of Call</u>	n	<u>Satisfied</u>		<u>Neither</u>	<u>Dissatisfied</u>	
		<u>Very</u> %	<u>Fairly</u> %		<u>Fairly</u> %	<u>Very</u> %
Burglary	(66)	47.0	33.3	1.5	12.1	6.1
Noisy Party	(21)	47.6	23.8	-	4.8	23.8
Prowler	(14)	57.2	7.1	-	28.6	7.1
Wilful Damage	(12)	25.0	41.7	8.3	25.0	-
Disturbance	(13)	46.2	23.1	7.7	7.7	15.3
Stolen Car	(6)	66.6	33.4	-	-	-
Abandoned Car	(5)	60.0	20.0	-	20.0	-
Locked Out	(3)	33.3	33.3	-	-	33.3
Other	(30)	56.7	30.0	-	3.3	10.0
OVERALL	(169)	49.1	29.0	1.8	10.6	9.5

wording of the question made it inevitable that the chances of having been a crime victim increased directly with respondents period of residence in Prahran (Table 10:19).

The ninety residents, who had been offended against previously, said they were the victims of burglary offences (48.9%), petty thefts (14.4%), wilful damage offences (11.1%), assaults (11.1%), prowlers (5.5%), molestation (5.5%) and car theft (4.4%). Overall 76 (84.4%) said they had reported the matter to the police. Men under 35, managers or professionals, people on high (\$12,000+) incomes and residents with a low opinion of police were less likely to have reported the matter. According to respondents, one of the 44 burglaries (2.3%), 3 petty thefts (23%), two wilful damage incidents (20%), 2 assault offences (20%), a prowler offence (20%), 2 molestations (40%) and a car theft (25%) were not reported. These proportions were subject to distortion because of the small number of particular types of offences involved.

Sufficiency of Police Duties

Residents were asked their opinion of the sufficiency of nine duties performed by police in Prahran. They were provided with a printed five point scale ranging from "far too much" to "not nearly enough". There was no duty for which most respondents thought the police effort was "about right". The highest proportion in that category related to enforcing liquor laws (41.6%) and checking motorists (38.8%). More than one in three respondents said they "did not know" about police performance of five duties: enforcing liquor laws (38.1%), helping and advising young people (36.6%), enforcing drug laws (34.4%), preventing under age drinking (33.9%) and criminal investigation (33.9%). (Table 10:20)

Nine out of ten residents felt competent to speak about police patrolling. A very high proportion (34.9%) said police did not do nearly enough foot patrols, while 11.8% thought the same about car patrols. Foot patrols were particularly popular with managers and professionals (43.9% "not nearly enough") and those who thought living in Prahran "a little dangerous" (49.2%).

TABLE 10:19

RESIDENTS AS VICTIMS OF CRIME IN THE CITY OF
PRAHRAN BY PERIOD A RESIDENT
 (n = 407)

<i>Respondent or member of house- hold last victim:</i>	<i>Lived in Prahran (years)</i>				<i>Total (n = 407)</i>
	<i>Less than 1 (n = 96)</i>	<i>1 - 3 (n = 74)</i>	<i>3 - 5 (n = 42)</i>	<i>5+ (n = 195)</i>	
	<i>%</i>	<i>%</i>	<i>%</i>	<i>%</i>	<i>%</i>
<i>Less than month</i>	2.1	2.7	-	2.1	2.0
<i>1 - less than 6 months</i>	6.3	4.1	7.1	2.6	4.2
<i>6 - less than year</i>	3.1	8.1	9.5	1.0	3.7
<i>Year - less than 3 years</i>	1.0	1.4	14.3	6.6	5.2
<i>More than 3 years</i>	2.1	2.7	4.8	11.8	7.1
<i>Never</i>	85.4	81.0	64.3	75.9	77.8
	100.0	100.0	100.0	100.0	100.0

Residents who wanted increased police counselling of young people were most likely to be women aged 14-35 years (18.3% "not nearly enough") and people born in Canada, the United States, the United Kingdom or New Zealand (20.3%). Women over 35 (6.4%) and residents aged 50 years or more (4.8%) were least likely to think police did "not nearly enough" counselling.

More residents (10.1%) said police did too much checking of motorists than thought this about other police duties. The belief was strongest among people aged 14 to 24 years (17% "far too much" and "bit too much"), managers and professionals (14.6%), those born in Canada, the United States, the United Kingdom and New Zealand (17.2%) and those who thought the police reputation "not too good" to "very bad" (24.3%).

Men aged between 14 and 34 years (37.1%), residents aged between 35 and 49 years, and managers and professionals (41.5%) were most likely to think police enforcement of drink driving laws in Prahran "about right". Women aged 14 to 34 years (29.8% "not nearly enough") were least likely to think the police effort sufficient.

The large "don't know" response (38.1%) to the question about the sufficiency of policing enforcement of liquor licensing laws, such as hotel closing hours, tended to distort replies to this question. Overall, men under 35 years (56%), skilled tradesmen (56.3%) and unskilled workers (52.4%) thought police enforcement "about right".

A clearer response emerged when residents gave their opinions about the police enforcement of under age drinking laws. A high proportion (33.9%), mainly women aged 35 years and over (47.7%) and residents aged 50 years and over (46.8%), were "unable to say", however, overall, only 21.1% of residents thought the police effort "about right". These were most likely to be men aged 14 to 34 years (30.2%). Skilled tradesmen (31.3%), unskilled workers (28.6%) and residents who said the police reputation was "not good" to "very bad" (48.6%) were most likely to think police enforcement of under age drinking laws "not nearly enough".

Ten residents (2.5%) thought the police enforcement of drug laws in Prahran was "far too much". They were, in the main, single men aged 14 to 24 years, clerical or white collar workers who had lived in Prahran for less than 3 years and considered it a "fairly safe" place in which to live. More than half the respondents aged 50 years and over (54%) said they "did not know" about the enforcement of drug laws. Skilled tradesmen (28.1%), unskilled workers (28.6%) and respondents who thought living in Prahran "relatively dangerous" (28.9%) were most likely to think the police did "not nearly enough" enforcement of drug laws.

Future Action

Residents were asked to suggest action which could be taken to make Prahran a better and safer place in which to live. Additional police patrols were mentioned most frequently (33.9% of all residents), 11.5% wanted more police, while 11.1% mentioned improving the police image. Other strategies were better street lighting (5.9%), better community activities (9.8%), keeping youth busy at night (2.7%), public education (5.9%), stricter traffic control (4.9%), more severe punishment (2.2%), better law enforcement (4.2%), locking up when you go out (1%) and 1.7% suggested that police should attend all reports. Eighteen (4.4%) thought Prahran was already safe enough. A further 100 (24.6%), predominantly people aged 35 and over, were unable to say. Overall, the suggestions were fairly predictable, with public confidence in the efficacy of a visible police patrol as the dominant theme.

TABLE 10:20

RESIDENTS' OPINIONS OF THE SUFFICIENCY OF POLICE DUTIES IN PRAHRAN
(n = 407)

<u>Duty</u>	<u>Do Far Too Much</u>	<u>A Bit Too Much</u>	<u>About Right</u>	<u>Not Quite Enough</u>	<u>Not Nearly Enough</u>	<u>Don't Know</u>
	%	%	%	%	%	%
Patrolling in cars	1.0	2.9	32.7	43.0	11.8	8.6
Crime investigation	-	0.2	35.6	16.0	5.4	42.8
Helping and advising young people	0.2	-	25.3	26.3	11.6	36.6
Checking motorists	2.2	7.9	38.8	20.4	12.3	18.4
Enforcing drink-driving laws	0.2	1.0	29.7	25.6	19.2	24.3
Patrolling on foot	0.2	0.7	15.7	38.4	34.9	10.1
Enforcing liquor licensing e.g. hotel closing hours	0.7	2.9	41.6	10.3	6.4	38.1
Preventing under age drinking	0.2	1.5	21.1	22.9	20.4	33.9
Enforcing drug laws	2.5	1.7	24.3	19.2	17.9	34.4

CONTINUED

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Summary

Three months after the Integrated Community Policing assessment period, trained interviewers from a private public opinion research organisation interviewed a cluster sample of 407 Prahran residents about patrol related issues. Most residents rated policemen highly on honesty and ethical standards, very similar results to another State-wide opinion poll conducted at about the same time. The ages and sex of respondents often were most strongly related to their collective opinions. Women and older residents tended to say police standards were highest, as did less well educated respondents.

Many respondents thought the reputation of Prahran police was "good" or "fair", but personally expressed "great" respect for them. A higher level of respect was reported by long-term residents (5 years +) of Prahran. The perceived attitude of the police was the factor most likely to influence residents' opinions. Few respondents, mainly older women, thought Prahran a dangerous place in which to live. Nearly all, however, felt secure being out alone in the daytime. Residents' ages and sex were related to how they felt about being out alone in Prahran at night. More than half the women, particularly those aged 35 years or more, thought it dangerous, compared with only one in five men. The better educated residents were more likely to think Prahran safe at night.

Most residents thought crime in Prahran over the past year had remained about the same or increased "a little", although one in five were unable to say. Most respondents thought Prahran had the same or less crime than other areas of Melbourne. There was no indication that most residents thought any group in the community was particularly responsible for crime in Prahran. One in two considered more police patrol, especially foot patrol, was the most important way to reduce crime in Prahran. More parental control and stricter penalties were also mentioned. Nearly half the residents interviewed, had installed extra fastenings and locks to their doors and windows since coming to Prahran. One in five had installed security peepholes, and one in ten had obtained a

dog for protection. Few residents restricted their movements during the day, but one in three, particularly women and older people, did so during the night. Almost one in ten respondents, particularly younger women, avoided using public transport in Prahran as a protection against crime.

Few respondents were critical about the job the police were doing in Prahran. One in two said they saw police about once a day, a further one in three saw police more than once a week. Younger men were more likely to report seeing police more than once a day. Half the residents said that Prahran had too few police, most of these thought it had "a little" too few. Younger residents were more likely to think the police strength sufficient.

One in two of the residents interviewed expected the police to arrive within 10 minutes of their emergency call. One in four thought the response would be five minutes or less. Nearly half had actually called the police on a previous occasion about a problem in Prahran. One in three (of these) had reported a burglary. Others had called the police about noisy parties, disturbances, prowlers and wilful damage offences. A relatively high proportion (one in five) were to some extent dissatisfied with how the police handled their call. Many of these mentioned the police response time. About one in five residents, or the members of their households, had been the victims of crime in Prahran. Nearly half of these had been the victims of burglaries.

Many residents were unable to comment about the sufficiency or otherwise of police crime investigation, helping and advising young people, preventing under age drinking, and **enforcing** liquor laws. Most thought the police in Prahran did insufficient patrolling, particularly foot patrolling. Many thought preventing under age drinking and enforcing drink driving laws was also insufficient. It was not surprising, therefore, that one in three residents said that additional police patrol was the appropriate action to make Prahran a better and safer place in which to live.

CHAPTER ELEVEN

POLICE PATROL DEVELOPMENTS IN
THE UNITED STATES OF AMERICA

Introduction

The most rigorous examination of police patrol has occurred in the United States of America, often with research funds provided by the Federal Government, usually through the Law Enforcement Assistance Administration, or privately, as through the Police Foundation, a non-profit organisation established by the Ford Foundation. The selective availability of funding has encouraged some police departments to be innovative and facilitated an unprecedented examination of their internal procedures. More importantly, it has fostered a climate conducive to proper research of long-term police problems and replaced the traditional "intuition" approach which has dominated the thinking of many Forces in the United States, Australia and elsewhere.

During October 1979, six United States police departments were visited and their patrol procedures and related systems examined.¹ The relationship between uniform police and Detectives at the crime scene, and other possibly dysfunctional areas highlighted at Prahran, were particularly studied. The Departments, Washington D.C., Rochester, New York; Nassau County, New York; St. Louis, Missouri; San Diego, California; and Berkeley, California, were selected because they represented a variety of operational procedures. Published material and, in some cases, the recommendations of the staff of the Police Executive Research Forum, a group associated with the Police Foundation, assisted in the selection.² Some of the more important patrol developments applicable to Victoria are included in this Chapter.

1 The assistance of the Victorian Government and the Crimes against Business Premises Planning Committee which enabled this field work is gratefully acknowledged.

2 Mr. Gary P. Hayes (Executive Director), Michael T. Farmer (Director of Research) and John E. Eck (Senior Research Analyst) were particularly helpful in this selection.

Washington D.C.

The Metropolitan Police of the District of Columbia, the principal force policing Washington D.C., had a strength of 4,081 sworn officers, including 300 fully integrated women police. The Force was the site of important research on the patrol capabilities of women and, today, an applicant's sex and height are irrelevant to appointment as a police officer.³ For patrol purposes, the City was divided into seven precincts, each containing a police station from which operated an average of 25 patrol cars, many of which were one-person units. Each car was equipped with a combined car/portable radio which was removed from its mount for foot patrol or when the officer left the car.

The Department had recently installed a "Computer Aided Dispatch" (CAD) system in its Communication Section, which was operated mainly by sworn personnel. Among other things, the system displayed the status of patrol cars and, when a call was received, the (theoretically) nearest available unit. It also provided a print-out of patrol information for precinct commanders. The average relay time was between one and two minutes. The actual response time was not recorded. An earlier system, which aimed at reducing response time (PECAM: Police Car Allocation Model), was said to have been ineffective because of the level of ancillary information the program required.

Since 1969, the patrol officer in Washington D.C., has been supported by a sophisticated on-line information system (WALES: Washington Area Law Enforcement System) which, in October 1979, had 257 terminals and 55 printers. The system rapidly provided information about vehicles, wanted persons, complainant particulars, stolen articles (including bicycles), and many deployment particulars. It also accessed the records

3 Captain Max Krupo, Washington D.C. Metropolitan Police Department (Planning and Development) was particularly helpful with his time and information.

of other agencies, including the D.C. Department of Transportation Bureau of Motor Vehicle Services and its equivalent in adjoining Maryland. Other on-line information included indexes of the files available, addresses and telephone numbers of schools, hotels, office buildings and embassies, as well as personnel data (including critical skills and rare blood types) of all current Metropolitan Police Department employees.

Inquiries of a Federal nature were made by use of the National Enforcement Telecommunication System (NLETS), the National Crime Information Centre (NCIC) or a similar system. In their totality, the systems provided comprehensive and timely informational support to the patrol officer, in the field by a radio request, and, at the office, by the use of a computer terminal.

The information was more secure than a manual system. The privacy of criminal history information is taken very seriously in the United States. The importance of speedy access for the patrol officer was increased by a recent Supreme Court decision which declared random checking of motorists (as described in Chapter Six) unconstitutional.⁴ The most pressing associated problems faced by the Washington Department were legislative requirements for expunging records when dispositions were not entered within a certain period (usually 90 days) and public demands for access to records of a public nature.

Rochester, New York

The City of Rochester, on Lake Ontario in New York State, has a population of about 280,000 and is the centre of a metropolitan area where about 300,000 people live. When visited, the Rochester Police Department had a strength of 649 sworn officers and 125 civilians.⁵ Most performed duty

4 see SCHOFFIELD: Daniel L "The Constitutionality of Routine Licence Stops: A Review of Delaware v. Prouse" *F.B.I. Law Enforcement Bulletin* January 1980 25-27

5 The assistance of Chief of Police, Tom Hastings, Captain Terry Rickard (Research and Planning) and Captain Alex Kirstein, Sergeant Jim Volke and Officer John Heaney of the Atlantic Division Field Office is gratefully recorded.

from police headquarters, but a number worked from seven "field offices", very similar to portable classrooms, each commanded by a Captain, which were reporting places for the staff of 52 police officers. Field offices did not have interview or prisoner facilities or teletype or computer terminals. The Department's jurisdiction (36 square miles) was sufficiently small for these to be centralised at Headquarters.

The seven Divisions formed the basis of Community Team Policing (CTP), at which the Rochester Department was an acknowledged leader. The unique feature of the Rochester system was the scaling down of the traditional Detective offices.⁶ Each field office had seven investigators who were, in reality, seven patrol officers working "out of title" (in plain clothes) and performing detective duties. The field office commander was responsible for both patrol and crime investigation except for homicide, rape, major robberies and serious fraud offences, which remained the responsibility of Headquarters detectives.

In Rochester, crime scene searches and neighbourhood inquiries are carried out by the patrol officers who attend the calls. Where a "solvability factor" is not found, the officers' reports are 'administratively filed' and, in the absence of further leads, no additional investigation occurs. Crime reports, which contain solvability factors, are passed to investigators for investigation and progress reports until the factors are eliminated. The general crime report used in Rochester, and containing the 12 "solvability factors" is illustrated on the following page.

6 BLOCH: Peter B and James BELL *Managing Investigations: The Rochester System* Police Foundation, Washington D.C. 1976

Rochester justified its selective investigation of crime on the Rand study findings, that the organization and training of detectives had no appreciable effect on clearance rates, and that more than half of all serious reported crime received only superficial attention by detectives.⁷ The actual "solvability factors" were partly based on the Rand Report finding, that the most important determinant of whether a case was solved was information uniquely identifying the offender usually supplied by the victim or a witness to the immediately responding officer, and that Departmental arrest and clearance rates were unreliable measures of the effectiveness of investigative operations.⁸

The screening of crime cases allowed police officers to concentrate their investigations on those cases with a likelihood of being solved. The benefits, of course, only accrue when the technique accurately predicts the actual outcome of cases. Many other United States police departments have similar systems for screening crime reports, especially burglaries. The Rochester system was introduced after considerable publicity. At the same time, the Department increased its crime prevention efforts, established a Victim Assistance Program and trained patrol officers in more thorough crime scene investigation. A co-ordinator was appointed at each field office whose primary responsibilities were to ensure that correct screening occurred, that the workload was evenly distributed between investigators, that progress reports were submitted within the prescribed periods and that patterns in crimes were not overlooked. Weekly coordinators' meetings are held to discuss mutual problems and facilitate the flow of information.

Patrol officers attending reports of crime must give the complainant a copy of the offence report which ensures a high degree of accuracy and facilitates follow up contacts and insurance claims. The report also contains information about "new leads", which would overcome some of the problems which emerged at Prahran (Chapter 9) by indicating to complainants that further police follow up might not be undertaken. The form also contained information about victim assistance and warrant procedures. (see following page)

rochester police department crime investigation report

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1. OFFENSE OR CHARGE (INCLUDE DEGREE & LAW SECTION NO.)		2. CLASSIFICATION OF OFFENSE (SUPERVISORY REVIEW)		3. CR #	
4. TIME OF OCCURRENCE M. D. Y. T.		5. WHEN REPORTED DISPATCHED TO M. D. Y. T.		6. LOCATION OF OFFENSE (HOUSE NO. STREET NAME)	
7. VICTIM'S NAME (LAST, FIRST, MIDDLE OR FIRM NAME IF BUSINESS)		8. VICTIM'S ADDRESS (HOUSE NUMBER, STREET NAME)		9. RESIDENCE PHONE DAY NIGHT	
10. VICTIM'S PLACE OF EMPLOY, OR SCHOOL NAME		11. BUSINESS PHONE DAY NIGHT		12. VICTIM'S SEX RACE AGE	
13. REPORTING PERSON'S SIGNATURE		DATE			
14. CAN A SUSPECT BE NAMED? SUSPECT #1 NAME (INCLUDE ANY A-K-A INFO) SUSPECT #2 (INCLUDE ANY A-K-A INFO) IF NO PLACE AN X IN BOX B					
15. CAN SUSPECT BE LOCATED? SUSPECT #1 CAN BE LOCATED AT SUSPECT #2 CAN BE LOCATED AT IF NO PLACE AN X IN BOX C					
16. CAN SUSPECT BE DESCRIBED? SUSPECT #1 DESCRIPTION SUSPECT #2 DESCRIPTION IF NO PLACE AN X IN BOX D DESCRIBE EACH SUSPECT USING AGE, SEX, RACE, HEIGHT, WEIGHT, ANY IDENTIFYING SCARS, MARKS & CLOTHING DESCRIPTION					
17. CAN SUSPECT BE IDENTIFIED? USE APPROPRIATE CODES IN THE BOXES PROVIDED, INDICATE WHO CAN IDENTIFY SUSPECT. IF NO PLACE AN X IN BOX E					
21. REGISTRATION INFORMATION STATE YEAR MAKE MODEL & TYPE COLOR TOP/BOTTOM IDENTIFYING CHARACTERISTICS		20. TIME SUSPECT INFORMATION BROADCAST 20.			
18. CAN SUSPECT VEHICLE BE IDENTIFIED? TIME SUSPECT VEHICLE INFORMATION BROADCAST. PLACE TIME IN BOX 23. 23.					
19. IS STOLEN PROPERTY TRACEABLE? 25. DESCRIBE PROPERTY STOLEN / DAMAGED 26. REMOVED FROM 27. PROPERTY IDENTIFICATION INFORMATION 28. PROP. VALUE IF NO PLACE AN X IN BOX G					
29. NATURE OF INJURY		30. TYPE OF INSTRUMENT, WEAPON OR FORCE USED		TOTAL VALUE	
31. WHERE HOSPITALIZED	32. ATTENDING PHYSICIAN	33. PRONOUNCING PHYSICIAN / WHERE	34. DATE / TIME PRONOUNCED	35. NAME OF MEDICAL EXAMINER	
36. IS THERE A SIGNIFICANT M.O. PRESENT? IF YES, DESCRIBE IN NARRATIVE. IF NO PLACE AN X IN BOX H					
37. IS THERE SIGNIFICANT PHYSICAL EVIDENCE PRESENT? IF YES, DESCRIBE IN NARRATIVE. IF NO PLACE AN X IN BOX I					
38. HAS EVIDENCE TECH WORK BEEN PERFORMED? (BY _____) REQUESTED? IF NO PLACE AN X IN BOX J TECH WORK PERFORMED / REQUESTED: <input type="checkbox"/> PHOTO <input type="checkbox"/> FINGERPRINT <input type="checkbox"/> COMPOSITE <input type="checkbox"/> OTHER					
39. IS THERE REASON TO BELIEVE THAT THE PRELIMINARY INVESTIGATION CANNOT BE COMPLETED AT THIS TIME? IF NO PLACE AN X IN BOX K					
40. CAN CRIME BE SOLVED WITH A REASONABLE AMOUNT OF INVESTIGATIVE EFFORT? IF NO PLACE AN X IN BOX L					
41. WAS THERE A DEFINITE LIMITED OPPORTUNITY FOR ANYONE EXCEPT THE SUSPECT TO COMMIT THE CRIME? IF NO PLACE AN X IN BOX M					
42. POINT OF CRIME		43. PREMISE DESCRIPTION		44. PROP. INV. #	
45. NARRATIVE SUMMARIZE DETAILS OF CRIME INCLUDING PROGRESSION OF EVENTS, NAMES OF OTHER OFFICERS OR UNITS ASSISTING. FOR ANY ADDITIONAL INFORMATION WHICH IS AN EXTENSION OF ANY OF THE ABOVE BLOCKS, INDICATE BLOCK NUMBER AT LEFT.					
46. IS ONE OF THE SOLVABILITY FACTORS PRESENT IN THIS REPORT? <input type="checkbox"/> NO, OFFICE <input type="checkbox"/> YES, FIELD <input type="checkbox"/> YES, CLOSED		47. REPORTING OFFICER(S)		ASSIGNED BEAT NO. 51.	
48. FIELD SUPERVISORY DECISION <input type="checkbox"/> OFFICE <input type="checkbox"/> FIELD <input type="checkbox"/> CLOSED		REVIEWER		50. CLOSED BY <input type="checkbox"/> ARREST <input type="checkbox"/> WARRANT ADVISED <input type="checkbox"/> NO ARREST <input type="checkbox"/> UNFOUNDED <input type="checkbox"/> NO PROSECUTION <input type="checkbox"/> JUVENILE DIVERSION	
49. IF FIELD, INVESTIGATOR SHOULD FOLLOW-UP SOLVABILITY FACTORS					



City of Rochester

OFFENSE OR CHARGE (INCLUDE DEGREE & CLASSIFICATION)

DATE OF OCCURRENCE

TIME OF OCCURRENCE

VICTIM'S NAME (LAST, FIRST, MIDDLE INITIAL)

TO: VICTIM'S PLACE OF EMPLOYMENT OR RESIDENCE

WAS THERE A WITNESS TO THE CRIME?

INDICATE WITH "YES" OR "NO" (IF "NO" CHECK "OTHER" AND EXPLAIN)

ADDRESS (RECORD)

Police Department Civic Center Plaza
 Rochester, New York 14614

This is a copy of the Police Department's investigation of the incident you reported. Further investigation may be undertaken dependent upon a review of the information it contains, and the analysis of similar incidents which have occurred in Rochester.

You can assist us in our investigation by promptly reporting:

- new information you discover or remember
- added property missing
- property recovered
- other information (such as a number or complete descriptions of stolen property).

To report additional information call 428-7155

As a crime victim, you are entitled to the services of the Victim Assistance Program of the Rochester Police Department. To obtain information about the status of your case and other available services call 428-6630 or 428-6631 or come into the Victim Service Center on the Plaza level of the City Public Safety Building.

Para obtener información sobre el progreso de su caso y sobre los servicios disponibles por el programa, llame al 428-6630 o pase por la oficina en el nivel "Plaza" del Public Safety Building.

Services include:

- 1) court procedure information
- 2) property return assistance
- 3) aid in filing for New York State Crime Victims Compensation
- 4) transportation to court
- 5) referral to financial, legal and counseling services.

If the officer investigating the complaint advised you to obtain a warrant for the suspect's arrest, you may do so by appearing at the City Court Complaint Office, Room 123, Plaza level of the City Public Safety Building between 9 A.M. and 5 P.M., Monday through Friday or 9 A.M. to 12 A.M. on Saturday. Bring this copy of the crime report with you.

Sincerely,
Thomas F. Hastings
 Thomas F. Hastings
 Chief of Police

NEW LEADS

VICTIMS

WARRANTS

The Rochester Department had a particularly stringent attitude towards crime clearance. Before CTP, crime reports were externally audited,⁹ and, since then, crimes can only be officially cleared where the offender is charged or a warrant issued. Crimes cannot be "written off" on likely offenders. They can be unfounded as "no offence", or reduced in seriousness, but the effect is not to increase the clearance rate, but reduce the total number of the recorded offences of the type unfounded. During September 1979, the clearance rate for burglaries was reportedly 10% and that for all (F.B.I.) "Part I" offences, 32%, well below those claimed by most other Departments.

Patrol officers, supervisors and investigators in Rochester usually work in one-person units. Foot patrolmen are fixed (and sought after) assignments. During summer, the foot patrolmen often patrol with civilians in a program known as PACTAC (Police and Citizens Team Against Crime). All patrol officers have portable radios. Patrol cars have convertible units. On-line information, similar to that described for Washington D.C. is available at police headquarters.

Detectives in Victoria work under an increasing and quite unrealistic workload. The screening of crime cases would assist them by reducing their caseload, and would probably assist complainants by providing them with more information and a more logical system than is presently in use. Rochester is a small City and the Department has twenty year retirement, two factors which reduced the morale problems associated with phasing out a large proportion of the detective force. In Victoria, there would probably be sufficient "unfiled" crime to maintain the present proportion of detectives in the Force. The Crime Department presently comprises about 15% of the Force.

⁹ BLOCH: Peter and Cyrus ULBERG *Auditing Clearance Rates* Police Foundation, Washington D.C. 1975

If crime case screening were introduced in Victoria, a considerable additional workload would be imposed on uniform patrol officers who would be responsible for the total investigation of many crimes. More thorough crime scene examinations would require additional fingerprint equipment and training. It would also be more time consuming. The median clearing time for burglary calls in "I" District was about 19 minutes (Table 9:8), and this would probably increase to about 30 minutes. Additional patrol resources would be required to maintain the present level of service. In the Metropolitan area and at Geelong, Crime Car Squads might be more effectively utilised, and Prahran has demonstrated the feasibility of more effectively using members at non-24 hour stations. Of course, additional cars and equipment, would have to be provided to equip a more efficiently used patrol force. More than half the uniform members at Prahran (60%), surveyed after the assessment period (Appendix "C"), agreed with the idea of uniform police assuming responsibility for a more detailed "cold" burglary investigation "...such as dusting for fingerprints and making local inquiries." Differences between ranks and according to service in Prahran were not statistically significant.

TABLE 11:1

PRAHRAN MEMBERS' ATTITUDES TOWARDS MORE DETAILED UNIFORM POLICE BURGLARY INVESTIGATION BY RANK AND SERVICE IN PRAHRAN

	Overall (n= 55) %	Rank		Service in Prahran	
		S-Officer (n = 16) %	Constable (n = 39) %	1 Year+ (n= 30) %	2 Years+ (n= 20) %
Strongly disagree	10.9	6.2	12.8	10.0	10.0
Disagree	23.6	25.0	23.1	16.7	15.0
Undecided	5.5	-	7.7	6.6	5.0
Agree	36.4	56.3	28.2	36.7	35.0
Strongly Agree	23.6	12.5	28.2	30.0	35.0
	100.0	100.0	100.0	100.0	100.0

* $\chi^2 = 4.49, 4df, p = 0.5$ - not significant

Nassau County, New York

Nassau County, situated on Long Island, New York, about fifty kilometres from New York City, has a population of about 2,000,000 people and a police department of 3,500 officers, including 400 Detectives, located at Force Headquarters at Mineola and eight precincts.¹⁰ Patrol police in Nassau County, including foot patrols, usually perform duty on their own, two person units being considered prohibitively expensive. Patrol officers are equipped with portable radios and are proficient in using the computer facilities at Headquarters and the precincts.

The role of the uniform officers at crime scenes was particularly limited. They were required to respond to the call, take limited particulars, pass the matter to Detectives and resume patrol as soon as possible. In this way, it was hoped to maximise the availability of patrol cars, and reduce response times. Five minutes, reportedly was the average response time. The disposition of less serious traffic offences was decided by an administrative office, not a court, and officers were not required to attend unless the facts were in dispute.

In 1977, the Department introduced a team concept (Community Oriented Policing) in its eighth precinct, which aimed at increasing patrol officers' knowledge of their area and making the Section Sergeant responsible for crime prevention and police service in one of four zones. The scheme involved the promotion of 8 additional Sergeants and 2 Lieutenants, and opinions, as to whether the increases were justified by the overall success of the scheme, were quite varied.

The Detective offices operated along traditional lines, although in one Precinct, Detectives were divided into teams, reportedly resulting in higher morale. In the main, this was attributed to the facts that the Detectives were not required to work midnight shifts (12 to 8 "stooge" men) and caseloads were distributed more equitably than under the "squeal man" system.

¹⁰ The assistance of Detective Lietenant Tim Hushion, and Detective Sergeant D. Lannon of the Nassau County Police Department is gratefully acknowledged.

There were no formal sex or height distinctions in the Nassau County Department's selection of patrol officers. Shift scheduling was rigidly governed by a *contract*, between the men and the County, which very considerably limited the Administration's flexibility in manpower deployment. In October 1979, the Communications Centre, which was underground, had a manual system very similar to D24, but the Department was in the process of installing a Computer Aided Dispatch system. The Communications Centre was staffed by 90 officers, but economic considerations resulted in civilianisation. Fifty officers were replaced by 135 civilians, mainly women. Their biggest disadvantages reportedly were that they were not amenable to normal disciplinary procedures, were less reliable than officers and had a higher turnover rate.

St. Louis, Missouri

The St. Louis Metropolitan Police Department, when visited, had a strength of 650 officers, 430 of whom formed the patrol force. Their jurisdiction, the major part of St. Louis, has a population of about 500,000 people. The Department operated 200 patrol vehicles from Police Headquarters and nine Districts. Each District Headquarters operated about 15 patrol cars per shift, usually marked one person units. No distinctions were made between male and female officers. Detectives were distributed throughout the Districts, similarly to Victoria, with the exception that they received no special allowances and were paid for overtime hours.

Patrol cars in St. Louis are fitted with the most sophisticated Automatic Vehicle Monitoring System (AVM) in the world. The FLAIR (Fleet Location and Information Reporting) system tracks patrol cars on display screens on dispatchers' consoles at the Communications Centre. The system cost several million dollars, initially met by Federal grants, but the maintenance of the computers (reportedly very expensive) is now the responsibility of the Department. Dispatchers

10 The very valuable assistance of Captain Jim McGauley, Commander of the Sixth District, is gratefully acknowledged.

and patrol officers apparently dislike the system because tracking errors require crews to frequently verify their location. Although police administrators tend to praise the system,¹¹ an early independent examination found that it did not reduce response times and often broke down.¹² While it has improved since then, at this time, FLAIR appears to provide only marginal benefits over what can be achieved by voice radio, and these at an entirely prohibitive cost.

Digital communication, which provided an additional means of patrol crews communicating with dispatchers, is FLAIR's major success. Patrol officers key coded signals into a calculator-like panel and their calls are registered on the appropriate dispatcher's display without interrupting current voice activities, unless the code is for an emergency or urgent situation. The codes indicated whether the car was in service and remained 'on' until acknowledged by the dispatcher. The system was not dependent on AVM, but could be built into most Computer Aided Dispatch systems.

The Communications Centre provided each District with computer print-outs of the activities of its cars during the previous day. They indicated the time calls were received, response times, total time out of service, type of incident and address as well as other information. (see following page) The Centre also had a system of "crime evaluators", police pensioners who answered all calls and screened out those that could be taken over the phone, diverted elsewhere or, otherwise, did not require the dispatch of a patrol car. The scheme was said to have reduced the the number of dispatches very significantly.

11 BROADERS: Eugene (Lt.) "The St. Louis FLAIR System" *F.B.I. Law Enforcement Bulletin* November 1979 2-6

12 LARSON: Gilbert C, James W. SIMON *Evaluation of a Police Automatic Vehicle Monitoring (AVM) System: A Study of the St. Louis Experience 1976-1977* National Institute of Law Enforcement and Criminal Justice 1979

PGM: MPRAD02D

METROPOLITAN POLICE DEPARTMENT - CITY OF ST. LOUIS

RUN DATE: 08/30/79

CHRONOLOGICAL CAR ACTIVITY REPORT FOR DISTRICT 6

PAGE 39

CAR NO	DATE	TIME OUT	ANALYSIS ARRIVE	IN	ELAPSED ARRIVAL	TIME TOTAL	INCIDENT	COMPLAINT NUMBER	ARR TYPE	DISP	CODE	PAULY LOCATION BLOCK
3631	08-29-9	0126		0211		45	ASSIST		AST			748 8220 N BROADWAY ST
3636	08-29-9	0129	0137	0140	8	11	DISTURBANCE		DI	84		741 7966 FREDERICK ST
3627	08-29-9	0133		0135		2	ASSIST		AST			736 6154 W FLORISSANT AV
3630	08-29-9	0133		0135		2	BURGLARY ALARM MSG		DI	94		736 6154 W FLORISSANT AV
3626	08-29-9	0143		0153		10	OCCUPIED CAR CHECK		SI			
3625	08-29-9	0149		0155		6	ALARM (SPRLER/STIL)		DI	87		824 3815 FAIR AV
3630	08-29-9	0200		0205		5	OCCUPIED CAR CHECK		SI			
3629	08-29-9	0201		0402		121	MISCELLANEOUS-DISP		SI			
3626	08-29-9	0208	0212	0240	4	32	PROWLER		DI	80		05435/0458
3627	08-29-9	0208	0212	0222	4	14	ASSIST		AST			05135/0656
3626	08-29-9	0222		0245		23	PERSONAL RELIEF		SI			
3632	08-29-9	0242		0307		25	GAS		SI			
3626	08-29-9	0246		0310		24	LACLEDE GARAGE		SI			
3628	08-29-9	0320		0345		25	SICK CASE		SI			718 4600 GOODFELLOW BL
3627	08-29-9	0324		0350		26	MEALS		SI			
3630	08-29-9	0324		0346		22	LACLEDE GARAGE		SI			
3626	08-29-9	0334		0350		16	GO TO YOUR STATION		SI			
3628	08-29-9	0338		0350		12	DISTURBANCE		DI	85		00012X0529
3631	08-29-9	0338		0350		12	ASSIST		AST			00012X0529
3625	08-29-9	0345		0355		10	PROWLER		DI	88		849 5600 PRESCOTT AV
3632	08-29-9	0346		0354		8	DISTURBANCE		DI	81		733 5422 ROBIN AV
3623	08-29-9	0357		0357			GO TO YOUR STATION		DI			
3625	08-29-9	0428		0516		48	AUTO THEFT	132316	DI			832 4216 HARRIS AV
3627	08-29-9	0445		0445			LACLEDE GARAGE		SI			
3628	08-29-9	0459		0544		45	MEET OFF, WITHMN, CAR		SI			542 1430 DEER ST
3626	08-29-9	0502		0513		11	ASSIST		AST			723 4555 CLAXTON AV
3629	08-29-9	0502		0513		11	BURGLARY ALARM CO		DI	94		723 4555 CLAXTON AV
3630	08-29-9	0504		0523		19	PROWLER		DI	88		831 4214 CLARENCE AV
3631	08-29-9	0504	0512	0523	8	19	ASSIST		AST			831 4214 CLARENCE AV
3625	08-29-9	0516		0536		20	MISCELLANEOUS-DISP		SI			
3627	08-29-9	0525		0621		56	GO TO YOUR STATION		DI			
3629	08-29-9	0526		0548		22	AUTO THEFT		DI	95		723 4918 ARLINGTON AV
3623	08-29-9	0530		0544		14	BURGLARY ALARM CO		DI	94		00610/0355
3628	08-29-9	0544		0544			GO TO YOUR STATION		DI			
3630	08-29-9	0552		0625		33	ASSIST		AST		844	ADELAIDE AV + INTERSTATE 70 DIST. 6
3626	08-29-9	0558		0616		18	ASSIST		AST		844	ADELAIDE AV + INTERSTATE 70 DIST. 6
3612	08-29-9	0603		0608		5	MISCELLANEOUS-DISP		SI			
3630	08-29-9	2400		0001		1	BOYS---		DI	81		720 UNION BL + INTERSTATE 70 DIST. 6

DI DIRECTED INCIDENT SI SELF INITIATED NO DISPATCH DI ASSIST

Patrol officers and Detectives in the St. Louis Seventh District have operated a Team Policing Experiment for about four years.¹³ Patrol officers attended a week-long training program in fingerprinting and crime scene searching. They usually worked 4 x 10 hour shifts a week, in accord with the needs of the area. The three teams each comprised a Lieutenant (in charge), three Sergeants, about 40 patrol officers and three Detectives. Teams had separate offices in the police station and were responsible to the District Commander for most of the policing and crime investigation in their area. The scheme has improved officer morale, mainly as a result of the new roster schedules, but the quality of the crime scene examinations, reportedly, has suffered. Few officers wanted to transfer to the Precinct (a disadvantaged area) before the experiment, but, in October 1979, there was a waiting list.

Shift scheduling and leave periods in St. Louis were strictly a matter of seniority. Court days were prescribed. Personnel details, court cases and other information, was available on-line at the Districts as well as Headquarters. Each District had a crime prevention officer, and a monthly "Community Relations" meeting was attended by local police, people and politicians.

San Diego, California

The City of San Diego had a population of about 800,000 and an area of about 320 square miles. In October 1979, the San Diego Police Department had a strength of about 1300 sworn personnel, mainly at Headquarters, but also at the Eastern Division, 30 kilometres away, and the Southern Division, a similar distance away on the Mexican border. Pay levels were relatively low and the Department was under strength, with associated morale problems. The average service of uniform patrol officers was said to be 9 months.

13 St. Louis Metropolitan Police Department *Team Policing Experiment: Analysis and Evaluation* Planning and Development Division, 1977

The underground Communications Centre featured a Computer Aided Dispatch system, in which operators and dispatchers were mainly civilian women. Crime analysis in San Diego was also highly computerised and an extremely helpful tool. Timely information was supplied by the Crime Analysis Unit for use by patrol officers (Appendix "J") or the Crime Prevention Unit. A computerised modus operandi and personal particulars information file seemed more efficient than the Miracode, presently used in Victoria.

Burglary cases were screened by scoring the equivalent of "solvability factors" and, where the total exceeded the predetermined number, the case was assigned for investigation. Detectives, otherwise, operated fairly traditionally, with generalists decentralised and specialist squads and the Juvenile Bureau at Headquarters. Detained juveniles were interviewed in an area of the police station set apart from others.¹⁴

Berkely, California

Berkely is a suburb of San Francisco, with a population of 125,000 and an area of 12 square miles. The 190 officers in the Berkely Police Department operate from a single police station. The Department has a long history, particularly when the highly professional August Vollmer was the Chief of Police. Uniform patrol generally occurred in one-person marked cars. As in other cities, the vehicle was a police-purpose cruiser, the back seat was caged, internal handles on the rear door removed and a handcuff rail fitted. Berkely had very few Detectives, and patrol officers were responsible for the total investigation of most of the cases they attended.

¹⁴ The assistance of Chief of Police, William Kollender, Detective Lieutenant Ron Seden and Lieutenant Curt Munro, of the San Diego Police Department is gratefully acknowledged.

Patrol officers in Berkely worked permanent shifts which, together with leave periods, were selected by seniority. Crews did not maintain detailed logs of their patrol activities. The names of persons booked, complainants, witnesses, 'field interrogations', or otherwise recorded, were indexed on microfiche. The Department operated its own Criminal Records Office, Communications Centre and Fingerprint Bureau; but exchange of information with adjoining Departments was very frequent. On-line access to a large number of records, including gun licences, motor vehicle registration and vehicle licences, was readily available. Portable radios were carried in patrol cars.¹⁵

Other Developments

How police patrols can best use uncommitted time has resulted in a number of different strategies in Cities in the United States which were not visited. In each, the Kansas City preventive patrol experiment was a major influence. In that year long experiment, Kansas City was divided into 15 beats, 5 proactive - twice the normal level of patrol; 5 control - no change; and 5 reactive - patrol police only entered to respond to calls. There were no significant differences in so called patrol preventable crimes and no significant change in citizens' feelings of security.¹⁶ Some Cities now have a system of 'Directed Patrol', in which uncommitted crews are required to patrol a fixed beat selected from computer analysis of reported crime. The innovation, supported by Federal funds, is said to be unpopular with patrol officers whose independence has been curtailed.¹⁷

¹⁵ The assistance of Police Officer Larry Olsen, Berkely Police Department, was particularly appreciated.

¹⁶ KELLING: George L, Tony PATE, Duane DIECKMAN, Charles E. BROWN *The Kansas City Patrol Experiment: A Summary Report* Police Foundation 1974

¹⁷ KRAJICK: Kevin "Does Patrol Prevent Crime?" *Police Magazine* September 1979 5-16, 8

In Victoria, the uncommitted patrol time of the highly proactive Crime Car Squads averages from 40% to 60%, but is so fragmented by calls that there may well be little the Force can do to organise extended activities. The problem has been approached in Wilmington, Delaware (population 76,000), where a 'split-force' concept has been used to divide the Department's 150 patrol officers into two groups, 75% "basic patrol" and 25% "structured" units. The last are not normally given calls for service, but are deployed, usually in plain clothes, in high crime areas. Officers on structured cars also perform surveillance and other Detective-like work. The productivity of basic patrol units apparently increased 20%, mainly as a result of the replacement of two person units by one person patrol cars.

Uniform police at Prahran were asked their opinion of 'split-force' patrol "...whereby part of the patrol force responds to calls whilst another part patrols the area" (Appendix "C"). More than half (61.9%) agreed with the concept, 27.3% of whom "strongly agreed". Support was greater among Sub-Officers, (82.2% agreement), but differences between ranks and according to service at Prahran were not statistically significant. (Table 11:2)

TABLE 11:2

PRAHRAN MEMBERS' OPINIONS OF A SPLIT-FORCE PATROL BY RANK AND SERVICE IN PRAHRAN.

	Rank*			Service in Prahran	
	Overall (n= 55) %	S-Officer (n = 16) %	Constable (n = 39) %	1 year+ (n =30) %	2 years+ (n = 20) %
Strongly Agree	27.3	37.5	23.1	23.4	30.0
Agree	34.6	43.7	30.8	40.0	35.0
Undecided	14.5	6.3	17.9	13.3	15.0
Disagree	21.8	12.5	25.6	20.0	5.0
Strongly Disagree	1.8	-	2.6	3.3	5.0
	100.0	100.0	100.0	100.0	100.0

* $\chi^2 = 3.47, 4df, p = 0.5$ - not significant

The Wilmington experiment¹⁸ also examined ways of formally delaying police response to non-urgent calls for service and overcoming dissatisfaction associated with giving complainants unreal expectations of police response time. Dispatchers were retrained to avoid using expressions such as "police will be right out" and "we'll get a car there as soon as possible" which gave dispatchers and crews flexibility, but often resulted in over-anxious and dissatisfied complainants.

Citizens are constantly being advised that 'a patrol car will be right out' even though considerable delays may occur either because no patrol cars are available for dispatch, because the few cars that are available are being reserved for dispatch to more critical calls for service, or because the car that is assigned to the sector in which the calls originated is busy. Whatever the reason, citizens are being needlessly frustrated. Certainly the frustration can be mitigated, if not eliminated by formally advising citizens of potential delays. 19

In Wilmington, 86.1% of calls for service were non-critical. When all cars in an area were busy, telephone operators were warned by a red light, and complainants were advised to expect a 30 minute delay and the dispatch cards were stamped "delay". Over 12 months, 9.7% of calls for service were formally delayed, most often during shift changeover periods.

A major evaluation finding...(is) that clients are just as satisfied with a response time of less than 10 minutes as they are with a response time twice that length, provided they are advised of the delay. 20

18 TIEN: James M, James W. SIMON, Richard C. LARSON *An Alternative Approach to Police Patrol: The Wilmington Split-Force Experiment* National Institute of Law Enforcement and Criminal Justice Washington D.C. 1978

19 TIEN: James M and Nicholas M. VALIANTE "A Case for Formally Delaying Non-Critical Calls for Service" *Police Chief* March 1979 22-24

20 TIEN and VALIANTE 23

In Edmonton, Canada, all dispatch calls for service were ranked in priority, from "high" (protection/preservation of life, crime in progress), "priority" (measured urgency), and "service" (routine police function). Dispatching and queuing procedures were based on these classifications.²¹ In Victoria, prioritisation of calls would require a fundamental rethinking at the Communications Section where the equipment is inadequate and transmission overload a relatively common occurrence. The best chance of success would appear to be when the rebuilt Communications Centre is completed. Prahran police were asked their opinion of the importance of the prompt arrival of police at a crime location "...bearing in mind the fact that the offender is often not present when the police are notified of the occurrence of a crime..." (Appendix "C") Nearly all respondents (85.5%) thought prompt arrival important, including 63.7% who considered it "very important". Differences between rank and according to service in Prahran, were not statistically significant. (Table 11:3)

TABLE 11:3

PRAHRAN MEMBERS' OPINIONS OF THE IMPORTANCE OF PROMPT POLICE RESPONSE TO CRIME CALLS BY RANK AND SERVICE IN PRAHRAN

Generally:	Rank*			Service in Prahran	
	Overall (n= 55)	S-Officer (n = 16)	Constable (n = 39)	1 Year+ (n= 30)	2 Yearst (n = 20)
	%	%	%	%	%
Very Unimportant	10.9	6.2	12.8	10.0	10.0
Unimportant	3.6	-	5.1	3.3	-
Important	21.8	18.8	23.1	23.4	25.0
Very Important	63.7	75.0	59.0	63.3	65.0
	100.0	100.0	100.0	100.0	100.0

* $\chi^2 = 1.05, 3 \text{ df}, p = 0.8$ - not significant

Summary

During the past decade, the United States of America has been the scene of the most intensive examination of police patrol procedures. The Kansas City preventive patrol experiment and associated response time research, have given impetus to a search for alternative policing strategies aimed at more effective and efficient use of patrol police. Six police departments in the United States were visited and their patrol operations studied. Strategies with the most important implications for Victoria were:

- (1) computerisation of basic support information, including reports of crime, personnel records, vehicle registrations, licence (vehicle and firearm) information etc.
- (2) more stringent crime statistics procedures
- (3) comprehensive crime analysis information systems
- (4) widespread use of one-person patrol cars
- (5) use of "split-force" patrols
- (6) universal use of portable radios by patrol car crews
- (7) increased involvement of uniform officers in crime scene searching and making local inquiries, together with screening of Detectives' caseloads
- (8) establishment of victim assistance and other procedures for providing feedback to complainants and crime victims
- (9) abolition of minimum height standards in the selection of police officers

- (10) on-line details of patrol car activities available in 'hard copy' for local commanders
- (11) installation of computer aided dispatch and digital communication systems
- (12) civilianisation of staffs at communications centres and other specialist areas
- (13) introduction of procedures for formally delaying police response to non-urgent calls for service in certain circumstances; in particular dependent upon complainants receiving more precise information about the likely response time
- (14) call for service assessment schemes and the acceptance of some crime reports over the telephone
- (15) prioritisation of calls for service clearly established

The views of Prahran members indicated that a considerable number of patrol officers would support strategies such as "split-force" patrols and the screening of crime reports. Victoria also has a number of advantages over the United States Departments which cannot be overlooked. Firstly, the Force's State jurisdiction allows certain economies of scale and avoids problems associated with the gross fragmentation and duplication of the law enforcement effort, so obvious in the United States. Secondly, the Force is already largely decentralised and only minor restructuring would be required (especially in the Metropolitan area) to make larger stations patrol viable. Thirdly, the State has few of the serious social problems evident in the United States. Fourthly, superior Courts generally have exercised their common law and other discretions with common sense and restraint. Fifthly, the overall standard of personnel and training in Victoria is second to none. The Prahran study has shown that the public trusts the effectiveness of police patrol. Responsible, efficient cost-effective long term development requires that the Force's personnel should be matched by commensurate vehicle and ancillary resources, particularly computers.

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Calls for Service" *Police Chief* March 1979 22-24

The following members were directly involved in the research:

SENIOR SERGEANTS

Ferrari	12749	McNamara	12335
Flanagan	12019	Trevethan	12435
Gillett	13948	Wade	11840
Kilner	13895		

SERGEANTS

Allain	16149	Lorkin	11983
Blackshaw	14680	Marshall	14524
Brown	15814	Martin	16161
Clarendon	16213	Mollison	15479
Collins	15872	McLeod-Dryden	16201
Dellow	15088	O'Connor	16233
Doherty	16468	Oswin	15568
Donald	14980	Peacock	15475
Fleming	16469	Price	16258
Gaffney	15604	Robinson	16292
Gissing	15265	Seyer	14741
Gooden	11623	Simmons	16091
Harvey	16543	Steele	15036
Hiscock	15703	Stone	15757
Hodgkin	15765	Stow	14668
Hornbuckle	16273	Wagner	15122
Landy	15808	Whiston	14967
Laver	15721	White	15783
Lees	15242	Wilkinson	15508
Le Platrier	14754	Zervaas	16781

APPENDIX "A" (CONTD.)

CONSTABLES AND SENIOR CONSTABLES

Allinson	20009	D'Elton	18006
Anderson	12529	Den Hartog	18901
Anderson	19368	Dennis	19836
Andrews	18761	Dessent	18824
Armstrong	18467	De Vent	20626
		Diddin	19022
Baldock	19097	Dickinson	17851
Barnes	19799	Dins	20509
Barnett	13817	Dobell	18356
Beaman	17926	Doig	20267
Beeson	18614	Doney	19722
Bell	21103	Douglas	19184
Bellerby	19448	Drew	18775
Bellinger	16208	Dunne	19489
Bentall	20931		
Billington	21083	Egan	21086
Binger	20183		
Blake	19062	Falk	20615
Bowd	19258	Fawcett	15901
Box	19687	Ferguson	18409
Boyle	18922	Findlay	16674
Brilliant	20632	Foote	20107
Brodie	20094	Forster	19662
Buckle	20256	Foster	19437
		France	21078
Callahan	20786	Fraser	18562
Cameron	18995	Freeman	21119
Cameron	20136		
Carpenter	19961	Gardener	20566
Carr	19423	Gazaly	19944
Charakos	21313	Gill	17078
Clayton	17294	Glen	18532
Collins	17283	Glenane	17952
Colville	20781	Glow	19970
Commadeux	17341	Goss	21301
Condon	18670	Gouillet	18353
Cowlishaw	17834	Gratnger	18205
Cox	20430	Gray	18881
Cross	20383	Greenwood	18992
Crossford	18267	Grinsted	19798
Curnow	20482		
Curran	20188	Harms	21147
		Harris	18542
Dargavel	20236	Harris	20164
Darlison	21220	Hedley	19537
Davies	20445	Hepner	19091
Davis	21318	Herbert	18780
Dawkins	21293	Hill	20229
Dawson	16966	Hillier	18450
De'able	17953	Hinchey	15357
De Baere	19142	Howarth	18593
Delbridge	20356	Hughes	19966
De Losa	21069	Humphries	19486

APPENDIX "A" (CONTD.)

CONSTABLES AND SENIOR CONSTABLES

Hunter	19297	Mitchell	20125
Hunter	19787	Moloney	19772
Hynninen	18947	Moon	20432
		Moschitz	21080
I'Anson	21322	Mullet	18425
Iddles	21323	Murdoch	17792
Jackson	20936	McCabe	20748
Jacobi	18224	McConachy	17429
		McCully	20192
Kearney	20933	McGuinness	18548
Kemp	20134	McIntosh	20336
Kendall	19144	McKendry	19668
Kennedy	20227	McKenzie	12153
King	20788	McLennan	20758
Kittle	19991	McMurray	20327
Klein	20399	McNulty	21084
Knight	20400	McRae	21107
Kordapel	20093		
Kraulis	18044	Neaves	17375
		Norman	17968
Laidler	19789	Ogden	19728
Landy	20514	O'Halloran	18918
Lay	18457	Olver	20783
Layton	18564	O'Reilly	20235
Legg	17824	Owen	21256
Lier	20572		
Lomas	20627	Packer	20202
Loogman	21114	Page	19659
Lord	20066	Patterson	20040
Lowe	19699	Patterson	21227
Lowe	21112	Paul	21099
Lowery	20168	Peers	19840
Lucas	19812	Pepe	18771
Ludowyke	20926	Penno	19715
Lumsden	20785	Perkins	20533
		Philipson	19495
Maas	20638	Phillips	21091
Mahon	19133	Pollard	19210
Manson	20179	Pottage	19736
Mason	20597	Potter	20377
Mayne	19995		
Meadth	20653	Quanchi	18956
Melvaine	18259		
Menneke	20452	Ramsey	19466
Menzel	19394	Reed	19094
Miles	21255	Reid	20184
Millman	20928	Rennie	20625
Mills	17949	Rickards	20199
Mirabella	18854	Roddick	20546

APPENDIX "A" (CONTD.)

CONSTABLES AND SENIOR CONSTABLES

Roddick	20546	Tatnell	18383
Roden	19195	Timms	19861
Rose	19059	Tresidder	17956
Ross	21104		
Rovis	19977	Urquart	18853
Runge	20429		
Ryan	19698	Van Der Heuvel	21096
		Vaughan	18629
		Viney	19657
Sasse	20268		
Schiltz	21074	Waters	21242
Schulze	20259	Westaway	20264
Senior	17121	Wheelhouse	19717
Shaw	19884	Wilde	18556
Shea	17954	Wilfling	19320
Simpson	18821	Wilkes	17605
Smith	15229	Wilkins	21263
Smith	18329	Williams	20939
Smith	18851	Woods	18303
Smith	19979	Wright	19251
Smith	21089		
Spence	20088	Young	21108
Steele	20640		
Steyger	21282		
Still	20218		
Stokes	20521		
Strawhorn	18308		
Swart	19604		

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INSPECTORATE AND FUTURE PLANS
CHIEF COMMISSIONER'S OFFICE
POLICE HEADQUARTERS
MELBOURNE

Our Ref. 36.33.3.

7th February, 1978.

Your Ref.

Officer in Charge,
No. 1 Division,
PRAHRAN.

FUTURE POLICING OF PRAHRAN
DIVISION (No. 1) "I" DISTRICT.

INTRODUCTION

1. The Prahran Division (No. 1) of "I" District comprises the sub-districts of Prahran, Toorak and South Yarra. The recently opened Police complex in Malvern Road, Prahran, centralises District administration; provides more room for uniform staff at the Prahran police station and relocates that station approximately one kilometre from the Toorak Police Station, a decrease of some 600 metres. (See Diagram One).

2. An appraisal of the operation of the three stations indicates that service to the public might best be provided by a "sector patrol" strategy based on Divisional requirements rather than the present sub-district patrol pattern.

PRESENT MANPOWER AND VEHICLES

3. The authorised strength of the Police stations is contained in Table One.

TABLE ONE

DIVISIONAL MANPOWER

	<u>Senior Sergeant</u>	<u>Sergeant</u>	<u>Constable and Senior Constable</u>
PRAHRAN	2	7	33*
TOORAK	1	3	10
SOUTH YARRA	1	2	8
	<u>4</u>	<u>12</u>	<u>51</u>

* Actual strength at Prahran for some time has been 32 and the discrepancy is being rectified.

4. Vehicle allocations are contained in Table Two.

TABLE TWO

VEHICLE ALLOCATION

	<u>Divisional Van</u>	<u>Sedan</u>	<u>Other</u>
PRAHRAN	1	1	
TOORAK		1	1*
SOUTH YARRA		1	

* Senior Constable Barnett, 13817 is authorised to use his private vehicle.

5. The Prahran sedan, presently an unmarked replacement, is used by the warrants and files members, usually becoming available for patrol only after about 2000 hours.

PRESENT PATROL ACTIVITY

6. Prahran Division is presently patrolled by the Divisional Van (Prahran 300) which maintains a 24 hour coverage. Dual responsibility exists in the Toorak and South Yarra sub-districts, however, it is always problematical whether the station cars (Toorak 200 and South Yarra 200) are on patrol. This results not only from the smaller staff at each of these Stations, but also because files (and at South Yarra, files and warrants) tend to have priority over other activities. This is clearly shown in the results of a survey conducted by the Inspectorate and Future Plans for the three weeks 18.9.77 - 8.10.77. Patrol from Prahran during that period totalled some 714 hours, patrol from Toorak 277 hours and patrol from South Yarra only 93 hours. The proportion of patrol time devoted to various duties is contained in Table Three.

TABLE THREE
PROPORTION OF VEHICULAR PATROL
TIME DEVOTED TO VARIOUS DUTIES

(18.9.77 - 8.10.77)

DUTY	PATROL FROM		
	PRAHRAN %	TOORAK %	SOUTH YARRA %
MOBILE PATROL	49.3	12.8	28.4
PROCESSING CRIMINAL OFFENDERS	3.4	0.2	2.1
PROCESSING SERIOUS TRAFFIC	1.2	0.5	2.9
INVESTIGATING CRIME	8.6	5.8	11.1
TRAFFIC ACCIDENT	1.7	0.8	1.1
WARRANTS AND FILES	0.5	9.9	23.0
CORRESPONDENCE	21.8	55.0	18.0
OTHER (ON CALL)	6.1	9.0	6.5
NON-CRIME SERVICES	4.8	1.8	0.0
OTHER	2.6	4.2	6.9
	100.0	100.0	100.0

PRESENT STATION ACTIVITY

7. The hours of operation of the three police stations are contained in Table Four.

TABLE FOUR
HOURS OF OPERATION OF POLICE STATIONS

STATION	THEORETICAL OPENING TIME	THEORETICAL CLOSING TIME
PRAHRAN	TWENTY-FOUR HOUR SERVICE	
TOORAK	0700	1900
SOUTH YARRA	0700	SUN-WED 1700 THUR-SAT 2300

8. These times are 'theoretical' in that in the cases of Toorak and South Yarra, if the members on duty are required elsewhere the Station is closed and advice displayed. A Toorak 'Station Order' requires that station to be manned until 1900 hours. A similar Order does not exist at South Yarra which is frequently closed before that time. Police vehicles at both stations are brought to Prahran when members complete their duty. Firearms on issue to Toorak and South Yarra are retained at Prahran. Money collected during the shift and not already banked is locked in the stations' safes.

PROPOSED PATROL SCHEME

9. The proposed patrol scheme, to be subject to a twelve months evaluation period, will:-

- (i) centralise the Divisional strength at Prahran
- (ii) fix the hours of operation of Toorak and South Yarra at between 0900 hours and 1700 hours on weekdays. (On 12.1.1968 the Chief Secretary indicated approval for the closure of Toorak when the Prahran complex was built - C.C.B.54.513.238)
- (iii) for patrol purposes, divide the Division into three basic sectors to be patrolled according to "sector policing" principles.

OBJECTIVES OF THE PROPOSED PATROL SCHEME

10. The proposed patrol scheme is founded on the beliefs that visible police patrols are an effective means of crime prevention and that the police presence enhances citizens' feelings of security. Research aimed at testing the validity of those premises will be conducted during the twelve months trial period.

The primary aims of the project are to:

- (i) increase the effectiveness of police service in the City of Prahran by increasing both the quantity and quality of police patrols, and ensuring that the patrol car crew have a high level of understanding and knowledge of the sector being patrolled;
- (ii) ensure the efficient use of police manpower and other resources;
- (iii) reduce patrol response times;
- (iv) provide more effective supervision of members by reducing the span of control and consolidating the Divisional chain of command;
- (v) increase the accountability of police patrols for the good order of their sectors;
- (vi) decrease duplication of staff usage and recording systems;
- (vii) increase the security of police equipment and monies received by moving them to a 24 hour station;
- (viii) remove public uncertainties as to when Toorak and South Yarra police stations are open;
- (ix) allow the scientific evaluation of community attitudes to a number of aspects of police patrol;
- (x) provide a Divisional patrol scheme of proven merit which can form the basis for patrol programs in other areas of Victoria.

SECTOR POLICING

11. Sector policing is based upon the concept of structuring within fixed boundaries, patrols which are capable of coping with average workloads and are supported by cover-patrols during critical periods. Additionally, specialised services such as Crime Car Squad, Policewomen and C. I. Branch units are available to support the sector patrols. Table Five contains some 1976 workload figures for each of the three stations.

12. Initially, at least, the three sectors will correspond with the present Sub-districts. 'Primary coverage' refers to a situation in which the three sector cars are operating. (Diagram One) When two cars are patrolling, including when one of three units on duty is out of service on radio tasking or otherwise, the sector cars will patrol east and west of Chapel Street. This situation is considered 'secondary coverage'. (Diagram Two). When one car is patrolling, the crew will have Divisional responsibility. (Diagram Three) Should one of the Sector cars be a Divisional Van, in addition to its normal sector responsibilities, it will be used in other sectors, as the situation requires. To facilitate tasking, the radio call signs of sector cars should conform as closely as possible to those presently used with the final digits indicating the time of commencement of the shift and the call sign prefixed by the sector identification.

TABLE FIVE
STATION WORKLOAD ANALYSIS (1976)

	PRAHRAN	TOORAK	SOUTH YARRA
Area	2 KM ²	5 KM ²	2 KM ²
Population (App)	15000	25000	15000
Crime Reports	3451	1092	567
Accidents	443	178	155
Arrest Cases	1095	58	58
Summons Cases	620	231	159
Warrants Executed	2794	1419	818
Summonses Served	577	1009	249
Parking tickets	1721	514	256
Cash Received (\$'000)	56	46	42

DIAGRAM ONE.
PRIMARY COVERAGE

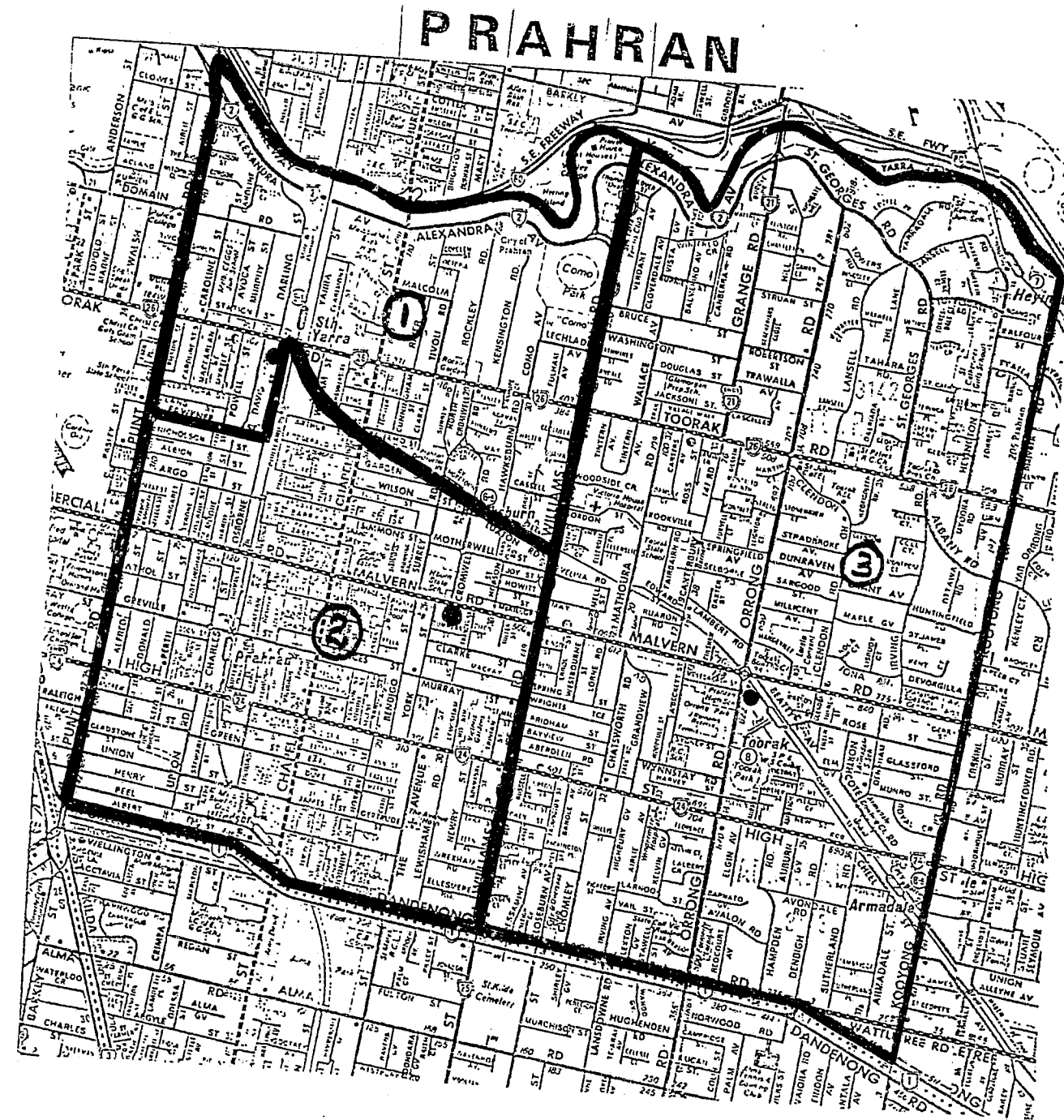


DIAGRAM TWO
SECONDARY COVERAGE
PRAHRAN

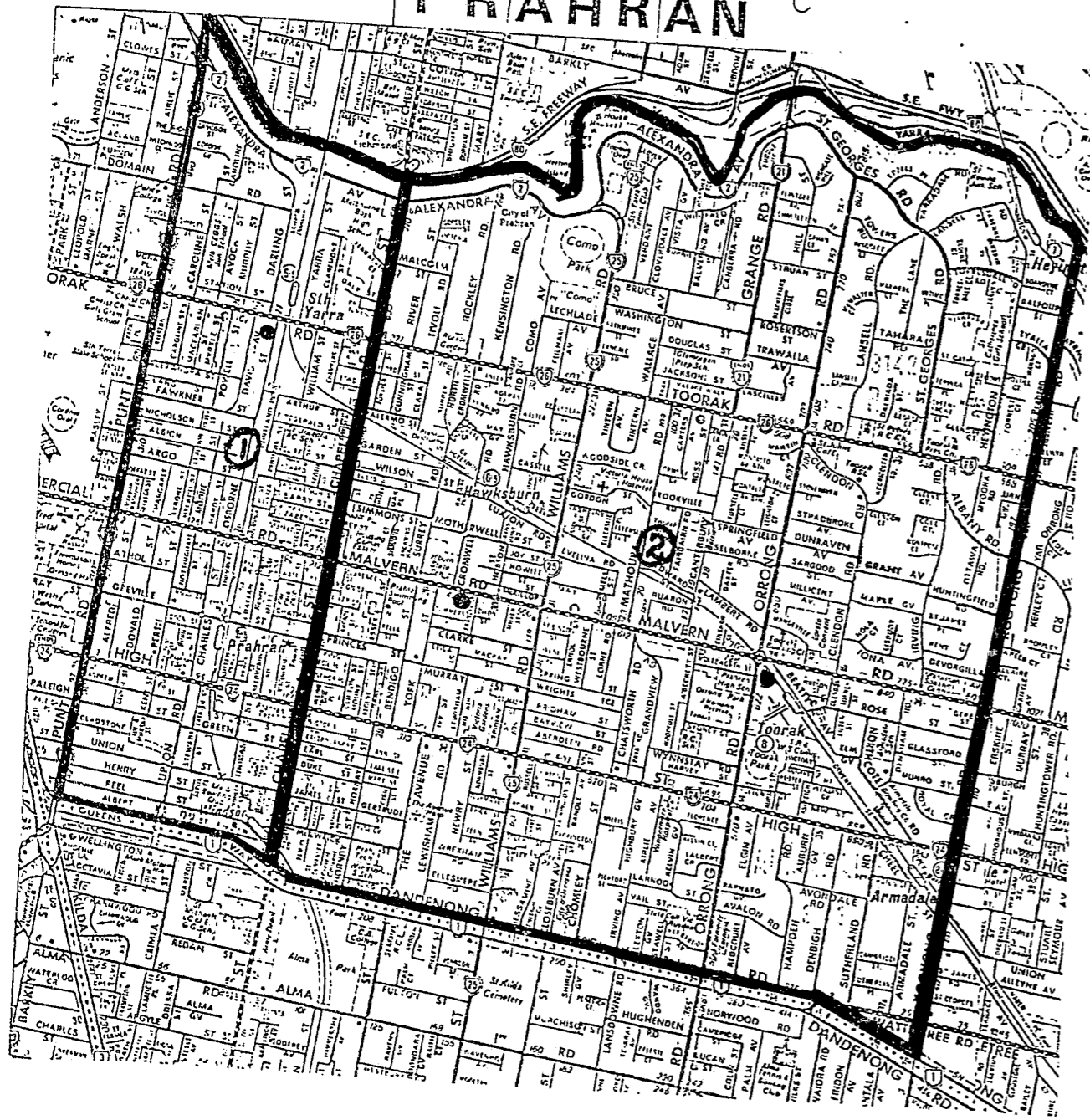
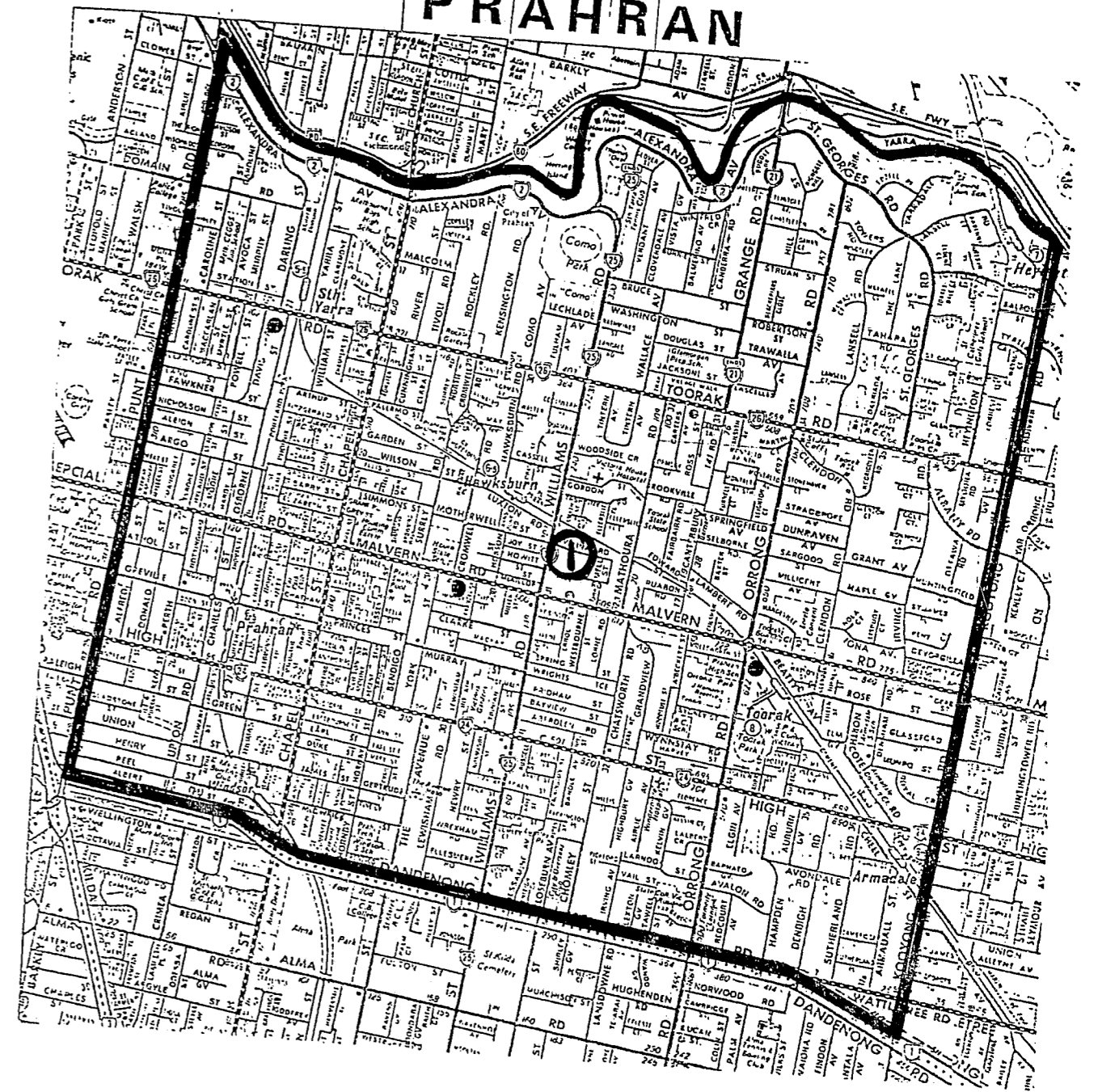


DIAGRAM THREE
DIVISIONAL COVERAGE
PRAHRAN



FOOT PATROLS

13. The effective functioning of sector patrolling necessitates that a member (or members) leave the patrol unit and conduct periodic foot patrols of high density residential or commercial areas and areas revealed by Collator information, crime reports or teletype information to be particularly crime prone. For this reason, personal (V.H.F.) radio transmitters will be standard equipment in each sector patrol unit. Portable radios will also counter some of the difficulties experienced by the crews of mobile units in checking the security of buildings.

14. It is also intended to conduct from time to time, a number of saturation patrols and conventional foot patrols in specially selected localities so that police effectiveness and community response may be adequately and scientifically evaluated. This evaluation is the responsibility of the writer who is temporarily attached to Prahran.

SUPERVISION (SERGEANTS)

15. Eighteen (18) Sergeants will be stationed at Prahran, comprising Sergeants presently at Prahran, Toorak and South Yarra and an additional six (6) Sergeants approved in the January allocation (C.C.B. 5.1.825). Watch-house and Station requirements particularly those generated by the adjacent Court complex, justify a Sergeant supervising the Watch-house and in the absence of a Senior Sergeant, the Station during the shifts commencing at 0700 and 1500 hours. A section Sergeant, responsible for briefing and supervising members on section and supplied with a marked car and driver (call sign Prahran 210), will perform duty during each shift. Briefing equipment is being moved to Prahran and it is intended that the Collator participate closely in briefings. The Section Sergeant shall also be responsible for the Prahran Station between 2300 and 0700 hours. Sergeants will also be required from time to time to prosecute in the Prahran Court.

SUPERVISION (SENIOR SERGEANTS)

16. The Officer in Charge and sub-charge of Prahran are respectively Senior Sergeants J. W. Trevethan, 12435 and R. G. Jell, 13463. The Officer in Charge of South Yarra, Senior Sergeant K. Flanagan, 12019, is presently on sick leave. The Officer in Charge of Toorak is Senior Sergeant R. J. McNamara, 12335. Sufficient work exists at Prahran to usefully employ the last two members - one prosecuting and the other supervising and co-ordinating the sector patrol scheme with the writer. The status of the vacancies of Senior Sergeants Flanagan and McNamara should be reviewed on their transfer, or at the completion of the twelve months trial period.

FILES AND INQUIRIES AND OTHER PERMANENT POSITIONS

17. The scaling down of operations at Toorak and South Yarra permits the centralisation of correspondence at Prahran where ideal accommodation already exists. The two members performing correspondence clerks duties are confident they can handle the increased work and no additional clerk is presently considered necessary. Permanent positions are also required for the collator (1), and members performing files, warrants and summonses duties. (4) Excellent accommodation presently exists at Prahran for these members. For files purposes the Division will be divided east and west of Chapel Street. Two additional cars are required for the satisfactory performance of these duties.

Alternatively, two additional authorities to use private motor cars on police duty might be sufficient but this course is not recommended. Senior Constable Barnett's approval should be reviewed at the completion of the twelve months trial period in the light of resources then available.

WATCH-HOUSE STAFF

18. In addition to the Sergeant supervising the Watch-house, a watch-house keeper and, from 0800-1600 hours Monday-Friday inclusive, an assistant watch-house keeper, are required in the Prahran watch-house to handle counter inquiries, deal with prisoners, issue equipment and operate the telephone switchboard. This accords with the present daytime Watch-house demands which currently necessitate supervision by a section Sergeant.

PATROL ROSTER

19. The minimum Sector Patrol coverage will be two vehicles on morning shift (0700), afternoon shift (1500) and night shift (2300) on each day. On Monday to Saturday inclusive, cover units will patrol between 0930 and 1730 and 1800 and 0200 hours. Additionally, the sector Sergeant's unit, as already noted, will have a Divisional responsibility. The present Divisional allocation of four vehicles is the minimum number of cars required for this patrol scheme. (Table Six).

TABLE SIX

DIVISIONAL COVERAGE PER WEEK

SHIFT	NUMBER OF SECTOR CARS						
	SUN	MON	TUES	WED	THUR	FRID	SAT
MORNING 0700	2	2	2	2	2	2	2
DAY 0930	-	1	1	1	1	1	1
AFTERNOON 1500	2	2	2	2	2	2	2
MID-WA 1800	-	1	1	1	1	1	1
NIGHT 2300	2	2	2	2	2	2	2

MASTER ROSTER

20. The minimum weekly coverage proposed for the Divisional coverage, contained in Table Seven, requires 200 man days per week, a total of 10,400 man days (200 X 52) per year. This commitment is within the capacity of the 51 members who will be working at Prahran. If, as generally accepted, each member works about 214 days each year, the Station will have a total capacity of 10,914 (51 X 214) man days. The residual 514 days averages an additional 2.4 members throughout the year, a figure which will be more than met by days lost due to transfer and extraneous duties, such as courts, sporting events and particular operations such as foot patrols and saturation patrols.

21. During the initial stage of the sector patrol system, the roster will be prepared so that minimum requirements are met. As the system settles down, a rotating roster providing for members to operate primarily in the one sector will be developed.

TABLE SEVEN-MASTER ROSTER (CONSTABLES)

<u>DUTY</u>	<u>NUMBER OF MEN</u>						
	<u>Sunday</u>	<u>Monday</u>	<u>Tuesday</u>	<u>Wednesday</u>	<u>Thursday</u>	<u>Friday</u>	<u>Saturday</u>
Clerical	-	2	2	2	2	2	-
Collator	-	1	1	1	1	1	-
Files	-	2	2	2	2	2	-
Warrants/Summonses	-	2	2	2	2	2	-
Toorak	-	1	1	1	1	1	-
South Yarra	-	1	1	1	1	1	-
Watch-house	3	4	4	4	4	4	3
<u>PATROL</u>							
Morning	0700	4	4	4	4	4	4
Day	0930	-	2	2	2	2	2
Afternoon	1500	4	4	4	4	4	4
Mid-Watch	1800	-	2	2	2	2	2
Night	2300	4	4	4	4	4	4
Reserve/Sgt's Driver		3	3	3	3	3	3
Total Men		18	32	32	32	32	22

APPENDIX "B" (CONTD.)

PRAHRAN AS A TRAINING STATION

22. The previous Prahran police station was unsuitable for Probationary Constables in extended training. The new station and the sector patrol system are both ideally suited for training Probationers and it is recommended that six members be attached to Prahran for extended training.

ADDITIONAL RESOURCES REQUIRED

23. The sector patrol system will require the following additional resources:

- (i) two police cars for use by the files, warrants and summons members at Prahran, preferably interchangeable with sector patrol cars.
- (ii) eight personal radios (V.H.F.) for use by the sector car crews.

COMMENCEMENT DATE

24. Conferences with Superintendent Jenkins, Chief Inspector Hearn, members of the Inspectorate and the Officers in Charge of the concerned Stations indicate that a suitable date for the commencement of the sector patrol scheme is Sunday 2.4.1978.

APPROVAL REQUIRED

25. Approval is now sought for the conduct of the sector patrol scheme as outlined for an evaluation period of twelve months from 2.4.1978 and in particular:

- (i) the scaling down of activities at Toorak and South Yarra police stations and the movement of members and equipment to Prahran
- (ii) the allocation of two marked police cars to Prahran
- (iii) the allocation of eight portable radios (V.H.F.) for use by the sector cars.

When approval is obtained the necessary steps will be taken to advise both police and public, particularly Prahran City Council, of the revised policing scheme in operation in the Division.

Gavin P. Brown
 Gavin P. Brown
 SENIOR SERGEANT, 14111

PRAHRAN MEMBERS QUESTIONNAIRE

THIS CONFIDENTIAL QUESTIONNAIRE IS AIMED AT ASCERTAINING POLICE OPINIONS ON PATROL AND ASSOCIATED MATTERS IN THE CITY OF PRAHRAN. THERE ARE NO RIGHT OR WRONG ANSWERS. YOU ARE ASKED TO WRITE YOUR NAME, RANK AND NUMBER, BUT ANSWERS WILL BE ANALYSED COLLECTIVELY AND INDIVIDUAL MEMBERS WILL NOT BE IDENTIFIED. MOST ANSWERS REQUIRE A TICK IN THE APPROPRIATE BOX.

NAME	RANK	NUMBER
------	------	--------

1. HOW MANY MONTHS AGO DID YOU LAST TRANSFER TO PRAHRAN?
 (Start counting back from the end of March, 1979 - i.e., if you arrived in January, 1979, that would be 3 months). If you were previously stationed at Toorak or South Yarra - please add on your service at that Station.

A. _____ months.

2. POLICE PATROL HAS BEEN DESCRIBED AS "THE MOST IMPORTANT FUNCTION IN THE POLICE FORCE". TO WHAT EXTENT DO YOU AGREE OR DISAGREE WITH THIS STATEMENT?

- 1. Strongly agree
- 2. Moderately agree
- 3. Slightly agree
- 4. Slightly disagree
- 5. Moderately disagree
- 6. Strongly disagree

3. CONSIDERING THE CURRENT LEVELS OF CRIMINAL ACTIVITY IN PRAHRAN, WOULD YOU SAY THAT GENERALLY OPERATING A BUSINESS HERE IS

- 1. Very safe
- 2. Reasonably safe
- 3. Just safe
- 4. Slightly dangerous
- 5. Reasonably dangerous
- 6. Very dangerous

4. THINKING ABOUT CRIMES AGAINST BUSINESSES IN PRAHRAN DURING THE PAST YEAR AS COMPARED TO PREVIOUS YEARS, DO YOU THINK THINGS HAVE BEEN

- 1. Getting much better
- 2. Getting somewhat better
- 3. Staying about the same
- 4. Getting a bit worse
- 5. Getting much worse
- 6. Unable to say

5. THINKING ABOUT THE POSSIBILITY OF CRIME OCCURRING IN THE OPERATION OF A BUSINESS IN PRAHRAN AS COMPARED WITH BUSINESSES IN SIMILAR NEIGHBOURHOODS OF MELBOURNE, WOULD YOU SAY THAT PRAHRAN IS

- 1. Very much safer than average
- 2. A bit safer than average
- 3. About average
- 4. A bit more dangerous than average
- 5. Very much more dangerous than average

6. WHAT KIND OF REPUTATION DO YOU THINK THE UNIFORMED POLICE AT PRAHRAN GENERALLY HAVE AMONG PEOPLE WHO OPERATE BUSINESSES IN PRAHRAN?

- 1. Very good
- 2. Reasonably good
- 3. Slightly good
- 4. Slightly bad
- 5. Reasonably bad
- 6. Very bad

7. HOW DO YOU FEEL ABOUT THE NUMBER OF UNIFORMED POLICE (excluding Policewomen and Crime Car Squad members) AT PRAHRAN? DOES PRAHRAN

- 1. Need a lot more members
- 2. Need a few more members
- 3. Have about the right number
- 4. Have a few too many members
- 5. Have far too many members
- 6. Don't know

8. THINKING ABOUT CHANGES DURING THE 12 MONTH PRAHRAN POLICING EXPERIMENT, (APRIL, 1978 - MARCH, 1979) - HOW EFFECTIVE WERE THESE IN IMPROVING THE EFFICIENCY AND/OR EFFECTIVENESS OF UNIFORM POLICE WORK?

(Members with less than twelve months service at Prahran should answer this question on the basis of their experience of general Police patrol procedures). Please tick the appropriate box for each change.

	EXTREMELY EFFECTIVE	VERY EFFECTIVE	EFFECTIVE	MADE NO DIFFERENCE	WORSE THAN BEFORE
8. CENTRALISING MEMBERS FROM ITK AND ISY AT PRAHRAN					
9. EQUIPMENT KITS					
10. PORTABLE IN EACH PATROL CAR					
11. SUPERVISING SERGEANT ON A SECTOR CAR (210)					
12. FOOT PATROL FROM PATROL CARS					
13. PATROL ROTA					
14. TWO ADDITIONAL PATROL CARS					
15. DIVIDING AREA INTO PATROL SECTORS TO SPREAD WORKLOADS EQUALLY					
16. TALKS TO LOCAL SCHOOLS AND GROUPS					
17. PRAHRAN AS A TRAINING STATION					
18. QUESTIONNAIRE FOLLOW-UP OF CALLS FOR POLICE SERVICE					
19. "OVERLAPPING" SHIFTS, (e.g., 0930 and 1800 starts)					
20. QUESTIONNAIRE FOLLOW-UP OF ROUTINE CHECKS					

21. BEARING IN MIND THE FACT THAT THE OFFENDER IS OFTEN NOT PRESENT WHEN THE POLICE ARE NOTIFIED OF THE OCCURRENCE OF CRIME, HOW IMPORTANT IS THE PROMPT ARRIVAL OF POLICE AT A CRIME LOCATION?

- 1. Generally very unimportant
- 2. Generally unimportant
- 3. Generally important
- 4. Generally very important

22. SOME POLICE DEPARTMENTS HAVE A "SPLIT-FORCE" PATROL WHEREBY PART OF THE PATROL FORCE RESPONDS TO CALLS WHILST ANOTHER PART PATROLS THE AREA. TO WHAT EXTENT DO YOU AGREE WITH THIS STRATEGY?

- 1. Strongly agree
- 2. Agree
- 3. Undecided
- 4. Disagree
- 5. Strongly disagree

23. SOME POLICE DEPARTMENTS ARE NOT DIRECTLY RESPONSIBLE FOR TRAFFIC LAW ENFORCEMENT. A SEPARATE BODY DOES THIS JOB. HOW DO YOU FEEL ABOUT THIS?

- 1. Strongly agree
- 2. Agree
- 3. Undecided
- 4. Disagree
- 5. Strongly disagree

24. HOW DO YOU FEEL ABOUT UNIFORM POLICE ATTENDING CALLS TO COLD BURGLARIES, CONDUCTING MORE DETAILED CRIME SCENE WORK SUCH AS DUSTING FOR FINGERPRINTS, AND MAKING LOCAL ENQUIRIES?

- 1. Strongly disagree
- 2. Disagree
- 3. Undecided
- 4. Agree
- 5. Strongly agree

25. HOW EFFECTIVE DO YOU CONSIDER ROUTINE POLICE PATROL, (including activities such as car checks, pedestrian checks, building checks, etc.), IS IN PREVENTING CRIME?

- 1. Very effective
- 2. Effective
- 3. Don't know
- 4. Ineffective
- 5. Very ineffective

26. HOW EFFECTIVE DO YOU CONSIDER ROUTINE POLICE PATROL
(including activities such as car checks, pedestrian
checks, building checks, etc.),
IS IN ENHANCING PUBLIC FEELINGS OF SECURITY?

1. Very effective
2. Effective
3. Don't know
4. Ineffective
5. Very ineffective

27. PLEASE COMMENT ON ANY NOTEWORTHY ASPECTS OF POLICE PATROL
DUTY AT PRAHRAN OR ELSEWHERE. SUGGESTED IMPROVEMENTS
ARE PARTICULARLY INVITED. ATTACH A SHEET IF NECESSARY.

This Questionnaire is a concluding phase of this part of the Prahran Policing Experiment. Analysis of the information will take some time; but Prahran members will be kept informed. The Chief Commissioner and other Commissioners are taking particular note of the developments. For my part I thank all those who assisted during the 16 months, in particular for their forbearance in the face of a number of significant changes to established ways of getting the job done.

Gavin Brown
SENIOR SERGEANT 14111

36-33-3

VICTORIA



POLICE

POLICE STATION PRAHRAN

SEPTEMBER 28 1978

SUBJECT:

Integrated Community Policing in Prahran -
development of rotating roster (rota) for
patrol personnel

INTEGRATED COMMUNITY POLICING

1. Integrated Community Patrol has operated in the Prahran Division of "I" District since April 1978. Initial results have been very encouraging and are contained in the progress report dated 4.9.78.
2. The Prahran proposal dated 7.2.1978 (para 21) indicated that a fixed patrol roster (rota) would be developed after the patrol scheme had settled down.

AIMS OF THE ROTATING ROSTER

3. The rota (Appendix "A") is designed to
 - (a) provide a minimum patrol presence during each shift
 - (b) further improve the police service to the public in Prahran
 - (c) facilitate the pairing of car crew members having regard to their ability, experience and other matters to ensure that crew effectiveness is maximised and that inexperienced members are properly trained
 - (d) allow patrol personnel to know their shifts up to nine weeks in advance, facilitating court scheduling and providing greater stability thereby improving station morale
 - (e) provide greater control on the number of occasions on which patrol personnel leave the area on transport and miscellaneous duties
 - (f) rationalise the court time of patrol personnel
 - (g) facilitate the training of Probationers attached to the station, particularly those involved in the extended training scheme

OPERATION OF ROTA

4. The rota involves 18 men over a nine week period. On commencement, uniform Constables and Senior Constables at Prahran will be placed on either the patrol rota or the general duties roster. Those on the patrol rota will work with a fixed partner and 'work through' the rota from their particular week of commencement to the finish, periods varying from one to nine weeks.

LEAVE NOT TO BE TAKEN DURING ROTA

5. Members on the patrol rota will not take leave during that period. In emergencies, limited changes to the rota may be permitted by a Senior Sergeant; but these will be kept to an absolute minimum.

GENERAL DUTIES ROSTER

6. The patrol rota represents a minimum patrol presence. The patrols will be supplemented from the general duties roster which will operate in the conventional manner. It will also provide personnel for the following duties:-

- (a) watch house
- (b) section Sergeant's driver
- (c) Toorak
- (d) South Yarra
- (e) court orderlies
- (f) clerks, files and warrants
- (g) reserve and special duties

COURTS

7. Members on the patrol rota when possible will set courts for the week following the completion of the rota. Where this is not possible they should be set for days on which the member is working an 0930 shift.

TRANSPORT AND MISCELLANEOUS DUTIES

8. Crews on the patrol rota will not leave the patrol area on general transport tasks such as taking other members to court, MRB extracts, and similar. Where such tasks are required, cars crewed by members on the general duties roster must be utilised.

SELECTION FOR THE PATROL ROTA

9. Members will be placed on the patrol rota on the basis of their enthusiasm and ability to get the job done, together with each member's compatibility with his patrol partner. Rostered leave will also be a significant factor.

DATE OF COMMENCEMENT

10. The patrol rota will commence on 22.10.1978

ACTION BY MEMBERS

11. Shortly, members will be tentatively placed on the patrol rota. Where serious difficulty arises from the placement, members should discuss the matter with a Senior Sergeant. A final patrol rota will then be drawn up.

12. The first rota has been developed primarily as a result of November-December leave commitments. During other months more men may be available and the rota will be reviewed. Members are invited to suggest alternative schemes aimed at improving our police service to the public.

EVALUATION

13. The value of the patrol rota will be examined, particularly in comparison with the results of the first six months of Integrated Community Patrol during which the conventional roster was used. Considerable reliance will be placed on the opinions of members involved in the scheme.

Gavin P. Brown
Gavin P. BROWN
Sr. Sgt. 14111

APPENDIX "A"

PROPOSED PATROL ROTA

crew	<u>PROPOSED PATROL ROTA</u>							week
	SUN	MON	TUE	WED	THU	FRI	SAT	
A	11	11	11	11	11	11	11	1
B	3	3	3	RD	RD	RD	RD	2
C	RD	RD	7	7	7	6	6	3
D	3	RD	RD 930	7	7	7	7	4
E	RD	7	6	6	6	6	RD	5
F	RD	RD	7	7	930	7	6	6
G	6	6	6	RD	RD	930	930	7
H	7	RD	RD	6	6	3	3	8
I	RD	930	930	3	3	3	RD	9

PATROL AVAILABILITY

0700	1	1	2	2	2	2	1
0930	-	1	1	1	1	1	1
1500	2	1	1	1	1	2	1
1800	1	1	2	2	2	2	2
2300	1	1	1	1	1	1	1

All communications should be addressed to—
Chief Commissioner of Police
Box 2763 V, G.P.O.
Melbourne, Vic. 3001

Telephone:
320 3333

VICTORIA POLICE



APPENDIX "E"
CHIEF COMMISSIONER'S OFFICE
POLICE HEADQUARTERS
360 WILLIAM STREET
MELBOURNE

Our Ref.

Your Ref.

1st March 1978.

Dear

The Victoria Police Department is conducting a study to determine the effectiveness of police patrol methods and to find ways in which the police resources can be used in the best interests of the community.

You have been selected in a random sampling of the Prahran business community. We hope that you will assist us in this important project by completing the enclosed questionnaire and returning it using the enclosed postage paid envelope.

You may be sure that all replies will be kept in strict confidence and that no individuals will be identified as a result of the survey. However, the statistical results will be most carefully considered with a view towards improving the efficiency and effectiveness of our police force.

We look forward to your co-operation. Should you have any problems or queries in relation to the study, please do not hesitate to contact Senior Sergeant Gavin Brown whose telephone number is 5202278.

Yours sincerely,

(S. I. Miller)
CHIEF COMMISSIONER

PRAHRAN COMMERCIAL SURVEY

- NOTE : 1. Please indicate one response for each question by ticking the appropriate box. "Prahran", in this context, refers to the City of Prahran, including South Yarra and Toorak.
2. Please return your completed questionnaire in the enclosed Business Reply Envelope, before 1.4.1978.
3. Your assistance in this survey is greatly appreciated.

1. HOW LONG HAVE YOU WORKED WITH THIS FIRM AT THIS LOCATION?

YEARS MONTHS

2. CONSIDERING THE CURRENT LEVELS OF CRIMINAL ACTIVITY IN PRAHRAN, WOULD YOU SAY THAT OPERATING YOUR BUSINESS HERE IS;

- 1 very safe
- 2 reasonably safe
- 3 just safe
- 4 slightly dangerous
- 5 reasonably dangerous
- 6 very dangerous

3. THINKING ABOUT CRIMES AGAINST BUSINESSES IN PRAHRAN DURING THE PAST YEAR AS COMPARED TO PREVIOUS YEARS, DO YOU THINK THINGS HAVE BEEN...

- 1 getting much better
- 2 getting somewhat better
- 3 staying about the same
- 4 getting a bit worse
- 5 getting much worse
- 6 unable to say

4. THINKING ABOUT THE POSSIBILITY OF A CRIME OCCURRING IN THE OPERATION OF YOUR BUSINESS IN PRAHRAN AS COMPARED WITH BUSINESSES IN SIMILAR NEIGHBOURHOODS OF MELBOURNE, WOULD YOU SAY THAT YOUR NEIGHBOURHOOD IS.

- 1 very much safer than average
- 2 a bit safer than average
- 3 about average
- 4 a bit more dangerous than average
- 5 very much more dangerous than average

5. SPEAKING AS A BUSINESSMAN OR BUSINESSWOMAN, WHAT KIND OF REPUTATION DO YOU FEEL THE UNIFORMED POLICE HAVE IN PRAHRAN?

- 1 very good
- 2 reasonably good
- 3 slightly good
- 4 slightly bad
- 5 reasonably bad
- 6 very bad

(PLEASE TURN OVER)

6. HOW DO YOU FEEL ABOUT THE NUMBER OF UNIFORMED OFFICERS IN PRAHRAN? DOES PRAHRAN...

- 1 need a lot more officers
- 2 need a few more officers
- 3 have about the right number
- 4 have a few too many officers
- 5 have far too many officers
- 6 don't know

7. HOW OFTEN DO YOU SEE UNIFORMED POLICE OFFICERS IN YOUR NEIGHBOURHOOD?

- 1 more than once a day
- 2 once a day
- 3 less than once a day; but more than once a week
- 4 about once a week
- 5 less than once a week, but more than once a month
- 6 less than once a month
- 7 never

8. HOW MUCH TIME DO YOU FEEL THE UNIFORMED POLICE IN YOUR NEIGHBOURHOOD NOW SPEND PATROLLING IN CARS?

- 1 no time at all
- 2 very little time
- 3 little time
- 4 a reasonable amount of time
- 5 quite a bit of time
- 6 very much time

9. HOW MUCH TIME DO YOU FEEL THE UNIFORMED POLICE IN YOUR NEIGHBOURHOOD NOW SPEND PATROLLING ON FOOT?

- 1 no time at all
- 2 very little time
- 3 little time
- 4 a reasonable amount of time
- 5 quite a bit of time
- 6 very much time

10. WHEN WAS THE LAST TIME YOU CALLED THE POLICE ABOUT SOME PROBLEM IN YOUR NEIGHBOURHOOD?

- 1 within the past week
- 2 less than three months; but more than a week
- 3 3 months or more; but less than 6 months
- 4 6 months or more; but less than 12 months
- 5 12 months or more
- 6 never

11. IS THERE ANYTHING ABOUT THE UNIFORMED POLICE SERVICE IN YOUR NEIGHBOURHOOD WHICH YOU ARE PARTICULARLY PLEASED OR PARTICULARLY WORRIED ABOUT?

Particularly pleased about Particularly worried about

_____	_____
_____	_____
_____	_____

APPENDIX "E" (CONTD.)

All communications should be addressed to—
Chief Commissioner of Police
Box 2763 Y, G.P.O.
Melbourne, Vic. 3001

Telephone:
320 3333

VICTORIA POLICE



CHIEF COMMISSIONER'S OFFICE
POLICE HEADQUARTERS
380 WILLIAM STREET
MELBOURNE

31st March 1979

Our Ref.

Your Ref.

Dear

Can you spare us another few minutes of your time? Last year you completed a questionnaire aimed at finding out the opinions of people who operate businesses in Prahran towards the provision of police services in that City. The response to this survey was really first class, and provided much information for improving police methods.

To obtain a comparison over a 12 month period, we are again asking your assistance in completing the questionnaire. Please fill it in to describe the situation as it appears now.

You may be sure that all replies will be kept in strict confidence and that no individuals will be identified as a result of the survey. However, the statistical results will be most carefully considered with a view towards improving the efficiency and effectiveness of our police force. A business reply envelope is enclosed for your reply.

We look forward to your co-operation. Should you have any problems or queries in relation to the study, please do not hesitate to contact Senior Sergeant Gavin Brown whose telephone number is 5205278.

Yours sincerely,

(S.I. Miller)
CHIEF COMMISSIONER

APPENDIX "F"

All communications should be addressed to—
Chief Commissioner of Police
Box 2763 Y, G.P.O.
Melbourne, Vic. 3001

Telephone:
320 3333

VICTORIA POLICE



CHIEF COMMISSIONER'S OFFICE
POLICE HEADQUARTERS
380 WILLIAM STREET
MELBOURNE

Our Ref.

Your Ref.

19

Dear

The Victoria Police Department is conducting a study to determine the effectiveness of police patrol methods and to find ways in which the police resources can be used in the best interests of the community.

Our records indicate that you have had a recent contact with the uniform police at the Prahran police station and we are interested in obtaining your feelings about this. I hope that you will assist us in this important project by completing the enclosed questionnaire and returning it using the postage paid envelope provided.

You may be sure that all replies will be kept in strict confidence and that no individuals will be identified as a result of the survey. The statistical results, however, will be most carefully considered with a view towards improving the efficiency and effectiveness of our police service.

I look forward to your co-operation. Should you have any problems or queries in relation to the study, please do not hesitate to contact Senior Sergeant Gavin Brown whose telephone number is 5205278.

Yours sincerely,

(S.I. Miller)
CHIEF COMMISSIONER

SURVEY OF POLICE PATROL CONTACT IN PRAHRAN

- NOTE: 1. Where applicable, please indicate one response for a question by ticking the appropriate box.
2. Our analysis would be assisted if the completed questionnaire was returned in the enclosed Business Reply envelope within 14 days.
3. Your assistance in this survey is greatly appreciated.

1. DATE AND TIME OF CONTACT / / _____ AM*
 _____ PM* OFFICE USE

2. ABOUT HOW LONG WAS IT BETWEEN THE TIME YOU WERE STOPPED BY THE POLICE AND THE TIME YOU CONTINUED ON YOUR WAY?

_____ minutes

3. HOW MUCH INCONVENIENCE DID THE DELAY CAUSE YOU?

- NO INCONVENIENCE AT ALL
- A LITTLE INCONVENIENCE
- MODERATE INCONVENIENCE
- GREAT INCONVENIENCE

4. AFTER THIS CONTACT WITH THE POLICE WERE YOU

- VERY SATISFIED
- MODERATELY SATISFIED
- INDIFFERENT (NEITHER SATISFIED OR DISSATISFIED)
- MODERATELY DISSATISFIED
- VERY DISSATISFIED

5. IS THERE ANY ASPECT OF THIS CONTACT WITH THE POLICE THAT YOU ARE PARTICULARLY PLEASED ABOUT OR PARTICULARLY WORRIED ABOUT?

PARTICULARLY PLEASED ABOUT:

PARTICULARLY WORRIED ABOUT:

OFFICE USE

6. HOW MUCH DO YOU AGREE OR DISAGREE THAT THE POLICE NEED MORE CO-OPERATION FROM THE PUBLIC TO DO THEIR WORK EFFECTIVELY

- VERY STRONGLY DISAGREE
- STRONGLY DISAGREE
- DISAGREE
- AGREE
- STRONGLY AGREE
- VERY STRONGLY AGREE

7. IS THERE ANY OTHER COMMENT YOU WOULD LIKE TO MAKE?

APPENDIX "G"

CHIEF COMMISSIONER'S OFFICE
POLICE HEADQUARTERS
380 WILLIAM STREET
MELBOURNE

..... 19.....

All communications should be addressed to—
Chief Commissioner of Police
Box 2763 Y, G.P.O.
Melbourne, Vic. 3001

Telephone:
320 3681

VICTORIA POLICE



Our Ref.

Your Ref.

Dear

The Victoria Police Department is conducting a study to determine the effectiveness of police patrol methods and to find ways in which the police resources can be used in the best interests of the community.

A patrol car running sheet, a temporary record which we use, indicates that you have had a recent contact with the uniform police from the Prahran police station. We are interested in obtaining your feelings about this. I hope that you will assist in this important project by completing the enclosed questionnaire and returning it using the enclosed postage paid envelope.

You may be sure that all replies will be kept in strict confidence and that no individuals will be identified as a result of the survey. The statistical results, however, will be most carefully considered with a view towards improving the efficiency and effectiveness of our police service.

I look forward to your co-operation. Should you have any problems or queries in relation to the study, please do not hesitate to contact Senior Sergeant Gavin Brown whose telephone number is 5205278.

Yours sincerely,

(S.I. Miller)
CHIEF COMMISSIONER

CALL FOR POLICE SERVICE IN PRAHRAN

- NOTE: 1. Where applicable, please indicate one response for a question by ticking the appropriate box.
2. Please return your completed questionnaire in the enclosed Business Reply Envelope within 14 days.
3. Your assistance in this survey is greatly appreciated.
4. *MEANS DELETE INAPPLICABLE

1. DATE AND TIME OF CONTACT _____ / / _____ AM*
 PM*

2. INCIDENT TYPE _____ Office

3. AT WHAT TIME DID THE INCIDENT OCCUR OR WAS IT DISCOVERED (i.e. WHEN DID YOU, OR THE PERSON WHO CALLED THE POLICE, FIRST BECOME AWARE OF IT?)
 _____ AM*
 _____ PM*

4. AT WHAT TIME WAS THE CALL TO THE POLICE MADE? _____ AM*
 _____ PM*

5. WHAT PHONE NUMBER WAS USED TO CALL THE POLICE?
- 1 000 (emergency)
- 2 6620911 (Russell Street communication centre)
- 3 5205200 (Prahran Police Station) Office
- 4 264644 (South Yarra Police Station)
- 5 5099494 (Toorak Police Station)
- 6 Other (Please specify _____)

6. DID YOU, OR THE PERSON WHO CALLED THE POLICE, HAVE ANY TROUBLE GETTING THE CALL THROUGH TO THE POLICE?
- 1 NO Office
- 2 YES (please explain _____) Office
- 3 DON'T KNOW _____ Office

7. ABOUT HOW MUCH TIME DID IT TAKE FOR YOU OR THE PERSON WHO CALLED THE POLICE TO EXPLAIN THE SITUATION TO THE POLICE OFFICER RECEIVING THE CALL?
 _____ minutes.

8. HOW SATISFIED WERE YOU WITH THE WAY IN WHICH THE POLICE RECEIVED THE CALL FOR SERVICE?
- 1 VERY SATISFIED
- 2 MODERATELY SATISFIED
- 3 JUST SATISFIED
- 4 A BIT DISSATISFIED
- 5 MODERATELY DISSATISFIED
- 6 VERY DISSATISFIED
- Office

9. ABOUT HOW MUCH TIME AFTER THE CALL WAS MADE DID IT TAKE FOR THE POLICE TO ARRIVE?
 _____ minutes

10. HOW SATISFIED WERE YOU WITH THE TIME IT TOOK FOR POLICE TO ARRIVE?
- 1 VERY SATISFIED
- 2 MODERATELY SATISFIED
- 3 JUST SATISFIED
- 4 A BIT DISSATISFIED
- 5 MODERATELY DISSATISFIED
- 6 VERY DISSATISFIED
- Office

11. HOW GOOD A JOB DID YOU FEEL THE POLICE WHO CAME DID IN HANDLING THE INCIDENT?
- 1 A VERY GOOD JOB
- 2 A GOOD JOB
- 3 A FAIR JOB
- 4 NOT TOO GOOD A JOB
- 5 A BAD JOB
- 6 A VERY BAD JOB
- Office

12. ARE THERE ANY OTHER COMMENTS YOU WOULD LIKE TO MAKE?

All communications should be addressed to—
Chief Commissioner of Police
Box 2763 Y, G.P.O.
Melbourne, Vic. 3001

Telephone

VICTORIA



POLICE

APPENDIX "H"
CHIEF COMMISSIONER'S OFFICE
POLICE HEADQUARTERS
380 WILLIAM STREET
MELBOURNE

Our Ref.

320,3681

Your Ref.

19.....

Dear

The Victoria Police Department is conducting a study to determine the effectiveness of police patrol methods and to find ways in which the police resources can be used in the best interests of the community.

A patrol car running sheet, a temporary record which we use, indicates that you have had a recent contact with the uniform police from your local police station. We are interested in obtaining your feelings about this. I hope that you will assist in this important project by completing the enclosed questionnaire and returning it using the enclosed postage paid envelope.

You may be sure that all replies will be kept in strict confidence and that no individuals will be identified as a result of the survey. The statistical results, however, will be most carefully considered with a view towards improving the efficiency and effectiveness of our police service.

I look forward to your co-operation. Should you have any problems or queries in relation to the study, please do not hesitate to contact Senior Sergeant Gavin Brown whose telephone number is 5205278.

Yours sincerely,

(S.I. Miller)
CHIEF COMMISSIONER

CALL FOR POLICE SERVICE

- NOTE: 1. Where applicable, please indicate one response for a question by ticking the appropriate box.
2. Please return your completed questionnaire in the enclosed Business Reply Envelope within 14 days.
3. Your assistance in this survey is greatly appreciated.
4. * MEANS DELETE INAPPLICABLE.

1. DATE AND TIME OF CONTACT _____ / _____ / _____ AM*
 _____ PM* Office

2. INCIDENT TYPE _____ Office

3. AT WHAT TIME DID THE INCIDENT OCCUR OR WAS IT DISCOVERED
 (i.e. WHEN DID YOU, OR THE PERSON WHO CALLED THE POLICE,
 FIRST BECOME AWARE OF IT?)
 _____ AM*
 _____ PM*

4. AT WHAT TIME WAS THE CALL TO THE POLICE MADE?
 _____ AM*
 _____ PM*

5. WHAT PHONE NUMBER WAS USED TO CALL THE POLICE?

1 000 (emergency)

2 6620911 (Russell Street communication centre)

3 COLLINGWOOD 7 KEW Office

4 FITZROY 8 PRAHRAN

5 HAWTHORN 9 RICHMOND

6 OTHER (Please specify) _____

6. DID YOU, OR THE PERSON WHO CALLED THE POLICE, HAVE ANY
 TROUBLE GETTING THE CALL THROUGH TO THE POLICE? Office

1 NO

2 YES (please explain) _____

3 DON'T KNOW _____

PLEASE COMPLETE PAGE TWO

7. ABOUT HOW MUCH TIME DID IT TAKE FOR YOU OR THE PERSON WHO
 CALLED THE POLICE TO EXPLAIN THE SITUATION TO THE POLICE
 OFFICER RECEIVING THE CALL?
 _____ minutes.

8. HOW SATISFIED WERE YOU WITH THE WAY IN WHICH THE POLICE
 RECEIVED THE CALL FOR SERVICE?

1 VERY SATISFIED Office

2 MODERATELY SATISFIED

3 JUST SATISFIED

4 A BIT DISSATISFIED

5 MODERATELY DISSATISFIED

6 VERY DISSATISFIED

9. ABOUT HOW MUCH TIME AFTER THE CALL WAS MADE DID IT TAKE
 FOR THE POLICE TO ARRIVE?
 _____ minutes.

10. HOW SATISFIED WERE YOU WITH THE TIME IT TOOK FOR POLICE
 TO ARRIVE? Office

1 VERY SATISFIED

2 MODERATELY SATISFIED

3 JUST SATISFIED

4 A BIT DISSATISFIED

5 MODERATELY DISSATISFIED

6 VERY DISSATISFIED

11. HOW GOOD A JOB DID YOU FEEL THE POLICE WHO CAME DID IN
 HANDLING THE INCIDENT? Office

1 A VERY GOOD JOB 5 A BAD JOB

2 A GOOD JOB 6 A VERY BAD JOB

3 A FAIR JOB

4 NOT TOO GOOD A JOB

PLEASE COMPLETE PAGE THREE

All communications should be addressed to—
Chief Commissioner of Police
Box 2763
Melbourn 3001
Telephone:
320 3333



APPENDIX "I"
CHIEF COMMISSIONER'S OFFICE
POLICE HEADQUARTERS
380 WILLIAM STREET
MELBOURNE

2nd July, 1979

Our Ref.
Your Ref.

TO WHOM IT MAY CONCERN

The Victoria Police Department is conducting a study in Prahran to determine the effectiveness of police patrol methods and to find ways in which the police resources can be used in the best interests of the community.

The Roy Morgan Research Centre Pty. Ltd. has been asked to conduct a survey of residents in the City of Prahran, aimed at establishing areas of concern and interest to the community.

You may be assured that all replies will be kept in strict confidence and that no individuals will be identified as a result of the study. The statistical results, however, will be most carefully considered with a view towards improving the efficiency and effectiveness of our police service.

Thank you very much for your co-operation. Should you have any problem or queries in relation to the study, please do not hesitate to contact Senior Sergeant Gavin Brown, whose telephone number is 320 3682.

Yours faithfully,
S. I. Miller
(S. I. Miller)
CHIEF COMMISSIONER

THE ROY MORGAN RESEARCH CENTRE PTY LTD .. 60 Market St. Melbourne .. STRICTLY CONFIDENTIAL

INTRODUCTION: Good (morning). I'm conducting a survey for The Roy Morgan Research Centre of Melbourne - the people who conduct "The Morgan Gallup Poll". (SHOW FINDINGS). My name is

I'm not selling anything; just seeking information for statistical purposes.

Today we're asking people who live in Prahran their ideas about public safety.

IF ANY PROBLEM OBTAINING CO-OPERATION, SHOW LETTER OF AUTHORITY TO CONDUCT SURVEY.

May I speak to the youngest MAN 14 or over who's home? IF NO MEN: Then may I speak to the youngest WOMAN 14 or over who's home? IF IN DOUBT: Do you live here?

If contact replaced, repeat Lines 1-9 of the introduction. There and in the questions you may skip words in brackets, unless they are alternatives. The questions must be asked exactly as worded. Do not read the answer-places unless we ask you to, e.g. 16b. You or others must not aid, prompt or comment. Use bright blue ball-point. Record answers by circling figures or letters after answer-places, e.g. JUST SAFE. 3

HAND CARDS, PINK ON TOP:

1a. First, about different occupations. Looking at the top pink card - please don't look at the other cards yet. (PAUSE) As I say different occupations, would you please tell me - from what you know or have heard - which line best describes how you, yourself, would rate or score people in various occupations for honesty and ethical standards?

Very high High Average Low Very low Can't say
1b. Firstly, how would you rate or score medical doctors for honesty and ethical standards? Very high, high, average, low, very low?.....1 2 3 4 5 6

1c. And how would you rate or score solicitors and lawyers for honesty and ethical standards?.....7 8 9 0 X V

1d. How would you rate or score policemen?.....1 2 3 4 5 6

1e. How would you rate or score advertising people?.....7 8 9 0 X V

1f. How would you rate or score school teachers?.....1 2 3 4 5 6

2a. Now, please look at the next white card which shows a map of the City of Prahran. (PAUSE) How many weeks, months or years have you, yourself, lived in the City of Prahran? 4 WEEKS OR LESS.....1 IF MONTH OR YEAR: MONTH BUT LESS THAN How many 6 MONTHS.2 (weeks) (months) 6 MONTHS BUT LESS have you THAN 12 MONTHS.3 lived in Prahran? 3 YEARS BUT LESS THAN 3 YEARS.4 5 YEARS.5 IF CAN'T SAY: Well, your best guess? 5 YEARS BUT LESS THAN 10 YEARS.6 10 YEARS BUT LESS THAN 20 YEARS.7 20 YEARS OR MORE.....8 CAN'T SAY.....9

2b. Thinking about what you like or dislike about the police in the City of Prahran. Firstly, what do you particularly like about the police in Prahran? NOTHING...X Go to CAN'T SAY..V 2d

2c. What else do you like about the police in Prahran?

2d. And what do you particularly dislike about the police in Prahran? NOTHING...X Go to CAN'T SAY..V to 3a

2e. What else do you dislike about the police in Prahran?

3a. Looking at the next grey card. (PAUSE) Which line best describes how safe or dangerous you feel it is, living in the City of Prahran? VERY SAFE.....1 FAIRLY SAFE.....2 JUST SAFE.....3 A LITTLE DANGEROUS...4 FAIRLY DANGEROUS.....5 VERY DANGEROUS.....6 DON'T KNOW.....7

Toss over clip to 3b.

3b. Next about your neighbourhood. Which line on the grey card best describes how safe you feel, or would feel, being out alone in your neighbourhood at night? VERY SAFE.....1 FAIRLY SAFE.....2 JUST SAFE.....3 A LITTLE DANGEROUS..4 FAIRLY DANGEROUS....5 VERY DANGEROUS.....6 DON'T KNOW.....7

3c. And which line on the grey card best describes how safe you feel, or would feel, being out alone in your neighbourhood during the day? VERY SAFE.....1 FAIRLY SAFE.....2 JUST SAFE.....3 A LITTLE DANGEROUS..4 FAIRLY DANGEROUS....5 VERY DANGEROUS.....6 DON'T KNOW.....7

4a. Thinking about criminal activity during the last year in the City of Prahran. Compared with a year ago, do you think the amount of criminal activity in the City of Prahran is more, the same or less than a year ago? MORE MUCH.....5 LITTLE...4 SAME.....3 LESS MUCH.....1 LITTLE...2 IF MORE OR LESS: Much (more) (less) or only a little (more) (less)? CAN'T SAY.....0

4b. Looking at the next green card. (PAUSE) Which line best describes the level of crime in the City of Prahran compared with other areas of Melbourne? MUCH MORE DANGEROUS..1 LESS DANGEROUS...4 MORE DANGEROUS.....2 MUCH LESS DANGEROUS.5 ABOUT SAME.....3 CAN'T SAY.....6

5a. Looking at the next yellow card. (PAUSE) Of the crimes that occur in the City of Prahran, which one line on the yellow card best describes how much crime seem to have been committed by people who live in Prahran, and how much crime by outsiders? Would you please read your answer and the number at the end of that line? CIRCLE ONCE. NEARLY ALL BY PEOPLE WHO LIVE IN PRAHRAN..1 MOSTLY BY PEOPLE WHO LIVE IN PRAHRAN..2 ABOUT HALF AND HALF.....3 MOSTLY BY PEOPLE WHO LIVE OUTSIDE PRAHRAN..4 NEARLY ALL PEOPLE WHO LIVE OUTSIDE.....5 NO IDEA.....6 THERE IS NO CRIME IN PRAHRAN.....7 Go to 6a

5b. What groups or types of people do you think commit most of the crimes in the City of Prahran? NO PARTICULAR...X Go to CAN'T SAY.....V 6a

5c. What other groups of people commit crimes in Prahran? NO PARTICULAR...X CAN'T SAY.....V

6a. Looking at the next blue card. (PAUSE) Which one line do you feel is the most important thing that should be done to reduce the amount of crime in the City of Prahran? Would you please read your answer and the number at the end of that line? CIRCLE ONCE.

MORE PARENTAL CONTROL.....1 BETTER STREET LIGHTING.....2 STRICTER ENFORCEMENT OF THE LAW BY POLICE.3 MORE POLICE ON FOOT PATROLS.....4 MORE POLICE CAR PATROLS.....5 MORE SEVERE PENALTIES FOR CRIMES.....6 PRINT UNLISTED:7 CAN'T SAY.....8

6b. Which other things on the blue card do you feel should be done to reduce crime in Prahran? Which others? CIRCLE FOR ALL.

MORE PARENTAL CONTROL.....1 BETTER STREET LIGHTING.....2 STRICTER ENFORCEMENT OF THE LAW BY POLICE.3 MORE POLICE ON FOOT PATROLS.....4 MORE POLICE CAR PATROLS.....5 MORE SEVERE PENALTIES FOR CRIMES.....6 PRINT UNLISTED:7 CAN'T SAY.....8 NOTHING ELSE.....9

7a. We'd like to know if, since coming to Prahran, you've made any changes to your (house) (flat) to protect yourself, or your personal property, against the danger of crime. Firstly, since coming to Prahran, have you installed more fastenings or extra locks on the doors or windows of your home? YES.....1 NO.....2 ALREADY INSTALLED..3 CAN'T SAY.....4

7b. And since coming to Prahran, have you installed a burglar alarm? YES.....5 NO.....6 ALREADY INSTALLED..7 CAN'T SAY.....8

7c. Have you installed a security peephole in your front door? YES.....9 NO.....0 ALREADY INSTALLED..X CAN'T SAY.....V

7d. Have you obtained a dog for your protection? YES.....1 NO.....2 ALREADY HAD ONE...3 CAN'T SAY.....4

7e. Do you now keep a gun in your (house/flat)? YES.....5 NO.....6 ALREADY HAD ONE...7 CAN'T SAY.....8

7f. Have you taken any other measures to protect yourself, since coming to Prahran? YES.....9 Toss to 7g NO.....0 Toss to 8a CAN'T SAY...X

Toss over clip to 7g or 8a.

7. IF YES: Could you please describe the other measures you have taken since coming to Prahran?

8a. Next about restricting your movements in the City of Prahran to protect yourself against crime. For instance, do you now try to avoid going out in the daytime?

8b. And do you now try to avoid going out at night?

8c. And do you now try to stay out of certain parts of the City of Prahran?

8d. IF YES: Which particular areas of Prahran do you try to stay out of?

8e. At what time of the day or night do you stay away from (that area) (those areas)?

8f. And do you now try to avoid using public transport in the City of Prahran?

8g. Do you now restrict your movements in any other way?

8h. IF YES: In which particular other ways have you restricted your movements? Please give as much detail as possible.

9. Looking at the next pink card. (PAUSE) Which line best describes what kind of job you feel the police are doing in the City of Prahran?

10a. Looking at the next white card. (PAUSE) Which line best describes how often you see police in the City of Prahran? I mean anywhere in Prahran: on foot, in cars on motorbikes, etc. Just say the number at the end of the line. CIRCLE ONCE.

MORE THAN ONCE A DAY...1
ABOUT ONCE A DAY...2
LESS THAN ONCE A DAY BUT MORE THAN ONCE A WEEK...3
ABOUT ONCE A WEEK...4
LESS THAN ONCE A WEEK BUT MORE THAN ONCE A MONTH...5
ABOUT ONCE A MONTH...6
LESS OFTEN THAN ONCE A MONTH...7
CAN'T SAY...8

10b. If LESS OFTEN/CAN'T SAY: About how often do you, yourself, see police on duty in the City of Prahran?

11. Looking at the next yellow card. (PAUSE) Which line best describes the kind of reputation you think the police have in the City of Prahran? Just say the number at the end of the line.

12. If, in an emergency, you had to call the police in Prahran, about how long do you think they would take to arrive? IF CAN'T SAY: Well, your best guess? MINUTES: CAN'T SAY... XX

13. Next about the number of police in the City of Prahran. Do you feel there are now too many, about the right number, or too few police in the City of Prahran? IF TOO MANY OR FEW: A lot too (many) (few) or a little too (many) (few)?

14. Looking at the next blue card. (PAUSE) Which line on the card best describes how much co-operation the police in the City of Prahran need from the public, to do their work effectively? Just say the number at the end of the line.

Take out of clip. Turn over to Q15.

15. Now I'm going to ask you about the various jobs the police do in Prahran. As I say each job, I'd like you to say which one line on the next pink card best describes your opinion.

15a. Firstly, do you think the police in the City of Prahran do enough patrolling in cars?

FAR TOO MUCH...1
A BIT TOO MUCH...2
ABOUT THE RIGHT AMOUNT...3
NOT QUITE ENOUGH...4
NOT NEARLY ENOUGH...5
DON'T KNOW...6

15b. And which one line best describes whether the police in Prahran do enough crime investigation?

FAR TOO MUCH...7
A BIT TOO MUCH...8
ABOUT THE RIGHT AMOUNT...9
NOT QUITE ENOUGH...0
NOT NEARLY ENOUGH...X
DON'T KNOW...V

15c. And which line best describes whether the police in Prahran do enough helping and advising young people?

FAR TOO MUCH...1
A BIT TOO MUCH...2
ABOUT THE RIGHT AMOUNT...3
NOT QUITE ENOUGH...4
NOT NEARLY ENOUGH...5
DON'T KNOW...6

15d. What about police in Prahran checking motorists?

FAR TOO MUCH...7
A BIT TOO MUCH...8
ABOUT THE RIGHT AMOUNT...9
NOT QUITE ENOUGH...0
NOT NEARLY ENOUGH...X
DON'T KNOW...V

15e. And what about police in Prahran enforcing drink-driving laws?

FAR TOO MUCH...1
A BIT TOO MUCH...2
ABOUT THE RIGHT AMOUNT...3
NOT QUITE ENOUGH...4
NOT NEARLY ENOUGH...5
DON'T KNOW...6

15f. And what about police in Prahran patrolling on foot?

FAR TOO MUCH...7
A BIT TOO MUCH...8
ABOUT THE RIGHT AMOUNT...9
NOT QUITE ENOUGH...0
NOT NEARLY ENOUGH...X
DON'T KNOW...V

15g. And what about police in Prahran enforcing liquor licensing laws - for instance, on hotel closing hours?

FAR TOO MUCH...1
A BIT TOO MUCH...2
ABOUT THE RIGHT AMOUNT...3
NOT QUITE ENOUGH...4
NOT NEARLY ENOUGH...5
DON'T KNOW...6

15h. And what about police in Prahran preventing under-age drinking?

FAR TOO MUCH...7
A BIT TOO MUCH...8
ABOUT THE RIGHT AMOUNT...9
NOT QUITE ENOUGH...0
NOT NEARLY ENOUGH...X
DON'T KNOW...V

15i. And what about police in Prahran enforcing drug laws?

FAR TOO MUCH...1
A BIT TOO MUCH...2
ABOUT THE RIGHT AMOUNT...3
NOT QUITE ENOUGH...4
NOT NEARLY ENOUGH...5
DON'T KNOW...6

16a. Have you, or anyone else where you live, ever had to call the police about any problem in the City of Prahran? YES...P Ask 16b-e NO...7 Toss to 17a

16b. IF YES: How many days, weeks, or months is it since the last time you, or anyone else from where you live, contacted the police about a problem in the City of Prahran? IF CAN'T SAY: READ ANSWER-PLACES UNTIL "YES!"

Less than a month ago...1
More than a month ago but less than 6 months...2
More than 6 months but less than a year...3
More than a year but less than 3 years...4
More than 3 years ago...5
DON'T READ -> NO IDEA...6

16c. What was that last contact with the police about? PRINT DESCRIPTION:

WOULDN'T SAY...V

16d. Were you satisfied or dissatisfied with the way the police attended to that last call? SATISFIED {VERY...1 FAIRLY...2} NEITHER...3

IF SATISFIED OR DISSATISFIED: Very (satisfied) (dissatisfied) or fairly (satisfied) (dissatisfied)? SATISFIED {VERY...5 FAIRLY...4} DISSATISFIED {VERY...5 FAIRLY...4} CAN'T SAY...6

16e. Why, especially, do you feel that way? CAN'T SAY...V

Toss over clip to 17a.

→ ASK EVERYONE:

17a. Have you, or any member of your household, ever been the victim of any crime or offence in the City of Prahran? YES..P Ask 17b-d NO...7 Go to Q18

17b. IF YES: About how many days, weeks or months ago is it since that happened?
IF CAN'T SAY: READ ANSWER-PLACES UNTIL "YES!"

Less than a month ago.....1
More than a month ago but less than 6 months...2
More than 6 months ago but less than a year....3
More than a year but less than 3 years.....4
More than 3 years ago.....5
DON'T READ → NO IDEA...6

17c. What actually happened?
PRINT DESCRIPTION: WOULD'N'T SAY..V

17d. Was that incident reported to the police? YES...1 NO....2

→ ASK EVERYONE

18. How much respect do you, yourself, have for the police in the City of Prahran - great respect, a reasonable amount, a little, or no respect? GREAT RESPECT.....1 A REASONABLE AMOUNT OF RESPECT..2 LITTLE RESPECT.....3 NO RESPECT.....4 WOULD'N'T SAY.....5

19. What actions would you suggest should be taken to make the City of Prahran a better and safer place in which to live?
CAN'T SAY...V

→ Toss over clip to 22a.
(There are no Q's 20 & 21.)

→ ASK ALL RESPONDENTS: 14-15.SV 35-39...5
22a. To make sure we have a true cross-section of people, would you mind telling me your approximate age? 16-17..V 40-44...6 18-19..1 45-49...7 20-24...2 50-54...8 25-29..3 55-59...9 30-34..4 60-69...0 70+.....X

[R1] 22b. In which country were you born?
AUSTRALIA.1 GERMANY.5 N.Z....9 U.S.A.....1
ASIA.....2 GREECE..6 ITALY..0 YUGOSLAVIA...2
CANADA....3 HOLLAND.7 POLAND.X PRINT UNLISTED:
FRANCE....4 HUNGARY.8 U.K....V

22c. Are you married, single, engaged or planning to marry? MARRIED...5 SINGLE...9 DE FACTO..5 ENGAGED..0 MARRIED, BUT DIVORCED..7 PLANNING TO MARRY.X SEPARATED.8 WIDOWED...6

22d. Turning to the green card for education. (PAUSE) Would you please say the number alongside the level of education you've reached? NUMBER:

22e. Do you (usually) work, either full-time or part-time, (home duties), or don't you work? FULL-TIME....1 In 22f read "your own"
PART-TIME....2 In 22f read "the breadwinner's"
HOME DUTIES..3
DON'T WORK...3

22f. Turning to the next blue card. (PAUSE) Would you please say the letter at the end of the line that includes (your own) (the breadwinner's) present approximate weekly or annual income from all sources, before tax? IF CAN'T SAY: Well, your best guess? NO ANSWER..X

→ IF NOW USUALLY WORKS FULL-TIME, ASK 22g-i (Otherwise, go to 22j)

22g. And may I have your occupation please? → PRINT usual occupation. If temporarily unemployed, PRINT last occupation.

POSITION:

INDUSTRY:

22h. Turning to the next yellow card. (PAUSE) In which of those groups does that occupation fit best? Just say the number or letter. GROUP: NO ANSWER...S

22i. Is that in the public service - in private industry - or self-employed? PUBLIC SERVICE...0 PRIVATE INDUSTRY..X SELF-EMPLOYED...V

→ ASK EVERYONE 22j-v:

22j. How many children under 16 (including you) live here in your family? HOW MANY:

IF CHILDREN: (Otherwise go to 22k)	BOYS	GIRLS
What's the sex and age of (that child) (each of those children)?		
0-2 YEARS...1	1	7
3-5 YEARS...2	2	8
6-8 YEARS...3	3	9
9-11 YEARS...4	4	0
12-13 YEARS..5	5	X
14-15 YEARS..6	6	V

22k. How many people 16 and older (including you) live here?

22m. TO CHECK, ASK: That makes a total of ... people living here? PRINT NUMBER

22n. And may I have your name and initials please? (Definitely not for a salesman to call, but only to show it's a genuine interview.) PRINT INITIALS AND NAME.

MR/MRS/MISS: [S4]

PRINT ADDRESS:

Postcode:

22o. So we can check an entry if necessary, may I have your 'phone number? IF WON'T SAY: Well, do you have a 'phone here? YES 'PHONE, WON'T SAY No.5 YES 'PHONE, WON'T SAY IF 'PHONE..4 NO TELEPHONE...V

22p. ALWAYS RECORD INTERVIEWEE'S SEX: MAN...2 WOMAN..3

22q. Have you TV here? IF YES: How many black & white and how many color sets, in working order? NO TV..00 B & W:... COLOR:...

→ ASK EVERYONE

22s. Are you the main breadwinner here? YES..8S Record or ask 22t,u,v NO...9S Ask 22t,u,v

22t. What's the main breadwinner's occupation? → PRINT breadwinner's usual occupation. If unemployed, retired or pensioner, PRINT last occupation.

POSITION:

INDUSTRY:

22u. Looking (again) at the yellow card. (PAUSE) In which of those groups does that occupation fit best? Just say the number or letter. GROUP: NO ANSWER..S

→ ASK OR RECORD:

22v. Relation of respondent to household?

HUSBAND.....1 DAUGHTER.....6
WIFE.....2 BROTHER.....7
FATHER.....3 SISTER.....8
MOTHER.....4 OTHER.....9
SON.....5

→ Thank respondent.
Interviewer to sign as a true and honest interview.
Date: .../.../79 Time am/pm →

Requested By: Officer Randall

APPENDIX "J"

Area: Western

SAN DIEGO POLICE DEPARTMENT, CALIFORNIA
AREA CRIME EVALUATION

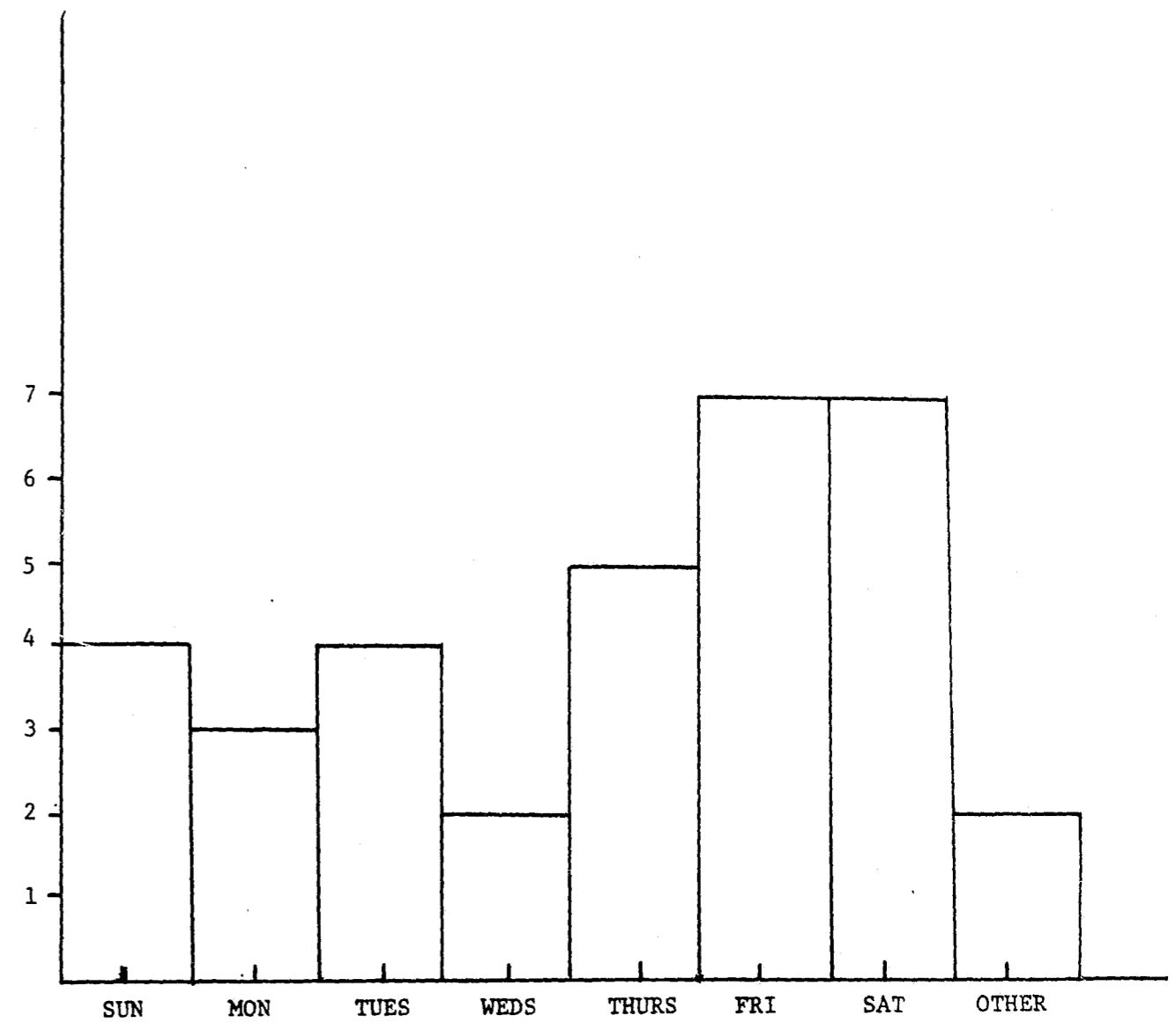
Crime Type: Residential Burglary

Dates Covered: March 1, 1979 - March 31, 1979

Beat/Area: Beat 53

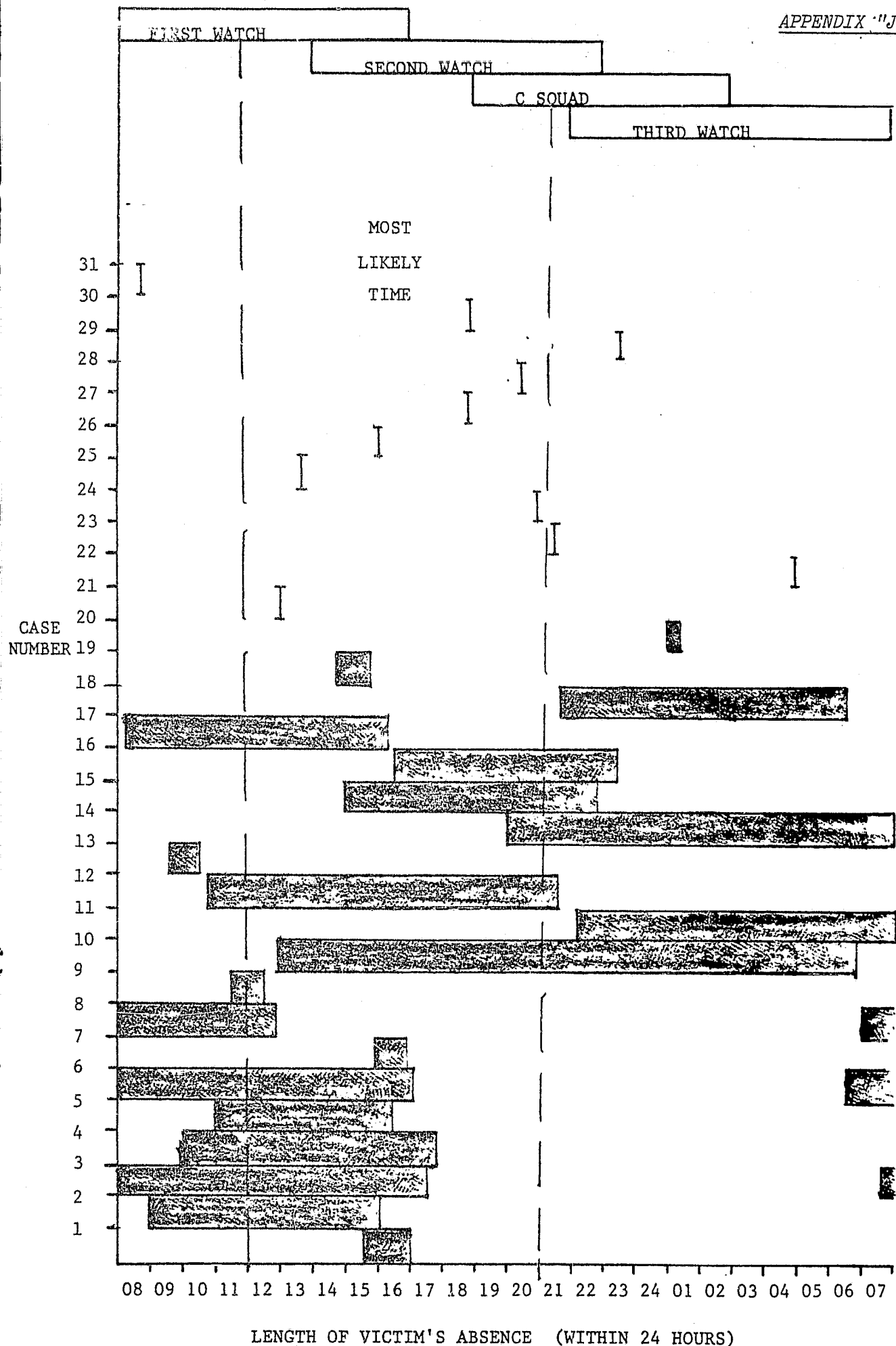
Number of Crimes Reported during Evaluation Period: 36*

CRIMES
REPORTED



* Two cases unavailable for inclusion.

APPENDIX "J" (CONT.)



APPENDIX "J" (CONT.)

PROPERTY TAKEN	TYPE	# OF CRIMES	% OF CRIMES
T.V	Portable	11	42%
Jewelry u/\$1000	Concealable	9	35%
Cash	Concealable	9	35%
Stereo	Portable	8	31%
Radio	Portable	5	19%
Coins	Concealable	4	15%
Tools	Vehicle needed	2	8%
Firearms	Portable	2	8%
Food	Portable	2	8%
Tapes	Portable	2	8%
Clothing	Portable	2	8%
Miscellaneous	Portable	2	8%
No Loss		6	23%
		8	24%

POINT OF ENTRY	# OF CRIMES	% OF CRIMES
Front	9	26%
Rear	11	32%
Side	8	24%
Ground Level	27	79%
Upper Level	2	6%
Door	15	44%
Window	14	41%
N/A or Unknown	5	15%

METHOD OF ENTRY	# OF CRIMES	% OF CRIMES
Broke window	5	15%
Window pry	4	11%
Window already open	4	11%
Slipped lock	3	9%
Removed screen	2	6%
Door Pry	2	6%
Forced door	2	6%
No force	2	6%
Door knob twist	2	6%
Removed louvered windows	2	6%
Boltcutters	1	3%
Unknown	5	15%

APPENDIX "J" (CONT.)

APPENDIX "J" (CONT.)

TARGET	# OF CRIMES	% OF CRIMES
Single detached	17	50%
Apartment	15	44%
- Duplex	2	6%
<u>ROOM(S) HIT</u>		
Bedroom	24	92%
Living room	21	81%
Kitchen	7	27%
Den/family room	4	15%
Bathroom	1	4%
Garage	1	4%
Dining room	1	4%
Storage area	1	4%

WEAPONS TAKEN

1) Case #79-19876	3/9 - 3/10	.22 cal Savage automatic rifle.
2) Case #79-24540	3/26	Antique derringer unworkable.

PRINTS LIFTED

1) Case #79-24317	3/25	4706 Panorama
2) Case #79-24540	3/26	4571 Kansas
3) Case #79-24786	3/27	4381 Louisiana #1
4) Case #79-25432	3/28	4745 Lomitas

MOST LIKELY DAY

Friday	7 cases	21%
Saturday	7 cases	21%

MOST LIKELY TIME

1200 - 2000
23 cases or 74% fell within this time period.

SUSPECT PROFILES

SEX	Male	Female	NUMBER	PERCENT
			11	100%
<u>RACE</u>				
	White		8	73%
	Black		1	9%
	Chicano		2	18%
	Asian			
	Other			
	Unk			
<u>AGE</u>				
	Juvenile		3	27%
	18 - 20		7	64%
	21 - 30		1	9%
	31 - 40			
	41 - 50			
	51 - 60			
	61 - 70			
	71 or over			

NUMBER OF SUSPECTS PER CASE

ONE	6	75%
TWO	1	12.5%
THREE	1	12.5%
FOUR OR MORE		

SUSPECT INFORMATION

CASE NUMBER	DATE	FI	ARREST	CRIME REPORT	NAME/ADDRESS	LOCATION OF INCIDENT	RACE	SEX	DOB/AGE	HEIGHT	WEIGHT	OTHER PHYSICAL	VEHICLE	COMMENTS
79-18804	3/6		X		Varchetta, Anthony 3919 Florida #1	3911 Park Blvd.	W	M	2-22-60					3/20 arrested by tactical squad
79-18922	3/6			X		4152 Alabama #6	M	M	18/20	5'11"	170	dk/brn		Hot Prowl
79-19879	3/9			X		4056 Alabama	M	M	30	5'7"	135	blk		
79-20125	3/11			X		4490 Arch St.	W	M	Early 20's	6'0"	150	blk		Hot Prowl
79-22144	3/17			X		4141 Alabama	W	M	20's	6'0"	190	bln		Hot Prowl
79-22681	3/18			X		1904 Adams	B	M	20's	5'9"	170			
79-24786	3/27			X		4381 Louisiana #1	W	M	25	5'10"	180	bln		78 Monte Carlo 2 dr. Beige
				X			W	M	25			bln		
				X			W	M	24-25	6'0"	200			
79-25432	3/28			X	Mann, Raymond 4248 Altadena	4745 Lomitas	W	M	1-1-59	5'9"	160	brn		
				X			W	M	2-4-60	5'9"	170	brn		

APPENDIX "J" (CONT.)

Summary and Comments

Residential burglaries on Beat 53 are more likely to occur on Friday or Saturday (14 cases or 42%) than any other day, with the most likely time being 1200-2000. It should be noted, however, that cases have taken place at almost any time of the day. Single detached dwellings and apartments are almost equally likely to be hit, with various M.O. used to gain entry either through a door or window.

Losses are generally portable, easily fenced or pawned items such as T.V.'s, stereos, radios, and jewelry. Available suspect descriptions indicate that white males in their 20's are probably committing these crimes, although both black and Mexican males have been spotted. The F.I. system was unavailable to check for possible suspects who fall into these categories.

In general, these burglaries have taken place within the area west of Texas St. (27 cases or 79%). Homes along the canyon have been hit with some regularity also. Since entry through a rear door or window is likely, a beat officer might want to patrol the various alleys in this area in an attempt to prevent these crimes.

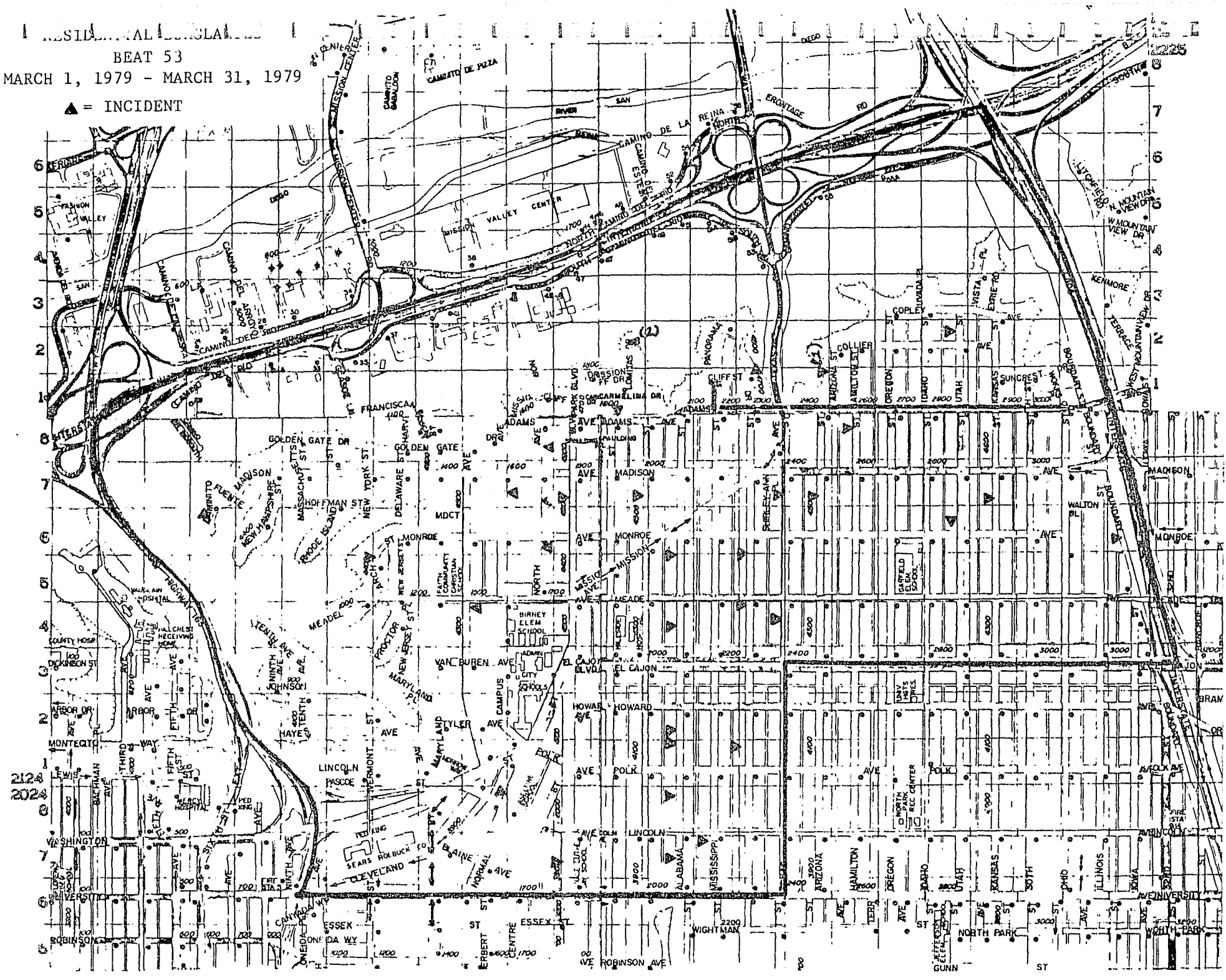
For further information, please contact Louise Anderson, Crime Analysis, ext. 6850.

4/12/79

APPENDIX "J" (CONT.)

RESIDENTIAL CONSLATED
BEAT 53
MARCH 1, 1979 - MARCH 31, 1979

▲ = INCIDENT



END