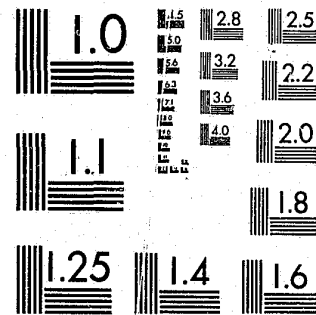


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THE PERSONAL ALARM SECURITY SYSTEMS

PASS

FINAL REPORT

76127

THE INTENSIVE EVALUATION OF  
THE PERSONAL ALARM SECURITY SYSTEM:  
FINAL REPORT

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The Personal Alarm Security System (PASS) Project is the nation's first call for help radio system. It was planned, developed, and implemented by the New York State Division of Criminal Justice Services (DCJS). A total of \$553,000 in State funds was made available locally for the manufacture and distribution of PASS radios.

The Rochester Police Department wishes to extend special thanks for assistance in the Project to DCJS Commissioner Frank Rogers, to DCJS Deputy Commissioner William McMahon of the Bureau for Municipal Police, and to Ms. Susan Jacobson, Director of the Office of Crime Prevention within the Bureau for Municipal Police. Without their strong and continuous support the PASS Project would never have become a reality.

#### ACKNOWLEDGEMENTS

The Intensive Evaluation of the PASS Project could not have been carried out without the hard work and clear thinking of a number of individuals. With regard to the analysis of data, the efforts of Dr. John Deegan, Jr., of the Department of Political Science at the University of Rochester, were essential. His contributions were substantially greater than could be expected from someone in the role of a statistical and methodological consultant, his formal function. His willingness to wrestle at length with questions of analysis of experimental data, particularly the perplexing one of change, was greatly appreciated. Obviously, John had a personal interest in the project and devoted far more time and energy to it than our consultation budget would ever allow.

Assistance above and beyond formally defined limits was also provided by the staff of Slade Research Associates, Inc., the survey research contractor. In particular, the efforts of Mr. William E. Weller, Vice President, and Ms. Anne Van Dam, Assistant Field Director, should be singled out. Their assistance with the design and layout of the various survey instruments was particularly valuable. More importantly, their willingness to worry about small details and to strive for perfection was a great comfort for me. It was clear that they cared a great deal about doing quality and virtually error free work.

Officer David S. MacFall of the Rochester Police Department worked diligently at the task of day-to-day management of the PASS Project. His role was vital because it can confidently be said that without him the project would surely have collapsed under a barrage of faulty batteries, loose connectors, occasionally unhappy users, etc. His record keeping efforts alone made the life of this writer considerably easier and enhanced the overall research effort.

And finally, Lieutenant Roy Irving of the Rochester Police Department should be singled out for his unfailing sense of humor in the face of the persistent skepticism of this social scientist and a variety of technical problems that would bring less sanguine men to tears. His strong support of both the PASS Project itself and the research effort were particularly noteworthy in view of the fact that PASS was but one of his many assignments. If nothing else, his ability to pay rapt attention when I would descend upon him to explain a statistical finding (of virtually no interest to anyone but another professional researcher) was greatly appreciated and a tribute to his tolerance for a broad range of people.

Although I did receive a great deal of assistance and support in this project, I must, of course, take full responsibility for all errors of commission and omission. One can only hope that existing errors are minimal and do not materially effect the basic findings of this report.

Richard J. Babin

## CONTENTS

1. A Brief History of the PASS Project . . . . .	1
2. Operation of the PASS Project . . . . .	8
3. The Research Undertaking . . . . .	18
4. The Effects of Participation in the PASS Project . . . . .	25
5. The Effect of Having A PASS Radio User In A Household . . . . .	45
6. Reaction To and Experience With PASS Radios . . . . .	52
7. Police Officer Response to the PASS Project . . . . .	61
8. Dispatcher Response to the PASS Project . . . . .	71
9. Conclusions and Recommendations . . . . .	87

## Appendices



A BRIEF HISTORY OF THE PASS PROJECT

It is certainly accurate to say that what became known as the Personal Alarm Security System (PASS) Project was not even a vague notion in Governor Hugh Carey's mind in May of 1977 when he delivered a special message to the New York State Legislature concerning crime prevention and the elderly. Nevertheless, it was a proposal in that message and the Governor's subsequent concern that gave rise to the PASS Project. The events that transpired between the time of the Governor's original proposal and the eventual production and distribution of PASS radios two years later are the subject of this narrative. Given the complexity of those events and the constraints associated with this report, the description that is offered below is necessarily an abbreviated one.

In his special message Governor Carey proposed "a pilot project in the City of Rochester, where 10,000 senior citizens will be provided small citizen band units which will operate with the police on a pre-determined frequency."<sup>1</sup> The central idea of the proposal, clearly, was to provide elderly citizens with a reliable and portable two-way radio system which would enable the user to establish direct voice contact with police dispatchers. The principal objectives of the experiment were "to deter crime, reduce the fear of crime, and ensure more peace of mind and security for...senior citizens."<sup>2</sup>

Following the Governor's message, the Rochester Police Department undertook a preliminary study of the proposal. This

effort revealed that several problems would arise if CB radios were used as the basis for the proposed two-way radio system.

The three major issues were:

1. Available CB equipment was too large for truly portable use
2. Unreliable transmission and reception were common on CB radio frequencies
3. Senior citizens CB radios would be a target for thieves because of the popularity of CB radios in general

In essence, it was determined that while CB radios could be used in a crime prevention effort in some limited fashion, they were far from optimal for the system that Governor Carey had in mind.

The preliminary study led to substantial modifications in the CB project. As a result, a limited CB program began in January of 1978. This program featured CB radios in the homes of senior citizens and mobile units in police cars in the neighborhood. This modification of the Governor's original concept did not, however, mean its abandonment. Concerned officials in the Rochester Police Department and the New York State Division of Criminal Justice Services (DCJS) continued to explore ways of overcoming the problems inherent in CB equipment. The objective of a truly portable and reliable two-way radio system for citizen use that would be of little or no value to thieves was still uppermost in the thoughts of those involved.

With such a system in mind, Rochester Police Department personnel, including Chief Thomas Hastings and the core staff of the Research and Evaluation Section, approached the RF Communications Division of the Harris Corporation. Harris RF, as it is known locally, has an international reputation as a manufacturer of high quality specialized radio communication equipment. It was thought that the Harris RF engineering staff would be able to determine whether the system envisioned was even within the realm of possibility.

A series of meetings ensued involving Harris RF engineering and marketing staff, Rochester Police Department personnel, DCJS Commissioner Frank Rogers, and DCJS Deputy Commissioner Willim G. McMahon. Harris personnel were quick to point out that the proposed system would necessarily break new ground in the field; no existing radio system had all the desired characteristics. A great deal of basic development work would be needed before manufacturing could be planned. Nevertheless, it was concluded that the desired system could be developed in a relatively short period of time if sufficient resources were available.

At this point more formal discussions began between DCJS and the Harris Corporation. An important decision was made early on to use the money already allocated for the proposed CB project for the development of the modified system. In mid-January of 1978 an agreement was reached for the development and production of 200 Personal Call Units (later called PASS radios) as part of a Personal Alarm Security System.

July 1, 1978, was chosen as the date for the initial distribution of radios, a date that would be changed several times as events unfolded.

Harris RF engineering staff assigned to the project quickly realized that the task at hand was considerably greater than anticipated by those who made the agreement. Specifically, the required research and development work was taking much longer than expected. As a result, it was October of 1978 before several PASS radios were produced and available for a field test. That test, involving about ten elderly citizens, revealed serious problems having to do with the location of the antenna (inside the radio) and interference on the frequency chosen for use.

In brief, the internal antenna limited the effective power output of the PASS radio. The actual output of the radio might have been acceptable if the frequency employed was free of other strong signals. The frequency chosen was supposedly interference free but between the time the choice was made and the time the units were tested, new and very strong signals had appeared. It was decided, therefore, to change the operating frequency and, to be safe, to add an external antenna. Clearly, the changes that had to be made were significant ones.

It was, however, difficult to predict how long it would take to accomplish these changes. The efforts of a number of independent suppliers had to be coordinated, for one thing. The fact that almost all of the work was taking place on uncharted terrain was another. Predictions about a new

start-up date were offered, but they had to be modified several times because of the situation in general and a number of external events in particular, e.g., a fire in a factory where PASS radio cases were being processed which resulted in the destruction of 60 cases.

It was not until late May of 1979 that the Harris Corporation was able to deliver the first 50 remanufactured radios. These units were extensively tested in the field by police officers. The results of these tests confirmed what Harris RF personnel had learned from their tests - the PASS radios were dramatically improved. The remaining 150 PASS radios were all received and tested by late July.

August 1 marked the beginning of the distribution and training phase of the PASS Project. Two hundred senior citizens had been selected at random, from a pool of more than 500 such people, to receive radios. PASS radios were distributed during small group training sessions held in two locations in the target area. These sessions, conducted by Rochester Police Department personnel assigned to the project, employed both videotape and slide presentations developed especially for the PASS project by the Training Section of the Department. The training emphasized the actual use of and practice with the PASS radios.

By the end of the third week in August all 200 radios had been distributed and recipients trained. Remarkably, no serious problems were encountered during the training and early

weeks of actual use. The fear of some that radios would be used frivolously turned out to be unfounded. Not surprisingly, many users had questions and it was necessary to visit their homes to provide additional instruction during the first few weeks of the project. By September 10, though, everything was operating normally.

Although the actual start-up date for the PASS system was about 13 months past the first date chosen, it is fair to say, in retrospect, that the development of the system proceeded at an acceptable pace. The optimism that characterized the early days of the project was probably a function of the desire of all concerned to make this exciting technology available as soon as possible. The difficulty of developing a radio system that incorporated new technology was not, however, to be relieved by optimism alone. For an experimental project of this nature and magnitude, it is difficult to see how much more could have been accomplished in a shorter time.

Notes

- 1 Hugh L. Carey, Governor, Crime Prevention and the Elderly:  
Special Message to the Legislature (Albany, N. Y., May 23, 1977)  
p.4.

OPERATION OF THE PASS PROJECT

In the previous section it was mentioned that many people feared that PASS radios would be used frivolously and that they would, therefore, be used to generate many groundless calls. In this section an attempt will be made to describe the day-to-day operation of the PASS Project over the course of the first year of its existence, i.e., from August 1, 1979 through July 31, 1980. It will become evident that PASS radios were used sparingly - not frivolously. To begin, a monthly breakdown of all non-test uses of PASS radios is presented.

OVERALL SYSTEM USAGE BY MONTH

Month	# of Valid Calls	# of Accidental Activations	Total # of Calls
August	10	2	12
September	20	1	21
October	13	3	16
November	19	3	22
December	8	4	12
January	6	3	9
February	8	0	8
March	8	3	11
April	5	4	9
May	8	1	9
June	11	4	15
July	15	1	16
	131	29	160

These 131 valid calls for assistance were generated by a total of 66 users, for an average of about 2 calls per caller. The most active user generated 8 calls. Additional selected statistics describing PASS system usage are presented below.

SYSTEM USAGE BY TIME OF DAY  
(August 1, 1979-July 31, 1980)

Time Period	# Of Valid Calls	%
Midnight - 8:00 a.m.	16	12.2
8:01 a.m. - 4:00 p.m.	57	43.5
4:01 p.m. - 11:59 p.m.	58	44.3
	131	100.0%

SYSTEM USAGE BY LOCATION OF USER  
(August 1, 1979 - July 31, 1980)

Location	# of Calls	%
Indoors	79	60.3
Outdoors	41	31.3
In Vehicle	11	8.4
	131	100.0%

SYSTEM USAGE BY TYPE OF CALL<sup>a</sup>  
(August 1, 1979 - July 31, 1980)

Type Of Call	# Of Calls	%
Crime Related	41	31.3
Possible Crime Related	28	21.4
Dangerous Conditions	13	10.0
Medical Assistance	11	8.4
Report Auto Accident	14	10.7
Other Requests	24	18.4
		100.0%

<sup>a</sup> As described by user when call was received.



SYSTEM USAGE BY FREQUENCY OF USE  
(August 1, 1979 - July 31, 1980)

# of Calls Made	# of Users	%
1	37	56.1
2	12	18.2
3	9	13.6
4	3	4.5
5	1	1.5
6	3	4.5
8	1	1.5
131	66	100.0%

The fact that only 66 users generated all the calls for assistance deserves comment. As we shall see, it turns out that actual use of the PASS radio was not required for people to derive a benefit from participation in the project. The relatively low usage of the system does not, therefore, give rise to serious concern. In fact, the low usage rate can be seen as a positive outcome from the point of view of inappropriate usage, a concern expressed by many prior to the beginning of the project. Clearly, the system was not abused in such a fashion.

The question of whether it would have been better to have the system used more often by more people suggests itself and is difficult to answer.<sup>1</sup> If there were evidence of the existence of serious obstacles to system utilization, then the manifest usage rate would, of course, have been a substantial concern. However, no such evidence materialized. It seems safe to conclude that the usage rate seen in the first year of the PASS Project represents what will be encountered in the future.<sup>2</sup>

The phenomenon of accidental activation also deserves comment because it was not anticipated, at least not to the extent which it occurred. It arose in part because PASS radios were designed with the elderly user in mind. Hence, ease of activation was an important design consideration. Perhaps, though, the design was too successful in that slight pressure on the "push to talk" button could activate the radio. Given the design of the system, the radio would then transmit a user identification number to the

control console in the police dispatch center. Of course, no voice contact transmission would follow. In such cases, a patrol car was dispatched to the user's home.

It should be mentioned that 3 of the accidental activations were different from all the others. In these cases the radios were activated by burglars while in the act of burglarizing a user's house or after the act at some unknown location. In one instance the police came close to apprehending the perpetrator because the police car that was dispatched to the user's home arrived just as the burglar was making his escape.

A question related to system usage is that of how well PASS radios functioned. Clearly, it would be impossible to assess fairly system utilization if the individual radios or other system components, or both, functioned poorly most of the time. Extensive testing of the system prior to distribution of radios indicated that it would work well, but actual field experience would have the greatest impact on how the system was used. Of course, the fact that the Project was experimental would lead one to expect problems that would be corrected in any second generation system. Even still, a brief review of the technical aspects of the operation of the system is useful in creating a backdrop against which to view all other evaluative efforts.

In general, the hardware of the system functioned well. Harris personnel responsible for system maintenance stated that there were fewer problems with the PASS system than would

normally be expected with experimental technology similar to that incorporated into PASS radios and associated equipment.<sup>3</sup> One indication of this performance is the fact that there was no instance of total system failure.

The most significant failure occurred as a result of an erratic power supply on the voting receiver associated with the control console. This problem resulted in degraded system performance for approximately 8 hours.

Other less significant problems resulted from lightning striking a receiver site, from the failure of one transmitter on 2 occasions, and from a power supply failure at one of the receiver sites.

Through June of 1980 approximately 45 PASS radios were returned for repairs. Almost half of these returns were caused by a single faulty component. Other causes included physical problems such as antennas coming off, manufacturing defects, and improper usage. It should be mentioned, too, that once a radio was repaired, it generally provided satisfactory performance thereafter.

Concerned Harris personnel expressed satisfaction with the performance of the system. As was mentioned above, the failure rate for PASS radios and other system components was well within expected rates. And, as we shall discover in a later section, user complaints were infrequent and not related to serious defects.

Notes

- 1 There are, of course, important aspects of system utilization in addition to frequency of use. One of them is whether the use of a PASS radios made a critical difference in how a given incident was handled. This issue is discussed in some detail in Appendix VII. The discussion was not incorporated into the body of the report because of numerous uncertainties and ambiguities associated with the concept. The discussion should, therefore, be viewed as exploratory and suggestive for further research.
- 2 These are several assumptions associated with this assertion which should, perhaps, be made explicit. They are:
  1. The distribution of radios per unit of area will be about the same as in the PASS project. If the distribution density were greater, then greater interaction among users would be likely. Such interaction could give rise to greater usage.
  2. The training of users will be similar to that offered in the PASS Project. Such training would emphasize emergency use of the radios.
  3. No special efforts will be made to encourage use.
- 3 From a conversation with Mr. David Hayes of the Harris Corporation. Mr. Hayes is a Senior Engineer for Harris and was responsible for overseeing the operation of the PASS project.

THE RESEARCH UNDERTAKING

The evaluation of the Personal Alarm Security System presented a rare opportunity to carry out an outcome evaluation in the criminal justice field. The fact that those involved with the Project were concerned about evaluation from the beginning was crucial in this regard. This early concern allowed for the possibility of using a true experimental design with a control group.

Early planning alone, of course, would not be a sufficient condition for utilizing an experimental design. The facts that only 200 PASS radios would be manufactured and that many more than 200 elderly citizens expressed an interest in the project were also necessary ingredients. These two facts permitted the creation of experimental and control groups with true random assignment. Random assignment, after all, is the fairest method of distribution when there is a limited quantity of an item that is in demand by many people.

In the case at hand, PASS radios were distributed to 200 people drawn at random from a pool of over 500 volunteers. A control group of approximately equal size was created at the same time. (For a detailed description of the research design, see Appendix II.) Decisions were also made to employ a pretest and to measure change at 2 points after the distribution of radios. An extensive questionnaire was administered in July and November of 1979 and in May of 1980. All of this

resulted in a true pretest-posttest control group design with repeated measures. Such a design would provide clear answers to questions about the effects of participation in the PASS Project.

Another important aspect of the design was the inclusion of household members of volunteers and their counterparts in the control group. These people came to be known as secondary respondents whereas volunteers were the primary respondents. Secondary respondents were included to determine if the presence of a PASS radio in a household would effect those who resided there, but who did not routinely use the radio.

The phrase "effects of participation" used above requires further explanation. Specifically, the words "effects" and "participation" need definition. To begin, let us define participation.

Participation in the PASS Project constituted the intervention phase of the research design. Such participation became, one can assume, the sole distinguishing feature between the experimental and control groups. Participation, clearly, means more than simply being given a PASS radio. It means:

1. Having been chosen to receive a PASS radio
2. Having been trained in the operation of the PASS radio
3. Having tested the PASS radio
4. Having been contacted by telephone by a Rochester Police Department officer to ascertain how well the system performed, if one actually used the radio.

It is this set of experiences that distinguishes the user group from the control group. As such, it is the effect of these experiences that is assessed in the evaluation. This set of experiences can be described as providing elderly citizens with a means of quickly establishing direct voice communication with the police dispatcher to request emergency assistance - whether police, fire or medical.

It should go without saying that the intervention for household members, or secondary respondents, was different than that just defined. For those individuals, the intervention was having someone in their household who could establish direct voice communication etc. A small number of household members actually used the PASS radios, but the number involved does not alter the basic intervention concept for them.

Effects of participation were anticipated in eight areas. Each area was assessed by asking one or more questions. The response to these questions constituted the outcome measures for the experimental portion of the evaluation. The measures were:

1. Overall life satisfaction
2. Actual mobility
3. Affect relative to the police
4. Victimization rate
5. Sense of safety
6. Fear of crime
7. Concern about getting help in an emergency
8. Satisfaction and experience with the PASS radio system.

The last item is qualitatively different from the others in 2 ways. First, it is obviously not as relevant for secondary respondent and second, it does not involve any comparison with the control group, i.e., the notion of change over time as a result of participation is not of interest. As such, it will be treated separately in the report.

The seven outcome measures noted above were the areas in which it was hoped that PASS would have an impact. They were chosen because they had been identified by a variety of sources as being issues of considerable importance for the elderly. The questionnaires used in the evaluation (Appendix I) were developed, in the main, around them. In the discussion which follows in the next three sections, the questions upon which each outcome measure was based will be noted. The reader is urged to make frequent reference to Appendix I to ascertain the precise wording of the questions.

A few words about the various survey instruments employed are in order. A schematic representation is presented first to facilitate discussion.

#### QUESTIONS

<u>Group</u>	<u>Pretest</u>	<u>Posttest #1</u>	<u>Posttest #2</u>
Primary Exp.	Basic	Basic + PASS	Selected Basic + PASS
Primary Control	"	Basic	Selected Basic
Secondary Exp.	"	Basic + PASS	None
Secondary Cont.	"	Basic	None

Appendix I contains 3 questionnaires. In order they are:

1. Questionnaire administered to primary experimental respondents in the first posttest (labeled "Group: Radio - Primary" on the first page.)
2. Questionnaire administered to secondary experimental respondents in the first posttest (labeled "Group: Radio - Secondary".)
3. Questionnaire administered to primary experimental group respondents in the second posttest (labeled "Group: Radio".)

Essentially, the basic set of questions referred to in the table are all those in the Group: Radio - Primary instrument with the exception of those on pages 9-AC and 11-A(1) through 11-A(7). Questions regarding satisfaction and experience with the PASS radio system for primary respondents appear on pages 11-A(1) through 11-A(7) of that instrument. For secondary respondents, those questions appear on pages 11-B(1) and 11-B(2) of the Group: Radio - Secondary instrument.

The set of questions referred to as Selected Basic + PASS (Posttest #2) are all those in the last instrument, Group: Radio. That instrument, with the exception of pages 6A and 6B, was also administered to primary control group members in the second posttest. Secondary respondents were not interviewed in the last wave primarily for reasons of economy. Economy plus a focusing of interest were the reasons for the selection process which led to the creation of the shortened version of the Basic set of questions for the final wave.

This seems like a good place to mention attrition, i.e., the phenomenon of respondents dropping out of the study. To begin by summarizing, let it be said that attrition was much less of a problem than expected; in fact, it was entirely manageable and within limits that leave one with confidence in the analysis. Exact figures are presented below:

ATTRITION ACROSS 3 WAVES

<u>Group</u>	<u>Pretest</u>	<u>Posttest #1</u>		<u>Posttest #2</u>	
	<u>N</u>	<u>N</u>	<u>%</u>	<u>N</u>	<u>%</u>
Primary - E	193	190	1.6	177	8.3
Primary - C	204	195	4.4	175	14.2
Secondary - E	95	88	7.4	-	
Secondary - C	86	81	5.8	-	

E = experimental group

C = control group

As is apparent, attrition ranged from 1.6% to 14.2%, a reasonably comfortable range. One would prefer to have all rates below 10%, but to have only 1 rate above this figure is acceptable. It should be noted in passing that a small incentive payment was offered to all potential respondents in the posttests. No doubt, that offer helped to keep attrition down.

The whole gamut of reasons that one normally encounters for attrition were in evidence here. People died, moved out of the project area, refused to be interviewed, etc. The survey research firm that carried out the interviews was diligent in tracking people down and in making every reasonable (and occasionally not so reasonable) effort to obtain an interview.

Although the information collected through the interviews with volunteer households and their counterparts in the control group constitutes the focus of this evaluation, it is not the sole concern. Attention is also directed to police officers who responded to calls from PASS radio users and to the dispatchers who operated the PASS control console, i.e., they responded to calls by PASS radio users. Both groups were interviewed concerning their assessment of the PASS system and their experience with it. Details about this interviewing are found in the sections devoted to the analysis of the information collected. Appendix VIII contains the questionnaires employed.



# THE EFFECTS OF PARTICIPATION IN THE PASS PROJECT

In this section, a detailed analysis of the responses of primary respondents to the questions which defined the seven outcome measures is presented. As such, the basic question of the effect of participation is addressed. Each measure will be discussed in turn, both for the first and second posttests.

Recall that the first posttest was administered in November of 1979, three months after the distribution of radios on August 1, while the second was carried out in May of 1981, about 9 months after distribution. The field work associated with the first posttest was completed in about 3½ weeks; the second required about 2½ weeks. All interviews were face-to-face. The average length of interviews was 45 minutes for the first and 30 minutes for the second posttest. As was mentioned in the preceding section, a small incentive payment (\$6.00) was offered to all potential respondents.

A brief technical discussion seems in order here. Readers with no interest in or knowledge of statistical procedures should skip this paragraph. The vast bulk of the analysis was carried out using standard multiple regression.<sup>1</sup> In some cases, a technique called ridge regression was used where extreme multicollinearity was encountered in the standard regression equation.<sup>2</sup> (A special word of appreciation must be extended to the project's statistical consultant, Dr. John Deegan, for suggesting this procedure as a way of dealing with multicollinearity. Dr. Deegan

also wrote the computer program which was used in carrying out the ridge regression). Appendix V contains relevant regression information in the form of 3 tables. Contained therein, too, is a brief description of how the indices for the outcome measures were constructed.

The 95 per cent confidence level was employed in making decisions about the presence of an effect, i.e., whether an observed difference between the experimental and control groups could be attributed to participation or to chance variation. A positive finding, then, can be taken to mean that there is, at least, a 95 per cent chance that the observed difference is due to participation in the PASS project. Let us proceed to the substantive discussion without further preliminaries.

## Overall Life Satisfaction

Let us begin with the most global measure in the study. It was decided early on that it would be desirable to have some measure of a respondent's general feeling about his or her life. A review of the literature pointed to the Delighted-Terrible scale as the best available measure of overall life satisfaction.<sup>3</sup> It consists of a seven point scale as follows:

Delighted	7
Pleased	6
Mostly Satisfied	5
Mixed	4
Dissatisfied	3
Unhappy	2
Terrible	1

The question embodying the scale was asked twice during each interview (Q3 and Q29) to enhance reliability, as suggested by its authors.

It turns out that participation in the program led to an increase in overall life satisfaction at both the 3 month and 9 month intervals. The finding of a lasting significant difference due to participation is striking. Remember that this measure purports to be indicative of overall quality and would, therefore, take into account all those components of satisfaction not specifically addressed elsewhere in the study. As such, one might not think that it would be subject to change by something as seemingly unimportant as the possession and infrequent use of a radio. The fact that participation did lead to an increase in overall life satisfaction is strong evidence of the power of the PASS program to improve the quality of life of senior citizens. It seems reasonable to conclude from this finding above that the PASS project meets important, but not necessarily well defined, needs of the population it serves.

### Mobility

One of the more important problems of the elderly, many will say, is that they have become prisoners in their own homes because of crime, the fear of crime or both. It would follow, then, that a desirable outcome of the PASS program would be to increase the mobility of participants, i.e., to effect an increase in the frequency with which they perform a variety of activities. Given the importance of this objective, an effort was made to assess mobility in several ways. They are:

1. Frequency of specific common activities in the two weeks prior to interviewing (Q24a - Q24i)
2. Frequency of the same set of activities on average (Q23a - Q23i)
3. Frequency of daylight neighborhood outings in the week prior to interviewing (Q5a)
4. Frequency of after dark neighborhood outings in the week prior to interviewing (Q7a)
5. Frequency of daylight neighborhood outings - average for the few weeks prior to interviewing (Q5c)
6. Frequency of after dark neighborhood outings - average for the few weeks prior to interviewing (Q7c)

The common activities referenced in Q23 and Q24 are:

1. Visiting close friends who live nearby
2. Visiting children or other relatives who live nearby
3. Going shopping someplace other than downtown

4. Going to the post office
5. Going to a church or synagogue
6. Going to meetings of a social organization
7. Going out in the evening to a restaurant or a movie or some other type of entertainment
8. Just taking a walk in the neighborhood
9. Taking a trip on a local bus

Detailed analysis of all the mobility measures revealed that no change occurred for participants in the program. In other words, mobility, as measured in the survey instruments, was not increased as a result of participation in the PASS project. For virtually all the measures the finding was not the least bit ambiguous.<sup>4</sup>

What should one make of all this, particularly in view of the fact, as we shall soon see, that participants increased their sense of safety? A few moments reflection might bring the puzzle nearer solution if one thinks about the daily living patterns of the elderly. It is not hard to imagine that older people have activity patterns that are fixed and of long standing. As such, sense of safety is only one, perhaps small, component that determines activity. Limited financial resources, a small and declining circle of friends, and limited physical ability could easily, either singly or in combination, play a much larger role in determining an elderly person's activity level.

A related issue is satisfaction with mobility. In the first paragraph of this section, reference was made to the phenomenon of the elderly becoming prisoners in their own homes because of

the fear of crime. While there is good evidence to indicate that fear of crime is a major issue for the elderly - some would say the major issue - the evidence with regard to whether fear is causing the elderly to become prisoners in their own homes is less clear. In this study, for example, all elderly respondents were asked about satisfaction with mobility. The question was, How satisfied are you with how often you get out and around? The table below gives the response distribution for the 3 waves of interviews.

ELDERLY RESPONDENT SATISFACTION WITH MOBILITY\*

<u>Response</u>	<u>Pretest</u>	<u>Posttest #1</u>	<u>Posttest #2</u>
Very satisfied	59.5	58.4	50.3
Fairly satisfied	24.9	24.4	28.7
Not too satisfied	10.9	11.9	15.3
Hardly satisfied at all	4.7	5.2	5.7
	<u>100.0%</u>	<u>100.0%</u>	<u>100.0%</u>
	(N=397)	(N=385)	(N=352)

\* Q27a - "Some older people feel they can't get out and around as much as they would like. How satisfied are you with how often you get out and around?"

On average over the 3 waves, we see that about 82% of primary respondents indicated that they were either very or fairly satisfied with their level of mobility. This is certainly not evidence of large scale discontent with mobility.

Of interest, too, is the fact that no change in the level of satisfaction with mobility was evidenced as a result of participation in the project, at either of the posttests. It appears as if the primary respondents, all at least 60 years old, are quite satisfied with their mobility and that this relatively high level of satisfaction is not easily changed.

Additional analysis of the available data might be useful in further exploring some of the questions raised here. In the meantime, the finding of no change in activity attributable to participation in the PASS project remains. At the very least, this finding is important because it challenges widely held notions about the importance of and determinants of mobility for the elderly, particularly when it is considered in conjunction with the information in Table I. The evidence at hand suggests that dissatisfaction with mobility is not extensive and not a function of the affective components explored in this study.

#### Police Affect

Those involved with the planning and implementation of the PASS project anticipated that one benefit of participation in it would be an increase in positive affect about the police. Such a change might very well produce a number of tangible

benefits including better cooperation in investigations, more frequent reporting of crimes, and improved community relations in general. Victimization studies have shown for example, that the failure to report a crime is often a function of a negative affect toward the police on the part of the victim.

This evaluation examined 3 components of affect relative to the police. They are:

1. Overall satisfaction (Q16a and Q16b)
2. Support for the police role (Q17a - Q17h)
3. Perception of police treatment of the elderly (Q18)

The analysis of these questions produced mixed findings about the impact of participation. Specifically, in the first posttest, participation led to increased positive affect vis-a-vis overall satisfaction. (Q16a and Q16b).

With regard to support for the police role (Q17a to Q17h), no overall change was found, but an item analysis revealed change in the desired direction (increased support) for Q17a and Q17d, both of which ask respondents to indicate extent of agreement with statements describing the police. The referent for Q17a is, "The police have one of the most difficult jobs in society." For Q17d it is, "Most police don't understand the problems of older people." And finally, no change was observed in the perception of police treatment of the elderly (Q18).

In the second posttest, the change noted between the groups with regard to Q16a at the 3 month interval failed to materialize. Q16a asked about the extent to which respondents were satisfied "that the city police are trying their best?" However, the change observed at 3 months with regard to Q16b was still present at the time of the second posttest. Q16b asked, "...how satisfied are you that the police are trying their best right here in your neighborhood?"

The overall support for the police role index showed no change between the experimental and control groups for the second posttest. An item analysis revealed a confused pattern, with some change in the predicted direction and some opposite it. In general, it seems fair to conclude that no real change in the desired direction was evident. And, as in the first posttest, no change in the desired direction was noted for Q18, the question which asks about police treatment of the elderly relative to younger people.

Needless to say, it is difficult to generalize about this rather bewildering array of findings. It is at times like this that one wishes for the guidance that a well developed theory would provide. In its absence, though, the most that one can say is that the results are moderately encouraging at best. The PASS project, it can safely be said, did not negatively influence affect toward the police and it did have some lasting positive effect.

Before leaving this subject, a comment is in order about the level of support for the police, the extent of change in that level notwithstanding. In brief, the level is extremely

high. To illustrate, the distribution of responses to the 2 satisfaction questions (Q16a and Q16b) for the 3 waves of interviews is presented below:

SATISFACTION RE: CITY POLICE TRYING THEIR BEST\*

	<u>Pretest</u>	<u>Posttest #1</u>	<u>Posttest #2</u>
Very satisfied	67.0	70.6	73.0
Fairly satisfied	26.2	22.6	23.3
Not too satisfied	5.5	5.7	3.1
Hardly satisfied at all	1.3	1.0	.6
	<u>100.0%</u>	<u>100.0%</u>	<u>100.0%</u>
	(N=397)	(N=385)	(N=352)

\* Q16a - "In general, how satisfied are you that the city police are trying their best?"

SATISFACTION RE: POLICE TRYING THEIR BEST IN R's NEIGHBORHOOD\*

	<u>Pretest</u>	<u>Posttest #1</u>	<u>Posttest #2</u>
Very satisfied	66.0	66.8	69.3
Fairly satisfied	24.7	24.9	23.6
Not too satisfied	8.1	6.8	6.3
Hardly satisfied at all	1.3	1.6	.9
	<u>100.0%</u>	<u>100.0%</u>	<u>100.0%</u>
	(N=397)	(N=385)	(N=352)

\* Q16b - "What about right here in your neighborhood - how satisfied are you that the police are trying their best right here in your neighborhood?"

This pattern of support was consistent throughout the questions dealing with the role of the police. For example, on average for the 3 interviews, about 90% of the respondents took the extreme supportive position with regard to the statement that, "The police have one of the most difficult jobs in society." The comparable figure for the referent, "The police deserve more respect than they get" was 84%.

Aside from simply calling attention to the unusually high level of positive affect, the point should be made that the PASS project actually increased the occurrence of positive affect is remarkable indeed in view of the initial levels of support. Police concern about citizen support is, in many instances, well founded; but not so for the population under study.

#### Victimization Rate

Victimization of the elderly is, of course, a matter of great concern. It has been pointed out repeatedly that the effects of victimization on the elderly, both physical and emotional, are likely to be much greater than would be the case with younger people. At the same time, it is known that the rate of victimization among the elderly is, for most crimes, the lowest of any age group.

In thinking about the possible effects of participation in the PASS program relative to victimization, it was not expected that a dramatic decline would result. The emphasis of the program, after all, was on reducing fear of crime and increasing sense of safety. It was difficult to imagine a sequence of events

that would have the PASS radio play a role in dramatically reducing the victimization rate. It was particularly difficult to imagine such an effect given the small number of radios that were to be distributed. If five or ten thousand radios were to be distributed, it would be much easier to imagine that the perpetrators of crimes would have to consider the high probability of encountering someone with a radio and modify their behavior accordingly.

In any case, a victimization rate for seven common crimes (Q12a - Q12b) was ascertained for the six month period from distribution until the first posttest. The victimization questions were not asked in the second posttest because it seemed unproductive to do so in the face of the first finding and the desire to shorten the instrument. The finding, of course, was that no change resulted from participation. The list of incidents used in the computation is provided below:

1. Being robbed of money or other property while you are at home
2. Having property stolen from your home while you are away
3. Having property destroyed in and around your home
4. Being harassed or bothered by kids while you were at home
5. Being robbed of money or other property while on the street
6. Being swindled - having someone take money or property from you by deceiving you
7. Having something stolen from your car



### Sense of Safety

Frequent reference has been made to increasing an individual's sense of safety as one of the major objectives of the PASS project. Sense of safety was assessed in four areas. They are:

1. Neighborhood safety  
(Q1a and Q1b combined)
2. Safety during the day  
(Q4a DD, Q4b DD, and Q6 combined)
3. Safety after dark  
(Q4a AD, Q4b AD, and Q8 combined)
4. Perceived avoidance of unsafe places  
(Q10b and Q11b separately)

The first 3 items are fairly well defined by their brief labels. Respondents were simply asked to describe how safe they felt with reference to the place or time (or both) specified. The label of the last item is not as helpful, so the reader should refer to Appendix I for the exact wording of the items involved. In brief, Q10b asked about how frequently the respondent avoided unsafe places in his or her neighborhood. And, Q11b asked the same with reference to the city as a whole. The analysis revealed significant differences in all four areas at the time of the first posttest.

In other words, involvement in the PASS project significantly increased the sense of safety of participants as measured in the survey instrument at the 3 month interval. It should also be noted that significant positive change was observed for 6 of the 8 questions that composed the first 3 measures - neighborhood safety, safety during the day, and safety after dark.

The 2 exemptions were Q6 (safety out in neighborhood during daylight) and Q4aDD (safety in home during the day). These 2 items showed no change, although the appropriate statistic associated with Q4aDD was very close to the critical value that would have permitted a finding of significant change.

The situation with regard to the measurement of sense of safety at the 9 month interval is much less encouraging. In fact, no positive change was in evidence then for any of the 4 measures. The only encouraging sign was a finding of positive change for 2 of the 8 questions mentioned above - Q6 (safety out in the neighborhood during daylight) and Q4aAD (safety in home after dark). While it would not be wise to overlook these 2 positive findings, it would not make a great deal of sense to stress their importance, particularly in contrast to the strong and pervasive pattern of positive findings for the first posttest.

It is difficult to accept these conflicting findings and, therefore, one searches for explanations that would mitigate the disappointment. A large measure of ambiguity in the second posttest results would even be comforting; but the finding, with the exception noted, is clear. If one discounts the possibility that a radically different approach to the analysis of all the data might lead to fundamentally different results, then one is left with the conclusion that the increased sense of safety experienced by PASS participants at the 3 month interval was, for the most part, a short term phenomenon. Again, it would be foolish to ignore the positive findings, but the overall picture is clearly one in which we see a decrease in sense of

safety from the time of the first posttest to the time of the second.

It is not hard to imagine why this would be so; the novelty effect of having a radio could easily wear thin quickly. After that happened, participants might come to recognize that their circumstances relating to exposure to risk had not changed. And indeed, they had not. Support for an explanation in this vein is provided by the analysis of the fear of crime outcome measure. There, too, an initial positive change was followed by the later finding of no change.

#### Fear of Crime

Respondents were asked to indicate how concerned they were about a variety of crimes happening to them - the same crimes used in the victimization question (See page ). A Fear of Crime Index was constructed and, as indicated above, the analysis of it revealed a change in the desired direction (decreased fear) at the time of the first posttest and no change at the time of the second.

It should also be mentioned that although the Fear of Crime Index did show a statistically significant decrease for the user group at the 3 month interval, further analysis of the composite items revealed that most of the desired change was related to only 2 or 3 crimes. So, although it is correct to state that participation in the PASS program led to a decrease

in the fear of crime at the 3 month interval, it would not be correct to say that this decrease was uniform, widespread, and substantial.

Of course, all of the comments in the section above apply here. An exact answer to the question of why desired effects materialized and then disappeared is not possible at the moment. In the absence of a sound theory, all attempts at an answer would remain in the speculative realm. Any number of intuitively appealing explanations are possible, but there is really no way to decide about their relative merits. It is possible that additional analysis of the data would provide some direction. If that is true, the task will, of necessity, be left to others.

#### Concern About Getting Help In An Emergency

It is pleasing to be able to conclude this section on a positive note. As might be expected from the nature of this outcome measure, analysis revealed that participation in the PASS program led to a decrease in concern about getting help in an emergency (Q19). This change was evident for both posttests. It is almost as if one would be suspect of the entire program and related research if anything else had been the case, given the seemingly direct relationship between the question of interest here and the whole intent of the PASS program. This finding was both clear cut and substantial.

Summary

No attempt will be made at this point to comment further on the findings described above. Some additional interpretive remarks will, however, be offered in the last section of this report. By way of summary, the table below is offered to provide a schematic overview of the analysis. Of course, the reader should consult the text for details.

SUMMARY OF FINDINGS\*

Outcome Measure	Q	Posttest #1	Posttest #2
1. Overall Life Satisfaction	3 + 29	+	+
2. Mobility			
a. activity 2 weeks prior to interviewing	24	0	0
b. activity on average	23	0	0
c. daylight outings in week prior to interviewing	5a	0	0
d. after dark outings in week prior to interviewing	7a	0	0
e. average frequency of daylight outings	5c	0	0
f. average frequency of after dark outings	7c	0	0
g. satisfaction with mobility	27a	0	0
3. Police Affect			
a. police trying their best	16a	+	0
b. police trying their best in neighborhood	16b	+	+
c. support for the police role	17a-h	0(?)	0(?)
d. police treatment of the elderly	18	0	0
4. Victimization Rate	13a-f	0	N.A.
5. Sense of Safety			
a. neighborhood safety	1a+1b	+	0
b. safety during day	4a,b(DD)+6	+	0(?)
c. safety after dark	4a,b(AD)+8	+	0(?)
d. avoid unsafe place	10b+11b	+	0
6. Fear of Crime	12a-f	+(?)	0
7. Getting Emergency Help	19	+	+

\* + = significant change in the desired direction  
 0 = no significant change  
 ? = questionable finding - see text for explanation  
 N.A. = not applicable - no data collected

Notes

1 For the analysis of data from the first posttest, the following model was employed:

$$\text{POSTTEST}(1) = \text{GROUP} + \text{PRETEST} + \text{INTER}(1) + K.$$

POSTTEST(1) = relevant score from the first posttest.

GROUP = a dummy variable representing group status:

1 = experimental group and 0 = control group.

PRETEST = relevant score from the pretest.

INTER(1) = an interaction term, the product of PRETEST \* GROUP.

K = a constant

If the interaction term proved significant ( $p \leq .05$ ), then it was kept in the model. If it was not significant, it was dropped and the 2 variable model was employed.

For the second posttest the model employed was:

$$\text{POSTTEST}(2) = \text{GROUP} + \text{PRETEST} + \text{INTER}(1) + \text{POSTTEST}(1) + \text{INTER}(2) + K$$

The additional terms are:

INTER(2) = an interaction term, the product of POSTTEST(1) \* GROUP.

POSTTEST(2) = relevant score from the second posttest.

And again, the interaction terms were checked for statistical significance and kept or deleted from the model as indicated.

All standard regression analysis was carried out utilizing SPSS.

2 A.F.Hoerl and R.W. Kennard, "Ridge Regression: Biased Estimation for Non-orthogonal Problems," Technometrics 12 (1970): 55-67.

3 The citation for this note was lost. A search of pertinent reference volumes was underway at the time of final typing. Please contact the author about the outcome of this search.

4 About 4 of the many equations examined to assess change in mobility indicated a significant difference. Perhaps 2 of the 4 indicated a decrease in activity. However, the overall pattern was clear - no change as a result of participation. When one is dealing with a great number of statistics, chance alone can produce a few "significant" numbers. In the absence of pervasive, consistent, and sensible findings, however, it would be misleading to call or pay attention to such numbers.

# THE EFFECT OF HAVING A PASS RADIO USER IN A HOUSEHOLD

Reference was made earlier to the fact that the research plan included a focus on individuals who lived in the same household as PASS volunteers. The idea was to determine the effect upon these individuals of having a PASS radio user - and hence a PASS radio - in the household. As such, virtually the same survey instrument was administered to household members as to primary respondents for both the pretest and first posttest. Household members, or secondary respondents, were excluded from the second posttest primarily for reasons of economy and analytic considerations arising from the first posttest data. The nature of these considerations will soon become evident.

The analysis of the data collected from secondary respondents proceeded along the exact same lines as described in the previous section. The numbers involved are presented below:

## Secondary Respondents - N Of Individuals and Households <sup>a</sup>

<u>Group</u>	<u>N</u>	
	<u>Individuals</u>	<u>Households</u>
Experimental	88	79
Control	81	75

<sup>a</sup> At the time of the first posttest.

The discussion here will follow the pattern set forth in the previous section. However, to avoid repetition, it will not include material on the construction of the outcome measures, the rationale for their inclusion, or other preliminaries that appear in the previous section. Only the findings and necessary interpretive comments are included.

## Overall Life Satisfaction

The finding here is puzzling, to say the very least. In brief, it appears as if experimental group secondary respondents experienced a decrease in overall life satisfaction, i.e., having a PASS radio user in a household led to a decrease in overall life satisfaction for the other members of that household. This decrease was in evidence for the combined measure (Q3 + Q29) and Q3 alone, but not for Q29 alone. There was no change with regard to Q29.

It is so difficult to come up with a plausible explanation for this apparent phenomenon that the temptation exists to dismiss it as a statistical artifact. And indeed, to do so would not be entirely unwarranted,<sup>1</sup> especially in view of the finding for Q29. Any other explanation would be entirely speculative, if not fanciful. Given that that is true, no attempt will be made to provide one. Simply let it be said that although the finding is within the realm of statistical acceptance, the lack of any supporting data makes it very difficult to accept substantively.

### Mobility

By way of introduction, it should be said that the connection between having a PASS radio user in a household and increased mobility for other household members is certainly not as strong (if it exists at all) as the comparable rationale for the users themselves. Nevertheless, secondary respondents were asked the same questions on mobility as primary respondents. Not surprisingly, no change in mobility attributable to the presence of a user was found. The obvious fact, as was mentioned before, that very, very few household members ever used the PASS radio makes it easy to understand the outcome. In this instance, a positive finding would be the puzzling one and fortunately, it did not occur.

### Police Affect

With regard to police affect it is much easier to posit a connection between the involvement of one household member in the PASS Project and a change in the affective state of others in the household relative to the police. One would assume that these others would be aware of the Project and the involvement of the police in it. The reaction of these people to the Project could easily lead to a change in feeling about the police.

It turns out that experimental group secondary respondents increased their general satisfaction with the city police (Q16a). No change, however, was observed for satisfaction with police efforts in their respective neighborhoods (Q16b) nor for their

perception of police treatment of the elderly (Q18).

With regard to support for the police role (Q17a-Q17h), one positive and one negative change were noted. Household members of PASS radio users decreased their support in Q17a ("The police have one of the most difficult jobs in society) and increased it in Q17b ("There are too many laws protecting the rights of suspected criminals). Overall, however, no change was noted.

The most reasonable conclusion to draw here is that very little change occurred in police affect for household members. The increased general satisfaction noted (Q16a) is encouraging, but the overall picture is static.

### Victimization Rate

Given the virtual lack of use of PASS radios by household members and the comments offered in the previous section about the relationship between PASS radio use and victimization, one would be very surprised to find a decline in the victimization rate for individuals resident in the household of PASS radio users. And, in fact, no change was noted. Further comments would be superfluous.

### Sense of Safety

To come to the point immediately, it should be stated that almost no change was found in the sense of safety of household members because of the presence of a PASS radio user. The one possible exception to this statement had to do with the feeling of safety on nearby streets after dark. This finding is based



on a statistic which barely achieved the necessary critical value and, as such, it would not be prudent to place a great deal of confidence in it; particularly in view of the lack of supportive findings in the other areas of safety and of a supportive rationale.

#### Fear of Crime

To be brief, no change was found in the Fear of Crime Index for secondary respondents in the experimental group vis-a-vis their counterparts in the control group. This lack of change was also the case for the individual items that composed the index.

#### Concern About Getting Help In An Emergency

With regard to this important outcome measure it would be possible to envision a connection between it and the presence of a PASS radio in a household. The finding, however, is that secondary respondents did not experience a decrease in concern; although the value of the statistic involved was fairly close to the desired critical value. The conservative conclusion, though, would have to be that no change was in evidence.

#### Summary

To repeat a point that has been made here a few times, the connection between the outcome measures for secondary respondents and the presence of a PASS radio user (and hence a PASS radio) in their respective households is tenuous at best

in almost all instances. It is neither surprising nor disappointing, therefore, to find almost a complete absence of change in what was the desired direction for primary respondents. Any other outcome pattern would be suspect for a variety of reasons. What is more important for secondary respondents, it can be argued, is their reaction to and experience with the PASS project. Pertinent material in that regard is presented in the next section:

Notes

<sup>1</sup> See footnote 4 in the previous section.

REACTION TO AND EXPERIENCE WITH PASS RADIOS

From the perspective of evaluation research, it is probably true that the most important part of this report is the section on outcome measures for primary respondents. And, it is equally clear that the material which constitutes this section is second in importance. It includes detailed analysis of questions having to do with user satisfaction and experience with PASS radios, and comparable material for secondary respondents. Before beginning the substantive discussion, a few words about methodology are in order.

Both primary and secondary experimental group respondents were queried about their experience with PASS radios in the first posttest. The questions asked of each group were similar, although more extensive additional probes were administered to assigned users. Users were asked different questions depending on whether they had actively used their radios to call for help or just tested them.

In the second posttest, only a short series of questions about the use of the radio was administered to primary respondents. In the interests of a coherent presentation, the responses of users from the first posttest will be discussed first. Then, their response to the selected questions included in the second posttest will be analyzed. And finally, the responses of household members from the first posttest will be discussed. As always, the reader is urged to consult Appendix I for the exact wording of all questions.

### User Experience - First Posttest

The first series of questions had to do with the testing of the PASS radio. All but three of the 190 users interviewed said they had tested the radios and 48.1 percent of them said they experienced some problems while doing so. The most common complaint had to do with weak or dead batteries (34.4 percent) followed by the inability of the user to contact the dispatcher (17.8 percent). Not surprisingly, it was this latter problem that was identified as being the most serious.

When interviews were carried out in November of 1979 only 36 people said they had actually used their radios to call for assistance. Those who hadn't actually used their radios were asked why. As one might guess, the most common explanation was that the user had not encountered an emergency situation. For practical purposes, this was the only response offered.

Next, the 151 people who had only tested their radios were asked a series of questions about their satisfaction with six aspects of its operation. The items were:

1. Dispatcher response time.
2. Battery changing procedure.
3. Location of the antenna.
4. Clarity of the signal.
5. Ease of use.
6. Size of the radio.

The third item deserves a brief comment. It was mentioned early in this report that one of the ways that the radios were modified after a field test in 1978 was the addition of a 2 inch extended antenna. Some concern was expressed at that time about how well it would be accepted by actual users. Hence, item 3 was included.

The four possible responses to these items ranged from "very satisfied" to "hardly satisfied at all." On average, 85.6 percent of this group said they were "very satisfied." Ease of use received the most frequent (94 percent) "very satisfied" rating. Only 5.3 percent said the radio was difficult to operate. And, 86.1 percent said they were "very satisfied" with the location of the antenna.

The 36 people who said they had used their radios to call for assistance were asked the same set of satisfaction questions with one addition - the length of time it took for the police to arrive after calling for assistance. Before these questions were asked, however, a question was asked about whether they had experienced any problems when they used their radios. Twenty-five percent (9 people) said they had. Virtually all of these problems had to do with poor reception.

For the 7 satisfaction questions, 84.3 percent said they were very satisfied on average. Remarkably, everyone said they were "very satisfied" with how easy it was to use the radio. The lowest "very satisfied" rating had to do with police response time, the additional item. About 71% of the users were in the category.

The last few questions in this series were asked of all 190 respondents. First, people were asked to make suggestions about

changing the PASS radio. In decreasing order, the three most common suggestions were to reduce the weight of the radio (N=15) to do something to prevent accidental usage (N=14) and to reduce the size of the radio (N=13). It should be pointed out that suggestions for change were only offered by 78 people and that the most frequent suggestion was made by only 15 of them. In a like fashion, 86.8 percent of the users said they preferred to keep their radios if they had to choose and about the same number (83.2 percent) said they were very satisfied with overall PASS radio system.

Users were also asked how much they would pay for a PASS radio if it were available for sale. The exact wording and response possibilities are important so the entire item is reproduced here.

"As you know, the PASS project is an experimental one that will end in July of next year, at which time you will have to return your radio. Suppose that PASS radios were to be made available for purchase a few months after the project ended. How much do you think you would be willing to pay to buy a PASS radio?"

\$20 - \$29 .....	1	\$100 - \$149 .....	5
\$30 - \$49 .....	2	\$150 - \$199 .....	6
\$50 - \$74 .....	3	\$200 - \$249 .....	7
\$75 - \$99 .....	4	\$250 - \$300 .....	8
Would not be willing to purchase.....		0	

Respondents were provided with a card with the categories on it. The \$20 - \$29 category was chosen most often (41.7%). Thirty-five people (18.4%) said they would not be willing to purchase the radio and 19 (10%) said they would pay \$100 - \$300.

The important final question asked if having a PASS radio had changed the respondent's life in any way. Sixty percent said it had done so. Far and away the most frequent life change mentioned was feeling safer and having a greater sense of security (132 times) followed by not feeling helpless in an emergency (44 times). The next most common response was given by only 5 people (I can help other people).

The clear impression that one has after reviewing the user satisfaction data is one of tremendous acceptance. All those associated with the project were surprised at the high level of satisfaction voiced by participants, particularly given the experimental nature of the project and all the minor problems that arose as a result. Such overwhelming support is strong testimony about the appeal of the Personal Alarm Security System.

#### User Experience - Second Posttest

For a variety of reasons, a very abbreviated set of questions concerning experience with the PASS radio was asked in the second posttest (May, 1980). To begin, users were asked how often they had used their radios to actually call for assistance. This time 62 people said they had done so, up from 36 in November of 1979. The frequency of use data is given below.

FREQUENCY OF USE OF PASS RADIO AS OF MAY, 1980  
(AS REPORTED BY USERS)

# Of Calls Made	# Of Users	%
0	115	65.0
1	30	16.9
2	14	7.9
3 - 5	14	7.9
6 - 15	3	1.7
40	1	.6
186	177	100.0%

Next, those 62 people who claimed actual use were asked the seven specific satisfaction items noted in the previous section. On average, 83.1% said they were "very satisfied". About 95% said they were "very satisfied" with the ease of use. The lowest "very satisfied" rating was given to the size of the radio (69.4% vs. 75.0% in the first posttest). Of the 19 people who were less than "very satisfied" with the size of the radio, 18 stated that it should be smaller. The other person, curiously, said it should be bigger. And only one person said that the radio was difficult to operate, specifically with regard to the frequency with which the batteries ran down.

All 177 assigned users were then asked to suggest changes for the PASS radios. The 3 most common suggestions were to do something to prevent accidental activations (N=27), to reduce the size (N=14) and weight (N=14) of the radios. These are the same 3 mentioned most often in the first posttest. The next most frequent suggestion, far down in frequency (N=5), was to improve reception. Whatever dissatisfaction that led to suggestions for change did not prevent 84.7% of the people from expressing a preference to keep their radios and 87% from saying that they were "very satisfied" overall with the PASS Project. The comparable figures from the first posttest for these 2 items are 86.8% and 83.2%.

With regard to life changes as a result of having a PASS radio, 77.4% said that their life had, in fact, been changed. This is an increase of 17.4% from the first posttest. The most frequently mentioned change was the same one as in the first posttest - feeling safer and having a greater sense of security (140 times). Next most frequent was not feeling helpless in an emergency (46 times).

Once again, one is struck by the extraordinarily high degree of acceptance and its persistence over time. There was virtually no reduction in acceptance or satisfaction from November of 1979 to May of 1980. In fact, some specific items showed an increase. The passage of time seemed to confirm the appeal of the project.

Household Member Experience - First Posttest

In the first posttest, the 88 secondary respondents in the experimental group, members of household with a PASS radio user, were asked a variety of questions about their experience with and reaction to the PASS project. First, they were asked if they had ever used the PASS radios to call for assistance. Only 3 people said they had done so.

Secondary respondents were then asked if they thought their households had been affected in any way by the presence of the PASS radio. About 74% said "yes". Not surprisingly, the most common effect mentioned had to do with an increased feeling of safety (N=66) for all or some household members. The next most commonly noted effect related to being able to get help quickly in an emergency (N=22), followed by items having to do with increased mobility for household members (N=15).

Respondents were then asked if their own lives had been changed by the presence of the PASS radio. Fifty-four percent said that a change had taken place. And again, the most frequently mentioned change was feeling safer and more secure (N=51), followed by not feeling helpless in an emergency (N=19). These two items accounted for 85.4% of all responses.

When asked if they wanted to keep the PASS radio in the house, almost 91% said "yes". Only one person wanted to return the radio and 7 were uncertain.

These people were also asked the question that was passed to users about purchasing the radio. The distribution of responses was very similar with the lowest price category, \$20 - \$29, being chosen most often (31.8% vs. 41.7% for users). Only 10.2% said they would not be willing to purchase the radio and 15.9% said they would be willing to pay between \$100 - \$300. Comparable figures for users are 18.4% and 10% respectively. In terms of an overall system rating, the distribution was 55.7% "excellent", 38.6% "good", and 5.7% "fair".

Given the fact that household members had virtually no real direct experience with PASS radios, their high level of support is striking. The similarity of this support to that given by the users themselves is also of note. The recurrent themes of increased sense of safety and less concern about getting help in an emergency could serve as keynotes for the entire project. Certainly, there is no question in the minds of either users or the people who live with them that the PASS project is a worthwhile one which has successfully dealt with the problems of feeling unsafe and being unable to secure assistance in an emergency.



POLICE OFFICER RESPONSE TO THE PASS PROJECT

From the beginning of the PASS project it was realized that its success, in large measure, depended on the response it received from police officers in the field. If they came to regard it as a useful and worthwhile system that significantly benefitted elderly citizens, then the likelihood that the Project would achieve its goals would be increased. On the other hand, if they came to see it as a system that generated nuisance calls of no particular importance, the failure of the project would almost be assured. In other words, the attitude of police officers in the field toward the project and toward senior citizen needs for police service would be critical. All of this falls under the general heading of determining the impact of innovation on an organization.

To assess police officer response a survey instrument was developed and administered in late March and early April of 1980, (See Appendix VIII). The goal was to interview all police officers who had responded to a PASS radio generated call for service in the period from the beginning of the project through March 15, 1980 (N=72). Interviews were carried out during on-duty hours in the central headquarters building. Fifty-nine interviews were completed for a response rate of 82%.

The interview began by asking whether the Rochester Police Department (RPD) had benefitted from the project. Sixty-four percent of those responding (N=38) said they thought the Department had benefitted. Of this group, 83.8% said the project had been

"fairly beneficial" and 8.5% said it had been very beneficial. The most frequently mentioned benefit was being able to respond more quickly to senior citizen needs (N=18) while benefits connected with public relations were mentioned next most often (N=9). The ten officers who said that the RPD had not benefitted gave a variety of reasons for their belief. The reason given most often was that the RPD was not supposed to benefit (N=3). In a narrow sense they could be said to be correct, of course; but one suspects that this response is more a function of a misunderstanding of the question or, perhaps, of a lack of understanding of the Project. The other reasons given for the RPD not deriving a benefit from PASS were:

1. Not enough information given to RPD personnel (N=1).
2. PASS radios no more effective than the telephone (N=1).
3. PASS radios do not transmit well (N=1).
4. PASS radios not used enough to be effective (N=2).
5. Senior citizens not given enough training (N=1).
6. PASS radios could easily be stolen (N=1).

The next topic in the questionnaire was the effect of the PASS project on those who had PASS radios. The general question of interest was, Did police officers in the field believe that the PASS project was of benefit to senior citizen users? Fifty officers, 94.3% of those who responded to the question, said they believed users had benefitted. Thirty said it was "fairly beneficial" and the remaining 20 said it was "very beneficial".

Far and away the benefit mentioned most often was that senior citizens had a greater sense of security as a result of the project (N=35). Better response time (N=9) was second.

Only 3 officers said that PASS radio users had not benefitted. The reason given were that the radio gave people a false sense of security (N=1) and that there was no real need for the radio (N=2). Then two suggestions were made to enable people to benefit - provide better radios and better training.

The response to the next question was somewhat surprising. When asked if they had responded to a PASS radio generated call for service, only 26 officers, 44.1%, said they had. Clearly, the fact that a PASS radio was involved in a call was not being made known. Although it is easy to understand how this would happen, it is still surprising. There was no formal policy that dispatchers should tell officers that a call was generated by a PASS radio, but one would assume that this fact would become known at the scene. Of course, for some calls the PASS radio user would not be present when the police arrived. Also, for some officers it could have been several months since his or her involvement with the PASS call. In view of all of this it would seem to make sense in any future PASS project to build in a mechanism for routinely informing police officers of the PASS radio related origin of a call for service.

In any case, officers who acknowledged involvement in a PASS radio call were then asked a series of questions about how they responded. Eleven of the 26 said that knowing the call involved a PASS radio user made a difference in how they responded.

The most frequently mentioned difference was responding faster (N=4) followed by recognizing that the call was a true emergency (N=3). Of course, in most cases this was not the case so it is somewhat surprising to see this response, even in such small numbers.

The next question was an important one that deserves to be quoted here. It was, "In your judgement, did the fact that a PASS radio was used make any difference at all, that is, was the situation handled differently, or was the outcome any different than it would have been if the radio had not been used?" Ten of the 26 officers said the PASS radio made a difference and 8 differences were mentioned. Given that these differences were all specific to the nature of the calls, and that only one was mentioned more than once, it is impossible to generalize except to say that none of them were truly related to the special attributes of a PASS radio.

All officers were then asked if they knew of problems with the PASS system. Twenty-one (36%) said "Yes" and proceeded to specify 5 problems. They were:

1. Non-emergency (minor) calls and related abuse of the system (N=6)
2. Accidental activities of the radios (N=6)
3. Malfunctioning of radios (N=10)
4. Poor quality of transmissions (N=3)
5. Inadequate training of users and dispatchers (N=1)

Simply let it be said that all of these problems were real at one time or another. So, although officers were not always aware of the role of PASS radios in a call, they certainly were aware of the actual problems encountered in the project. Everyone was also asked to suggest one change to improve the project and a variety of suggestions ensued. Most frequent was the expansion of the program (N=19) followed by better training for users (N=8).

One of the most important issues in assessing the worth of the PASS project was the utility of PASS radios in comparison with the telephone (See Appendix VII). Therefore, the police officers interviewed were asked, "How useful do you think the PASS project has been in replacing the telephone as the normal means for citizens to report emergencies?" The response was:

	<u>N</u>	<u>%</u>
Very useful	24	40.7%
Fairly useful	23	39.0
Not too useful	7	11.9
Hardly useful at all	1	1.7

The fact that almost 80% chose the two most favorable categories is of considerable interest. It would seem that this question would be well suited to assess fairly the degree of acceptance of the project among officers and if this is so, police officers clearly saw PASS radios as providing a definite and distinct benefit.

Another important issue was whether police officers would see senior citizens as the appropriate group to have PASS radios. Resentment or disapproval about this, could lead to an undermining of the project. When asked, however, 76.3% said that it would not

have been better to give the radios to another group. The 14 officers who said it would have been better to do so mentioned Neighborhood Watch groups (N=4), the handicapped and bedridden (N=5), and 20-30 year olds (N=2) among others.

Next, a series of 5 agree-disagree scale questions were asked focusing on support for senior citizens and their involvement in the PASS project. A high scale score would indicate a sympathetic and supportive view of the elderly and a sense that they had benefitted from the Project. The maximum score was 5 and the minimum 1. The average score was 3.73. Significantly, the minimum score was 2.4. Also, 28.8% of the responses to all 5 items were "agree strongly" and 39.3% were "agree somewhat". In general, it is fair to say that the police officers interviewed exhibited moderately strong support for senior citizens and the view that they benefitted from the PASS project.

The last question in the series (Q 16a) asked if senior citizens had a greater need for police services than younger people.. Almost 60% either agreed strongly or somewhat. When asked why they thought this 94.2% said it was because senior citizens were more vulnerable to crime. Then, everyone was asked to assess the performance of the RPD in meeting the police service needs of seniors. The response was:

	<u>N</u>	<u>%</u>
An excellent job	7	12.1
A good job	34	58.6
A fair job	15	25.9
A poor job	2	3.4

When asked to compare the performance of the RPD in meeting senior citizens needs with its performance in meeting the needs of younger people, 64.4 percent said it was about the same and 22.0% said it was better for seniors.

The next 4 questions had to do with fear of crime among seniors and the relationship of the PASS project to it. To begin, everyone was asked if they thought fear of crime was a problem for senior citizens. Not surprisingly, 91.5% said it was very much of a problem. Also, 96.6% said it was a greater problem for seniors than younger people. And then, 79.7% said they felt that the PASS project had decreased the fear of crime - an encouraging finding to be sure.

The next 3 questions had to do with the frequency and nature of calls from PASS radio users. First, the police officers were asked if they thought that users had more contact with the RPD than they would have had without a radio. Seventy-one percent said "Yes". Then, everyone was asked to estimate the proportion of PASS calls that had been of a serious and urgent nature. Among those responding (N=48) the breakdown was:

	<u>N</u>	<u>%</u>
Most calls	12	25.0
Some calls	27	56.3
A few calls	8	16.7
Hardly any calls at all	1	2.1

And finally, everyone was asked to say what type of event they thought had generated the most calls from PASS radio users. Twenty-seven people (47.4%) selected calls having to do with

suspicious people or vehicles. The second most common choice was sick cases or medical emergencies (N=10).

Two general evaluation questions were asked to determine respondents' overall assessment of the project. When asked to take into account "both the needs of PASS radio users and the overall objectives of the RPD," the distribution of rating of worth was:

	<u>N</u>	<u>%</u>
Very worthwhile	17	31.5
Fairly worthwhile	33	61.1
Not too worthwhile	4	7.4

Among those giving the highest rating, two reasons were predominant for it. They were an increased sense of security among users and faster police response time. These same two reasons were also the most frequently offered by those who said the project was fairly worthwhile.

The other general evaluation question was, "And finally, do you think the PASS project should be continued after the initial trial phase is complete?". Just about 95% said they thought the project should be continued. The two most common reasons given for this belief were the fact that the project has had good results (N=13) and greater safety and security for senior citizens and their neighborhoods. From these two general evaluation questions above it is clear that the project was well accepted by the police officers who were actually involved with calls for service from PASS radio users.

Summary

In this mass of numbers and questions it would be easy to lose sight of the basic question of interest. In brief, we were interested in assessing the degree of acceptance of the PASS project among police officers who had responded to calls for service from PASS radio users. The reason for this interest was the belief that an innovation must be accepted within an organization if it is going to be of value. In other words, it doesn't make any difference how good a piece of hardware is if those who have to work with it don't like it.

The best answer to the question of acceptance by police officers is that the PASS project was accepted to a moderate degree. It was not greeted enthusiastically, nor was it flatly rejected. This conclusion holds for both the officers' feelings about the system itself and their feelings about how much it benefitted users.

In many of the questions the modal response was the second most favorable, e.g., Q 1b, Q 4b, and Q 26a. But although the degree of acceptance is moderate, it is quite clear that these police officers believe the project is fundamentally worthwhile. Q 30a which asks about continuation after the initial trial phase is, perhaps, the most telling in this regard; 95% of respondents indicated that it should be continued.

One is struck by the realistic nature of the attitudes displayed by police officers and the tone of hard-headed reality in their comments. An imaginary and composite police officer

cryptic quote would go something like this; "The PASS project is O.K. It's not terrific - not the greatest thing in the world - but O.K. It has helped people, and it has had problems. In most cases having a PASS radio probably doesn't make that much difference, but people feel better for sure. No question that the program should continue and, in fact, it should probably be expanded; particularly if a few changes could be made like better training and improved radio performance. On a scale of 1 to 10 I'd give it a 7 or 8."

DISPATCHER RESPONSE TO THE PASS PROJECT

To continue in the vein of exploring the relationship between innovation and organization, we now turn our attention toward 2 surveys of Rochester Police Department (RPD) dispatchers, the people who actually received calls from PASS radio users. Obviously, their response to the PASS project would be a crucial element in determining its effectiveness.

Before describing data collection activity, it is important to provide a clear picture of the dispatcher's role in the project. To begin, it should be emphasized that we are talking about regular RPD dispatchers, not people whose sole (or even primary) duty was the operation of the PASS control console. The volume of PASS calls, of course, would not have justified the employment of someone to just respond to them. The console was located on a table in the dispatch room about 3 or 4 feet from the closest dispatcher. During a day the number of dispatchers on duty was 4 or 5. When a PASS call came in the nearest available dispatcher would have to go to the console and operate it. Particularly at the beginning of the project there were numerous difficulties arising from improper operating procedure on the part of users. Also, some problems arose because of the lack of familiarity of dispatchers with the console. Of course, all dispatchers were trained in its operation, but the scarcity of calls lessened the long term value of that training.

One other factor should be noted by way of introduction. Early on it was recognized that the operation of the PASS project

closely resembled the use of a telephone to request police service, notwithstanding the fact that PASS utilized a radio. The important point is that requests for police service were being directed to police dispatchers, people whose responsibilities had never included taking calls from citizens-whatever the means involved. Dispatchers, by definition, dispatched police cars by radio. They spoke to police officers, not citizens. Given all of this and the fact that dispatchers had substantial regular responsibilities, a question was raised by a variety of people (including the dispatchers), about the appropriateness of using dispatchers to receive PASS radio calls.

There were two major reasons for the decision to use dispatchers. They were: (1) presumed necessity of expertise in the operation of a 2-way radio system, and (2) labor contract constraints. The first item is self-explanatory; the second deserves comment. Therefore, let it be said in brief that an early decision to hire two people to receive calls from PASS users in the dispatch center, in addition to other duties, came under the scrutiny of the local City employees' bargaining unit. This body said, in effect, that the individuals should be hired as dispatchers because of the duties involved and, more importantly perhaps, that it would not be appropriate to use telephone complaint board operators in that job.

To say that six months into the project everyone concerned came to see the difficulty of maintaining this position is, no doubt, getting ahead of the story. Sequence aside, though, it



is true that by January of 1980 a decision had been made to shift responsibility for receiving PASS calls to telephone complaint board operators. This decision was not implemented for technical and financial reasons until late March. Additional comments on the circumstances surrounding this decision will be offered in the summary at the end of this section.

In July of 1979 all 17 dispatchers in the employ of the RPD were interviewed concerning their thoughts and feelings about the PASS project and senior citizen needs for police service. Many of the questions were similar to those asked of police officers. The plan was to repeat the interview process in December after the project had been operating about 4 months. The follow-up interview would employ most of the same questions with appropriate changes in wording to reflect the passage of time (See appendix VII for the questionnaires). Of course, some general evaluation questions would be included in the second interview. The rationale for the 2 step process was simply to assess change in some rudimentary fashion. Given the small numbers involved and the impossibility of a control group, such an assessment would not relate to individual change, but rather to changes in the opinion of an important group over time.

The second series of interviews was carried out in December, as planned. This time 20 dispatchers were interviewed, reflecting an increase in the size of the staff. Selected highlights of the 2 interviews and important comparisons are presented next. To

facilitate discussion the first interview will be referred to as the pretest and the second as the posttest. The use of these terms is not meant to suggest experimental conditions.

One final introductory comment is<sup>1</sup>essential. In the section entitled "A Brief History of the PASS Project" reference was made to a small scale field test of PASS radios carried out in the fall of 1978. This test was a true test of the system in that it involved having a few senior citizens actually use PASS radios to talk with police dispatchers. The important point is that many dispatchers had had experience, albeit limited, with the system prior to the official start date of August 1, 1979. And, those that had not had actual experience were fully aware of the experiences of their co-workers. As might be expected in an early field test, there were numerous problems, some of which were mentioned in the history section. In any case, the test, as we will soon see, led to the creation of unfavorable impressions among some dispatchers. It is important to keep this in mind while reading the analysis that follows. Otherwise, the response to many questions would appear illogical and without foundation.

The first several questions in the pretest were designed to assess respondents' level of knowledge about the PASS project. In general it was found to be quite high. There were, in fact, no serious gaps or areas of gross misunderstanding, which was somewhat surprising in view of the minimal involvement of the group in the planning of the project. The efficacy of the informal communication network in a police department is truly astounding.

Everyone was then asked if they thought the program would experience any problems. Sixteen of the seventeen said "yes" and they mentioned two most often. They were:

1. Technical and equipment problems (N=8)
2. Non-emergency and crank calls (N=8)

What constitutes a non-emergency call and whether such calls are a problem are questions open to discussion; nevertheless, the foresight of dispatchers in anticipating them is remarkable. The same can be said of the expectation of technical and equipment problems, which did, indeed, materialize.

When asked about possible changes to improve the PASS project, the dispatchers offered responses which revealed a far less than favorable attitude toward it. Given the circumstances described in the introductory paragraphs the existence of such an attitude is not surprising. Evidence of it will appear again and again throughout this analysis: Perhaps the most revealing suggestions in this regard are:

1. Locate console away from dispatchers (N=1)
2. Cancel the entire project (N=1)
3. Assign someone solely to PASS (N=3)

What might be termed less critical suggestions for change were:

1. Train senior citizens to use radio properly (N=2)
2. Obtain better equipment (N=2)

After reading these comments one might expect that these people would have very little, if anything, good to say about the project. However, such an expectation would have gone unfulfilled. The next question, for example, reveals support for the possible utility of the project. It asked about the usefulness of PASS in replacing the telephone as the normal means for citizens to report emergencies. The distribution of responses is revealing.

	<u>N</u>	<u>%</u>
Very useful	5	29.4
Fairly useful	7	41.2
Not too useful	1	5.9
Hardly useful at all	<u>4</u>	<u>23.5</u>
	17	100.0%

That 70.6% of the respondents chose the 2 highest categories is impressive. More striking is the bimodal distribution with the second mode in the lowest category. This is indicative of substantial negative feeling among a considerable segment of the group.

A comparison with the distribution of responses to this same question in the posttest is also striking.

	<u>N</u>	<u>%</u>
Very useful	4	20.0
Fairly useful	7	35.0
Not too useful	3	15.0
Hardly useful at all	<u>6</u>	<u>30.0</u>
	20	100.0%

We see a shift to the least supportive categories, 45% hereas compared to about 30% above. It seems fair to say that, as a group, dispatchers came to see less utility in the PASS project vis-a-vis the telephone, with the passage of time.

A similar pattern of change and decreased support is in evidence in the responses to the question concerning the likelihood of senior citizens generating groundless calls and falsely reported incidents. This was an agree - disagree scale question and to simplify the presentation the information from the 2 waves is given in terms of categories of support.

	<u>Pretest(%)</u>	<u>Posttest(%)</u>
more supportive	53	35
less supportive	35.3	65

(The figures for the pretest do not sum to 100% because 2 people chose the "uncertain category.") These numbers are even more striking than those above because the question is more directly related to senior citizens. Clearly, the attitude toward senior citizens among dispatchers degenerated over time and with the experience of the PASS project.<sup>1</sup> Similar, but less pronounced, patterns of change were also in evidence with regard to its concerning the urgency of calls from senior citizens and the police service needs.

It was asked in the pretest to rate the performance of the RPD relative to meeting the police service needs of senior citizens,

all but 1 of the 17 dispatchers said either "good" or "excellent" (94.1%). In the posttest the comparable figure was 90%. The nature and extent of the change among categories prohibits any finding of real change. In contrast, the next question asked respondents to rate the performance of the RPD in meeting the needs of the elderly vis-a-vis younger people. In the pretest only 5.9% said the department was doing a better job for seniors; in the posttest the figure was 25.0%, a substantial increase.

As a follow-up, everyone was asked, "Is there anything else you think the RPD could be doing, which it is not now doing, to better meet the police service needs of senior citizens?" In the pretest no mention was made of the PASS project; in the posttest 3 people suggested expansion of the PASS project.

These changes are different than what we have noted above and may cause some confusion. A reconciliation is possible; however, it will not be attempted until the summary. Suffice it to say at the moment that the picture which is emerging is one of begrudging acceptance of the value of the project.

The next series of questions dealt with fear of crime, a topic of central concern. A concise summary of responses would be that the dispatchers clearly recognized that fear of crime was a big problem for seniors, that it was much more of a problem for them than for younger folk, that they most (64.7%) expected PASS to reduce fear, and that most (75%) felt that it did have that effect.

Another pretest question which showed a marked difference in response between the pretest and posttest asked respondents about the proportion of calls that from PASS radio users that

would be ("were" in the posttest) of a serious and urgent nature. The difference is sufficiently dramatic to warrant a complete presentation.

R's Estimate of Frequency of Serious and Urgent Calls

	<u>Pretest</u>	<u>Posttest</u>
Most calls	23.5	0.0
Some calls	52.9	15.0
A Few Calls	17.6	35.0
Hardly Any Calls	<u>5.9</u>	<u>50.0</u>
	100.0%	100.0%

The drop from 76.4% in the 2 upper categories during the pretest to 15% in the posttest is striking to say the least. If one reviews the description of calls in Appendix III one can see that the posttest figure represent a pretty fair description of what actually happened. A conservative statement would be that the expectations of dispatchers about the nature of PASS calls were not met.

The next few questions dealt with the benefits of the PASS project for the RPD and for project participants. With regard to the RPD, 94.1% of respondents felt that it would benefit. In the posttest only 65% said they felt a benefit had been derived. Of those anticipating a benefit, 81.3% felt the project would be either "very" or "fairly" beneficial. The comparable figure in the posttest was 100%. The situation we have here is complicated. Basically, a smaller proportion of people felt that the RPD actually

benefitted from PASS than the proportion that expected a benefit in the first place. However, everyone who felt that a benefit had, indeed, accrued thought that it was substantial. Like most of the findings in this section, this one contributes to a complex overall evaluation picture.

As to the specific benefit expected, the most commonly mentioned was the ability to quickly put police where there is crime (N=7) followed by reducing crime (N=3) and public relations with regard to meeting the needs of citizens (N=3). Perceived benefits were public relations (N=7) followed by better service for senior citizens (N=3). The only reason given for why the RPD had not benefitted was the lack of true emergency use of the system (N=6). The two changes that were suggested by the people who felt that the RPD had not benefitted were: (1) better and more training of users, and (2) better selection of users.

With regard to benefits to users, almost everyone (N=16) expected them to benefit and almost everyone felt that they did (N=18). There was no difference of consequence, either, between expected and perceived degree of benefit. Almost everyone chose the top 2 categories - "very" or "fairly" beneficial. Congruence between expected and perceived specific benefits was also evident. Benefits such as better response time, greater security, and less fear of crime accounted for almost all the responses. The one person who felt that participants would not benefit did so because of a perception that the system would not meet real emergency needs. And in a parallel fashion, the 2 people who felt that

a benefit had not accrued to participants did so because not enough real emergency calls were received.

The final evaluation question in the pretest asked for an overall assessment of the potential worth of the PASS project in terms of the needs of both the RPD and participants. The response distribution to it and to the same question in the posttest was:

	<u>Pretest</u>	<u>Posttest</u>
Very worthwhile	35.3	30.0
Fairly worthwhile	52.9	30.0
Not too worthwhile	5.9	35.0
Hardly worthwhile at all	<u>5.9</u>	<u>5.0</u>
	100.0%	100.0%

A fairly substantial shift to the lower categories (28.2%) is evident. This shift is more evidence that the project did not meet the expectation of the dispatchers.

Greater security for senior citizens was the reason given most often by those choosing the top 2 categories (pretest and posttest - N=6). Those in the lower categories most often mentioned abuse of the system (pretest N=2) and the absence of true emergencies (posttest N=5).

The only remaining area to be discussed is problems encountered with the operation of the system. Although several questions were asked in this regard, there is no point in distinguishing them because no real difference exist. The central question was

what dispatchers knew about problems with the operation of the system - either from their own experience or that of their co-workers. Given the close proximity of dispatchers to one another while working, it would be presumptuous to assume that they could make neat distinctions in their own minds.

The only point which needs to be made by way of introduction is that only 14 of 20 dispatchers said they had actually received a "live" PASS call. This is easy to understand given the low volume of calls and the rarity of them during certain hours.

Two problems were mentioned most often. First was the malfunctioning of PASS radios, especially in terms of accidental activations and the failure of the radio to shut-off properly. This latter problem resulted in prolonged battery drain and the eventual failure of the unit. The former problem caused considerable headache for dispatchers because a lot of time was spent on trying to establish contact with a user who, most often, was not nearby the radio and because the triggering of the radio without a user could disrupt the entire system for a period of time.

Also mentioned 9 times was the problem that many users simply did not know how to operate their radios. Of course, improper use would be a irritant. The extent of actual improper usage is, however, virtually impossible to determine.

The only other problem mentioned with any frequency at all (8 times) was that of poor transmission and reception. The 3 problems are all closely related and their causes are probably similarly related. Whatever the causes, it is clear that, from

the dispatchers viewpoint, poor equipment combined with poorly trained users to cause, on numerous occasions, real frustration. This situation is reflected in the suggestions given for change to improve the PASS project. The two most often mentioned were better and more training for users (N=6) and improved PASS radios (N=3).

#### Summary

Although the picture of dispatcher response to the PASS project that has emerged here is not a simple one, it should by this time be fairly clear. Perhaps its most obvious feature is the dispatchers' change in attitude about the project and its participants. They became frustrated with the non-emergency use of the system and the difficulties that arose from what they saw as faulty equipment and inadequate training.

Exacerbating these real concerns was the problem of role conflict. From the beginning it was clear that many dispatchers felt it was simply not their job to respond to PASS calls. Given their other responsibilities and the frequent true emergency nature of them, it is understandable that they would be frustrated by having to spend 10 minutes establishing contact with a PASS user who wanted to report an open door, or some problem of similar urgency. In listening to tapes of exchanges between users and dispatchers, the tone of frustration and impatience is all too clear. Comments by dispatchers to the effect that PASS should be used only for real emergencies were also evident.

The effect of their discontent, as was mentioned, was to cause a shift of responsibility for taking PASS calls to Complaint Board operators. That such a change was made is evidence of the strength and validity of the dispatchers' point of view. The effect on the program of delaying the change until March of 1980 is not clear, although it seems safe to say that some reduction in usage must have occurred as a result.

It is important to remember that the clear frustration of the dispatchers did not prevent 90% of them from saying that PASS radio users did benefit from their participation in the project. Such detachment is commendable given the extent of their frustration. What the dispatchers seemed to be saying in their responses to the questions is something like this: "O.K., the PASS program did not turn out to be all that we had hoped it would. There were a lot more calls on non-emergency matters, a lot more equipment problems, and a lot more poorly trained users than we expected. All of these things made our job more difficult and naturally we became frustrated with the project and our role in it. It isn't as if the program doesn't have anything to offer, because most senior citizens in it probably felt more secure and had less fear of crime because of their participation. They benefitted and so did the RPD. No doubt, the RPD is meeting real needs of senior citizens through the PASS project."

"But, things would have been a lot better if someone else had responsibility for taking PASS calls from the beginning. The jobs of taking complaints from citizens and dispatching police cars



simply don't fit together very well. If we had to give the project a grade, we'd give it a C from its beginning to the time the control console was moved and a B after that. It's just not clear to us that you need something like PASS if its' going to be be used mostly for routine calls. But, if the people in the project feel better and are more likely to cooperate with the Department as a result, who's to say that it isn't fairly worthwhile?"

Notes

<sup>1</sup> One is sorely tempted to say that dispatcher experience with the PASS project casued the degeneration of attitude. Scientifically, of course, there is no basis for doing so because of the complete absence of controls, a changing population, etc. However, if one had the experience of this writer in connection with the project and the dispatchers role in it, one would want to say just about that. From the point of view of a (semi) participant - observer, it was clear that a number of circumstances combined to produce negative attitudes about the project and the senior citizens included in it. It is impossible to disentangle substantive from process issues, but clearly the actual experience of dispatchers with the system played a role in the change made evident by the data. The extent to which related but distinct organizational issues played a role is less clear; those issues gonfound the issues.

### CONCLUSIONS AND RECOMMENDATIONS

The question that is most commonly addressed in the conclusion of an evaluation report is, Was the project a success? or, Did the project achieve its objectives? It is to be hoped that the reader has been able to formulate an answer to these questions on the basis of the material presented so far. Regardless of whether that is true, it seems fitting to offer some sort of summary here, with attendant recommendations where appropriate.

Before doing so, however, a point needs to be made about the unusual nature of the PASS evaluation, specifically, the fact that it incorporates a rigorous experimental design. Experimental design itself is not unusual, of course; it is the basis for scientific understanding in all fields. The medical field is one that readily comes to mind. The procedures used in determining whether a drug has the desired effect, for example, are similar to the procedures employed in this evaluation to determine whether participation in the PASS program had the desired effect.

The point is that most evaluation studies, because of the lack of experimental design, are severely limited from the outset in their ability to answer the question that many would say is foremost, i.e., did the program have the desired effect? Of course, the absence of true experimental design does not necessarily make it impossible to answer the central question, but it does make it extraordinarily difficult. The issue is how much confidence one can place in the findings.

It goes without saying that there are other, perhaps equally, important questions in evaluation research; the notion of cost-

benefit is one good example. But the fact remains that just about all other important evaluation questions are tied to the question of outcome, including cost-benefit questions.

The major experimental portion of this evaluation involved PASS radio users and their counterparts in the control group. The intervention, of course, consisted of participation in the Personal Alarm Security System Project. Did this intervention have the desired effect with regard to the seven outcome measures specified in the research design? For the most part, regrettably, the answer must be that it did not do so, at least not during the course of this experiment.

The qualified nature of this conclusion has to do with 3 measures. They are:

1. Overall life satisfaction
2. Affect toward the police with reference to their trying their best in user neighborhoods
3. Concern about getting help in an emergency

For these three measures it is clear that participation did have the desired effect in the long run. And, although it is far less clear, there is some evidence that participation had the desired effect with regard to 2 limited aspects of sense of safety.

It should be noted that the desired outcome picture was much brighter at the time of the first posttest, 3 months after the distribution of radios. In fact, even moderate enthusiasm would have been in order then. But, such enthusiasm would have been short lived because of change over time.

The use of the word "regrettably" above was intentional. The

**CONTINUED**

**1 OF 3**

appeal and promise of the PASS project were substantial and exciting, and this writer was not immune to such feelings. So, one searches for explanations or circumstances which, if changed, might have led to different conclusions.

One thing that comes to mind is the low frequency of use of the PASS radios. If they had been used more, would their impact have been greater? It is difficult to imagine how this would have been so given the very small number of true emergency calls and calls in which the radio made a critical difference. It is even difficult to imagine how one would have gone about increasing the frequency of use.

In this regard the role of the dispatcher comes to mind. What if they had been enthusiastic and highly supportive from the beginning? Or, more realistically, what if the job of receiving PASS calls had been given to some group which could have easily generated such support and enthusiasm. Would the volume of calls have been substantially greater with positive effects in terms of reducing fear of crime, increasing sense of safety, etc. Again, the evidence does not support such conjecture. PASS calls were received by people other than dispatchers for the months of April through July and the volume of calls did not change in any noteworthy manner.

This is, perhaps, as good a place as any other to offer a recommendation. The selection of PASS console operators was important for the program. The initial choice made in the project was not, it turned out, a particularly good one. There

were sound reasons for it and at the time there may have been no other choice. The low volume of calls would make any future decision even more difficult.

Nevertheless, it would seem prudent to avoid using police dispatchers in any future version of the PASS project. The function of the PASS radio is to put citizens in contact with the police department so that they can report crime, emergencies, etc. It would seem preferable to utilize people whose job normally includes contact with citizens for these purposes. Needless to say, the training of these people with regard to equipment operation and communication with the elderly would be crucial.

The lack of strong, consistent, and persuasive findings of change in the desired direction with regard to the outcome measures is particularly difficult to accept in the view of favorable user response to the system. Users were, almost without exception, quite satisfied with the PASS project. They had very few complaints of any magnitude and almost all of them said they would prefer to keep their radios.

Although all of this is true, it does not say much of anything about life changes - the focus of the outcome measures. The response to the one user evaluation question in this regard is interesting, therefore. In the first posttest 60% of the users said that having a PASS radio had changed their lives; in the second the figure was 77% and the change mentioned most frequently on both occasions was feeling safer and having a greater sense of security.

The question which arises is, How can such a large proportion of users say that having a radio has changed their lives in terms of feelings of security and safety while there is very little statistical evidence of such change?. In response, at least 3 points should be made.

First, not everyone said that their lives had changed. Admittedly, 60% and 77% are large proportions of the user group, but 40% and 23% are not inconsequential proportions.

Second, greater security and safety were not the only changes mentioned. There were numerous others and in the context of the question it is impossible to tell about relative strength of feeling for them. And finally, it is one thing to make a statement to the effect that one feels safer and quite another to respond to a variety of specific and detailed probes about safety over a period of time in essentially the same way. In other words, the questions concerning safety in the experimental portion of the study provide better evidence because they were asked 3 times over a period of 10 months and because of their detailed nature.

To summarize, there is no question about the acceptance of the project. People said clearly that they liked it a lot and that they were satisfied with the hardware. And, there is also no question that most people said they benefitted from it in important ways. But, a simple statement by users to the effect that they benefitted is not sufficient evidence to warrant a finding of life change.

No mention has been made yet of the household members, or secondary respondents. Recall that the same set of outcome measures was applied to them as to primary respondents, the PASS radio users. Recall, too, that these people were not interviewed during the second posttest. In most instances, the rationale connecting a given outcome measure with the presence of a PASS radio user in a household was weak or non-existent. Therefore, the notion of desired change did not apply with the same force.

In any event, the analysis revealed very little change in terms of the measures, as might be expected. Some limited evidence of positive change was found for overall satisfaction with the police and sense of safety, but no strong picture emerged. Curiously, some evidence of negative change was found for overall life satisfaction and support for the police role.

The response of household members to the PASS project was highly favorable. Most (75%) felt that having a radio in the household increased the sense of safety of all present and reduced concern about getting help in an emergency. And, about half the group stated that their own lives had been changed relative to the same factors. Not surprisingly, almost everyone (91%) favored keeping the radio in the household.

The only conclusion to be drawn is that it is probably not worth worrying about the effects of a system like PASS on the household members of assigned users unless they were to be trained in the use of the system. The intent in this project, in fact, was to concentrate only on those who volunteered to participate.

The role of police officers in the field relative to the project was another important variable. In general, they were moderately receptive toward the project. It should be kept in mind that for patrol officers a call from a PASS user would be virtually the same as any other call. In most cases, apparently, the officers did not even know that calls involved a PASS radio user when they received them. The exception to this rule would be accidental activations of the radio.

Most police officers interviewed believed the project was beneficial for both the RPD (64%) and senior citizen users (94.3%). Most of those who believed a benefit had occurred said the project had been fairly beneficial, 83.8% and 60% respectively for the Department and users. The most commonly specified benefit for the RPD was being able to respond faster to senior citizens needs; a greater sense of security was mentioned most often for users. And, 79.7%, said that PASS had reduced the fear of crime for participants.

With regard to overall assessment of the project the officers were clear in their positive feelings. Some highlights are:

1. The most frequent suggestion for change in the project was to expand it.
2. More than 90% said the project was either "fairly" (61.1%) or "very" (31.5%) worthwhile when asked to evaluate it in terms of the needs of the RPD and senior citizens.
3. Ninety-five percent said they thought the project should be continued.

The major reason for including police officers in the evaluation was to determine if innovative technology would be accepted by a group that would be directly affected by it. The PASS project, without question, was well accepted by the police officers who had to respond to PASS radio calls. There should be no concern about acceptance in any replication of the project.

#### Conclusion

It must be emphasized that the PASS project was an experiment; it was an experimental program evaluated with an experimental design. As an experimental program it succeeded in the important sense that it was implemented according to plan with very few significant problems. For a program that employed untried technology and that asked citizens to perform in a highly unusual way, this is no mean feat. In brief, it worked. At this writing PASS radios are still being used by 200 senior citizens who want the program to continue. It is too easy to overlook or belittle this accomplishment in a report of this nature. The lure of statistics and data analysis is a strong one. Even in our sophisticated electronic age, though, it would not have been difficult in the summer of 1979 to find any number of people who would have scoffed at the notion that senior citizens would be interested in operating, or would be able to operate, a 2 way radio system for communication with the police. The whole idea, they might have said, smacks of Dick Tracy fantasies whose time had not come. The PASS project has vividly demonstrated that



such skepticism would have been badly misplaced.

To be able to answer the question, What effect did the PASS Project have?, was the rationale for the experimental evaluation. As an experimental program, it would have been unreasonable, if not impossible, to specify desired amounts of effect, i.e., "change in the level of a measurable variable." 1

To elaborate, the intent of the evaluation was to determine the effect of participation on say, sense of safety. It would have been presumptuous, to say the least, to set a goal of having 20% of the user group increase their sense of safety and then use the evaluation to see if this goal had been achieved. No experiences or knowledge base exists in this area that would allow one to ascertain what a reasonable goal might be, to say nothing of the statistical problems involved in such a measurement process.

Now, we know that PASS did not have an effect on user sense of safety. In many ways this is regrettable and one is tempted to say, therefore, that the Project failed in this regard. But to do so would be a serious mistake in the context of an experimental program because of the note of finality associated with such a judgment.

If it had been reasonable, on the basis of prior program experience and research, to set a goal as suggested above, and if that goal had not been met, then a conclusion of failure would have been justified. But in the case at hand, what we need to do is note that the project did not have an effect and move on to ask why, whether the outcome measure is really important, etc.

The issue is not a semantic one. If one looks at the Project strictly in terms of achieving or failing to achieve its goals, then one will not be inclined to see a larger and, perhaps, more important picture; nor will one be inclined to search for modifications which might lead to different outcomes or more relevant outcome measures.

Perhaps the best example of the deleterious effects of a narrow view of the evaluation findings would be in the area of mobility; perhaps the least ambiguous finding in the study. Virtually every measurement of mobility revealed no change as a result of participation. Was PASS a failure in this regard? The best answer is that the evaluation strongly suggested that mobility is not as important an issue for the elderly as many suspected. Therefore, future programs which deal with the fears and concern of the elderly might do well to concern themselves with more salient issues.

One possible change in the Personal Alarm Security System that comes to mind is the composition of the user group. Without going into great detail, simply let it be said that it would be worth considering whether a program like PASS might be better utilized by some group in addition to, or in place of, senior citizens. Perhaps younger people who would be more mobile in the community to begin with could better avail themselves of the technology. The ideal situation for the use of a PASS radio, as suggested elsewhere in this report, is one where rapid communication

with the police is essential and where no other means of establishing that communication exists. If younger people, or some other group, were more likely than senior citizens to find themselves in such situations, then it would certainly make sense to make PASS radios available to them.

An evaluation report is not the proper place to make a determination about the ultimate worth of a program. The goal is to provide administrators and policy makers with sufficient reliable information for the purposes of planning and decision making. The value of a given program is substantially influenced by political, economic, and policy considerations which are, fortunately, outside the scope of evaluation research. In other words, the value of a program is dependent on what one wants to accomplish in any given area of political or social concern. If, for example, the goal of a police department was to reduce the concern of senior citizens about getting help in an emergency, then there would be no question that the PASS Project could be implemented with the full expectation that the goal would be achieved. Whether the PASS project should be implemented in such a situation is, of course, a much more complex question that would require consideration of factors not dealt with here, e.g., cost.

Even with all of these caveats about judging the worth of a program in mind, it still seems profitable to offer some final comments. To begin, nothing in this evaluation should lead one to abandon the technology inherent in PASS or the fundamental way in which it was utilized. It is a technology that proved itself remarkably well given its innovative and pioneering qualities. The core idea of the program-to put citizens in touch with the police

via radio - is also a sound one. The issues which suggest themselves for further study before any replication is undertaken include what can reasonably be expected from the system, who can best utilize it, and how many units need to be distributed for optimal effect. Of course, there are other issues; but for the moment this brief list should serve as a good starting point for planning any second generation program. Perhaps the contents of this report and additional analysis of the wealth of data collected to write it can prove to be a valuable resource in any such planning process. If that turns out to be true, then the intensive evaluation of the Personal Alarm Security System can be considered a success.

Notes

- <sup>1</sup> Peter H. Rossi, Howard E. Freeman, and Sonia R. Wright,  
Evaluation: A Systematic Approach (Beverly Hills, California:  
Sage Publications, 1979) p. 164.

APPENDICES

- I Experimental Group Survey Instruments
- II A Proposal to Evaluate the Personal Alarm Security System
- III Description of Incidents
- IV Follow-up Telephone Interview Form
- V Regression Tables
- VI A Critical Difference Test
- VII Police Officer and Dispatcher Survey Instruments

APPENDIX I

Experimental Group Study Instruments

SLADE RESEARCH ASSOCIATES, INC.  
639 Titus Ave., Rochester, NY 14617

JOB #439-20

Respondent's Name: \_\_\_\_\_ I.D. \_\_\_\_\_ . 0

Address: \_\_\_\_\_ Tel. \_\_\_\_\_

Time Interview Started: \_\_\_\_\_ Group: Radio

Hello, I'm \_\_\_\_\_ of Slade Research Associates. I spoke with you on the phone and made an appointment to talk with you. As you know, my questions will have to do with your opinions on crime, personal safety and the PASS radio system. This is all part of the Personal Alarm Security System project being carried out by the Rochester Police Department. If you have any questions about who I am or the validity of this survey, you may call the Police Department's emergency number, 428-6666. Here is my identification. (SHOW RESPONDENT SLADE RESEARCH IDENTIFICATION)

We appreciate your help and continued cooperation in this project. Your assistance helps the Police Department to serve all older citizens better. I want to assure you that everything you say will be strictly confidential. The results of this survey will simply be stated in terms of how many people said this or that, but no one will be able to tell who said what.

Each question I'm going to ask is very important for the final results of the project. You may recognize many of the questions as being the same as those you were asked when we spoke with you in November. We are repeating questions because it is important that we have your current views on these important subjects. You can help us most by giving honest and frank answers to all our questions. Since we don't want to take up too much of your time, let's see how fast we can go through them. Let's begin by talking about safety in this neighborhood.

1a. Overall, how would you rate the safety of your neighborhood? Would you say it is:

- Very safe, ..... 4
- Fairly safe, ..... 3
- Not too safe, or ..... 2
- Hardly safe at all? ..... 1

NOTE: IF RESPONDENT ASKS WHAT IS MEANT BY "NEIGHBORHOOD," SAY IT IS WHATEVER MOST PEOPLE AROUND HERE THINK OF AS THE NEIGHBORHOOD.

b. (HAND RESPONDENT CARD "A") How would you rate the safety of your neighborhood compared to the city as a whole? Would you say it is:

- A great deal safer, ..... 5
- Somewhat safer, ..... 4
- About the same, ..... 3
- Somewhat less safe, or ..... 2
- Much less safe? ..... 1

(TAKE BACK CARD "A")

3. Now I'm going to ask you a general question about yourself. (HAND RESPONDENT CARD "B") Taking into account what has happened in the past year and what you expect to happen in the near future, how do you feel about your life as a whole? Just give me the number on the card which corresponds with the best summary of how you feel?

- Delighted ..... 7
- Pleased ..... 6
- Mostly satisfied ..... 5
- Mixed ..... 4
- Dissatisfied ..... 3
- Unhappy ..... 2
- Terrible ..... 1

NOTE: PROBE FOR A NUMERICAL ANSWER. ACCEPT "DON'T KNOW" ONLY AS A LAST RESORT.

4. Now I'd like to ask you some questions about your own personal feelings of safety. (REPLACE CARD "B" WITH CARD "C") For each of the 2 areas I'm going to mention, please tell me how safe you would feel. Would you feel "very safe," "fairly safe," "not too safe," or "hardly safe at all"? How about \_\_\_\_\_? Etc.

	Very Safe	Fairly Safe	Not Too Safe	Hardly Safe At All
a. In your (house/apartment) during the day? .....	4	3	2	1
In your (house/apartment) after dark? .....	4	3	2	1
b. On nearby streets during the day? .....	4	3	2	1
On nearby streets after dark? .....	4	3	2	1

- 5a. During the past week how many times did you go out in this neighborhood during the daylight hours?

\_\_\_\_\_ times

- b. Would this be average for the past few weeks?

Yes 1 (SKIP TO #6)  
No 2 (CONTINUE)

- c. What would be your weekly average for the past few weeks? \_\_\_\_\_ times

6. How safe do you feel when you go out in this neighborhood in the daylight hours? Do you feel:

Very safe, ..... 4  
Fairly safe, ..... 3  
Not too safe, or ..... 2  
Hardly safe at all? ..... 1

- 7a. During the past week how many times did you go out in this neighborhood after dark?

\_\_\_\_\_ times

- b. Would this be average for the past few weeks?

Yes 1 (SKIP TO #8)  
No 2 (CONTINUE)

- c. What would be your weekly average for the past few weeks? \_\_\_\_\_ times

8. How safe do you feel when you go out in this neighborhood after dark? Do you feel:

Very safe, ..... 4  
Fairly safe, ..... 3  
Not too safe, or ..... 2  
Hardly safe at all? ..... 1

9. (TAKE BACK CARD "C") I'm going to read you a list of some things that some people tell us they do to help insure their safety. For each one I'm going to ask you if you ever do it and, if you do, whether you do it all, most or only some of the time. Some say:

	Yes	No	All	Most	Some
a. "They avoid going out alone." Do you ever avoid going out alone? (IF "YES") Do you avoid going out alone all, most, or only some of the time? .....	X	4	1	2	3
b. Some say "They avoid going out at night." Do you ever avoid going out at night? (IF "YES") Do you avoid going out at night all, most, or only some of the time? .....	X	4	1	2	3
c. Some say "They avoid using public transportation." Do you ever avoid using public transportation? (IF "YES") Do you avoid using public transportation all, most or only some of the time? .....	X	4	1	2	3
d. Some say "They avoid certain unsafe streets." Do you ever avoid certain unsafe streets? (IF "YES") Do you avoid using certain unsafe streets all, most or only some of the time? .....	X	4	1	2	3
e. Some say "They carry a weapon." Do you ever carry a weapon? (IF "YES") Do you carry a weapon all, most or only some of the time? .....	X	4	1	2	3
f. Some say "They lock all doors when they go out, even for a short time." Do you ever lock all doors when you go out, even for a short time? (IF "YES") Do you lock them all, most or only some of the time? .....	X	4	1	2	3
g. Some say "They avoid carrying a purse/wallet." Do you ever avoid carrying a purse/wallet? (IF "YES") Do you avoid carrying one all, most or only some of the time? .....	X	4	1	2	3
h. Some say "They lock themselves in when they're at home during the day." Do you ever lock yourself in when you're at home during the day? (IF "YES") Do you lock yourself in all, most or only some of the time? .....	X	4	1	2	3

- 10a. Now, just a few more questions about your own feelings of personal safety. Are there places here in your neighborhood that you avoid because you feel they are unsafe?

Yes 1 (CONTINUE)  
No 2 (SKIP TO #11a)

- b. In general, would you say you avoid these places:

Often, ..... 3  
Sometimes, or ..... 2  
Rarely? ..... 1

- 11a. Are there other places in the city that you avoid because you feel they are unsafe?

Yes 1 (CONTINUE)  
No 2 (SKIP TO #12)

- b. In general, would you say you avoid these places:

Often, ..... 3  
Sometimes, or ..... 2  
Rarely? ..... 1

12. A lot of people these days are concerned about being a victim of a crime. I'd like to find out how you feel about that. (HAND RESPONDENT CARD "D") I'm going to read you a list of crimes that could happen to anyone. I'd like you to tell me how concerned you are about each of these crimes happening to you. Are you very concerned, somewhat concerned, not too concerned, or hardly concerned at all? The first crime is \_\_\_\_\_. How concerned are you about this happening to you? How about \_\_\_\_\_? Etc.

	Very	Some- what	Not Too	Hardly Concerned At All	
a. Being robbed of money or other property while you are at home .....	4	3	2	1	
b. Having property stolen from your home while you are away.	4	3	2	1	
c. Having property destroyed in and around your home .....	4	3	2	1	
d. Being harassed or bothered by kids while you were at home	4	3	2	1	
e. Being robbed of money or other property while on the street .....	4	3	2	1	
f. Being swindled - having someone take money or property from you by deceiving you .....	4	3	2	1	
g. Having something stolen from your car .....	4	3	2	1	9

NOTE: IF RESPONDENT SAYS HE/SHE DOES NOT DRIVE A CAR, CIRCLE "9".

- 16a. Now, I'd like to ask you some questions about the police. There are no right or wrong answers - we are just interested in your opinion. To begin, let's talk about satisfaction with the police. (REPLACE CARD "D" WITH CARD "E") In general, how satisfied are you that the city police are trying their best? Are you:

Very satisfied, ..... 4  
Fairly satisfied, ..... 3  
Not too satisfied, or ..... 2  
Hardly satisfied at all? ..... 1

- b. What about right here in your neighborhood - how satisfied are you that the police are trying their best right here in your neighborhood? Are you:

Very satisfied, ..... 4  
Fairly satisfied, ..... 3  
Not too satisfied, or ..... 2  
Hardly satisfied at all? ..... 1

17. (REPLACE CARD "E" WITH CARD "F") Now I'm going to read you some statements having to do with the police. For each one, I'd like you to tell me whether you agree strongly, 5; agree somewhat, 4; are uncertain, 3; disagree somewhat, 2; or disagree strongly, 1. Let's start with the statement that \_\_\_\_\_. Which best describes the extent to which you agree or disagree with this statement, 5, 4, 3, 2 or 1? How about \_\_\_\_\_? Etc.

	Agree Strongly	Agree Somewhat	Un- certain	Disagree Somewhat	Disagree Strongly
a. The police have one of the most difficult jobs in society .....	5	4	3	2	1
b. There are too many laws protecting the rights of suspected criminals .....	5	4	3	2	1
c. Most police treat everyone as if they were criminals .....	5	4	3	2	1
d. Most police don't understand the problems of older people .....	5	4	3	2	1
e. Most police are sympathetic to crime victims .....	5	4	3	2	1
f. The police are well thought of in this neighborhood .....	5	4	3	2	1
g. The police should have more authority to get tough with suspected criminals.	5	4	3	2	1
h. The police deserve more respect than they get .....	5	4	3	2	1

18. (TAKE BACK CARD "F") As compared to the way the police treat younger people, do you think they treat older people:

Better, ..... 3  
About the same, or ..... 2  
Worse? ..... 1

19. (HAND RESPONDENT CARD "G") Most people are worried about not being able to get help in an emergency. How worried are you? Are you:

Very worried, ..... 1  
Somewhat worried, ..... 2  
Not too worried, or ..... 3  
Hardly worried at all? ..... 4



23. Now let's switch subjects and talk about some more general things. (REPLACE CARD "G" WITH CARD "H") I'm going to read you a list of activities and I'd like you to give me the letter on the card that best represents the frequency with which you personally engage in this activity. That would be A for 6 or more times a week, B for 4 or 5 times a week, C for 2 or 3 times a week, D for about once a week, E for 2 or 3 times a month, F for about once a month, G for not even once a month, or H for never? How about \_\_\_\_\_? Would that be A, B, C, D, E, F, G or H? (RECORD LETTER UNDER "FREQUENCY CODE" BELOW) How about \_\_\_\_\_? Etc.

	Frequency Code	Past 2 Weeks
a. Going out of your home to visit close friends who live nearby? .....	_____	_____
b. Going out of your home to visit your children or other relatives who live nearby? .....	_____	_____
c. Going shopping someplace other than downtown? .....	_____	_____
d. Going to the post office? .....	_____	_____
e. Going to your church or synagogue? .....	_____	_____
f. Going to meetings of a social organization? .....	_____	_____
g. Going out in the evening to a restaurant or a movie or some other type of entertainment? .....	_____	_____
h. Just taking a walk in the neighborhood? .....	_____	_____
i. Taking a trip on a local bus? .....	_____	_____

24. (TAKE BACK CARD "H") Now, thinking about just the past two weeks, how many times have you gone out of your home to visit close friends who live nearby? How many times have you gone out of your home to visit your children or other relatives who live nearby? Etc. (ASK FOR EACH ACTIVITY NOT CODED "H" UNDER "FREQUENCY CODE" ABOVE AND RECORD ANSWER UNDER "PAST 2 WEEKS." NOTE THAT, IN READING THE ACTIVITIES, "GOING" SHOULD BE CHANGED TO "GONE" AND "TAKING" TO "TAKEN.")

27a. Now, just one more question about how active you are. Some older people feel they can't get out and around as much as they would like. How satisfied are you with how often you get out and around? Are you:

- Very satisfied, ..... 4 (SKIP TO NEXT PAGE)  
 Fairly satisfied, ..... 3 (SKIP TO NEXT PAGE)  
 Not too satisfied, or ..... 2 (CONTINUE)  
 Hardly satisfied at all? ..... 1 (CONTINUE)

b. What is the major reason you don't get out as much as you would like? \_\_\_\_\_

NOTE: PROBE FOR THE MAJOR REASON IF MORE THAN ONE IS OFFERED.

PR 3. Now, I'd like to ask you some questions about your PASS radio. First, how many times have you used your PASS radio to actually call for assistance - not counting the times when you just tested it?

\_\_\_\_\_ times

IF "0" TIMES, SKIP TO PR 10. OTHERWISE, CONTINUE.

PR 9. (HAND RESPONDENT CARD PR-A) Now I'd like to ask you some specific questions about the PASS radio and its operation. For each item I mention, please tell me whether you are very satisfied, somewhat satisfied, not too satisfied, or hardly satisfied at all. How about \_\_\_\_\_? How satisfied are you with \_\_\_\_\_?

	Very Satisfied	Somewhat Satisfied	Not Too Satisfied	Hardly Satisfied	Not Appl.
a. The length of time it takes for police dispatcher to respond after you activate the radio ..	4	3	2	1	
b. The length of time it takes for the police to arrive after you have talked with the dispatcher	4	3	2	1	
c. The battery changing procedure.	4	3	2	1	9
d. The location of the antenna ...	4	3	2	1	
e. The clarity of the signal, that is, how well you can hear the dispatcher .....	4	3	2	1	
f. How easy it is to use the radio	4	3	2	1	
g. The size of the radio .....	4	3	2	1	

CONTINUE IF "3", "2" OR "1" CIRCLED FOR "g" ABOVE. OTHERWISE, SKIP TO PR 9i.

h. Do you think the PASS radio should be bigger or smaller?

- Bigger ..... 1  
 Smaller ..... 2

i. Is there anything at all about the radio that makes it difficult to operate?

- Yes 1 (CONTINUE)  
 No 2 (SKIP TO PR 10)

j. Could you please tell me what it is about the radio that makes it difficult to operate?

PR 10. (TAKE BACK CARD PR-A) What suggestions do you have about changing the PASS radio and how it works?

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No suggestions - 0

PR 11. If you had to choose at this moment, would you prefer to keep the PASS radio, return it to the Police Department, or would you be uncertain about what you wanted to do with it?

Keep it ..... 3  
Return it ..... 2  
Uncertain ..... 1

PR 13. Taking everything about the PASS radio and its operation into account, how satisfied are you with the overall PASS radio system? Are you:

Very satisfied, ..... 4  
Somewhat satisfied, ..... 3  
Not too satisfied, or ..... 2  
Hardly satisfied at all? ..... 1

PR 14a. Has having a PASS radio changed your life in any way?

Yes 1 (CONTINUE)  
No 2 (SKIP TO #29 ON NEXT PAGE)

b. Could you please tell me in as much detail as possible just how your life has changed as a result of having a PASS radio?

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NOTE: PROBE FOR RESPONSE. ASK FOR SPECIFIC EXAMPLES OF CHANGED BEHAVIOR, OR FEELINGS IF APPROPRIATE, e.g., "COULD YOU GIVE ME AN EXAMPLE OF HOW YOU FEEL SAFER?"

29. Now, just a few more questions about yourself. (HAND RESPONDENT CARD "I") Taking into account what has happened in the past year and what you expect in the near future, how do you feel about your life as a whole? Just tell me the number on the card that gives the best summary of how you feel. (IF RESPONDENT OBSERVES THAT THE QUESTION HAS BEEN ASKED BEFORE SAY: I don't understand why it's being asked again but I'm supposed to get answers to all questions so just give me your answer again.)

Delighted ..... 7  
Pleased ..... 6  
Mostly Satisfied ..... 5  
Mixed ..... 4  
Dissatisfied ..... 3  
Unhappy ..... 2  
Terrible ..... 1

(TAKE BACK CARD "I")

31a. How would you describe your present financial situation? Would you say it is:

Excellent, 4  
Good, .... 3  
Fair, or . 2  
Poor? .... 1

b. How about in comparison with other people your own age? Would you say your financial situation is:

Better than average, ..... 3  
About average, or ..... 2  
Worse than average? ..... 1

c. And one last question, do you consider yourself as having a:

Low, ..... 1  
Middle, or ..... 2  
High income? ..... 3

Thank you very much for your time and cooperation. We appreciate your assistance a great deal, particularly your willingness to talk with us three times over the past year.

Time interview completed: \_\_\_\_\_

Interviewer's Initials \_\_\_\_\_ Date \_\_\_\_\_ Edited \_\_\_\_\_ Validated \_\_\_\_\_

INTERVIEWER OBSERVATIONS

1. The respondent was interested and alert for:

The entire interview ..... 1  
Most of the interview ..... 2  
Some of the interview ..... 3  
Only a small part of the interview ..... 4

2. The respondent was:

Very cooperative ..... 1  
Somewhat cooperative ..... 2  
Not too cooperative ..... 3  
Hardly cooperative at all ..... 4

3. The respondent:

Fully understood most questions and answers ..... 1  
Had difficulty with some questions and answers ..... 2  
Had difficulty with many questions and answers ..... 3  
Had difficulty with most questions and answers ..... 4

4a. Was anyone else present in the room while you were interviewing?

Yes 1  
No 2

b. (IF "YES" TO #4a) Identify other people who were present and describe what role, if any, each had in the interview:

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SLADE RESEARCH ASSOCIATES, INC.  
639 Titus Ave., Rochester, NY 14617

JOB #439-39

Respondent's Name: \_\_\_\_\_ I.D. \_\_\_\_\_

Address: \_\_\_\_\_ Tel. \_\_\_\_\_

Time Interview Started: \_\_\_\_\_ Census Tract: \_\_\_\_\_ Group: Radio - Secondary

Hello, I'm \_\_\_\_\_ of Slade Research Associates. I spoke with you on the phone and made an appointment to talk with you. As you know, my questions will have to do with your opinions on crime, personal safety and the PASS radio system. This is all part of the Personal Alarm Security System project being carried out by the Rochester Police Department. If you have any questions about who I am or the validity of this survey, you may call the Police Department's emergency number, 428-6666. Here is my identification. (SHOW RESPONDENT SLADE RESEARCH IDENTIFICATION)

We appreciate your help and continued cooperation in this project. Your assistance helps the Police Department to serve all older citizens better. I want to assure you that everything you say will be strictly confidential. The results of this survey will simply be stated in terms of how many people said this or that, but no one will be able to tell who said what.

Each question I'm going to ask is very important for the final results of the project. You may recognize many of the questions as being the same as those you were asked when we spoke with you in July. We are repeating questions because it is important that we have your current views of these important subjects. You can help us most by giving honest and frank answers to all our questions. Since we don't want to take up too much of your time, let's see how fast we can go through them. Let's begin by talking about safety in this neighborhood.

1a. Overall, how would you rate the safety of your neighborhood? Would you say it is:

Very safe, ..... 4  
Fairly safe, ..... 3  
Not too safe, or ..... 2  
Hardly safe at all? ..... 1

NOTE: IF RESPONDENT ASKS WHAT IS MEANT BY "NEIGHBORHOOD," SAY IT IS WHATEVER MOST PEOPLE AROUND HERE THINK OF AS THE NEIGHBORHOOD.

b. (HAND RESPONDENT CARD "A") How would you rate the safety of your neighborhood compared to the city as a whole? Would you say it is:

A great deal safer, ..... 5  
Somewhat safer, ..... 4  
About the same, ..... 3  
Somewhat less safe, or .... 2  
Much less safe? ..... 1

(TAKE BACK CARD "A")

2a. Have you ever thought of moving out of this neighborhood because of problems with crime and safety?

Yes 1  
No 2

b. At this time how concerned are you about the problems of crime and safety in the neighborhood? Are you:

Very concerned, ..... 1  
Somewhat concerned, ..... 2  
Not too concerned, or ..... 3  
Hardly concerned at all? .. 4

2c. If you could, would you now move out of the neighborhood because of current problems with crime and safety?

Yes 1  
No 2

3. Now I'm going to ask you a general question about yourself. (HAND RESPONDENT CARD "B") Taking into account what has happened in the past year and what you expect to happen in the near future, how do you feel about your life as a whole? Just give me the number on the card which corresponds with the best summary of how you feel?

Delighted ..... 7  
Pleased ..... 6  
Mostly satisfied ..... 5  
Mixed ..... 4  
Dissatisfied ..... 3  
Unhappy ..... 2  
Terrible ..... 1

NOTE: PROBE FOR A NUMERICAL ANSWER. ACCEPT "DON'T KNOW" ONLY AS A LAST RESORT.

4. Now I'd like to ask you some questions about your own personal feelings of safety. (REPLACE CARD "B" WITH CARD "C") For each of the 2 areas I'm going to mention, please tell me how safe you would feel. Would you feel "very safe," "fairly safe," "not too safe," or "hardly safe at all"? How about \_\_\_\_\_? etc.

	Very Safe	Fairly Safe	Not Too Safe	Hardly Safe At All
a. In your (house/apartment) during the day? .....	4	3	2	1
In your (house/apartment) after dark? .....	4	3	2	1
b. On nearby streets during the day? .....	4	3	2	1
On nearby streets after dark? .....	4	3	2	1

5a. During the past week how many times did you go out in this neighborhood during the daylight hours?

\_\_\_\_\_ times

b. Would this be average for the past few weeks?

Yes 1 (SKIP TO #6)  
No 2 (CONTINUE)

c. What would be your weekly average for the past few weeks? \_\_\_\_\_ times

6. How safe do you feel when you go out in this neighborhood in the daylight hours? Do you feel:

Very safe, ..... 4  
Fairly safe, ..... 3  
Not too safe, or ..... 2  
Hardly safe at all? ..... 1

7a. During the past week how many times did you go out in this neighborhood after dark?

\_\_\_\_\_ times

b. Would this be average for the past few weeks?

Yes 1 (SKIP TO #8)  
No 2 (CONTINUE)

c. What would be your weekly average for the past few weeks? \_\_\_\_\_ times

8. How safe do you feel when you go out in this neighborhood after dark? Do you feel:

Very safe, ..... 4  
Fairly safe, ..... 3  
Not too safe, or ..... 2  
Hardly safe at all? ..... 1

9. (TAKE BACK CARD "C") I'm going to read you a list of some things that some people tell us they do to help insure their safety. For each one I'm going to ask you if you ever do it and, if you do, whether you do it all, most or only some of the time. Some say:

	Yes	No	All	Most	Some
a. "They avoid going out alone." Do you ever avoid going out alone? (IF "YES") Do you avoid going out alone all, most, or only some of the time? .....	X	4	1	2	3
b. Some say "They avoid going out at night." Do you ever avoid going out at night? (IF "YES") Do you avoid going out at night all, most, or only some of the time? .....	X	4	1	2	3
c. Some say "They avoid using public transportation." Do you ever avoid using public transportation? (IF "YES") Do you avoid using public transportation all, most or only some of the time? .....	X	4	1	2	3
d. Some say "They avoid certain unsafe streets." Do you ever avoid certain unsafe streets? (IF "YES") Do you avoid using certain unsafe streets all, most or only some of the time? .....	X	4	1	2	3
e. Some say "They carry a weapon." Do you ever carry a weapon? (IF "YES") Do you carry a weapon all, most or only some of the time? .....	X	4	1	2	3
f. Some say "They lock all doors when they go out, even for a short time." Do you ever lock all doors when you go out, even for a short time? (IF "YES") Do you lock them all, most or only some of the time? .....	X	4	1	2	3
g. Some say "They avoid carrying a purse/wallet." Do you ever avoid carrying a purse/wallet? (IF "YES") Do you avoid carrying one all, most or only some of the time? .....	X	4	1	2	3
h. Some say "They lock themselves in when they're at home during the day." Do you ever lock yourself in when you're at home during the day? (IF "YES") Do you lock yourself in all, most or only some of the time? .....	X	4	1	2	3
i. Do you have an outside light you can turn on or off?					

Yes ( ) (CONTINUE)  
No ( ) (SKIP TO #9k)

- |   | Yes | No | All | Most | Some |
|---|-----|----|-----|------|------|
| 9j. Some say "They keep their outside light on all night." Do you ever keep your outside light on all night? (IF "YES") Do you keep your outside light on at night all, most or only some of the time? .....                          | X   | 4  | 1   | 2    | 3    |
| k. Some say "They leave a light on inside their home when they're away at night." Do you ever leave a light on inside when you're away at night? (IF "YES") Do you leave it on all, most or only some of the times you're away? ..... | X   | 4  | 1   | 2    | 3    |

10a. Now, just a few more questions about your own feelings of personal safety. Are there places here in your neighborhood that you avoid because you feel they are unsafe?

Yes 1 (CONTINUE)  
No 2 (SKIP TO #11a)

b. In general, would you say you avoid these places:

Often, ..... 3  
Sometimes, or ..... 2  
Rarely? ..... 1

11a. Are there other places in the city that you avoid because you feel they are unsafe?

Yes 1 (CONTINUE)  
No 2 (SKIP TO #12)

b. In general, would you say you avoid these places:

Often, ..... 3  
Sometimes, or ... 2  
Rarely? ..... 1

12. A lot of people these days are concerned about being a victim of a crime. I'd like to find out how you feel about that. (HAND RESPONDENT CARD "D") I'm going to read you a list of crimes that could happen to anyone. I'd like you to tell me how concerned you are about each of these crimes happening to you. Are you very concerned, somewhat concerned, not too concerned, or hardly concerned at all? The first crime is \_\_\_\_\_? How concerned are you about this happening to you? How about \_\_\_\_\_? Etc.

- |   | Very | Some-<br>what | Not<br>Too | Hardly<br>Concerned<br>At All |
|---|------|---------------|------------|-------------------------------|
| a. Being robbed of money or other property while you are at home .....                    | 4    | 3             | 2          | 1                             |
| b. Having property stolen from your home while you are away.                              | 4    | 3             | 2          | 1                             |
| c. Having property destroyed in and around your home .....                                | 4    | 3             | 2          | 1                             |
| d. Being harassed or bothered by kids while you were at home                              | 4    | 3             | 2          | 1                             |
| e. Being robbed of money or other property while on the street .....                      | 4    | 3             | 2          | 1                             |
| f. Being swindled - having someone take money or property from you by deceiving you ..... | 4    | 3             | 2          | 1                             |
| g. Having something stolen from your car .....  | 4    | 3             | 2          | 1 9                           |

NOTE: IF RESPONDENT SAYS HE/SHE DOES NOT DRIVE A CAR, CIRCLE "9".

13a. (REPLACE CARD "D" WITH CARD "E") Here is a list of the crimes I just asked you about. Have any of these happened to you, personally, since August 1st of this year?

Yes 1 (CONTINUE)  
No 2 (TAKE BACK CARD "E" AND SKIP TO #14a)

b. Which ones have happened to you since August 1st of this year. Just give me the letter. There's no need to read back the whole description. ("X" BOX FOR EACH LETTER MENTIONED)

NOTE: IF RESPONDENT SAYS HE/SHE CAN'T REMEMBER WHEN THE CRIME TOOK PLACE, ASK CLARIFYING QUESTIONS TO PINPOINT OCCURRENCE BEFORE OR AFTER AUGUST 1st. IF NECESSARY, MENTION LAST INTERVIEW AS A REFERENCE POINT AND ACCEPT THAT DATE AS DEFINING AUGUST 1st IF NO GREATER ACCURACY IS POSSIBLE. DISCOURAGE LENGTHY DESCRIPTIONS, BUT DO NOT BE ABRUPT. THE SUBJECT MATTER OF THIS QUESTION HAS A HIGH EMOTIONAL CONTENT FOR OLDER PEOPLE. AS SUCH, YOU SHOULD BE CAREFUL TO TREAT THE RESPONDENT SENSITIVELY.

CUTION: IF THERE IS ANY INDICATION THAT THE RESPONDENT IS HAVING DIFFICULTY UNDERSTANDING CARD "E" - IF HE/SHE TAKES A LONG TIME RESPONDING, SAYS SOMETHING ABOUT POOR VISION AND/OR IS OBVIOUSLY STRAINING TO READ - SAY: Maybe it would be better if I read them aloud from my questionnaire. Since August 1st have you \_\_\_\_\_? Etc.

- |   | Yes | # of<br>Times<br>Since<br>8/1/79 |
|---|-----|----------------------------------|
| A. Been robbed of money or other property while you were at home .....                | ( ) | _____                            |
| B. Had property stolen from your home while you were away .....                       | ( ) | _____                            |
| C. Had property destroyed in and around your home .....                               | ( ) | _____                            |
| D. Been harassed or bothered by kids while you were at home .....                     | ( ) | _____                            |
| E. Been robbed of money or other property while on the street .....                   | ( ) | _____                            |
| F. Been swindled - had someone take money or property from you by deceiving you ..... | ( ) | _____                            |

NOTE: G WILL NOT APPLY IF RESPONDENT DOES NOT DRIVE A CAR (9 TO #12g).

G. Had something stolen from your car ..... ( ) \_\_\_\_\_  
c. (TAKE BACK CARD "E") FOR EACH CRIME "X'd" UNDER "YES" ABOVE SAY: You say you have \_\_\_\_\_ How many times has this happened to you since August 1st of this year? (RECORD IN APPROPRIATE SPACE OPPOSITE THE "X" ABOVE)

14a. Since August 1st, have you telephoned the police other than in connection with the PASS project?

Yes 1 (CONTINUE)  
No 2 (SKIP TO #16a)

b. Approximately how many times have you done so? \_\_\_\_\_ times  
IF RESPONDENT IS UNABLE TO ANSWER, SAY: "JUST GIVE ME A ROUGH ESTIMATE."

15a. How about more recently? Have you telephoned them since October 1st other than in connection with the PASS project?

Yes 1 (CONTINUE)  
No 2 (SKIP TO #16a)

b. Approximately how many times have you done so? \_\_\_\_\_ times  
IF RESPONDENT IS UNABLE TO ANSWER, FOLLOW SAME PROCEDURE AS IN #14b ABOVE.



16a. In general, how satisfied are you that the city police are trying their best? (HAND RESPONDENT CARD "F") Are you:

- Very satisfied, ..... 4  
Fairly satisfied, ..... 3  
Not too satisfied, or ..... 2  
Hardly satisfied at all? ..... 1

b. What about right here in your neighborhood - how satisfied are you that the police are trying their best right here in your neighborhood? Are you:

- Very satisfied, ..... 4  
Fairly satisfied, ..... 3  
Not too satisfied, or ..... 2  
Hardly satisfied at all? ..... 1

17. (REPLACE CARD "F" WITH CARD "G") Now I'm going to read you some statements having to do with the police. For each one, I'd like you to tell me whether you agree strongly, 5; agree somewhat, 4; are uncertain, 3; disagree somewhat, 2; or disagree strongly, 1. There are no right or wrong answers. We are just interested in your opinion. Let's start with the statement that \_\_\_\_\_. Which best describes the extent to which you agree or disagree with this statement, 5, 4, 3, 2 or 1? How about \_\_\_\_\_? Etc.

	Agree Strongly	Agree Somewhat	Un- certain	Disagree Somewhat	Disagree Strongly
a. The police have one of the most difficult jobs in society .....	5	4	3	2	1
b. There are too many laws protecting the rights of suspected criminals .....	5	4	3	2	1
c. Most police treat everyone as if they were criminals .....	5	4	3	2	1
d. Most police don't understand the problems of older people .....	5	4	3	2	1
e. Most police are sympathetic to crime victims .....	5	4	3	2	1
f. The police are well thought of in this neighborhood .....	5	4	3	2	1
g. The police should have more authority to get tough with suspected criminals.	5	4	3	2	1
h. The police deserve more respect than they get .....	5	4	3	2	1

18. (TAKE BACK CARD "G") As compared to the way the police treat younger people, do you think they treat older people:

- Better, ..... 3  
About the same, or ..... 2  
Worse? ..... 1

19. (HAND RESPONDENT CARD "H") Most people are worried about not being able to get help in an emergency. How worried are you? Are you:

- Very worried, ..... 1  
Somewhat worried, ..... 2  
Not too worried, or ..... 3  
Hardly worried at all? .. 4

20. (TAKE BACK CARD "H") Now I'm going to read you a list of problems for which some people might call the police. For each, I would like you to tell me if it is the type of problem for which you, personally, would probably call the police. How about if \_\_\_\_\_? Is this the type of problem for which you would probably call the police? What if \_\_\_\_\_? Etc. (IF RESPONDENT ASKS WHETHER "CALL THE POLICE" MEANS USING THE PASS RADIO OR THE TELEPHONE, SAY "EITHER.")

	Yes	No	Have Called
a. You see a person is suffering with chest pains .....	1	2	<input type="radio"/> A
b. A pet is lost or missing .....	1	2	<input type="radio"/> B
c. You receive obscene phone calls .....	1	2	<input type="radio"/> C
d. A pilot light on a stove, furnace or water heater goes out .....	1	2	<input type="radio"/> D
e. A water pipe in your home bursts .....	1	2	<input type="radio"/> E
f. You know a neighbor is severely beating a child .....	1	2	<input type="radio"/> F
g. You hear strange noises at night in your home .....	1	2	<input type="radio"/> G
h. You see kids painting or vandalizing a public building .....	1	2	<input type="radio"/> H
i. You see someone on the street who has had too much to drink and is having difficulty walking .....	1	2	<input type="radio"/> I
j. You want information on what to do when a Social Security check has not arrived on time .....	1	2	<input type="radio"/> J
k. You see a strange person loitering near your home .....	1	2	<input type="radio"/> K
l. Your neighbors are having a rowdy, noisy party .....	1	2	<input type="radio"/> L
m. Someone falls down in your home and you need help moving them .....	1	2	<input type="radio"/> M
n. You witness an automobile accident .....	1	2	<input type="radio"/> N
o. You see kids who are troublemakers standing in a group in your neighborhood .....	1	2	<input type="radio"/> O

21a. (HAND RESPONDENT CARD "I") Here is the list of problems I just asked you about. Have you telephoned the police for any of these problems since August 1st of this year?

- Yes 1 (CONTINUE)  
No 2 (SKIP TO #22a)

b. Which are the problems for which you have telephoned the police since August 1st. Remember I just want the times you've telephoned the police. Just give me the letter. There's no need to read back the whole description. ("X" BOX UNDER #20 ABOVE FOR EACH LETTER MENTIONED.)

CAUTION: IF YOU FOUND IT NECESSARY TO READ THE LIST OF CRIMES TO THE RESPONDENT IN #13b, DO NOT GIVE CARD "I" TO THE RESPONDENT, INSTEAD SAY: Since August 1st of this year have you telephoned the police for any of the problems I just asked you about? CIRCLE ANSWER UNDER #21a AND THEN, IF "YES," SAY: Was it because you saw a person was suffering with chest pains? Was it because a pet was lost or missing? Etc. ASK FOR EACH PROBLEM AND "X" THE APPROPRIATE BOX IF THE ANSWER IS "YES." NOTE THAT THE PROBLEMS, WHEN READ, SHOULD BE CONVERTED TO THE PAST TENSE.

22a. (TAKE BACK CARD "I") Since August 1st, have you ever thought about telephoning the police for some reason but not done so?

- Yes 1 (CONTINUE)  
No 2 (SKIP TO #23)

b. Since August 1st, approximately how many times have you thought about telephoning the police - but not done so?

\_\_\_\_\_ times



23. Now let's switch subjects and talk about some more general things. (HAND RESPONDENT CARD "J") I'm going to read you a list of activities and I'd like you to give me the letter on the card that best represents the frequency with which you personally engage in this activity. That would be A for 6 or more times a week, B for 4 or 5 times a week, C for 2 or 3 times a week, D for about once a week, E for 2 or 3 times a month, F for about once a month, G for not even once a month, or H for never? How about \_\_\_\_\_? Would that be A, B, C, D, E, F, G or H? (RECORD LETTER UNDER "FREQUENCY CODE" BELOW) How about \_\_\_\_\_? Etc.

	Frequency Code	Past 2 Weeks
a. Going out of your home to visit close friends who live nearby? ...	_____	_____
b. Going out of your home to visit your children or other relatives who live nearby? .....	_____	_____
c. Going shopping someplace other than downtown? .....	_____	_____
d. Going to the post office? .....	_____	_____
e. Going to your church or synagogue? .....	_____	_____
f. Going to meetings of a social organization? .....	_____	_____
g. Going out in the evening to a restaurant or a movie or some other type of entertainment? .....	_____	_____
h. Just taking a walk in the neighborhood? .....	_____	_____
i. Taking a trip on a local bus? .....	_____	_____

24. (TAKE BACK CARD "J") Now, thinking about just the past two weeks, how many times have you gone out of your home to visit close friends who live nearby? How many times have you gone out of your home to visit your children or other relatives who live nearby? Etc. (ASK FOR EACH ACTIVITY NOT CODED "H" UNDER "FREQUENCY CODE" ABOVE AND RECORD ANSWER UNDER "PAST 2 WEEKS." NOTE THAT, IN READING THE ACTIVITIES, "GOING" SHOULD BE CHANGED TO "GONE" AND "TAKING" TO "TAKEN.")

25. Now I'm going to ask you some questions about yourself. I'm going to read you 4 statements which describe different ways people sometimes feel about themselves. Please tell me how often you feel the way described in each statement. (HAND RESPONDENT CARD "K") For each, tell me if you feel the way described in each statement never, rarely, sometimes, or often. The first statement is \_\_\_\_\_. How often do you feel that way? Etc.

	Never	Rarely	Sometimes	Often
a. I feel in tune with the people around me .....	4	3	2	1
b. People are around me but not with me .....	4	3	2	1
c. I can find companionship when I want it .....	4	3	2	1
d. No one really knows me well .....	4	3	2	1

(TAKE BACK CARD "K")

(NO PAGE 9 OR QUESTION #26)

RECORD RESPONDENT'S AGE \_\_\_\_\_

NOTE: IF RESPONDENT IS UNDER 55, SKIP TO NEXT PAGE; OTHERWISE, CONTINUE.

- 27a. Some older people feel they can't get out and around as much as they would like. How satisfied are you with how often you get out and around? Are you:

Very satisfied, ..... 4 (SKIP TO NEXT PAGE)  
Fairly satisfied, ..... 3 (SKIP TO NEXT PAGE)  
Not too satisfied, or ..... 2 (CONTINUE)  
Hardly satisfied at all? ..... 1 (CONTINUE)

- b. What is the major reason you don't get out as much as you would like? \_\_\_\_\_

NOTE: PROBE FOR THE MAJOR REASON IF MORE THAN ONE IS OFFERED.

PRS 1a. Now I'd like to ask you a few questions about your impressions of the PASS radio system. First, have you ever used the PASS radio that was given to this household to call for assistance?

Yes 1 (CONTINUE)  
No 2 (SKIP TO #PRS 2a)

b. About how many times have you used the PASS radio?

\_\_\_\_\_ times (OBTAIN AN EXACT FIGURE OR A SMALL RANGE. DO NOT ACCEPT A NON-NUMERICAL RESPONSE, e.g., "SEVERAL," ETC.)

c. How satisfied were you with the operation of the PASS radio? Were you:

Very satisfied, ..... 4  
Somewhat satisfied, ..... 3  
Not too satisfied, or ..... 2  
Hardly satisfied at all? ..... 1

PRS 2a. Do you think that this household has been affected in any way by the fact that one person here has had a PASS radio?

Yes 1 (CONTINUE)  
No 2 (SKIP TO #PRS 3a)

b. Could you please tell me in as much detail as possible how you think the household has been affected by the presence of a PASS radio?

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NOTE: Probe for responses. Ask for specific examples of effects, e.g., "Could you tell me how people have changed their behavior?" or "Who is behaving differently?"

PRS 3a. How about your own life? Has your life changed in any way as a result of having a PASS radio in the house?

Yes 1 (CONTINUE)  
No 2 (SKIP TO #PRS 4)

PRS 3b. Could you please tell me in as much detail as possible just how your life has changed as a result of having a PASS radio in the house?

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NOTE: Probe for responses. Ask for specific examples of changed behavior or feelings if appropriate, e.g., "Could you give me an example of how you feel safer?"

PRS 4. If it were up to you at this moment, would you prefer to keep the PASS radio in the house, return it to the Police Department, or would you be uncertain about what you wanted to do with it?

Keep it ..... 3  
Return it ..... 2  
Uncertain ..... 1

PRS 5. (HAND RESPONDENT CARD PRS-A) As you may know, the PASS radio project is an experimental one that will end in July of next year, at which time the radio will be returned. Suppose that PASS radios were to be made available for purchase a few months after the project ended. How much do you think you would be willing to pay to buy a PASS radio?

\$20 - \$29 ..... 1	\$100 - \$149 ..... 5
\$30 - \$49 ..... 2	\$150 - \$199 ..... 6
\$50 - \$74 ..... 3	\$200 - \$249 ..... 7
\$75 - \$99 ..... 4	\$250 - \$300 ..... 8
Would not be willing to purchase ..... 0	

PRS 6. (TAKE BACK CARD PRS-A) Taking into account everything you know about the PASS radio system and its operation, how would you rate the system overall? Would you say it is:

Excellent, 4  
Good, .... 3  
Fair, or . 2  
Poor? .... 1

Now I'd like to just ask you a few more questions about yourself.

28a. How is your health? Would you say it is:

Excellent, 4  
Good, .... 3  
Fair, or . 2  
Poor? .... 1

b. How about in comparison with other people of your age? Would you say your health is:

Better than average, .... 3  
About average, or ..... 2  
Worse than average? ..... 1

29. (HAND RESPONDENT CARD "L") Taking into account what has happened in the past year and what you expect in the near future, how do you feel about your life as a whole? Just tell me the number on the card that gives the best summary of how you feel. (IF RESPONDENT OBSERVES THAT THE QUESTION HAS BEEN ASKED BEFORE SAY: I don't understand why it's being asked again but I'm supposed to get answers to all questions so just give me your answer again.)

Delighted ..... 7  
 Pleased ..... 6  
 Mostly Satisfied ..... 5  
 Mixed ..... 4  
 Dissatisfied ..... 3  
 Unhappy ..... 2  
 Terrible ..... 1

- 30a. (TAKE BACK CARD "L") At the present time, do you receive a salary or wages for working either full or part-time?

Yes X (CONTINUE)  
 No 3 (SKIP TO #31a)

- b. Which is it - full or part-time?

Full-Time 1  
 Part-Time 2

NOTE: IF THE QUESTION IS RAISED, CONSIDER 30 OR MORE HOURS PER WEEK "FULL-TIME."

- 31a. How would you describe your present financial situation? Would you say it is:

Excellent, 4  
 Good, .... 3  
 Fair, or . 2  
 Poor? .... 1

- b. How about in comparison with other people your own age? Would you say your financial situation is:

Better than average, ..... 3  
 About average, or ..... 2  
 Worse than average? ..... 1

- c. And one last question, do you consider yourself as having a:

Low, ..... 1  
 Middle, or .... 2  
 High income? .. 3

Thank you very much for your time and cooperation. We appreciate it a great deal. We may need to talk with you just once more in about 3 or 4 months. To the best of your knowledge, will we be able to contact you here, at this address, at that time?

Yes 1 (TERMINATE)  
 No 2 (CONTINUE)

IF "NO": Where will we be able to contact you? (OBTAIN COMPLETE DETAILS RELATIVE TO ANY PLANNED MOVE OUT OF THE ROCHESTER AREA, ANY PLANNED MOVE WITHIN THE ROCHESTER AREA, OR ANY PLANS FOR EXTENDED VACATIONS OR TRIPS OUTSIDE THE ROCHESTER AREA)

Time interview completed: \_\_\_\_\_

Interviewer's Initials \_\_\_\_\_ Date \_\_\_\_\_ Edited \_\_\_\_\_ Validated \_\_\_\_\_

# INTERVIEWER OBSERVATIONS

1. The respondent was interested and alert for:

The entire interview ..... 1  
 Most of the interview ..... 2  
 Some of the interview ..... 3  
 Only a small part of the interview ..... 4

2. The respondent was:

Very cooperative ..... 1  
 Somewhat cooperative ..... 2  
 Not too cooperative ..... 3  
 Hardly cooperative at all ..... 4

3. The respondent:

Fully understood most questions and answers ..... 1  
 Had difficulty with some questions and answers ..... 2  
 Had difficulty with many questions and answers ..... 3  
 Had difficulty with most questions and answers ..... 4

- 4a. Was anyone else present in the room while you were interviewing?

Yes 1  
 No 2

- b. (IF "YES" TO #4a) Identify other people who were present and describe what role, if any, each had in the interview:

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SLADE RESEARCH ASSOCIATES, INC.  
639 Titus Ave., Rochester, NY 14617

1-A

JOB #439-39

Respondent's Name: \_\_\_\_\_ I.D. \_\_\_\_\_ . 0

Address: \_\_\_\_\_ Tel. \_\_\_\_\_

Time Interview Started: \_\_\_\_\_ Census Tract: \_\_\_\_\_ Group: Radio - Primary

Hello, I'm \_\_\_\_\_ of Slade Research Associates. I spoke with you on the phone and made an appointment to talk with you. As you know, my questions will have to do with your opinions on crime, personal safety and the PASS radio system. This is all part of the Personal Alarm Security System project being carried out by the Rochester Police Department. If you have any questions about who I am or the validity of this survey, you may call the Police Department's emergency number, 428-6666. Here is my identification. (SHOW RESPONDENT SLADE RESEARCH IDENTIFICATION)

We appreciate your help and continued cooperation in this project. Your assistance helps the Police Department to serve all older citizens better. I want to assure you that everything you say will be strictly confidential. The results of this survey will simply be stated in terms of how many people said this or that, but no one will be able to tell who said what.

Each question I'm going to ask is very important for the final results of the project. You may recognize many of the questions as being the same as those you were asked when we spoke with you in July. We are repeating questions because it is important that we have your current views on these important subjects. You can help us most by giving honest and frank answers to all our questions. Since we don't want to take up too much of your time, let's see how fast we can go through them. Let's begin by talking about safety in this neighborhood.

1a. Overall, how would you rate the safety of your neighborhood? Would you say it is:

Very safe, ..... 4  
Fairly safe, ..... 3  
Not too safe, or ..... 2  
Hardly safe at all? ..... 1

NOTE: IF RESPONDENT ASKS WHAT IS MEANT BY "NEIGHBORHOOD," SAY IT IS WHATEVER MOST PEOPLE AROUND HERE THINK OF AS THE NEIGHBORHOOD.

b. (HAND RESPONDENT CARD "A") How would you rate the safety of your neighborhood compared to the city as a whole? Would you say it is:

A great deal safer, ..... 5  
Somewhat safer, ..... 4  
About the same, ..... 3  
Somewhat less safe, or .... 2  
Much less safe? ..... 1

(TAKE BACK CARD "A")

2a. Have you ever thought of moving out of this neighborhood because of problems with crime and safety?

Yes 1  
No 2

b. At this time how concerned are you about the problems of crime and safety in the neighborhood? Are you:

Very concerned, ..... 1  
Somewhat concerned, ..... 2  
Not too concerned, or ..... 3  
Hardly concerned at all? .. 4

-2-

2c. If you could, would you now move out of the neighborhood because of current problems with crime and safety?

Yes 1  
No 2

3. Now I'm going to ask you a general question about yourself. (HAND RESPONDENT CARD "B") Taking into account what has happened in the past year and what you expect to happen in the near future, how do you feel about your life as a whole? Just give me the number on the card which corresponds with the best summary of how you feel?

Delighted ..... 7  
Pleased ..... 6  
Mostly satisfied ..... 5  
Mixed ..... 4  
Dissatisfied ..... 3  
Unhappy ..... 2  
Terrible ..... 1

NOTE: PROBE FOR A NUMERICAL ANSWER. ACCEPT "DON'T KNOW" ONLY AS A LAST RESORT.

4. Now I'd like to ask you some questions about your own personal feelings of safety. (REPLACE CARD "B" WITH CARD "C") For each of the 2 areas I'm going to mention, please tell me how safe you would feel. Would you feel "very safe," "fairly safe," "not too safe," or "hardly safe at all"? How about \_\_\_\_\_? etc.

	Very Safe	Fairly Safe	Not Too Safe	Hardly Safe At All
a. In your (house/apartment) during the day? .....	4	3	2	1
In your (house/apartment) after dark? .....	4	3	2	1
b. On nearby streets during the day? .....	4	3	2	1
On nearby streets after dark? .....	4	3	2	1

5a. During the past week how many times did you go out in this neighborhood during the daylight hours?

\_\_\_\_\_ times

b. Would this be average for the past few weeks?

Yes 1 (SKIP TO #6)  
No 2 (CONTINUE)

c. What would be your weekly average for the past few weeks? \_\_\_\_\_ times

6. How safe do you feel when you go out in this neighborhood in the daylight hours? Do you feel:

Very safe, ..... 4  
Fairly safe, ..... 3  
Not too safe, or ..... 2  
Hardly safe at all? ..... 1

7a. During the past week how many times did you go out in this neighborhood after dark?

\_\_\_\_\_ times

b. Would this be average for the past few weeks?

Yes 1 (SKIP TO #8)  
No 2 (CONTINUE)

c. What would be your weekly average for the past few weeks? \_\_\_\_\_ times

8. How safe do you feel when you go out in this neighborhood after dark? Do you feel:

Very safe, ..... 4  
Fairly safe, ..... 3  
Not too safe, or ..... 2  
Hardly safe at all? ..... 1

9. (TAKE BACK CARD "C") I'm going to read you a list of some things that some people tell us they do to help insure their safety. For each one I'm going to ask you if you ever do it and, if you do, whether you do it all, most or only some of the time. Some say:

Yes No All Most Some

a. "They avoid going out alone." Do you ever avoid going out alone? (IF "YES") Do you avoid going out alone all, most, or only some of the time? ..... X 4 1 2 3

b. Some say "They avoid going out at night." Do you ever avoid going out at night? (IF "YES") Do you avoid going out at night all, most, or only some of the time? ..... X 4 1 2 3

c. Some say "They avoid using public transportation." Do you ever avoid using public transportation? (IF "YES") Do you avoid using public transportation all, most or only some of the time? ..... X 4 1 2 3

d. Some say "They avoid certain unsafe streets." Do you ever avoid certain unsafe streets? (IF "YES") Do you avoid using certain unsafe streets all, most or only some of the time? ..... X 4 1 2 3

e. Some say "They carry a weapon." Do you ever carry a weapon? (IF "YES") Do you carry a weapon all, most or only some of the time? ..... X 4 1 2 3

f. Some say "They lock all doors when they go out, even for a short time." Do you ever lock all doors when you go out, even for a short time? (IF "YES") Do you lock them all, most or only some of the time? ..... X 4 1 2 3

g. Some say "They avoid carrying a purse/wallet." Do you ever avoid carrying a purse/wallet? (IF "YES") Do you avoid carrying one all, most or only some of the time? ..... X 4 1 2 3

h. Some say "They lock themselves in when they're at home during the day." Do you ever lock yourself in when you're at home during the day? (IF "YES") Do you lock yourself in all, most or only some of the time? ..... X 4 1 2 3

i. Do you have an outside light you can turn on or off?

Yes ( ) (CONTINUE)  
No ( ) (SKIP TO #9k)

Yes No All Most Some

9j. Some say "They keep their outside light on all night." Do you ever keep your outside light on all night? (IF "YES") Do you keep your outside light on at night all, most or only some of the time? ..... X 4 1 2 3

k. Some say "They leave a light on inside their home when they're away at night." Do you ever leave a light on inside when you're away at night? (IF "YES") Do you leave it on all, most or only some of the times you're away? ..... X 4 1 2 3

10a. Now, just a few more questions about your own feelings of personal safety. Are there places here in your neighborhood that you avoid because you feel they are unsafe?

Yes 1 (CONTINUE)  
No 2 (SKIP TO #11a)

b. In general, would you say you avoid these places:

Often, ..... 3  
Sometimes, or ..... 2  
Rarely? ..... 1

11a. Are there other places in the city that you avoid because you feel they are unsafe?

Yes 1 (CONTINUE)  
No 2 (SKIP TO #12)

b. In general, would you say you avoid these places:

Often, ..... 3  
Sometimes, or ... 2  
Rarely? ..... 1

12. A lot of people these days are concerned about being a victim of a crime. I'd like to find out how you feel about that. (HAND RESPONDENT CARD "D") I'm going to read you a list of crimes that could happen to anyone. I'd like you to tell me how concerned you are about each of these crimes happening to you. Are you very concerned, somewhat concerned, not too concerned, or hardly concerned at all? The first crime is \_\_\_\_\_? How concerned are you about this happening to you? How about \_\_\_\_\_? Etc.

Very Some- Not Hardly  
what Too Concerned  
At All

a. Being robbed of money or other property while you are at home ..... 4 3 2 1  
b. Having property stolen from your home while you are away. 4 3 2 1  
c. Having property destroyed in and around your home ..... 4 3 2 1  
d. Being harassed or bothered by kids while you were at home 4 3 2 1  
e. Being robbed of money or other property while on the street ..... 4 3 2 1  
f. Being swindled - having someone take money or property from you by deceiving you ..... 4 3 2 1  
g. Having something stolen from your car ..... 4 3 2 1 9

NOTE: IF RESPONDENT SAYS HE/SHE DOES NOT DRIVE A CAR, CIRCLE "9".



13a. (REPLACE CARD "D" WITH CARD "E") Here is a list of the crimes I just asked you about. Have any of these happened to you, personally, since August 1st of this year?

Yes 1 (CONTINUE)  
No 2 (TAKE BACK CARD "E" AND SKIP TO #14a)

b. Which ones have happened to you since August 1st of this year. Just give me the letter. There's no need to read back the whole description. ("X" BOX FOR EACH LETTER MENTIONED)

NOTE: IF RESPONDENT SAYS HE/SHE CAN'T REMEMBER WHEN THE CRIME TOOK PLACE, ASK CLARIFYING QUESTIONS TO PINPOINT OCCURRENCE BEFORE OR AFTER AUGUST 1st. IF NECESSARY, MENTION LAST INTERVIEW AS A REFERENCE POINT AND ACCEPT THAT DATE AS DEFINING AUGUST 1st IF NO GREATER ACCURACY IS POSSIBLE. DISCOURAGE LENGTHY DESCRIPTIONS, BUT DO NOT BE ABRUPT. THE SUBJECT MATTER OF THIS QUESTION HAS A HIGH EMOTIONAL CONTENT FOR OLDER PEOPLE. AS SUCH, YOU SHOULD BE CAREFUL TO TREAT THE RESPONDENT SENSITIVELY.

CAUTION: IF THERE IS ANY INDICATION THAT THE RESPONDENT IS HAVING DIFFICULTY UNDERSTANDING CARD "E" - IF HE/SHE TAKES A LONG TIME RESPONDING, SAYS SOMETHING ABOUT POOR VISION AND/OR IS OBVIOUSLY STRAINING TO READ - SAY: Maybe it would be better if I read them aloud from my questionnaire. Since August 1st have you \_\_\_\_\_? Etc.

	Yes	# of Times Since 8/1/79
A. Been robbed of money or other property while you were at home .....	<input type="checkbox"/>	_____
B. Had property stolen from your home while you were away .....	<input type="checkbox"/>	_____
C. Had property destroyed in and around your home .....	<input type="checkbox"/>	_____
D. Been harassed or bothered by kids while you were at home .....	<input type="checkbox"/>	_____
E. Been robbed of money or other property while on the street .....	<input type="checkbox"/>	_____
F. Been swindled - had someone take money or property from you by deceiving you .....	<input type="checkbox"/>	_____

NOTE: G WILL NOT APPLY IF RESPONDENT DOES NOT DRIVE A CAR (9 TO #12g).

G. Had something stolen from your car ..... ☐ \_\_\_\_\_

c. (TAKE BACK CARD "E") FOR EACH CRIME "X'd" UNDER "YES" ABOVE SAY: You say you have \_\_\_\_\_ . How many times has this happened to you since August 1st of this year? (RECORD IN APPROPRIATE SPACE OPPOSITE THE "X" ABOVE)

14a. Since August 1st, have you telephoned the police other than in connection with the PASS project?

Yes 1 (CONTINUE)  
No 2 (SKIP TO #16a)

b. Approximately how many times have you done so? \_\_\_\_\_ times  
IF RESPONDENT IS UNABLE TO ANSWER, SAY: "JUST GIVE ME A ROUGH ESTIMATE."

15a. How about more recently? Have you telephoned them since October 1st other than in connection with the PASS project?

Yes 1 (CONTINUE)  
No 2 (SKIP TO #16a)

b. Approximately how many times have you done so? \_\_\_\_\_ times  
IF RESPONDENT IS UNABLE TO ANSWER, FOLLOW SAME PROCEDURE AS IN #14b ABOVE.

16a. In general, how satisfied are you that the city police are trying their best? (HAND RESPONDENT CARD "F") Are you:

Very satisfied, ..... 4  
Fairly satisfied, ..... 3  
Not too satisfied, or ..... 2  
Hardly satisfied at all? ..... 1

b. What about right here in your neighborhood - how satisfied are you that the police are trying their best right here in your neighborhood? Are you:

Very satisfied, ..... 4  
Fairly satisfied, ..... 3  
Not too satisfied, or ..... 2  
Hardly satisfied at all? ..... 1

17. (REPLACE CARD "F" WITH CARD "G") Now I'm going to read you some statements having to do with the police. For each one, I'd like you to tell me whether you agree strongly, 5; agree somewhat, 4; are uncertain, 3; disagree somewhat, 2; or disagree strongly, 1. There are no right or wrong answers. We are just interested in your opinion. Let's start with the statement that \_\_\_\_\_. Which best describes the extent to which you agree or disagree with this statement, 5, 4, 3, 2 or 1? How about \_\_\_\_\_? Etc.

	Agree Strongly	Agree Somewhat	Un-certain	Disagree Somewhat	Disagree Strongly
a. The police have one of the most difficult jobs in society .....	5	4	3	2	1
b. There are too many laws protecting the rights of suspected criminals .....	5	4	3	2	1
c. Most police treat everyone as if they were criminals .....	5	4	3	2	1
d. Most police don't understand the problems of older people .....	5	4	3	2	1
e. Most police are sympathetic to crime victims .....	5	4	3	2	1
f. The police are well thought of in this neighborhood .....	5	4	3	2	1
g. The police should have more authority to get tough with suspected criminals.	5	4	3	2	1
h. The police deserve more respect than they get .....	5	4	3	2	1

18. (TAKE BACK CARD "G") As compared to the way the police treat younger people, do you think they treat older people:

Better, ..... 3  
About the same, or ..... 2  
Worse? ..... 1

19. (HAND RESPONDENT CARD "H") Most people are worried about not being able to get help in an emergency. How worried are you? Are you:

Very worried, ..... 1  
Somewhat worried, ..... 2  
Not too worried, or ..... 3  
Hardly worried at all? .. 4



20. (TAKE BACK CARD "H") Now I'm going to read you a list of problems for which some people might call the police. For each, I would like you to tell me if it is the type of problem for which you, personally, would probably call the police. How about if \_\_\_\_\_? Is this the type of problem for which you would probably call the police? What if \_\_\_\_\_? Etc. (IF RESPONDENT ASKS WHETHER "CALL THE POLICE" MEANS USING THE PASS RADIO OR THE TELEPHONE, SAY "EITHER.")

	Yes	No	Have Called	
a. You see a person is suffering with chest pains .....	1	2	<input type="radio"/>	A
b. A pet is lost or missing .....	1	2	<input type="radio"/>	B
c. You receive obscene phone calls .....	1	2	<input type="radio"/>	C
d. A pilot light on a stove, furnace or water heater goes out .....	1	2	<input type="radio"/>	D
e. A water pipe in your home bursts .....	1	2	<input type="radio"/>	E
f. You know a neighbor is severely beating a child .....	1	2	<input type="radio"/>	F
g. You hear strange noises at night in your home .....	1	2	<input type="radio"/>	G
h. You see kids painting or vandalizing a public building .....	1	2	<input type="radio"/>	H
i. You see someone on the street who has had too much to drink and is having difficulty walking .....	1	2	<input type="radio"/>	I
j. You want information on what to do when a Social Security check has not arrived on time .....	1	2	<input type="radio"/>	J
k. You see a strange person loitering near your home .....	1	2	<input type="radio"/>	K
l. Your neighbors are having a rowdy, noisy party .....	1	2	<input type="radio"/>	L
m. Someone falls down in your home and you need help moving them .....	1	2	<input type="radio"/>	M
n. You witness an automobile accident .....	1	2	<input type="radio"/>	N
o. You see kids who are troublemakers standing in a group in your neighborhood .....	1	2	<input type="radio"/>	O

- 21a. (HAND RESPONDENT CARD "I") Here is the list of problems I just asked you about. Have you telephoned the police for any of these problems since August 1st of this year?

Yes 1 (CONTINUE)  
No 2 (SKIP TO #22a)

- b. Which are the problems for which you have telephoned the police since August 1st. Remember I just want the times you've telephoned the police. Just give me the letter. There's no need to read back the whole description. ("X" BOX UNDER #20 ABOVE FOR EACH LETTER MENTIONED.)

CAUTION: IF YOU FOUND IT NECESSARY TO READ THE LIST OF CRIMES TO THE RESPONDENT IN #13b, DO NOT GIVE CARD "I" TO THE RESPONDENT, INSTEAD SAY: Since August 1st of this year have you telephoned the police for any of the problems I just asked you about? CIRCLE ANSWER UNDER #21a AND THEN, IF "YES," SAY: Was it because you saw a person was suffering with chest pains? Was it because a pet was lost or missing? Etc. ASK FOR EACH PROBLEM AND "X" THE APPROPRIATE BOX IF THE ANSWER IS "YES." NOTE THAT THE PROBLEMS, WHEN READ, SHOULD BE CONVERTED TO THE PAST TENSE.

- 22a. (TAKE BACK CARD "I") Since August 1st, have you ever thought about telephoning the police for some reason but not done so?

Yes 1 (CONTINUE)  
No 2 (SKIP TO #23)

- b. Since August 1st, approximately how many times have you thought about telephoning the police - but not done so?

\_\_\_\_\_ times

23. Now let's switch subjects and talk about some more general things. (HAND RESPONDENT CARD "J") I'm going to read you a list of activities and I'd like you to give me the letter on the card that best represents the frequency with which you personally engage in this activity. That would be A for 6 or more times a week, B for 4 or 5 times a week, C for 2 or 3 times a week, D for about once a week, E for 2 or 3 times a month, F for about once a month, G for not even once a month, or H for never? How about \_\_\_\_\_? Would that be A, B, C, D, E, F, G or H? (RECORD LETTER UNDER "FREQUENCY CODE" BELOW) How about \_\_\_\_\_? Etc.

	Frequency Code	Past 2 Weeks
a. Going out of your home to visit close friends who live nearby? ...	_____	_____
b. Going out of your home to visit your children or other relatives who live nearby? .....	_____	_____
c. Going shopping someplace other than downtown? .....	_____	_____
d. Going to the post office? .....	_____	_____
e. Going to your church or synagogue? .....	_____	_____
f. Going to meetings of a social organization? .....	_____	_____
g. Going out in the evening to a restaurant or a movie or some other type of entertainment? .....	_____	_____
h. Just taking a walk in the neighborhood? .....	_____	_____
i. Taking a trip on a local bus? .....	_____	_____

24. (TAKE BACK CARD "J") Now, thinking about just the past two weeks, how many times have you gone out of your home to visit close friends who live nearby? How many times have you gone out of your home to visit your children or other relatives who live nearby? Etc. (ASK FOR EACH ACTIVITY NOT CODED "H" UNDER "FREQUENCY CODE" ABOVE AND RECORD ANSWER UNDER "PAST 2 WEEKS." NOTE THAT, IN READING THE ACTIVITIES, "GOING" SHOULD BE CHANGED TO "GONE" AND "TAKING" TO "TAKEN.")

25. Now I'm going to ask you some questions about yourself. I'm going to read you 4 statements which describe different ways people sometimes feel about themselves. Please tell me how often you feel the way described in each statement. (HAND RESPONDENT CARD "K") For each, tell me if you feel the way described in each statement never, rarely, sometimes, or often. The first statement is \_\_\_\_\_. How often do you feel that way? Etc.

	Never	Rarely	Sometimes	Often
a. I feel in tune with the people around me .....	4	3	2	1
b. People are around me but not with me .....	4	3	2	1
c. I can find companionship when I want it .....	4	3	2	1
d. No one really knows me well .....	4	3	2	1

(TAKE BACK CARD "K")

26a. How many children do you have who do not live at home?

\_\_\_\_\_ children (SKIP TO #26f IF "0")

NOTE: IF ASKED, DO NOT INCLUDE CHILDREN WHO ARE NOT LIVING.

b. During the past two weeks have you had any contact - telephone calls, letters, and so on - with your children who do not live at home?

Yes 2 (CONTINUE)  
No 1 (SKIP TO #26d)

c. About how many times have you had contact in the last two weeks? \_\_\_\_\_ times

NOTE: OBTAIN AN EXACT FIGURE OR A SMALL RANGE. DO NOT ACCEPT A NON-NUMERICAL ANSWER, e.g., "SEVERAL."

d. Do you have as much contact with your children as you would like?

Yes 2  
No 1

e. During the past two weeks have you had any contact with relatives - other than your children - who do not live in this household with you?

Yes 2 (SKIP TO #26g)  
No 1 (SKIP TO #26h)  
No relatives 0 (SKIP TO #26i)

NOTE: IF RESPONDENT ASKS WHAT IS MEANT BY "CONTACT," REPEAT THE DEFINITION USED IN #26b.

f. During the past two weeks have you had any contact with relatives who do not live in this household with you?

Yes 2 (CONTINUE)  
No 1 (SKIP TO #26h)  
No relatives 0 (SKIP TO #26i)

g. About how many times have you had contact with these relatives in the last two weeks?  
\_\_\_\_\_ times

NOTE: OBTAIN AN EXACT FIGURE OR A SMALL RANGE. DO NOT ACCEPT A NON-NUMERICAL ANSWER, e.g., "SEVERAL."

h. Do you have as much contact with these relatives as you would like?

Yes 2  
No 1

i. Are you a member of any organization such as a church group, social club, or political group?

Yes 2 (CONTINUE)  
No 1 (SKIP TO #26k)

j. During the past month about how many times altogether did you go to the meetings or activities of these groups?

\_\_\_\_\_ times

k. Do people who live around here often visit with one another, or do they mostly keep to themselves?

Keep to themselves 1  
Often visit ..... 2

l. About how many people in this neighborhood do you know well enough to visit with?

\_\_\_\_\_ people

# RECORD RESPONDENT'S AGE \_\_\_\_\_

27a. Some older people feel they can't get out and around as much as they would like. How satisfied are you with how often you get out and around? Are you:

Very satisfied, ..... 4 (SKIP TO NEXT PAGE)  
Fairly satisfied, ..... 3 (SKIP TO NEXT PAGE)  
Not too satisfied, or ..... 2 (CONTINUE)  
Hardly satisfied at all? ..... 1 (CONTINUE)

b. What is the major reason you don't get out as much as you would like?

NOTE: PROBE FOR THE MAJOR REASON IF MORE THAN ONE IS OFFERED.

PR 1a. Now I'd like to ask you some questions about your PASS radio. First, how many times have you just tested your PASS radio?

\_\_\_\_\_ times (OBTAIN AN EXACT FIGURE OR A SMALL RANGE. DO NOT ACCEPT A NON-NUMERICAL RESPONSE SUCH AS "SEVERAL," ETC.)

IMPORTANT: Turn to page 11-A (2) now and write the response to this question in the space provided under PR 3 "(PR 1a \_\_\_\_\_ times)." IF "0": CONTINUE WITH PR 1b; OTHERWISE, SKIP TO PR 1d.)

b. Could you please tell me why you have not tested your PASS radio? \_\_\_\_\_

NOTE: PROBE FOR RESPONSES, e.g., "IS THERE ANY OTHER REASON?" ETC. IF ONLY ONE REASON IS FINALLY OFFERED, SKIP TO PR 2a. IF MORE THAN ONE REASON IS OFFERED, ASK PR 1c AND THEN SKIP TO PR 2a.

c. Of the reasons you have given for not testing your PASS radio, which one is the most important?

(SKIP TO PR 2a)

d. Did you ever have any problems with your radio when you tested it?

Yes 1 (CONTINUE)  
No 2 (SKIP TO PR 2a)

e. Did you report these problems to the Rochester Police Department?

Yes 1 (SKIP TO PR 1g)  
No 2 (CONTINUE)

f. Could you please tell me why you didn't report the problems to the Police Department?

g. What were the problems you experienced in testing your PASS radio? \_\_\_\_\_

NOTE: PROBE FOR RESPONSES, e.g., "WERE THERE ANY OTHER PROBLEMS?" IF ONLY ONE PROBLEM IS FINALLY MENTIONED, SKIP TO PR 2a. IF MORE THAN ONE PROBLEM IS MENTIONED, CONTINUE.

PR 1h. Of the problems you have mentioned, which one, in your opinion, was the most serious?

PR 2a. Have you ever thought about using your PASS radio to call for assistance, but not done so?

Yes 1 (CONTINUE)  
No 2 (SKIP TO PR 3)

b. Approximately how many times have you thought about using your radio to call for assistance, but not done so?

\_\_\_\_\_ times (OBTAIN AN EXACT FIGURE OR A SMALL RANGE. DO NOT ACCEPT A NON-NUMERICAL RESPONSE SUCH AS "SEVERAL," ETC.)

c. Of those \_\_\_\_\_ times when you thought about but did not use your radio, how many times did you call for assistance in some other way? For example, telephoned the police, had a friend call the police, and so on.

\_\_\_\_\_ times (ONCE AGAIN, OBTAIN AN EXACT FIGURE OR A SMALL RANGE)

d. What are the reasons why you did not use your PASS radio to call for assistance, even though you thought about doing so?

NOTE: PROBE FOR RESPONSES, e.g., "IS THERE ANY OTHER REASON?" ETC. IF ONLY ONE REASON IS FINALLY OFFERED, SKIP TO PR 3. OTHERWISE, CONTINUE.

e. Of the reasons you have mentioned, which one is the most important in explaining why you didn't use your PASS radio to call for assistance, even though you thought about doing so?

PR 3. How many times have you used your PASS radio to actually call for assistance - not counting the times when you just tested it?

PR 3. \_\_\_\_\_ times (PR 1a. \_\_\_\_\_ times)

IF PR 3 AND PR 1a ARE BOTH "0", CONTINUE. IF ONLY PR 3 IS "0", SKIP TO PR 6a. OTHERWISE SKIP TO PR 3a.

PR 4a. Could you please tell me why you haven't used your PASS radio to call for assistance?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

NOTE: PROBE FOR RESPONSES AS IN PREVIOUS QUESTIONS. IF ONLY ONE REASON IS FINALLY OFFERED, SKIP TO PR 5. IF MORE THAN ONE REASON IS OFFERED, CONTINUE. IF RESPONDENT REPLIED "YES" TO PR 2a, HE/SHE MAY HAVE TO REPEAT RESPONSES HERE. IF RESPONDENT SEEMS TO OBJECT TO THIS, e.g., "I JUST TOLD YOU THAT," ETC., BE PATIENT AND SAY SOMETHING LIKE, "I DON'T UNDERSTAND WHY THE QUESTION IS BEING ASKED AGAIN, BUT I'D APPRECIATE IT IF YOU COULD JUST TELL ME AGAIN."

b. Of the reasons you have given for not using your PASS radio to call for assistance, which one is the most important?

\_\_\_\_\_

\_\_\_\_\_

PR 5. (HAND RESPONDENT CARD PR-A) Now I'd like to ask you some specific questions about your PASS radio. For each characteristic of the radio I mention, please tell me whether you are very satisfied, somewhat satisfied, not too satisfied, or hardly satisfied at all. How about \_\_\_\_\_? How satisfied are you with \_\_\_\_\_?

	Very Satisfied	Somewhat Satisfied	Not Too Satisfied	Hardly Satisfied	Not Appl.
a. The battery changing procedure	4	3	2	1	9
b. The location of the antenna ..	4	3	2	1	
c. The size of the radio .....	4	3	2	1	

ASK PR 5d AND SKIP TO PR 10 IF "3", "2" OR "1" CIRCLED FOR c ABOVE. OTHERWISE, SKIP DIRECTLY TO PR 10.

d. Do you think the PASS radio should be bigger or smaller?

Bigger .... 1 )  
Smaller ... 2 ) (SKIP TO PR 10)

PR 6a. Could you please tell me why you haven't used your PASS radio to call for assistance?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

NOTE: PROBE FOR RESPONSES AS IN PREVIOUS QUESTIONS. IF ONLY ONE REASON IS FINALLY OFFERED, SKIP TO PR 7. IF MORE THAN ONE REASON IS OFFERED, CONTINUE. IF RESPONDENT REPLIED "YES" TO PR 2a, HE/SHE MAY HAVE TO REPEAT RESPONSES HERE. IF RESPONDENT SEEMS TO OBJECT TO THIS, e.g., "I JUST TOLD YOU THAT," ETC., BE PATIENT AND SAY SOMETHING LIKE, "I DON'T UNDERSTAND WHY THE QUESTION IS BEING ASKED AGAIN, BUT I'D APPRECIATE IT IF YOU COULD JUST TELL ME AGAIN."

PR 6b. Of the reasons you have given for not using your PASS radio to call for assistance, which one is the most important?

\_\_\_\_\_

\_\_\_\_\_

PR 7. (HAND RESPONDENT CARD PR-A) Now I'd like to ask you some specific questions about the PASS radio and its operation. For each item I mention, please tell me whether you are very satisfied, somewhat satisfied, not too satisfied, or hardly satisfied at all. How about \_\_\_\_\_? How satisfied are you with \_\_\_\_\_?

	Very Satisfied	Somewhat Satisfied	Not Too Satisfied	Hardly Satisfied	Not Appl.
a. The length of time it takes for the police dispatcher to respond after you activate the radio ...	4	3	2	1	
b. The battery changing procedure .	4	3	2	1	9
c. The location of the antenna ....	4	3	2	1	
d. The clarity of the signal, that is, how well you can hear the dispatcher .....	4	3	2	1	
e. How easy it is to use the radio.	4	3	2	1	
f. The size of the radio .....	4	3	2	1	

CONTINUE IF "3", "2" OR "1" CIRCLED FOR "f" ABOVE. OTHERWISE, SKIP TO "h".

g. Do you think the PASS radio should be bigger or smaller?

Bigger .... 1  
Smaller ... 2

h. Is there anything at all about the radio that makes it difficult to operate?

Yes 1 (ASK "i" AND SKIP TO PR 10)  
No 2 (SKIP TO PR 10)

i. Could you please tell me what it is about the radio that makes it difficult to operate?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ (SKIP TO PR 10)

PR 8a. Did you have any problems with your radio when you used it?

Yes 1 (CONTINUE)  
No 2 (SKIP TO PR 9)

b. Did you report these problems to the Rochester Police Department?

Yes 1 (SKIP TO PR 8d)  
No 2 (CONTINUE)

PR 8c. Could you please tell me why you didn't report the problems to the Police Department?

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d. What were the problems you experienced in using your PASS radio?

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NOTE: PROBE FOR RESPONSES. IF ONLY ONE PROBLEM IS FINALLY MENTIONED, SKIP TO PR 9. OTHERWISE, CONTINUE.

e. Of the problems you have mentioned, which one was the most serious?

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PR 9. (HAND RESPONDENT CARD PR-A) Now I'd like to ask you some specific questions about the PASS radio and its operation. For each item I mention, please tell me whether you are very satisfied, somewhat satisfied, not too satisfied, or hardly satisfied at all. How about \_\_\_\_\_? How satisfied are you with \_\_\_\_\_?

	Very Satisfied	Somewhat Satisfied	Not Too Satisfied	Hardly Satisfied	Not At all
a. The length of time it takes for police dispatcher to respond after you activate the radio ..	4	3	2	1	
b. The length of time it takes for the police to arrive after you have talked with the dispatcher	4	3	2	1	
c. The battery changing procedure.	4	3	2	1	9
d. The location of the antenna ...	4	3	2	1	
e. The clarity of the signal, that is, how well you can hear the dispatcher .....	4	3	2	1	
f. How easy it is to use the radio	4	3	2	1	
g. The size of the radio .....	4	3	2	1	

CONTINUE IF "3", "2" OR "1" CIRCLED FOR "g" ABOVE. OTHERWISE, SKIP TO "h".

h. Do you think the PASS radio should be bigger or smaller?

Bigger ..... 1  
Smaller ..... 2

PR 9i. Is there anything at all about the radio that makes it difficult to operate?

Yes 1 (CONTINUE)  
No 2 (SKIP TO PR 10)

j. Could you please tell me what it is about the radio that makes it difficult to operate?

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PR 10. (TAKE BACK CARD PR-A) What suggestions do you have about changing the PASS radio and how it works?

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No suggestions - 0

PR 11. If you had to choose at this moment, would you prefer to keep the PASS radio, return it to the Police Department, or would you be uncertain about what you wanted to do with it?

Keep it ..... 3  
Return it ..... 2  
Uncertain ..... 1

PR 12. (HAND RESPONDENT CARD PR-B) As you know, the PASS project is an experimental one that will end in July of next year, at which time you will have to return your radio. Suppose that PASS radios were to be made available for purchase a few months after the project ended. How much do you think you would be willing to pay to buy a PASS radio?

\$20 - \$29 ..... 1	\$100 - \$149 ..... 5
\$30 - \$49 ..... 2	\$150 - \$199 ..... 6
\$50 - \$74 ..... 3	\$200 - \$249 ..... 7
\$75 - \$99 ..... 4	\$250 - \$300 ..... 8
Would not be willing to purchase ..... 0	

PR 13. Taking everything about the PASS radio and its operation into account, how satisfied are you with the overall PASS radio system? Are you:

Very satisfied, ..... 4  
Somewhat satisfied, ..... 3  
Not too satisfied, or ..... 2  
Hardly satisfied at all? ..... 1



PR 14a. Has having a PASS radio changed your life in any way?

- Yes 1 (CONTINUE)  
No 2 (SKIP TO PR 15a)

b. Could you please tell me in as much detail as possible just how your life has changed as a result of having a PASS radio?

NOTE: PROBE FOR RESPONSE. ASK FOR SPECIFIC EXAMPLES OF CHANGED BEHAVIOR, OR FEELINGS IF APPROPRIATE, e.g., "COULD YOU GIVE ME AN EXAMPLE OF HOW YOU FEEL SAFER?"

PR 15a. And now just one last question about the PASS radio project. How satisfied were you with the training you were provided in how to operate the radio? Were you:

- Very satisfied, ..... 4  
Somewhat satisfied, ..... 3  
Not too satisfied, or ..... 2  
Hardly satisfied at all? ... 1

b. What suggestions could you make about how to improve the training you received?

No suggestions - 0

Now I'd like to just ask you a few more questions about yourself.

28a. How is your health? Would you say it is:

- Excellent, 4  
Good, .... 3  
Fair, or . 2  
Poor? .... 1

b. How about in comparison with other people of your age? Would you say your health is:

- Better than average, .... 3  
About average, or ..... 2  
Worse than average? ..... 1

29. (HAND RESPONDENT CARD "L") Taking into account what has happened in the past year and what you expect in the near future, how do you feel about your life as a whole? Just tell me the number on the card that gives the best summary of how you feel. (IF RESPONDENT OBSERVES THAT THE QUESTION HAS BEEN ASKED BEFORE SAY: I don't understand why it's being asked again but I'm supposed to get answers to all questions so just give me your answer again.)

- Delighted ..... 7  
Pleased ..... 6  
Mostly Satisfied ..... 5  
Mixed ..... 4  
Dissatisfied ..... 3  
Unhappy ..... 2  
Terrible ..... 1

30a. (TAKE BACK CARD "L") At the present time, do you receive a salary or wages for working either full or part-time?

- Yes X (CONTINUE)  
No 3 (SKIP TO #31a)

b. Which is it - full or part-time?

- Full-Time 1  
Part-Time 2

NOTE: IF THE QUESTION IS RAISED, CONSIDER 30 OR MORE HOURS PER WEEK "FULL-TIME."

31a. How would you describe your present financial situation? Would you say it is:

- Excellent, 4  
Good, .... 3  
Fair, or . 2  
Poor? .... 1

b. How about in comparison with other people your own age? Would you say your financial situation is:

- Better than average, ..... 3  
About average, or ..... 2  
Worse than average? ..... 1

c. And one last question, do you consider yourself as having a:

- Low, ..... 1  
Middle, or .... 2  
High income? .. 3

Thank you very much for your time and cooperation. We appreciate it a great deal. We may need to talk with you just once more in about 3 or 4 months. To the best of your knowledge, will we be able to contact you here, at this address, at that time?

- Yes 1 (TERMINATE)  
No 2 (CONTINUE)

IF "NO": Where will we be able to contact you? (OBTAIN COMPLETE DETAILS RELATIVE TO ANY PLANNED MOVE OUT OF THE ROCHESTER AREA, ANY PLANNED MOVE WITHIN THE ROCHESTER AREA, OR ANY PLANS FOR EXTENDED VACATIONS OR TRIPS OUTSIDE THE ROCHESTER AREA)



Time interview completed: \_\_\_\_\_

Interviewer's Initials \_\_\_\_\_ Date \_\_\_\_\_ Edited \_\_\_\_\_ Validated \_\_\_\_\_

INTERVIEWER OBSERVATIONS

1. The respondent was interested and alert for:

The entire interview ..... 1  
Most of the interview ..... 2  
Some of the interview ..... 3  
Only a small part of the interview ..... 4

2. The respondent was:

Very cooperative ..... 1  
Somewhat cooperative ..... 2  
Not too cooperative ..... 3  
Hardly cooperative at all ..... 4

3. The respondent:

Fully understood most questions and answers ..... 1  
Had difficulty with some questions and answers ..... 2  
Had difficulty with many questions and answers ..... 3  
Had difficulty with most questions and answers ..... 4

4a. Was anyone else present in the room while you were interviewing?

Yes 1  
No 2

b. (IF "YES" TO #4a) Identify other people who were present and describe what role, if any, each had in the interview:

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APPENDIX II

A Proposal to Evaluate the Personal Alarm Security System

## A PROPOSAL TO EVALUATE THE PERSONAL ALARM SECURITY SYSTEM

Prepared by:

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Rochester Police Department

### The PASS Project

The Personal Alarm Security System (PASS) is intended "to provide elderly citizens with a means of summoning immediate emergency assistance by way of direct two-way voice contact with the local Police Dispatcher. Basically, the system consists of a number of Personal Call Units, a Control Center, and several fixed receiving and transmitting stations." <sup>1</sup> (For a more detailed description of the PASS Project, see the Harris Proposal, pgs. 1-3.) "The Personal Call Unit is a small lightweight two-way radio transceiver suitable for either belt-clip, neck-strap or pocket wear by the user." <sup>2</sup> "The portability of the 'PASS' equipment should make potential criminals think twice about striking a victim who can silently and quickly summon police assistance. This tiny unit may thereby overcome the physical vulnerability that makes the elderly frequent victims of crime." <sup>3</sup>

### Research Problems and Related Hypotheses

Clearly, the PASS Project is designed to have an impact on elderly citizens in areas such as reduced victimization, increased mobility, and an overall reduction in the fear of crime. In other words, the project is designed to increase the actual and perceived level of personal safety of users. In addition, one could anticipate similar effects for members of a household where a Personal Call Unit was in use.

It can readily be seen that a broad range of effects is anticipated for the PASS Project. Two "target" populations exist, i.e., actual users and members of the households of users. The range of intended effects and the two target groups combine to produce a complex research problem. To begin making sense out of the potentially confusing task of evaluating the PASS Project, a list of research problems is offered below.

Note that many of the problem statements make reference to volunteer users. This reference arises from the fact that the PASS Project is designed for volunteers, i.e., Personal Call Units will be distributed to elderly citizens who volunteer to use them. In addition, certain other criteria for use will be invoked such as adequate speech and hearing and mobility in the community. The importance of these limitations on who will be the users of the PCU's is that the evaluation cannot be a general one focusing on the impact of the PASS Project on all elderly citizens, but rather one that focuses on the impact of the project on a select group of elderly citizens.

#### Research Problems for the Evaluation of the PASS Project

1. Do elderly citizens who volunteer to and do use PCU's:
  - a. experience an increase in their sense of personal safety?
  - b. experience a reduction in their level of fear of crime?
  - c. experience an increase in positive thoughts and feelings about the Rochester Police Department?
  - d. experience an increase in perceived and actual mobility in their neighborhood and in the larger Rochester community?
  - e. experience a reduction in their rate of victimization from all types of crime in general and personal attacks in particular?
2. Do individuals who live in the same household with a PCU user (but who are not themselves users):
  - a. through e. same as in #1 above.
3. Which sub-groups, in terms of age, sex, and related demographic and socioeconomic characteristics, of the elderly citizens who volunteer to use PCU's are more likely to make frequent use of the units?
4. What will be the frequency of use of PCU's overall and for particular types of problems and incidents?
5. What problems will the users of PCU's experience with their units and will any of these problems create a serious obstacle to the effective use of the units?

The list above reflects the current thinking of concerned RPD personnel relative to the potential impact of the PASS Project. The importance of a complete and precise set of research problem statements as the starting point for a sound evaluation effort cannot be overemphasized.<sup>4</sup> Such a set gives direction to the overall research design as well as to the specifics of data collection instruments and procedures. The most direct and immediate impact of a set of research problem statements is on the creation of substantive hypotheses. It is from these hypotheses that we will generate our research strategy and design.

#### Substantive Hypotheses for the Evaluation of the PASS Project

1. Elderly citizens who volunteer to and do use PCU's, as compared to elderly citizens who volunteer to use PCU's but who are not permitted to do so, will:
  - a. experience an increase in their sense of personal safety.
  - b. experience a reduction in their level of fear of crime.
  - c. experience an increase in positive thoughts and feelings about the Rochester Police Department.
  - d. experience an increase in perceived and actual mobility in their neighborhood and in the larger Rochester community.
  - e. experience a reduction in their rate of victimization from all types of crimes in general and personal attacks in particular.
2. Individuals who live in the same household with a PCU user (but who are not themselves users) as compared to individuals who live in the same household with elderly citizens who volunteered to use a PCU but who were not permitted to do so will:
  - a. through e., same as in #1 above.

It is not possible to state meaningful substantive hypotheses for research problems 3, 4, and 5. This is because the problems lack a relational quality and are, as such, purely descriptive. Null hypotheses could be written, but they would be statistically uninterpretable. As such, research problems 3, 4, and 5 will stand alone to avoid confusing the analysis.

The listing of substantive hypotheses leads directly to the creation of the research design. In effect, the task now is to find ways to operationalize the constructs on which the hypotheses are based in order to test them.

#### A Research Strategy to Evaluate the PASS Project

All meaningful social science research is based on the examination of differences. In this case, as the research problem statements and substantive hypotheses make clear, we are primarily interested in the differences between a group of elderly citizens who volunteer to and do use PCU's and a group which volunteers to use PCU's but is not permitted to do so. Secondly, we are interested in the differences between the individuals who live in the same household with PCU users and the individuals who live in the same households with elderly citizens who volunteered to use PCU's but who were not permitted to do so. Given these two interests it is clear that we will be concerned with four groups:

Group 1 - PCU users

Group 2 - Elderly citizens who volunteer to use PCU's but who are not permitted to do so.

Group 3 - Household members of PCU users.

Group 4 - Household members of elderly citizens who volunteer to use PCU's but who are not permitted to do so.

To begin to put this situation into the language of research design, groups 1 and 3 are the experimental or treatment groups and groups 2 and 4 are the control groups. This is also a good place to begin to introduce some of the realities of the research setting, what has been called the "intransigency of the environment." <sup>5</sup> Unfortunately, evaluators do not have complete control over the "real" world and this lack of control is what causes many of the difficulties in doing evaluation research. Research design itself is frequently quite straightforward whereas the administration of the design can be quite complex.

The PASS Project will involve the distribution of 200 PCU's in an area of the City of Rochester roughly bounded by the Genesee River on the West, Culver Road on the East, the city line on the North, and Main Street on the South. All 200 PCU's will be distributed at the same time, around August 20. The important point here is that the size of Group 1 is defined by the availability of hardware. By implication, the size of all other groups is suggested. We would want at least an equal number in Group 2, the primary control group. The size of Groups 3 and 4 cannot be precisely determined at this point, but it seems reasonable to assume that neither will be larger than 200 given the fact that elderly citizens most frequently either live alone or with one other person. For discussion purposes assume that Groups 3 and 4 will be of size 150.

Another group size which is suggested by the hardware constraint and the control group design is that of the volunteer pool. We know that it must at least contain 400 people so that we can create Groups 1 and 2. However, since it is known that a certain amount of screening will take place before a volunteer is considered to be a potential user, it is probably necessary to think in terms of assembling 500 to 600 volunteers.

Now that we have some idea of the size and composition of the groups, we should consider what we are going to do with them relative to the evaluation effort. Obviously, we need to measure (test, assess, etc.) the groups relative to the variables defined in the substantive hypotheses, i.e., sense of personal safety, level of fear of crime, feelings about the Rochester Police, perceived and actual mobility, and victimization rates. The question now becomes one of when this measurement process will be carried out relative to the introduction of the experimental stimulus or treatment, i.e., giving participants PCU's.

The possibility which suggests itself, given the realities of the research environment and the nature of the evaluation task, is to measure the experimental and control groups both before and after the PCU's are put into use, e.g., 1 week before, 6-8 weeks, 6 months, and 11 months after. Such a measurement procedure in combination with control groups yields a pretest - posttest control group design.<sup>6</sup> However, one other element must be incorporated to produce a true experimental design and that has to do with how the experimental and control groups are created.

The most important factor in creating the experimental and control groups is random assignment. In other words, once the pool of volunteers is assembled and screened, the remaining members of the pool have to be assigned randomly to Groups 1 and 2. This random assignment process is "the most adequate all-purpose assurance of lack of initial biases between the groups."<sup>7</sup> In other words, we want to be as certain as we can that the experimental and control groups are comparable or equal in terms of,

...all the factors or variables likely to affect the experimental outcome....If we knew all these factors, in the first place, and could control

them, in the second place, then we might have an ideal experiment. But the sad case is that we can never know all the pertinent variables nor can we control them even if we did know them. The principle of randomization, however, comes to our aid.<sup>8</sup>

Through randomization we create groups that we can safely assume to be comparable. (The larger the groups, by the way, the more safely we can assume comparability.) So, the only difference between the experimental and control groups is the use of PCU's in the experimental group. As such, if differences are detected between the groups at a point in time after the treatment, we can (within certain statistical constraints) attribute that difference to the use of PCU's.

Of course, we will not be concerned with all differences, but direct our attention to the variables specified in our hypotheses, e.g., sense of personal safety and victimization rates. The basic statistical approach which will be used in determining the nature and extent of differences between the experimental and control groups is analysis of covariance, the preferred statistical approach for the pretest - posttest control group design.<sup>9</sup> Although this approach is a bit more complex than a simple t-test, "considering the labor of conducting an experiment, the labor of doing the proper analysis is relatively trivial."<sup>10</sup>

The actual measurement process for all groups will involve face-to-face and telephone interviews which will take between 30 and 45 minutes to administer. The pretest and first posttest will utilize face-to-face interviews whereas the last 2 posttests will utilize telephone interviews. Of course, subjects without telephones will be interviewed in person for the last two posttests.

Perhaps this is a good place to note that a thorough review of relevant literature will be carried out before beginning the design



of the survey instrument. Attention will be focused on other research efforts in criminal justice and related fields which attempted to assess variables similar to or the same as those of interest here, e.g., sense of personal safety. Also, attention will be directed to relevant literature in the field of aging such as Myth and Reality of Aging by Louis Harris and associates.

#### Supplementary Data Collection Procedures

A review of the list of research problems reveals that survey data collection alone will not answer all of the questions posed therein. Therefore, it will be necessary to collect additional information through two procedures - the use of activity logs and dispatch center record analysis.

Activity logs will be distributed to a sub-sample of the PCU users group. This group will be asked to keep track of problems encountered with the units. In addition, they will be asked to note occasions when they wanted to or thought about using their PCU, but did not do so. The idea here is to try to get some idea of obstacles to full utilization. This procedure will generate data to answer the questions posed in research problem # 5.

A record of every call from a PCU will be made at the police dispatch center. The information contained in this record will minimally include:

1. age, race, and residence of the user.
2. other pertinent socioeconomic data.
3. the nature of the incident for which the PCU is being used.
4. the police action code generated by the use of the PCU.
5. date and time of use.
6. location of the user.

In addition to the information listed above, an attempt will be made to rate the quality of every transmission. At this point, the assumption is that the dispatcher handling the call will make the rating.

#### An Additional Evaluation Focus

Obviously, the main concern of the evaluation described herein is with PCU users and related groups, and this is as it should be. However, it is also important to assess the impact of PCU's on the people who will be responding to PCU user calls, i.e., appropriate Rochester Police Department personnel. As such, 3 groups will be systematically surveyed within the Police Department.

1. concerned RPD dispatch center personnel.
2. patrol officers who respond to PCU generated calls for service.
3. concerned supervisory personnel.

These surveys will be quite straightforward and will focus on overall acceptance and perceived effectiveness of the PCU's. It is clear that the reaction of concerned RPD personnel can have a great bearing on the overall success of the project. As such, an attempt will be made to survey the above mentioned groups on a regular basis (perhaps monthly) throughout the life of the project. This portion of the evaluation should be viewed more as action research rather than as any kind of rigorous assessment process.

#### Summary

By way of summary, let it be said that the design that is being suggested here combines with the nature of the research questions and sample size to create a significant research undertaking. Approximately 2,800 interviews will be carried out over the course of a year.



The administrative and data management problems created by such an undertaking are sizeable indeed. When one also considers survey design and statistical analysis it is fair to describe this evaluation effort as major. Of course, the problem being examined is worthy of such an effort. If successful, the PASS Project could produce dramatic and highly beneficial changes in the lives of many citizens in cities throughout the country. Although the Rochester trial phase of the project is limited to elderly citizens, there is, obviously, no compelling reason to maintain this restriction. As such, the project has broad implications for a general improvement in the quality of urban life.

FOOTNOTES

1. Proposal for Personal Alarm Security System: Rochester Trial Phase, Harris Corporation, RF Communications Division, September, 1977, p.1.
2. Ibid., p.1.
3. Rogers, Frank J., Press Release, November 4, 1977, p.1.
4. F. Kerlinger, Foundations of Behavioral Research. New York: Holt, Rinehart, and Winston, Inc., 1964, pgs. 18 - 20.
5. D. Campbell and J. Stanley, Experimental and Quasi-Experimental Designs for Research. Chicago: Rand Mc Nally College Publishing Co., 1963, p.1.
6. Ibid., p. 13.
7. Ibid., p. 25.
8. Kerlinger, op. cit., p. 56.
9. Campbell and Stanley, op. cit., p. 23.
10. Ibid., p. 23.

APPENDIX III

Description of Incidents

<u>DATE/ TIME</u>	<u>PROBLEM</u>
8/7/79 (1310)	User reported a <u>fire</u> in her apartment. As she entered, she observed that a new clock radio had burst into flames. Services rendered by the Police and Fire Department. Minimal damage was done to the home.
8/9/79 (2121)	User reported a <u>family problem</u> which involved her husband. Matters adjusted.
8/18/79 (0123)	User reported two (2) <u>suspicious vehicles</u> which resulted in an assault arrest. After further investigation, it was found that the participants were involved in a theft ring.
8/21/79 (1749)	User reported <u>being assaulted by her husband</u> who was arrested for a violation of the Mental Hygiene Law.
8/22/79 (1553)	User reported a <u>burglary</u> . Report taken by police.
8/26/79 (1325)	User reported a <u>suspicious man</u> . Man gone on arrival of police.
8/27/79 (0859)	<u>Accidental activation</u> of PASS radio. User contacted. All OK.
8/27/79 (1737)	<u>Accidental activation</u> . Police and ambulance responded. All OK.
8/29/79 (1345)	User reported a <u>hit and run accident</u> . Accident report taken.
8/29/79 (1700)	User reported a <u>burglary alarm ringing</u> . Referred to Irondequoit Police Department.
8/29/79 (1245)	User reported <u>suspicious persons</u> . Services rendered by police.
8/30/79 (0143)	User reported a <u>traffic light out</u> . Referred to Irondequoit Police Department.
9/1/79 (2359)	User reported an <u>intox down</u> . Services rendered by police.

DATE/ TIME	PROBLEM
9/1/79 (1320)	User reported <u>suspicious persons</u> . Subjects were soliciting for Muscular Dystrophy with no identification. Sent on way after questioning.
9/4/79 (0918)	User requested <u>special attention</u> .
9/4/79 (1845)	User reported <u>boys annoying</u> . Gone on arrival of police.
9/5/79 (1412)	Accidental activation of PASS radio. Police entered home. No one home. All OK. Incident report taken.
9/6/79 (2239)	User reported a <u>fight</u> in the street. Gone on arrival of police.
9/10/79 (1325)	User reported a <u>dangerous condition</u> - building front wall ready to fall. Police, Fire Departments, Building Bureau, and owner responded. Matters adjusted. Incident report taken.
9/10/79 (1747)	User reported an <u>auto accident</u> . Those involved did not wish a police report.
9/10/80 (1325)	User reported an <u>auto accident</u> . Services rendered by police.
9/13/79 (1625)	User reported an <u>auto accident</u> . Report taken.
9/15/79 (1750)	User reported a <u>gang annoying</u> . Gone on arrival of police.
9/15/79 (1644)	User reported an <u>auto accident</u> which resulted in property damage. Report taken
9/18/79 (2754)	User reported <u>boys annoying</u> . Services rendered by police.
9/18/79 (2130)	User reported a <u>dog struck</u> . Accident report taken.
9/19/79 (2336)	User reported a <u>woman being harassed</u> . All involved were gone on arrival of police.
9/20/79 (0411)	User reported a <u>man fell out of bed</u> . Subject disabled. Services rendered by police.
9/24/79 (1005)	User reported <u>possible burglary in progress</u> . Services rendered by police.

DATE/ TIME	PROBLEM
9/25/79 (1050)	User reported a <u>larceny</u> (shoplifting) - holding two (2) suspects. Victim did not desire prosecution. Matters adjusted.
9/25/79 (1724)	User reported a <u>reckless endangerment</u> - fight with a woman screaming. Victim did not wish to involve the police.
9/28/79 (1357)	User reported an <u>auto accident</u> . Report taken.
9/30/79 (1806)	User reported a <u>criminal mischief</u> in progress as he sat in his vehicle. While he was waiting at an intersection an unknown person crossed in front at which time broke his windshield with a purse. Suspect assaulted police sergeant while being apprehended. Arrested for assault second.
10/3/79 (1533)	Accidental Activation of PASS radio. Home entered. User not present. Officers discovered a middle-aged Mongoloid in need of hospitalization. Case referred to Social Services.
10/4/79 (2017)	User reported a <u>flim flam</u> with cards and a large sum of money involved. Services rendered by police.
10/5/79 (1951)	User reported a <u>possible burglary in progress</u> . Services rendered by police.
10/6/79 (1431)	User reported an <u>auto accident</u> . Report taken.
10/11/79 (1300)	Accidental Activation of PASS radio. Unable to contact user. Had to enter home by force. All OK.
10/13/79 (1058)	User reported an <u>auto accident</u> . Report taken.
10/13/79 (1945)	User reported a <u>family problem</u> . Services rendered by police.
10/14/79 (0126)	User reported an <u>auto accident</u> . Report taken.
10/16/79 (1045)	Accidental Activation of PASS radio. Services rendered by police. All OK.
10/16/79 (1403)	User reported a <u>dangerous condition</u> . Refrigerator in neighbor's rear yard with door intact. Police and Fire Departments rendered service by removing door.
10/18/79 (2006)	User reported <u>suspicious boys</u> following her after getting off bus. Services rendered by police. All OK.
10/19/79 (1456)	User reported <u>found property</u> (spent shell). Services rendered by police.

DATE/ TIME	PROBLEM
10/19/79 (2355)	User reported an <u>auto accident</u> , blocking traffic. Report taken
10/23/79 (0957)	User reported a <u>criminal mischief</u> in progress while observing several subjects <u>fighting</u> at which time a large plateglass store window was broken. Subjects left prior to police arrival. Report taken from victim.
10/24/79 (2217)	User reported a <u>dangerous condition</u> - broken window, second floor, downtown area, with wind blowing glass to sidewalk. Services rendered by police.
10/25/79 (0751)	User reported a <u>burglary in progress</u> , no suspects. Report taken.
11/1/79 (1915)	User reported a <u>man annoying</u> . Gone on arrival of police.
11/2/79 (1414)	User reported a <u>miscellaneous accident</u> . Services rendered by police - did not wish to file a report.
11/3/79 (1203)	User reported a <u>disabled auto</u> in the middle of the street blocking traffic. Services rendered by police - vehicle towed.
11/5/79 (1109)	User reported a <u>dangerous condition</u> , a bundle in traffic lane. Service Bureau notified by police at the scene.
11/7/79 (1643)	User requested <u>assistance</u> - husband fell out of bed. Services rendered by police.
11/10/79 (1703)	User reported <u>suspicious persons</u> with sticks. Gone on arrival of police.
11/14/79 (1123)	User requested <u>assistance</u> from the police as his wife who was upset over a death in the family had locked herself in the car. Services rendered by police.
11/15/79 (1130)	User reported an <u>open door</u> . Report taken by police.
11/15/79 (1855)	<u>Accidental Activation</u> of PASS radio by burglar in the house. Police responded to home of assigned user. As police entered home, suspect(s) left by jumping from second-story bathroom window. Suspect(s) not apprehended. Report taken by police.
11/16/79 (0009)	User reported that he was <u>locked out</u> of his apartment. Referred to apartment security.
11/18/79 (2015)	User reported a <u>possible burglary in progress</u> . Suspect(s) not apprehended. Report taken by the police.
11/18/79 (1036)	User reported <u>suspicious persons</u> in neighbor's rear yard. Gone on arrival of police.
11/18/79 (1422)	User requested <u>special attention</u> while away.

DATE/ TIME	PROBLEM
11/19/79 (2217)	User requested <u>medical assistance</u> by turning on PASS radio. Dispatcher unable to communicate as user was having an epileptic seizure. Police and ambulance responded. User transported to hospital.
11/22/79 (1523)	<u>Accidental Activation</u> of PASS radio. User located, all OK.
11/22/79 (1728)	User reported a <u>possible burglary in progress</u> . Services rendered by police. No cause.
11/23/79 (1157)	User reported a <u>fire alarm</u> ringing. Services rendered by the Police and Fire Departments.
11/25/79 (1507)	User reported <u>suspicious boys</u> on porch of vacant house. Gone on arrival of police.
11/26/79 (0328)	User reported a <u>medical emergency</u> at 3:00 AM for a neighbor found on floor unconscious in next door apartment. Neighbor had a seizure and was taken to hospital via National Ambulance. Police assisted at scene.
11/27/79 (1419)	<u>Accidental Activation</u> of PASS radio. Services rendered by police.
11/27/79 (2053)	User reported a <u>medical emergency</u> after falling to the sidewalk. User was injured and unable to get up. Police assisted, medical treatment refused.
11/28/79 (1743)	User reported a <u>suspicious vehicle</u> following her daughter with <u>man annoying</u> . Services rendered by police.
12/2/79 (2140)	User reported <u>reoccupied property</u> . Services rendered by police.
12/4/79 (0346)	<u>Accidental Activation</u> of PASS radio. User located inside. All OK.
12/7/79 (2044)	<u>Accidental Activation</u> of PASS radio. Services rendered by police. All OK.
12/12/79 (0345)	User reported a <u>possible petit larceny</u> . Services rendered by police.
12/16/79 (1417)	User requested <u>assistance</u> in getting to hospital to see a relative who had been taken to emergency.
12/20/79 (1026)	<u>Accidental Activation</u> of radio by burglar in the house. Police responded, found break in. No suspect(s). Report taken by police after locating victim.
12/20/79 (1353)	<u>Accidental Activation</u> of PASS radio. Home entered, all OK. Report taken by police.
12/21/79 (1523)	User reported that the bus driver on the bus she was riding was being <u>harassed</u> by several youths.

DATE/ TIME	PROBLEM
12/24/79 (0911)	User reported a <u>criminal mischief</u> - street lights broken. Report taken by police.
12/24/79 (2056)	User reported a <u>possible larceny in progress</u> as reported to him via a CB operator. Police responded, unable to locate suspect(s). Report taken.
12/25/79 (1302)	User reported a <u>possible burglary in progress</u> after observing a broken window at business establishment. Services rendered by police.
12/30/79 (1349)	User reported a <u>larceny in progress</u> while watching from a kitchen window. Police responded at which time interrupted subject as he was removing a wheel from a Ford T-Bird. Subject fled the scene as officer approached. Report taken.
1/2/80 (1611)	<u>Accidental Activation</u> of PASS radio. User contacted. All OK.
1/3/80 (1305)	<u>Accidental Activation</u> of PASS radio. User contacted. All OK.
1/5/80 (0448)	User reported a <u>burglary in progress</u> after hearing glass breaking. User observed suspect flee on foot from place of business. Suspect apprehended at which time fought with police officer while resisting arrest. Suspect on parole for similar crimes.
1/7/80 (1625)	Assigned user had a stroke. Husband used radio to alert the police of the <u>need for an ambulance</u> . Ambulance dispatched, user passed away after being transported to hospital.
1/12/80 (1401)	User reported an <u>auto accident</u> (hit and run) which was reported to him via a CB broadcast. Services rendered by police.
1/14/80 (1932)	User reported a <u>domestic trouble</u> while an unfriendly neighbor was stating that she was going to break down the door. Services rendered by police.
1/14/80 (1459)	User reported an <u>attempted stolen auto</u> after she found that her vehicle had been broken in to. Observed that the ignition switch had been damaged.
1/16/80 (2238)	<u>Accidental Activation</u> of PASS radio. User contacted. All OK.
1/21/80 (0354)	User reported a <u>suspicious person</u> who was ringing her buzzer from downstairs lobby. Subject stated, "Let me in" but would not give his name. Subject gone on arrival of police.
2/2/80 (2000)	User reported <u>kids breaking into vacant house</u> . Suspects gone on arrival of police. Services rendered.

DATE/ TIME	PROBLEM
2/5/80 (1710)	User reported a <u>purse snatching</u> immediately after two males had taken her purse. Suspects approached her from behind while she was standing on sidewalk in front of her home. Police responded, two suspects were apprehended and arrested for grand larceny.
2/7/80 (0335)	User reported a <u>man at her door</u> at 3:35 AM. The person at the door was someone involved in a family problem. Matters adjusted by responding police.
2/8/80 (1824)	User reported a <u>criminal mischief in progress</u> after he observed four boys break a window with a rock. User gave chase while using his PASS radio. Police responded unable to locate suspects after user lost them. Report taken.
2/16/80 (0117)	User reported <u>suspicious youths</u> in the church parking lot. Later it was found out that they were attempting to steal a battery from a van at that location. Services rendered by police.
2/22/80 (0928)	User reported a <u>man down</u> after he observed his neighbor through kitchen window, lying on his back on kitchen floor asking for help. After finding all of the doors and windows locked, user contacted the police with the PASS radio which he had with him at the time. The police officer requested an ambulance after forcing his way in through window. Neighbor transported to hospital by ambulance.
2/23/80 (2044)	User reported a <u>man annoying</u> after he was acting suspicious and refused to leave her porch. Subject left just prior to the arrival of police.
2/29/80 (1220)	User reported a <u>loud noise</u> coming from rear yard. Services rendered by police, all OK.
3/6/80 (2117)	User reported a <u>criminal mischief</u> for his neighbor shortly after incident had taken place. Report taken by police.
3/15/80 (2229)	User reported an <u>open door</u> after she observed her neighbors front door wide open. Services rendered by police, all OK.
3/16/80 (0357)	User reported a <u>fire</u> after being awoken by what sounded like gun shots. Observed a vehicle on fire in the street. Services rendered by the Police and Fire Departments.
3/17/80 (1027)	<u>Accidental activation</u> of the PASS radio. User contacted, all OK.
3/17/80 (1208)	User reported a <u>lost child</u> . Observed a four-year old female standing on street corner all alone. After talking to her found out that she was lost. Parents located and taken home by police.
3/21/80 (1118)	<u>Accidental activation</u> of PASS radio. Home entered, all OK. Report taken by police.



DATE/ TIME	PROBLEM
3/26/80 (2133)	User requested the police to check for <u>prostitution</u> at house nearby. Matters adjusted by the police.
3/26/80 (1015)	<u>Accidental activation</u> of the PASS radio. User contacted, all OK.
3/28/80 (1501)	User requested <u>assistance</u> from the police to help with her invalid husband.
3/31/80 (2248)	User reported an <u>explosion</u> . Services rendered by the police, unable to establish any other pertinent information.
3/31/80 (0922)	User requested <u>security information</u> services rendered at a later date by a <u>crime prevention</u> officer.
4/4/80 (1928)	User reported a <u>purse snatching</u> as it was reported to him by victim. Services rendered by police. Victim's property recovered in a driveway, after being dropped by suspect as he observed officers in pursuit. Suspect not apprehended.
4/5/80 (1907)	User reported a <u>suspicious vehicle</u> which was parked in front of apartment building. Services rendered by police. All OK.
4/14/80 (0946)	<u>Accidental activation</u> of the PASS radio. User located, all OK.
4/21/80 (1316)	<u>Accidental activation</u> of the PASS radio. All OK.
4/23/80 (0936)	<u>Accidental activation</u> of the PASS radio. User contacted, all OK.
4/25/80 (1103)	<u>Accidental activation</u> of the PASS radio. User contacted, all OK.
4/26/80 (1056)	User requested <u>medical assistance</u> for a neighbor who had fallen on the floor unconscious. Victim refused medical treatment. Services rendered by police.
4/28/80 (2146)	User reported a <u>criminal mischief</u> shortly after a neighborhood youth had sliced three tires on her VW. Services rendered by police. Suspect not apprehended.
4/29/80 (1051)	User reported an <u>open door</u> after she observed neighbors front door open. No one home at the time. Services rendered by police, all OK.
5/2/80 (1130)	<u>Accidental activation</u> of the PASS radio. User contacted, all OK.

DATE/ TIME	PROBLEM
5/5/80 (1316)	User reported a <u>man down</u> in her front yard. Matters adjusted by police.
5/12/80 (1144)	User reported a <u>burglary in progress</u> after arriving home early and hearing noises coming from inside the house. Suspects fled on foot, leaving stolen items on the ground. Suspects not apprehended at this time, further investigation to follow.
5/13/80 (1817)	User reported seeing two <u>youths with guns</u> as she was driving into her driveway. Services rendered by police.
5/21/80 (2444)	User reported that several <u>youths</u> were <u>causing damage</u> to her property in rear yard. Services rendered by police.
5/23/80 (1526)	<u>Accidental activation</u> of the PASS radio. User contacted, all OK.
5/26/80 (0351)	User reported <u>boys annoying</u> . Services rendered by police.
5/26/80 (2426)	User reported a <u>larceny in progress</u> while observing two males taking a battery out of a vehicle in rear parking lot. Services rendered by police.
5/29/80 (2225)	User reported a <u>fight in progress</u> with a girl screaming. Services rendered by police.
6/2/80 (1011)	<u>Accidental activation</u> of the PASS radio. User contacted, all OK.
6/2/80 (1904)	<u>Accidental activation</u> of the PASS radio. User contacted, all OK.
6/7/80 (1900)	<u>Accidental activation</u> of PASS radio by a burglar in the apartment. Police responded unable to locate any suspects. Extensive ransacking to apartment and PASS radio taken.
6/8/80 (0239)	User reported a <u>suspicious vehicle</u> parked in front of her home. Services rendered by police. Vehicle and occupant OK.
6/9/80 (0145)	User reported <u>men fighting</u> with bats. Service rendered by police, report taken for menacing.
6/11/80 (1850)	User reported a <u>burglary</u> after observing that unknown person(s) had entered his garage. Taken was a lawnmower. Burglary report taken by police.
6/13/80 (0803)	<u>Accidental activation</u> of the PASS radio. User contacted, all OK.



DATE/ TIME	PROBLEM
6/16/80 (1303)	User reported a <u>larceny in progress</u> as he observed two males running away with his neighbor's lawn mower. Police responded, property recovered along with two arrests made for petit larceny.
6/17/80 (1145)	User reported <u>suspicious persons</u> as she observed two males trying to open doors on several homes in the neighborhood. Police responded, unable to locate anyone. All information available in regards to description and activities was recorded on field interview report.
6/17/80 (1328)	<u>Accidental activation</u> of the PASS radio. User located, all OK.
6/20/80 (0848)	User reported <u>smoke coming from vacant building</u> . Services rendered by police and fire department.
6/21/80 (1516)	User reported a <u>larceny in progress</u> as he observed a man taking a battery from a vehicle in parking lot of a closed repair garage. Police responded, at which time found that person removing battery was the owner of vehicle in question.
6/26/80 (1458)	User reported an <u>open hydrant</u> . Water department notified.
6/27/80 (1835)	User reported an <u>auto accident with injuries</u> . Driver of vehicle being struck, went unconscious after hitting head on steering wheel. Ambulance dispatched, accident report taken by police.
6/29/80 (2019)	<u>Accidental activation</u> of the PASS radio. User located, all OK.
7/1/80 (1706)	User reported a <u>vehicle annoying</u> , racing up and down the street. Services rendered by police.
7/1/80 (1926)	User reported an <u>intox down</u> on her front lawn. Services rendered by police. Subject sent on way.
7/7/80 (2013)	User reported <u>suspicious youths</u> in parking lot by movie theater. Youths fled as police attempted to question them.
7/10/80 (1104)	User reported a <u>burglary</u> which had just occurred at his neighbor's house. Burglary report taken by the police.
7/10/80 (1534)	User reported an <u>open hydrant</u> . Water department notified.
7/10/80 (1645)	User reported an <u>auto accident</u> which she came across while driving on the expressway.

DATE/ TIME	PROBLEM
7/12/80 (0926)	User reported a <u>suspicious male</u> in his rear yard. Subject ran through back yards after realizing that he was being observed by user. Police responded, unable to locate anyone.
7/12/80 (1936)	User reported <u>boys annoying</u> . Services rendered by police.
7/14/80 (1725)	<u>Accidental activation</u> of the PASS radio. User contacted, All OK.
7/15/80 (0159)	User reported a <u>loud party</u> . Services rendered by the police.
7/16/80 (1243)	User reported a <u>rubbish fire</u> which was located near several trees and apartments. Services rendered by the police and fire department.
7/19/80 (1656)	User reported an <u>alarm ringing</u> on a business establishment. User was out for a walk, stood by until police arrived. Faulty alarm.
7/27/80 (1654)	User reported an <u>alarm ringing</u> on savings bank. Contacted police from his vehicle while observing bank. Services rendered by police. Faulty alarm.
7/28/80 (1459)	User reported an <u>auto accident</u> on the expressway. Services rendered by police, accident report taken.
7/30/80 (1524)	User reported a <u>bus-car auto accident</u> at intersection. Services rendered by police, accident report taken.
7/31/80 (2300)	User reported a <u>dangerous condition</u> after observing a large oil tank leaking. Services rendered by the police and Department of Public Works. Sand used on oil located near apartment building.

APPENDIX IV

Follow-Up Telephone Interview Form

Nature of Call: \_\_\_\_\_ Disposition: \_\_\_\_\_  
INFO SYSTEMS: Copy dispatch card onto form, attach copies of any police reports  
and list car numbers and officers who responded to the scene.

TELEPHONE INTERVIEW: \_\_\_\_\_

DATE: \_\_\_\_\_

Hello, I'm \_\_\_\_\_ from the Rochester Police Department's  
Research and Evaluation Section. I'm calling to ask you a few questions  
about the use of your PASS radio on \_\_\_\_\_ in connection with \_\_\_\_\_

1. First, did you or someone else use the radio on \_\_\_\_\_?

ASSIGNED USER 1 (Skip to #2)  
SOMEONE ELSE 2 (Continue)

- 1a. Could you tell me who used the radio and what your relationship is to this person?

Name \_\_\_\_\_ Relationship \_\_\_\_\_

NOTE: Determine if the person who used the radio is available to be interviewed. If so, ask to speak with that person, repeat the introduction, and go to question #2. If the person is not available, determine when he/she can be reached by telephone and make arrangements to call back and then terminate conversation.

2. About how long did it take for the dispatcher to respond to your call?

\_\_\_\_\_ minutes

- 2a. Were you satisfied with this response time? Yes 1 No 2

3. Who responded to your PASS radio call: the Police, the Fire Department, or an ambulance?

Police 1  
Fire 2 (Circle as many  
Ambulance 3 as necessary)

3a. How satisfied were you with the service you received from the (service(s)  
checked above)? Were you:

Very satisfied	4
Fairly satisfied	3
Not too satisfied, or	2
Hardly satisfied at all?	1

Comments: \_\_\_\_\_

4. Were you at home when you used the PASS radio?

Yes	1	(Skip to #5)
No	2	(Continue)

4a. Where were you when you used the radio? \_\_\_\_\_

5. Did you have any problems with your PASS radio?

Yes	1	(Continue)
No	2	(Skip to #6)

5a. Could you please describe the problems you had. \_\_\_\_\_

6. What suggestions do you have to improve the PASS Radio System? \_\_\_\_\_

No suggestions 0

7. Do you have any other comments about the PASS Radio System? \_\_\_\_\_

No other comments 0

Thank you for taking the time to talk with me. If you ever have any  
questions about or problems with the PASS radio, please call the Research  
and Evaluation Section at 428-7141.

-----  
INTERVIEWER COMMENTS: \_\_\_\_\_

## APPENDIX V

### Regression Tables

### Notes on the Regression Tables

By and large, the entries in the summary tables which follow are self-explanatory. A few comments, though, are necessary.

First, it should be noted that the entries in the "Coefficient Sign" column are not the signs associated with the actual regression coefficients; rather, they are symbols to indicate whether the relationship depicted by the regression model is as one would expect, or hope for, as a result of participation in the PASS Project.

The N for the individual activity questions (Q23a - Q23i and Q24a - Q24i) are all less than the full sample size. The explanation for this is that those who said they never performed a given activity in the pretest were excluded from the model for that question. The reason for this decision is that it would be unreasonable to expect people who said they never performed an activity to begin performing it as a result of having a PASS radio.<sup>1</sup> The mobility indices were not treated in the same way only because doing so would have reduced the number of respondents to an unacceptable level.

The indices reported in the table were computed as described below.

1. Overall Life Satisfaction - simple mean of responses to Q3 and Q29.
2. Past Two Week Activity - simple summation of responses to Q24a through Q24i.
3. Activity In General - simple summation of responses to Q23a through Q23i.

4. Victimization Rate - average number of victimizations per month for the incidents described in Q12a through Q12g.
5. Neighborhood Safety - simple summation of responses to Q1a and Q1b.
6. Safety During Day - simple summation of responses to Q4aDD, Q4bDD, and Q6.
7. Safety After Dark - simple summation of responses to Q4aAD, Q4bAD, and Q8.
8. Fear of Crime - simple mean of responses to Q12a through Q12f or Q12g, depending on whether the respondent drives a car.

<sup>1</sup> Some people associated with the research effort questioned the validity of this assumption. Therefore, new regression equations that included those who said they never performed a given activity in the pretest were calculated. The outcomes of these equations were identical to those reported in the tables here.

# REGRESSION TABLE

## PRIMARY RESPONDENTS ONLY - FIRST POSTTEST

Variable	Is Interaction Term In Model?	Coefficient Sign	N	Group Status F - Ratio
Overall Life Satisfaction	No	+	385	5.09
Past Two Week Activity (Q24a - Q24i)	No	+	385	.58
Q24a	Yes	+	296	3.04
Q24b	No	+	227	.58
Q24c	No	+	356	.13
Q24d	No	+	211	.01
Q24e	No	+	290	1.52
Q24f	Yes	+	234	3.04
Q24g	No	-	224	1.36
Q24h	Yes	-	198	4.03
Q24i	Yes	+	226	.37
Activity in General (Q23a - Q23i)	No	-	385	.004
Q23a	No	-	296	.004
Q23b	No	+	227	1.93
Q23c	No	+	356	.22
Q23d	No	+	211	.43
Q23e	No	-	291	.11
Q23f	No	-	234	1.27
Q23g	No	-	224	.79
Q23h	No	+	198	.01
Q23i	No	+	226	.21
Daytime Mobility - Past Week (Q5a)	No	+	385	1.42
After Dark Mobility - Past Week (Q7a)	Yes	+	385	.02

-2-

Daytime Mobility - Average (Q5c)	Yes	-	385	1.39
After Dark Mobility - Average (Q7c)	Yes	+	385	.27
Satisfaction with RPD (Q16a)	No	+	385	10.30
Satisfaction with RPD (Q16b)	No	+	385	11.53
Support for the Police Role(Q17a-Q17h)				
Q17a	Yes	+	385	39.17
Q17b	No	-	385	1.04
Q17c	No	+	385	2.67
Q17d	No	+	385	5.92
Q17e	No	+	385	1.43
Q17f	No	+	385	1.67
Q17g	No	-	385	.01
Q17h	No	+	385	.42
Police Treatment of Elderly (Q18)	No	+	385	.55
Victimization Rate	Yes	-	385	.42
Neighborhood Safety	No	+	385	9.44
Q1a	No	+	385	12.61
Q1b	No	+	385	3.81
Safety During Day	No	+	385	6.20
Q4a-DD	No	+	385	3.28
Q4b-DD	No	+	385	8.20
Q6	No	+	385	1.40
Safety After Dark	No	+	385	15.59
Q4a-AD	No	+	385	10.17
Q4b-AD	No	+	385	8.13

Q8	No	+	385	8.76
Unsafe Place Avoid- ance (Q10b)	No	+	385	6.79
Unsafe Place Avoid- ance (Q11b)	No	+	385	3.58
Fear of Crime (Q12a - Q12g)	Yes	+	385	4.10
Concern About Getting Emergency Help (Q19)	No	+	385	16.26

REGRESSION TABLE

PRIMARY RESPONDENTS ONLY - SECOND POST-TEST

Variable	Interaction Term in Model	Coefficient Sign	N	Group Status F-Ratio
Overall Life Satisfaction	Post	+	352	18.47
Past 2 Weeks Activity (Q24a-Q24i)	None	-	352	.65
Q24a	Post	+	274	1.64
Q24b	None	-	207	.39
Q24c	None	-	327	.32
Q24d	None	+	196	.11
Q24e	Pre	-	270	2.57
Q24f	None	-	218	.05
Q24g	Post	-	210	7.39
Q24h	None	-	184	.33
Q24i	None	+	210	2.02
Activity in General d(Q23a-Q23i)	None	-	352	2.76
Q23a	None	+	274	1.37
Q23b	None	+	207	.20
Q23c	Both	+	327	.44
Q23d	Pre	+	196	5.86
Q23e	None	+	270	.58
Q23f	None	+	218	3.39
Q23g	None	+	210	.14
Q23h	None	+	184	.11
Q23i	Post	-	210	1.97
Daytime Mobility Past Week (Q5a)	Pre	-	352	4.50
After-Dark Mobility Past Week (Q7a)	None	-	352	.01



<u>Variable</u>	<u>Interaction Term in Model</u>	<u>Coefficient Sign</u>	<u>N</u>	<u>Group Status F-Ratio</u>
Daytime Mobility Average (Q5c)	None	-	352	.52
After-Dark Mobility Average (Q7c)	None	+	352	.003
Satisfaction with R.P.D. (Q16a)	None	-	352	.04
Satisfaction with R.P.D. (Q16b)	Pre	+	352	11.60
Support for the Police Role (Q17a-Q17h)				
Q17a	Pre	-	352	15.26
Q17b	Pre	-	352	9.93
Q17c	None	-	352	.15
Q17d	None	-	352	.01
Q17e	Pre	-	352	5.67
Q17f	Post	+	352	4.81
Q17g	None	+	352	.85
Q17h	None	-	352	.81
Police Treatment Of Elderly (Q18)	None	-	352	1.52
Neighborhood Safety	None	+	352	1.66
Q1a	None	+	352	.52
Q1b	None	+	352	3.02
Safety During Day	None	+	352	1.96
Q4a-DD	None	+	352	1.01
Q4b-DD	None	+	352	.75
Q6	None	+	352	5.20
Safety After Dark	None	+	352	.45
Q4a-AD	Pre	+	352	-7.13
Q4b-AD	None	-	352	.05
Q8	None	+	352	1.68

<u>Variable</u>	<u>Interaction Term in Model</u>	<u>Coefficient Sign</u>	<u>N</u>	<u>Group Status F-Ratio</u>
Unsafe Place Avoidance (Q10b)	None	+	352	.36
Unsafe Place Avoidance (Q11b)	None	-	352	1.84
Concern About Getting Emergency Help (Q19)	None	+	352	9.34

# REGRESSION TABLE

## SECONDARY RESPONDENTS ONLY

<u>Variable</u>	<u>Is Interaction Term in Model?</u>	<u>Coefficient Sign</u>	<u>N</u>	<u>Group Status F-Ratio</u>
Overall Life Satisfaction	Yes	-	169	6.20
Past 2 Weeks Activity (Q24a-Q24i)	No	+	169	.35
Q24a	No	-	136	.29
Q24b	No	+	119	2.14
Q24c	No	+	156	3.55
Q24d	No	+	84	1.49
Q24e	Yes	+	125	.00
Q24f	No	-	79	.83
Q24g	No	-	119	.00
Q24h	No	-	87	.28
Q24i	No	+	81	.02
Activity in General d(Q23a-Q23i)	No	+	169	.14
Q23a	No	-	136	.49
Q23b	No	+	119	3.68
Q23c	No	+	156	.63
Q23d	No	+	84	.65
Q23e	No	+	125	2.08
Q23f	No	-	79	.44
Q23g	No	+	119	2.76
Q23h	No	-	87	.50
Q23i	No	-	81	.95
Daytime Mobility Past Week (Q5a)	Yes	+	169	3.03
After-Dark Mobility Past Week (Q7a)	No	-	169	.01
Daytime Mobility Average (Q5c)	Yes	+	169	1.10

<u>Variable</u>	<u>Is Interaction Term in Model?</u>	<u>Coefficient Sign</u>	<u>N</u>	<u>Group Status F-Ratio</u>
After-Dark Mobility Average (Q7c)	No	-	169	.05
Satisfaction With R.P.D. (Q16a)	No	+	169	8.81
Satisfaction With R.P.D. (Q16b)	Yes	-	169	3.59
Support for the Police Role (Q17a-Q17h)				
Q17a	Yes	-	169	18.78
Q17b	Yes	+	169	5.30
Q17c	No	-	169	.06
Q17d	No	+	169	.80
Q17e	No	-	169	.01
Q17f	No	-	169	.29
Q17g	No	-	169	3.52
Q17h	No	-	169	.73
Police Treatment of Elderly (Q18)	No	-	169	.14
Victimization Rate	Yes	+	169	.20
Neighborhood Safety	No	+	169	2.38
Q1a	No	+	169	.91
Q1b	No	+	169	3.22
Safety During Day	No	-	169	.26
Q4a-DD	No	-	169	.30
Q4b-DD	No	-	169	.21
Q6	No	-	169	.04
Safety After Dark	No	-	169	2.96
Q4a-AD	No	-	169	.31
Q4b-AD	No	+	169	3.88
Q8	No	+	169	3.57

<u>Variable</u>	<u>Is Interaction Term in Model?</u>	<u>Coefficient Sign</u>	<u>N</u>	<u>Group Status F-Ratio</u>
Unsafe Place Avoidance (Q10b)	Yes	+	169	1.47
Unsafe Place Avoidance (Q11b)	No	+	169	.80
Fear of Crime (Q12a-Q12g)	No	+	169	1.21
Concern About Getting Emergency Help (Q19)	No	+	169	3.77

# APPENDIX VI

## A Critical Difference Test

**CONTINUED**

**2 OF 3**

## A CRITICAL DIFFERENCE TEST

In the early days of the operation of the PASS Project consideration was given to a fundamental question. It was, Would PASS radios make any difference in how an incident was handled? In other words, if a PASS radio had not been available, would the reported incident have been handled differently or would the outcome have been different?<sup>1</sup> For lack of a better term, asking this question was called the critical difference test. So, the question became one of whether a PASS radio being involved in an incident made a critical difference.

In some ways, the critical difference test was a test of the usefulness of PASS radios vis-a-vis the telephone. In most instances one would have to assume that PASS radios would be most useful in those situations where a telephone was not readily available. If a telephone were readily available, then it would make sense to use it. Of course, there would be some exceptions to this rule, but by and large it would hold. The ideal situation for the use of a PASS radio would be one where rapid communication with the police was crucial and where no other means of establishing that communication was available. It is these 2 characteristics - the need for rapid communication and the unavailability of a telephone - that are of greatest interest in applying the critical difference test. To avoid belaboring the point, a table summarizing the findings relative

to the critical difference test is presented below.

CRITICAL DIFFERENCE IN PASS USAGE  
(August 1, 1979 - January 31, 1980)

Critical Difference?	#Of Calls	%
Yes (Y)	24	31.6
No (N)	51	67.1
Uncertain (U)	1	1.3
		100.0%

The judgement about critical difference was made by the police officer assigned responsibility for the day-to-day operation of the PASS Project, the Lieutenant who had overall supervisory responsibility for it, and this writer. The decision rule employed is depicted in the following table.

### CRITICAL DIFFERENCE DECISION RULE

Person	Judgement								
1	Y	Y	Y	N	U	U	U	U	U
2	Y	Y	N	N	U	Y	Y	N	N
3	Y	N	N	N	U	Y	N	Y	N
Decision	Y	Y	N	N	U	Y	U	U	N
Y = Yes      N = No      U = Uncertain									

To reach a decision the raters reviewed brief incident descriptions, crime reports, and comments made by users in a telephone interview following each instance of use. In most cases the decision was easy to make and did not involve a great deal of discussion. One point that did arise frequently was that it was difficult to make a truly accurate judgement because it was impossible to know the psychological state of the users at the time the incident was occurring.

The question now becomes, What significance, if any, should be attached to the fact that PASS radios made a critical difference in about 30% of the calls in which they were used? This question assumes even greater importance when one considers that the PASS Project did have a positive impact on participants in several important areas, at least at the time of first posttest.

No attempt to make a final judgement about this matter will be made here because the questions involved are complex and more appropriately answered by planners and decision makers in criminal justice. Rather, possible interpretations on the extremes will be offered. On one hand it can be argued that the fact that a PASS radio made a critical difference in 30% of the cases is evidence that the Project and its rationale are not really important or necessary for senior citizens. After all, in the vast majority of cases the telephone would have been just as useful as the PASS radio.

On the other hand, it can be argued that the critical difference test is not really a central issue in conducting a system with objectives like the PASS Project. After all, the test is being applied after the fact by analysts far removed from the actual circumstances of use. In addition, a question can be raised about the utility of the radio in sensitizing users to be more alert to and aware of possible criminal activity or other dangerous conditions. In other words, it can be argued that some substantial portion of the calls in which the PASS radio did not make a critical difference would never have been made if the caller had not been involved in the PASS Project. The ultimate value of having alert and aware citizens on the streets - citizens who can communicate rapidly with the police - is both potentially great and difficult to assess in the short run. And finally, we can always point to critical difference situations in which a serious threat to personal safety or life itself were involved. The difficulty of quantifying the value of the PASS radio in such situations is obvious.

After considering these extreme views one is tempted to admit defeat in the face of confusion and complexity. The situation, however, does not warrant such a drastic response. More appropriately, one can begin to place this evaluation effort in the context of evaluation research generally. In doing so, one immediately comes to grips with the difficulty of specifying and measuring the true objectives of a project - both explicit and implied.



For example, no one associated with the Project ever made a formal statement to the effect that one of the goals of the Project was to reduce the probability that situations involving the personal safety of users would lead to actual physical harm. Yet, at least 2 such situations arose during the Project and in them PASS radios did make a critical difference in terms of the rapid provision of emergency medical assistance. Surely, one cannot discount the importance of such situations because they did not occur frequently. Ultimately, a criminal justice decision maker has to decide about the relative importance of such situations and how much it is worth to be able to respond to them in the fashion allowed by the PASS radio.

For the purposes of this report, it is sufficient to raise the critical difference issue and attendant questions. Suffice it to say by way of summary that if one accepts the critical difference notion as a useful one, then one cannot dismiss the fact that the PASS radio made such a difference in 30% of the calls as being trivial or insubstantial. The problem is one of weighing the actual volume of such calls against a cost figure that, at the moment, is all but impossible to calculate.

Notes

- 1 A related question would be, If a PASS radio had not been available, would the incident have been reported at all? The answer to this question in almost all cases would require information that would be difficult, if not impossible, to obtain. As such, it is best left in the speculative realm.

APPENDIX VII

Police Officer and Dispatcher Survey Instruments

Police Officer Survey Instrument

I.D. # \_\_\_\_\_ Time Interview Started: \_\_\_\_\_

Hello, I'm \_\_\_\_\_ of Slade Research Associates. As you may know, the New York State Division of Criminal Justice Services has contracted with Slade Research Associates to interview department personnel who are involved with the Personal Alarm Security System Project. I would like to ask you a variety of questions about the PASS project and your thoughts and feelings concerning it now that it has been operating for a few months. Before I ask any questions, though, I want to make it clear that everything you say will be strictly confidential. No one in the Police Department or any other agency will ever know what you personally say. The results of this survey will simply be summarized in terms of how many persons said this or that, so no one will be able to tell who said what. You can help us most by giving honest and frank answers to all our questions. Since we don't want to take up too much of your time, let's get started and go through the questions as fast as possible. Let me begin by asking some questions about the Personal Alarm Security System in relation to the department.

1a. Do you think the Rochester Police Department has benefited from its operation of the PASS project?

Yes 1 (CONTINUE)  
No 2 (SKIP TO #2)

b. Overall, how beneficial do you think the PASS Project has been for the RPD? Do you think it has been:

Very beneficial, ..... 4  
Fairly beneficial, ..... 3  
Not too beneficial, or ..... 2  
Hardly beneficial at all? ..... 1

c. In your opinion, what has been the most important benefit the RPD has received from the operation of the PASS project?

(SKIP TO #4a)

2. Why do you think the RPD has not benefited from its operation of PASS? \_\_\_\_\_

3. What change, if any, do you think could be made in the PASS project so that the RPD would derive a substantial benefit from its operation?

4a. Now I'd like to ask your opinion about how the PASS project has affected the senior citizens who have had the PASS radios. In general, do you think that the senior citizens who have had PASS radios have benefited from their participation in the PASS project?

Yes 1 (CONTINUE)  
No 2 (SKIP TO #5)

b. Overall, how much do you think the people who have had PASS radios have benefited from them? Do you think their having a PASS radio has been:

Very beneficial, ..... 4  
Fairly beneficial, ..... 3  
Not too beneficial, or ..... 2  
Hardly beneficial at all? ..... 1

c. What do you think has been the most important benefit received by those who have had PASS radios?

(SKIP TO #7a)

5. Why do you think those who have had PASS radios have not benefited from them?

6. What change, if any, do you think could be made in the PASS project so that senior citizens could derive a substantial benefit from it?

7a. Do you recall responding to a call for service generated by a PASS radio?

Yes 1 (CONTINUE)  
No 2 (SKIP TO #8)

b. Overall, how many PASS radio calls have you responded to? \_\_\_\_\_ calls

c. Did you know when you received the call(s) that a PASS radio was involved?

Knew for all calls ..... 1 (CONTINUE)  
Knew for some calls ..... 2 (CONTINUE)  
Did not know for any calls ..... 3 (SKIP TO #7f)

d. Did the fact that a PASS radio was involved make any difference in how you responded to those call(s)?

Yes 1 (CONTINUE)  
No 2 (SKIP TO #7f)

7e. What difference did it make? \_\_\_\_\_

f. In your judgment, did the fact that a PASS radio was used make any difference at all, that is, was the situation handled differently, or was the outcome any different than it would have been if the radio had not been used?

Yes - PASS radio made a difference ☐ (CONTINUE)  
No - no difference ..... ☐ (SKIP TO #8a)

g. What difference did it make? \_\_\_\_\_

8a. To your knowledge, has the PASS system experienced any problems since it began operating in August?

Yes 1 (CONTINUE)  
No 2 (SKIP TO #9)

b. Could you please describe those problems for me. \_\_\_\_\_

9. If you could make just one change in the PASS project to improve the program, what would it be?

No change 0

10. How useful do you think the PASS project has been in replacing the telephone as the normal means for citizens to report emergencies? Do you think it has been:

Very useful, ..... 4  
Fairly useful, ..... 3  
Not too useful, or ..... 2  
Hardly useful at all? ..... 1

11a. Do you think it would have been better to have given PASS radios to some group other than senior citizens?

Yes 1 (CONTINUE)  
No 2 (SKIP TO #12)

b. What other group do you have in mind? \_\_\_\_\_

12. (HAND RESPONDENT CARD "A") Please tell me to what extent you agree or disagree with the following statements. Senior citizens are much more likely to generate groundless calls and falsely reported incidents than are younger people. Do you:

Agree strongly ..... 5  
Agree somewhat ..... 4  
Uncertain ..... 3  
Disagree somewhat ..... 2  
Disagree strongly ..... 1

13. Calls for service from senior citizens are much more likely to be of an urgent nature than calls for service from younger people. Do you:

Agree strongly ..... 5  
Agree somewhat ..... 4  
Uncertain ..... 3  
Disagree somewhat ..... 2  
Disagree strongly ..... 1

14. Senior citizens who have PASS radios are more mobile in the community as a result of having the radio.

Agree strongly ..... 5  
Agree somewhat ..... 4  
Uncertain ..... 3  
Disagree somewhat ..... 2  
Disagree strongly ..... 1

15. Senior citizens who have PASS radios feel a greater sense of personal safety as a result of having the radio.

Agree strongly ..... 5  
Agree somewhat ..... 4  
Uncertain ..... 3  
Disagree somewhat ..... 2  
Disagree strongly ..... 1

16a. As far as service from the police is concerned, senior citizens have much greater needs for service than do younger people. Do you:

Agree strongly ..... 5 (CONTINUE)  
Agree somewhat ..... 4 (CONTINUE)  
Uncertain ..... 3 (SKIP TO #17)  
Disagree somewhat ..... 2 (SKIP TO #17)  
Disagree strongly ..... 1 (SKIP TO #17)

(TAKE BACK CARD "A")

b. Why do you think senior citizens have a greater need for service from the police than younger people?

17. In general, how do you think the RPD is doing in meeting the police service needs of senior citizens? Do you think they are doing:

- An excellent job, ..... 4
- A good job, ..... 3
- A fair job, or ..... 2
- A poor job? ..... 1

18. How about in comparison with meeting the police service needs of younger people? Do you think the RPD does:

- A better job for seniors, ..... 3
- About the same for both, or ..... 2
- A worse job for seniors? ..... 1

19. Is there anything you think the RPD could be doing, which it is not now doing, to better meet the police service needs of senior citizens?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

20. How much of a problem do you think "fear of crime" is among senior citizens? Do you think that "fear of crime" among seniors is:

- Very much of a problem, ..... 4
- Somewhat of a problem, ..... 3
- Not much of a problem, or ..... 2
- Not a problem at all? ..... 1

21. How about in comparison with younger people? Do you think that fear of crime is:

- Greater for senior citizens than for younger people, ..... 3
- About the same as for younger people, or ..... 2
- Less for senior citizens than for younger people? ..... 1

22a. Do you think the Personal Alarm Security System has had an effect on the level of "fear of crime" among senior citizens?

- Yes 1 (CONTINUE)
- No 2 (SKIP TO #23)

b. What do you think the effect has been?

NOTE: PROBE FOR A RESPONSE THAT INDICATES A CHANGE, i.e., INCREASE OR DECREASE.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

23. Now I'd like to ask just a few more questions about how the PASS project has functioned. First, do you think the people who have PASS radios have made more contact with the police than they would have without having the radio?

- Yes - more contact 1
- No 2

24. In your judgment, what proportion of PASS radio calls have been of a serious and urgent nature? Do you think it has been:

- Most calls, ..... 4
- Some calls, ..... 3
- A few calls, or ..... 2
- Hardly any calls at all? ..... 1

25. (HAND RESPONDENT CARD "B") Please look over this list of events and tell me which category has, in your opinion, generated the most calls from PASS radio users.

- Assault ..... 1
- Auto Accident ..... 2
- Burglary ..... 3
- Criminal Mischief ..... 4
- Family/Neighbor Trouble ..... 5
- Fire ..... 6
- Larceny ..... 7
- Robbery ..... 8
- Sick Case/Medical Emergency ..... 9
- Suspicious Person, Car, Etc. ....10

NOTE: IF RESPONDENT GIVES ANY INDICATION THAT HE/SHE BELIEVES THAT THE EVENT THAT HAS GENERATED THE MOST CALLS IS NOT ON THE CARD, ASK RESPONDENT TO DESCRIBE EVENT AND RECORD THAT ANSWER.

\_\_\_\_\_

\_\_\_\_\_

26a. (TAKE BACK CARD "B") Taking into account both the needs of the PASS radio users and the overall objectives of the RPD, how worthwhile do you think the PASS project has been? Do you think it has been:

- Very worthwhile, ..... 4
- Fairly worthwhile, ..... 3
- Not too worthwhile, or ..... 2
- Hardly worthwhile at all? ..... 1

b. Could you please tell me why you think that? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

27. Now, just a few more questions about the PASS project itself. First, have you ever used a PASS radio?

- Yes 1
- No 2

28. To the best of your knowledge, how many PASS radios were distributed?

\_\_\_\_\_  
(PROBE FOR AN EXACT FIGURE OR A SMALL RANGE)

29. How long is the PASS project scheduled to run?

\_\_\_\_\_  
(PROBE FOR A PERIOD OF TIME OR AN EXPIRATION DATE)

30a. And finally, do you think the PASS project should be continued after the initial trial phase is complete?

Yes 1

No 2

Uncertain 3

b. Could you please tell me why you think that? \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Thank you for your assistance. We appreciate it very much because it will help us produce a full and accurate evaluation of the PASS project. If you would like a summary of the results of this survey, just call the Research and Evaluation Section at extension 7141. The summary should be ready in about 6 weeks.

Time Interview Completed: \_\_\_\_\_

Interviewer's Initials \_\_\_\_\_ Date \_\_\_\_\_ Edited \_\_\_\_\_

First Dispatcher Survey Instrument



I.D. # \_\_\_\_\_ Time Interview Started: \_\_\_\_\_

Hello, I'm \_\_\_\_\_ of Slade Research Associates. As you may know, the New York State Division of Criminal Justice Services has contracted with Slade Research Associates to interview department personnel who will be involved with the Personal Alarm Security System Project. I would like to ask you a variety of questions about the PASS project and your thoughts and feelings concerning it. Before I ask any questions, though, I want to make it clear that everything you say will be strictly confidential. No one in the Police Department or any other agency will ever know what you personally say. The results of this survey will simply be summarized in terms of how many persons said this or that, so no one will be able to tell who said what. You can help us most by giving honest and frank answers to all our questions. Since we don't want to take up too much of your time, let's get started and go through the questions as fast as possible. Let me begin by asking some general questions about the Personal Alarm Security System.

1. Have you ever seen a PASS radio?

Yes 1 (CONTINUE)  
No 2 (SKIP TO #3)

2. Have you ever used a PASS radio?

Yes 1  
No 2

3. To the best of your knowledge, how many PASS radios will be distributed?

(PROBE FOR AN EXACT FIGURE OR A SMALL RANGE)

4. To whom will PASS radios be distributed?

5. To the best of your knowledge, how much did it cost to develop the Personal Alarm Security System?

(PROBE FOR AN EXACT FIGURE OR A SMALL RANGE)

6. Who is the manufacturer of PASS radios?

7. In what areas of the city will PASS radios be used?

8. How long is the PASS Project scheduled to run?

(PROBE FOR A PERIOD OF TIME)

9. As you see it, what is the major objective of the PASS Project?

NOTE: PROBE FOR 1 STATEMENT. IF RESPONDENT OFFERS MORE THAN 1 OBJECTIVE, ASK CLARIFYING QUESTIONS AND RECORD MOST IMPORTANT OBJECTIVE.

10a. Do you think the PASS Project will experience any problems when it is put into operation?

Yes 1 (CONTINUE)  
No 2 (SKIP TO #11)

b. What problems do you think the system will have?

NOTE: IF RESPONDENT MENTIONS MORE THAN 1 PROBLEM, ASK #10c. IF ONLY 1 PROBLEM IS MENTIONED, SKIP TO #11.

c. Of the problems you have mentioned, which one do you think will be the most serious?

NOTE: PROBE FOR A SPECIFIC ANSWER.

11. If you could make just one change in the PASS Project to improve the program, what would it be?

No change 0

12. How useful do you think the PASS Project will be in replacing the telephone as the normal means for citizens to report emergencies? Do you think it will be:

Very useful, ..... 4  
Fairly useful, ..... 3  
Not too useful, or ..... 2  
Hardly useful at all? ..... 1

13a. Do you think it would be better to give PASS radios to some group other than elderly citizens?

Yes 1 (CONTINUE)  
No 2 (SKIP TO #14a)

b. What other group do you have in mind?

14a. Now I'd like to ask you some questions about senior citizens in this community in relation to your experience as a dispatcher. In general, do you think dispatchers treat a call for service from a senior citizen the same as a call for service from a younger person?

Yes - treated the same ..... 1 (SKIP TO #15)  
No - treated differently ..... 2 (CONTINUE)

14b. In what ways do dispatchers treat a call for service from a senior citizen differently than one from a younger person?

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15. (HAND RESPONDENT CARD "A") Please tell me to what extent you agree or disagree with the following statements. Senior citizens are much more likely to generate groundless calls and falsely reported incidents than are younger people. Do you:

- Agree strongly ..... 5
- Agree somewhat ..... 4
- Uncertain ..... 3
- Disagree somewhat ..... 2
- Disagree strongly ..... 1

16. Calls for service from senior citizens are much more likely to be of an urgent nature than calls for service from younger people. Do you:

- Agree strongly ..... 5
- Agree somewhat ..... 4
- Uncertain ..... 3
- Disagree somewhat ..... 2
- Disagree strongly ..... 1

17a. As far as service from the police is concerned, senior citizens have much greater needs for service than do younger people. Do you:

- Agree strongly ..... 5 (CONTINUE)
- Agree somewhat ..... 4 (CONTINUE)
- Uncertain ..... 3 (SKIP TO #18)
- Disagree somewhat ..... 2 (SKIP TO #18)
- Disagree strongly ..... 1 (SKIP TO #18)

(TAKE BACK CARD "A")

b. Why do you think senior citizens have a greater need for service from the police than younger people?

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18. In general, how do you think the RPD is doing in meeting the police service needs of senior citizens? Do you think they are doing:

- An excellent job, ..... 4
- A good job, ..... 3
- A fair job, or ..... 2
- A poor job? ..... 1

19. How about in comparison with meeting the police service needs of younger people? Do you think the RPD does:

- A better job for seniors, ..... 3
- About the same for both, or ..... 2
- A worse job for seniors? ..... 1

20. Is there anything you think the RPD could be doing, which it is not now doing, to better meet the police service needs of senior citizens?

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21. How much of a problem do you think "fear of crime" is among senior citizens? Do you think that "fear of crime" among seniors is:

- Very much of a problem, ..... 4 (CONTINUE)
- Somewhat of a problem, ..... 3 (CONTINUE)
- Not much of a problem, or ..... 2 (CONTINUE)
- Not a problem at all? ..... 1 (ASK #22 AND SKIP TO #24a)

22. How about in comparison with younger people? Do you think that fear of crime is:

- Greater for senior citizens than for younger people, ..... 3
- About the same as for younger people, or ..... 2
- Less for senior citizens than for younger people? ..... 1

23. What one thing do you think the RPD could do to reduce the "fear of crime" among senior citizens?

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24a. Do you think the Personal Alarm Security System will have an effect on the level of "fear of crime" among senior citizens?

- Yes 1 (CONTINUE)
- No 2 (SKIP TO #25)

b. What do you think the effect will be?

NOTE: PROBE FOR A RESPONSE THAT INDICATES A CHANGE, i.e., INCREASE OR DECREASE.

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25. Now I'd like to ask you some questions about how you think the PASS Project will work. Obviously, there are no wrong or right answers to these questions. We just want your opinion. First, do you think that the people who are given PASS radios will end up making contact with the police more frequently than if they just used a telephone?

Yes - more contact 1  
No 2

26. What proportion of calls generated by the people who are given PASS radios do you feel will be calls that are really not of a serious and urgent nature? Do you think it will be:

Most calls, ..... 4  
Some calls, ..... 3  
A few calls, or ..... 2  
Hardly any calls at all? ... 1

27. (HAND RESPONDENT CARD "B") Please look over this list of events and tell me which category you think will generate the most calls from PASS radio users, that is, what type of call do you think will be most frequent? Remember, I just want to know your opinion of what event category will generate the most calls, not the crime to which PASS radio users will most likely fall victim.

Assault ..... 1  
Auto Accident ..... 2  
Burglary ..... 3  
Criminal Mischief ..... 4  
Family/Neighbor Trouble ..... 5  
Fire ..... 6  
Larceny ..... 7  
Robbery ..... 8  
Sick Case/Medical Emergency ..... 9  
Suspicious Person, Car, Etc. ....10

NOTE: IF RESPONDENT GIVES ANY INDICATION THAT HE/SHE BELIEVES THAT THE EVENT THAT WILL GENERATE THE MOST CALLS IS NOT ON THE CARD, ASK RESPONDENT TO DESCRIBE EVENT AND RECORD THAT ANSWER.

28a. (TAKE BACK CARD "B") Now I'd like to ask you your opinion about possible benefits from the PASS Project. Let's begin by focusing in on the users. Do you think senior citizens will benefit from having and using PASS radios?

Yes 1 (CONTINUE)  
No 2 (SKIP TO #29)

b. Overall, how beneficial do you think the possession and use of a PASS radio will be for senior citizens? Do you think it will be:

Very beneficial, ..... 4  
Fairly beneficial, ..... 3  
Not too beneficial, or ..... 2  
Hardly beneficial at all? ... 1

28c. What do you think will be the most important benefit senior citizens who use PASS radios will receive?

(SKIP TO #31a)

29. Why don't you think senior citizens will benefit from having and using a PASS radio?

30. What change, if any, do you think could be made in the PASS Project so that senior citizens would derive a substantial benefit from it?

31a. Do you think the RPD will benefit from the operation of the PASS Project?

Yes 1 (CONTINUE)  
No 2 (SKIP TO #32)

b. Overall, how beneficial do you think the PASS Project will be for the RPD? Do you think it will be:

Very beneficial, ..... 4  
Fairly beneficial, ..... 3  
Not too beneficial, or ..... 2  
Hardly beneficial at all? ..... 1

c. What do you think will be the most important benefit the RPD will receive from the PASS Project?

(SKIP TO #34a)

32. Why don't you think the RPD will benefit from the PASS Project?

33. What change, if any, do you think could be made in the PASS Project so that the RPD would derive a substantial benefit from it?

34a. Taking into account both the needs of the users of PASS radios and the overall objectives of the RPD, how worthwhile do you think the PASS Project will be? Do you think it will be:

Very worthwhile, ..... 4  
 Fairly worthwhile, ..... 3  
 Not too worthwhile, or ..... 2  
 Hardly worthwhile at all? ..... 1

b. Could you please tell me why you think that? \_\_\_\_\_

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

35. To finish I'd like to ask you a few questions about yourself. First, how many years have you been employed by the RPD?

\_\_\_\_\_ years

36. And how long have you worked as a dispatcher?

\_\_\_\_\_ Months/Years (OBTAIN A TOTAL IF SERVICE HAS NOT BEEN CONTINUOUS)

37. How old are you? \_\_\_\_\_ years

38. Do you personally know anyone who has received or is supposed to receive a PASS radio?

Yes 1 (CONTINUE)  
 No 2 (SKIP TO CLOSING STATEMENT)

39. Could you please describe your relationship to this person. (IF MORE THAN ONE POTENTIAL USER IS KNOWN, OBTAIN DESCRIPTIONS FOR ALL.)

\_\_\_\_\_  
 \_\_\_\_\_

Thank you for your assistance. We appreciate it a great deal because it will help us to produce a full and accurate evaluation of the PASS Project. We would greatly appreciate it if you would not discuss the contents of the questionnaire until all interviewing is completed on Wednesday. We will be talking with you again in a few months after the PASS Project has become operational.

Time Interview Completed: \_\_\_\_\_

Interviewer's Initials \_\_\_\_\_ Date \_\_\_\_\_ Edited \_\_\_\_\_

INTERVIEWER OBSERVATIONS

1. The respondent was:

Very cooperative ..... 4  
 Somewhat cooperative ..... 3  
 Not too cooperative ..... 2  
 Hardly cooperative at all ..... 1

2. Respondent's sex:

Male 1  
 Female 2

Second Dispatcher Survey Instrument

SLADE RESEARCH ASSOCIATES, INC.  
639 Titus Avenue, Rochester, NY 14617

JOB #439-49

I.D. # \_\_\_\_\_ Time Interview Started: \_\_\_\_\_

Hello, I'm \_\_\_\_\_ of Slade Research Associates. As you may know, the New York State Division of Criminal Justice Services has contracted with Slade Research Associates to interview department personnel who are involved with the Personal Alarm Security System Project. I would like to ask you a variety of questions about the PASS project and your thoughts and feelings concerning it now that it has been operating for a few months. Before I ask any questions, though, I want to make it clear that everything you say will be strictly confidential. No one in the Police Department or any other agency will ever know what you personally say. The results of this survey will simply be summarized in terms of how many persons said this or that, so no one will be able to tell who said what. You can help us most by giving honest and frank answers to all our questions. Since we don't want to take up too much of your time, let's get started and go through the questions as fast as possible. Let me begin by asking some questions about the Personal Alarm Security System in relation to the department.

1a. Do you think the Rochester Police Department has benefited from its operation of the PASS project?

Yes 1 (CONTINUE)  
No 2 (SKIP TO #2)

b. Overall, how beneficial do you think the PASS Project has been for the RPD? Do you think it has been:

Very beneficial, ..... 4  
Fairly beneficial, ..... 3  
Not too beneficial, or ..... 2  
Hardly beneficial at all? ..... 1

c. In your opinion, what has been the most important benefit the RPD has received from the operation of the PASS project?

(SKIP TO #4a)

2. Why do you think the RPD has not benefited from its operation of PASS?

3. What change, if any, do you think could be made in the PASS project so that the RPD would derive a substantial benefit from its operation?



4a. Now I'd like to ask your opinion about how the PASS project has affected the senior citizens who have had the PASS radios. In general, do you think that the senior citizens who have had PASS radios have benefited from their participation in the PASS project?

Yes 1 (CONTINUE)  
No 2 (SKIP TO #5)

b. Overall, how much do you think the people who have had PASS radios have benefited from them? Do you think their having a PASS radio has been:

Very beneficial, ..... 4  
Fairly beneficial, ..... 3  
Not too beneficial, or ..... 2  
Hardly beneficial at all? ..... 1

c. What do you think has been the most important benefit received by those who have had PASS radios?

(SKIP TO #7a)

5. Why do you think those who have had PASS radios have not benefited from them?

6. What change, if any, do you think could be made in the PASS project so that senior citizens could derive a substantial benefit from it?

7a. Have you ever personally operated the PASS console when a "live" call - not a test - was coming in from a PASS radio user?

Yes 1 (CONTINUE)  
No 2 (SKIP TO #8a)

b. Overall, how many times have you used the PASS console in response to a "live" call from a PASS radio user?

\_\_\_\_\_ times

c. Did you ever experience any problems of any kind when you operated the console in response to a "live" call?

Yes 1 (CONTINUE)  
No 2 (SKIP TO #8a)

7a. Could you please describe the problems you had in as much detail as possible.

8a. How about just tests of the PASS radio? Have you ever personally operated the PASS console when a test call was coming in from a user?

Yes 1 (CONTINUE)  
No 2 (SKIP TO #9a)

b. Overall, how many times have you used the PASS console in response to a test call?  
\_\_\_\_\_ times

c. Did you ever experience any problems of any kind when you operated the console in response to a test call?

Yes 1 (CONTINUE)  
No 2 (SKIP TO #9a)

d. Could you please describe the problems you have had in as much detail as possible.

9a. (ASK ONLY OF THOSE WHO INDICATED THAT THEY HAD EXPERIENCED A PROBLEM IN #7c OR #8c ABOVE. IF NO PROBLEM WAS EXPERIENCED, SKIP TO #10a.)

Do you know of problems with the PASS system other than the ones you have personally experienced?

Yes 1 (CONTINUE)  
No 2 (SKIP TO #11)

b. Could you please describe those problems for me.

(SKIP TO #11)



10a. To your knowledge, has the PASS system experienced any problems since it began operating in August?

- Yes 1 (CONTINUE)  
No 2 (SKIP TO #11)

b. Could you please describe those problems for me.

11. If you could make just one change in the PASS project to improve the program, what would it be?

No change 0

12. How useful do you think the PASS project has been in replacing the telephone as the normal means for citizens to report emergencies? Do you think it has been:

- Very useful, ..... 4  
Fairly useful, ..... 3  
Not too useful, or ..... 2  
Hardly useful at all? ..... 1

13a. Do you think it would have been better to have given PASS radios to some group other than senior citizens?

- Yes 1 (CONTINUE)  
No 2 (SKIP TO #14)

b. What other group do you have in mind?

14. (HAND RESPONDENT CARD "A") Please tell me to what extent you agree or disagree with the following statements. Senior citizens are much more likely to generate groundless calls and falsely reported incidents than are younger people. Do you:

- Agree strongly ..... 5  
Agree somewhat ..... 4  
Uncertain ..... 3  
Disagree somewhat ..... 2  
Disagree strongly ..... 1

15. Calls for service from senior citizens are much more likely to be of an urgent nature than calls for service from younger people. Do you:

- Agree strongly ..... 5  
Agree somewhat ..... 4  
Uncertain ..... 3  
Disagree somewhat ..... 2  
Disagree strongly ..... 1

10a. As far as service from the police is concerned, senior citizens have much greater needs for service than do younger people. Do you:

- Agree strongly ..... 5 (CONTINUE)  
Agree somewhat ..... 4 (CONTINUE)  
Uncertain ..... 3 (SKIP TO #17)  
Disagree somewhat ..... 2 (SKIP TO #17)  
Disagree strongly ..... 1 (SKIP TO #17)

(TAKE BACK CARD "A")

b. Why do you think senior citizens have a greater need for service from the police than younger people?

17. In general, how do you think the RPD is doing in meeting the police service needs of senior citizens? Do you think they are doing:

- An excellent job, ..... 4  
A good job, ..... 3  
A fair job, or ..... 2  
A poor job? ..... 1

18. How about in comparison with meeting the police service needs of younger people? Do you think the RPD does:

- A better job for seniors, ..... 3  
About the same for both, or .... 2  
A worse job for seniors? ..... 1

19. Is there anything you think the RPD could be doing, which it is not now doing, to better meet the police service needs of senior citizens?

20. How much of a problem do you think "fear of crime" is among senior citizens? Do you think that "fear of crime" among seniors is:

- Very much of a problem, ..... 4  
Somewhat of a problem, ..... 3  
Not much of a problem, or ..... 2  
Not a problem at all? ..... 1

21. How about in comparison with younger people? Do you think that fear of crime is:

- Greater for senior citizens than for younger people, ..... 3  
About the same as for younger people, or ..... 2  
Less for senior citizens than for younger people? ..... 1

22a. Do you think the Personal Alarm Security System has had an effect on the level of "fear of crime" among senior citizens?

- Yes 1 (CONTINUE)  
No 2 (SKIP TO #23)

b. What do you think the effect has been?

NOTE: PROBE FOR A RESPONSE THAT INDICATES A CHANGE, i.e., INCREASE OR DECREASE.

23. Now I'd like to ask just a few more questions about how the PASS project has functioned. First, do you think the people who have PASS radios have made more contact with the police than they would have without having the radio?

- Yes - more contact 1  
No 2

24. In your judgment, what proportion of PASS radio calls have been of a serious and urgent nature? Do you think it has been:

- Most calls, ..... 4  
Some calls, ..... 3  
A few calls, or ..... 2  
Hardly any calls at all? ..... 1

25. (HAND RESPONDENT CARD "B") Please look over this list of events and tell me which category has, in your opinion, generated the most calls from PASS radio users..

- Assault ..... 1  
Auto Accident ..... 2  
Burglary ..... 3  
Criminal Mischief ..... 4  
Family/Neighbor Trouble ..... 5  
Fire ..... 6  
Larceny ..... 7  
Robbery ..... 8  
Sick Case/Medical Emergency ..... 9  
Suspicious Person, Car, Etc. ....10

NOTE: IF RESPONDENT GIVES ANY INDICATION THAT HE/SHE BELIEVES THAT THE EVENT THAT HAS GENERATED THE MOST CALLS IS NOT ON THE CARD, ASK RESPONDENT TO DESCRIBE EVENT AND RECORD THAT ANSWER.

25a. (TAKE BACK CARD "B") Taking into account both the needs of the PASS radio users and the overall objectives of the RPD, how worthwhile do you think the PASS project has been? Do you think it has been:

- Very worthwhile, ..... 4  
Fairly worthwhile, ..... 3  
Not too worthwhile, or ..... 2  
Hardly worthwhile at all? ..... 1

b. Could you please tell me why you think that?

Thank you for your assistance. We appreciate it a great deal because it will help us to produce a full and accurate evaluation of the PASS project. We would greatly appreciate it if you would not discuss the contents of the questionnaire until all interviewing is completed on Wednesday.

Time Interview Completed: \_\_\_\_\_

Interviewer's Initials \_\_\_\_\_ Date \_\_\_\_\_ Edited \_\_\_\_\_

**END**