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1993 QUALITY ASSURANCE STUDY
FOR THE
RAPID CITY, SOUTH DAKOTA
POLICE DEPARTMENT

By

David A. Lee

A THESIS

Submitted to
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for the degree of

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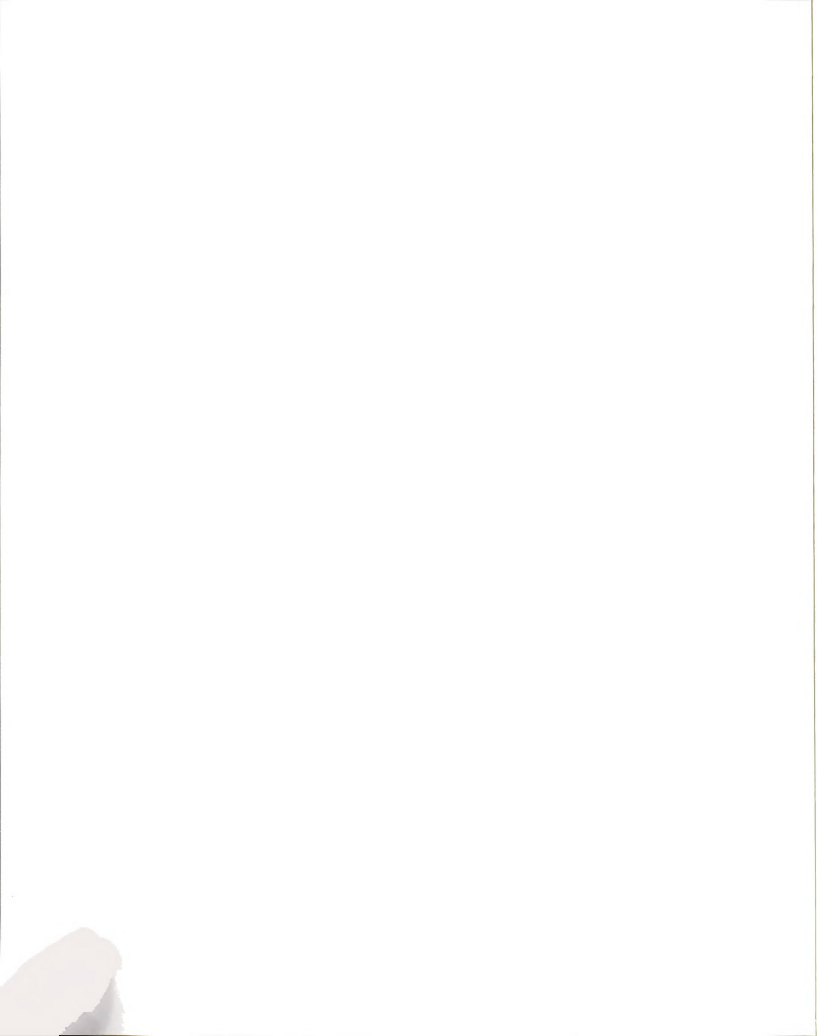
ABSTRACT

1993 QUALITY ASSURANCE STUDY FOR THE RAPID CITY, SOUTH DAKOTA POLICE DEPARTMENT

By

David A. Lee

The study consisted of two surveys conducted in Rapid City, South Dakota; one survey by mail to assess the needs and expectations of the community as a whole, the second survey by telephone to assess the satisfaction with particular contacts with the Rapid City Police. The results indicated a high level of general satisfaction with the Rapid City Police Department. Areas of improvement include safety issues in the North and Downtown sections of the city, a need for more concern from the officers regarding minor incidents, and a need for an estimate of response time of officers by the dispatcher. The results were then used to determine whether attitude towards the police was shaped by demographics (the Functional theory), by specific contacts with the police (the Conflict theory), or by both.



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I would also like to thank John Beardsley of the Rapid City Police Department for his assistance in generating the lists of subjects for the contact survey.

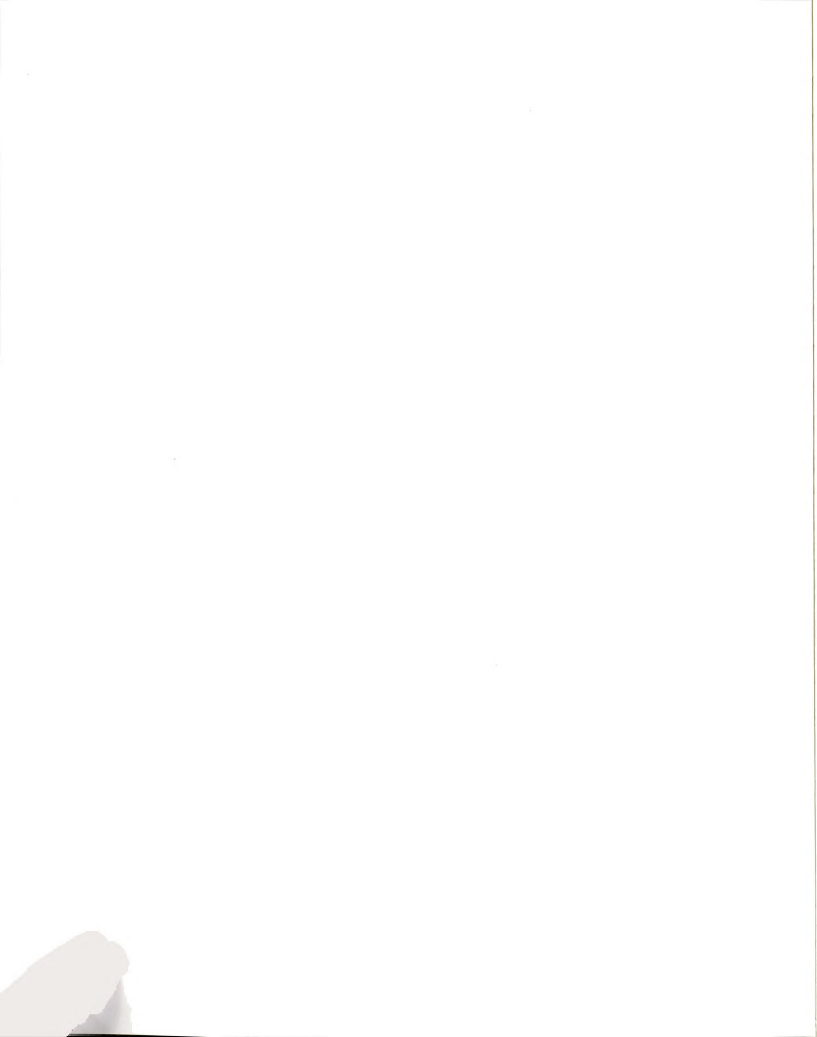
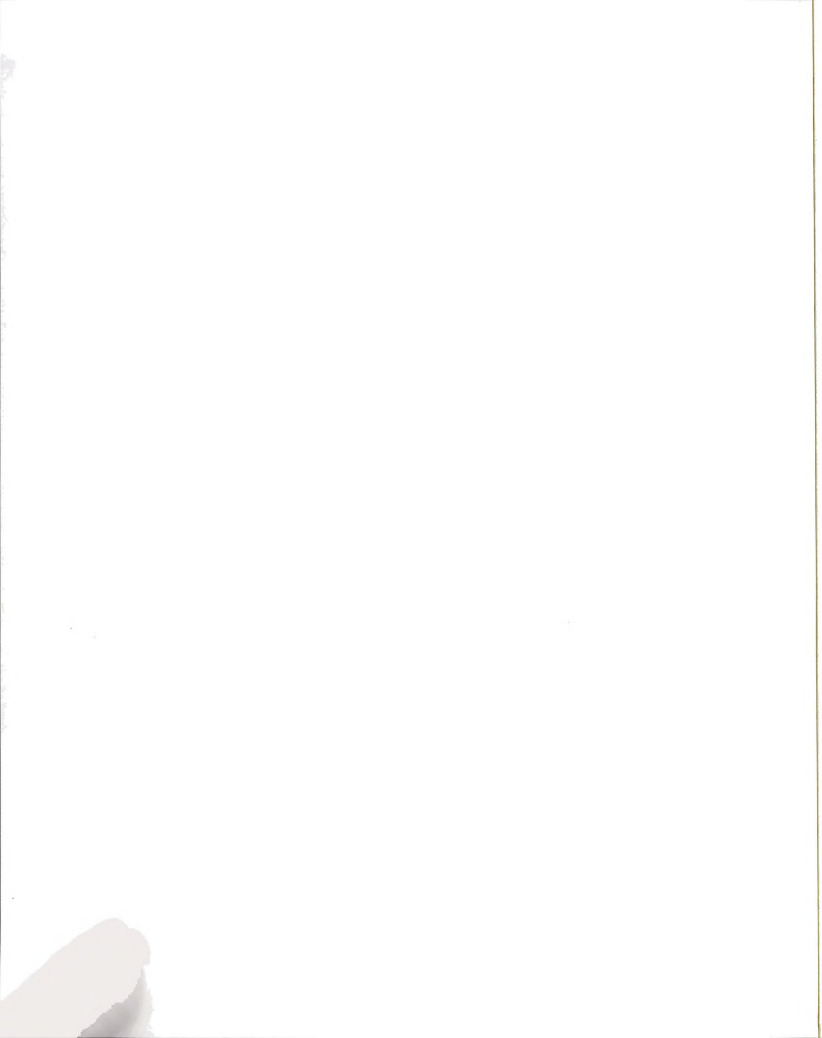


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INTRODUCTION

The City

Rapid City, the second largest city in South Dakota, is located in the western portion of the state. It is a major tourist area as well as a major commerce center for a five-state region. The city is located next to the Black Hills area of South Dakota, near Mount Rushmore as well as state and national forests. Also located nearby are the towns of Deadwood, where there is legalized gambling, and Sturgis, which draws an estimated 80,000 to 175,000 motorcyclists to an annual rally in August.

The population of Rapid City was reported in the 1990 United States Census to be 54,523. This figure grows tremendously during the summer, the peak tourist season, when the population living in the city exceeds an estimated 64,000 and over 100,000 people visit daily. (Jones, 1992).

The ethnic breakdown of Rapid City is atypical for a city of its size: 88.2% of the population is Caucasian, 8.9% is Native American, and the remaining 2.9% percent is divided among several races.

Geographically, Rapid City is divided into three areas. The West section is physically separated from the rest of the city by a large hill, and is known for being the higher income section of the city. The area considered the North

section is bordered on the south by Main Street, which runs East-West through the center of the city, and is the less affluent part of Rapid City. As such, the minority population is more concentrated in this area. The third area, the South section, is that area bordered on the north by Main Street, and the population here tends to be of relatively middle income.

The Police Department

The police department in Rapid City consists of 114 personnel, 83 of whom are sworn law enforcement officers; in addition, there are 13 reserve officers. Of the officers, 56 are in field services, which includes patrol and traffic divisions, 19 are in investigations, and 5 hold administrative positions.

There are eight patrol areas, divided according to the geographic regions of the city. Two patrol areas are designated within both the West and South regions, another three to the North, and one to the downtown business district.

In July of 1990, the department became accredited by the Commission on Accreditation of Law Enforcement Agencies. The commission, CALEA, was formed in 1979 by four national law enforcement organizations: the International Association of Chiefs of Police (IACP), the National Organization of Black Law Enforcement Executives (NOBLE), the National Sheriff's Association (NSA), and the Police Executive

Research Forum (PERF). The goals of this new organization were "to develop and test standards for law enforcement administration and operations and to make those standards available to the law enforcement field through a voluntary accreditation program" (Williams, 1989: vii).

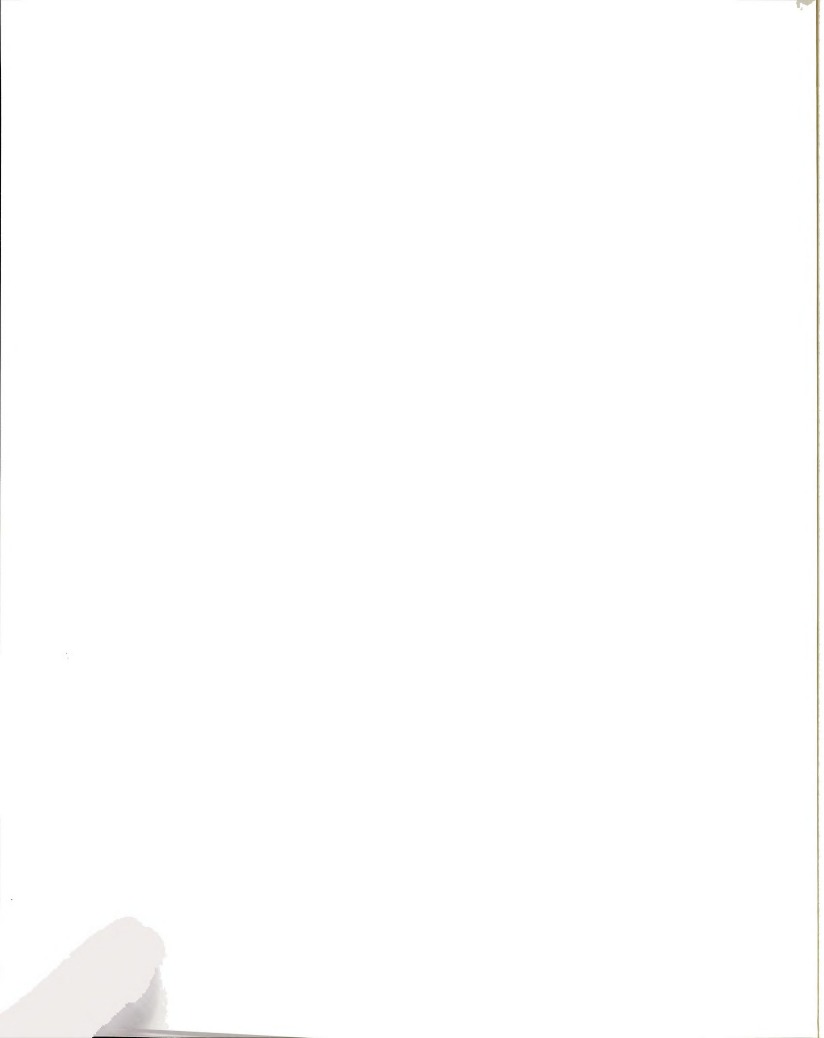
To become and remain as a CALEA accredited agency, the Rapid City Police Department must meet numerous standards and fulfill certain requirements. In addition, there are numerous optional standards recommended for departments; one of these involves an annual survey of the citizens. Although this particular requirement is optional for departments, it is wise to know where the department stands in the public's eye, regardless of accreditation.

In order to conform to the commission's requirements, the survey should follow the guidelines set in Standards for Law Enforcement Agencies: The Standards Manual of the Law Enforcement Accreditation Program:

"54.2.9 *An annual survey of citizen attitudes and opinions is conducted with respect to:*

- *overall agency performance;*
- *overall competence of agency employees;*
- *officers' attitudes and behavior towards citizens;*
- *concern over safety and security within the agency's service area as a whole;*
- *concern over safety and security within the beat where the respondent lives; and*
- *recommendations and suggestions for improvements.*

Commentary: The use of surveys is widespread in both the public and private sector. Law enforcement agencies should use citizen attitude surveys to complement other sources of information used in the decision-making process. The survey should use established research practices, such as random sampling of at least 1 percent of the population and sampling within each motorized patrol beat in proportion to



the ratio of population within the beat to total population in the jurisdiction. The survey may be conducted by mail, in person, or by telephone and may be combined with questions relating to victimization and other issues. The results of this survey should be provided to the community. The survey may be carried out directly by agency personnel or by others with agency guidance." (1989: 54-4).

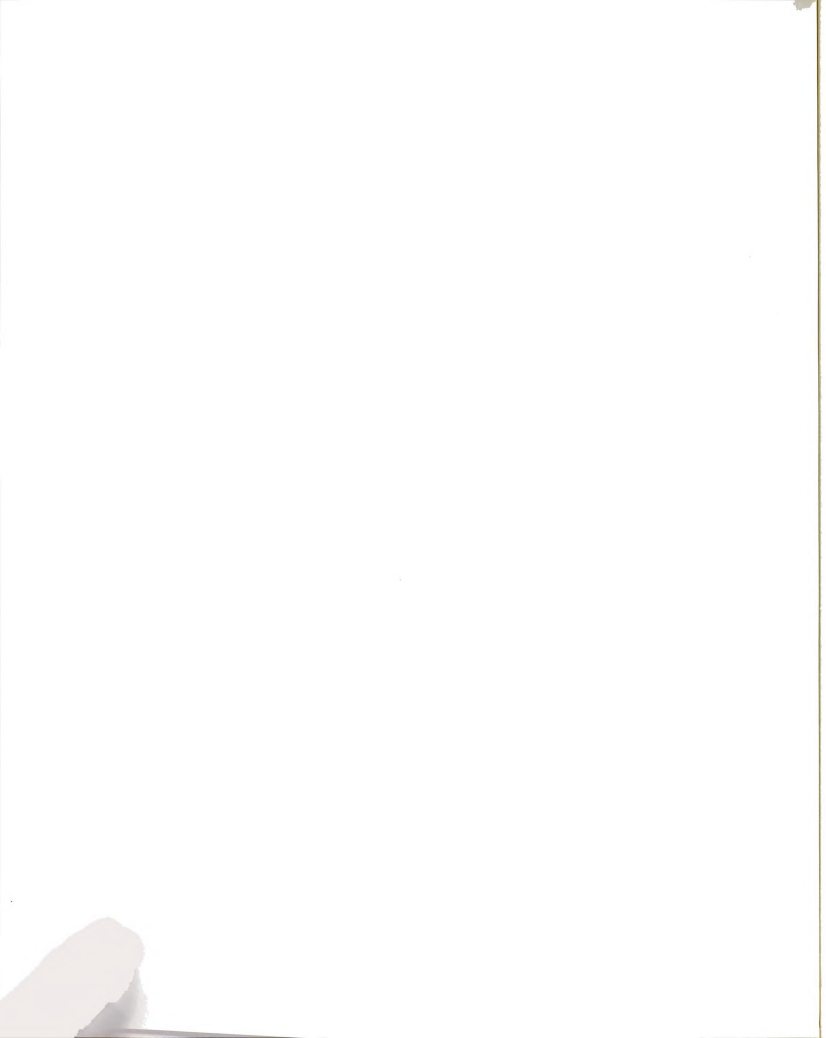
Since the Rapid City Police Department was accredited in 1990, the present study is the third for the department. The first attempt at a citizen satisfaction study was done in 1991; however this effort yielded no usable results (Jones, 1992: 42).

A second study was done in 1992 by Michael Jones, which involved two surveys. This research included a community survey which explored the citizens' satisfaction with the level of police performance, as well as which police services the people thought were the most important and those needing improvement (ibid.). The study showed a high general level of public satisfaction with the department. The second survey consisted of respondents who had experienced direct contact with the police; this too revealed a high level of satisfaction.

The purpose of the present study was to perform surveys similar to 1992. The repetition of such studies will allow the police department to continue monitoring the public's perceptions, and will allow administrators to detect any changes in the citizens' attitude towards the police as well as their expectations of the department.

Guyot proposes that an independent researcher should conduct such surveys, for "when a police department directly conducts mail or telephone surveys, frank criticism is less likely" (Guyot, 1991: 54).

The current study was an attempt to determine and make recommendations for performance areas where police service improvements appear beneficial to the police department and the public they serve. Before undertaking this task, it was necessary to know what the determinants of the public's attitudes towards the police are. A review of police evaluations and existing studies in this area follows.



BACKGROUND OF POLICE EVALUATIONS

Professionalism in Policing

The field of policing in the United States has gone through significant changes in the last decade; some of these changes are still taking place. Before focusing on how police work is evolving, one must first consider from what direction it has come, and why the changes were deemed necessary.

The police in 1950s America had become concerned primarily with the function of fighting crime. The "traditional tasks of the constable," such as maintaining order and providing emergency services, were de-emphasized in favor of the "crime-fighter" image (Moore & Kelling, 1983: 49).

The police were to uniformly enforce the law, paying particular attention to the "real police work" of catching criminals. By enforcing the laws uniformly, the police were attempting to be seen as true professionals; this style has also been referred to as "legalistic" (Wilson, 1968). This professional officer was not to allow his personal needs or the characteristics of citizens, such as race or appearance, to affect his decisions to enforce the law (Chackerian & Barrett, 1973: 345).

The development of new technology helped the police with their objective of creating highly centralized, tightly disciplined organizations. In order to pursue their goal of crime fighting, the police relied heavily on this

technology, such as the widespread use of cars and radios to reduce response time, to create a "sense of police omnipresence," and found their justification "in politically neutral professional competence" (Moore & Kelling, 1983: 49).

This emphasis on crime fighting had its drawbacks, however. This style produced "a degree of detachment of the police from the communities they serve" (Flanagan, 1985: 12). The police rejected "citizen requests for simple assistance so that they [could] get back 'in service' -- that is, back to staring at the community from their cars" (Moore & Kelling, 1983: 50). What they found, though, was that crime was not affected by major changes in the number of officers patrolling the streets (ibid.: 56).

In a 1973 article, Gene Carte warned that "[t]his insularity threatens to increase existing antagonism between the police and segments of the public" (1973: 200). Researchers claimed that the police could not hide in their cars; communication with the public was necessary. In order to be successful in their crime control mission, the police needed the contribution of information from the citizens, as the citizens initiate most police activity (Carte, 1973; Decker, 1981; Zamble & Annesley, 1987).

The researchers were correct in proposing that the police needed to communicate more with the citizens, but not for the right reasons. They had ignored what the public wanted from the police. This was recognized by Flanagan,

who stated that "the struggle to achieve the status of 'professionals' may be inconsistent with a consideration of consumer perspectives" (1985: 12). The officers' professional knowledge and discretion was threatened by "formal recognition of community desires in police policymaking" (ibid.: 12). In a similar argument over ten years earlier, Carte claimed that the autonomy of the police had interfered with their ability to change to meet the citizens' new expectations (1973: 200). Moore and Kelling perhaps put it best when asserting that if the police were to ask for more help from the community, they would have to ". . . get out of their cars, and spend more time in public spaces such as parks and plazas, confronting and assisting citizens with their private troubles" (1983: 64).

The crime control strategy was just not working.

The Service Style of Policing

Part of the problem with the crime-fighter image of the police was the fact that only ten percent of an officer's time was spent in law enforcement; the remainder of his time was spent providing help or peacekeeping services (Carlson & Sutton, 1979; Flanagan, 1985). Flanagan further found that positive public attitudes towards the police are "inextricably bound to noncrime-related services that most police departments provide" (1985: 19).

What the people really wanted, then, were the services that the police had been reluctant to give. The public's

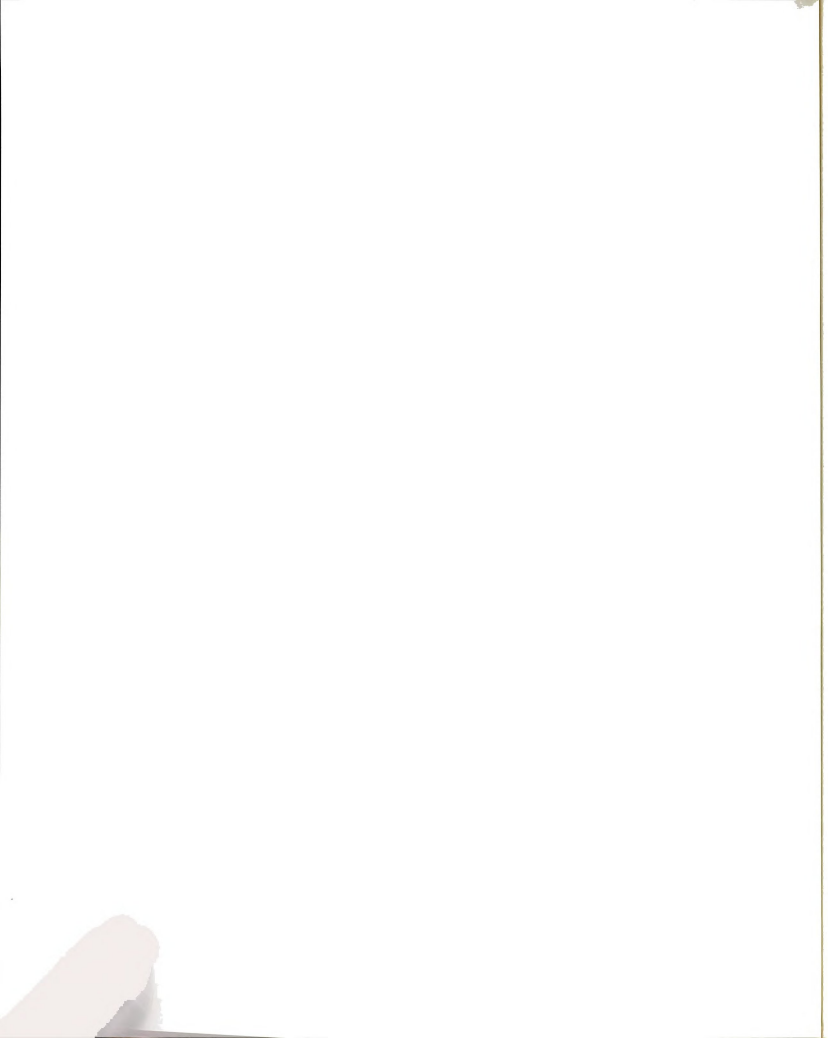
satisfaction with the police was related to the "provision of services that offer direct and tangible benefits" (Hahn, 1971: 192).

Guyot found that the most important work that a patrol officer can do is to respond to a call for service with a genuine concern for the citizen's problem. Citizens "gave their first praise to [officers'] supportive actions such as courtesy, concern, and friendliness," rather than task accomplishment (Guyot, 1991: 54).

Guyot called such a response simply human nature at work; "[i]f we look beyond the technology . . . we see that someone who is seeking help is visited by a person whose job is to give help. That the seeker appreciates courtesy and concern from the giver is only natural" (Guyot, 1991: 56).

What a true professional police officer needs is concern for the citizen, whether the person is a victim or merely needs directions. The citizens have certain expectations about their treatment by the police and about the "proper conduct" of the officer (Brandl & Horvath, 1991: 302), and it is by the fulfillment of these expectations that the police will be judged.

This emphasis on service is the new direction in which the police are moving. The citizens are the consumers of the police department's goods; in order to keep the support of their consumers, the police must keep a close eye on and deliver what it is that the people want and pay them to do.



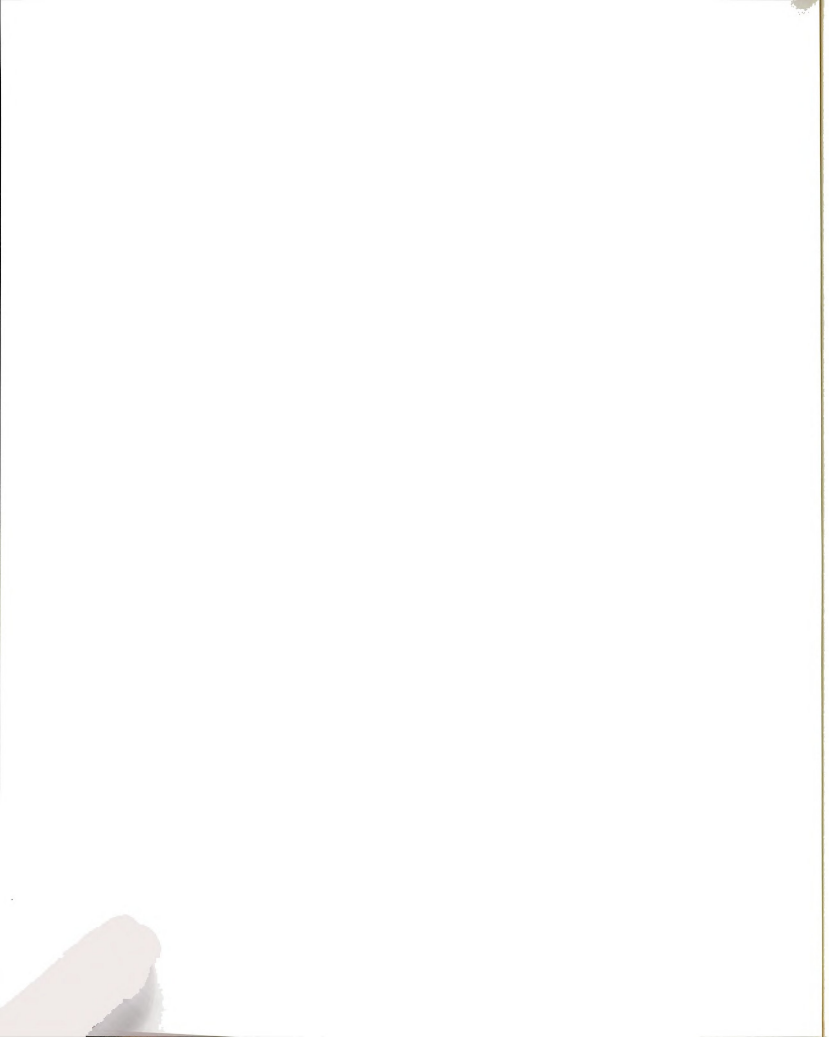
Statistics as Performance Indicators

When the main objective of the police was to fight crime, the development of the Uniform Crime Report gave departments a tool for determining their effectiveness. With the emphasis of the UCR being the more serious crimes, police administrators were encouraged to focus on these crimes as the most important in police work (Moore & Kelling, 1983: 55).

The use of crime rates as the determinant of performance did not turn out to be a reliable measure, since the pressure to control crime can cause "the problem of distortion of an agent's behavior by internally generated performance standards" (Cahill, 1976:7), as well as provide "an incentive to record incidents in such a way as to score well on that measure" (Parks, 1975: 193).

The use of clearance rates for crimes as a measure of performance is subject to a similar incentive by detectives to score well. It has been suggested that the use of such a measure would lead to bargaining with suspected criminals for confessions that lead to multiple clearances (Skolnick, 1966).

Neither the Uniform Crime Report nor clearance rates are useful measures of performance in light of the shift towards a service perspective. Neither measure can identify how well officers are performing at non-crime related tasks, such as assistance, directions, or family disputes. These statistics do not show the level of compassion that an



officer has for a victim, nor do they show an officer's fairness or lack of prejudice (Carlson & Sutton, 1979: 583); officers' performance in these areas must be assessed by different means.

Citizen Satisfaction Surveys

In keeping with the view of the citizens as the consumers of police services, their evaluations "are of fundamental importance insofar as [the police] regard citizen satisfaction both as the ultimate goal of city services and -- in the form of dissatisfaction -- as a major factor prompting change in the delivery of services" (Schuman & Gruenberg, 1972: 369-70). It is the responsibility of the police to "monitor the public's pulse and adapt to meet the changing demands of the public" (Charles, 1980: 302).

The police administrators during the era of Professionalism did not feel the need to seek out what the public wanted; they simply made assumptions about the desires of the community. Flanagan cited some of these assumptions: first, the police usually came from the communities that they served, so they should know what is needed; second, since most police leaders are elected by the citizens or appointed by elected officials, they assume that the communities are receiving what they desire; third, the police assume that there is a "congruence of values between the police and community residents that may or may not

exist;" fourth, the police assume that the citizens' preferences are the same throughout the community (Flanagan, 1985: 12-13).

The emphasis on service over crime control is not to say that the public is not a valuable source of information in the fighting of crime. The survey is also a means of building trust within the community; contact with the citizens is the first step towards building that trust. After this trust is built with the members of the community, they would hopefully be more willing to provide the police with information.

The community survey is an important instrument in that it can be used to assess the desires of the community as well as the people's level of satisfaction with the services, including those that do not show up in the UCR or clearance rates. A survey of this sort is also valuable in that it can measure how the public views the police department's policies and procedures.

Both the police and the community have misperceptions about the other; these can be identified through the use of such a survey as well.

Police Perceptions of the Community

As Thomas and Hyman wrote, "Police relations with community members almost always rank high on any listing of police perceptions of their major problems" (1977: 306). The police in general have been misinformed about the level

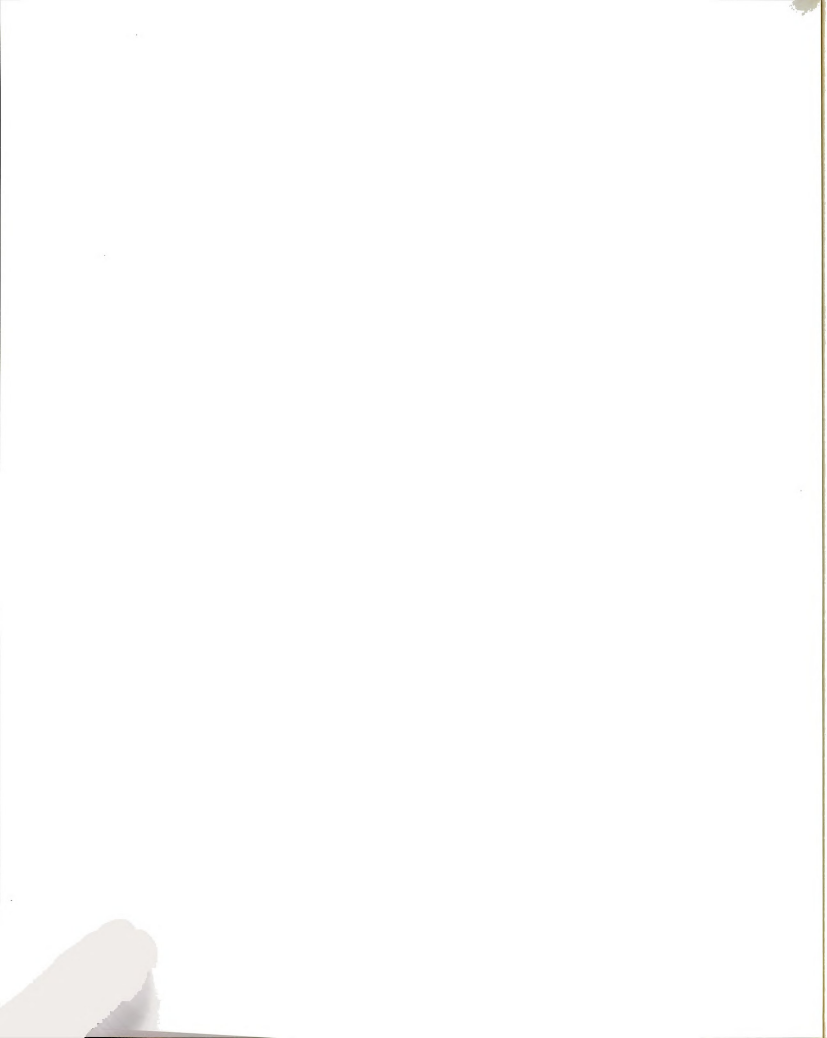
of public satisfaction, believing it to be low. These perceptions may be "grossly inadequate" (ibid.: 307). The problem with this is that if the police perceive that the public are hostile, then they may react in such a way as to create a problem where none existed. In other words, this can become a self-fulfilling prophecy; where the police expect a hostile response, they may take on an authoritarian attitude, which would cause resentment on the part of the citizens (Smith & Hawkins, 1973: 135).

A survey of the public's attitude toward the police would help to alleviate this problem. If the police are aware of how they are viewed by the public, they would be able to adjust their style to one that would seem less confrontational.

Mass Media's Influence on Perceptions

If the police and the community have widespread misperceptions about each other, it seems reasonable to look to the mass media for an explanation. Several authors have condemned the media for their role in creating the mistaken belief that the public attitude towards the police is negative, through biased reporting as well as negative portrayals in movies and television shows, when this is not the case (Carter, 1985; Charles, 1980; Hadar & Snortum, 1975; Smith & Hawkins, 1973).

As a result of the media's portrayal of the police, the public's perceptions of "appropriate police behavior are not



necessarily grounded in reality" (Brandl & Horvath). This has led especially to victims' unfulfilled expectations that the police would take fingerprints, conduct a crime scene search, and that stolen property would be recovered. When these expectations went unmet, both general evaluations of the police as well as level of satisfaction with a particular incident were found to decrease (Carter, 1985: 497). Due to the widespread influence of the media on creating expectations such as these, it has been suggested that these investigative actions might be undertaken for their public relations value, despite the fact that useful information rarely comes about from them.

The media also helps to sustain the image of the police as primarily crime fighters, through television series that focus on and glorify instances of law enforcement.

Recent news events of police brutality cases have been widely covered, such as the Los Angeles Police officers beating a motorist, and the Detroit beating death of another. Although these incidents are not representative of police officers' actions as a whole, such coverage may affect the public's perceptions of the police as a whole.

Community Expectations of the Police

The citizens within a police department's jurisdiction have certain expectations of the services they should receive from their police. Decker has operationalized justice as "the congruence between citizen expectations and

the actual behavior of the police, injustice as the gap between the two, or specifically the extent to which expectations were unmet" (1981: 81). Thus, whether the citizens' expectations are met will determine their satisfaction with their police department.

These expectations of the consumer become the determinants of the police function in the community. However, regardless of the style of policing a department uses, it can expect criticism from some members of the community because of a "lack of consensus among community residents regarding the law and police function" (Charles, 1980: 296).

Expectations of police services are possibly affected by variables such as a person's race or culture, which may have different norms and thus different expectations (Carter, 1985:489), or a person's neighborhood composition, where the type of citizens living in one area may have higher expectations of service performance and thus rate the police lower than citizens in another neighborhood in the same city (Stipak, 1979: 444).

Other factors involving the characteristics of officers have been found to affect the public's expectations as well. Chackerian and Barrett found that citizens' rating police performance only as "fair" was related to high salaries, high levels of education, and extensive training of the officers (1973: 349). This leads to the conclusion that the

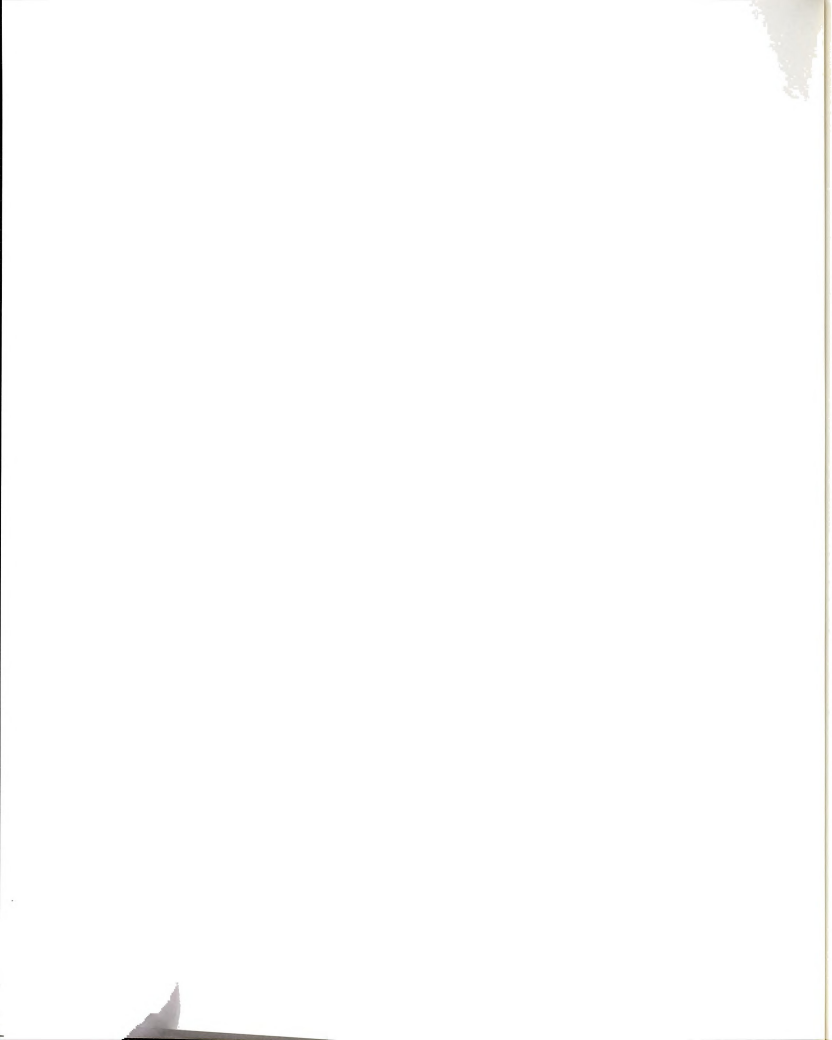
public has higher expectations for these better prepared officers which are still not being met.

The public's rating of the police, then, is influenced by the subjective expectations of the citizens. Instead of making broad operational changes in the police department, administrators can use surveys of the public's expectations to determine where problems of differing goals lie. Those areas where the public has unrealistic expectations may be addressed through informational or awareness strategies in the community (Carter, 1985: 489). Those areas where the public has reasonable expectations that are not being fulfilled should then be considered as possible areas for policy changes.

Using Surveys as a Policy Change Instrument

As Michael Charles concluded, policy makers must be familiar with the characteristics and expectations of the community before they can implement programs aimed at improving police services and consequently the public's attitude towards the police (1980: 297). Thus, "survey efforts can alert decision makers of a need to make the public aware of their misconceptions and to provide them with an accurate picture of existing circumstances" (ibid.: 303).

Brian Stipak offered some warnings about the use of such surveys: first, since the citizens' assessment of police services are affected by subjective influences, the



survey "may not reflect actual service performance;" second, "difficult statistical and conceptual problems complicate the use of subjective data to evaluate service performance" (1979: 441). These problems may perhaps be avoided by a careful consideration of the factors driving individuals' evaluation of the police.

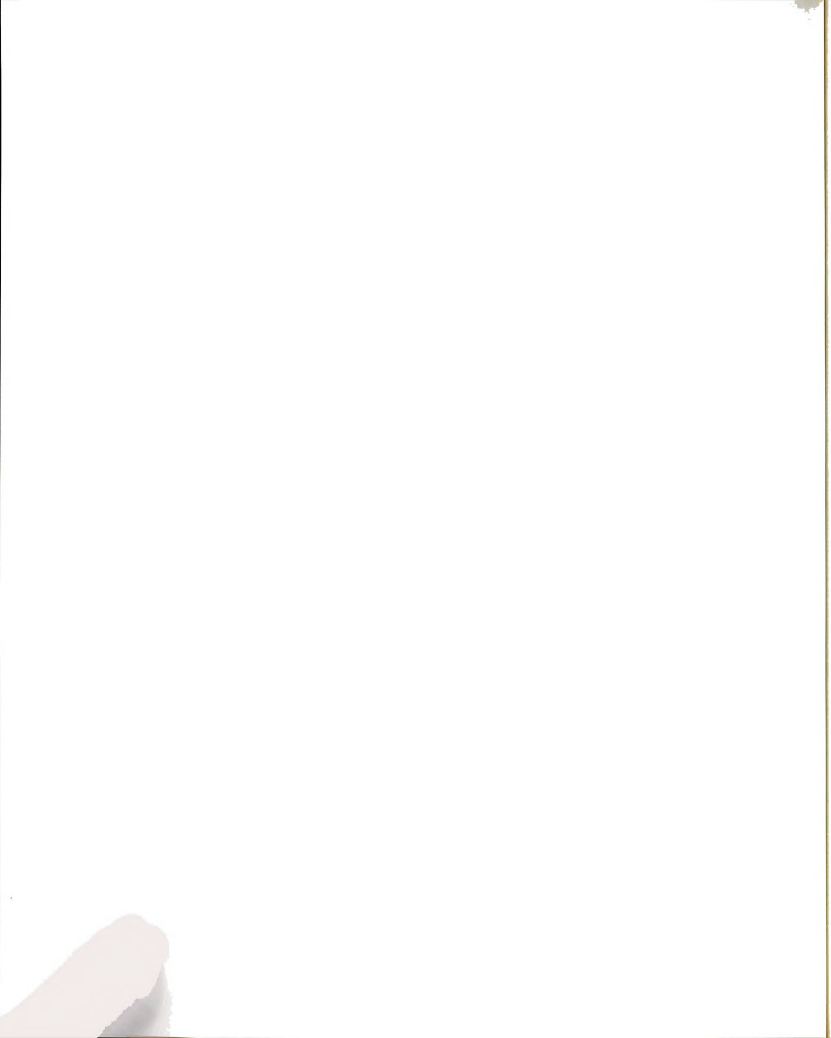
REVIEW OF EXISTING STUDIES

Theoretical Basis

For any study, there is a need for a foundation on which to build the research design. This is also the case for surveys of public opinion, especially for those that are to be used as a means for determining policy. As Michael Charles put it, "without a theoretical foundation on which to soundly anchor research efforts, it is foolhardy to use resulting data as a means for determining policy" (1980: 300).

In order for such a survey to be useful, Charles proposes six guidelines for the design of an instrument. First, there must be a solid theoretical base; this allows the appropriate statistics to be used. Second, the survey sample must be specifically designed according to the area under study. Third, the survey should include specific questions concerning the prevalent police practices. Fourth, there must be specificity in the reporting of the results, so that policy makers will have clear indications of what is necessary. Fifth, since the survey will be of the greatest value to the agency under study, that agency should be involved in the planning of the study. Finally, the survey must be continually updated and redone, since attitudes change over time, and the needs of the community can shift (ibid.: 301-2).

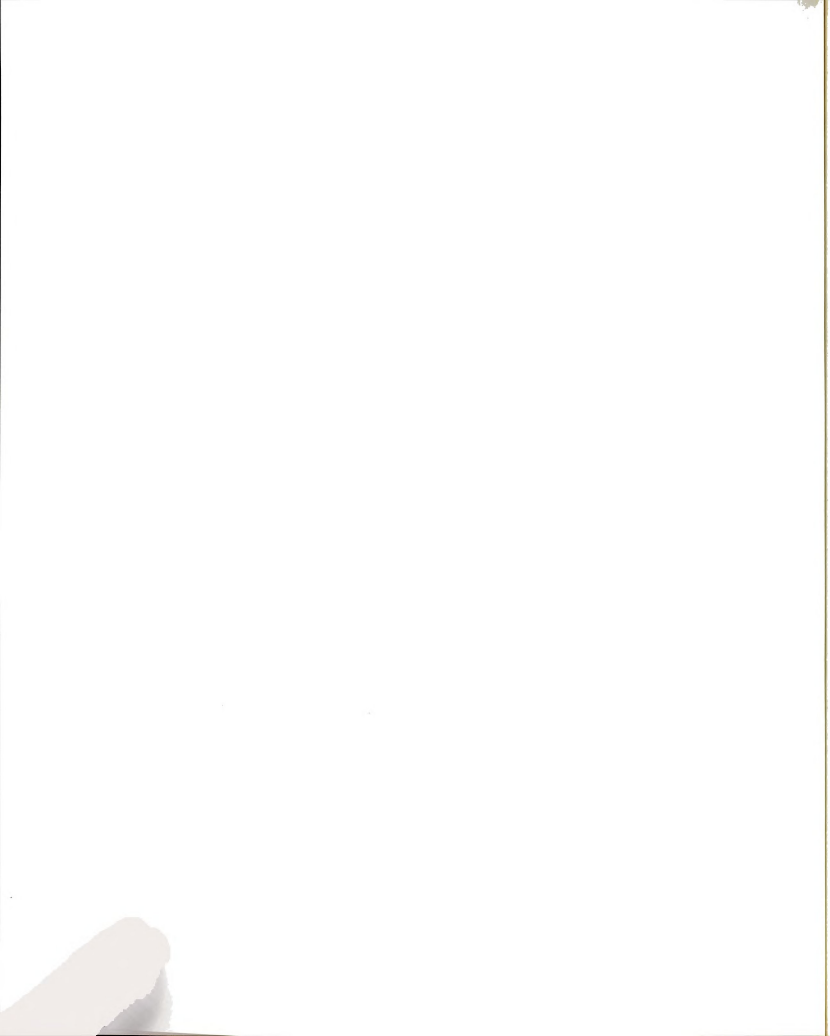
Most of the surveys on public attitude towards the police lacked the necessary theory. A formal theoretical



foundation for this type of research was laid out by Klein, Webb, and DiSanto (1978). These researchers considered two models of possible forces for the shaping of citizens' attitudes.

One of these models is the conflict theory, which "conceives society to be an ongoing struggle between groups holding opposing goals and world views" (ibid.: 443). This model focuses on demographic variables such as socioeconomic status, membership in a minority group, age, or neighborhood. These variables can be interpreted as the individual's belonging to a particular reference group. The conflict model holds that members of such groups that are not in power will become alienated as a result of their social situation, and since criminal law is more likely to be enforced against the powerless, their attitude toward the police would be lower (ibid.: 443). If this model is correct, then the demographic variables should be the primary determinant of attitude towards the police.

The other model examined by Klein, et al., is the functional, or "order" model, in which society is conceived "to be a system which is unified at its most general level by shared cultural values;" thus "attitude towards the police . . . is primarily the outcome of contact-specific encounters with the police rather than a function of group membership" (ibid.: 443). The functional model, then, focuses on particular contacts between a citizen and a police officer. The officers' behavior in these encounters



would also be related to other individuals, and this anecdotal information would help form these peoples' attitudes. This model also assumes that different groups in the community may have different expectations.

If a person had no encounters with the police and heard no reports as to the behavior of an officer, then this model does not explain the formation of such a person's attitude. A possible solution to this problem is that, while a contact with the police would shape a person's attitude, the lack of such an encounter would lead a person to look to a reference group, which may have differing expectations of police service. Following this reasoning, one would expect the occurrence of contact with the police to be the strongest variable relating to attitude towards the police, followed by demographic variables.

Examination of the Individual-level Variables

Numerous studies have been done to determine what independent variables are associated with a positive evaluation of police services. Many of these focused on the attributes of the individual, such as age, race, gender, and other socioeconomic indicators, looking for an explanation of attitudes towards the police. Results of these studies varied, although some commonalties can be found; these individual-level variables deserve some attention.

Age

The age of an individual was one of the more consistent findings as an indicator of attitude towards the police. Several studies found a positive relation between age and attitude; the older a respondent, the more likely he or she would rate the police positively (Decker, 1981; Smith & Hawkins, 1973; Winfree & Griffiths, 1971).

Smith and Hawkins claim that the young may be "more anti-police because of the influences of youth culture, as well as more specific experiences with the police" (1973: 138). Since young people are more likely to participate in crimes, then they are more likely to have negative contacts with the police (Decker, 1981); that is, they are more likely to have contacts that involve law enforcement rather than the non-enforcement, helping services of the police (Winfree & Griffiths, 1971: 83), and are more likely to evaluate the police negatively.

Although the police are more likely to take actions against young people, it is not necessarily due to their status as a group. It is rather due to their more frequent involvement in illegal activities that lead to contacts with the police.

Gender

Several studies have also included the sex of the respondent as a possible determinant of satisfaction with police services. This relationship did not find the common

support that age did. Some studies found gender to influence attitude towards the police (Smith & Hawkins, 1973; Thomas & Hyman, 1978), with females more apt to rate the police favorably. Others, such as Decker (1981), found little relation between gender and attitude towards police.

A possible reason that males would tend to rate the police more negatively is that they are more likely to engage in criminal activity, and thus are more likely to have a negative contact with the police. This is similar to the reasoning for age; thus younger males would be most likely to rate police negatively as a result of contacts.

Socioeconomic Variables

Other individual level variables that were included in several studies related to the social standing of the respondent (Benson 1981; Decker, 1981; Poister & McDavid, 1978; Smith & Hawkins; Winfree & Griffiths). These variables were measures of income, education, occupational prestige, or a combination of these into a single SES variable.

The results of these studies varied; some found little relationship between SES and evaluation of the police, while others found a positive relation. This may be due partly to the fact that different measures were used. For example, Poister and McDavid found family income to be significant, but not education (1978: 138). Since they used separate

measures and not a composite variable, these results can not be directly compared to other studies.

Benson found a small effect for social class on attitude towards the police (1981: 51). He proposes that the lower-class as a group are more likely to be stopped by the police; if true, then this would seem to support the conflict theory. However, Benson does not support this accusation. It may be true, as with age and gender, that lower-class individuals are more likely to engage in illegal activities, and again are more likely to face a negative encounter with the police as a result.

Race

The strongest of the individual-level variables found in previous research was that of race or ethnicity of the respondent. Although most of the research on minorities focused on blacks, Carter proposed that "ethnic characteristics embodied in language, norms, culture, and appearance create the same minority group dynamics found in racial distinction (1985: 489).

Smith and Hawkins found that there was a high level of negative feelings towards the police among minority groups which was not significantly affected by arrest or victimization (1983: 138). This may be due to claims from minorities of inadequate protection or service, and harassment and verbal abuse from police (Apple & O'Brien, 1983; Carter, 1985). Conversely, though, police "tend to

believe that minority groups target law enforcement personnel as a readily available symbol of 'oppression by a white power structure'" (Carter, 1985: 487). This type of attitude from both the police and the community seems to support a conflict model. However, if the minority group has differing expectations from the police, then they would rate the same service differently than a group with other expectations.

Examination of Contextual Variables

These individual-level variables each indicated that there was a possibility that a person's reference group determines attitude towards the police. There are other variables that may affect one's attitude towards the police; these are contextual variables that go beyond the uncontrollable attributes of individuals. These include such variables as one's neighborhood, political alienation, and other variables that the individual has control over; also included are variables external to the individual that he or she would not have control over, such as the local crime rate or victimization.

Neighborhood Composition

While it was seen that blacks are almost always less satisfied with the police than whites when the particular city is held constant, the blacks in some cities are more satisfied than whites in other cities (Schuman & Gruenberg,

1972: 375). It has been proposed that "[i]t is not color of skin, but color of area that is associated with dissatisfaction" (ibid.: 380).

What Schuman and Gruenberg mean is that one's ethnic background does not matter as much as the percentage of that ethnicity in one's neighborhood. In their study of fifteen American cities, they found that "[t]he results are striking: with few exceptions, black dissatisfaction declines each step of the way from all-black to mostly white areas, while white dissatisfaction rises each step of the way from all-white to mostly black areas" (ibid.: 379).

A study by Apple and O'Brien (1983) produced similar results. They found that as the percentage of blacks in a neighborhood increased, the evaluations of the police became more negative. Two explanations for this can be offered. First, following the idea of reference groups, the increase in the number of blacks in a neighborhood reduced the blacks' fear of crime. At the same time, the whites' fear increased, causing an increased dependence on the police (ibid.: 77). This increase is not met by an increase in services, so the whites' expectations are not met; this in turn lowers their evaluation of the police.

The second explanation for this is that, since minorities tend to be on the lower end of the socioeconomic scale, they are more prone to commit crimes; therefore, as the percent of minorities increases, there are more instances of negative contacts with the police (ibid.: 83).

That Schuman and Gruenberg (1972) found blacks in some cities rating police performance higher than whites in others relates to the findings of Wesley Skogan (1979). He found that there was an interaction between race and city, where the difference between whites' and blacks' evaluations of the police varied from city to city. A possible explanation for this is that the percentages of whites and blacks are different in the cities studied.

Another explanation is that there are differences in the policing style between the cities: "[d]ifferent practices may have different effects on different types of individuals, and this signals interaction effects between city- and individual-level attributes" (ibid.: 40).

The Police as the Government

According to Michael Charles:

"[W]hile the police appear to be the major recipient of citizen hostility, this occurs largely due to the fact that the police are the most visible element of the established governmental structure, and because it is the police who have the task of maintaining order, not because the public is disenchanted solely with the police" (1980: 297).

Other researchers agree; the police are the government agency with the most frequent and direct contact with the public (Benson, 1981). Even the police themselves believe that they are accused of "prejudicial and discriminatory

actions that should more appropriately be directed toward other elements of government" (Carter, 1985: 487).

Because of this apparent connection between the police and the government in general, researchers tested the relationship, hypothesizing that citizens with a sense of access to the government would show higher satisfaction with the police, and that politically alienated citizens would evaluate the police more negatively (Benson, 1981; Chackerian & Barrett, 1973).

The results of these studies were contradictory; Chackerian and Barrett found a significant relationship between sense of access to the government and evaluation of the police (1973: 348). Benson's results were more complicated; he found a relationship between the variables across social class and perceived integrity of the police, but not always in an expected direction (1981: 47). If the conflict theory proposes that the powerless, and therefore alienated, citizens would rate police services lower, then Benson should have found those in the lower classes consistently rating the police more negatively.

The Police and the Crime Rate

Studies that included the public's perception of the local crime rate also had contradictory results. Thomas and Hyman found that: "levels of public support in the police were high even though the majority of the citizens sampled in numerous studies felt that crime was a major social

problem and that the probability of their becoming victims of criminal offenses was increasing" (1977: 308, italics theirs).

Contradictory to this, Benson's study indicated that respondents who believe that the crime rate is increasing are more likely to evaluate the police negatively (1981: 47). These results did not vary regardless of the respondent's race, social class, political alienation, or beliefs about the integrity of the police.

Such a discrepancy between results cannot be determined by the information in the studies. Perhaps there were different styles of policing used in the cities, or the citizens of each city had differing expectations of police performance.

A decrease in the crime rate as a measure of police effectiveness is not in itself a good measure of police effectiveness. This is supported by Couper, who asserts that the crime rate for a city is determined by citizen reporting rates; thus "a quality police agency will receive more crime reports simply because citizens are more confident in the ability of the police to respond effectively" (1983: 5). Thus, an increase in crime rates may indicate that the police are doing a better job than if the crime rate decreased.

Knowing Police Officers

Two studies measured the extent to which a citizen's personally knowing a police officer affected their relationship with the police department as a whole (Guyot, 1991; Smith & Hawkins, 1973). The results of the studies differed somewhat because they measured slightly different aspects.

Smith and Hawkins measured whether knowing an officer affected one's attitude towards the police in general. They found no relation between the two, stating that "the citizen who knows individual police officers may separate the man from the role, and while accepting the man, may still hold negative views about the police in general" (1973: 143-4).

Whether or not knowing an officer changed one's attitude, Guyot found that people who know police officers are more likely to call the police and report seeing crimes or suspicious events (1991: 272).

Victimization and Threat of Becoming a Victim

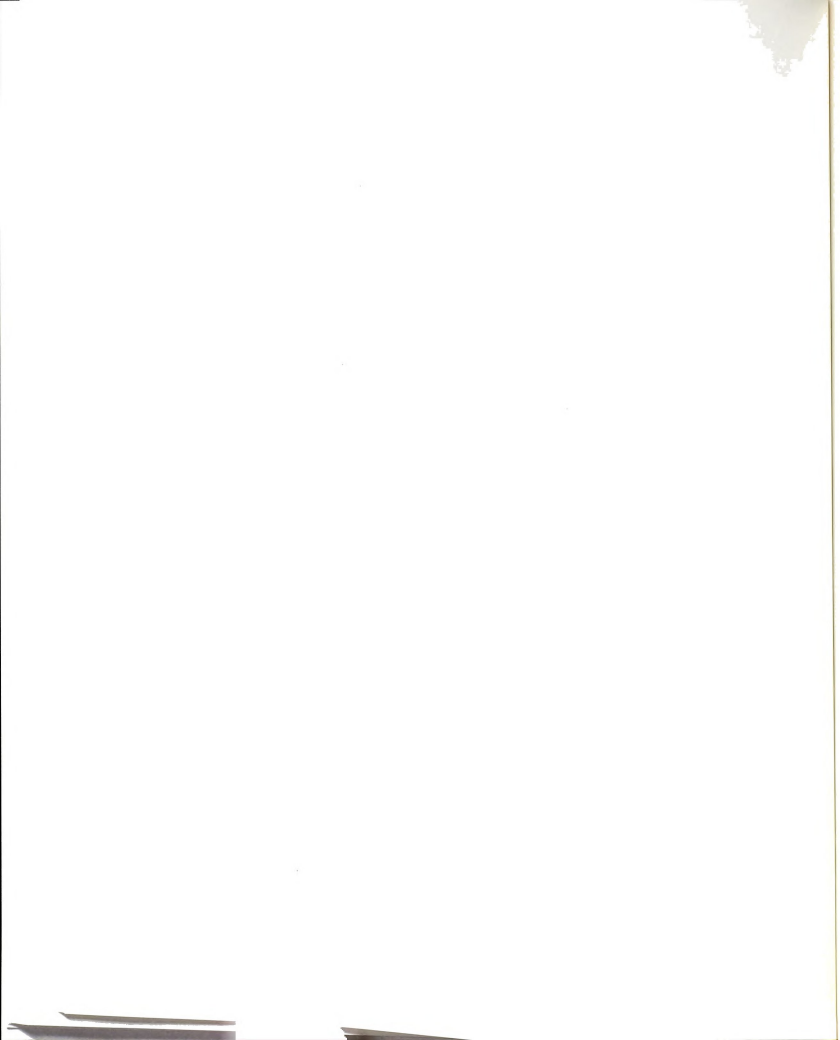
With the increase in crime rates, Smith and Hawkins hypothesized that there might be a relationship between one's perception of the threat of becoming a crime victim and one's attitude towards the police (1973: 139). What they found was that, for both the threat of crimes against the person and crimes against property, there was no significant relation to attitude towards the police (ibid.: 139).

Whether or not one had recently been a victim of crime was also studied as possibly affecting evaluation of the police. Skogan found that in each crime category, those who had been victimized in the previous year were "less likely to grant the police a favorable rating" (1979: 35). Smith and Hawkins, on the other hand, found that victimization made no difference for property crimes, and only a non-significant difference for crimes against the person (1973: 139).

These contradictory results can be explained by a hypothesis made by Roger Parks (1976: 89). Parks states that even though the experience of victimization does affect the citizen's ratings of the police service, the "actions taken in response may suppress the relationships" (ibid.: 89). What he means is that those citizens who view the police response as satisfactory will rate the police higher, and those that receive an unsatisfactory response will rate them negatively, with the total effect being that the two cancel each other out, and no apparent relationship can be seen. Parks found that this was in fact the case (ibid.: 90).

Parks controlled for possible variables that could possibly confound the relationship, such as race and wealth of neighborhood, and victimization still had an effect on the evaluation of the police (ibid.: 92-3).

That the police response, and not the victimization itself, was related to a citizen's attitude towards the

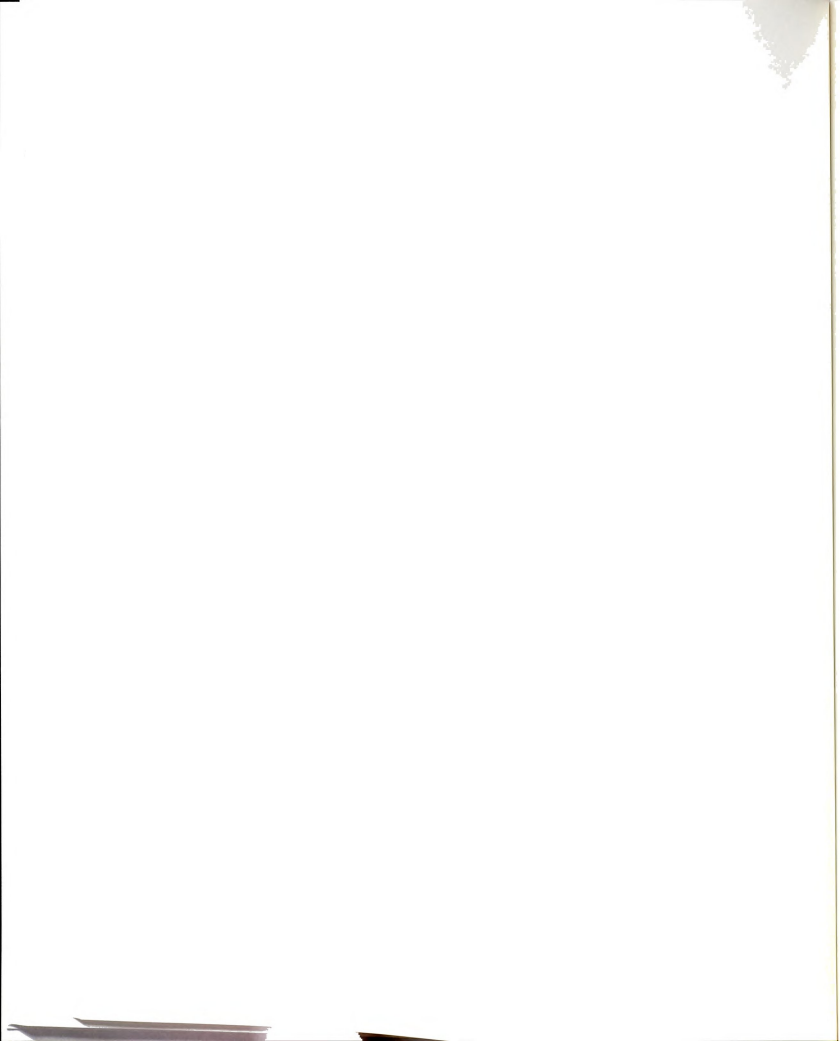


police supports the functional theory, in that the actions of the officer are more important than the characteristics of the citizen. Whether or not the citizens rated the police response as favorable may be related to the expectations of the victim; this difference in expectations may be what is attributable to that person.

Police Fairness and Integrity

Another variable considered in the determination of public attitude towards the police is that of the perceived fairness and integrity of police officers. Benson hypothesized that "respondents who express low confidence in police integrity are more likely to evaluate police services negatively" (1981: 47). He found that there was a significant relationship, and the effect was greater for minorities and members of the lower classes. This may have been due to differences in expectations of the respondents as to what level of behavior is considered acceptable.

Smith and Hawkins also investigated the relation between respondents' assessment of the fairness of officers through such characteristics as discriminatory practices, selective law enforcement, and police impartiality (1973: 136). They found that there was a significant relation between the observation of police misconduct and a negative evaluation of the police. This relationship remained strong even when variables such as race, age, gender, income and education were controlled (ibid.: 141). This lends support



to the functional theory, in that once again it is the officers' actions that are the main determinant of attitude towards the police, and not the characteristics of the citizens.

The Reporting or Non-reporting of Crimes

Phillip Ennis found that there are four distinct reasons why victims did not report a crime to the police: first, they felt that the incident was not a police matter; second, they were afraid of a reprisal; third, they did not feel that it was worth the time or trouble; and fourth, they doubted the effectiveness of the police. They believed that the police "could not do anything about the incident, would not catch the offenders, or would not want to be bothered" (Ennis, 1970: 92). This last category accounted for 55 percent of those respondents that had not reported a crime. Other researchers found similar reasons for not reporting crimes (Carter, 1985; Decker, 1981).

In a study of ghetto assessments of police, Hahn found that perceptions of unequal police protection "appeared to be highly related to public cooperation with law enforcement officers" (1971: 191). Those who see less inequity in the provision of services are more likely to cooperate with the police. Those that perceive inequity in services are less likely to call the police "in circumstances that are required by law, . . . or that are closely related to law enforcement responsibilities" (ibid.: 189).

If a citizen called the police and was dissatisfied with the way that the officer handled the incident, then this might also lessen the likelihood that the police will be called in future situations (Poister & McDavid, 1978: 148). This would reduce the number and variety of contacts that the police had with the community, which would also reduce the opportunities to determine what the needs and expectations of the citizens are (ibid.: 148).

Guyot has proposed that the calls for police service may be a means to determine consumer satisfaction. Citizens who make calls for service can "report the degree to which the officer listened to their problems and helped them toward solutions" (1991: 52). This would be useful for service calls as well as crime-related calls.

The reporting of crimes to the police, then, is also related to the actions of officers, joining the integrity of officers and their response to victims in the support for the functional theory of attitudes towards the police.

Examination of Contacts with the Police

As can be seen by the variables that were found to be related to the public's evaluation of the police, the actions of the officers in their contacts with the citizens are the primary determinants of one's attitude toward the police. These contacts vary in nature, and are not necessarily related to crime control.

Types of Contact with the Police

According to Scaglione and Condon, the "preoccupation with the examination of socioeconomic variables has tended to obscure other factors which may contribute to attitude formation" (1980: 486). They argue that personal contact is more significant in the determination of general attitude towards the police than are the major socioeconomic variables (ibid.: 486).

Mastrofski asserts that "the participants of a police encounter comprise a social microcosm -- a small theater in which the citizen actors are also the audience" (1981: 402). As such, the citizens judge the police by their performance.

There are four general types of contact with the police: first, the citizen may make a request for information or assistance; second, there are traffic-related encounters; third, the citizen contacts the police as a result of victimization or the reporting of a crime; fourth, the citizen is the suspect of a criminal activity (Klein, Webb, & DiSanto, 1978). These types of contact can be dichotomized into voluntary and involuntary contacts with the police. The former consists of the requests for information or assistance and victimization or reporting of crimes; the traffic encounters and position as a suspect fall into the latter.

Researchers proposed that the type of contact has a bearing on the citizen's rating of the police (Decker, 1981; Winfree & Griffiths, 1971). Those contacts that are

involuntary are "of an adversarial nature, provoking hostility on the part of the citizen and ultimately lowering" attitude towards the police, while voluntary contacts would lead to a more positive evaluation since "the police are playing a supportive role" (Decker, 1981: 83). While this was generally the case, there are some qualifiers to these outcomes.

For the informational and assistance contacts, satisfaction was determined by the response of the officer. Those who reported having satisfactory contact with an officer tended to have better overall opinions of the police (Scaglione & Condon, 1980).

For those that were the objects of enforcement, i.e. had involuntary contacts, differing results were found. Charles reported that "the result of many lawful police contacts fosters citizen resentment, indignation, and/or disrespect towards the police" (1980: 296). Smith and Hawkins, on the other hand, found no significant relation for traffic-related contacts, with the exception of those of lower income, for whom the costs of such an encounter would seem greater, and significant effects for arrests only for youth and minorities (1973: 142).

For the arrests, where there is agreement between the studies, such an encounter may lead to a negative attitude towards the police simply because the person was caught in an illegal activity; if this is the case, then this attitude is not related to the behavior of the police. However, as

Smith and Hawkins proclaim, "[I]t would be absurd to suggest the police stop making arrests to improve their image" (1973: 148).

For the traffic-related contacts, though, the discrepancy may be a result of differences in way the officer acted towards the driver, in which case the behavior of the officer determines the citizen's attitude towards the police in general.

Winfree and Griffiths concluded that, while numerous positive contacts with the police may result in a positive attitude towards the police, negative contacts carry more "weight" in the determination of attitudes (1971: 97). The gains made by the positive contacts may be offset by a negative contact.

Contact as a result of victimization has previously been shown to be related to the actions of the officer. A closer examination of these needs to be done to determine which of these actions has the greatest effect on attitude towards the police.

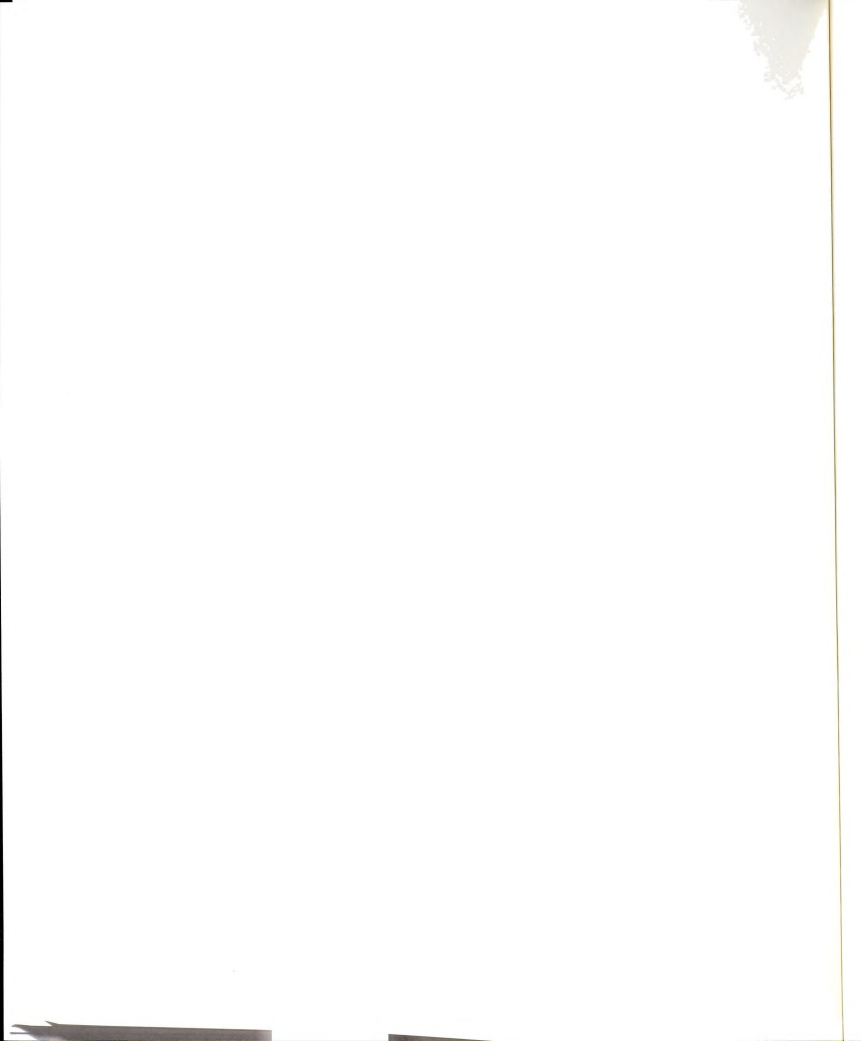
Type of Crime

In their 1991 study on victims' evaluations of the police, Brandl and Horvath proposed that "the victims of serious crimes might have different needs and expectations than those involved in less serious offenses" (1991: 295). They divided the types of crime into crimes against persons, major property and minor property crimes.

For the crimes against persons, the victim's expectations of response time and the professionalism of the officer were the only significant factors. By professionalism, the authors were not referring to the "legalistic" style of policing; rather professionalism was operationalized by the officer's courtesy, understanding, concern, and competence. Other variables that were not found to be significant were the investigative effort of the officer, whether or not the victim was re-contacted, and the victim's age, education, gender, or income (race was not included in this study due to a small number of minorities in the sample) (ibid.: 296).

For the serious property crimes, the victim's expectations of response time, professionalism of the officer, and investigative effort were significant. Whether the victim was re-contacted was also moderately significant; this is possibly due to the large value of the property stolen. Age was also significant for serious property crimes, though none of the other demographic variables were (ibid.: 296).

For the minor property crimes, professionalism of the officer and investigative effort were the only variables related to the victim's rating of the police. The expectations of response time and whether or not the victim was re-contacted were not significant, nor were any of the demographic variables (ibid.: 296).



From these results, it can be seen that the officer's degree of professionalism is the most important variable, since it was a factor for crimes against the person and both types of property crimes.

The more serious crimes, those against the person and serious property crimes, the victim's expectations of response times were significant. As these events are traumatic, the victim would expect immediate attention from the police. The minor property crimes would not be as traumatic, so the victim would not be as concerned with an immediate response.

For both types of property crimes, the officer's degree of investigative effort was significant, but it was not significant for the crimes against persons. This may be explained by the expectations that people have from the media; the victims expect the police to dust for fingerprints, check for forcible entry, and other such measures. Since these techniques are not suitable for crimes against persons, the victim would not expect such investigations.

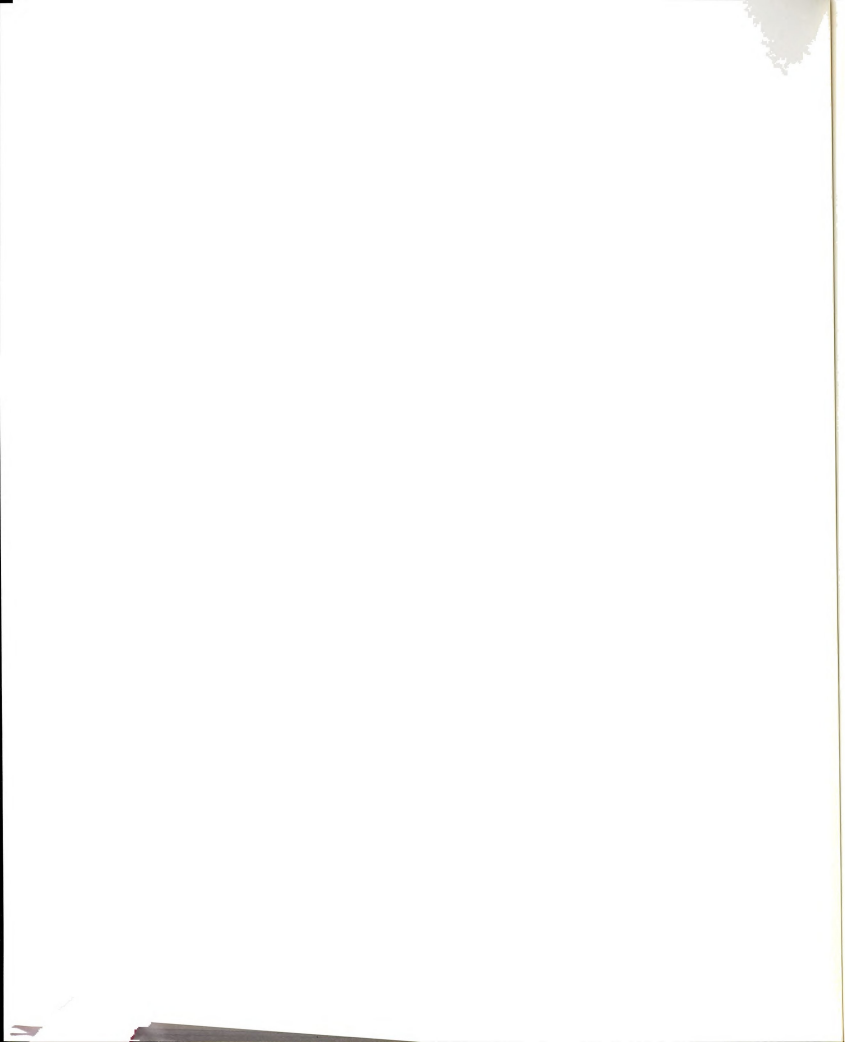
Because of these differences in how victims evaluate police performance, Brandl and Horvath suggest that "it is important that data collected in such surveys be collected specific to the victimization categories" (1991: 295-6).

Police Response Time

Response time has been shown to be related to victims' positive evaluation of the police, the actual quickness of this response at first was thought to be the necessary factor. Parks found that his data indicated "a marked drop-off in satisfaction with police action in response to a reported victimization as the length of time taken to respond increases" (1976: 99). A similar finding was reported by Furstenberg and Wellford (1973).

The actual speed, however, is not the determinant of satisfaction with response time; it is instead the difference between the citizens' expected and observed response times (Kansas City Police Department, 1977). Since this is the case, a better method would be for the police dispatchers to provide callers with an estimate of how long it will take the police to respond (Percy, 1980: 78). Since expectations of response time determine satisfaction, police should make an effort to arrive before the estimate given by the dispatcher (Kansas City Police Department, 1977).

With the exception of instances where a person is in danger of physical harm or there is a chance that a criminal may be apprehended at the scene, instantaneous response by the police is not necessary. This is true because rapid responses usually do not increase the likelihood of catching criminals, and often victims call the police long after a crime has been completed (Moore & Kelling, 1983: 56). For



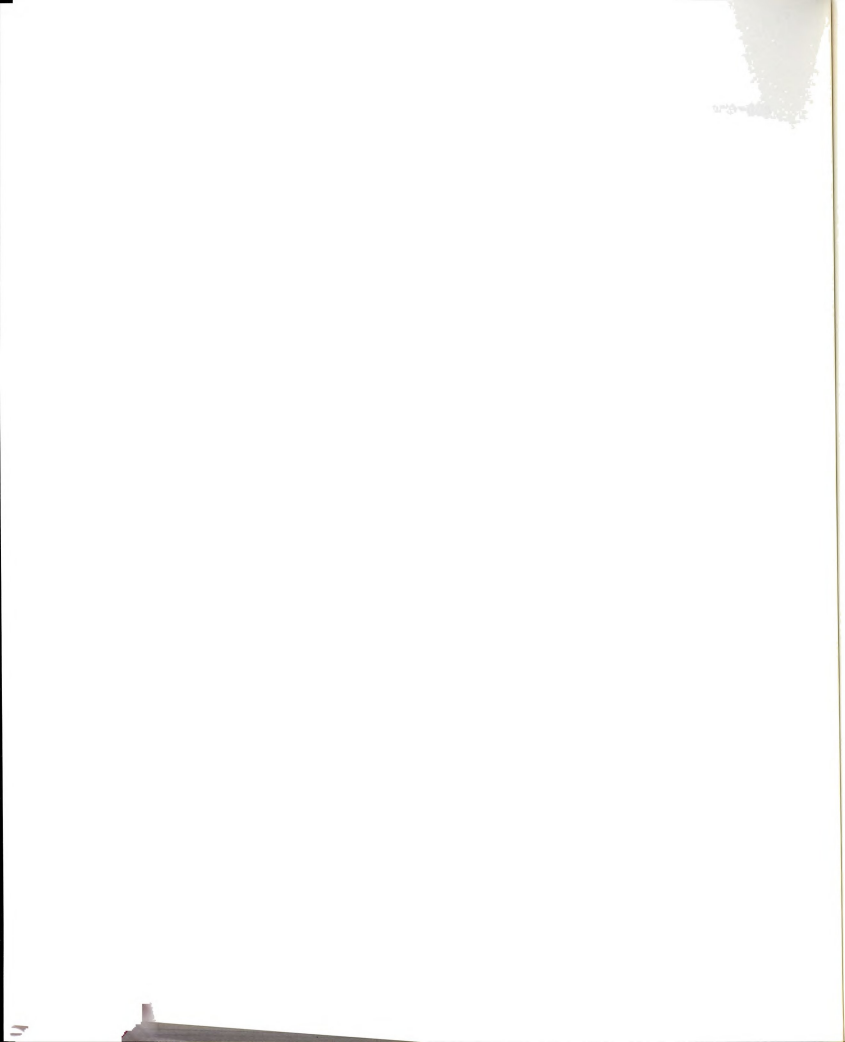
non-emergency calls, citizens are satisfied with a slower response time (Guyot, 1991: 57-8).

Police Investigative Response

Both police response time and officer actions were found to be related to positive evaluation of the police. However, satisfaction with the response time was found to not add significantly to overall satisfaction beyond the effects of the initial investigation (Poister & McDavid, 1978).

Smith and Hawkins found that individuals who were not satisfied with the actions of the police will have a more negative attitude towards the police than those who were satisfied (1973: 140). Satisfaction increased as officers took positive actions, such as filling out a report; it increased further when the officer checked a crime scene, questioned a suspect, or other measures (Parks, 1976: 100). If an officer only questioned the victim without taking a report, the victim evaluated the police lower. This is related to the expectation the public has as to what is an appropriate police response. Also, an officer comforting or reassuring a person has a "positive impact" on that person's satisfaction (Percy, 1980: 85); thus not only the actions but the behavior of the officer is important.

Since an officer's investigations affect a victim's perceptions of the police more than response time, if the police are late to arrive at a scene, they should be sure to



take positive actions to ensure that the victim is satisfied overall; this "may ameliorate the negative effects of a slow response" (Parks, 1976: 100).

Conclusions from the Research

The numerous studies of citizens' satisfaction with the police have shown differing results. White and Menke claim that since there is a lack of convergent validity in these studies, "there are important theoretical and/or methodological problems which characterize this research" (1982: 214). This may be due to the fact that the studies have been done in different cities, where the citizens might have differing expectations for the police.

Another reason may be the level of specificity of the questions used. White and Menke found that "the mood of the public is very different depending on the level of specificity of the items used to tap that mood" (ibid.: 211). They attempted to show that, using both global and specific measures, respondents' attitudes towards the police could show "differing pictures of the public's mood towards the police" (ibid.: 214). What they found was that a significant number of respondents changed their responses away from the positive, thus indicating a lesser level of satisfaction. However, White and Menke only considered the change in the positive ratings; most of those who no longer rated the police positively on the specific questions selected the "unsure" response. The total number who rated

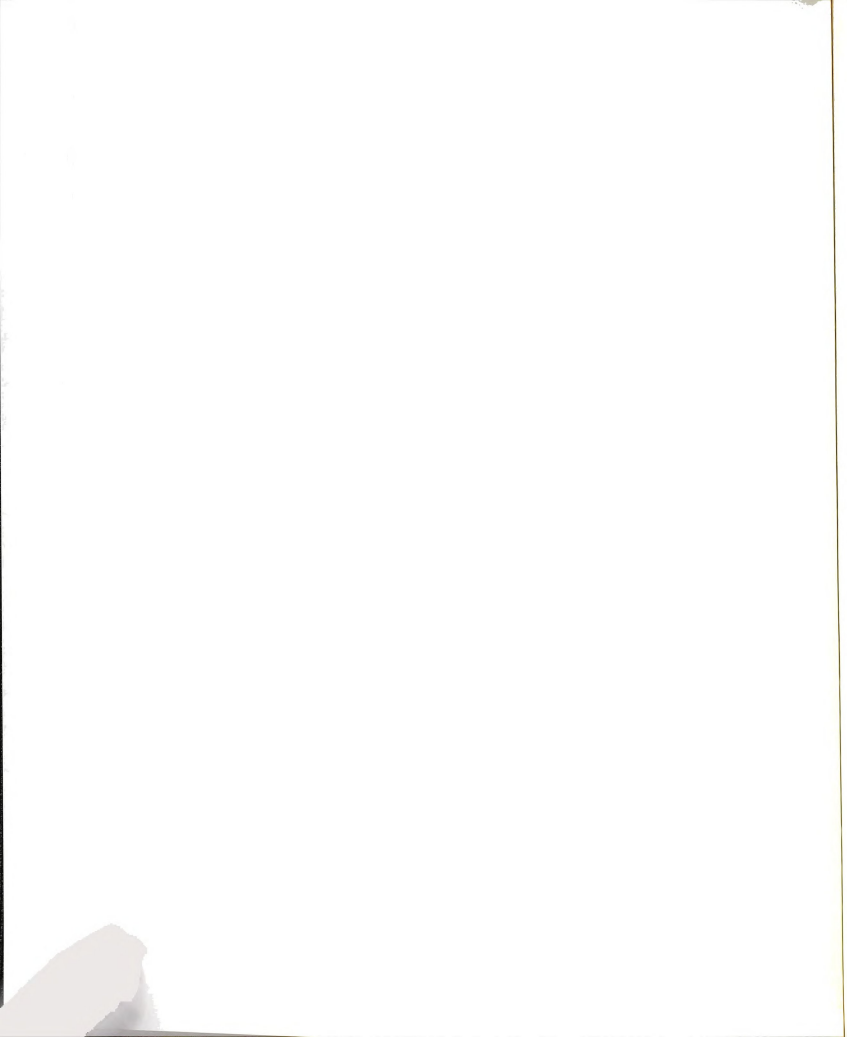
the police negatively based on the more specific questions increased, but not as drastically as the researchers would lead the reader to believe. The large number who selected the "unsure" option for the specific questions may not have had sufficient knowledge to answer the questions; this knowledge would come from a direct contact with the police.

Their results do indicate, however, that respondents who are able to make a more informed answer are more valuable for policy matters concerning police performance, such as response time, investigative performance, and officers' behavior. Mastrofski asserts that citizens' encounters with the police provide the focus that is necessary to inform policy decisions (1981: 397).

These findings would indicate that surveying those who have contacts with the police is the appropriate means to judge satisfaction with the police. This is obviously a necessity; however, such a study would not gauge the needs and expectations of those who have not had contact with an officer: "Specific criteria must be developed to ascertain if various subgroups of the population or community have divergent views of the police" (Charles, 1980:298).

It becomes apparent, then, that two distinct instruments are necessary. First, a survey of the needs and expectations of the community is necessary; this survey should not, though, be used as a measure of overall satisfaction with police performance. This would be determined through a second survey, one drawing from those

who had contact with an officer, though not necessarily as a victim. Both of these surveys should use questions that are specific rather than global, to ensure that the appropriate information is obtained.



METHODOLOGY

As the previous research revealed, two surveys were necessary in order to ascertain the expectations of the community as well as assess the performance of the police in contacts with the citizenry. Since these surveys were administered separately, it is necessary to consider the methods of each separately.

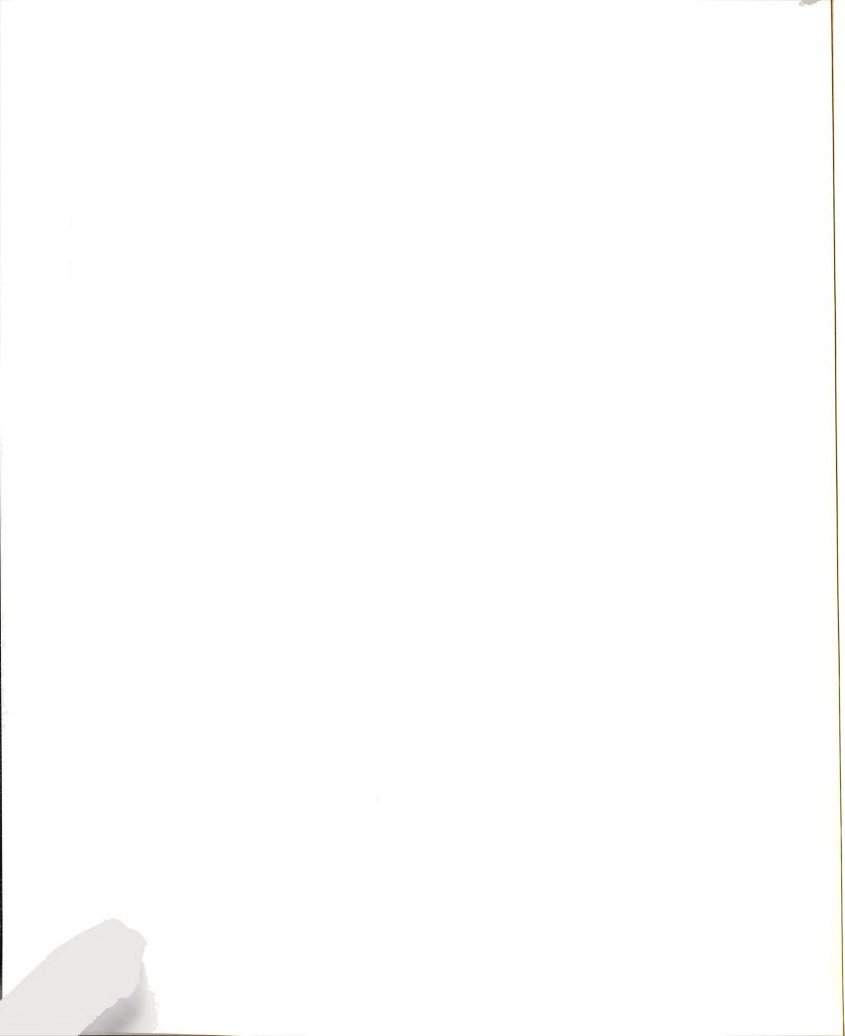
Community Survey

The general survey of the community was exploratory in nature. Without a specific encounter with the police, the citizen would have been unable to rate the performance of the police. This survey was instead intended to help determine the citizens' expectations for their police department.

Subjects

The Commission on Accreditation for Law Enforcement Agencies suggests that a random sample of at least one percent of the population be surveyed (1989: 54-4). With a population of 54,523, a sample of at least 545 would have been necessary to comply with this standard.

In the previous year's study, Jones selected 2.5 percent of the registered voters in Rapid City through a cluster sampling of the seventeen voting precincts which yielded 801 names. A possible problem with this method is that at the time of Jones's study, only 31,865 of the citizens were registered voters; out of the voting-age



population (39,529 according to the 1990 Census), this method of sampling eliminated 19.4 percent.

As 1992 was the year of a presidential election in which record numbers of people registered to vote, it was hoped that the number of registered voters in Rapid City represents a higher proportion of the population. This seemed to be the case; there were 37,415 registered voters at the time of this study. If the population had remained stable, this would mean that 95 percent of the voting age population was included in the sample; however, the figure was probably not as large, as the population has increased since the 1990 Census.

Other methods of selection were possible; however, by using the list of registered voters, the subjects were able to be divided by precincts. This enabled different sections of the city to be readily compared, as well as probability proportionate to size sampling from each of the precincts.

By using another method of selection, such as stratified sampling from a telephone book, the division into sections would have been extremely time consuming; proportionate sampling would have been nearly impossible. In addition, by selecting from a phone book, business listings would have made proper stratified sampling difficult. Also, citizens with unlisted phone numbers would not have been included. Since most phone listings usually are in the name of the head of household, this would also have biased the sample towards older males; wives and

children over the age of 18 living in that household would have been excluded from sampling.

With a consideration of both the benefits and drawbacks of these options, the list of registered voters was more desirable as well as efficient.

A sample of one thousand voters was then drawn from a computerized register. The number of voters from each of the seventeen precincts were drawn in proportion to the total number of voters in that precinct; selection within the precinct was random. These figures can be seen in Table 1. The voting precincts can be matched to the patrol areas used by the police department. These can be seen in Table 2.

Design and Procedure

Although administering a survey is less expensive by telephone, a mail survey was used. A reason for this is that citizens would have been more reluctant to reveal information in an interview than on a mailed questionnaire (Babbie, 1990). Another reason is the fact that the respondent was asked to prioritize or rank numerous variables, making this task "virtually impossible" by telephone (Trojanowicz, et al., 1987).

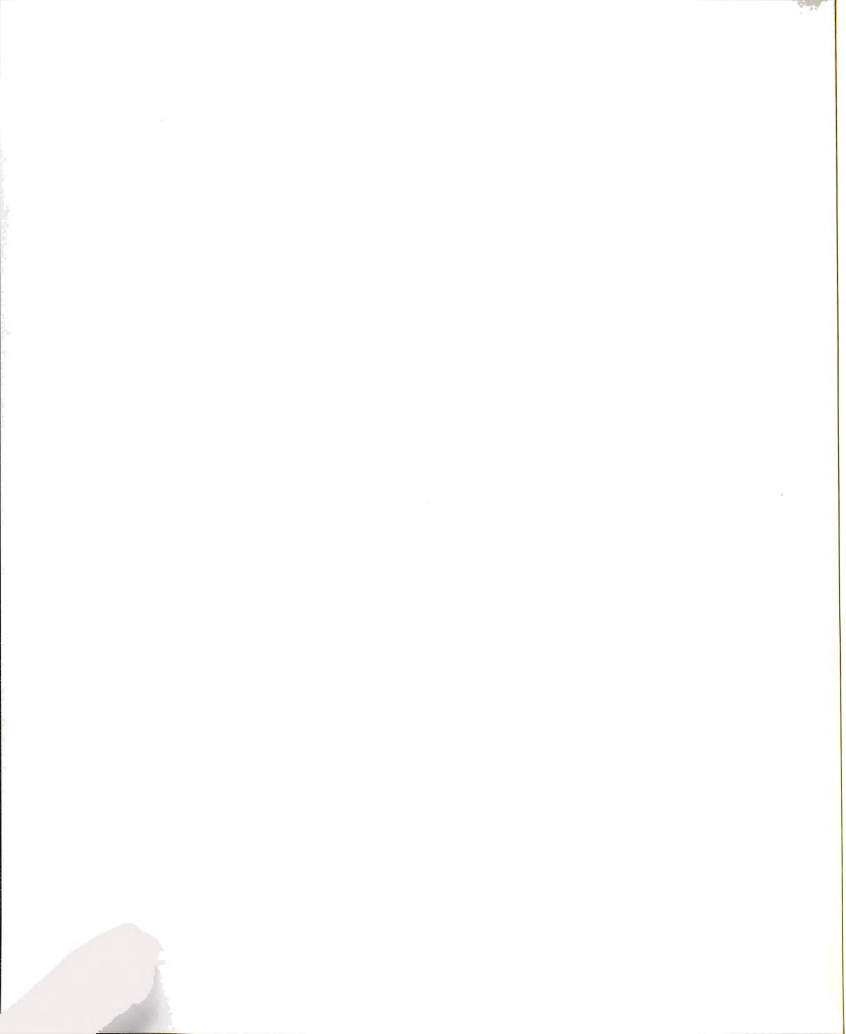
One weakness of mailed questionnaires is that such instruments characteristically have a low response rate, thus introducing a possible bias. This can be partially

Table 1
Respondent Selection by Voting Precinct

<u>Precinct</u>	<u>No. in Precinct</u>	<u>No. Selected</u>	<u>Percent</u>
1-1	2,136	60	2.8
1-2	2,686	70	2.6
1-3	3,304	90	2.7
2-1	2,400	60	2.5
2-2	1,654	40	2.4
2-3	1,985	50	2.5
3-1	1,020	30	2.9
3-2	1,983	50	2.5
3-3	2,426	60	2.5
3-4	2,760	70	2.5
4-1	2,519	70	2.8
4-2	2,922	90	3.1
4-3	2,280	60	2.6
4-4	1,038	30	2.9
5-1	1,308	30	2.3
5-2	2,393	60	2.5
5-3	2,601	80	3.1
Total	37,415	1,000	2.7

Table 2
Voter Precincts by Patrol Area

<u>Region</u>	<u>Patrol Area</u>	<u>Voting Precinct(s)</u>
Downtown	3	1-1, 2-2
South	4	2-1, 2-3
	5	1-2, 1-3
North	6	4-2, 4-3
	7	4-1
	8	4-4
West	9	5-1, 5-2, 5-3
	10	3-1, 3-2, 3-3, 3-4

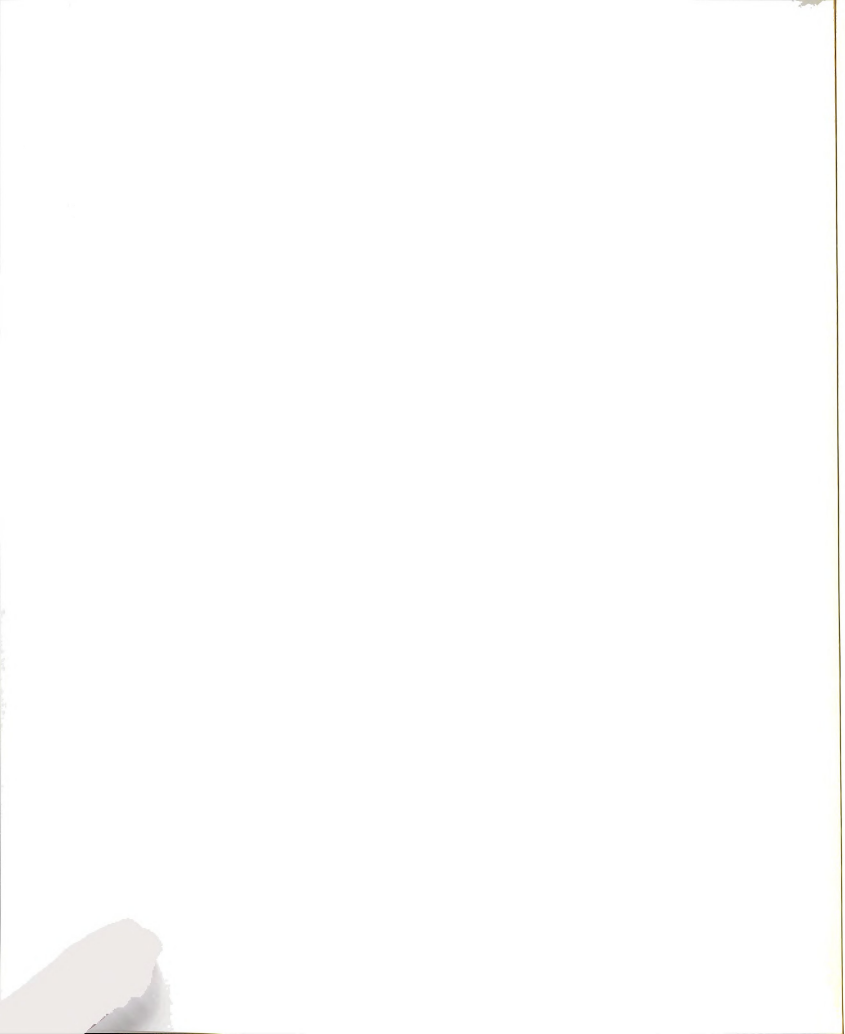


alleviated by a follow-up mailing. In order to lessen expenses by sending follow-up letters only to non-respondents, each survey was numbered and matched to a similarly numbered list of selected subjects. Those who returned the survey were eliminated from the list. Although this compromised the anonymity of the respondents, a cover letter assured them of confidentiality. The 1992 study had a response rate of 39.7% (Jones, 1992) with no follow-up mailing. It was hoped that the use of a second mailing would increase the response rate.

The survey itself consisted of 32 questions which covered a range of topics related to the police as well as perceptions of crime and safety in Rapid City. The questions were assembled from previous research, including the 1992 Rapid City Quality Assurance study (Jones, 1992), and a sample survey prepared by the National Center for Community Policing at Michigan State University.

Five of the questions dealt with specific contact with the police, as a random sample of the community was bound to turn up several respondents who had been in such contact. The inclusion of these was for a comparison with the second survey which was administered specifically to those who had come in contact with the Rapid City police. Also, any possible differences in expectations could be determined on the basis of contact.

Seven of the questions were related to demographic variables. If citizens have not had contact with the



police, the theories suggested that reference groups may alter expectations as well as attitude. The identification of certain expectations from specific reference groups could be identified.

The remainder of the questions dealt with issues such as prioritizing or ranking crime-related as well as service functions of the police, safety, and perceptions of crime.

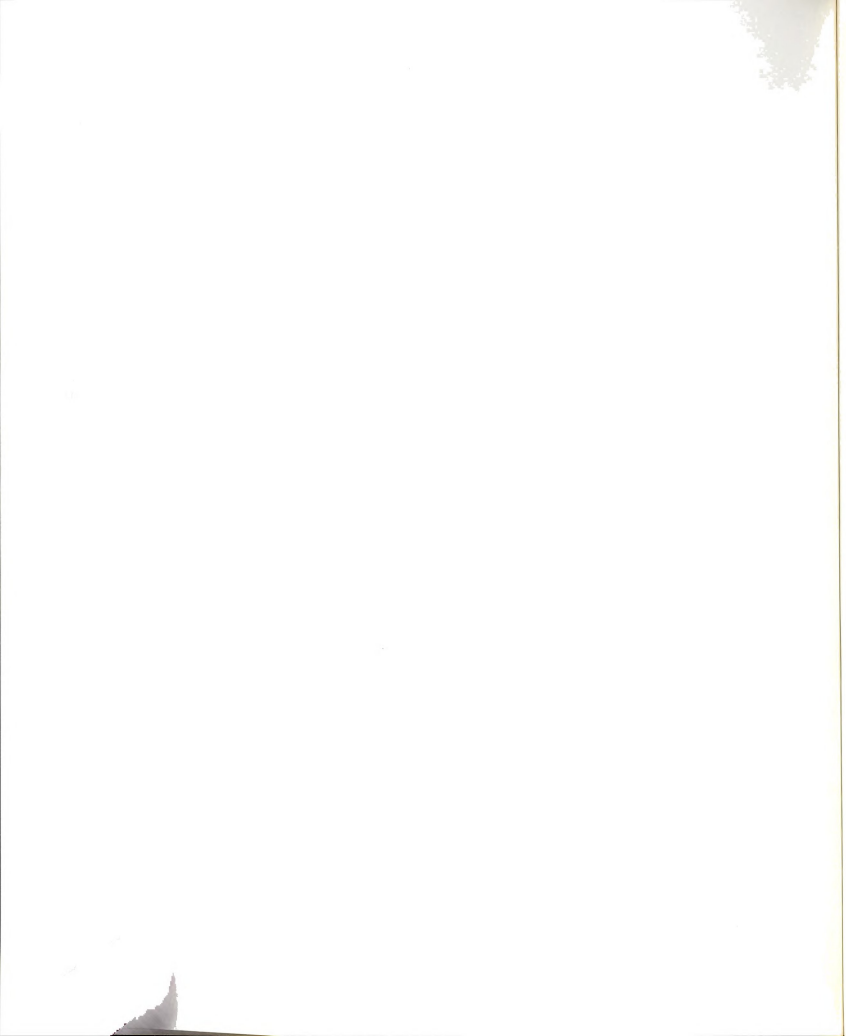
The survey instrument had been pilot tested on an undergraduate criminal justice class of about one hundred students. By the results of the pilot test, the questions were modified to what seemed to be the most appropriate format.

The surveys were mailed from the Mayor's office by third-class bulk mail in an effort to lessen the cost of the survey. Return envelopes were pre-stamped with first-class postage. At the same time the surveys were mailed out, a news release was given to the local paper in an attempt to increase the response rate. This can be seen in Appendix D.

The follow-up letter was sent to the non-respondents after three weeks. This date had been indicated on the original cover letter as the deadline.

Analysis of the Data

Exploratory items such as the ranking of functions were compared across demographic variables, most particularly the area of the respondents. Those with Likert-type scales were compared by mean ratings across the same variables. Despite the fact that these variables are ordinal, Kerlinger argues



that the neutral points can be considered a "natural origin", and more importantly, that equality of intervals can be assumed (Kerlinger, 1986: 402). This means that more powerful statistics such as analysis of variance can be used.

The contact questions were evaluated against overall satisfaction with police performance by analyses of variance; these may be used in comparison with the contact survey to determine if any differences resulted from alternate survey forms or administration of the surveys. The questions for type of contact, professionalism, and response time are comparable between surveys; for the operationalization of these variables, see the methodology for the contact survey. The only difference between survey instruments is that for this survey, the professionalism questions occurred in a grouping of Likert-scale items. They were then dichotomized into high and low degrees for comparison to the contact survey.

Contact Survey

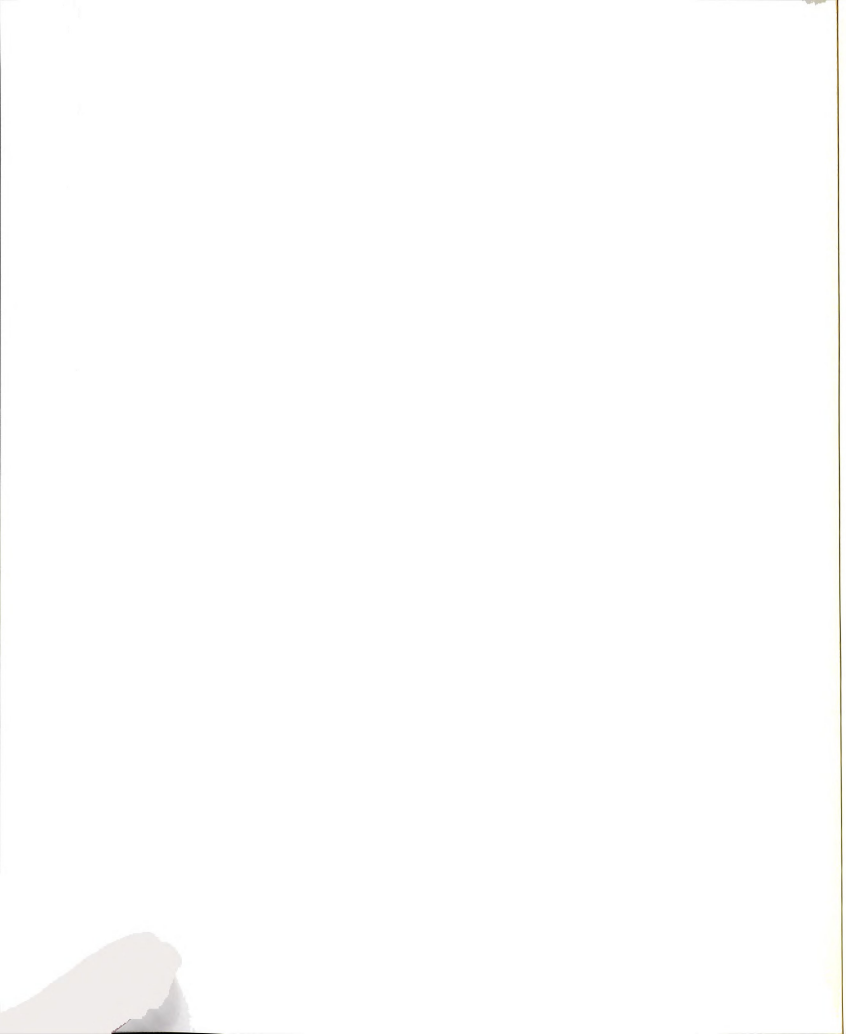
The second survey, as indicated earlier, was more appropriate for determining the citizens' attitude towards the police as shaped by a specific encounter, as well as to rate the performance of the officer(s). The latter could lead to possible areas for improvement in the specific actions of the officers, while the former could serve as a gauge of public opinion of the police.

Subjects

The sample for this survey is more complex in nature; due to the variety of types of contact with the police, a representative number of each needed to be selected. Although probability proportionate to size sampling would have been the best method, the time constraints necessitate a smaller number of subjects than such a selection would generate. Since there are a great number of certain kinds of contacts, such as traffic citations, and relatively few of other types of contacts, such as sex crimes, the number of each category was selected accordingly, with a large enough sample such that statistical tests would be meaningful. This number has been suggested to be at least 30 respondents (Kerlinger, 1986: 119).

The 1992 study selected a total of 337 subjects. Included in these were categories for assault, sex crimes, and murder/suicide cases; however, there was no quantitative data for these categories.

Categories from which subjects were drawn include: traffic citations, DWI/DUI arrests, nuisance/harassment calls, vandalism (destruction of personal property) calls, theft, burglary, assaults, and sex crimes. Due to a large number of wrong telephone numbers, and a small number of persons to draw from, some categories were eliminated, as significant numbers were not attainable. These include first degree robbery and aggravated assault. The murder and suicide cases were also eliminated due to the fact that the



number would not have been significant enough to warrant the intrusion upon family members. The sex crimes consisted of rape/assault to rape and indecent exposure and window peeking. The single rape victim was unable to be contacted, and the number of assault to rape victims who were able to be contacted was too small; the two completed surveys from this category were combined into the assault category. For the same reason, the five indecent exposure and window peeking cases were combined into the nuisance/harassment category.

The categories of subjects can be divided into three categories: targets of enforcement, which included recipients of traffic citations and DWI/DUI arrests; victims of property crimes, which included the minor crimes of vandalism, theft, and larceny, and the major crimes of first and second degree burglary; and victims of crimes against persons, which consisted of the minor crimes of nuisance, harassment, indecent exposure and window peeking, and the major crimes of simple assault and assault to rape.

The resulting number of completed surveys by category may be seen in Table 3.

Design and Procedure

The contact survey, as opposed to the first survey, was conducted by telephone. Although citizens would be more likely to reveal data in a mailed survey, time and monetary considerations made two such studies impractical. Thus, due

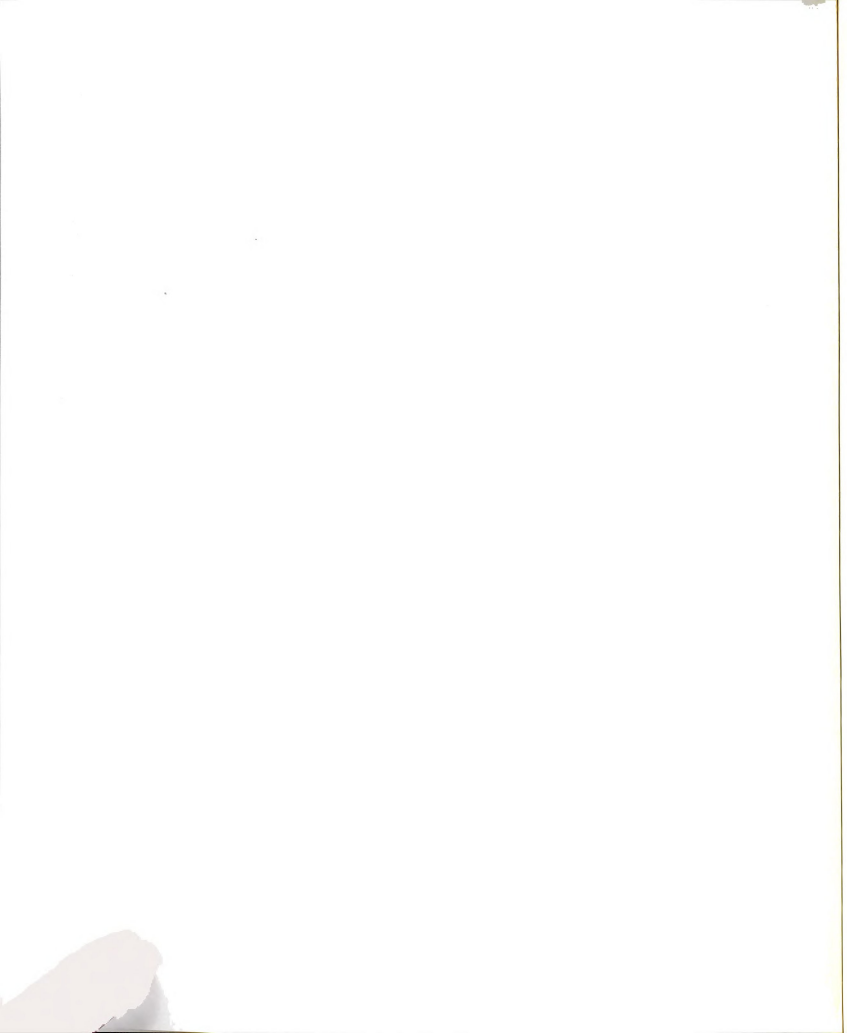


Table 3
Respondents by Type of Contact

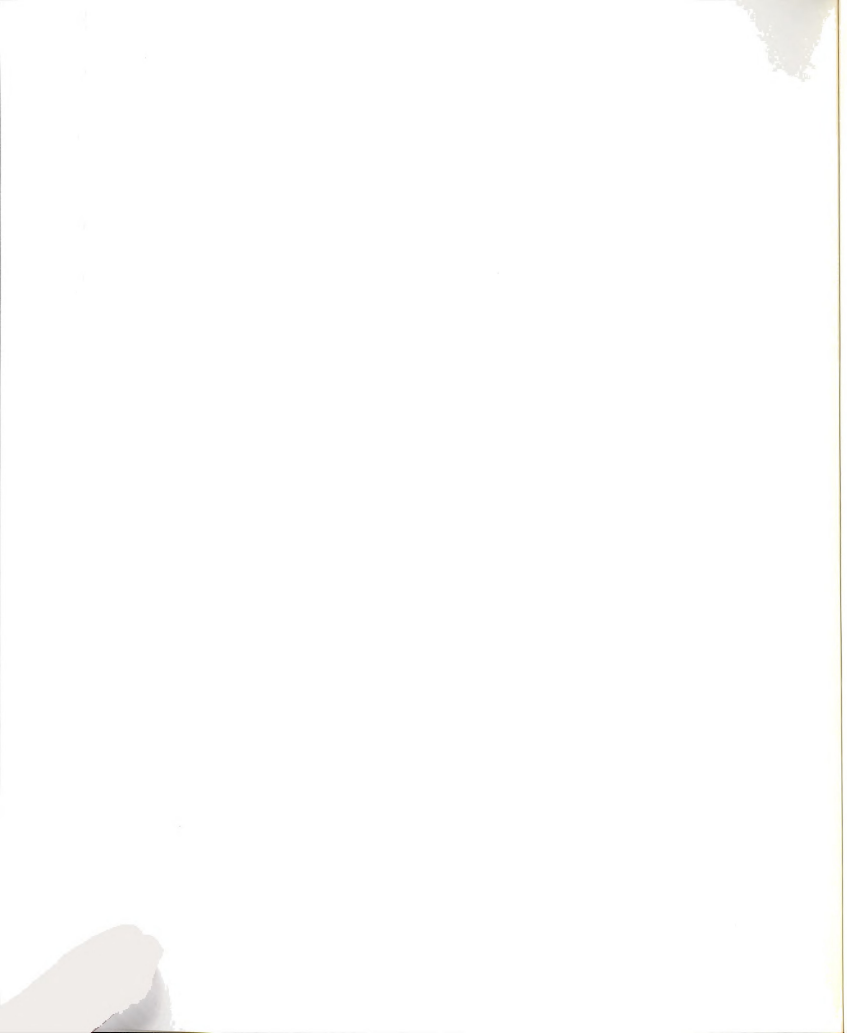
<u>Type of Contact</u>	<u>Number of Respondents</u>
Targets of Enforcement	(90)
Traffic Citation	60
DWI/DUI	30
Property Crimes	(60)
Vandalism (DPP)	15
Theft	15
Larceny	15
Burglary	15
Crimes against Persons	(37)
Nuisance/Harassment	20
Assaults	17

to the larger number of general surveys, the contact survey was the more practical to be administered by telephone.

Although there is the possibility that the lack of anonymity in a phone survey could have altered the respondents' answers, the inclusion of contact questions on the general survey may be used as a cross-check to determine if there was any effect.

Another consideration for the use of a telephone interview is that there is typically a higher response rate than for a mailed questionnaire. This was more important for the contact survey, from which policy implications of officers' behavior may be addressed.

The survey instrument consisted of questions primarily from a previous study by Brandl and Horvath (1991) on crime-victim evaluations of police performance. The criteria for rating the performance of the officer(s) consisted of four categories: the professional behavior of the officer, the



degree of investigative effort, perceptions of police response time, and whether there was a recontact.

Professionalism was operationalized by four questions: Was the officer courteous?; understanding?; concerned?; and competent?

Investigative effort also was operationalized by four questions: Did the officer search the crime scene?; examine evidence?; attempt to locate/question witnesses?; or fill out a report?

Response time questions included whether or not an estimated time of arrival was given, and whether the officer arrived faster, slower, or the same as expected.

Whether or not a respondent was recontacted included further questioning or about the status of the investigation.

Also included were two general questions about satisfaction with the police; these were to determine which factors influence the dependent variable, overall satisfaction with the police response.

As there were several categories of contact with the police, each of the four independent measures were not applicable to each category. The questions relating to investigative effort and response time did not apply to the targets of enforcement. Also, most of the victims of crimes against persons had difficulty answering the investigative effort questions, as a large number of respondents indicated

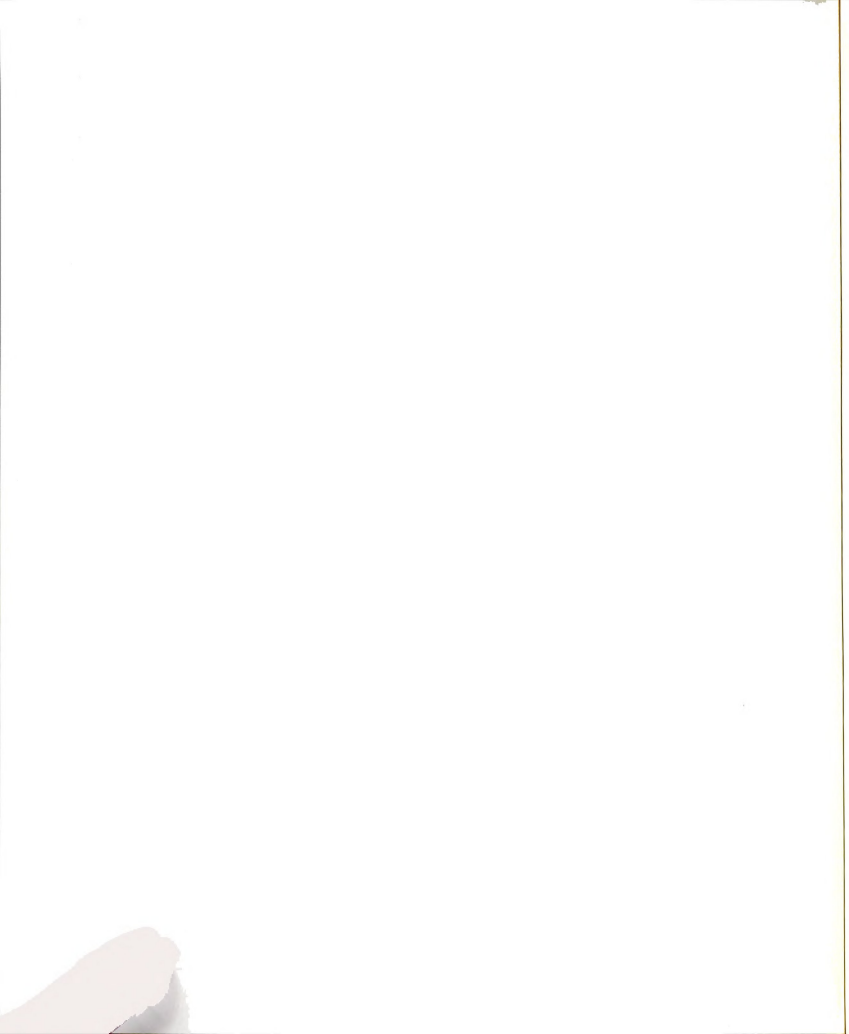
there was no crime scene or evidence, so these questions were eliminated for this category.

Analysis of the Data

As the questions were drawn mainly from Brandl and Horvath's study, the analysis was designed to be consistent with their methodology. Professionalism and investigative effort were dichotomized according to the number of positive responses; those answering more than two of the four questions for each category in the affirmative were regarded as high responses; those answering two or less in the affirmative were rated as low.

Recontacts were each dichotomized by the yes/no responses, while response time was trichotomized between faster, slower, or same as expected.

Chi-squared tests were used on each of these variables and demographic variables against type of contact, and analysis of variance against overall satisfaction for each of the variables, as well as for demographic characteristics against overall satisfaction.



RESULTS

The results of the data analyses are presented in two primary sections: the results of the Community Survey and the results of the Contact Survey.

Community Survey

Of the one thousand community surveys mailed out, 359 usable responses were returned; two others were returned as undeliverable by the post office. Thus, the response rate for the survey was 35.9%, somewhat below the target of 50%. The response rate by region can be seen in Table 4; four of the respondents removed the control number, so their precinct numbers are unknown.

Table 4
Response Rate by Region

<u>Region</u>	<u>No. Returned</u>	<u>Percent by Region</u>
Downtown	26	26.0
South	99	36.7
North	68	27.2
West	162	42.6
Unknown	4	--.-
Total	359	35.9

The question-by-question univariate results for the community survey may be found in Appendix G; the present section contains the results of bi- and multi-variate comparisons.

The questions on the survey dealt with expectations of police services, both law enforcement- and service-oriented aspects, and included specific questions for those who had come into contact with a Rapid City police officer in the previous year.

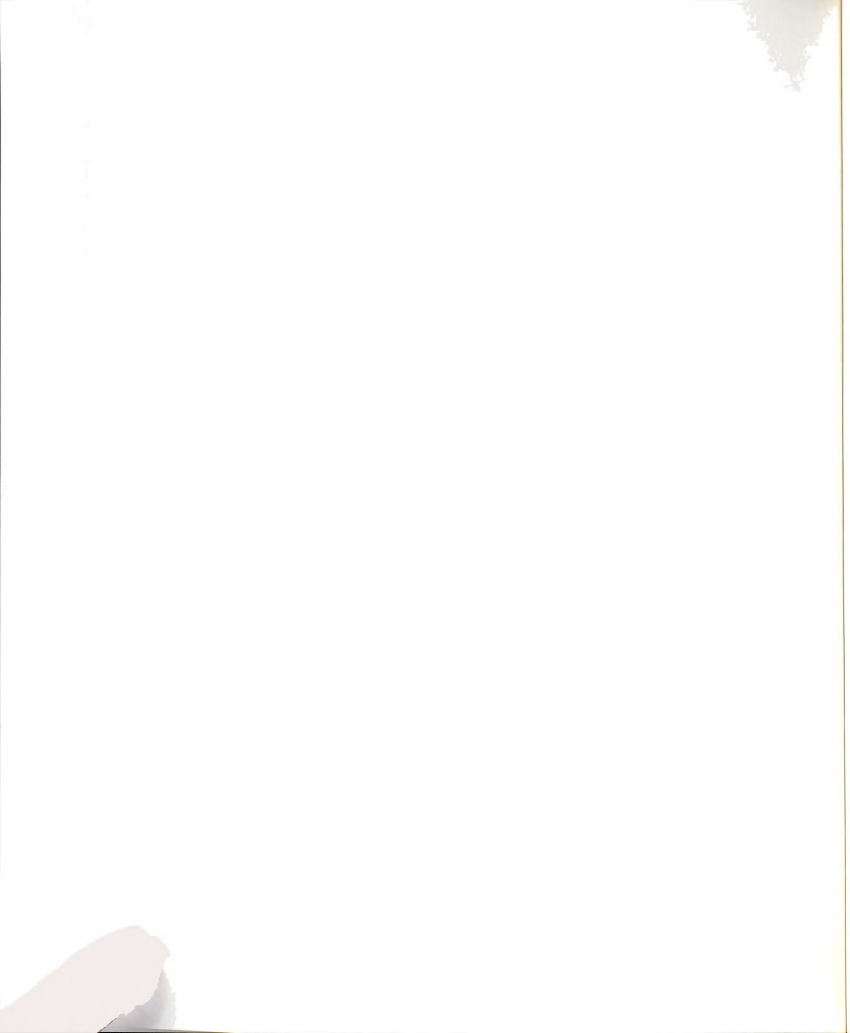
Independent Variables

Contact with the police within the past year (hereafter referred to as "Contact") and Type of Contact are used throughout as independent variables for comparison to test the functional model of attitude towards the police. Contact with the police is dichotomized by a yes/no response. Type of Contact for the community survey was divided into three possible categories: (1) targets of enforcement, (2) crime/accident victims, and (3) those respondents who called to report an incident or request information (for a list of independent variables used and levels of each variable, see Table 5).

Certain demographic variables are used throughout as independent variables to test the conflict model of attitude towards the police; these variables include (1) Years lived in Rapid City, (2) Age, (3) Marital Status, (4) Gender, (5) Education, and (6) Race. For the purpose of analysis demographic variables were dichotomized appropriately (e.g. male/female) or collapsed into categories where possible. Due to inappropriate categorization on the survey instrument, type of employment as an independent variable was eliminated from comparisons.

Table 5
Independent Variables and Respective Levels

<u>Model</u>	<u>Variable</u>	<u>Level</u>
Functional	(1) Contact	(a) Yes (b) No
	(2) Type of Contact	(a) Target of Enforcement (b) Crime/Assault Victim (c) Reported an Incident
Conflict	(1) Years lived in Rapid City	(a) 1 - 5 years (b) 6 - 10 years (c) 11 - 20 years (d) 21 - 30 years (e) 31 + years
	(2) Age	(a) 18 - 24 years (b) 25 - 30 years (c) 31 - 39 years (d) 40 - 60 years (e) 61 + years
	(3) Marital Status	(a) Single (b) Married
	(4) Gender	(a) Female (b) Male
	(5) Education	(a) High School diploma or less (b) Some College or beyond
	(6) Race	(a) Non-White (b) White



Since responses for Years lived in Rapid City ranged from 1 to 81 and Age of respondent ranged from 18 to 90, both of these variables were collapsed into five categories, as can be seen in Tables 6 and 7. The largest groups returning the surveys were relatively older, with the 40-60 and 61+ age groups accounting for 80% of the returned surveys, and had lived in Rapid City longer, with the 31+ years group accounting for nearly a third of the responses (32.3%). These two variables are similar enough in nature that a certain degree of correspondence between the two is likely to have occurred; both were used, however, to investigate whether length of residence in the city, regardless of age, influenced the results.

Table 6
Years Lived in Rapid City by Category

<u>Years</u>	<u>Frequency</u>	<u>Percent</u>
1 - 5	52	15.2
6 - 10	54	15.8
11 - 20	66	18.4
21 - 30	59	17.3
31 - 81	110	32.3

Table 7
Age of Respondents by Category

<u>Age</u>	<u>Frequency</u>	<u>Percent</u>
18 - 24	17	5.0
25 - 30	19	5.6
31 - 39	66	19.4
40 - 60	135	39.7
61 - 90	103	30.3

The variable Gender is naturally dichotomized into male and female, and was used as such. Due to low numbers of respondents in certain categories, the variable Marital Status was dichotomized into single and married, with widowed, separated, and divorced individuals considered as single. Education was dichotomized into high school diploma or less and beyond high school education (including some college education, Bachelor's degree, and graduate work). Finally, Race was dichotomized into white and non-white (including Asian, Black/African-American, Hispanic, and Native American).

Most questions on the community survey were used as dependent variables and compared across each of the independent (demographic or contact/type of contact) variables; only significant effects are reported below. Except where indicated, all tests of significance were performed using one-way Analysis of Variance tests at the .05 level of significance. The Tukey test was used as a post-hoc test for those variables with more than two levels which showed significant difference, and only those groups showing difference within each independent variable are reported as such.

Prioritization of Police Services/Citizen Involvement

The first group of questions in this analysis dealt with prioritization of police services and level of citizen involvement in police encounters.

The first of these issues (see question #1 on the Community Survey; Appendix A) consisted of eleven types of crime for which respondents were to rate on a scale from 1 ("less attention") to 5 ("much attention") the amount of attention they felt the police should concentrate on the crime. For the purpose of analysis, the list of crimes was divided into three dependent variables by severity: (1) Part I crimes-- felony crimes listed as Part I offenses for UCR reporting (burglaries, auto theft, and robberies); (2) minor crimes -- misdemeanor and non-Part I felony offenses (including property destruction, theft of car parts, and drug offenses), and (3) civil infractions (traffic law violations, liquor law violations, juvenile curfew violations, and loud parties). The responses to parts within each dependent variable were averaged such that the resulting score was still scaled from 1 to 5. The mean levels of importance of the resulting dependent variables across all respondents, where 1 represented no attention and 5 much attention, were 4.5, 4.3, and 3.6, respectively.

When compared across independent variables, importance of the Part I offenses differed significantly only by Age of respondent [$F(4/321) = 2.6, p < .04$], with a Tukey test showing the youngest group, aged 18-24, indicating significantly less attention (mean = 4.1) should be given to this area than respondents aged 40-60 (mean = 4.6; all subsequent mean scores of dependent variables appear in

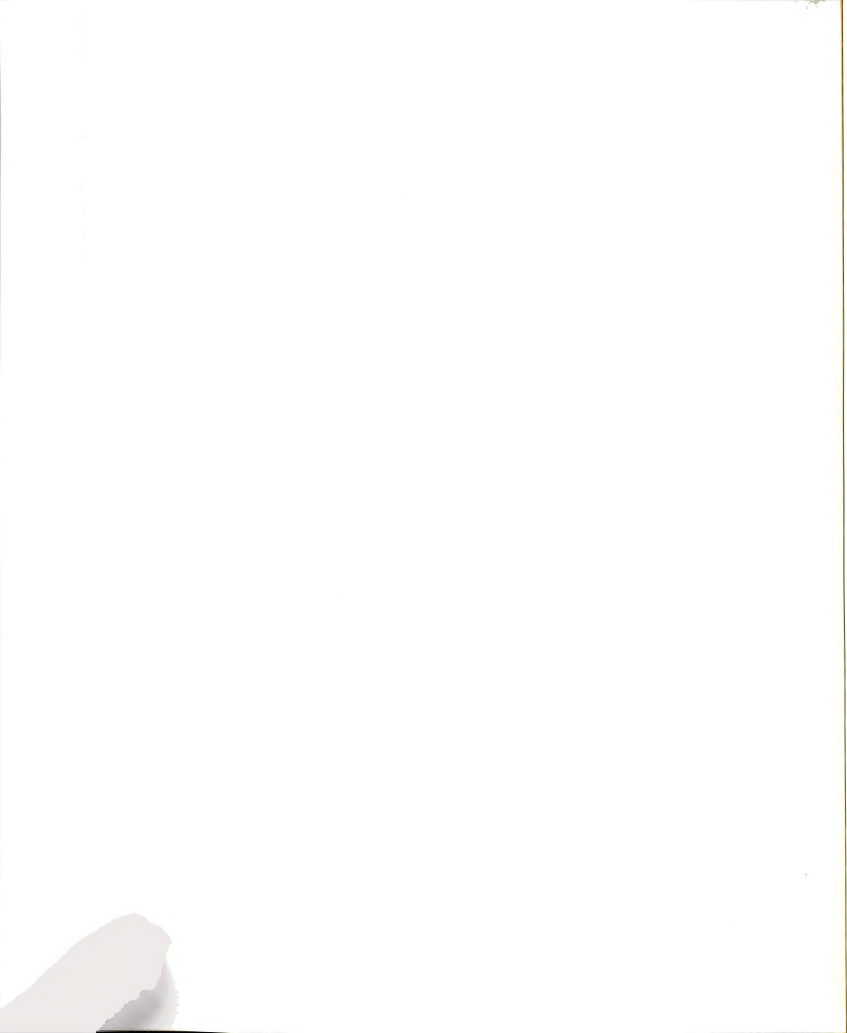
parentheses after corresponding categories of independent variables).

The minor crimes variable differed significantly only by Gender [$F(1/330) = 5.5, p < .02$]. Females (4.4) placed greater importance on these types of offenses than males did (4.2).

The civil infraction variable showed the greatest number of significant effects among independent variables, with significant differences by respondents' Type of Contact with the police [$F(2/114) = 4.2, p < .02$], Age [$F(4/315) = 4.7, p < .01$], Gender [$F(1/320) = 4.4, p < .04$], and Education [$F(1/320) = 15.7, p < .01$]. Males (3.5) and respondents with more than a high school education (3.5) placed less importance on civil infractions than did females (3.6) and those with less than a high school education (3.8).

Tukey tests showed targets of enforcement for the Type of Contact variable rated infractions significantly lower in importance (3.1) than those respondents who had reported an incident (3.7), while 60+ year-olds placed significantly more emphasis (3.8) on civil infractions than 31-39 and 40-60 year olds (3.4 and 3.5, respectively).

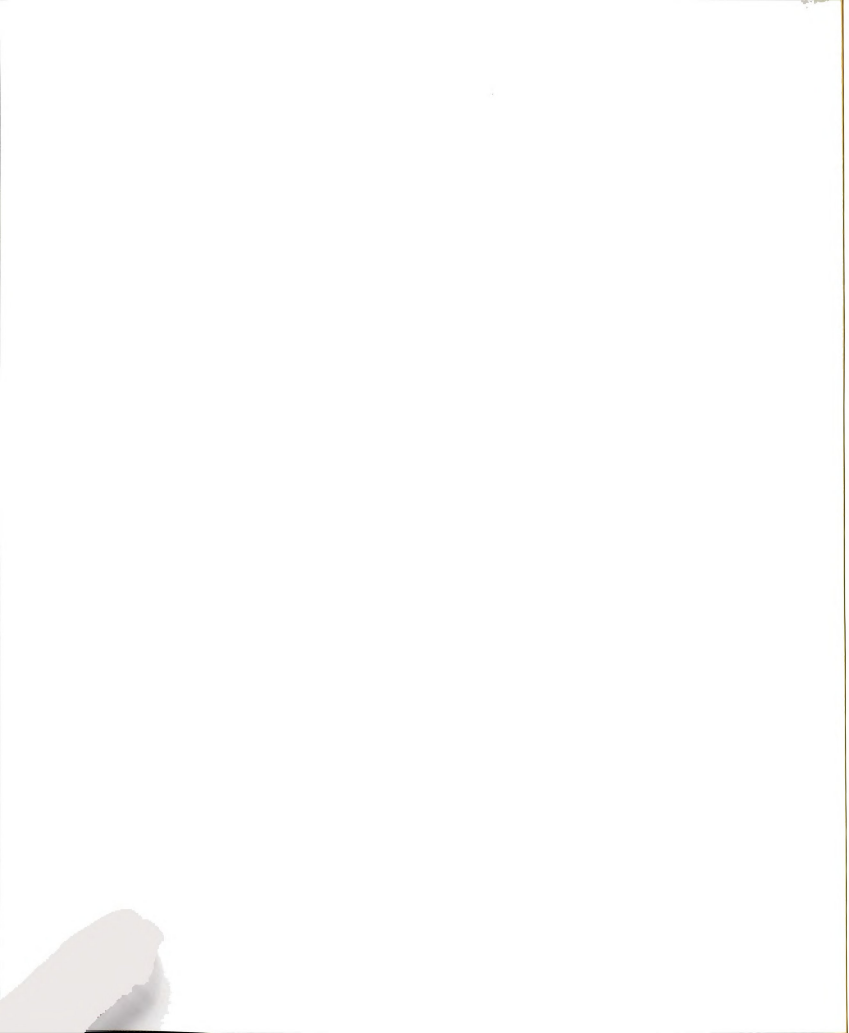
The second question in this group (see question #2 on the Community Survey; Appendix A) addressed the amount of involvement respondents would be willing to undertake if he/she observed a crime. The seven yes/no parts to this question were summed to form one composite score for



analysis as a dependent variable where positive responses for each part were counted as one and negative responses as zero; the resulting score, therefore, had a possible range of zero through seven.

Significant differences were found for the amount of involvement respondents would undertake by Years lived in Rapid City, Marital Status, and Education [$F(4/197) = 2.5$, $p < .05$, $F(1/200) = 6.3$, $p < .02$, and $F(1/199) = 4.9$, $p < .03$, respectively]. Higher educated (6.8) were less likely to avoid involvement than less educated (6.5); and married respondents (6.8) were less likely to avoid involvement than were non-married respondents (6.5). Also, a Tukey test showed 21-30 (6.6) and 31+ (6.6) year residents were more likely to avoid involvement than 6-10 year residents (7.0).

The third question in this category (see question #3 on the Community Survey; Appendix A) asked respondents to rank order the importance of five services, where 5 is the most important and 1 is the least important: motor vehicle patrol, foot patrol, investigation of crimes, crime prevention, and traffic enforcement. Of the five, traffic enforcement showed the greatest variation in ranking placement; there were significant differences by respondents' Type of Contact and Education [$F(2/86) = 3.8$, $p < .03$, and $F(1/221) = 9.3$, $p < .01$, respectively]. Those who had been targets of enforcement rated traffic enforcement as lower priority (1.6) than did respondents who had reported an incident to the police (2.7), as shown by a



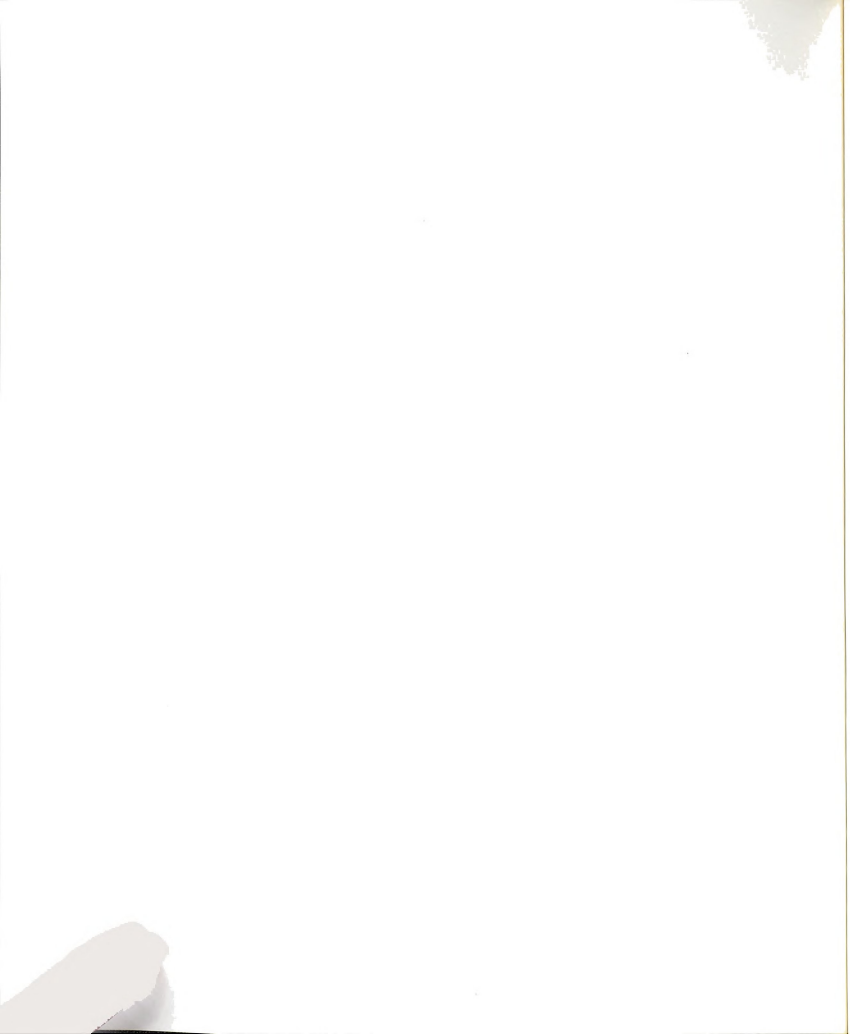
Tukey test; those respondents with higher education also rated traffic enforcement as lower priority (2.4) than those with lower levels of education (3.0).

The only other significant difference for this question was for foot patrol by years lived in Rapid City [$F(4/221) = 3.1, p < .02$], with those having lived in Rapid City 11-20 years rating foot patrol significantly lower in importance (1.6) than those who had resided in Rapid City for only 1-5 years (2.2) or 6-10 years (2.4), as shown by a Tukey test.

Crime and Safety Issues

A second set of questions on the survey addressed crime and safety issues. The first of these (see question #5 on the Community Survey; Appendix A) consisted of six parts assessing concern that each of the six events would happen to the respondent; these consisted of three crimes against the person and three property crimes. Each of the six was to be scaled from 1 to 5, where 5 indicated that the respondent was "very concerned" that it would happen and 1 indicated "no concern" of occurrence. The scores of each of the events were combined into their respective categories (person or property crime) and averaged for composite Person and Property dependent variable scores, ranging from 1 to 5, to be used for analysis.

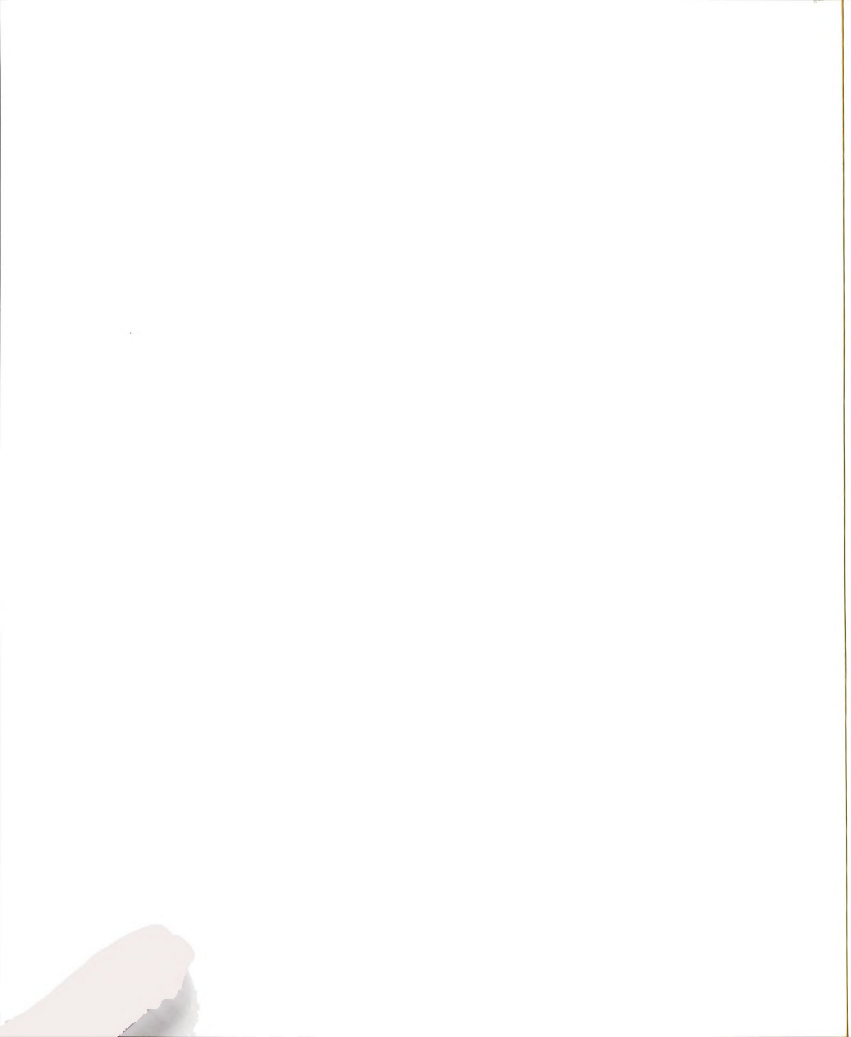
For the Crimes against the Person variable, level of concern differed significantly by all six demographic variables: Years lived in Rapid City [$F(4/328) = 3.6, p < .01$], Age [$F(4/328) = 3.0, p < .03$], Gender [$F(1/333) =$



13.8, $p < .01$], Marital Status [$F (1/330) = 6.6$, $p < .02$], Education [$F (1/329) = 9.7$, $p < .01$], and Race [$F (1/328) = 4.0$, $p < .05$]. Females (2.9), single respondents (3.0), less educated (3.0), and non-whites (3.2) were more concerned that they would be the victim of a crime against the person than males (2.5), married respondents (2.7), higher educated (2.6) or whites (2.7). Those who had lived in Rapid City for 21-30 years were also more concerned (3.2), as demonstrated by Tukey tests, than those who had lived in Rapid City only 1-5 years (2.4), as were the older respondents, 61+, more concerned (3.1) than those who were 40-60 (2.6) or 18-24 (2.6) years old.

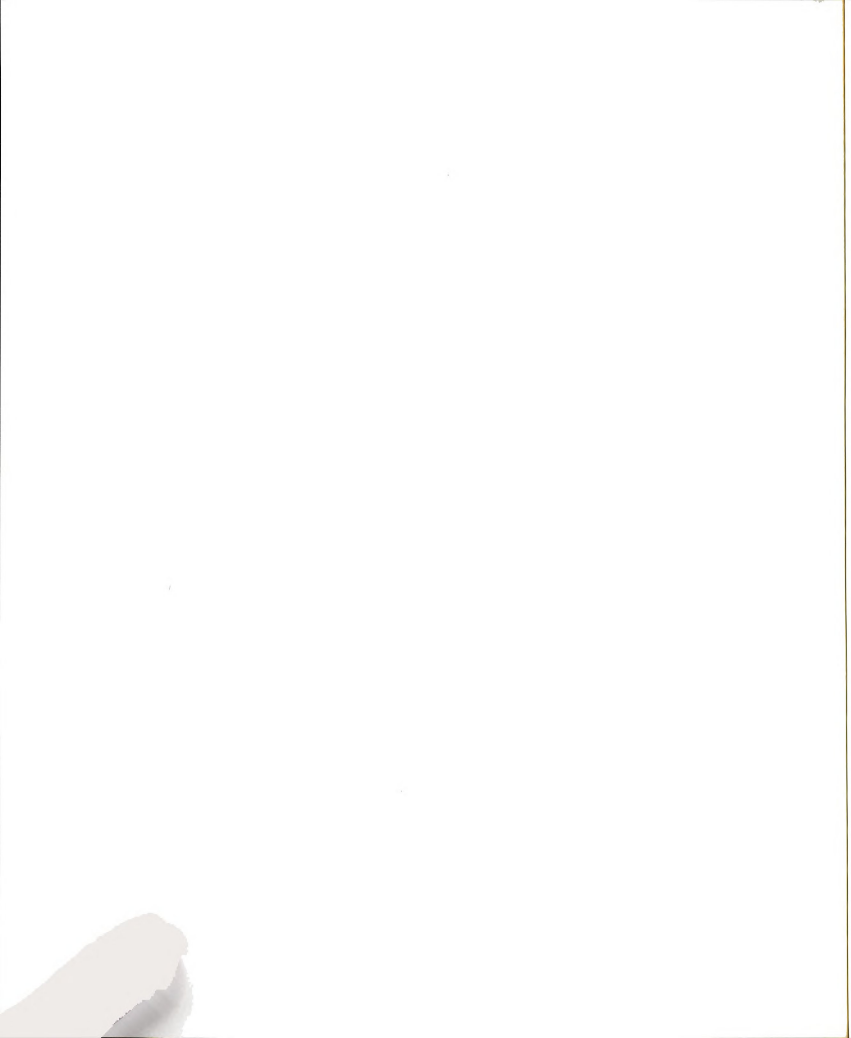
Property crimes showed less differentiation by demographics than Crimes against the Person, but differed significantly by the variables Years lived in Rapid City [$F (4/328) = 2.5$, $p < .05$], Marital Status [$F (1/330) = 4.3$, $p < .04$], and Education [$F (1/329) = 4.3$, $p < .04$]. Married (3.2) and higher educated (3.2) respondents were less concerned about property crimes than single (3.5) or less educated (3.4) respondents. Respondents who had lived in Rapid City the least amount of time (1-5 years) were also less concerned about property crimes (3.0) than those having lived in the city 21-30 years (3.6), as a Tukey test revealed.

The Community Survey included a question pertaining to how serious a problem the respondents thought crime was in Rapid City as compared to the United States in general (see



question #15; Appendix A). For this question, respondents could rate the seriousness of crime from 1 to 5, where 5 indicated a serious crime problem in comparison to the U. S. in general, and 1 indicated less crime in comparison. The perceptions of the seriousness of crime differed both by Years lived in Rapid City and Age of respondent [$F(4/333) = 4.2, p < .01$, and $F(4/333) = 3.1, p < .02$, respectively]. Tukey tests showed the less tenured residents (1-5 and 6-10 years, each with mean scores of 2.7) to believe the crime problem in Rapid City to be less serious than in the US in general than did those having lived in Rapid City 11-20 or 31+ years (3.1 for each), and the older respondents, 61+, to believe Rapid City's crime problem to be more serious in comparison (3.2) than 18-24 year olds did (2.6).

The next question from this group (see question #16; Appendix A) asked respondents to gauge the extent to which fear has caused a change in personal activities; this question was also scaled from 1 to 5, where 5 indicated change to a great extent, and 1 indicated no change. Significant differences in levels of change in activities were found to exist by Contact with the police in the past year [$F(1/336) = 3.9, p < .05$] and by Gender [$F(1/334) = 10.5, p < .01$]. Those having had contact (2.4) and females (2.4) were more likely to have changed activities as a result of fear than males (2.1) or those not having had contact (2.2).

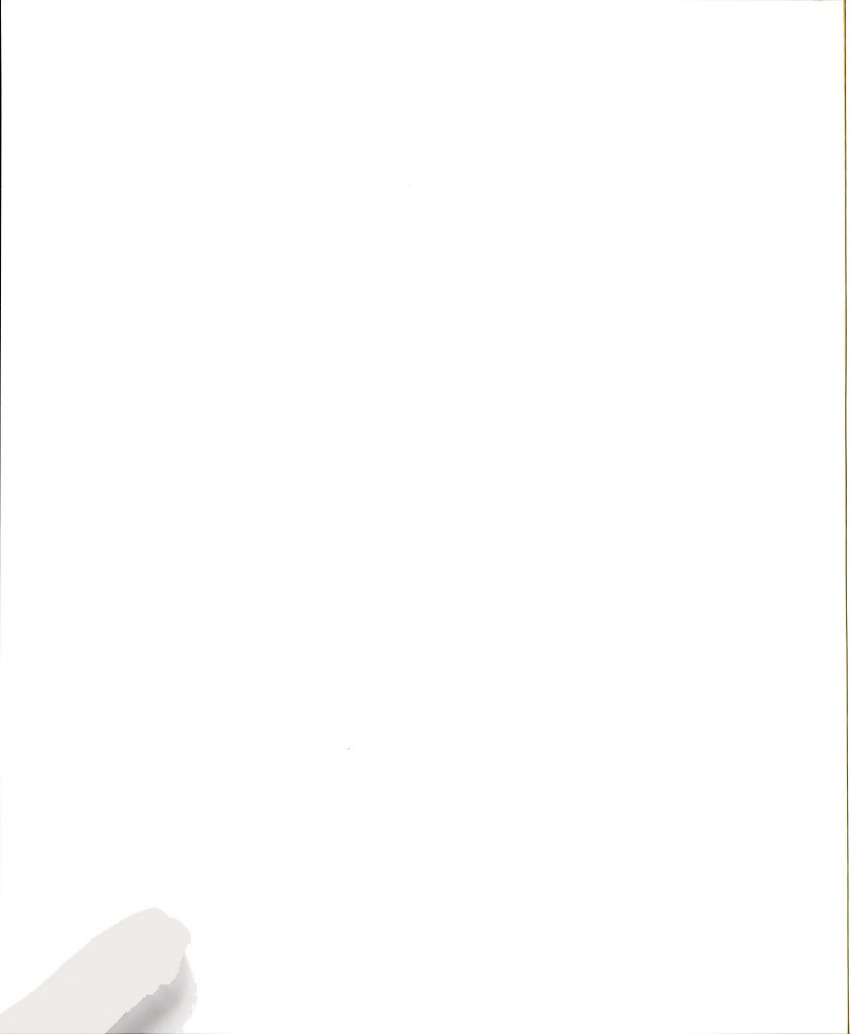


A question asking whether one's neighborhood was dangerous enough that the respondent had considered moving prompted only ten affirmative responses; this low number precluded analysis for significant factors (see question #17; Appendix A).

Two questions dealt with whether personal safety is changing for the better or for worse (see questions #18 and 19; Appendix A). The first concerned safety in the United States as a whole, the second concerned safety only within the respondents' own neighborhoods. Both questions were scaled identically, from 1 to 5, where 5 indicated "becoming safer" and 1 indicated "becoming less safe."

The first, Safety in the U. S., showed significant differences by Years lived in Rapid City and by Age [$F(4/333) = 3.2$, $p < .02$, and $F(4/332) = 2.4$, $p < .05$, respectively] as a result of older (40-60) and most recent residents (1-5 years) rating the U. S. becoming less safe (1.6 and 1.4, respectively) as compared to younger (18-24 year olds, 2.3) and longer-term residents (21-30 years, 1.9), as revealed by Tukey tests.

The second question, Safety in Rapid City, showed significant differences by Education and Race [$F(1/333) = 4.4$, $p < .04$, and $F(1/332) = 8.4$, $p < .01$, respectively], with lower educated (3.0) and non-white respondents (3.3) indicating a greater decrease in personal safety in Rapid City than did more highly educated (2.8) and white respondents (2.9). A Pearson's correlation was performed

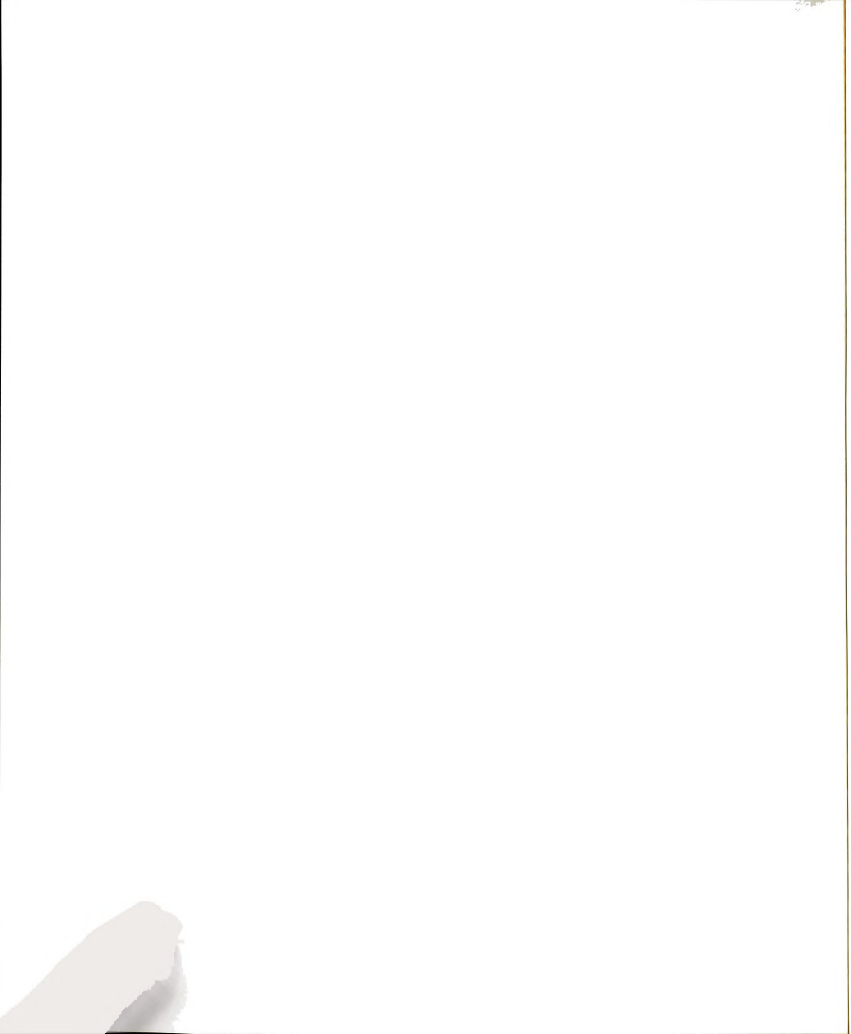


between the responses for change in personal safety in the United States and Rapid City, and was significant; $r = .363$, $p < .001$; those rating safety as decreasing in the U. S. were likely to have rated safety in Rapid City as decreasing as well.

Police Department Performance

A group of questions probing respondents' assessment of Rapid City's police department began with a three-part question rating overall performance, patrol performance, and detective performance (see question #20; Appendix A); each of these was used as a dependent variable, and were scaled from 1 to 5, with a score of 5 as a rating of very well and a score of 1 as very poor. Responses to the first of these, overall performance, varied significantly by both Years lived in Rapid City and Age [$F(4/323) = 2.7$, $p < .04$, and $F(4/322) = 3.0$, $p < .02$, respectively]. Tukey tests showed these differences resulting from those living in Rapid City 31+ years (4.1) and 1-5 years (4.1) rating overall police performance significantly higher than residents having lived in Rapid City 6-10 years (3.7). The older residents (61+) also rated overall performance high (4.2), as compared to 31-39 year olds (3.7).

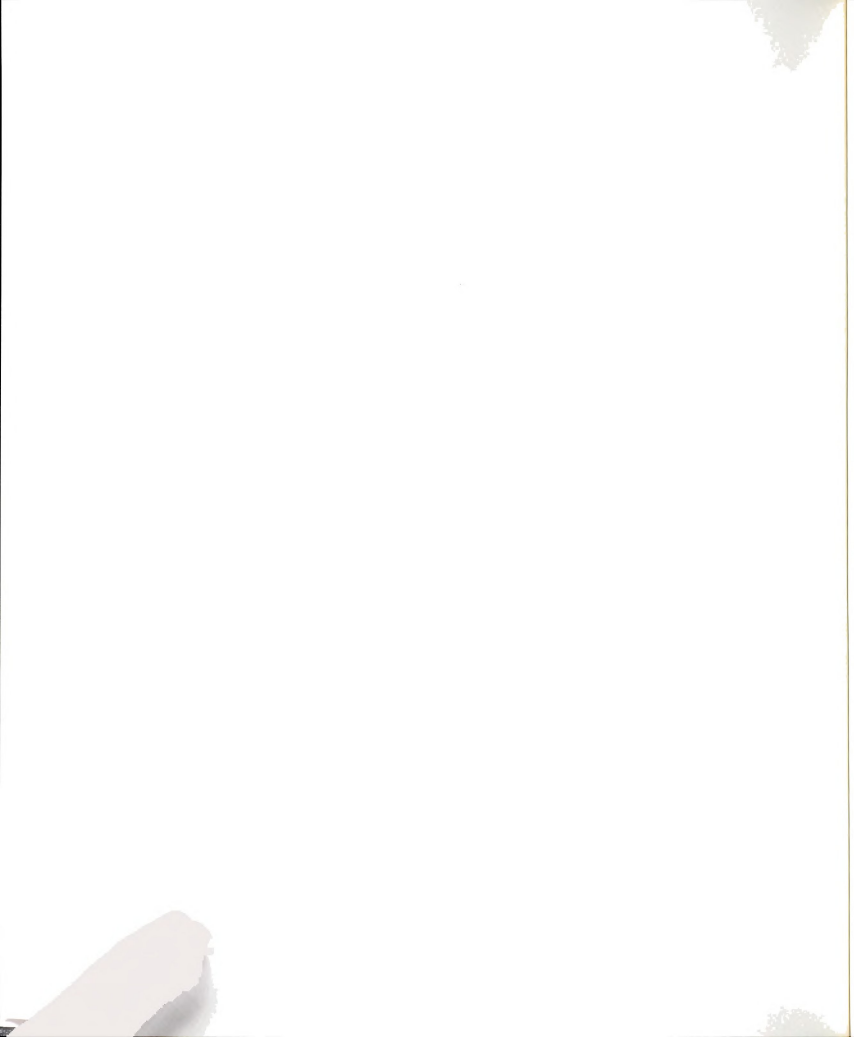
Rating of patrol officers' performance varied only by Years lived in Rapid City [$F(4/304) = 2.7$, $p < .04$], once again shown by a Tukey test to be a result of long-term residents (31+ years), who rated performance higher (3.9) than the 6-10 year group (3.4).



Rating for detectives' performance varied by Type of Contact [$F(2/102) = 3.5, p < .04$], with a Tukey test showing that targets of enforcement rated detectives' performance significantly lower (3.0) than those who had called the police to report an incident (3.8).

Need for improvement was measured for the Rapid City Police Department (see question #21; Appendix A), once again scaled 1 to 5, where 5 represented a great extent of improvement and 1 represented no need for improvement. Need for improvement varied only by Contact with RCPD in the past year [$F(1/320) = 11.2, p < .01$], where those having contact rated the police as needing more improvement (2.7) than those not having had contact (2.4).

Similarly, improvement in the past year for RCPD was measured (see question #22; Appendix A); the scale was once again 1 to 5, where 5 represented an improvement in performance and 1 represented a decline in performance. This dependent variable differed significantly not by whether or not a contact was made, but by Type of Contact, as well as Years lived in Rapid City, Age, and Race [$F(2/112) = 3.2, p < .05, F(4/308) = 2.4, p < .05, F(4/307) = 4.4, p < .01$, and $F(1/311) = 5.8, p < .02$, respectively]. Non-whites rated the police department higher in having made improvements (3.7) than did whites (3.3), while Tukey tests showed targets of enforcement (2.8) rating improvements significantly lower than those reporting an incident (3.3), but long-term residents (31+ years) and older respondents

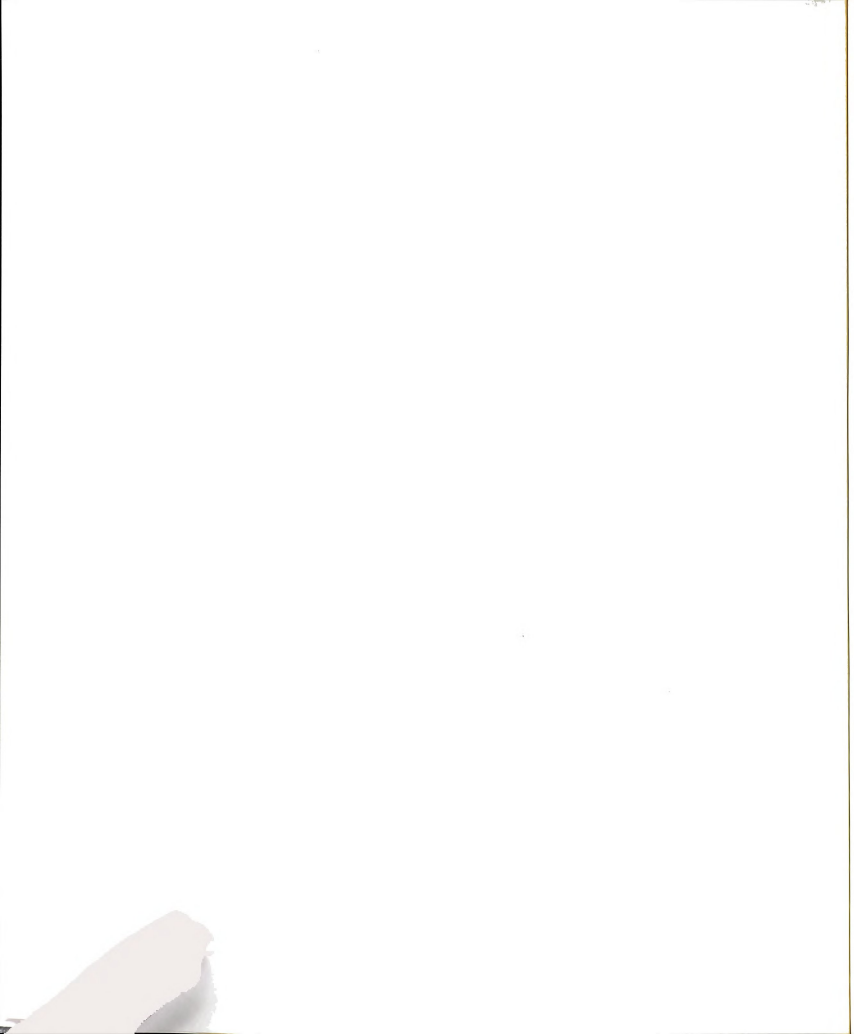


(61+) rated improvement significantly higher (3.5 for both groups) than 1-5 year and 6-10 year residents (3.2 for both) and 18-24 and 31-39 year old respondents (3.1 and 3.2, respectively).

Rapid City Police Department's image within the community was similarly rated from 1 to 5 (see question #23; Appendix A), showing significant differences only by Age of the respondent [$F(4/326) = 3.4, p < .01$], with the oldest respondents (61+) rating image significantly better (4.0) than the youngest (18-24) respondents (3.4), as shown by a Tukey test.

Image was further rated by respondents' ratings on four attributes, each scaled from a low of 1 to a high of 5: Effectiveness, Fairness, Honesty, and Prejudice, or lack thereof (see question #24; Appendix A). Significant differences in ratings by respondents were found for Effectiveness only by Age [$F(4/321) = 4.9, p < .01$], with a Tukey test showing the oldest (61+) respondents rating effectiveness significantly higher (4.4) than all other age groups (4.1, 4.1, 3.8, and 3.8 in descending age groups).

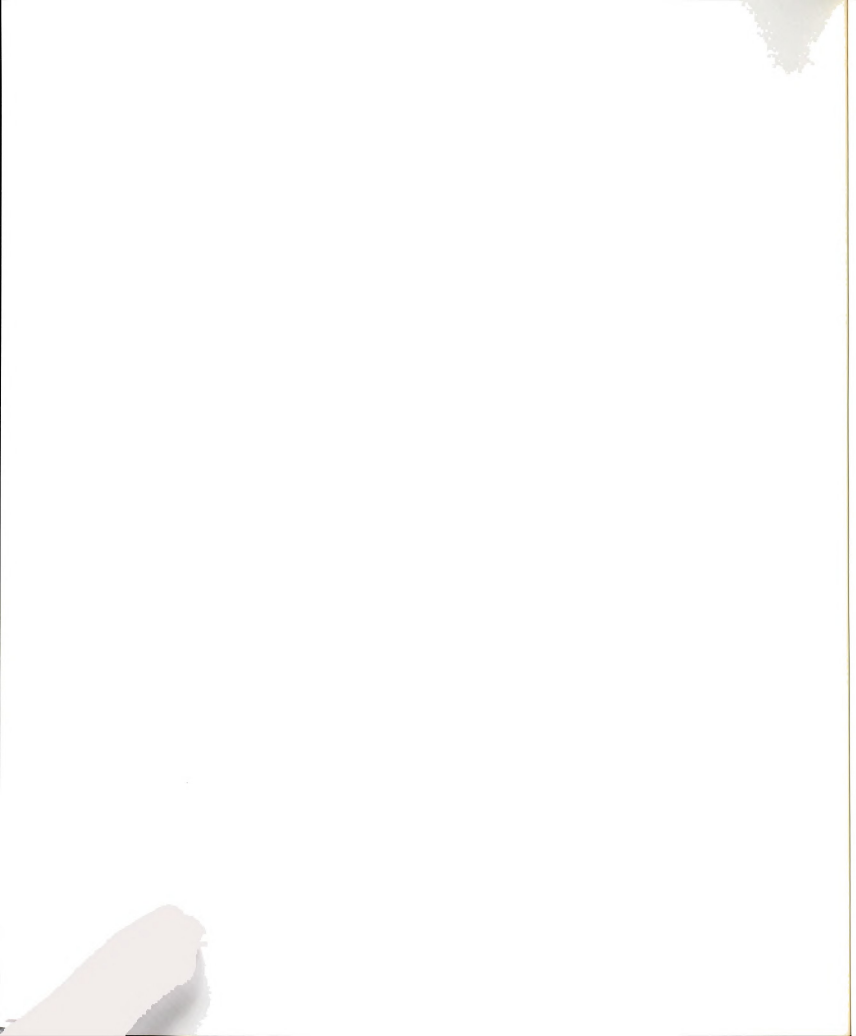
Fairness differed by Type of Contact as well as Age [$F(2/115) = 3.1, p < .05$, and $F(4/319) = 3.2, p < .02$, respectively], as did Honesty [$F(2/115) = 3.2, p < .05$, and $F(4/317) = 5.5, p < .01$, respectively]. Tukey tests showed differences by Type of Contact being due to targets of enforcement rating police Fairness lower (3.6) than crime/accident victims (4.2) and police Honesty lower (3.6)



than respondents who had reported an incident (4.2). Both differences by age were due to the oldest respondents (61+), who rated Fairness significantly higher (4.3) than 18-24 year olds (3.8) and Honesty significantly higher (4.4) than 18-24 year olds (3.6).

Prejudice (or lack thereof) also differed by Age and differed by Education as well [$F(4/315) = 4.3, p < .01$, and $F(1/313) = 4.0, p < .05$, respectively], with the less educated respondents rating officers as less prejudiced (4.0) than did the more highly educated (3.8), and the oldest respondents (61+) rating the police significantly better (4.2) than 18-24 year old respondents did (3.5), as shown by a Tukey test.

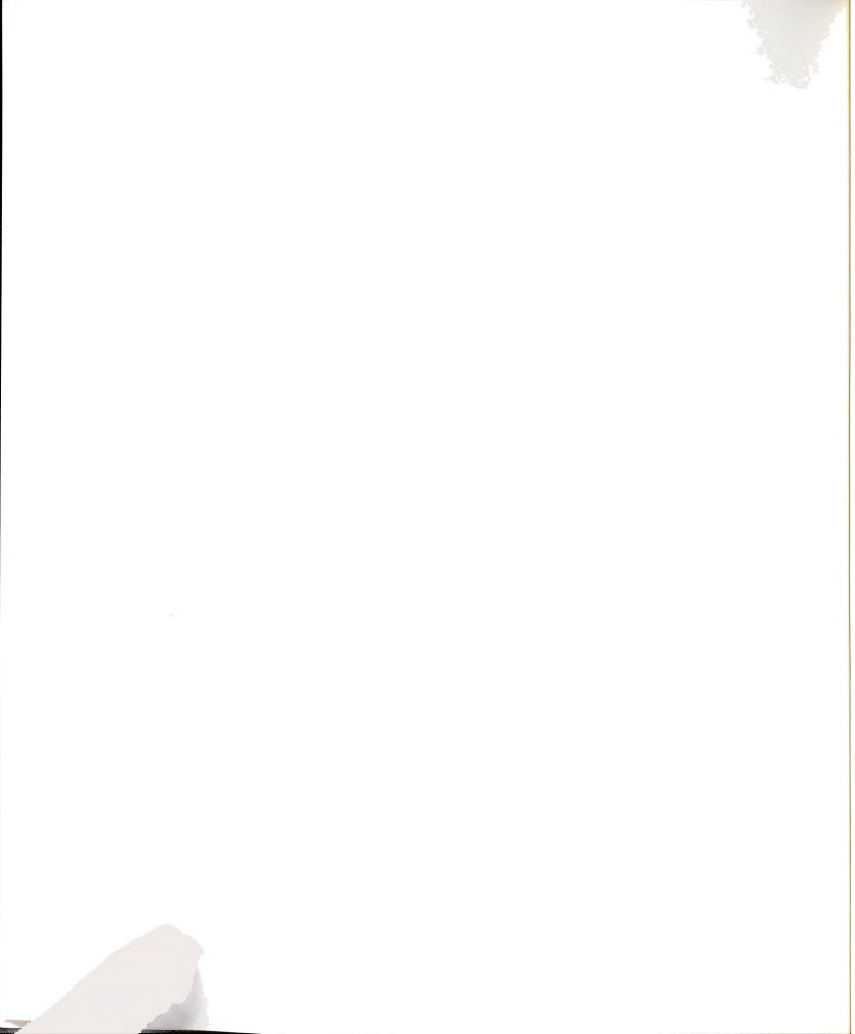
The final police performance question on the Community Survey asked whether the local media portrayed the Rapid City Police Department as better or worse than it actually is (see Question #25, Appendix A). On a scale from 1 to 5, 5 represented a portrayal better than reality, and 1 represented a portrayal worse than reality. Significant differences for this dependent variable were found by independent variables Gender, Marital Status, and Race [$F(1/325) = 4.9, p < .03$, $F(1/323) = 14.9, p < .01$, and $F(1/317) = 17.9, p < .01$, respectively], with female (3.0), single (3.2), and non-white (3.6) respondents rating media portrayal of the police department as more favorable than reality compared to male (2.8), married (2.9) or white (2.9) respondents.



Contact with the Police

The next group of questions dealt with those respondents who had contact with the Rapid City Police Department within the past year of receiving the survey. Questions here are similar to those asked on the second survey, the Contact Survey, for comparison. The same independent variables continued to be used in this section; demographic and contact variables. As aforementioned, Type of Contact was broken down into three categories: targets of enforcement, crime/accident victims, and those who called to report a crime or request information.

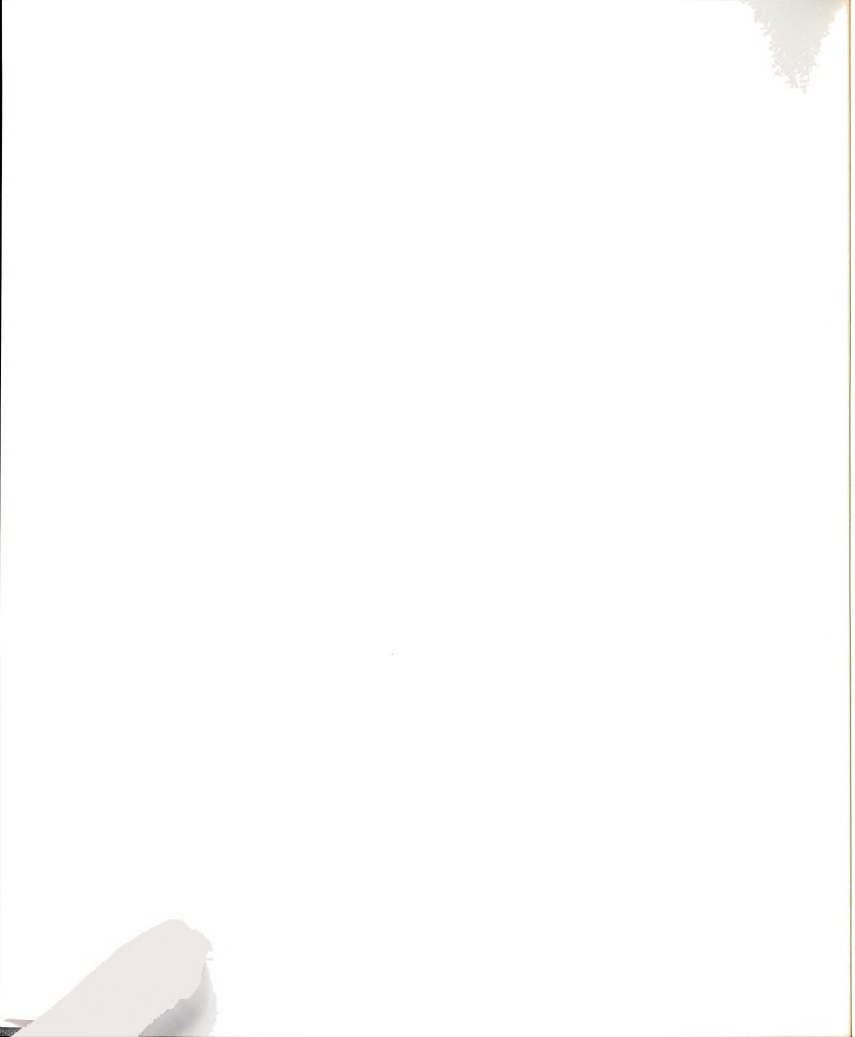
Overall satisfaction with a specific encounter with a Rapid City Police Officer (see Community Survey question #11; Appendix A) was scaled from 1 to 5, where 5 indicated very satisfied and 1 indicated dissatisfied. Overall satisfaction was found to differ significantly by Type of Contact, Age, and Marital Status [$F(2/120) = 5.4, p < .01$, $F(4/142) = 4.6, p < .01$, and $F(1/145) = 7.6, p < .01$, respectively]. Married respondents (4.2) were more satisfied overall with a contact than single respondents (3.6); also, Tukey tests showed targets of enforcement (3.1) rating overall satisfaction significantly lower than both of the other categories of contact (crime/accident victims, 4.3; reported an incident, 4.1), and the youngest respondents (18-24) rating overall satisfaction significantly lower (2.8) than all but 25-30 year olds (31-39, 4.1; 40-60, 4.1; 61+, 4.5).



Beyond these analyses, other possible influences of overall satisfaction were investigated (see question #8; Appendix A). One of these was professionalism of the officer(s), as developed from a composite of four attributes of the officer: courtesy, understanding, concern, and competence. Each of these four factors was scaled from 1 to 5, where 5 represented "excellent" and 1 represented "poor"; the scale was dichotomized such that a score of 4 or 5 represented a positive response and 3 or lower represented a negative response, to facilitate comparison to the same questions on the Contact Survey. The resulting professionalism variable was dichotomized into high and low degrees, with two or fewer positive answers being scored as "low," and three or more answers in the positive being scored as "high." Professionalism of the officer was found to affect Overall Satisfaction with an encounter [$F(1/143) = 73.9, p < .001$], with those reporting a high degree of professionalism showing a much greater degree of satisfaction (4.4) than those reporting a low degree of professionalism (2.7).

Whether or not the problem was solved was also found to affect overall satisfaction with an encounter [$F(1/141) = 77.6, p < .001$]; with a solved problem producing greater satisfaction (4.5) than an unresolved problem (3.0).

Another possible pair of variables influencing satisfaction which were investigated in this study were perceived arrival time of the officer and expected arrival



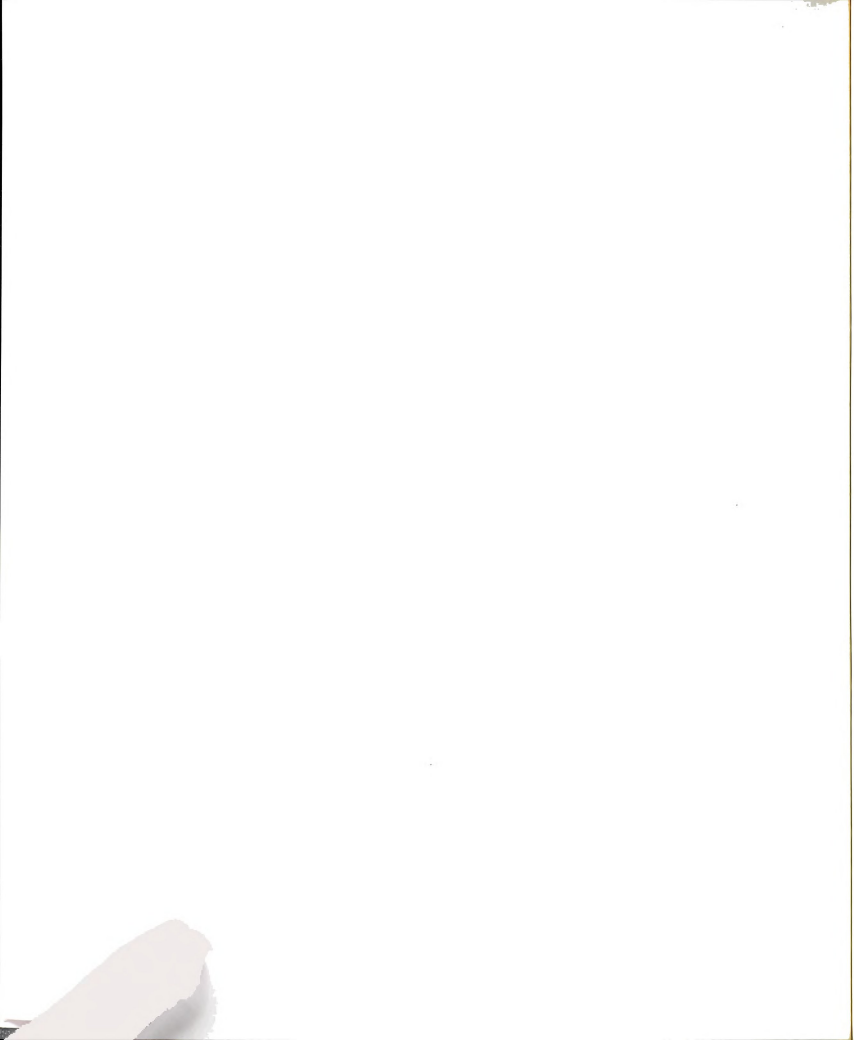
time, as given by a police dispatcher (see questions #9 and 10; Appendix A). As not all callers requesting services were given estimates of arrival time, a similar response time might be rated as fast by one respondent and slow by another, thus affecting satisfaction. Whether an estimate was given did affect perception of arrival, as found by a Chi-squared test [$X^2 (2) = 8.9, p < .02$], where those given an estimate were significantly less likely to rate the arrival of an officer as slow than those respondents who had not received an estimated time of arrival. A crosstab of this relationship can be seen in Table 8. This relationship is important, since subsequent analysis showed perception of arrival time to influence overall satisfaction with an incident [$F (2/82) = 8.1, p < .001$], and a Tukey test revealed that those rating the arrival time as slow (3.4) reporting significantly lower satisfaction with the contact than those rating arrival time as same or faster than expected (4.3, 4.5 respectively).

Table 8
Estimate of Arrival by Perceived Arrival

<u>Estimate Given</u>	<u>Perceived Arrival</u>		
	<u>Slower</u>	<u>Same</u>	<u>Faster</u>
No	16	16	12
Yes	3	19	15

Contact Survey

As discussed in the Methods section of this paper, a total of 187 persons who had come in contact with an officer



in the past year were interviewed by telephone. Overall, the citizens seemed to be satisfied with the way their contacts were handled by the officers as seen by the respondents' qualitative comments (see Appendix K).

Demographic variables used as independent variables for comparisons are the same as used for the Community Survey: Years lived in Rapid City, Age, Gender, Marital Status, Education, and Race, and were categorized or dichotomized identically. Type of Contact was also used as an independent variable; however, in the Contact Survey this variable was categorized somewhat differently, with respondents classified as (1) targets of enforcement, (2) victims of crimes against persons, or (3) victims of property crimes (see Methodology, Table 3).

Type of Contact was also used as a dependent variable against the demographic variables to determine the extent to which significant effects due to Type of Contact might actually result from other sources. Type of Contact was found by Chi-squared tests to differ significantly by years lived in Rapid City as well as by gender [$X^2 (8) = 16.4$, $p < .04$, and $X^2 (2) = 7.1$, $p < .03$, respectively]. Crosstabs for these are represented in Tables 9 and 10.

Variables Affecting Overall Satisfaction

Overall satisfaction with a contact, as in the Community Survey, was rated from 1 to 5, where 5 represented very satisfied with the contact and 1 represented not satisfied. Overall satisfaction was found to differ

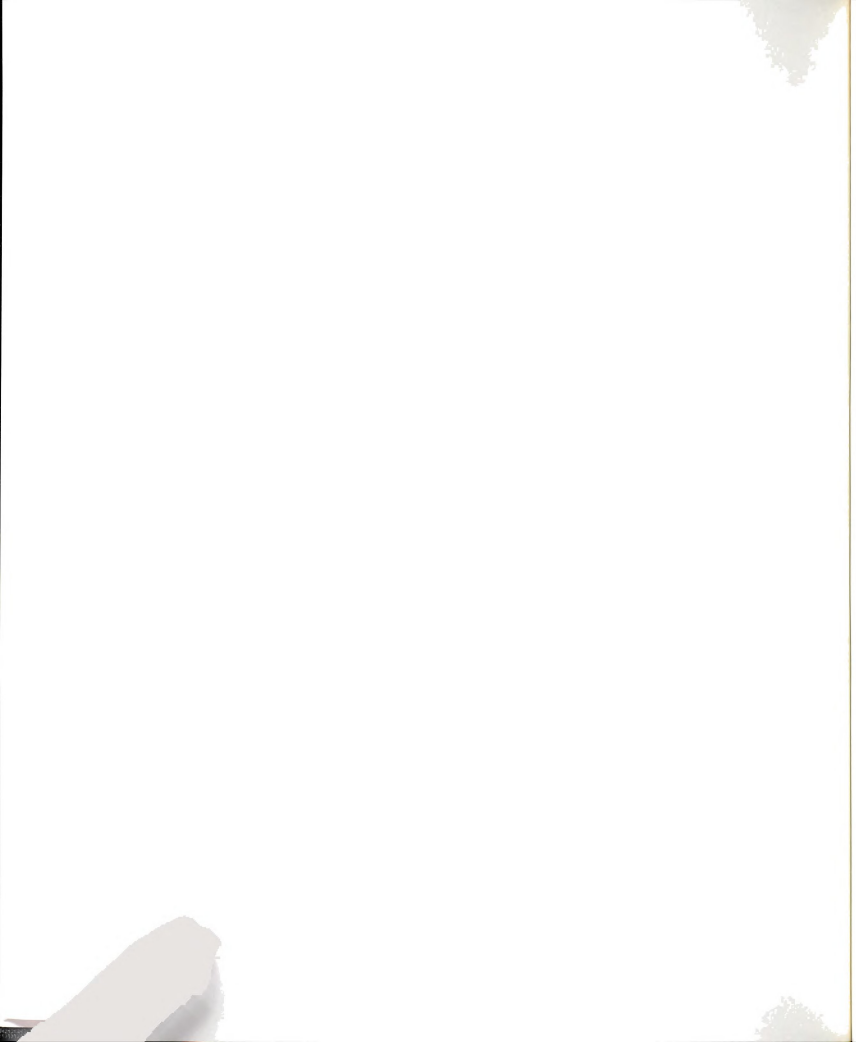


Table 9
Years Lived in Rapid City by Type of Contact

<u>Contact</u>	<u>Years Lived in Rapid City</u>				
	<u>1-5</u>	<u>6-10</u>	<u>11-20</u>	<u>21-30</u>	<u>30+</u>
Target of Enforcement	26	9	24	17	7
Property Crime	13	7	10	9	16
Crime against Person	9	9	9	5	4

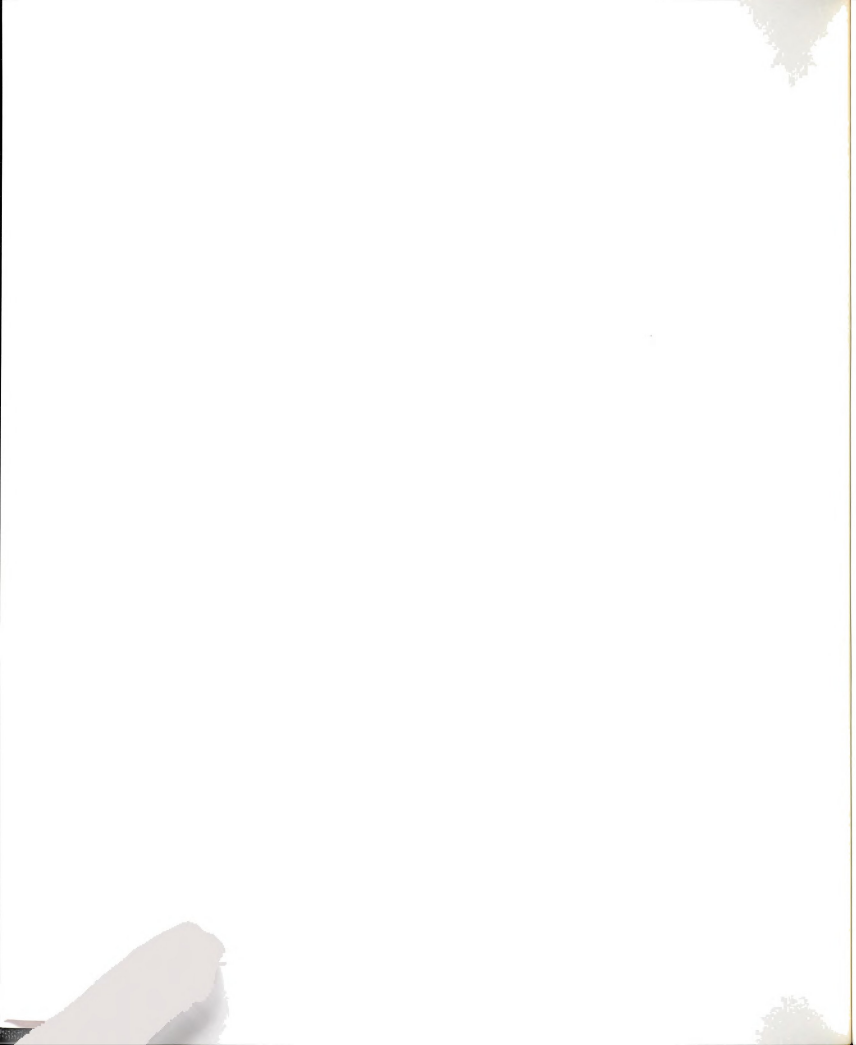
Table 10
Gender by Type of Contact

<u>Contact</u>	<u>Gender</u>	
	<u>Male</u>	<u>Female</u>
Target of Enforcement	54	36
Property Crime	28	32
Crime against Person	13	24

significantly by Type of Contact and Gender [$F(2/182) = 3.8$, $p < .03$, and $F(1/183) = 10.6$, $p < .01$, respectively]. Females were more likely to be satisfied with a contact (4.2) than males (3.7), and a Tukey test showed targets of enforcement rated overall satisfaction significantly lower (3.7) than either victims of person (4.2) or property (4.1) crimes.

Other possible influences on overall satisfaction were considered; professionalism and arrival time (estimated and perceived) of the officer(s) were compared to satisfaction as in the analysis of the Community Survey. In addition, investigative effort by the officer(s) and whether a victim was recontacted were also considered as possible influences on satisfaction.

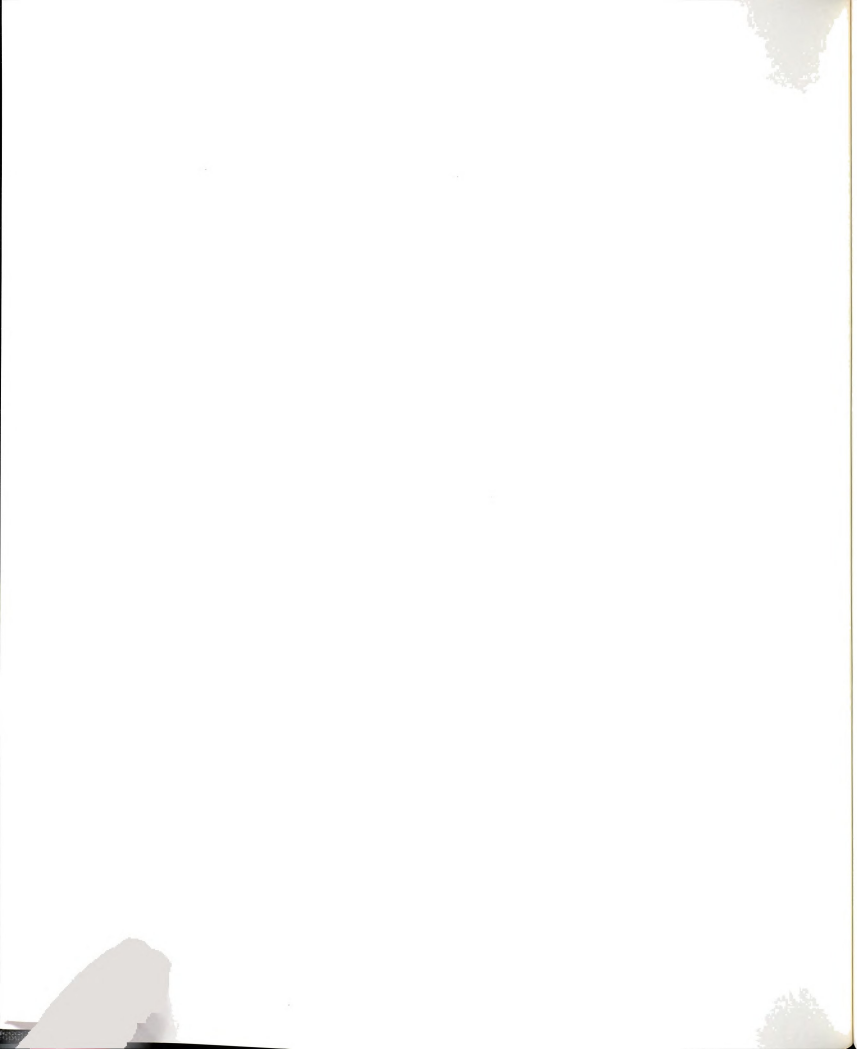
Professionalism, as in the community survey, was a composite of four yes/no attributes: courtesy,



understanding, concern, and competency (see Contact Survey Questions #3 through 6, Appendix B). The resulting sum of these was dichotomized into high and low degrees of professionalism where positive responses to three or more attributes was rated as "high" and two or less as "low." Analysis of variance showed professionalism as an independent variable to have a significant effect on overall satisfaction with a contact [$F(1/165) = 117.3, p < .001$]. A high degree of professionalism by the officer generated a high degree of satisfaction (4.3), where a low degree of professionalism led to low satisfaction (2.3).

Investigative effort, like professionalism, was derived from the sum of four responses; these included whether the police searched the crime scene, examined evidence, attempted to question or locate witnesses, and/or made out a report (see Contact Survey Questions #7 through 10, Appendix B). This new variable was dichotomized into high and low degrees of investigative effort, also with three or more positive responses rated as "high" and two or less as "low." Investigative effort as an independent variable was shown to significantly affect overall satisfaction with a contact [$F(1/39) = 10.7, p < .01$]. High levels of investigative effort resulted in high levels of satisfaction (4.5), and low levels of investigative effort produced low levels of satisfaction (3.5).

Whether or not an estimate of officer arrival time was given by a police dispatcher (see Question 11, Appendix B)

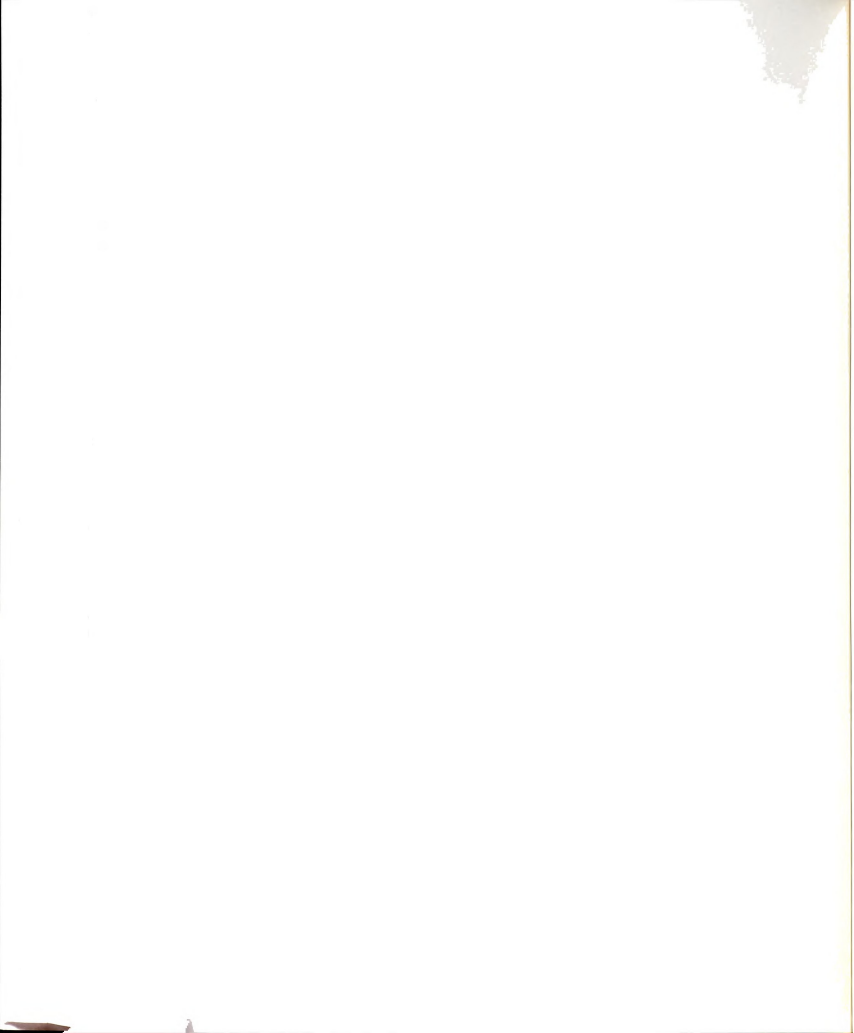


was compared to perceived speed of arrival (see Question 12, Appendix B). In the contact survey, unlike the community survey, the relationship between whether an estimate was given and perceived arrival time did not prove to be significant. Perception of speed of arrival of an officer, however, was shown to significantly affect satisfaction with the contact [$F(2/70) = 4.2, p < .02$], with a Tukey test revealing that those reporting a slow arrival rated overall satisfaction significantly lower (3.4) than those reporting a fast arrival (4.6).

Whether or not a victim was recontacted was also investigated, with a positive value given for either a recontact for questioning or a recontact about the status of an investigation (see Contact Survey Questions #13 and 14, Appendix B). Overall satisfaction with an incident was found to differ significantly by recontact [$F(1/84) = 4.2, p < .05$], with either form of recontact resulting in a higher level of satisfaction (4.5) than no recontact (4.0).

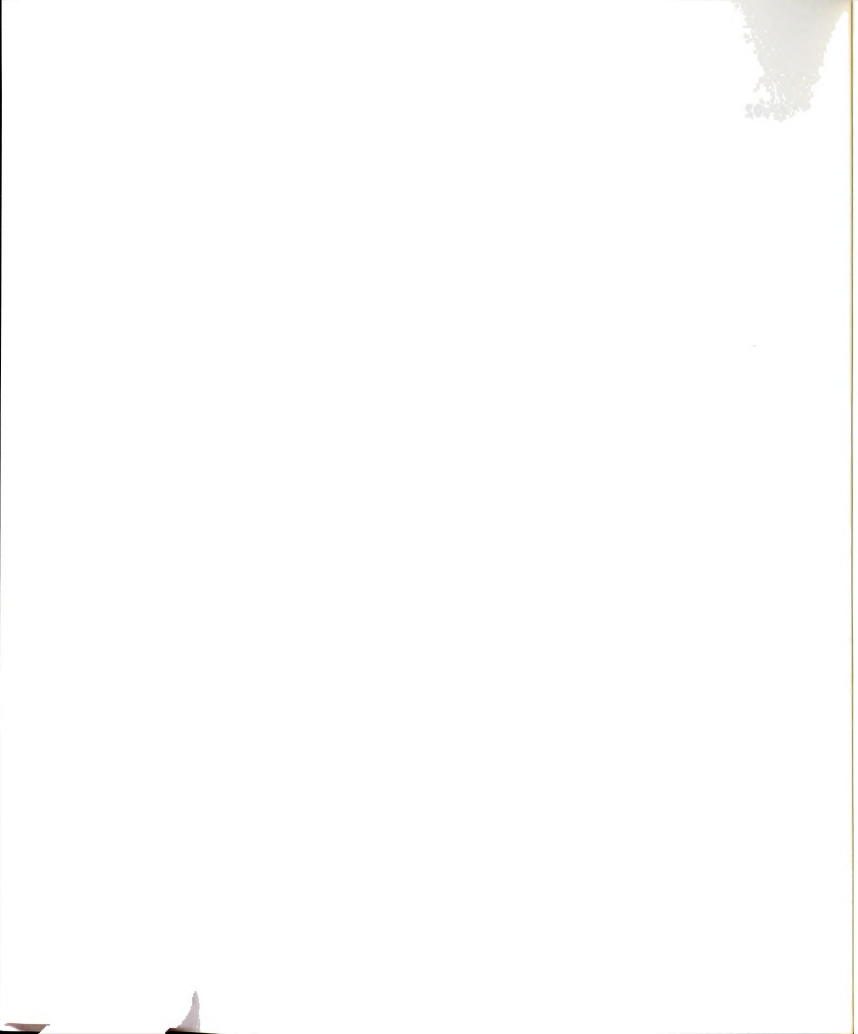
Overall Police Department Performance

Respondents to the contact survey were also questioned about general performance of the Rapid City Police Department apart from their particular contact, using the identical three-part question used in the community survey: general performance, patrol officers' performance, and detectives' performance (see Question #16, Appendix B). Patrol officers' performance and detectives' performance were both influenced by Type of Contact [$F(2/149) = 4.3, p$



< .02, and $F (2/103) = 3.8$, $p < .03$, respectively]. Tukey tests revealed that targets of enforcement rated patrol officers' performance significantly lower (3.2) than victims of crimes against persons (3.9) and also rating detectives' performance significantly lower (2.9) than both crimes against persons (3.7) and property crimes (3.6).

Overall satisfaction with a contact as an independent variable also influenced respondents' ratings of general performance and patrol officer's performance [$F (4/159) = 3.8$, $p < .01$, and $F (4/147) = 2.9$, $p < .03$, respectively]. Tukey tests showed the two groups most satisfied with a contact rated general performance significantly higher (4.0, 3.8 respectively) than the next-to-least satisfied group (2.6), and the two least satisfied groups rated patrol officers' performance significantly lower than the two most satisfied groups (2.8 and 2.7 compared to 3.4 and 3.7 as overall satisfaction increased).



CONCLUSIONS

As the results have shown, there were a number of significant effects found in both the Community Survey and the Contact Survey. What must now be answered is how these findings mesh with previous research, most notably Klein, Webb, and DiSanto's (1978) two models of how attitudes towards the police are formed. These two models, the conflict model and the functional model, propose respectively that reference groups, such as those sharing demographic characteristics, or contact-specific encounters shape opinions of the police and police services. Thus it can be determined by which group of independent variables (the demographic variables or the contact variables) showed significant effects whether the conflict model, the functional model, or both models were supported by the findings.

In the Community Survey, where respondents might or might not have had contacts with the police, the effect of these reference groups and contacts can be seen. For questions dealing with the ratings of police services, there were a large number of significant effects, both as a result of demographic variables (reference groups) and as a result of contact. For ratings of police services, both the conflict and functional models appear to have been supported by respondents' answers.

While the questions dealing with fear of crime and safety issues also produced a large number of significant

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effects based on demographic or reference groups, only one effect was found as a result of a contact with the police. This would suggest that when considering issues of safety and fear of crime only the conflict model appears to have been supported.

It is apparent that, while one's reference group influences both the general rating of police services and concern over crime and safety issues, contact with the police is a more important factor in attitude towards police services than it is for crime and safety issues. Negative contacts led to lesser evaluations of the police in general, which is consistent with the functional model, yet contacts with the police did not alter perceptions of crime and safety.

For the contact variables, whether or not a respondent had merely had contact influenced the results of only one service-oriented question, need for improvement, which was rated higher by respondents having had any type of contact than those having had no contact. The only significant difference by contact for crime and safety issues was whether fear of crime caused a respondent to alter his/her activities; a contact, regardless of type, resulted in change in activities.

Type of contact influenced ratings of fairness and honesty of officers, past improvement, and detectives' performance, also elements of police services. Targets of enforcement placed less emphasis on enforcement activities,

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and rated the police lower on improvement and image issues. As discussed in the review of the literature, previous studies have found involuntary contacts with the police foster resentment and thus a lower evaluation (Charles, 1980); the results of this study lend further support to this argument.

As for the overall influence of demographic variables in the Community Survey, Age of respondents and Years lived in Rapid City both produced a number of significant effects, several of which corresponded by questions (i.e. both were significant for the same dependent variable). Number of years lived in Rapid City, however, may have to some extent been a function of age of the respondents, as one who had lived in Rapid City for 31+ years could not possibly also be in the 18-24 year-old bracket. The opposite may not have been true, though, where an older respondent may have only lived in the city a short time, and thus his/her responses might differ from others in the same age group, so both variables were used.

Older respondents had consistently greater fear of crime and a belief that personal safety is lessening; they also were more likely to avoid involvement with the police. However, the older respondents were also consistently more likely to rate the police higher on performance and image questions. Younger respondents placed low emphasis on enforcement activities as well as having rated the police generally lower. These findings support several studies

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which also found a positive relation between age and attitude; the older a respondent, the more likely he or she would rate the police positively (Decker, 1981; Smith & Hawkins, 1973; Winfree & Griffiths, 1971).

While number of years lived in Rapid City generally corresponded with age, with longer-term residents rating the police more favorably and showing more fear of crime, there was one instance where the two variables were at odds with each other. When personal safety in the United States as a whole was considered, the most recent residents (1-5 years) of Rapid City felt safety in the United States was declining as did older respondents. This is possibly an indication of the relative feelings of safety in Rapid City as compared to the remainder of the US, such that those most recently having moved into Rapid City had greater fear from past residences.

Education produced a number of significant differences over dependent variables in the Community Survey; this variable was not tested to a great extent in previous studies, but from this study it appeared that persons with higher education tended to be less concerned about crime, more willing to help officers, and place less importance on minor enforcement issues such as traffic enforcement.

Marital status exerted an unexpected number of significant differences; married persons were more likely to assist police and were less concerned over person and property crimes. The latter might be due to increased

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feelings of safety from having a constant companion; this possibility might be worthy of future investigation.

Gender produced some significant differences, with females more concerned about crimes against the person and more likely to change their activities due to fear of crime; however, females also rated the media image of the Rapid City Police Department as more favorable than reality.

The final demographic variable, Race, would have been expected to show a greater number of significant effects than were found, as a number of previous studies cite race as a major influence of attitude; however, this may have been due to the atypical racial composition of Rapid City.

The conflict model, based on demographics, and the functional model, based on contact, both appeared to influence attitude towards the police. Influences within a particular contact must be examined also, though, in order to determine if satisfaction with an encounter was determined by actions of officers or was shaped by the respondent's demographic characteristics. A section of the community survey as well as the entire contact survey dealt with this issue.

Within the Community Survey, those respondents who had been in contact with a police officer in the past year revealed several significant differences. Of these, only two were due to demographic variables; however, one was by the type of contact and three were due to actions of the officers.

Age and marital status influenced overall satisfaction with an incident; age was seen to result in higher overall rating of police services, so a significant effect here is not surprising. Marital status was not expected as there was not a difference in type of contact by whether or not one was married.

A significant difference by type of contact is not unexpected; targets of enforcement were more likely to rate satisfaction with a contact as negative since the contact itself was negative in nature.

Professionalism of the officer, whether or not the problem was solved, and arrival time of the officer all affected a respondent's overall satisfaction with the contact. While the solving of a problem may not be controllable by the police, professionalism and perceptions of arrival time can be altered.

Similar results were found in the contact survey. Gender was the only demographic variable to influence overall satisfaction; however, when type of contact was compared by gender it was found to differ significantly also. Males were more likely to be targets of enforcement, while females were more likely to be victims of crimes against the person. Since the comparison of overall satisfaction by type of contact showed targets of enforcement rating overall satisfaction with a contact lower, it might have been the contact variable (Type of

Contact), not the demographic variable (Gender), which influenced satisfaction.

Overall satisfaction was influenced by professionalism and perception of arrival time, as in the community survey; also, investigative effort and whether or not a person was recontacted were shown to influence satisfaction. All of these variables are controllable by the police, so a citizen's satisfaction with a contact relies on the actions of the police officers themselves. These results support the findings of previous studies, e.g. Brandl and Horvath (1991).

From both the community and contact surveys it becomes apparent that, while police officers' actions influence citizens' satisfaction with contacts, and satisfaction with a contact influences a citizen's rating of police services, the police themselves can determine how they are viewed in the community. It is also apparent that both demographic and contact variables influence ratings of police services; therefore, both the conflict and functional models help to explain how citizens' attitudes towards these services are shaped. However, contact with the police had little influence over perceptions of crime and safety issues where demographic variables did; the functional model falls short in this area.

The one main effect that was expected but not found consistently was that an estimated arrival time given by a police dispatcher would influence perceived arrival time.

In the community survey, this was found to be the case, as persons receiving an estimate rated the arrival time as faster; it was not found to be the case in the contact survey. As perceived arrival time was found in both studies to influence overall satisfaction with an incident, the possibility of altering satisfaction without being able to speed up response time would have profound implications for dispatching policy. With one survey showing a positive relationship and the other survey showing no relationship, having dispatchers give citizens estimated times of arrival might not help but certainly would not hurt.

RECOMMENDATIONS

Recommendations for the Rapid City Police Department

Although it is apparent from the data that the community is highly satisfied overall with the Rapid City Police Department, there are a few problem areas which deserve some attention.

1. Concentrate on area-specific concerns.

The North and Downtown sections of town reported the highest level of concern for the level of crime in the city. Special attention should be given to the concerns addressed in the results section by the respondents from these areas, such as appearance problems as a result of vagrants, run-down buildings, etc. Resolution of these problems, even if they do not directly affect the amount of crime in the area, would help to appease the residents in these areas, as well as to give them a greater sense of security.

2. Emphasize to officers that the professionalism they show towards citizens greatly impacts satisfaction with a contact.

Those citizens who were the objects of enforcement were the most likely to indicate a lower degree of professionalism, as well as a lower overall satisfaction; although it would not be feasible to stop making arrests, officers should be reminded to treat the people as respected citizens even if the person is belligerent.

Some respondents who were victims also indicated a low degree of concern by the officers. Although an incident may

seem minor to an officer, if it was important enough to the victim that he/she called the police, the matter should be taken seriously. The primary reasons that respondents had not called the police to report a victimization were that it was not significant or that the police would not do anything.

The amount of investigative effort and whether or not a victim was recontacted, which are possibly related to the degree of concern of the officer, might be performed more thoroughly in order to increase the level of satisfaction of the victim.

3. Have dispatchers give citizens requesting assistance an estimate of response time.

There were mixed results as to whether or not an estimate of arrival time given by a dispatcher increased overall satisfaction. However, one survey showed a positive relationship and the other no relationship; giving an estimate of arrival time to persons who call could only stand to increase overall satisfaction or do nothing, not decrease it. People generally expect a rapid response by police officers, unaware that police response to a non-emergency call may not be immediate.

Recommendations for Improving Future Studies

1. Combine the two surveys into one instrument.

Since the number of respondents to the community survey who reported a contact with the police was large (45.1%), it

may be more efficient to redesign the contact section of the community survey to be more extensive. In this manner, both elements of the study could be conducted through the one survey. The reasons for this recommendation are twofold: first, there was a large number of people who were unreachable by telephone for the contact survey; second, more effort could then be given to increasing the response rate. This could be done by such methods as calling non-respondents or sending a second copy of the survey along with the follow-up letter. Although the follow-up letter generated a fair response, the postage by third-class mail would have been the same even if another survey had been enclosed.

2. Standardize the annual study.

Although not necessarily this version, a standard survey should be developed for repeated use. This would allow more in-depth comparisons and trend studies to be conducted. This may evolve after several years of improving upon previous years' studies, until the most appropriate questions are formed and others are refined or removed.

APPENDICES

APPENDIX A

COMMUNITY SURVEY INSTRUMENT

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COMMUNITY SURVEY INSTRUMENT

Rapid City Police Department Community Survey

1. It is generally felt that patrolling police officers can discourage the following types of crime. How much attention would you like to see your police concentrate on the following areas? (Please circle the appropriate number for each.)

	Much Attention		Some Attention		No Attention
Burglaries	5	4	3	2	1
Property Destruction	5	4	3	2	1
Auto Theft	5	4	3	2	1
Traffic Law Violations	5	4	3	2	1
Robberies	5	4	3	2	1
Liquor Law Violations	5	4	3	2	1
Juvenile Curfew Violation	5	4	3	2	1
Vagrants/Panhandling	5	4	3	2	1
Theft of Car Parts	5	4	3	2	1
Loud Parties	5	4	3	2	1
Drugs	5	4	3	2	1
Other _____	5	4	3	2	1

2. If you observed a crime, would you...

	Yes	No	Don't Know
Avoid involvement with the victim	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Assist a victim needing help	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Report suspicious activity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Avoid involvement with the police	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Report the crime	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Assist police officers needing help	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Testify in court	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. Keeping in mind that the budget is limited, please rank the importance of the following services. (5 is the **most** important, 4 the **next most** important, ... 1 is the **least** important.)

Motor vehicle patrols	[]
Foot patrols	[]
Investigation of crimes by detectives	[]
Crime prevention programs	[]
Traffic enforcement	[]

4. How important is it for the police to do each of the following services? (Place the appropriate number in the blanks.)

Very important		Somewhat important		Not important
5	4	3	2	1

5. For each of the following statements, circle the appropriate number for the degree of concern you have that the problem might happen in **your** neighborhood. (Circle the appropriate number for each.)

	Very Concerned		Some Concern		No Concern
Someone will try to rob you or steal something from you.	5	4	3	2	1
Someone will try to attack you while you are outside.	5	4	3	2	1
Someone will try to break into your home.	5	4	3	2	1
Someone will try to steal or damage your car.	5	4	3	2	1
Someone will damage or vandalize your house or other property.	5	4	3	2	1
Someone will try to attack you sexually.	5	4	3	2	1

6. Have you had contact(s) with the Rapid City police in the last year?

- ☐ Yes ... How many? _____
☐ No ... Please skip to question 12.

7. What was the nature of the most recent contact?

- ☐ I received a traffic ticket.
☐ I was involved in a motor vehicle accident.
☐ I called the department to report an incident
(nuisance, vandalism, etc.).
☐ I was a victim of a crime.
(Specify type _____)
☐ I was a witness to a crime or incident.
☐ I requested information from the department.
☐ I was arrested.
☐ Other (please specify). _____

8. How would you rate the Rapid City police on each of the following: (Circle the appropriate number for each.)

	Excellent	Good	Average	Fair	Poor
Courtesy	5	4	3	2	1
Understanding	5	4	3	2	1
Concern	5	4	3	2	1
Competence	5	4	3	2	1
Solving the problem	5	4	3	2	1

9. Did a police dispatcher give you an estimate of how long it would take the police to arrive?

- ☐ Yes
☐ No
☐ Not applicable... Please skip to question 11.

10. Did the officer(s) arrive:

- ☐ Faster than you expected
☐ Same as you expected
☐ Slower than you expected

11. Overall, how satisfied were you with manner in which the officer(s) responded to **your** contact? (Circle the appropriate number.)

Very satisfied **Somewhat satisfied** **Dissatisfied**
 5 4 3 2 1

Why? _____

12. In the past year, were you the victim of a crime which you did not report to the police?

- ☐ Yes... Please answer question 13.
☐ No... Please skip to question 14.

13. What was your reason for not calling the police?

- ☐ The incident was not a police matter.
☐ Fear of harm from the offender.
☐ Not worth the time or effort.
☐ The police would not do anything about it.
☐ Other (please specify) _____

14. How important are the following problems in **your** neighborhood? (Place the appropriate number in the blanks.)

	Big problem 5	Somewhat a problem 4 3 2	Not a problem 1
_____ Appearance problems (for example, junk cars, etc.)			
_____ Robbery			
_____ Burglary			
_____ Parking/Traffic			
_____ Vandalism			
_____ Problems with neighbors			
_____ Street people/Homeless			
_____ Noise			
_____ Juvenile problems			
_____ Abandoned/run-down buildings			
_____ Public intoxication/drunkenness			
_____ Prostitution			
_____ Drug use			
_____ Other _____			

15. How serious of a problem do you think crime is in Rapid City compared to similar cities in the U. S.? (Circle the appropriate number.)

Very serious 5	About average 4 3 2	Less Crime 1
-------------------	--	-----------------

16. To what extent has fear of crime caused you to change your activities? (Circle the appropriate number.)

Great extent

5

4

To some extent

3

2

Not at all

1

17. Is your neighborhood dangerous enough that during the last year you have considered moving?

☐ Yes

☐ No

18. In the United States **as a whole**, do you think that personal safety is changing? (Circle the appropriate number.)

Becoming safer

5

4

Not changing

3

2

Becoming less safe

1

19. Is safety in **your** neighborhood changing? (Circle the appropriate number.)

Becoming safer

5

4

Not changing

3

2

Becoming less safe

1

20. In your neighborhood, how well do you think the police department performs its duties? (Circle the appropriate number for each.)

Very well

5

4

Average

3

2

Very poor

1

In general/Overall

Patrol Officers

Detectives

5

4

3

2

1

5

4

3

2

1

21. To what extent does the Rapid City Police Department need improvement? (Circle one.)

Great extent

5

4

To some extent

3

2

Not at all

1

Why? _____

22. Has Rapid City Police performance improved or gotten worse in the past year? (Circle the appropriate number.)

Improved

5

4

Same

3

2

Worse

1

Why? _____

23. How would you rate the image of the Rapid City Police Department within the community? (Circle the appropriate number.)

	Excellent			Average		Poor
	5	4		3	2	1
Why?	_____					

24. How would you portray the Rapid City Police? (Circle the appropriate number.)

Effective	5	4	3	2	1	Ineffective
Fair to citizens	5	4	3	2	1	Unfair to citizens
Honest	5	4	3	2	1	Dishonest
Unprejudiced	5	4	3	2	1	Prejudiced

25. Does the local media (television, newspapers, etc.) portray the Rapid City Police Department better or worse than they actually are? (Circle the appropriate number.)

Better			Accurate		Worse
5	4		3	2	1

TO HELP OUR ANALYSIS, WE NEED TO KNOW SOMETHING ABOUT YOU...

26. How would you classify your work?

- ☐ Professional (teacher, social worker, etc.)
- ☐ Clerical/technical
- ☐ Blue collar (factory work, construction, etc.)
- ☐ Retired
- ☐ Homemaker/housewife
- ☐ Currently unemployed
- ☐ Other _____

27. How long have you lived in Rapid City?

_____ Years

28. How old are you?

_____ Years

29. What is your sex?

- ☐ Male
- ☐ Female

30. What is your marital status?

- ☐ Single
- ☐ Married
- ☐ Widowed
- ☐ Separated
- ☐ Divorced

31. What is your education level?

- ☐ Less than high school
- ☐ High school diploma
- ☐ Some college
- ☐ College degree (BA or BS)
- ☐ Beyond bachelor's degree

32. What is your racial/ethnic identity?

- ☐ Asian
- ☐ Black/African American
- ☐ Caucasian/White
- ☐ Hispanic
- ☐ Native American
- ☐ Other _____

PLEASE FEEL FREE TO MAKE ANY ADDITIONAL COMMENTS:

APPENDIX B

CONTACT SURVEY INSTRUMENT

APPENDIX B

CONTACT SURVEY INSTRUMENT

Rapid City Police Department Contact Survey

1. Case numbers: _____ - _____

2. Type of contact:

Traffic Citation			<input type="checkbox"/>
DWI/DUI			<input type="checkbox"/>
Nuisance/Harassment			<input type="checkbox"/>
Vandalism (DPP)			<input type="checkbox"/>
Theft (Petty and Grand)			<input type="checkbox"/>
Robbery (1st/2nd degree)			<input type="checkbox"/>
Burglary	<input type="checkbox"/> 3rd/larceny	<input type="checkbox"/> 1st/2nd	<input type="checkbox"/>
Assault	<input type="checkbox"/> Simple	<input type="checkbox"/> Aggravated	<input type="checkbox"/>
Sex crime	<input type="checkbox"/> Indecent	<input type="checkbox"/> Rape/Asslt	<input type="checkbox"/>
Murder/suicide	<input type="checkbox"/> Suicide	<input type="checkbox"/> Murder	<input type="checkbox"/>

Professionalism:

3. Was the police officer (or officers) **courteous**?

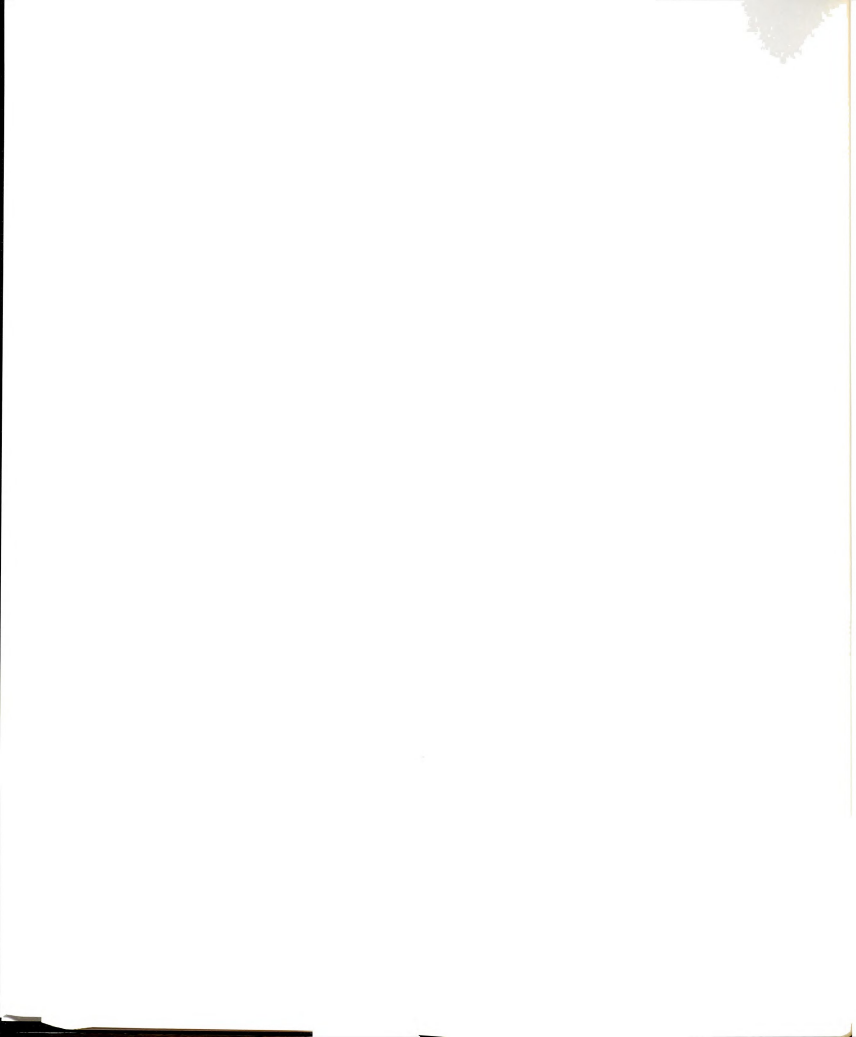
	1	2	3	4	5
Yes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
No	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Don't know	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. Was the police officer (or officers) **understanding**?

	1	2	3	4	5
Yes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
No	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Don't know	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. Was the police officer (or officers) **concerned**?

	1	2	3	4	5
Yes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
No	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Don't know	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



6. Was the police officer (or officers) **competent**?

	1	2	3	4	5
Yes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
No	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Don't know	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Investigative Effort:

7. Did the police officer(s) adequately **search the crime scene**?

	1	2	3	4	5
Yes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
No	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Don't know	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. Did the police officer(s) adequately **examine evidence**?

	1	2	3	4	5
Yes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
No	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Don't know	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. Did the police officer(s) **attempt to locate or question witnesses**?

	1	2	3	4	5
Yes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
No	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Don't know	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10. Did the police officer(s) **make out a report**?

	1	2	3	4	5
Yes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
No	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Don't know	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Response Time:

11. Did a police dispatcher give you an estimate of how long it would take for an officer to arrive?

	1	2	3	4	5
Yes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
No	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not applicable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. Did the police officer(s) arrive:

	1	2	3	4	5
Faster than you expected	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Same as you expected	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Slower than you expected	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Recontact:

13. Were you recontacted for further questioning?

	1	2	3	4	5
Yes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
No	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Don't Know	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

14. Were you recontacted about the status of the investigation?

	1	2	3	4	5
Yes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
No	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Don't Know	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Overall:

15. Overall, how satisfied were you with manner in which the officer(s) responded to your contact? (Scaled from 1 to 5 with 5 being very satisfied, 1 being not satisfied, and 3 being somewhat satisfied.)

	1	2	3	4	5
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Why? 1 _____					
Why? 2 _____					
Why? 3 _____					
Why? 4 _____					
Why? 5 _____					

16. In your neighborhood, how well do you think the police department performs its duties? (Scaled from 1 to 5 with 5 being very well, 1 being very poor, and 3 being average.)

	1	2	3	4	5
In general/Overall	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Patrol Officers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Detectives	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

17. How many contacts have you had with the Rapid City Police Department in the last year?

- 1 _____
 2 _____
 3 _____
 4 _____
 5 _____

DEMOGRAPHIC DATA:

TO HELP OUR ANALYSIS, WE NEED TO KNOW SOMETHING ABOUT YOU...

18. How would you classify your work?

	1	2	3	4	5
Professional (teacher, social worker, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Clerical/technical	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Blue collar (factory work, construction, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Retired	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Homemaker/housewife	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Currently unemployed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

19. How long have you lived in Rapid City?

- 1 _____ Years
 2 _____ Years
 3 _____ Years
 4 _____ Years
 5 _____ Years

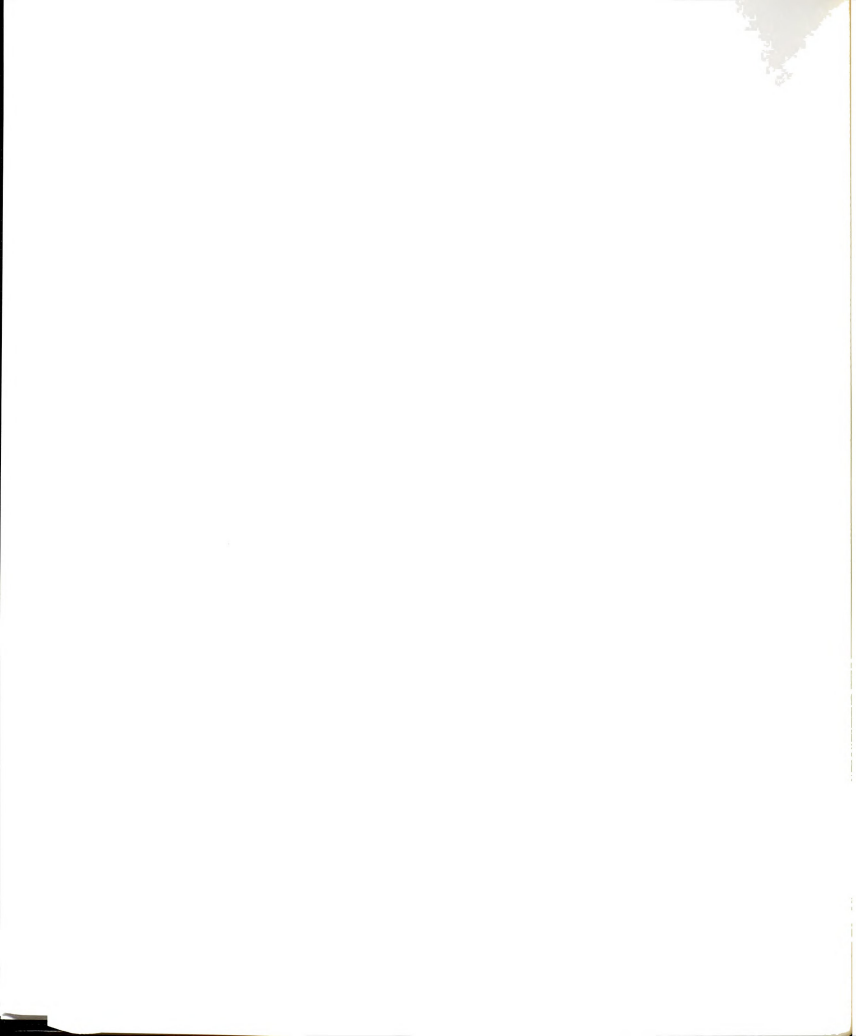
20. How old are you?

- 1 _____ Years
 2 _____ Years
 3 _____ Years
 4 _____ Years
 5 _____ Years

21. What is your sex?

Male
 Female

- | 1 | 2 | 3 | 4 | 5 |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |



22. What is your marital status?

	1	2	3	4	5
Single	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Married	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Widowed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Separated	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Divorced	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

23. What is your education level?

	1	2	3	4	5
Less than high school	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
High school diploma	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Some college	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
College degree (BA or BS)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Beyond bachelor's degree	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

24. What is your racial/ethnic identity?

	1	2	3	4	5
Asian	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Black/African American	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Caucasian/White	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hispanic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Native American	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

PLEASE FEEL FREE TO MAKE ANY ADDITIONAL COMMENTS:

APPENDIX C

MAYOR'S COVER LETTER

AND

INSTRUCTION SHEET

FOR COMMUNITY SURVEY

APPENDIX C

MAYOR'S COVER LETTER AND INSTRUCTION SHEET

[These were included with the survey instrument; the cover letter was printed on letterhead from the Mayor's Office.]

May 28, 1993

Subject: 1993 Police Quality Assurance Study

Dear Rapid City Citizen:

As your Mayor, I am writing this letter to encourage and ask for your important help. Our City and the Rapid City Police Department seeks your help in evaluating our police department and police services provided to our community.

In July 1990, the Rapid City Police Department became a nationally accredited law enforcement agency. In order to maintain their accredited status, the department willingly complies with numerous guidelines and standards. One of these guidelines is to conduct an annual survey of citizens attitudes and opinions with respect to overall agency performance.

Enclosed you will find the Rapid City Police Department's 1993 community survey. I encourage you, a respected citizen of Rapid City, to take the time to complete the survey and tell us just how well you think your Police Department is doing. Remember, the Rapid City Police Department does exist to serve you. This survey is their citizen report card. Your responses are viewed by the Police Department as a means to learn from our citizens about how they can improve their service to the community.

May I stress to you that you are one of a select number of citizens who have been randomly sampled to complete this survey. As such, your responses are incredibly important to our study. Please take the few minutes necessary to answer each and every question. Please place the completed questionnaire in the stamped return envelope and mail it no later than June 15, 1993 so your responses will be included in the results.

As your Mayor, and on behalf of the Rapid City Police Department, I would like to thank you in advance for your time and effort to help evaluate our community's police department and services. Together we can make Rapid City an even better and safer place for all of us and our families to live.

Sincerely,

Ed McLaughlin
Mayor

Rapid City Police Department 1993 Community Survey

Instructions

For each question select the most appropriate answer. In some cases this will require placing a check in a box; for others, a number is to be circled or placed in a blank. For some questions with number scales, not all of the numbers are marked with headings; these numbers represent a response between two marked responses, and may be selected. Where asked, please explain your answers; these comments are extremely helpful in evaluating the performance of the Police Department. There are questions on both sides of the pages; be sure to answer those on the back sides. After you have completed the survey, place it in the stamped return envelope and mail it by June 15, 1993 so that your responses will be included in the results.

All of your answers will be kept strictly confidential; the police will not be informed who has received the survey or how individuals responded. The number on the survey is for control only; it will not be used to identify you. By completing and returning the questionnaire, you indicate your voluntary agreement to participate in the study.

APPENDIX D

NEWSPAPER ARTICLE
ON QUALITY ASSURANCE STUDY

APPENDIX D

Newspaper Article on Quality Assurance Study

Rapid City Journal
Sunday, May 30, 1993

Police Want to Know how They're Doing

By Hugh O'Gara
Journal Staff Writer

The Rapid City police Department has a simple question for city residents: So, how we doing?

Since Friday, 1,000 residents selected at random are being asked to answer a questionnaire on the department's performance. Also, another 150 to 200 residents who had direct contact with the department last year will be contacted by telephone for a personal survey.

Police Chief Tom Hennies said the department considered the mail survey a customer service check.

"The survey will serve as a citizen report card," said Hennies. "The findings of the study will be considered seriously by the police department regarding how we can improve police services in our community."

The department officers have worked hard in the past year to serve the community, Hennies said, and he said he believed the response to the questionnaires would reflect that dedication.

"However, if there are service areas where the department should improve, we want to be the first to know about it," Hennies said. "The department goal is to provide police services to the satisfaction of their community, their most important customer."

Department Chief of Staff Dick Talley said changes in the department's procedures suggested by the public through the survey would be submitted to the department's training committee. In the past, the committee has changed police procedures based on suggestions from the public.

"They (the public) have a right to tell us how we're doing," Talley said.

The survey on the public's attitudes and opinions on the department's performance are part of the requirements for the police department's national accreditation status. The Rapid City Police Department has been nationally accredited since July 1990.

To retain its national accreditation status, the department complies with numerous standards, including an annual public survey.

The department advertised nationally at universities with criminal justice programs for graduate students interested in conducting the study. David Lee, a graduate student at the school of criminal justice at Michigan State University, was selected to oversee the project.

"Having someone from outside the department do the survey research will add to the objectivity of the study," Hennies said.

The final report will be made public this fall.

APPENDIX E

MAYOR'S FOLLOW-UP LETTER
TO NONRESPONDENTS

APPENDIX E

Mayor's Follow-up Letter to Non-respondents

[This letter was sent to those who had not yet responded to the survey by the initial deadline, and was printed on letterhead from the Mayor's Office.]

June 17, 1993

Subject: 1993 Police Quality Assurance Study

Dear Rapid City Citizen:

About three weeks ago, a survey on the quality of police services was mailed to a randomly selected number of the residents of Rapid City. Unfortunately, the response by the requested date was very low.

I encourage you, a respected citizen of Rapid City, to take the time to complete the survey, if you have not already done so, and tell us just how well you think your Police Department is doing. Remember, the Rapid City Police Department does exist to serve you. This survey is their citizen report card. Your responses are viewed by the Police Department as a means to learn from our citizens about how they can improve their service to the community.

Because of the low response rate, the period of the study has been extended so that your input may be included in the results. Please take the few minutes to complete the questionnaire as soon as possible, as your cooperation is vital to the study.

If you have any questions regarding the survey, or have misplaced yours and need another copy, please contact the Project Manager, David Lee. He is working out of the Investigations office at the Police Department, and can be reached at 394-4133.

As your Mayor, and on behalf of the Rapid City Police Department, I would like to thank you in advance for your time and effort to help evaluate our community's police department and services. Together we can make Rapid City an even better and safer place for all of us and our families to live.

Sincerely,

Ed McLaughlin
Mayor

APPENDIX F

TELEPHONE CONSENT FOR
CONTACT SURVEY

APPENDIX F

Telephone Consent for Contact Survey

Survey introduction

Hello, my name is _____, and I am working with an independent research consultant conducting a survey on the quality of service of the Rapid City Police Department. According to the Police Department's records, you [(made a call for service) **or** (came in contact with an officer)] on [date _____] regarding [nature of contact _____]. Is that correct?

[If no, apologize for the inconvenience and terminate conversation.]

Would you be willing to take a few minutes to answer some questions about how the police handled the incident? Your answers will be kept strictly confidential; the police do not know which individuals are being contacted. Although your participation in this survey is voluntary, I am hoping that you will take this opportunity to voice your opinion on the quality of service provided by the Rapid City Police Department. You indicate your voluntary agreement to participate by answering the questions. You may refuse to answer any questions you do not want to, although complete responses will be the most helpful in evaluating your police.

Closing Remarks

Thank you for your time and cooperation. If you have any questions or comments after this conversation, please contact the project manager, David Lee, at (605) 394-4134, or write to the Rapid City Police Department.

APPENDIX G

UNIVARIATE RESULTS FROM
COMMUNITY SURVEY

APPENDIX G

UNIVARIATE RESULTS FROM COMMUNITY SURVEY

1. It is generally felt that patrolling police officers can discourage the following types of crime. How much attention would you like to see your police concentrate on the following areas? (The question was scaled from 1 to 5, with 5 representing "Much Attention", and 1 representing "No Attention". Below are the mean and standard deviation for each of the 11 categories, which have been ordered from high to low by the means.)

<u>Category</u>	<u>N</u>	<u>Mean</u>	<u>Standard Deviation</u>
Robberies	337	4.6	.64
Drugs	343	4.6	.71
Burglaries	345	4.6	.65
Property Destruction	346	4.4	.73
Auto Theft	343	4.3	.82
Theft of Car Parts	341	3.8	.94
Liquor Law Violations	340	3.8	.98
Traffic Law Violations	338	3.8	.94
Juvenile Curfew	340	3.5	1.08
Loud Parties	344	3.2	.93
Vagrants/Panhandling	339	3.0	1.02

2. If you observed a crime, would you . . . (This question had seven categories answered "yes," "no," or "don't know." For some questions, no is a positive answer.)

Avoid involvement with the victim (N=330)

No	223	67.6%
Yes	35	10.6%
Don't Know	72	21.8%

Assist a victim needing help (N=344)

Yes	304	88.4%
No	6	1.7%
Don't Know	34	9.9%

Report suspicious activity (N=350)

Yes	330	94.3%
No	8	2.3%
Don't Know	12	3.4%

Avoid involvement with the police (N=338)		
No	294	87.0%
Yes	23	6.8%
Don't Know	21	6.2%

Report the crime (N=348)		
Yes	344	98.9%
No	3	0.9%
Don't Know	1	0.3%

Assist police officers needing help (N=342)		
Yes	308	90.1%
No	12	3.5%
Don't Know	22	6.4%

Testify in court (N=343)		
Yes	285	83.1%
No	9	2.6%
Don't Know	49	14.3%

3. Keeping in mind that the budget is limited, please rank the importance of the following services. (5 is the **most** important, 4 the **next most** important, . . . 1 is the **least** important.) (There were five categories to rank, which have been ordered from high to low by means.)

(N=229)	<u>Mean</u>	<u>Standard Deviation</u>
Motor Vehicle Patrols	3.8	1.17
Investigate Crimes	3.7	1.17
Crime Prevention	2.9	1.34
Traffic Enforcement	2.5	1.23
Foot Patrols	2.0	1.22

4. How important is it for the police to do each of the following services? (There were 12 categories to be rated from 1 to 5 where 5 represented "Very Important" and 1 represented "Not Important." The categories have been ranked by means.)

<u>Category</u>	<u>N</u>	<u>Mean</u>	<u>Standard Deviation</u>
Investigation of all vehicle accidents	341	4.0	1.05
Assist stranded motorists	341	3.8	1.03
Teaching children pedestrian safety	342	3.6	1.14
Checking the welfare of senior citizens	343	3.5	1.04
School truancy checks	338	3.1	1.15
Pick up found property	335	2.9	1.07
Business buildings security inspections	341	2.9	1.06
Funeral escorts	342	2.7	1.16
Home security checks for vacationers	342	2.7	1.12
Animal complaints	342	2.6	0.98
Assist people locked out of their homes	341	2.5	1.18
Assist people locked out of their cars	339	2.5	1.20

5. For each of the following statements, circle the appropriate number for the degree of concern you have that the problem might happen in **your** neighborhood. (There were six categories to be rated from 1 to 5 where 5 represented very concerned and 1 represented no concern, which have been ordered by their means.)

<u>Category</u>	<u>N</u>	<u>Mean</u>	<u>Standard Deviation</u>
Someone will try to break into your home.	341	3.4	1.15
Someone will damage or vandalize your house or other property.	342	3.3	1.17
Someone will try to rob you or steal something from you.	340	3.2	1.18
Someone will try to steal or damage your car.	342	3.2	1.20
Someone will try to attack you while you are outside.	342	2.6	1.29
Someone will try to attack you sexually.	341	2.6	1.42

6. Have you had contact(s) with the Rapid City police in the last year?

(N=346)	Frequency	Percent
No	190	54.9
Yes	156	45.1

6a. How many?

The number of contacts in the past year ranged from 1 to 12, with a mean of 2.2 and a standard deviation of 1.98.

7. What was the nature of the most recent contact?

(N=150)	Frequency	Percent
Traffic Ticket	13	8.7
Motor Vehicle Accident	27	18.0
Reported an Incident	48	32.0
Victim of a Crime ⁴	23	15.3
Witness to a Crime	4	2.7
Requested Information	7	4.7
Arrested	1	0.7
Other	27	18.0

8. How would you rate the Rapid City police on each of the following: (The question consisted of five categories, all to be rated from 1 to 5 where 5 represented "Excellent" and 1 represented "Poor.")

a. Courtesy (N=153):

The respondents rated the courtesy of the officers with a mean of 4.3 and a standard deviation of .92.

b. Understanding (N=151):

Respondents rated the officers' understanding with a mean of 4.1 and a standard deviation of 1.13.

c. Concern (N=153):

The level of concern of the officers was rated with a mean of 4.0 and a standard deviation of 1.11.

d. Competence (N=151):

Respondents rated the level of concern of the officers with a mean of 4.1 and a standard deviation of 1.09.

e. Solving the problem (N=146):

The mean for this variable was 3.9, with a standard deviation of 1.17.

9. Did a police dispatcher give you an estimate of how long it would take the police to arrive?

(N=87)	Frequency	Percent
Yes	38	43.7
No	49	56.3

10 Did the officer(s) arrive (faster, the same, or slower) than you expected?

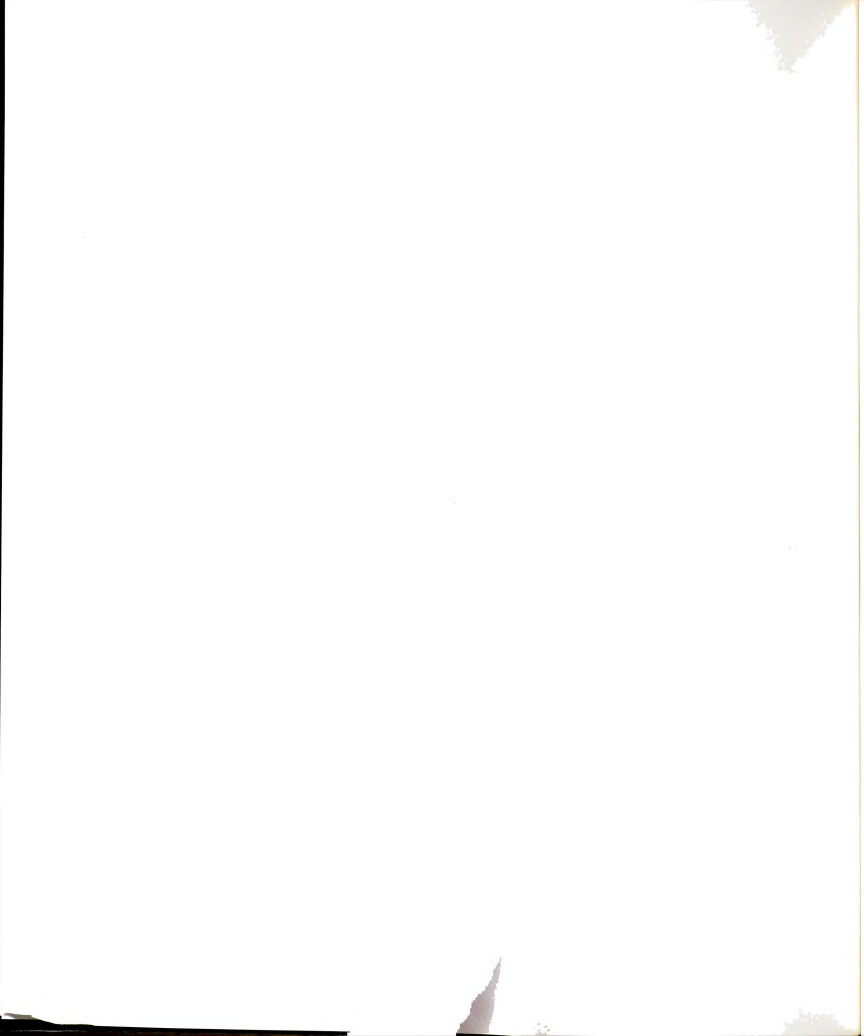
(N=86)	Frequency	Percent
Slower	20	23.3
Same	37	43.0
Faster	29	33.7

11. Overall, how satisfied were you with the manner in which the officer(s) responded to **your** contact? (This question was to be rated on a scale from 1 to 5 where 5 represented "Very Satisfied" and 1 represented "Dissatisfied.")

The responses to overall satisfaction had a mean of 4.0, with a standard deviation of 1.19.

12. In the past year, were you the victim of a crime which you did not report to the police?

(N=344)	Frequency	Percent
No	314	91.3
Yes	30	8.7



13. What was your reason for not calling the police?

(N=30)

	Frequency	Percent
The incident was not a police matter	1	3.3
Fear of harm from the offender	3	10.0
Not worth the time or effort	12	40.0
The police would not do anything	9	30.0
Other	5	16.7

14. How important are the following problems in **your** neighborhood? (There were 13 categories to be rated from 1 to 5 where 5 represented "Big Problem" and 1 represented "Not a problem," which have been ordered by their means.)

<u>Category</u>	<u>N</u>	<u>Mean</u>	<u>Standard Deviation</u>
Parking/Traffic	332	2.1	1.34
Vandalism	333	2.1	1.16
Burglary	331	1.9	1.09
Noise	334	1.8	1.14
Appearance problems	335	1.7	1.16
Robbery	330	1.7	.91
Juvenile problems	333	1.7	.98
Problems with neighbors	333	1.5	.98
Drug use	321	1.3	.78
Public intoxication	336	1.3	.76
Run-down buildings	333	1.2	.65
Street people/Homeless	332	1.2	.62
Prostitution	331	1.0	.27

15. How serious of a problem do you think crime is in Rapid City compared to similar cities in the U. S.? (This question was to be rated on a scale from 1 to 5 where 5 represented "Very Serious" and 1 represented "Less Crime.")

The responses to this question had a mean of 2.9 and a standard deviation of .88.

16. To what extent has the fear of crime caused you to change your activities? (this question was also to be scaled from 1 to 5 where 5 represented "Great Extent" and 1 represented "Not at All.")

The responses to this question had a mean of 2.3, with a standard deviation of 1.07.

17. Is your neighborhood dangerous enough that during the last year you have considered moving?

(N=348) Frequency Percent

No	338	97.1
Yes	10	2.9

18. In the United States **as a whole**, do you think that personal safety is changing? (This question was to be scaled from 1 to 5 with 5 representing "Becoming Safer" and 1 representing "Becoming Less Safe.")

The responses to this question had a mean of 1.7 and a standard deviation of .93

19. Is safety in **your** neighborhood changing? (This question, as a companion to question 18, was scaled identically.)

The responses for this question had a mean of 2.9 and a standard deviation of .66.

20. In your neighborhood, how well do you think the police department performs its duties? (This question had three parts, all to be scaled from 1 to 5 where 5 represented "Very Well" and 1 represented "Very Poor.")

a. In General/Overall (N=338):

The responses to this part of question 20 had a mean of 4.0, with a standard deviation of .93.

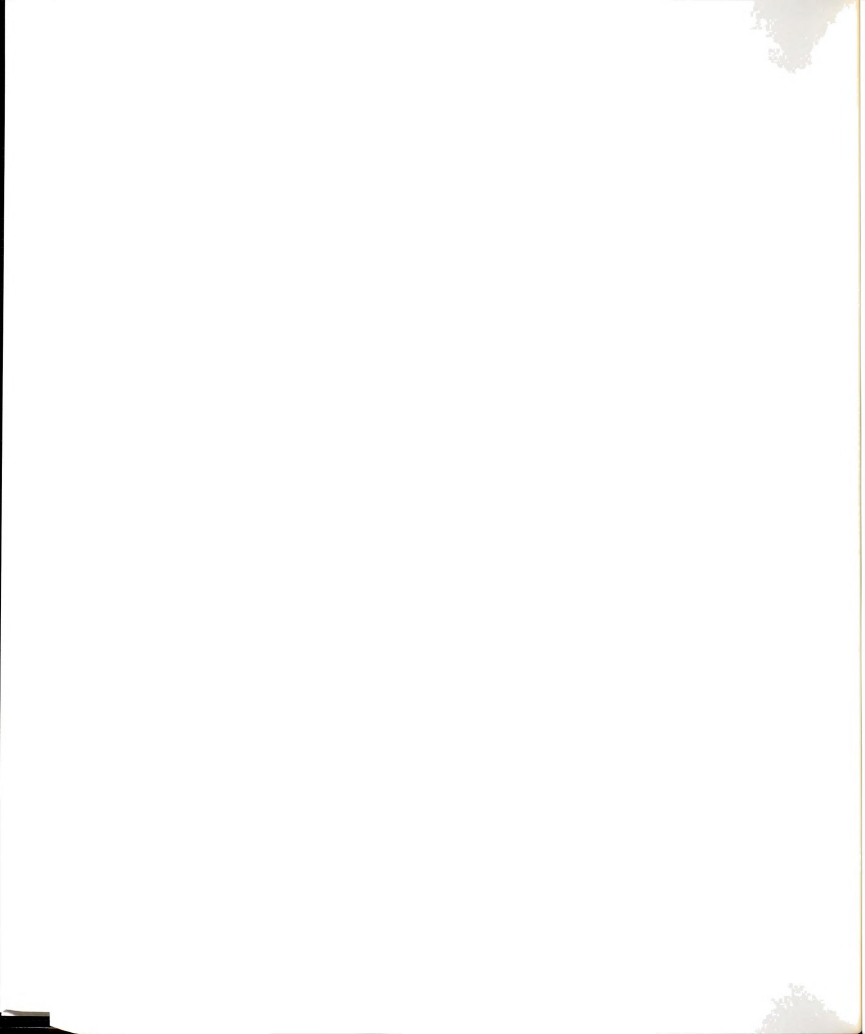
b. Patrol Officers (N=318):

The responses to this part of question 20 had a mean of 3.7 and a standard deviation of 1.01.

c. Detectives (N=282):

Responses to this part of question 20 had a mean of 3.6 and a standard deviation of .91.

21. To what extent does the Rapid City Police Department need improvement? (This question was to be scaled from 1 to 5 where 5 represented "Great Extent" and 1 represented "Not at All.")



The responses to the need for improvement had a mean of 2.6 and a standard deviation of .94.

22. Has Rapid City Police performance improved or gotten worse in the past year? (This question was also to be scaled from 1 to 5 where 5 represented "Improved" and 1 represented "Worse.")

The responses to this question had a mean of 3.4 and a standard deviation of .68.

23. How would you rate the image of the Rapid City Police Department within the community? (This question was also to be rated from 1 to 5 where 5 represented "Excellent" and 1 represented "Poor.")

The mean response for image within the community was 3.9, with a standard deviation of .80.

24. How would you portray the Rapid City Police? (This question consisted of four sets of paired adjectives and a scale from 1 to 5 where 5 represented the positive adjective and 1 represented the negative adjective.)

a. Effective/Ineffective (N=330):

The responses to effectiveness had a mean of 4.1, with a standard deviation of .76.

b. Fair/ Unfair (N=328):

Responses to the pair for fairness had a mean of 4.1, with a standard deviation of .80.

c. Honest/Dishonest (N=326):

The responses to this set of paired adjectives had a mean of 4.2, with a standard deviation of .82.

d. Unprejudiced/Prejudiced (N=324):

Responses to perceived prejudice (or lack thereof) had a mean of 3.8, with a standard deviation of .96.

25. Does the local media (television, newspapers, etc.) portray the Rapid City Police Department better or worse than they actually are? (This question was to be rated from 1 to 5 where 5 represented "Better," 1 represented "Worse," and 3 represented "Accurate.")

The media portrayal of the Police Department was rated with a mean of 3.0, with a standard deviation of .65.

26. How would you classify your work?

(N=338)	Frequency	Percent
Professional	105	31.1
Clerical/Technical	39	11.5
Blue Collar	29	8.6
Retired	85	25.1
Homemaker	37	10.9
Unemployed	3	0.9
Other	40	11.8

27. How long have you lived in Rapid City?

The results of this question ranged from 1 to 81 years, with a mean of 23.2 and a standard deviation of 16.6.

28. How old are you?

Responses to this question ranged from 18 to 90, with a mean of 50.3 and a standard deviation of 16.2

29. What is your sex?

(N=342)	Frequency	Percent
Male	131	38.3
Female	211	61.7

30. What is your marital status?

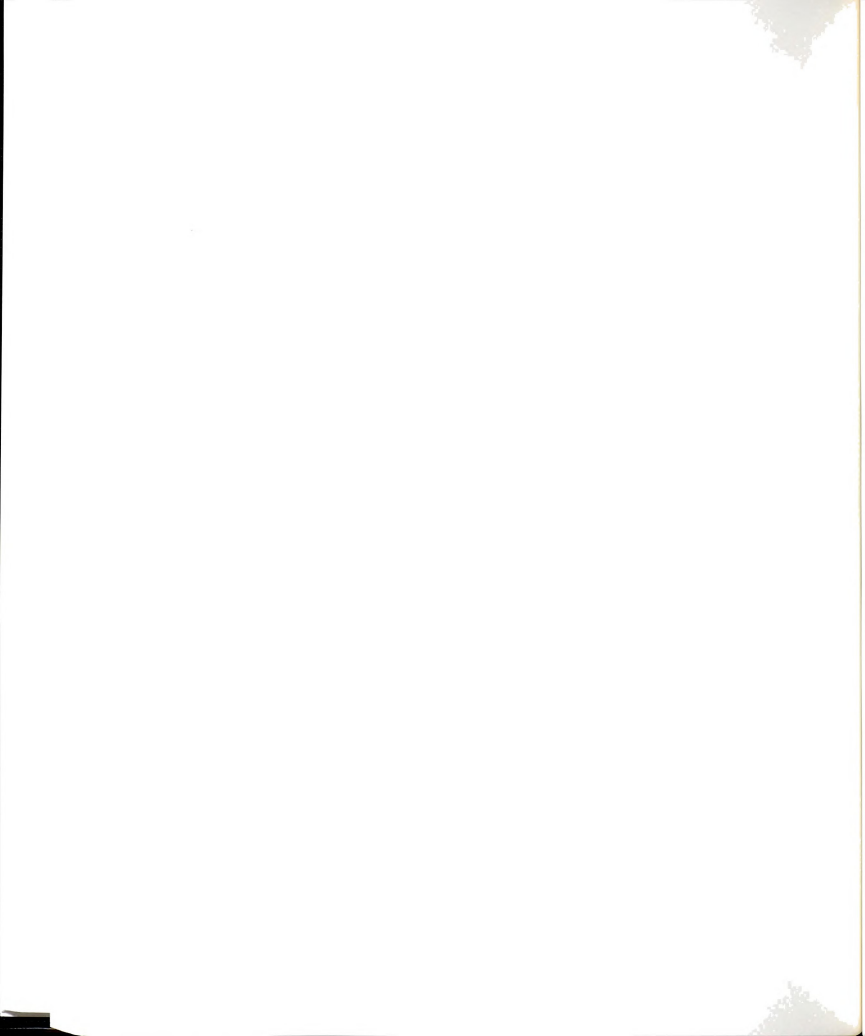
(N=340)	Frequency	Percent
Single	37	10.9
Married	247	72.6
Widowed	21	6.2
Separated	4	1.2
Divorced	31	9.1

31. What is your education level?

(N=343)	Frequency	Percent
Less than H. S.	20	5.8
High School	90	25.1
Some College	123	35.9
Bachelor's Degree	57	16.6
Beyond Bachelor's	53	15.5

32. What is your racial/ethnic identity?

(N=342)	Frequency	Percent
Asian	1	0.3
Black	0	0.0
Caucasian	318	93.0
Hispanic	1	0.3
Native American	18	5.3
Other	4	1.2



APPENDIX H

QUALITATIVE COMMENTS FROM
THE COMMUNITY SURVEY

APPENDIX H

Qualitative Comments from the Community Survey

These comments were made by respondents at the space provided at the end of the survey. All comments were included; the only portions removed were those that could identify the respondent. For the purpose of readability, some comments have words added in brackets; spelling errors have been left intact and are noted as such.

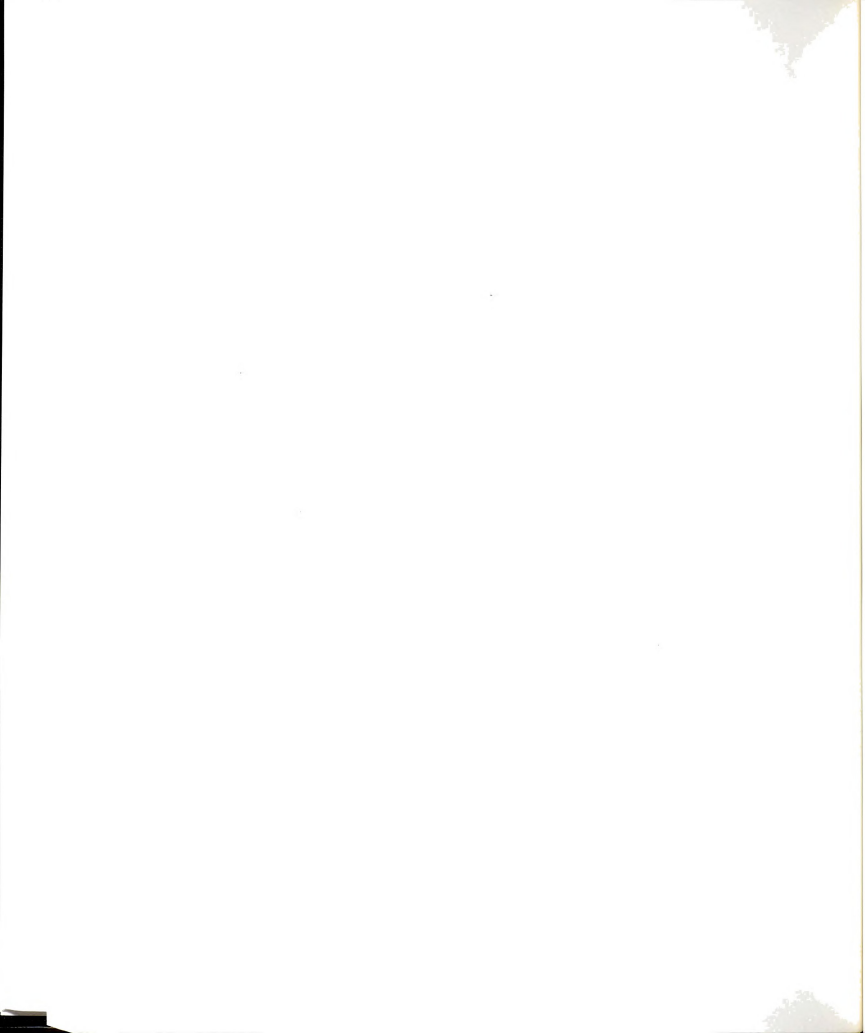
Downtown Region

Ward 1 Precinct 1

024 "They are moving a lot of Indians in[to] our neighborhood and they are loiters [sic] and do not care at all about the appearance of their homes and property in turn causing our property to go down in value. If they want to live in these areas they should put a little effort into beautifying their homes and not boarding up the windows. Take a look at [xxx] St. Andrew -- I feel this is going to hurt us when we try to sell our property. I have no idea if they rent or own their home but it is really discouraging." [Address mentioned was removed.]

033 "Three years ago at an intersection of St. Pat and Cherry Ave., a cyclist hit my rear fender. I did not see him -- However I know at an intersection it is automatic for the one making a turn [to get] a traffic violation -- It was not serious but a motorcycle patrol man happen [sic] by and was a friend and the damage was minimal and he said he was fine. The fellow from Pig Performance [a local motorcycle repair shop] came -- the office[r] didn't check me at all until he found all he wanted from the other fellow. When I found out from my insurance company some time later what they paid I was astounded at the total amount."

039 "I would like to see underaged drinking enforced more. Also I wish their [sic] was strict laws for buying for underaged citizens. Younger kids think drinking will wash



away their problems or fears. Boy are they wrong."
[Respondent is a 24-year-old-male.]

056 "Because I have had no problems as a resident of R. C. it was difficult answering some questions; nothing to compare except my true feelings for our police dept. that through my eyes does an excellent job."

057 "In an emergency situation where my husband had a heart attack the police were great -- arriving even before the ambulance, doing CPR, and being kind and supportive to me at that difficult time. Thanks!"

South Region

Ward 1 Precinct 2

066 "Our police officers do their job well! Listening to a public service scanner it appears there is not always sufficient back-up available to ensure the safety of our officers and to handle the volume of calls received in a timely manner. They should be admired for their dedication to be in law enforcement considering negative attitudes projected toward them by some people. Also, I certainly would not think it is the pay scale which convinces them this is a the job for them."

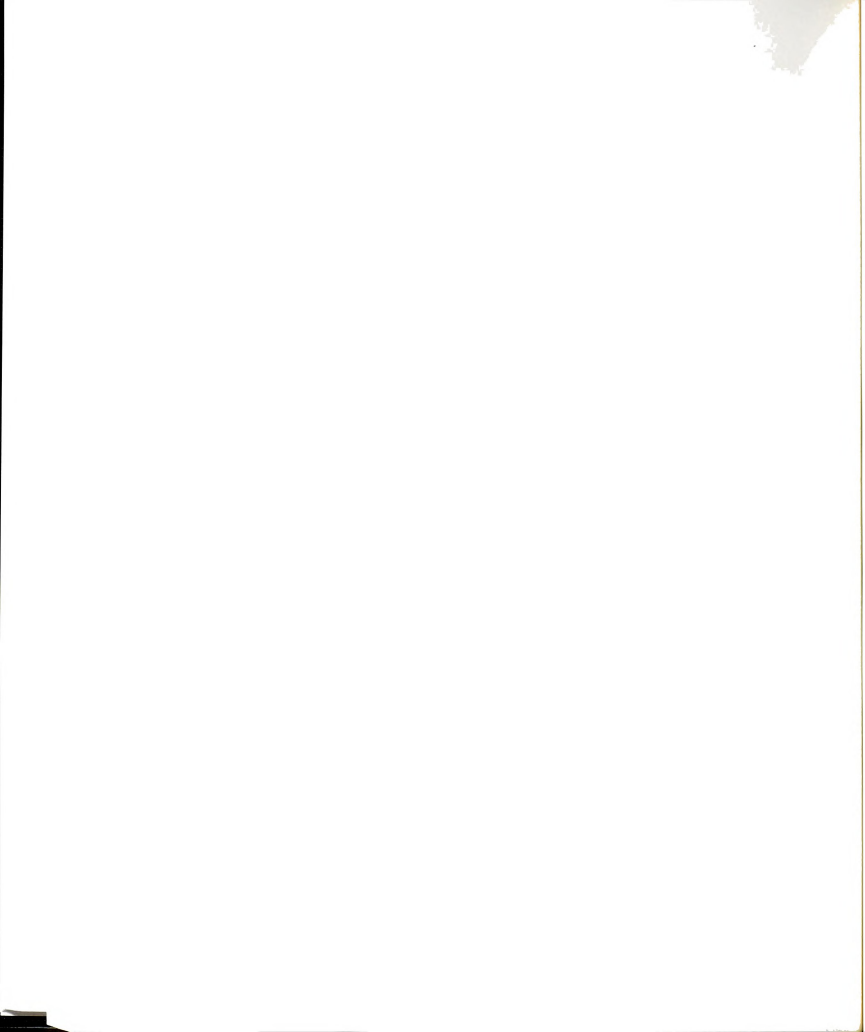
071 "I have never seen the police in my neighborhood, but then I've not yet ever needed to."

072 "I think the police department needs a 'venting' program, so they don't take work home with them. This is a period when they talk out their experiences of the day. When you stop and think about it, they have a lot of responsibility. And sometimes I'm sure it's hard to justify the actions of people and let it go. Thank you for letting me participate and give my opinion. Keep up the good work."

077 "I think it's great when the 'major' crimes are getting solved. (Rapes, murders, robberies, etc.)"

084 "Keep up the good work! I am impressed and feel good about the cooperation and interaction between the various agencies working together to solve and prevent problems. There are many excellently qualified and caring people working together -- not only locally but with state and national people. I feel our Rapid City Police Department has excellent leadership."

094 "No problem with police dept. -- Sheriff's dept needs an overhall [sic]. Doesn't anyone oversee these people? Can



they just do and say whatever they want, and a citizen has to take it? How can they arrest someone on what a neighbor says, with no evidence?"

114 "I don't have much contact with the P.D., but, other than the incident I mentioned [for personal contact: 'An officer came to my door after being informed that my child was crying uncontrollably. He had the wrong apartment.'], the officers seem ok. I do feel that they can be racist at times against Native Americans, but as this is the prevailing attitude in R.C. it doesn't surprise me. I always see cops parked with they're [sic] radar guns to catch speeders and that bothers me. I know speeding is against the law, but it seems like they could be doing something else. A friend of mine had her car window smashed twice in broad daylight. A cop would seem to have more use stopping something like that rather than a speeder. Overall, as cops go, ours are as good as any. I feel I could count on one if needed. Good Job." [Respondent is a 20-year-old Native American female.]

122 "I think we have a fine Police Dept. -- could always use more protection in parking areas at night."

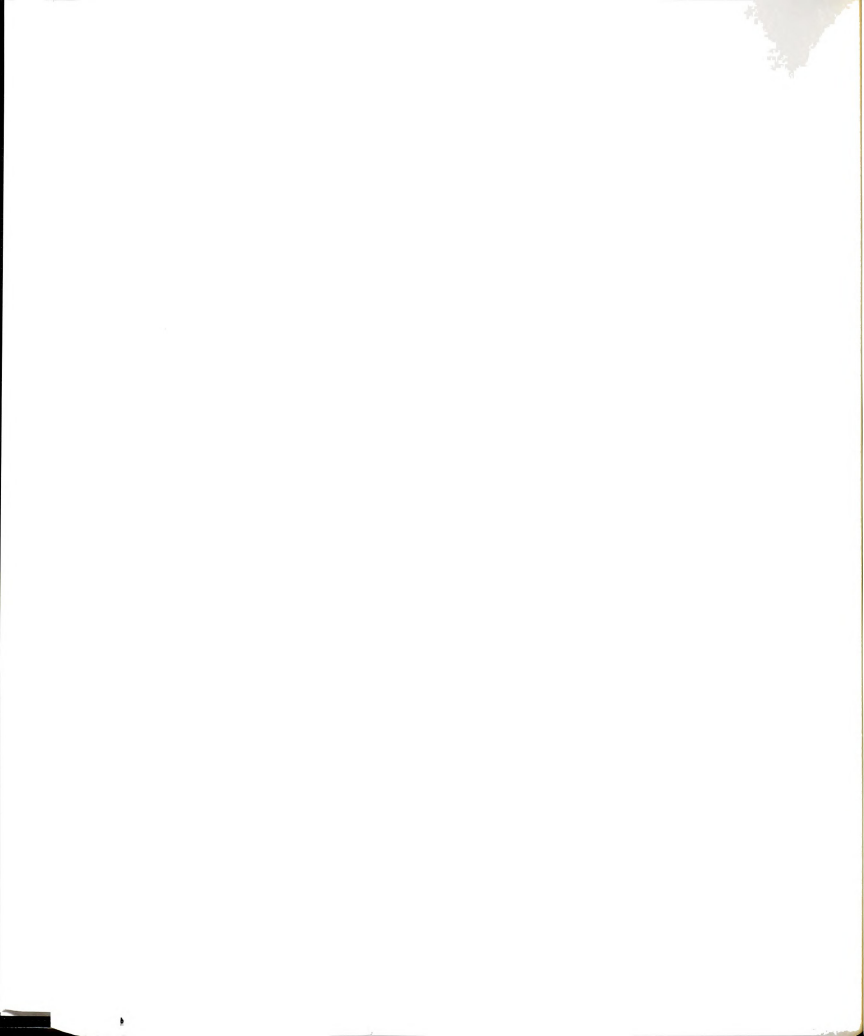
128 "One of my encounters with the police was very positive and the other very negative. I'm sorry to say the negative one stands out in my memory and may have influenced my responses more than the positive one. On the other hand, other people keep relating negative experiences to me also."

Ward 1 Precinct 3

133 "I think for the most part that the police do a fair and honest job. I've never had any problems with the law or been arrested. A couple of times [I have] been stopped for no reason by police and they'll say they stopped me for failure to yield in a residential area when their [sic] are no yield signs. I think they should have more important things to do than that." [Respondent is an 18-year-old male.]

165 "Violence against women is a major problem in Rapid City and the U.S. Just this week a woman was raped on the bike path. I think convicted rapists should face capital punishment." [Respondent, male, indicated concern over violence against women in several places on the survey.]

173 "I think the police hassel [sic] the teenagers too much according to what they drive and where they hang out. The police should try to be more friendly and not so suspicious.



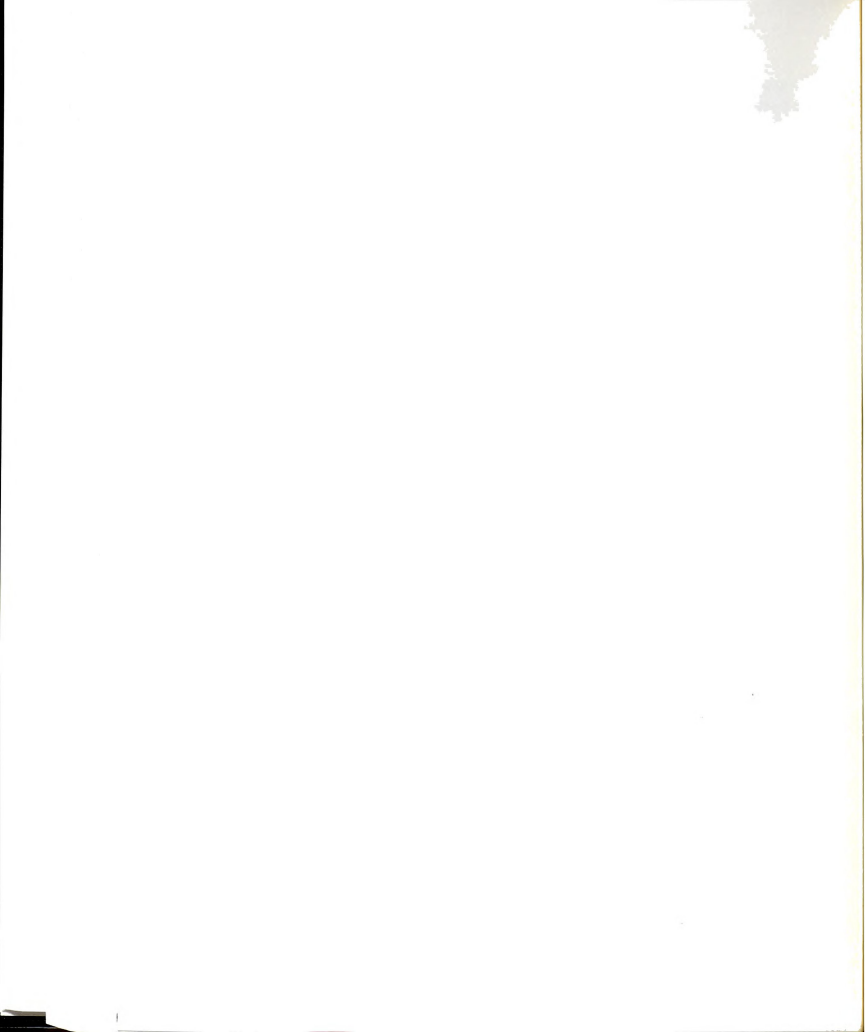
How quickly we as adults forget what it was like to be a teenager." [Respondent is a 41-year-old female.]

183 "Overall I feel safe in Rapid City but there is one area that I feel needs improvement. I have been riding the bike path for a couple of years, usually between 8-10 a.m. The area between Roosevelt Park and the Civic Center needs much more attention. I'm sure you are aware of the problem and are trying to find a solution. I have seen a lot of drunkenness (with one man urinating right in front of me). The bike path is a big plus for Rapid City and used by many people. We tax payers have seen improvements made along Rapid Creek to make it more scenic but so much of it is spoiled by broken bottles, trash, and people 'sleeping it off.' Let's get the people that are trashing this area to start sweeping up the glass and picking up the trash. We all want to enjoy the bike path, it's too bad that under the bridges and surrounding areas are being so abused. I think more patrolling under the bridges might help this problem. Thanks for your consideration. Keep up the good work!!"

188 "I feel that on some giving times, (more often than not), the police department shorts itself with patrol officers. I recently had the opportunity to visit the new dispatch center on a Sunday afternoon. I was dumbfounded with all the calls waiting to be dispatched to an officer and how long these calls took to even get through to an officer so he could respond. I think their [sic] was only four or five officers on duty at this time and they were swamped with calls. We need more police patrolling the streets of Rapid City all the time. Rapid City covers a lot of ground and the police units on duty are not enough to handle a town this spread out. Rapid City is going to start drawing more and more criminals if this trend continues. As a taxpayer of this city and county, I would much rather pay taxes on the police budget, to add more officers per shift, than to build an overbuilt Corral Drive School or new city administration building to name just a few."

189 "The P.D. needs to be more visual to kids. My kids are very much in tune with the P.D. They like to be waved to and talked to. The P.D. also can assist me in drug prevention with my kids (as they have been). The P.D. has power over kids. Mine idolize the police. Keep up the good work in this area!"

191 "I would like to see neighborhood clean up enforced such as old cars, firewood, weeds, --"



197 "The Rapid City government is to be commended for a job well done! I have observed that a real effort is made to be fair to all citizens." [Respondent is Caucasian, but reported that he has a Lakota wife.]

198 "I have two concerns. 1: There are a tremendous number of young teens with no or limited supervision and not enough to do. I strongly support a curfew for 16 and under. 2: I have a growing concern about the numbers of stop sign and red light violations I see."

202 "For the most part I find our police to be friendly, courteous and attentive. It is not an easy job but they wear their badge well. I have respect for the officers that serve our city."

215 "In the past year I have come across 3 incidents of unprofessional or inappropriate behavior by RCPD officers. 1: My sister-in-law had her car booted for parking tickets -- turned out to be the wrong car, mistakes happen -- but after the frustrating experience the officer who took the boot off asked her out for a beer. She was furious that he would do this while on duty -- I agree. 2: Sister-in-law again, getting obscene phone calls at work. An officer came to the office to give advice on what to do. He asked for her phone number, not as part of a report, but for personal use! Again poor judgment -- especially when she's having phone problems to begin with. 3: A female friend was pulled over for a traffic offence [sic] (she won in traffic court). The officer demanded her home phone number -- said her work number wasn't sufficient. Others at the RCPD have told us that a home phone number is not mandatory. It seems we have some lonely officers on the RCPD. One other incident which I'll mention. A burglary at my place of employment. The officers who responded did not completely search the building. It was approx. 7 a.m. and seemed obvious that the burglars had left but we later pieced together evidence that strongly suggests that the burgler(s) [sic] were in the building as long as 45 minutes after the officers arrived. Most of the building was searched but one area wasn't for some reason. If a full search had been done those responsible may have been caught -- also those of us who were at the scene may have been in danger as we wandered around the building taking inventory of stolen items. I almost went down that dark hallway but decided it looked untouched so I passed it by. That is where we believe the burgler [sic] was hiding."

Ward 2 Precinct 1

223 "I just cannot conceive of better leadership in a police department than we perceive the leadership of Tom Hennies to be. He is religious, intelligent and speaks out in support of the family and its importance. Mental health professionals are encountering a Godless, consciousnessless [sic] group of people who never received a moral compass from those who should have provided their moral guidance. The best most well equipped police department cannot correct the neglect of thousands of parents who neglect their kids in amoral pursuits. I know the mayor must value this portion of city government."

230 "I marked a low priority on some that I felt could be handled by persons other than the police -- such as educational programs, checking elders, etc."

241 "The patrol cars drive to [sic] fast thru this busy street (between 8th and 5th) without lights or sirens going. Lots of the kids in these 3 blocks ride their bikes in the street and speeding cars are not necessary."

243 "I have only lived in Rapid City 2-1/2 years and have had no personal contact with the law since I came and have heard no special comments one way or another about them." [Respondent declined to complete the survey.]

244 "I appreciate the high visibility. I support the program with McGruff for children. I believe in teaching them young. I think it's important for people to remember the police can't be everywhere and that they too should be alert. Maybe more neighborhood watch areas?"

247 "Dear Mayor McLaughlin; I am 90 years old and live at Westhills Village, so do not feel qualified to fill out the survey, as so far I have really had no contact with our police, except when they call and ask for money. However, I do hear much good about them. We are lucky to have such a good police force in Rapid City."

251 "I have lived in Rapid City all my life -- and have seen it change -- some good and some bad -- but would not choose to live anywhere else -- I have always been treated fair and feel the police have done a good job. I now live in West Hills Village apartments and still drive my car -- so to the best of my ability have answered these questions from a person who for [the] last 6 years has not had much contact." [Respondent is an 81-year-old female who indicated she has lived in Rapid City for all 81 years.]

262 "The Police Dept. has excellant [sic] leadership and good hardworking employees -- although there are far too few of them!"

270 "Deflat [sic] the eggo [sic] of some of the detectives to the position that they are still among the human race. We, citizens, know they can not walk on water, and we do not appreciate being looked upon as second rate people." [Respondent has had contact with the department, the most recent of which was to report an incident; he responded that he was very satisfied with that contact.]

278 "My husband and I lived in the 600 block of Cleveland [St.] for 4 years. It was a little unnerving once in a while we would have people running through our driveway to the alley at 1 or 2 in the morning. One time someone put eggs in a friend of ours [sic] gas tank that was parked in the driveway next to the alley. Just things like that and people parking back there meeting other people at all hours of the morning. The times I had called the police about people by the back of my house (inside the fence). They were very nice and understanding -- checked things out and everything. The second time was for a little different reason -- a man was parked right behind my house watching it -- I didn't know him. When the policeman got there the man was gone -- but the officer said he'd drive by later to see if he'd come back -- and he didn't -- I was up all night."

Ward 2 Precinct 2

289 "Prejudice comes from the Home [sic] where parents influence the children; there use[d] to be a strong crime prevention program but lately our Indian children are involved in serious crimes -- the court reflects this in its part of records [which] will verify these incidents. We need to control drug trafficking alcohol which cause[s] and [is] related to serious crimes committed by Indian juveniles and are crime and gang related." [Respondent is a 49-year-old Native American male.]

303 "I wish the Arches could be opened back up maybe on Friday and Saturday nights for the kids, because there are kids that don't drink and don't use drugs. (I[t] could be monitored by police), and it would give the kids that want to grab a burger and coke to have a place to go. Just a thought."

309 "99% of the police officers I've met are really nice, decent people. They treated me with curtisy [sic] and respect. And have been helpful. Some have even let me know

that they have followed up on things. I really don't think that for the size of our city that the crime rate seems to [be] that high! And I feel that a reason for that is our police department!"

320 "I would like to say I appreciate the law enforcement in Rapid City and to say thanks so much for your service. With love, your friend, [name deleted]. Have a good day. Take care. Goodbye."

Ward 2 Precinct 3

331 "Thank you for being interested in what Rapid City citizens feel and believe."

332 "I have had most of my contact with the Community Education dept. They have been very courteous, conscientious and helpful. The other contact I have had is with the police liaison officers at Wilson and South Jr. High. This is a good program for children, I hope it will continue. There was a problem with how a student was handled following a possible rape -- the liaison's attitude could have used more tact and training in psychology to handle it more effectively."

338 "Rapid City is just a great place to live!"

340 "Too much emphasis on accreditation [sic]. Speeding vehicles are a problem on most streets. WE need to stop this. Pedestrian safety is a problem -- no traffic control immediately following parades. Reserve officers need to stay in position longer. I object to [the control] number on survey."

352 "All personal contacts with police over the years have been marked by a high degree of courtesy and effective professionalism. Those contacts have been few making it difficult to make an accurate judgment on several questions." [Respondent has had two contacts within the past year.]

354 "I am sorry but I have not lived in this area long enough to evaluate the police dept." [Respondent declined to complete the survey.]

West Region

Ward 3 Precinct 1

379 "I would like to see the chief wear an angel outfit to work. Since he's one of the only people on earth that has not needed a second chance at life."

380 "Rapid City has one of the finists [sic] police organizations I have ever known. Most all of the officers are friendly and caring. This also goes for the dispatchers. As a student of the criminal justice program I only have a few suggestions: 1: Use more caution when making stops or vehicle checks, DO NOT act careless. More officers are killed or injured during routine stops. Always be on guard. 2: A smile will go a long way in all problem situations and can be very disarming. Our lady officers really need to practice this. 3: Good luck my friends in Law Enforcement, and may God watch over and protect you always." [Respondent included his name and address.]

384 "Thank you for allowing me to participate in this survey. Keep up the good work. God bless the members of the police department for doing their best to protect the citizens of our town."

394 "We must do something about our judicial system before things [can] get better!"

400 "I'm a senior citizen, live in a kind of quiet neighborhood. Once in a while some speeding or noise. Had someone run into our pickup -- minor accident and a drunk ran into our pickup parked in front of our house -- minor accident. These are [the] only times we've called [the] police in the last five years. Always have been friendly and helpful. So with so little contact, that is why we never answered this the first time. One thing I think would be important (and maybe they already do this) go to the grade schools often and do what ever necessary to let the children know that they are their friends and there to help them."

Ward 3 Precinct 2

408 "I have had very little contact with the Police but once when I and 2 elderly lady friends had car trouble near the Civic Center a female police brot [sic] us all home. Thanks again -- this was is 87 or 88. And my neighbor's car was stolen last week and it was found in about 1 days [sic] time. I think that is good work!"

409 "Strongly support a curfew for children under 16 years old. Recommend 10 p.m. Sunday thru Thursday and 12 p.m. Friday and Saturday, holidays 12 p.m. My reason for the above is that I'm tired of having door bell rang [sic] between 2 and 3 a.m. on weekends. Harney Drive."

420 "The north end of our street, now new car-wash area, with fence between us, but noise, etc. be [sic] elevated. I value highly our police department, and pray for your safety and effectiveness."

421 "Visitors complain about the driving habits of folks in our city. I have to agree that recklessness is frequently overlooked -- e.g., drivers who step on the gas to make it through a light just turning red. Worse, I've seen patrol cars ignore them."

423 "I believe one area of police duty is public service. Last year, I was applying for a permit to carry a scanner to monitor railroads while I was on vacation. One of the requirements was a statement from my local police chief that I was good in character (a reference check). When I called the first time, he said he didn't know me, and he didn't see a need for a character check. When I called back a second time, I explained it was a character check, not thinking my first explanation was adequate. He said there were no scanner laws here, and that his statement wasn't needed. Consequently, I did not receive the scanner permit. When I was talking to Chief Hennies, he acted as if he had more important things to do. He acted like I was unimportant. If the police department is here to serve the public, where was the public service? All I needed was a brief statement saying I had no criminal record, and I was a good standing citizen."

426 "We personally know a young man on the police force. We know him to be very dedicated and honest."

428 "It seems any friends I have -- we part, they either die or some trouble and they blame me, or I feel they think, what's the reason. I had a lot of friends when I first came. I have a son living here, that's why I moved here. When we get older we need that help as a family."

432 "We live in a very fine neighborhood in West Rapid. Have not had any connection with police of any problem. At our age [we are] very careful where we go and no night out. We enjoy Rapid City very much." [Respondent is an 80-year-old Native American female.]

438 "We have lived in Rapid City since 1944, coming from a city in Wisconsin, and consider this place wonderful -- no trouble, whatsoever, with the police department -- and hope we never do."

440 "Sometime feel news media overplay a situation and want to feel they are able to resolve all our problems. Some reporters think they are 'gods' [sic] gift to news. The less I see of news while it is developing is just as well -- you can't do your job when you have to outdo a headline. A reporter once told me news is a matter of relativity -- until I see it it isn't news. Our problem is each news source is trying to outdo the other."

Ward 3 Precinct 3

456 "1: Every effort should continue to develop a rapport between police officers and youth; and in general, with the citizenry. That is why I have rated juvenile curfew violations, school truancy and children pedestrian safety as a high priority. 2: I strongly believe that police setting in an inconspicuous location with a radar gun have done more to damage the image of the police than any other single factor. Excessive speeding and weaving through traffic in a careless manner is all rather obvious and can be observed. Arrest can and should be made in these cases. 3: It has been a few years since I have had any contact with the detectives, or for that matter with any of the police officers. In that case, Sgt. [name removed] misrepresented his role to me and used the information I conveyed to him to further his own ambitions in making a big publicized arrest rather than try to resolve a problem. From what I have been able to learn he violated the rights of the apprehended person through questioning in a threatening, arrogant, confrontational manner without the apprehended person fully comprehending his rights. I do not know if the other detectives operate in this manner; but should I ever have need to work with the detectives again, my cooperation will be guarded and limited. With regard to Mr. [name removed], I would not have any trust in him. His lack of integrity does nothing to enhance the R.C. police force. 4. Having been in business in the past, my building was broken into twice. I found the investigating officers to be helpful and cooperative. I very much appreciate their job and its responsibilities."

458 "As an RN, I have used 911 to summon emergency help several times at work and I am continually appalled at the slow response time and lack of professionalism of ambulance crews -- I have found this to be a common experience among other medical facilities. I don't know if it's a dispatcher or crew problem but it certainly needs addressed."

459 "The only contact I've had with the police was to tell the police officer parked near my home how much I appreciated him monitoring the traffic on Sheridan Lake Rd."

471 "As a Grandmother in Rapid City with 5 teenagers living here I'm 100% in favor of a curfew. Under 16 in by 11:00 p.m. At least in their own back yard."

473 "Rapid City's noice [sic] level is getting higher. Fewer people are stopping for red and yellow light[s], and stop signs. Fewer people are using turn signals. It is becoming dangerous to drive in this city."

488 "I left New York City to come here. I felt it was a safe place. Lately too many events occur and there isn't enough manpower to handle it. Actually, more police, better pay would assist in crime prevention and make people feel more secure. Also think about giving up functions that don't need a police officer -- i.e. inspections, home security checks, locked cars, etc."

507 "I like the involvement of the R.C. police department in the D.A.R.E. program. It's hard to know if the program has been effective for everyone, but if it saves even a handful of kids from drug and crime involvement -- then it was worth our tax dollars. Thanks!"

Ward 3 Precinct 4

516 "I believe that the police force should enforce the juvenile curfew because it cuts down on the opportunities for them to get in trouble saving the hassel [sic] later on in life."

517 "I hope R.C. remains as good or a better place for all to live and progress reasonably and fairly. I appreciate having some input."

519 "Overall I feel the police department is a good and solid one. I do feel that increased patrol in my area (Parkridge) is warranted. I pay an increased part of the budget and receive a less than average coverage. This is a growing problem, one which has evolved over the past three years. Please consider increased patrol and youth curfew enforcement."

522 "I appreciate the police patrolling our area. I think such patrolling [sic] keeps down crime. Vandalism of mailboxes was a problem several years ago. The police were most helpful in trying to solve the problem. There are

areas of R.C. where I do not feel safe, mainly due to news articles and the type of people walking the streets; also stories I've heard. This includes downtown after dark, the bike path beyond McDonald's (on West Main) going East."

536 "I'm not qualified to 'rate' the police dept. as I have had very little contact with the R.C. police, either personally or generally. In addition, I live in a neighborhood that is relatively free of crime. Therefore, personal contacts with members of the police dept. are very rare." [Respondent declined to answer questions pertaining to police performance.]

559 "We live in Chapel Valley. I realize the police need to be where the high crime is. However, the only police I see here are 'my neighbors.' The traffic along Chapel Lane is often too fast -- especially the many tour busses that come through. I fear for the number of small children in our neighborhood. If they were in the road the busses could never stop in time."

578 "I am happy to be in Rapid City! I feel safe here and confident in this police dept., they look and act very professional. It appears the community at large supports law enforcement."

Ward 5 Precinct 1

832 "Have had no occasion to call police in Rapid City. However, I feel too many drivers ignore speed signs -- few observe the fifteen-mile-per-hour traffic light at Canyon Lake School."

835 "Officers in [the] field are generally very helpful and are willing to listen. Anyone in administration seems very willing to look into any complaints but are not willing to do followup courtesy calls. The office of the police is mass confusion. If the unsafe citations issued for faulty equipment (i.e. bad taillights, headlights, bulbs burnt [sic] out, etc.) are not to be brought in the officers should point this out. On 2 separate occasions [sic] I have been treated as a bother by front [desk] staff at [the] police department. Calls back to speak with supervisors do not instill a lot of confidence. The mayor's office directed this action. Next time I will go into the Mayor's office and hope they do not treat that office like they treat ordinary citizens."

849 "RC police seem to be the brunt of a lot of ridicule/jokes. Pointing back to my comment of

understaffed/overworked [see questions 21 and 23], this may make the dept. look less competent. It may be an idea to look around to other cities for new and innovative ideas. I know I used to live in Ft. Collins, CO, and their police dept. was highly respected. (Just a thought.)"

857 "We live on a street with few to no sidewalks. Speed is a problem! The last person I spoke with at the police dept. felt that as long as no one has been injured -- big deal. There are several small children in the neighborhood in the summer when people are watering [and] they are forced to walk in the street. I feel it is only a matter of time until someone is hurt or killed."

859 "My biggest concern with the law enforcement of Rapid City is the stopping -- or at least slowing down -- of alcohol purchase and consumption by minors. I have 2 high school students and the availability of all drugs is disgustingly high. I am increasingly amazed at the number of house parties where adults knowingly permit alcohol/drug use by minors. I am told by my children and their friends that all you have to do is drive by the colleges and ask a stranger to buy for them and it's a done deal -- as long as you 'share.' With graduation being next week for R.C.'s seniors, my thoughts turn to the parents of these young adults -- may they all come home from their parties alive and safe . . . [ellipsis respondent's]"

Ward 5 Precinct 2

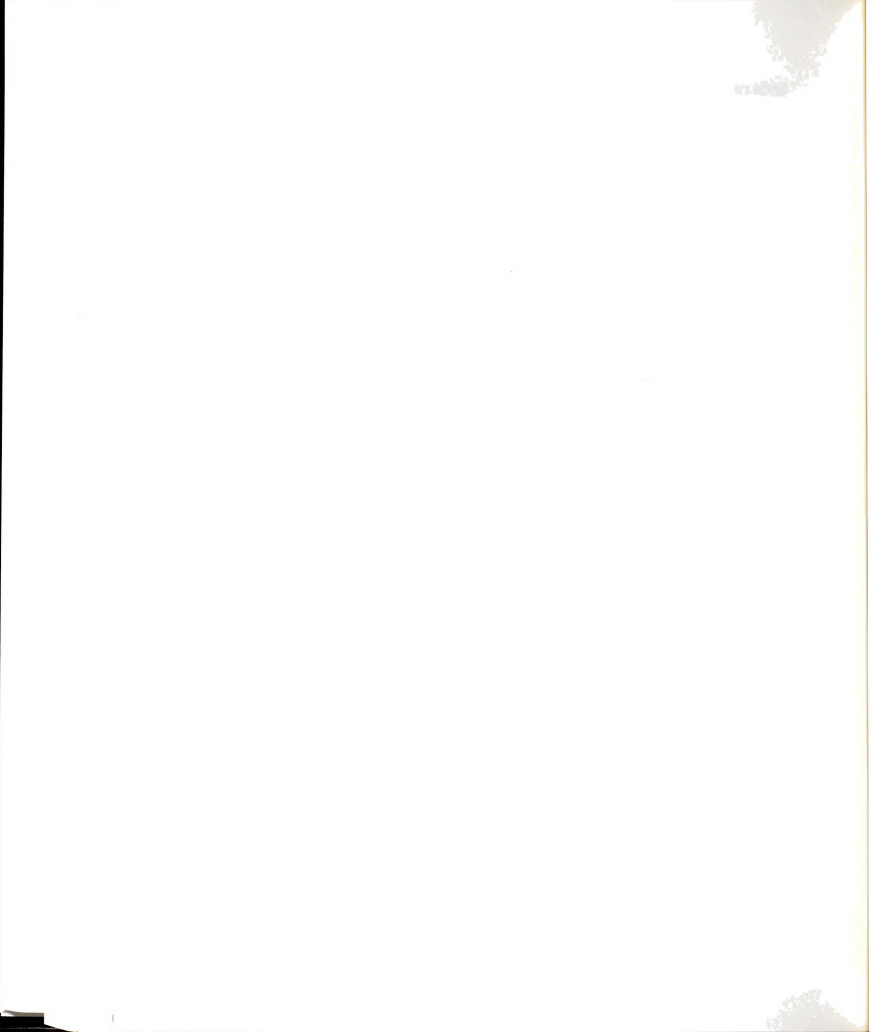
863 "We appreciate the job that has been done with the City's affairs by the mayor."

868 "Police officers need to do more about child abuse incidents. I also wish more would be done about drunk driving and minors consuming alcohol." [Respondent is a 20-year-old female, and also mentioned child abuse as a problem in question 1.]

872 "The police were always the first to arrive when we used 911 due to illness and they give us a sense of security."

873 "Today I am answering these questions as a retired teacher but if I were working I would ask for more policemen to insure more visibility of authority. The young need that. They need respect for the law -- that it will be sure and fair and there."

893 "Every time I drive in town I see numerous traffic violations. People who deliberately ignore stop signs and



run red lights. This includes all ages and both sexes. I always try to drive the speed limit when possible so I don't slow traffic but still people pass on both sides and turn in front of you. Last year we drove out to Los Angeles to visit two of our boys and the first thing we noticed was that people were a lot more courteous drivers than in South Dakota or Rapid City."

895 "I want to say that I observed (3 years ago) the police arrest 3 Indian men from my 2nd story apartment. Even though the Indian men (who were arrested for fighting) were aggressive and verbally abusive towards the police, the police showed a great deal of restraint and were very professional. This was before the Rodney King incident and all its publicity."

909 "Some of the questions where [sic] difficult to answer because this is more of a quiet neighborhood. I am sure some areas are not that way."

912 "I think the officers do a very good job. Keep up the good work."

916 "For several years I worked with Child Protection Services, SD Dept. of Social Services. In all of my contacts with the RCPD, (sometimes frequently) everyone was professional and we worked as a team. It has been my impression that officers have received earlier and more extensive training in areas of child abuse, sex abuse, domestic violence, etc., and were knowledgeable about the responsibilities of both Social Services and RCPD."

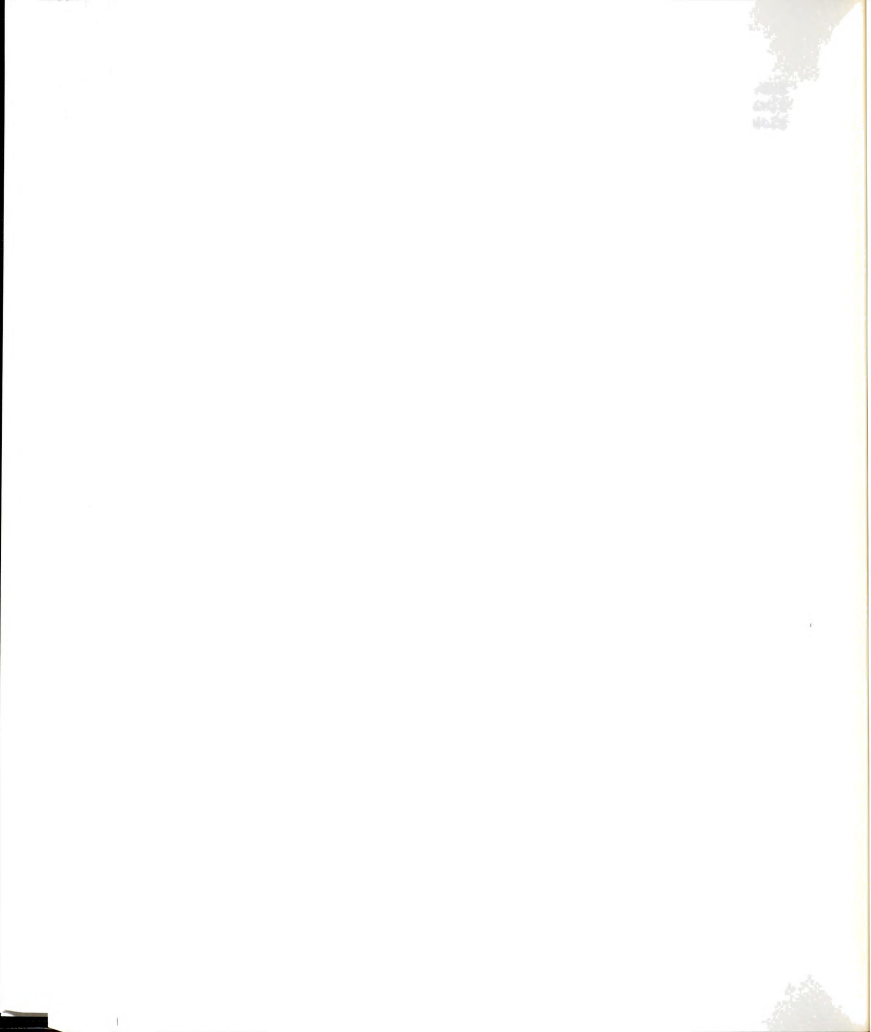
Ward 5 Precinct 3

924 "I have not seen much attention paid to the following ordinances: Parking across the sidewalks, Parking the wrong direction, Snowshoveling in residential areas, Lawn watering on specified days."

927 "RCPD has a positive image and presence in the community."

931 "Having recently moved to Rapid City, [I] do not know too much of police activities." [Respondent declined to answer some questions relating to police performance.]

937 "Our family has had a minimal amount of involvement with the police, but when we have needed them, they have come, been pleasant, courteous, and professional. I think Chief Hennies should be proud of his police officers and the



dangerous job they perform daily. Would be good if they can find out who is shooting out car windows."

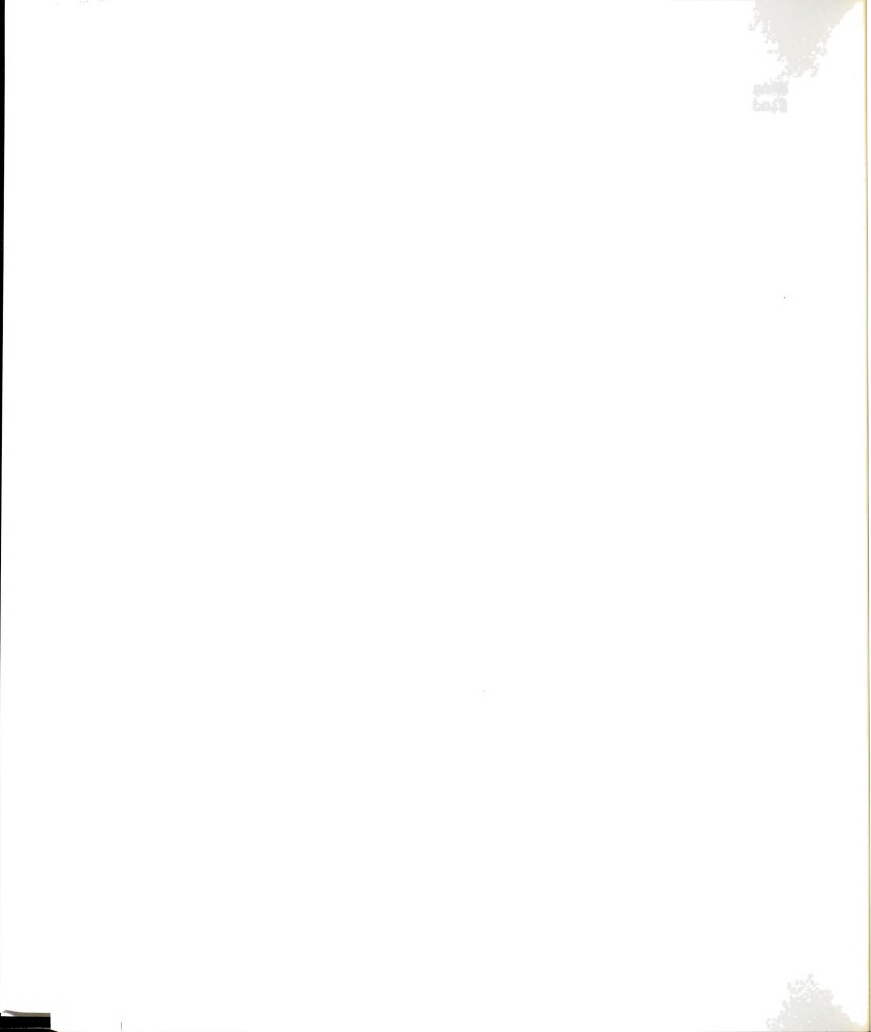
938 "We were less than happy with the officer who issued a ticket for allegedly making a left turn on the red light at Omaha and West Blvd., eastbound. Taking it to court we proved beyond doubt that the officer could not have seen our directional light from his position in traffic. This is inexcusable -- if he had no view of the light, he had no reason to issue a ticket, unless R.C.'s police department operates on a quota system for tickets. The major result of ignoring traffic laws and traffic violations is the development of a frame of mind that ignores all law. Drivers' education in the schools is vital to establishing good driving habits and attitudes; it was responsible for a much lower incidence of traffic violations in the several communities (other states) in which my husband and I have lived (in Rapid City only 12 1/2 years.) The posted 30 MPH speed limit on W. Chicago Ave. is a huge joke. We drive this route 2 or 3 times daily and are constantly passed by cars doing an estimated 45-55 MPH. Fines that could be levied if an officer was regularly stationed here at various points would probably pay his salary and then some! How about it?"

939 "I would especially like to commend Chief Hennies on his excellent command of a very difficult and trying job. Because of the nature of my husband's job, we move more than the average family. We have lived in 7 states in 16 years, in small towns and large cities. Rapid City has definitely the best chief and department as a whole we have encountered thus far. A very big thank you to them all!!"

948 "Although the police department seems to do a good job in R.C., in some cases I have observed some administrative officials try to bypass certain guidelines in county/city relationships. The impression of self-importance desiring immediate results has compromised the safety of others when handling or transferring certain people when in the custody of the police department."

952 "As a law abiding citizen I have not had much contact with the police so I don't know how to judge them."

954 "We were disappointed after having a burglary in March 1992 that none of the items stolen were recovered as far as we know."



983 "I think Rapid City is a good place to live and raise a family. I feel safe here -- most of the time. I've only had to call the police a couple of times, and the incidents were dealt with quickly, courteously, and efficiently."

987 "Keep up the good work. I am one citizen who is very proud of the police dept. and I thank them for the job they do. My hat is off to all the men and women who ware [sic] the badge. Thanks."

988 "Police work can certainly be a difficult job. Keep up the good work!"

990 "I feel the police are doing their job very well to the extent of the budget. I do believe we have a serious problem with our judicial system however. Punishment is too light -- repeats too high -- where else in any state could you get off a 20 year sentence with 20 months for being good. I think the judicial system should have more bite and back our officers in the field up. Otherwise good job! I feel my tax dollars are well spent!"

993 "With the exception of a trend to not investigate accidents thoroughly, the R.C.P.D. seems to do a good job. The lack of investigation is causing a lot of unnecessary worry and expense for people trying to investigate after the fact where serious claims are being made for what are reported as no injury accidents."

997 "I would like to see more public honors for policemen/women who do great work!!"

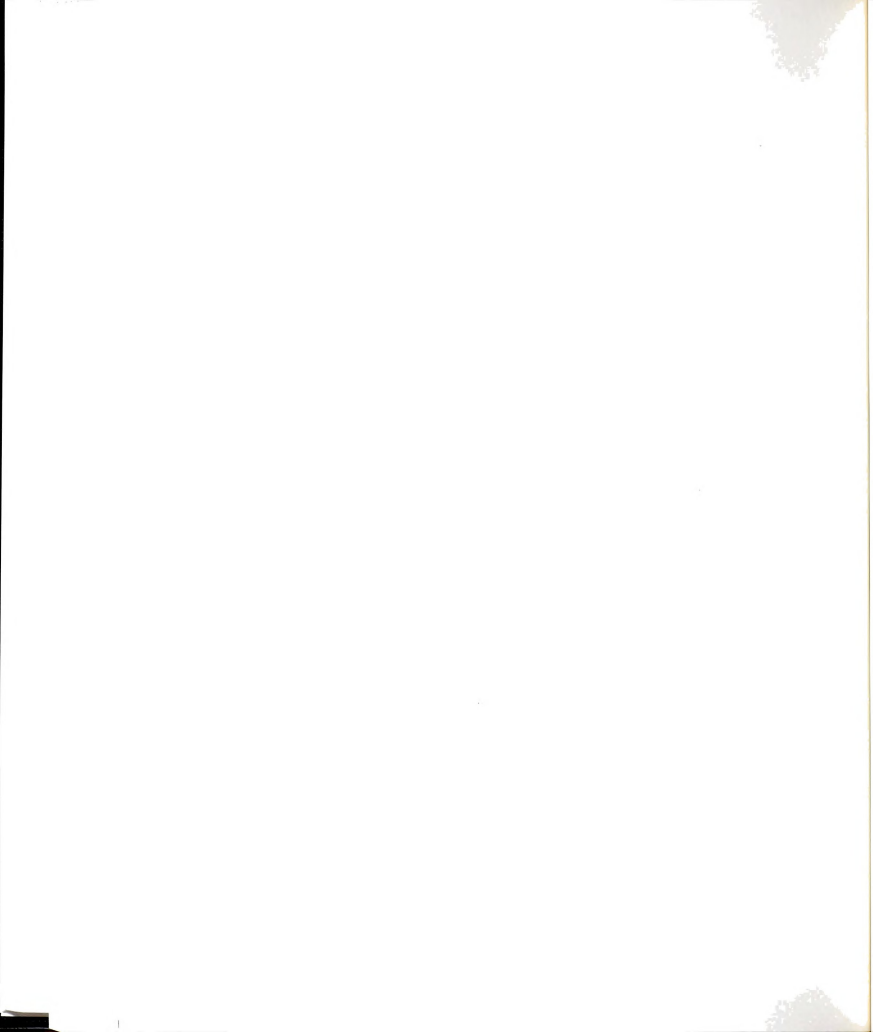
998 "The only concern I have after living in Rapid City for one year is the total disregard people have for the traffic laws in this town. Everyone runs yellow and red lights which is very dangerous and they drive as if they were at the Speedway."

999 "I have rarely had contact with the police dept. but my impression is that they do an excellent job with the resources available to them."

North Region

Ward 4 Precinct 1

583 "Rapid City can be proud of its police force. Also I have had a good experience with the street sign department.



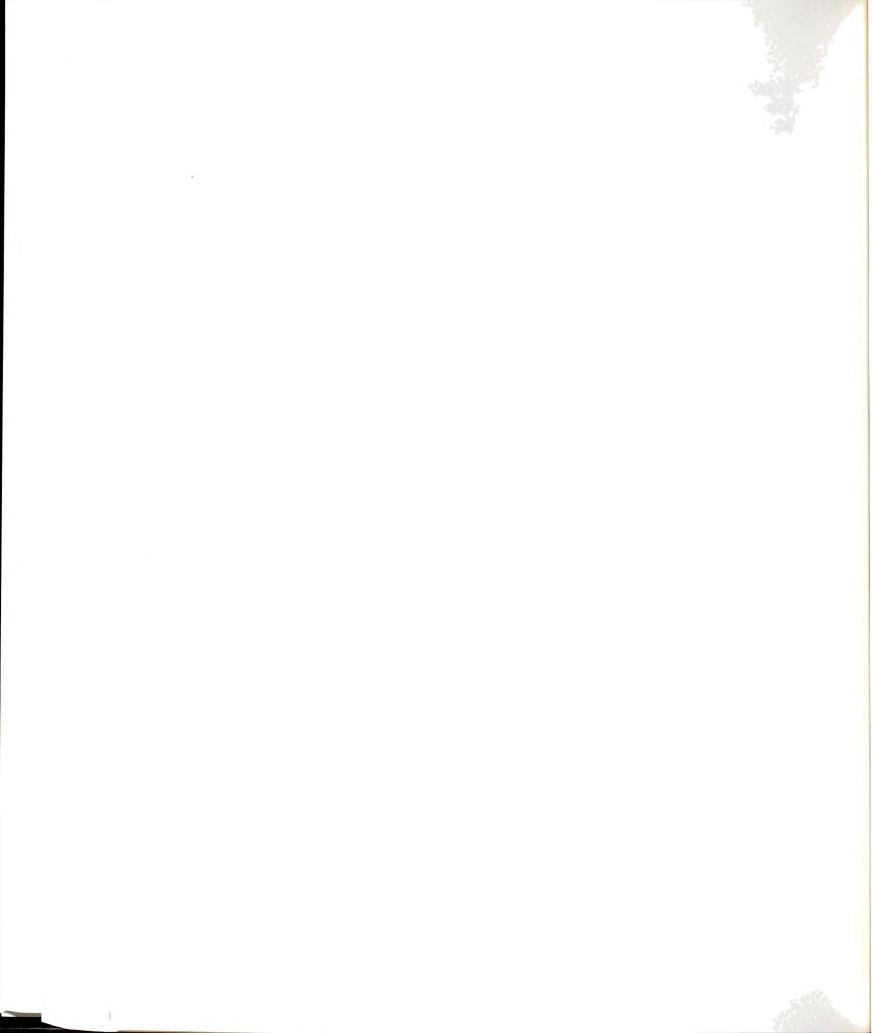
I asked for a school sign post to be at least 42 inches from the curb and it was done with one single phone message left at the street dept. Very impressive! Thanks, [name removed]."

584 "Fortunately for me, I have not had to deal much with the police on a personal level. My son was caught shoplifting a few years ago and I thought the officer in charge handled the situation very well. Other than that I have not had any contact with police officers, so for me to rate them is very difficult."

588 "I feel our police dept. is quite efficiently run with the consideration of the present budget. I feel that we could make other cuts to increase the police budget to help them do a better job."

592 "Some of the police officers are rude and some are very nice and understanding. I think the police personell [sic] are doing a good job."

593 "I am a very ardent scanner listener -- as are many of my friends. I feel that when one says 'reach out and touch someone,' my call to the police department is answered anytime -- anywhere. Many times on a call, I have heard an officer say in a kind and compassionate voice -- 'He-she just needed someone to talk to.' On a bitter, cold, cold night at 10:30 p.m. an officer checked under the E. Blvd. bridge. He told his 10-45 that he was checking on an old 'guy' that slept under the bridge. He said 'he's ok, all wrapped up and warm.' I've listened when the officers fought the cold, wind, ice, and stupid people that came out (with children) to see how high the snowdrifts were. I heard an officer on a child welfare check say 'please get somebody to bring some diapers for a six month old baby.' And maybe also to find some formula as he thought the baby hadn't eaten all day. D.S.S. was called. The officer that found eight children in a dark, cold basement apt. at 9:00 at night. The parents had been gone since 2:00 p.m. -- no heat, no lights, nothing to eat. A small baby, others up to eight years old. The officer was really shaken up. Since Febr. 1992 the p.d. sounds like a lot of kindergartners. Mr. [--] must spend his nights looking up 2nd grade asinine words for the officers. A dog catcher can go 10-10 but a police officer can't -- On the scene sounds like a Hollywood script. There wasn't any confusion when an officer said 'I'm 10-97 or I'm 10-8' -- now, he says I'm here or I've arrived -- big movie star -- made it big. It seems that when an officer puts on a uniform and punches a time clock



he will be in service for the next 8 hrs. or more -- now they are in service and out of service -- what are they doing when 'out of service' -- Yeah, I know. I don't understand why Tom Hennies would let such an egotist come in to the R.C.P.D. and tear it apart. He may know computers, but why make our hometown officers sound like idiots. These are not only my views but many people feel the same way. I don't propose to know anything about running a police dept. and I don't know what was happening without a dispatcher co-ordinator but it doesn't seem to be working any better with one? Our officers were honored with high marks a few years ago. Now they sound unprofessional. They also come across as not very happy with their jobs. Sorry, but this has been a bug for a long time with a number of people. I don't know where the officers get their patience with all the 'abused' prones [Respondent is referring to another comment on her survey about "prone subjects" (drunks).] They keep their mouths shut and do what they have to do. Mr. McLaughlin, I know this isn't what you were expecting but I've wanted to say something for a long time. I thought the P.O.'s had a union but was informed there was no such thing. I wonder if '[-]s' dogs like him better than his co-workers do. You can think whatever you want to about this letter. I have no affiliation with the P.D. or anyone there. I hear less familiar voices every day and I think more discontent. Sincerely, [name deleted]."

596 "Prejudiced [sic] is very hard things [sic] to work with; you fin[d] it in everybody, what you are if you can keep it to yourself. Rapid City police try; they are doing a better job." [Respondent is a 52-year-old Native American female.]

606 "Did the best I could, as I don't have to [sic] mutch [sic] to do with the police thank God but they are there when we need them."

620 "I arrived in America in 1958 with my husband I never went back, because in so much I love Italy, I think the situation in Italy is worst than in America, so I stay here. After all I am scared to death all the time, so may as well die here in Rapid City. I will be less scared. God bless you for the good job you do. Sincerely, [name removed]." [Respondent, 57-year-old female, indicated numerous times that she was afraid for her safety.]

635 "I feel that this is a difficult occupation and that the officers in this community and the nation as a whole take a lot of undue criticism. As in every profession there are

always some who shouldn't be officers but as a whole I'm satisfied and would hate to not have them."

Ward 4 Precinct 2

659 "Overall the police department does a fine job, but I believe they could respond a little bit quicker to their calls."

669 "Traffic/accident police shouldn't be able to put down the amount of damage done to a vehicle when an accident occurred, because in our case it was a lot higher. Also, I felt the officer was very unfair. The other party involved in the accident was driving a car that had expired plates and she just received a warning." [Respondent indicated that his last contact with the police was a vehicle accident, and was only somewhat satisfied with that contact.]

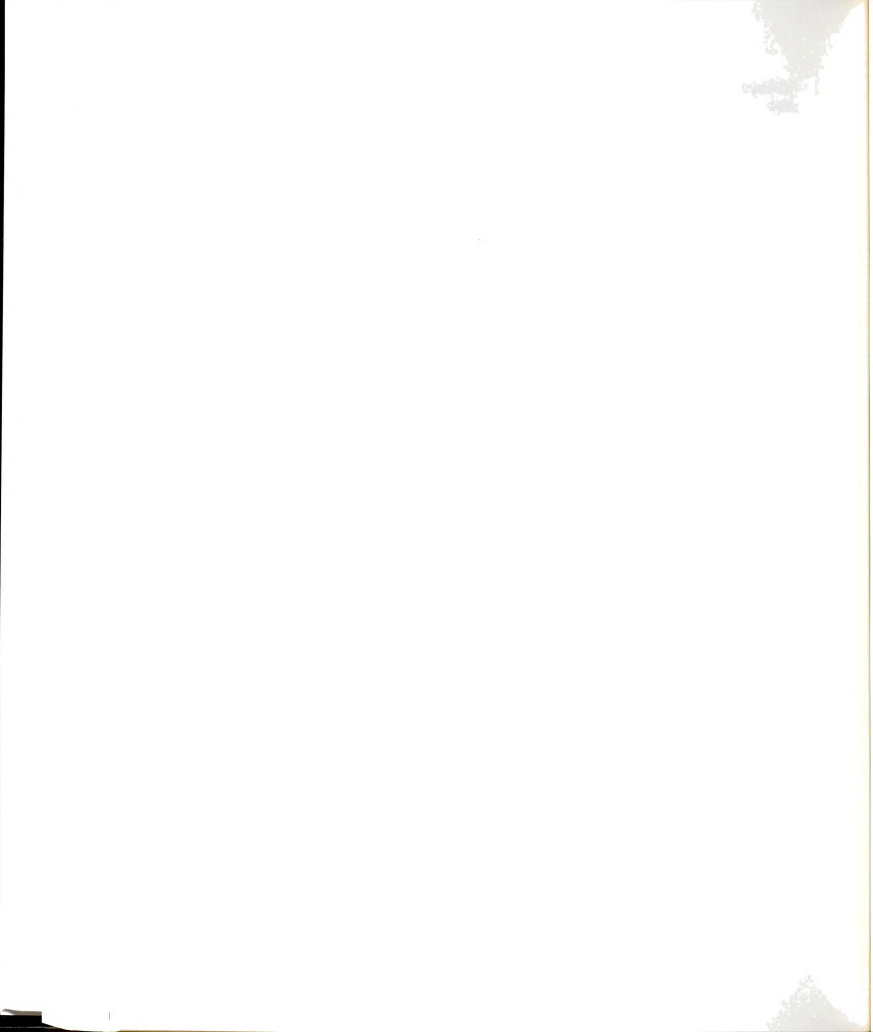
671 "Any police officers I have dealt with over the years have done an excellent job -- from the Chief on down! But why are all you guys conservative Republicans?? Just kidding."

684 "I realize that budget and man-power are limited, but I feel more visibility in residential areas could be a deterrent to some of the crime going on, especially areas that have chronic problems."

705 "I've always been impressed by the police department."

711 "Keep doing a great job!"

715 "Several years ago I had the occasion to go to the police department with a complaint concerning a patrolman who was very unfair, discourteous, rude, and belligerent for no apparent reason other than having his feelings hurt. I went directly to the police department and talked to an officer who at that time was a sergeant and told him about the incident, he tole [sic] me he would check in to it. About an hour later the sergeant called me at home and told me he had talked to the officer and he told me the officer told him a different version of what had happened. Evidently [sic] the sergeant believed him and not me and took his side and told me there was not a thing I could do. When I complained that this was not right he told me he would have an officer by the name of [name removed] contact me the following Monday. I'm still waiting for the following Monday 'years later'. The way I see it it was one officer protecting another! This sergeant has been promoted



several times since this incident. Yes, this department could use some improvement."

720 "My husband and our two sons reside in a large apartment complex. I have called the police department late at night because of one of the neighbor's making noises [sic], they have responded and treated me very fairly. The management has us all sign the same lease but the manager will not enforce the noise situation which is why I have to call the police. I feel bad to take up their time (the police) but they treat our problem like it's important and I appreciate that." [Respondent is Native American.]

727 "My involvement with the R.C. police has been minimal and so many of my responses are guesses. I think the leadership (especially) has high professional standards and expects the same of other personnel. Through the media coverage I feel our police force is well-trained and looking for more ways to improve. I'm pleased to see more women in patrol cars but I see few Native Americans of either sex. I expect it's hard to find qualified applicants and I'd guess more would be hired if available. I would encourage this. I don't know whether parking meters are a police function or not, but the ones around the library only give 55 minute hours."

738 "I believe the best way to maintain a safe society is by a well staffed police force. Also by an offensive deterrent, such as crime prevention programs, educating people in personal safety, as well as property protection. Involvement in school related awareness programs. Also a return to basic moral values."

Ward 4 Precinct 3

743 "I think if everyone thought more of mixture instead of I'm white, black, etc. and tried to get along with everyone and help where you can people would find out everyone is human."

751 "Our legal system needs a complete overhaul. Nowadays the criminal has more rights than the victim and this needs to be turned back around."

753 "Do not feel the police department needs to be a politically correct organization for the benefit of minorities or the media. Treat all the same. No excuses."

765 "I have 2 pet peeves, bicyclists and race track motorists so I guess traffic is my concern. My auto

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1000

insurance doubled when I moved to R.C. and was told it was because of the high number of accidents per capita, one of the highest in the U.S. We need to really crack down for a couple to 6 months and really get strict. Everyday I observe drivers cutting in between 2 cars when there is only inches to spare both in front and back. Driving code calls for 1 car length per 10 miles per hour of speed. At 40 mph this would be 4 car lengths between cars when changing lanes, not 4 inches or 2 feet. Bicyclists every summer scare me! They ride on the wrong side of the street and do not stop at stop signs before crossing intersections. Many times they have not even looked either way before entering the street. These are grown people I am talking about, not little kids! Anytime there is a disturbance after midnite, I feel that all people, after the first warning is ignored, involved in the disturbance or noise disrupting the neighborhood, should be taken to jail. In most cases of noise abuse, the people are intoxicated and are going to keep on partying and making noise even after the police give them their 6th warning for the morning. The second call should create an urgency on P.D. to stop the problem."

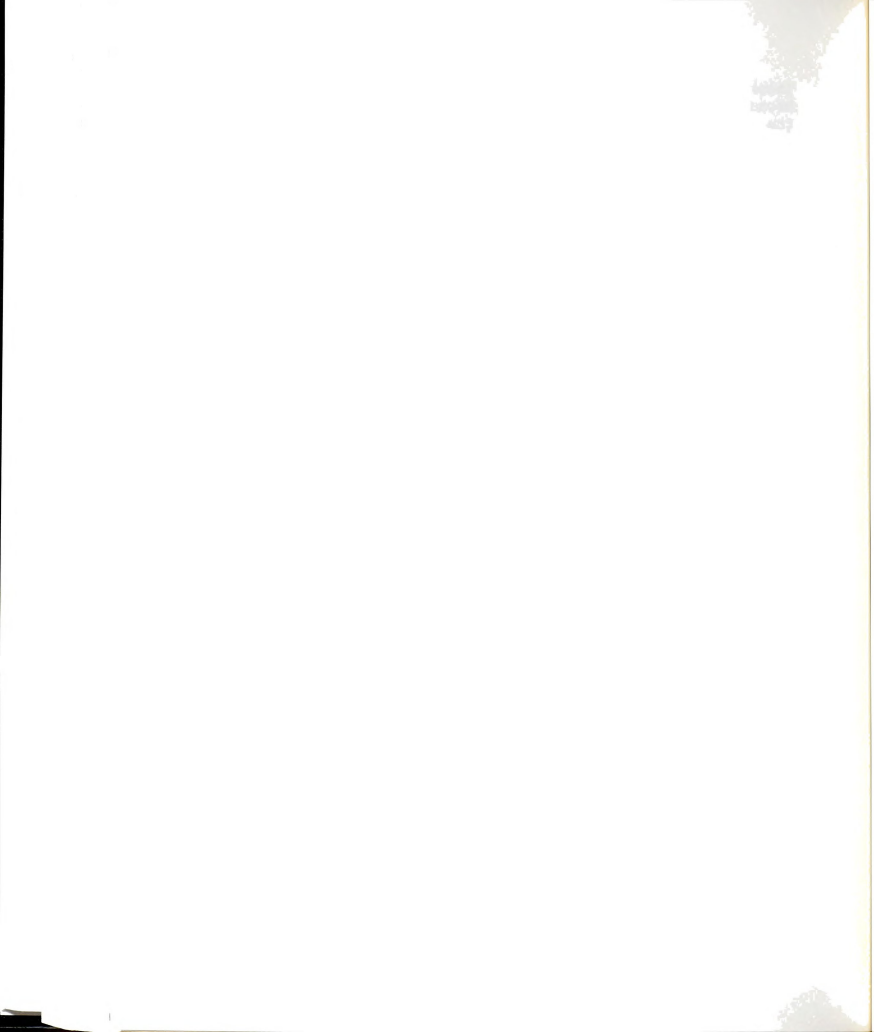
796 "I have very little contact with police. The way people drive, to[sic] fast, cutting you off in line of traffic, seeing drunken people laying on [the] ground on East Blvd. (That's a real eyesore.)"

Ward 4 Precinct 4

805 "Thanks for your concern, my many encounters with the R.C. police have been all favorable. I may note, however for what it's worth, federal agents are extremely rude and overstep their responsibility to citizens."

808 "Please inform the police officer who was issuing a citation last Friday, May 28th at approx. 8:45 a.m. on Jackson Blvd. (3810 to be exact) to pull up far enough as to not block traffic flow! Several dentists and doctors are located in that building and several people tried to turn into the parking lot only to find themselves having to back into traffic and finding an alternate route. There could have been a serious problem. Thank you. All in all though, I think our police dept. is doing an excellent job!"

813 The police do not bother you if you are drug-free and obey the law. Sometimes I feel because my husband is black and I am Native American, they tend to stop us for traffic violations when many people driving better looking cars than our wreck, drive at higher rates of speed and get away with it."



818 "I see more Native Americans in Patrol Car's [sic] than any other race. Do they cause more problems? Or are you taking them to other places?" [Respondent is Caucasian.]

827 "Rapid City Police Dept. is just about worthless at present time. I've had contact 5 times in past couple years. Not one problem was resolved properly. They just don't care or are to [sic] ignorant. A simple open and shut case is filed wrong after to [sic] lengthy of time and prosecutors don't have a chance to prosecute. Officers are egotistical and prejudice [sic] and impulsive!"

Unknown Area/Survey no.

unk. 1 "Approx. 1 year ago I purchased a police scanner. Until that time I felt that the police were just 'taking care of traffic.' Now, because of the scanner, I know that the police have many, many functions. They respond very quickly. They have a job to do, and they do it very well. I think that if everyone had a scanner, everyone would realize what a wonderful police force we have. I have never seen or heard of anything that is derogatory to the police force. All of Rapid City should be proud of its force."

unk. 2 "Only the people with money or an Indian has any rights in R.C. so it would be foolish for me to take time to even read this."

unk. 3 "Person letter mailed to has moved. In the interest of the city I have taken the time and liberty to fill this form out. I hope this does not mess the results of this survey up."

The following responses were given for question number 11 on the community survey, "Overall, how satisfied were you with the manner in which the officer(s) responded to **your** contact? Why?" This question was rated on a scale of 1 to 5 where 5 represented "very satisfied", and 1 represented "dissatisfied". The rating given by the respondent has been included here with each written comment, as well as the type of contact the respondent had with the police.

Downtown Region

Ward 1 Precinct 1

003 "Officer was very professional bur somewhat chilly."
[R=4 for motor vehicle accident.]

026 "Dispatcher didn't seem concerned." [R=3 for reporting an incident.]

048 "He was straight to the point and stern." [R=4 for traffic ticket.]

058 "Officer explained what I could do and my rights. He was very concerned with the obscene calls and the information I gave him. Also some person lied to me about money collected for yard work to get more cash. The phone calls stopped shortly after the officer was here." [R=5 for reported an incident (obscene phone calls).]

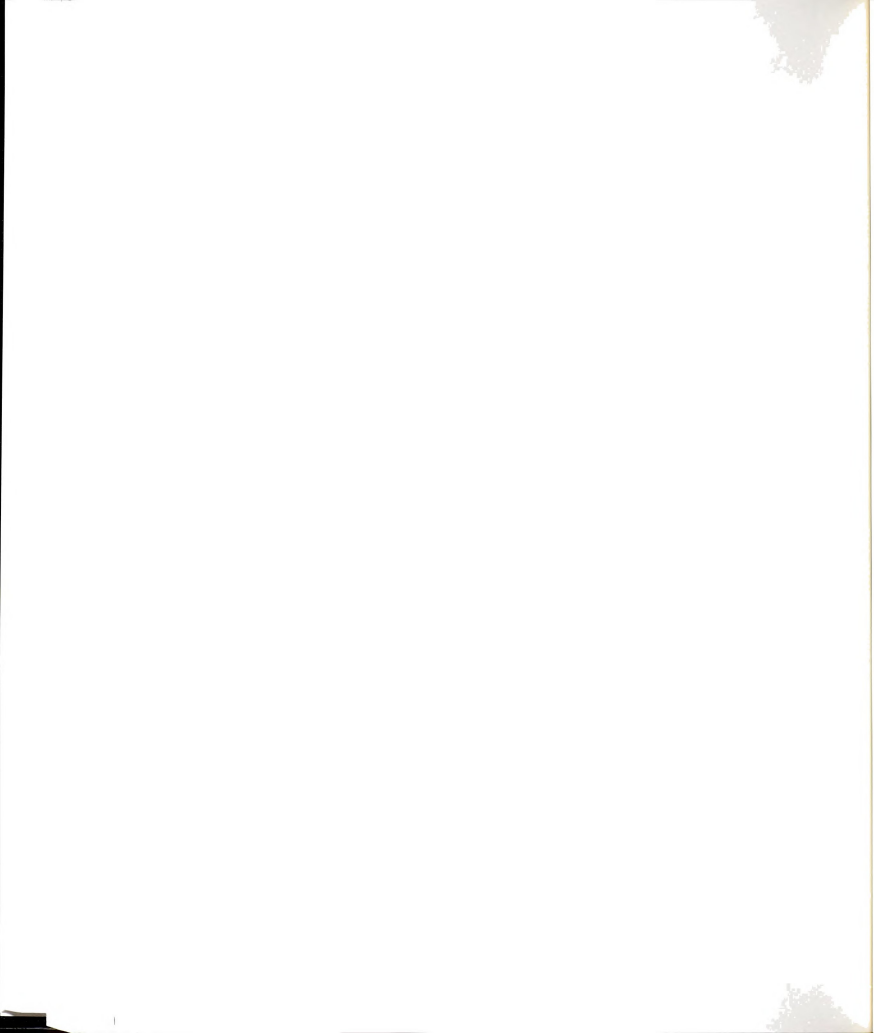
South Region

Ward 1 Precinct 2

072 "They were able to allay my daughter's fears." [R=5 for reported an incident (unspecified).]

077 "It was a minor incident that needed to be investigated 'because of the rules' and the officer didn't make a big stink about it or take up much time." [R=5 for a motor vehicle accident.]

114 "An officer came to my door after being informed that my child was crying uncontrollably. He had the wrong apartment. [He] should have gotten the correct apartment number in the first place. My child was sleeping peacefully



until the officer knocked!" [R=2 for Other contact as explained.]

126 "Handled very poorly; especially after suspect arrested. D.A. is a jackass." [R=2 after Other contact: gave information to police after family member was robbed.]

128 "They simply didn't solve the problem." [R=1 for reported an incident (unspecified).]

Ward 1 Precinct 3

142 "(Not her [officer's] fault) Rapid City doesn't have adequate regulation for the problem." [R=2 for reported an incident (unspecified).]

170 "Officers were professional and took control over a very unstable situation." [R=4 for Other contact: received assistance with suicidal family member.]

173 "The police had the kids clean up the mess and explained to them why they couldn't be in the area." [R=5 for witness to a crime or incident.]

179 "After everything was done he came to E.R. to check up on me and to give me info. on who towed my car." [R=5 for motor vehicle accident.]

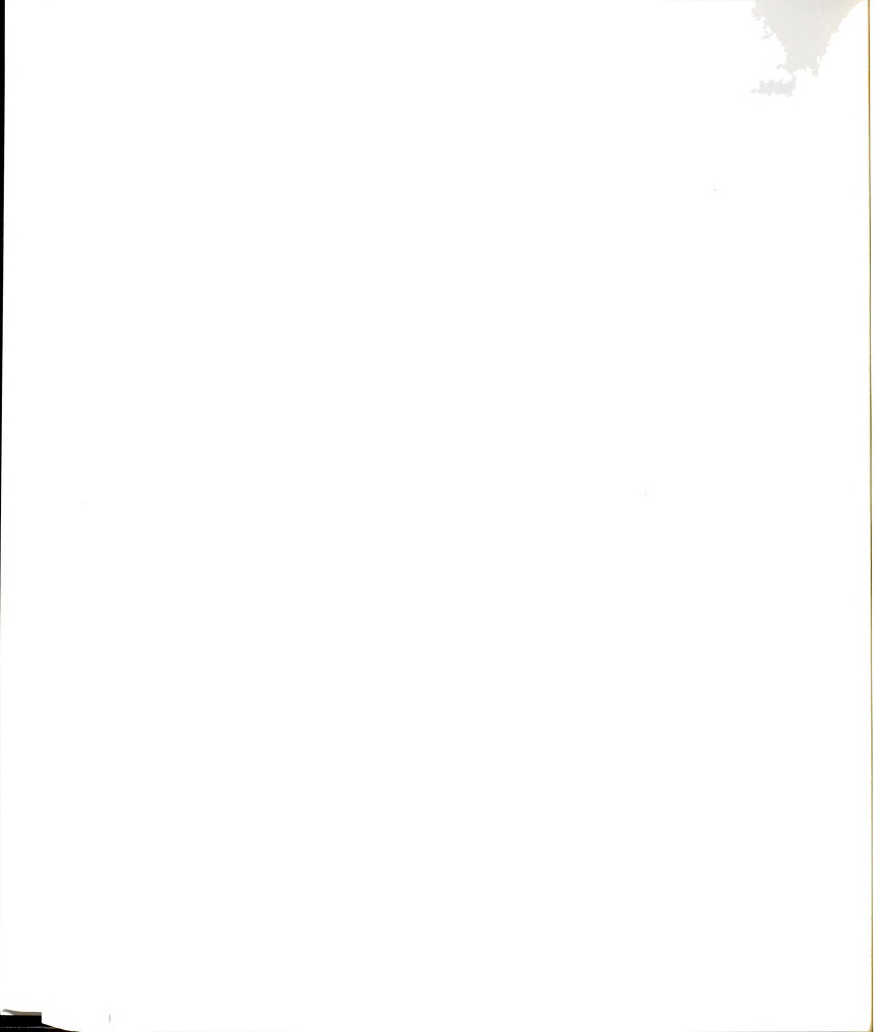
184 "Did [the] necessary job." [R=5 for Other contact: "cat scratched daughter."]

189 "[The] only time I was somewhat satisfied the officer made me feel like a jerk!" [R=4 for Other contact (Respondent works in security and has numerous contacts).]

194 "Little or no follow-up." [R=1 for victim of a crime.]

202 "Officer treated the individuals like they were guilty and tried to trick them into a confession. The person is a developmental[ly] handicapped person and I was not pleased with the way he was questioned or treated." [Respondent did not select a level of satisfaction for Other contact: resident where she lives was suspected of a crime.]

215 "They spent several hours fingerprinting, etc. -- [they] didn't just blow it off as unsolvable. [They] also spent time explaining how to secure [the] building and avoid a repeat." [R=5 for victim of a crime: burglary at work.]



220 "[Very satisfied] because he told us what to do if the incident keeps continuing and also what would happen if they did keep happening." [R=5 for reported an incident.]

Ward 2 Precinct 1

231 "[The officer] listened!" [R=5 for reported an incident.]

269 "[The officer] understood what was happening." [R=3 for traffic ticket.]

275 "[The officer] was exact and professional." [R=4 for motor vehicle accident.]

276 "The officer was very courteous yet efficient." [R=5 for motor vehicle accident.]

278 "The officer never let us know if there was a problem or not." [R=2 for reported an incident: "car with engine on in alley car port of people's house that were out of town."]

Ward 2 Precinct 2

286 "In April when the tornado sirens sounded we evacuated the house with our pets since we live on top of a large hill and have no basement. We happened to see a policeman whom we talked to for information on where to go. He didn't know of any storm shelters and suggested either a grocery store or to go to a restaurant and have a cup of coffee and wait it out. We were very upset with this advice since it was obvious that we were very concerned for our safety -- i.e. everything in the car -- pets included. I think the public should be made aware of where to go in case of these emergencies since these warnings happen frequently (we went to a church)." [R=1 for requested information from the department.]

289 "When I'm involved they are right here." [R=5 for victim of a crime (unspecified).]

313 "[The] officer was polite, answered questions, investigated, [and] recorded information." [R=4 for reported an incident: "vandalism of neighbor's car; neighbor not home; destroyed rear car window of a newer vehicle."]

320 "They did very well as I feel they could of [sic] yet might have done better but I think they were limited of complete power by not enough help. Everyone needs to work together to keep trouble away from others." [R=4 for victim of crime: "assault [sic] of apartment house with possibly phisical [sic] emotional spiritual and material harm."]

Ward 2 Precinct 3

324 "He [officer] never showed." [R=2 for reported an incident.]

333 "I directed traffic around the wreck until police arrived. They took much longer than expected." [R=3 for reported an incident: traffic accident.]

340 "Solved problem within 1/2 hour!" [R=5 for report an incident.]

343 "[The officer] didn't do what he/she said she would do to help solve my complaint/problem." [R=2 for reported an incident.]

349 "He was concerned about my well-being and if I had been touched by the offender." [R=5 for reported an incident.]

365 "The problem was solved -- but they never checked back to see if the problem was solved! No follow-up call, etc." [R=4 for reported an incident.]

West RegionWard 3 Precinct 1

375 "[The] officer was courteous and understanding at a traumatic time and still efficient." [R=5 for motor vehicle accident.]

382 "[I was driving the] only car on the street at 2 a.m. -- 6 mph over." [R=1 for received a traffic ticket.]

398 "Helpful to the degree required and needed." [R=5 for motor vehicle accident.]

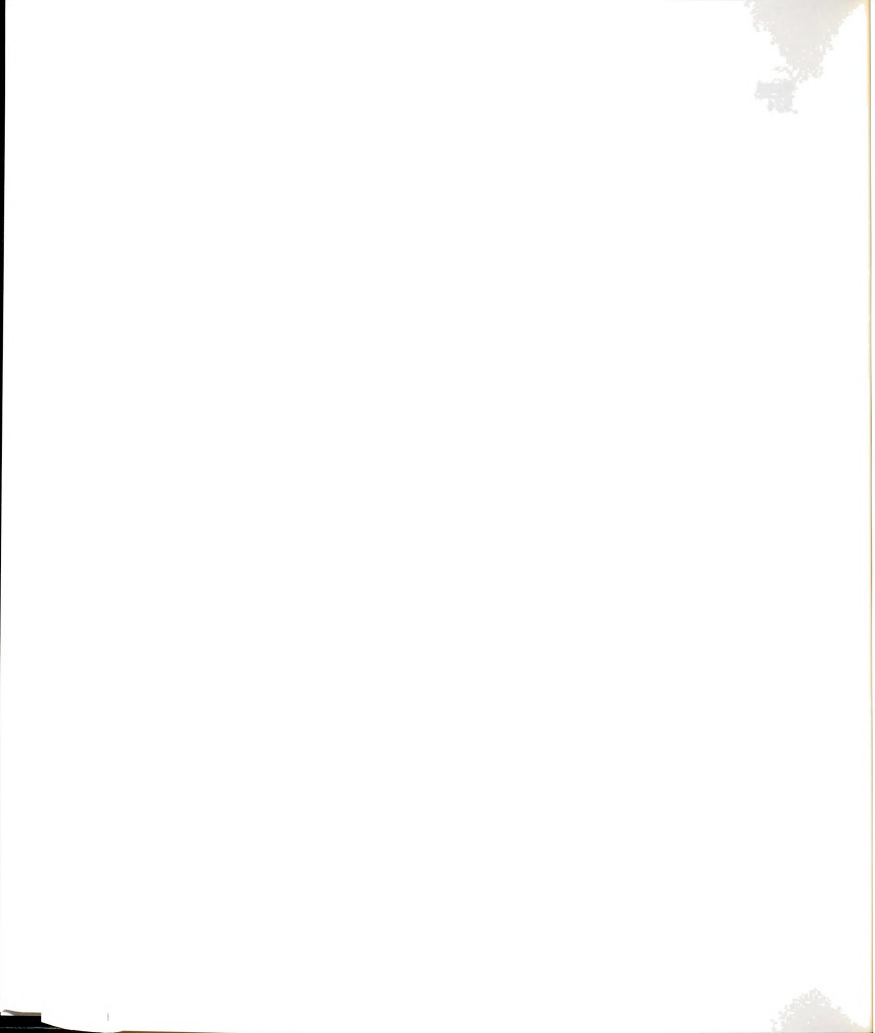
Ward 3 Precinct 2

406 "Officer was polite and efficient." [R=5 for Other contact: officer spoke at Kiwanis.]

409 "He [the officer] showed concern." [R=5 for reported an incident.]

410 "The officer did his job very well and was polite but some of the laws limit what he can do. This is not the officer's fault but society's." [R=5 for reported an incident.]

414 "The officer in charge during my Dec. 23 accident in which I was hit by a speeding drunk driver who left the scene, was outstanding!"



436 "[I] want to recommend Policeman Peterson for his curtsy [sic] when he came at 4:30 a.m. to warn against [someone who was] shooting car windows." [Respondent did not indicate level of satisfaction.]

448 "Officer patiently answered all of my questions." [R=5 for victim of a crime: vandalism.]

Ward 3 Precinct 3

458 "[The officer was] very courteous and helpful." [R=5 for motor vehicle accident.]

475 "[I] called for monitoring speed on Sheridan Lake Rd." [R=4 for reported an incident.]

484 "He handled himself professionally and did what had to be done." [R=5 for reported an incident.]

488 "Clear on what needed to be done. Professional." [R=5 for victim of a crime: vandalism.]

495 "[The officer was] very friendly and courteous." [R=5 for traffic ticket.]

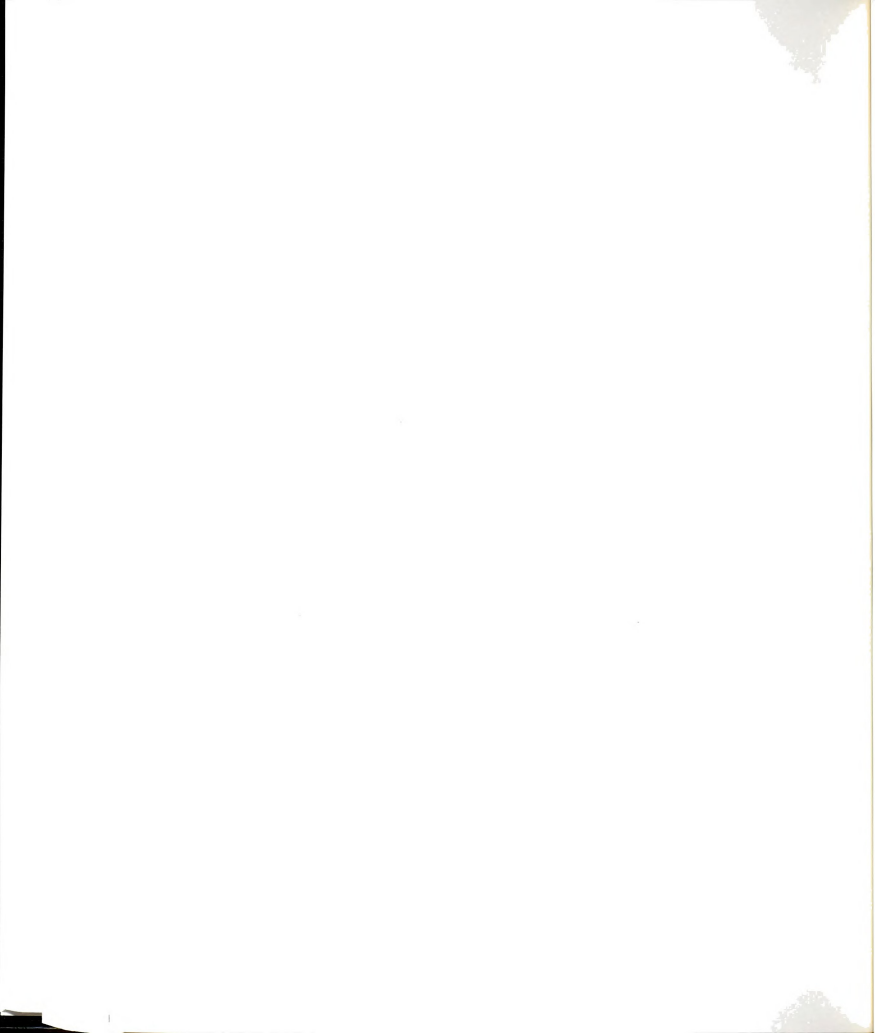
502 "See #8 [Respondent selected 'Excellent' for all five categories in question 8.]" [R=5 for motor vehicle accident.]

Ward 3 Precinct 4

511 "We seemed to wait a long time for [the] officer to respond to alarms." [R=4 for Other contact: alarm at place of employment. Respondent had also indicated that the dispatcher had given no estimated time of arrival.]

516 "[Dissatisfied] because people were drinking behind the wheel of the cars parked at Wendy's parking for a while. [They] saw [that] we took down their license plate number, pulled out baseball bats, and threatened us after the call. It took police 45 minutes to arrive [and] by then they were gone and during that time they could've killed somebody because they were to [sic] slow." [R=1 for reported an incident.]

519 "The call was in reference to vandalism, a growing concern in the 'Parkridge' area. I followed the youths home before the police showed up and never heard of the 'follow-up' of the incident." [R=2 for reported an incident.]



521 "I was given a warning for a traffic violation. I was able to reason with the officer." [R=5 for traffic ticket.]

522 "[The officer was] very friendly, efficient, concerned, understanding, helpful, [and] informative." [R=5 for motor vehicle accident.]

524 "The officer I was in contact with was very abrupt and really didn't even ask any of the circumstances." [R=3 for received a traffic ticket.]

526 "I almost didn't call in the incident because it was so minor and I didn't want to waste the police officer's time but he was very supportive and helpful in the situation and made me feel confident about placing the call. He was glad to help." [R=5 for reported an incident.]

542 "[I] felt somewhat like I was at fault." [R=4 for reported an incident.]

559 "I was treated very courteously." [R=5 for reported an incident.]

567 "[The officer] couldn't offer much in the way of solving the problem, but was courteous and listened to us -- filled out the appropriate info." [R=4 for reported an incident.]

577 "They listen and give me there [sic] all." [R=5 for victim of crime: vandalism and theft.]

Ward 5 Precinct 1

835 "[I] was calling for someone else. Obviously that made it less of a priority." [R=3 for unidentified contact.]

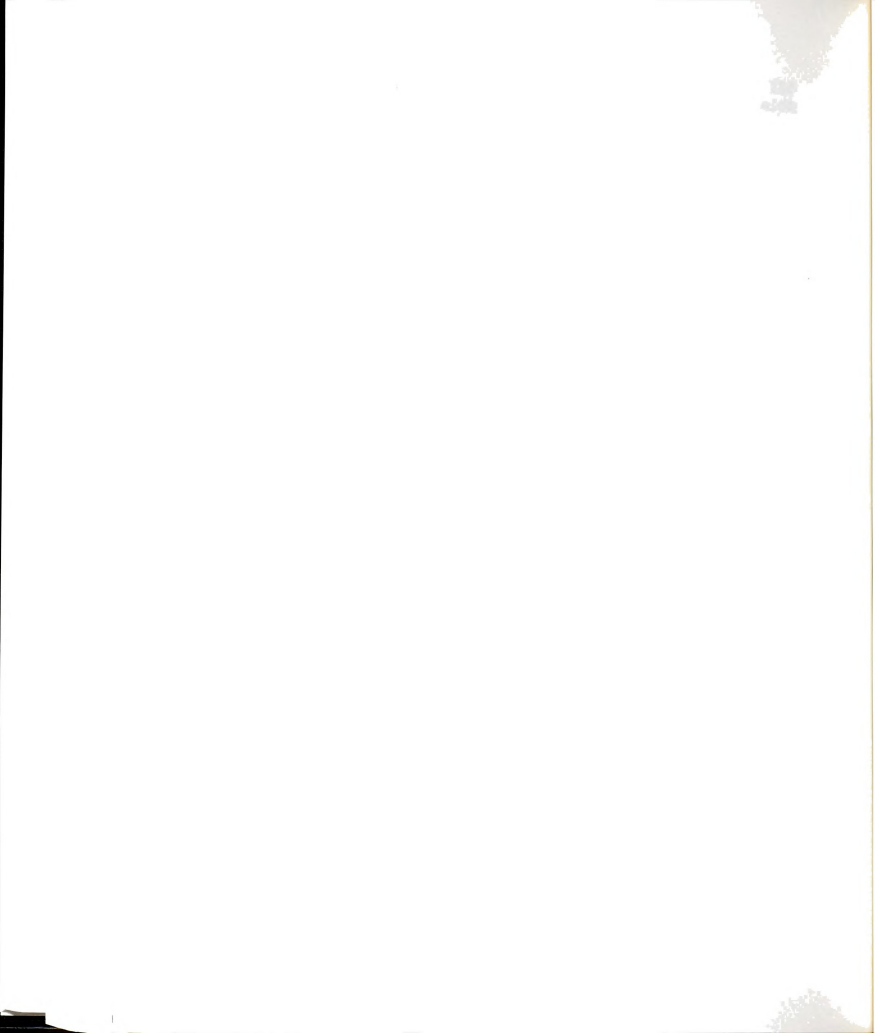
839 "They were conscientious." [R=4 for victim of a crime: trespass/"peeping Tom."]

844 "He [the officer] did his job thoroughly, politely and very professional." [R=5 for motor vehicle accident.]

845 "The concern and courtesy was excellent." [R=5 for victim of a crime: simple assault.]

849 "Too[k] a little too long for police to arrive, but situation was taken care of." [R=4 for reported an incident.]

857 "No response [by an officer]." [R=1 for Other contact: speeder on street.]



Ward 5 Precinct 2

863 "Reasonably quick and efficient." [R=4 for motor vehicle accident.]

868 "[Somewhat dissatisfied] because it was a life threatening situation involving a child." [R=2 for reporting an incident.]

895 "Seemed fair, no problems." [R=4 for traffic ticket.]

902 "[Somewhat satisfied] because we never heard back from him." [R=3 for victim of a crime: "boy's bike stolen."]

909 "Even tho [sic] everything was supposedly settled that nite [sic], it could have helped if the officer would have checked back to see if the DWI person had done as he said he would." [R=4 for Other contact: "A DWI knocked over my mailbox while driving too fast."]

912 "Very nice gentleman." [R=5 for reported an incident.]

Ward 5 Precinct 3

928 "Incompeted [sic]." [R=1 for arrested.]

948 "Rookie police officer did not have experience in accident reporting, etc." [R=3 for motor vehicle accident.]

962 "[Very satisfied due to] attentiveness and professional handling." [R=5 for Other contact: phone harassment.]

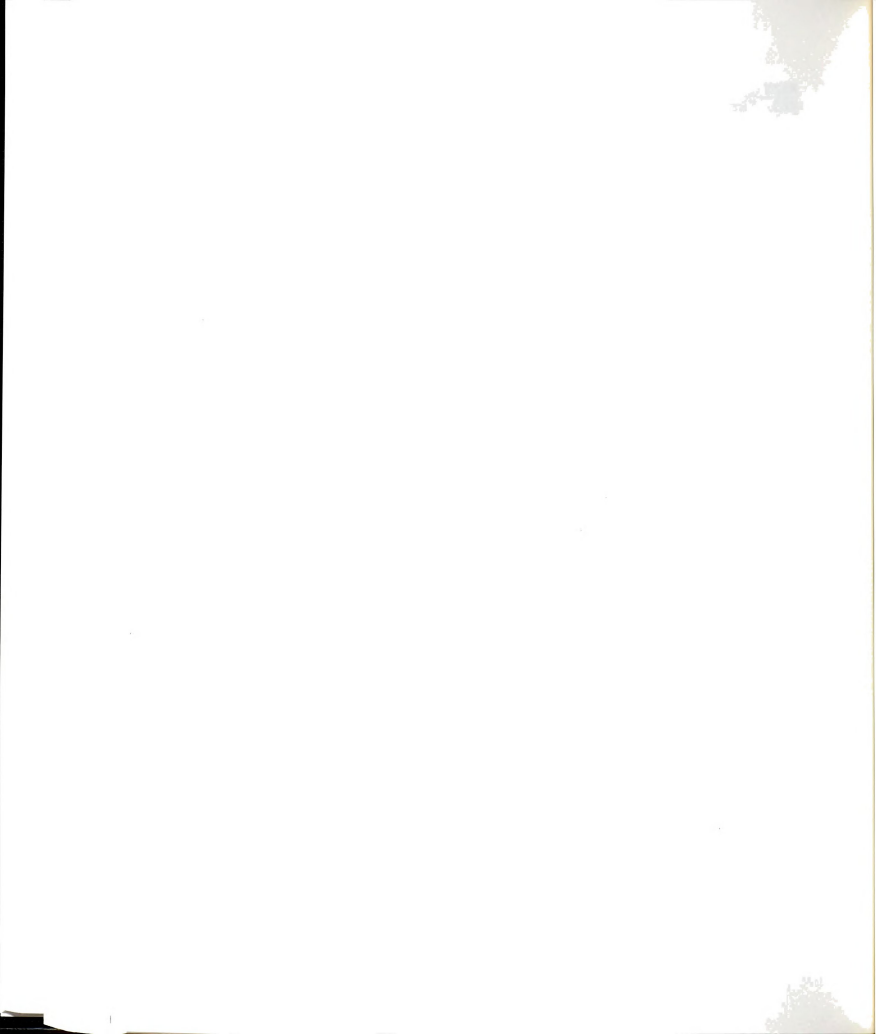
975 "Promptly took my call and well I was hit from backend in my Plym. Reliant wagon and he pickup left scene. I had his license number and called it in." [R=5 for motor vehicle accident.]

978 "Understanding." [R=4 for witness to a crime.]

987 "Very knowledgeable, and did what he said he would do." [R=5 for reported an incident.]

993 "Officer reported and took information. I never heard another word on whether any progress [had been] made on finding who had been in my home." [R=3 for victim of a crime: burglary.]

996 "Very helpfull [sic]." [R=5 for motor vehicle accident.]



North Region

Ward 4 Precinct 1

583 "[The officer had] concern for a part of his town."
[R=5 for Other contact: "Patrolman stopped to say we had moved into his Grandmother's home and he appreciated taking good care."]

592 "[The police] never showed up for two hours." [R=1 for unidentified contact.]

614 "See #8 [Respondent selected 'Excellent' for all five categories in question #8]." [R=5 for reported an incident.]

620 "Because they know their good works and even if sometimes I am scared stiff, after they speak to me I am not scared anymore. Sometimes even my own shadow scares me. They are very fast. All of them." [R=5 for requested information: "The sirens were going at that time of the twister, they told me via telephone what to do -- it seems I have the luck to speak with the lady Wanda and she tells me what to do -- she is a very nice lady, even when I am shaking."]

635 "After reporting hearing screaming in the darkness officers had the courtesy to return and tell me what had happened -- super soaker fight -- needless to say I apologized with a red face." [R=5 for reported an incident.]

638 "[The] only problem I have had was 2 bikes stolen and [were] never recovered." [R=4 for Other contact: D.A.R.E. program.]

Ward 4 Precinct 2

684 "I wasn't warned of my possible danger from the suspect." [R=1 for Other contact: "Officers were in my backyard looking for a suspect."]

685 "Prompt, understanding, reported back after situation was addressed. Professional." [R=4 for reported an incident.]

692 "They are never there on the spot when really needed." [R=3 for requested information.]

699 "Violaters [sic] have time to walk away when officers respond to [sic] slow to destination." [R=3 for unidentified contact.]

711 "[The officer was] very courteous to all of us." [R=5 for reported an incident.]

725 "The officer was very rude and I felt like he was playing a game with me to show me his power." [R=1 for a traffic ticket.]

727 "[The officer] called me back to report what action was taken." [R=5 for reported an incident.]

738 "Their [sic] professional." [R=4 for reported an incident.]

Ward 4 Precinct 3

751 "[The] person answering [the] phone was very pleasant and did everything possible to help on my information call. In regards to my daughter's ticket, I just wanted the police department to be aware of how terrifying it is to be surrounded by 2 officers (one on each side of the car) late at night for a traffic stop." [R=5 for requested information about a ticket her "22-year-old daughter received late at night when she was coming from school. She had been at the Mines studying with friends."]

782 "Solution to complaint obtained without correction." [R=5 for reported an incident.]

Ward 4 Precinct 4

813 "They are doing their job." [R=4]

827 "Incompetent -- unable to take a [sic] accurate [sic] report -- didn't follow thru." [R=1 for victim of a crime (unspecified).]

Unknown Area/Survey No.

unk. 1 "Officer was very courteous and helpful." [R=5 for reported an incident.]

unk. 2 "Asked for no arrest warrant and was ignored." [R=1 for unidentified contact.]

The following are the comments were made for question 21, "To what extent does the Rapid City Police Department need improvement? Why?" This question was rated on a scale of 1 to 5 where 5 represented "great extent" and 1 represented "not at all." The respondents' answers have been included here.

Downtown Region

Ward 1 Precinct 1

001 "Bike path needs patrolling." [R=3]

003 "We can all benefit by ongoing education and training." [R=3]

024 "Overall I think they do a good job." [R=2]

031 "'Speeding' -- the people of R.C. drive like idiots. (EAFB)." [R=3]

038 "More patrolling officers." [R=2]

039 "Need to push no under age drinking and buying for minors." [R=3]

048 "Crime always changes. Guns and drugs are the big concern." [R=3]

053 "Personally, I am disappointed that the police never contacted us about our son or talked to us about the incident. I always had to call and dig for information. The drunk driver had more info. than we did and apparently more favor under the law." [R=3. Respondent was referring to a motor vehicle accident her son was involved in where the police did not notify her.]

058 "Stop and talk with kids and parents when [children are] playing in the street or riding bicycles in the street in neighborhoods." [R=3]

059 "They are slow -- don't respond right away." [R=3]

South RegionWard 1 Precinct 2

066 "More officers on the street. Less resources devoted to collateral duties." [R=2]

071 "They sometimes take certain affairs to extreme; i.e., cruiser night, Sturgis rally, rock concerts." [R=2]

072 "They are doing a good job." [R=1]

076 "Need more officers." [R=3]

077 "(There's always room for some improvement.)" [R=2]

089 "[The police are] doing the best they can." [R=1]

097 "Speeding on 8th street." [R=3]

101 "Growing crime problems." [R=3]

106 "They are ok now." [R=1. No mention was made of previous problems.]

114 "[Officers] could be friendlier and not so egotistic[al]." [R=2]

120 "More visibility." [R=3]

126 "Clean up drugs at schools." [R=3]

127 "You can always improve anything." [R=3]

128 "I have heard from citizens and police of corruption in the department; i.e., excessive force against minorities, confiscation of property for personal use, etc." [R=3]

Ward 1 Precinct 3

133 "Need to harass teenagers less." [R=3]

136 "Need more officers checking motorists who speed. Many times when I'm going the speed limit, cars will pass me like I'm standing still." [R=3]

142 "Need more officers." [R=4]

162 "[It would] be nice to see a patrol car more frequently." [R=3]

- 170 "Positive growth is an on-going process and necessary to maintain any level of proficiency." [Respondent refused to rate improvement.]
- 173 "Need more officers." [R=3]
- 175 "They seem to be doing good." [R=2]
- 179 "Need more officers and maybe civilian patrols." [R=3]
- 183 "Always room for improvement." [R=3]
- 184 "Always room for improvement." [R=3]
- 188 "Having more patrol officers during weeknights and Sunday afternoons." [R=5]
- 189 "Need to see the patrol more often. They need more after 11:00 p.m. Wed. nite (ladies nite). It is unsafe to drive the main roads home from work." [R=3]
- 191 "Always room for improvement." [R=3]
- 197 "Hard to improve on excellence." [R=1]
- 198 "I think they are doing a good job within their budget." [R=2]
- 202 "I feel they are doing a good job however everyone can improve." [R=2]
- 203 "Always room for improvement." [R=3]
- 215 "Need to weed out some of the bad apples on the force and increase training for new officers." [R=3]
- 217 "Mostly satisfied with their performance." [R=2]
- 218 "Traffic violations." [R=5]
- 220 "[Officers need to be] more personable, pleasant." [R=4]
- Ward 2 Precinct 1
- 223 "Too many people disregard stop lights." [R=2]
- 226 "Burglary cases." [R=3]

230 "We probably need more officers for what we expect them to do." [R=3]

231 "Younger officers need more compassion." [R=2]

241 "[Officers?] drive to [sic] fast down our street." [R=2]

244 "There is always room for improvement no matter who or what you are." [R=3]

265 "More on police force." [R=3]

269 "Possible need more officers to patrol problem areas of the city." [R=3]

275 "Attitude of some officers." [R=3]

278 "Patrol cars could drive the side streets more -- for example -- 7th street while kids are on 8th." [R=2]

Ward 2 Precinct 2

286 "Would like to see more foot or bike patrols in recreation areas -- i.e. -- bike path rather than so many vehicles looking for traffic violators." [R=3]

289 "Crime prevention, gang related." [R=5]

303 "I think we are having problems with children juveniles and gangs so we need more involvement [sic] with them, maybe in the schools." [R=3]

309 "I think response time could improve somewhat, also in response to people calling in drunk drivers. At least check into the situation." [R=3]

312 "New methods and equipment, new crime." [R=3]

313 "With small budgets there is always room for improvement." [R=2]

320 "They need to reach out with education to the people that don't know any better than they do." [R=3]

Ward 2 Precinct 3

331 "Don't see them very often." [R=2]

337 "Need more patrol cars." [R=3]

338 "Always room for improvement in most instances." [R=2]

340 "Not enough officers on the street. Too many adm. positions." [R=3]

345 "Perhaps more street patrolling." [R=3]

349 "Patrolling out of the way streets." [R=3]

352 "Just general [improvement]." [R=2]

361 "Seems like it's working pretty well." R=2]

363 "In house cooperation and communication." [R=3]

365 "Response time to calls of 911 Emergency or Non-Emergency." [R=3]

West Region

Ward 3 Precinct 1

372 "Teenagers off of streets late at night." [R=4]

379 "Leadership." [R=3]

380 "More officers on the job, only one patrols Canyon Lake area per. the officer." [R=3]

381 "There is always improvement with anything." [R=3]

384 "They are doing a good job." [R=1]

385 "Patrol streets like Omaha and Jackson Blvd. more for speeding and be more visiable [sic] in problem neighborhoods." [R=3]

393 "In order not to stagnate -- but grow!" [R=3]

394 "More patrolmen cause [sic] city is growing." [R=3]

398 "Improved traffic violations -- running yellow-red lights and intersections." [R=3]

400 "As in regard to any experience I've had they are doing fine." [R=2]

Ward 3 Precinct 2

406 "Speed on main blvds. (Jackson -- Sheridan Lake) need to be more closely monitored." [R=3]

- 408 "They do very well, I think." [Respondent refused to rate improvement.]
- 409 "More night patrol and encourage neighborhood watch programs." [R=3]
- 410 "Need to focus more on prevention because it is more cost effective long term." [R=3]
- 415 "The police seem to be very well trained." [R=1]
- 420 "I'm not aware, but improvements always needed, to be sure." [R=1]
- 423 "More traffic enforcement (moving violations)." [R=3]
- 426 "There is always improvement for everything as changes occur." [R=3]
- 434 "Very low profile in this neighborhood." [R=3]
- 436 "Changing times -- increase in crimes." [R=3]
- 440 "Some have a poor attitude." [R=4]
- 448 "Everyone needs improvement." [R=2]

Ward 3 Precinct 3

- 457 "Some improvement should always be important." [R=2]
- 458 "Often breakins etc. (esp. vacation homes and storage facilities) are never solved." [R=3]
- 459 "Nothing is perfect!" [R=2]
- 471 "Everyone needs some improvement." [R=3]
- 473 "Practice better driving habits." [R=2]
- 475 "There is always room to improve. New training, etc." [R=2]
- 480 "Trafic controll [sic]." [R=5]
- 488 "More police and higher pay will result in lower crime." [R=3]
- 495 "I can't offer any changes that would be suggested." [R=1]

498 "There may be things I am not aware of." [R=1]

502 "[I] haven't had much contact with police, but anything can be improved." [R=2]

Ward 3 Precinct 4

511 "I would like to see more patrols on Jackson Blvd." [R=3]

516 "They're slow and harass teenagers sometimes." [R=3]

517 "I'm sure there is room for improvement." [R=3]

519 "Good areas need patrol too." [R=4]

521 "Unable to solve West side robberies." [R=3]

522 "Limited number makes responding to calls a bit slower." [R=2]

524 "There needs to be a greater focus on crime prevention." [R=3]

526 "Overall I am satisfied with RCPD performance." [R=2]

528 "I think they are doing great!" [Respondent refused to rate improvement.]

542 "Always room for improvement." [R=3]

556 "There is always room for improvement." [R=3]

558 "End of the month speed traps." [R=2]

559 "The police are not accebable [accessible?] to the public because they are always in their car. What happened to the officers on duty downtown on foot." [R=3]

562 "I do not have any complaints." [R=1]

563 "Keep up the good job." [R=1]

565 "Most policemen seem quite arrogant." [R=3]

567 "Need improvement in prevention -- drugs -- alcohol." [R=3]

577 "In trying so hard to criminalize those criminals trying to change." [R=3]

578 "No personal interaction." [R=1]

Ward 5 Precinct 1

835 "Definite breakdown in officers in [the] field versus office staff." [R=3]

839 "Crime, especially juvenile, is increasing." [R=3]

845 "Always room for improvement." [R=3]

846 "I'm very satisfied with the contact I've had." [R=2]

847 "Patrolling the neighborhoods." [R=3]

849 "I feel there are not enough police officers. Focus on stronger issues -- not parking violations at a volleyball game!" [R=3]

856 "Because of racial problems." [R=3. Respondent is Caucasian.]

857 "More visibility." [R=3]

859 "We feel the police officers need to be more aware of the fact that they are under the public eye -- obey the same laws they are hired to enforce. We have observed several stop sign violations, illegal lane changes, speeding with no lights on. Do as we say -- not as we do???" [R=3]

Ward 5 Precinct 2

861 "Need more officers." [R=2]

866 "More observance of vilation [sic] of traffic laws." [R=3]

873 "Increased number of policemen would keep them more evident and visible." [R=3]

874 "Teenage drivers -- discourteous and speed. A large percentage of both male and female drivers are very discourteous and need more discipline in making them change their driving habits. More parental help is needed rather than police -- but it may take more police control to make parents more aware." [R=5]

893 "Traffic violations -- I see them everyday." [R=2]

902 "More policemen." [R=3]

909 "People who speed." [R=3]

912 "They need to watch the drunks leaving bars and not concentrate on young kids."

916 "The perception of minorities is they are treated 'differently.' Becoming racially unbiased is a learned behavior and needs to be constantly practiced." [R=3]

Ward 5 Precinct 3

924 "To follow up on city ordinance infractions." [R=2]

927 "Quite satisfied." [R=2]

930 "More officers in some areas." [R=3]

937 "I think they do a good job." [R=1]

938 "There are not enough police for a city of this size for top law enforcement." [Respondent refused to rate the need for improvement.]

941 "Possible class for preschool age on drug awareness." [R=3]

948 "Many lower level personnel act like they are doing people a favor by responding to requests, etc., at police station." [R=4]

953 "There is always room for improvement." [R=2]

956 "Any dept. always will have room for some improvement somewhere." [R=2]

968 "[I] don't see a problem -- only from the media reports do I hear of problems." [R=2]

975 "Maintain good quality." [R=2]

978 "Everyone needs improvement." [R=3]

983 "Need more patrolling of city parks, public areas and bike path." [R=3]

987 "As a former GA Police officer I can see Rapid City does a fine job." [R=1]

988 "Response is sometimes delayed when notified of suspicious vehicles on property." [R=2]

990 "Too much time spent issuing traffic tickets." [R=2]

995 "I think we have a [sic] excellent P.D." [R=1]

996 "Cars going too fast in residential area." [R=3]

997 "More patrols (foot, bike, motorcycle) on the bike paths." [R=4]

North Region

Ward 4 Precinct 1

585 "Growing population." [R=3]

586 "Courtesy -- P.R. with youngsters." [R=3]

588 "Need more officers, larger budget." [R=3]

592 "To [sic] aggressive." [R=2]

593 "Get rid of the big guru from the land of the fruits and nuts ('just call me Eddie'). Where have all our veteran police officers gone?" [R=5]

596 "That [sic] [improvement is] there [sic] job." [R=5]

614 "Need more patrols." [R=3]

620 "I do not think it needs improvement, you come when people calls [sic] you." [Respondent refused to rate improvement.]

621 "Every police department can allways [sic] strive to improve." [R=3]

635 "More traffic supervision." [R=3]

638 "We should always [improve]." [R=2]

Ward 4 Precinct 2

663 "Because they need to watch more of the underage drinking." [R=2]

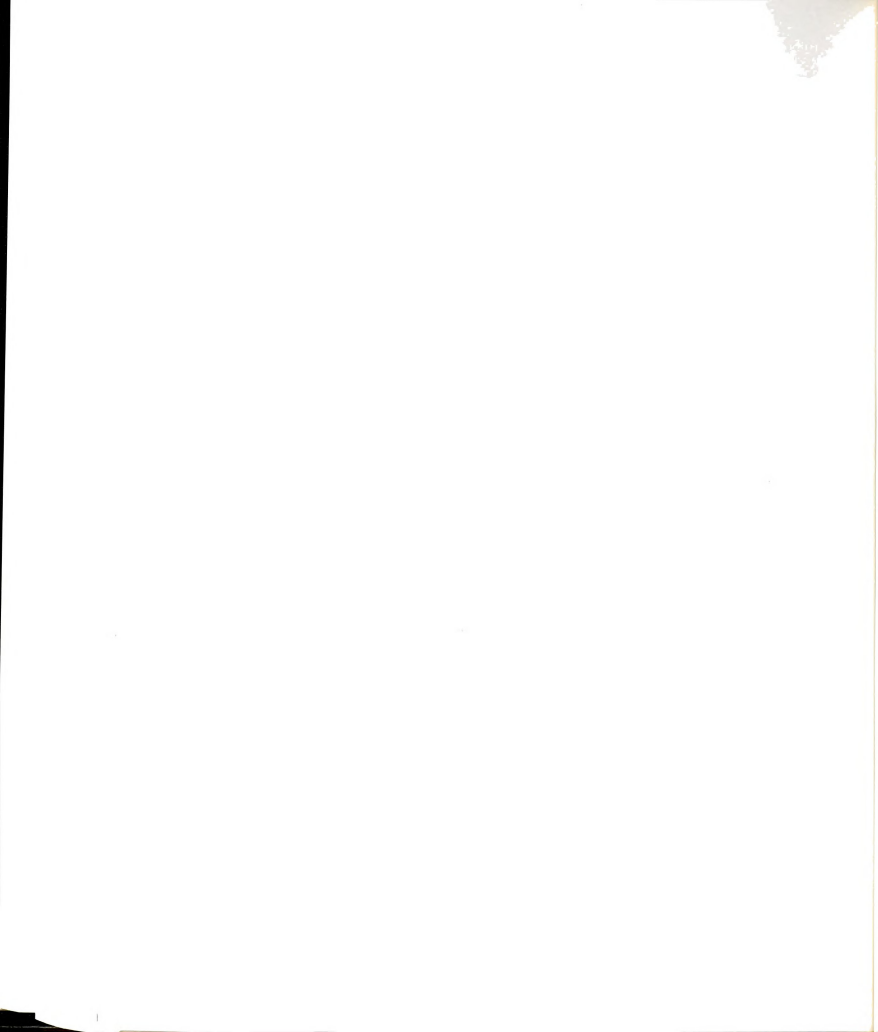
681 "Basically in sheer numbers. Violence and crimes [are] becoming more frequent." [R=3]

685 "Increase number of officers -- be more realistic with juvenile concerns/problems. Gangs are here." [R=3]

- 689 "Do not patrol the area often enough." [R=3]
- 692 "Nite owls." [R=4]
- 693 "To [sic] many sirens in early morning hours." [R=3]
- 699 "Faster response." [R=3]
- 702 "Be more courteous." [R=3]
- 703 "More officers to patrol Rapid City." [R=3]
- 705 "Sure there is room for improvement somewhere." [R=2]
- 725 "Need more officers." [R=3]
- 727 "Nobody is perfect. Everyone can improve. Human nature being what it is, I'm sure racist attitudes still exist." [R=2]
- 730 "Needs more frequent patrols." [R=3]
- 731 "We need more patrol officers." [R=3]
- Ward 4 Precinct 3
- 743 "Every one can improve some." [R=3]
- 751 "I've never had any problems with our RCPD." [R=1]
- 765 "Drivers in Rapid City need educating. To watch them half of them are on a racetrack. Anytime someone must apply brakes to avoid an accident due to someone else's artistic driving, something's wrong." [R=3]
- 786 "They need to patrol our area." [R=3]
- 796 "Driving over the speed limit." [R=3]

Ward 4 Precinct 4

- 806 "Increase along with crime increase." [R=3]
- 813 "Solve a crime instead of thinking about money from fines." [R=3]
- 814 "Don't harass, protect like the motto says." [R=3]
- 817 "More neighborhood patrols in evening and after bars close." [R=3]



818 "More patrol cars to monitor activities." [R=3]

820 "More patrols on the streets." [R=3]

827 "Lazy, incompetent, disrespectful to minorities." [R=5.
Respondent is Native American.]

Unknown Area/Survey No.

unk. 1 "They need better radios." [R=3]

These comments were given by respondents to question 22, "Has Rapid City Police performance improved or gotten worse in the past year? Why?" This question was rated from 1 to 5 where 5 represented "Improved" and 1 represented "Worse." The answers given by the respondents have been included here.

Downtown Region

Ward 1 Precinct 1

024 "They seem to catch criminals quite soon after crimes are committed." [R=4]

031 "I believe that the dept. is always striving to improve." [R=4]

048 "Haven't needed police, but there are always patrol cars up at Star Village." [R=3]

South Region

Ward 1 Precinct 2

072 "I've noticed an improvement in attitude over the years." [R=4]

089 "They have not done anything different." [R=3]

097 "Usually they find the guilty person or persons." [R=5]

106 "The same or better." [R=3]

126 "[They are] trying." [R=4]

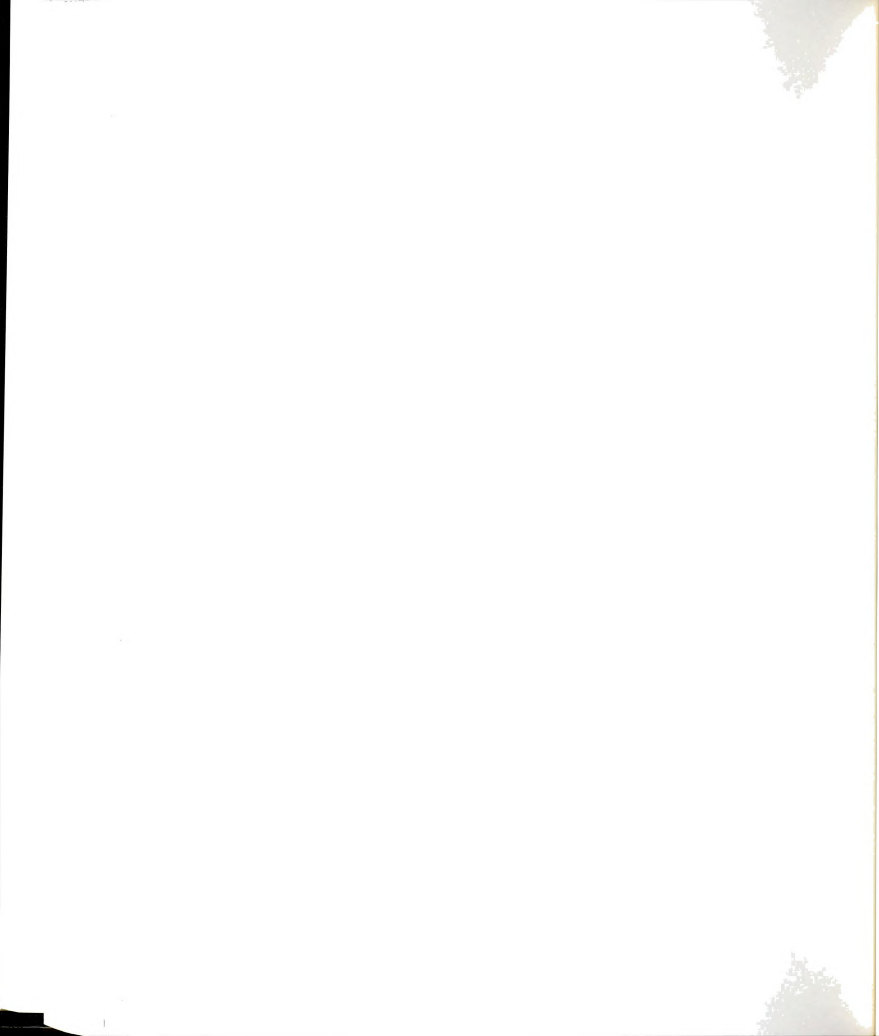
Ward 1 Precinct 3

136 "I feel they do the best they can with the work they must do. I have 2 brothers in law enforcement (Colorado and Minnesota). A very hard job with little praise." [R=4]

179 "New officers either don't know what they are doing or just have a cocky attitude." [R=2]

189 "I am not aware of any great changes." [R=3]

197 "Very professional force." [R=3]



202 "Haven't noticed any difference." [R=3]

203 "See more of them around." [R=4]

215 "The accreditation has kept them on their toes." [R=4]

Ward 2 Precinct 1

223 "They are very good in my opinion. Excellent chief."
[R=3]

241 "Have had no contact with them." [R=3]

265 "See more patrol cars." [R=4]

278 "I really haven't dealt with policemen this year but a couple of years ago I had cause to call on them twice and they put me at ease." [R=3]

Ward 2 Precinct 2

286 "Still having problems in recreation areas -- don't feel safe jogging on the bike path by myself." [R=3]

320 "They are working effectively upwards because they are understanding the value of their work." [R=5]

Ward 2 Precinct 3

321 "[Same] to my knowledge." [R=3]

324 "Short period of time to change." [R=4]

340 "Not enough officers on street." [R=3]

365 "We seem to have the same crime etc. problems and some more as we had a year ago." [R=3]

West Region

Ward 3 Precinct 1

379 "More patrol officers." [R=4]

384 "Apprehending more traffic violators." [R=4]

393 "Better communication with the public." [R=5]

398 "Based on personal contact -- responded to reports well." [R=4]

Ward 3 Precinct 2

408 "They found my neighbor's stolen car in about 24 hours."
[R=4]

412 "[The police] reply sooner." [R=5]

420 "[Has improved] now with proposed curfew." [R=5]

423 "Not much has changed." [R=3]

426 "[I] have no opinion on this but think they are a fine dept." [Respondent refused to rate improvement.]

Ward 3 Precinct 3

458 "Crime rate is up but it appears conviction rate is also increased." [R=3]

473 "See #21 ['Practice better driving habits.']. " [R=4]

488 "There are only so many men on and have to patrol too large an area." [R=3]

Ward 3 Precinct 4

511 "I feel they are always improving." [R=4]

516 "[Same] [be]cause it's not improving." [R=3]

521 "I believe officers are better educated/trained." [R=4]

526 "I feel more and more confident in their hard work and success." [R=4]

528 "No complaints. Maybe need more policemen at times or public should get more involved in helping police as 'neighborhood watch.'" [R=3]

558 "Rarely seen in my neighborhood." [R=3]

563 "Good training practies [sic]." [R=4]

567 "Being that I haven't had much contact with them, I feel performance is the same." [R=3]

Ward 5 Precinct 1

835 "Phone communications are poor -- answering parties very impatient." [R=2]

Ward 5 Precinct 2

868 "Not enough officers." [R=3]

902 "Became accredited." [R=5]

912 "See more officers out on streets." [R=4]

914 "They seem to keep things under control." [R=3]

916 "I think the performance continues to improve professionally." [R=4]

Ward 5 Precinct 3

924 "Improved communication with schools, Sheriff's Dept. Improved control of 'cruising.'" [R=4]

927 "Quality consistent." [R=3]

937 "Seem to be doing good." [R=5]

948 "Patrol presence does seem to be up from last year." [R=4]

956 "Haven't noticed any change." [R=3]

975 "What I see is good." [R=4]

983 "Addressing gangs, young people gathering." [R=5]

988 "Seem very conscientious and concerned." [R=4]

990 "Had to get better with budget cuts." [R=3]

993 "R.C.P.D. does [a] fine job in [a] lot of areas. However, it once had a fine group and policy to investigate traffic accidents instead of simply report them. The department now seems to do no thorough accident investigations." [R=2]

995 "Public relations [is] making people more aware of the P.D. activities." [R=4]

997 "More public awareness of what officers are doing." [R=4]

North Region

Ward 4 Precinct 1

588 "I feel our protection is constant but could improve with reason above in ques. 21 [Need more officers, larger budget.]." [R=3]

596 "[Improved] [be]cause of less work more free time." [R=5]

620 "I do not see the difference. In time of trouble you are here." [Respondent refused to rate improvement.]

638 "DARE program is getting more attention. It is good to be accredited." [R=4]

Ward 4 Precinct 2

663 "[Improved] because they have been more concerned with public safety." [R=4]

674 "More awearness [sic] on streets." [R=4]

693 "They all do fine." [R=3]

703 "Haven't noticed a difference." [R=3]

705 "[I] believe I see more patrol cars." [R=4]

727 "I have observed patrol car training exercises at east Civic Center parking lot." [R=4]

Ward 4 Precinct 3

743 "What I've seen is about the same." [R=3]

751 "Too much attention given to rock concerts." [R=3]

765 "Motorists and bicyclists are [a] big problem. Bicyclists should be ticketed for not following traffic laws like riding on [the] wrong side of the street." [R=3]

Ward 4 Precinct 4

814 Haven't heard good or bad." [R=3]

818 "Have seen more law enforcement personnal [sic]." [R=4]

These comments were given by respondents to question 23, "How would you rate the image of the Rapid City Police Department within the community? Why?" This question was rated on a scale of 1 to 5 where 5 represented "Excellent" and 1 represented "Poor." The answers given by the respondents have been included here.

Downtown Region

Ward 1 Precinct 1

024 "We feel they do a good job. I am sure there are always ways to do better." [R=4]

031 "All in all, very professional." [R=4]

048 "They are always patrolling [sic], but there is a serious problem with exhibition driving on Signal and East Signal Drive." [R=3]

South Region

Ward 1 Precinct 2

064 "Great team." [R=5]

071 "They're concerned and seem to answer all the calls." [R=5]

072 "The pros and cons balance each other. In the citizens' eyes, I mean. Some people are pro-police and some are con-police, so ultimately they balance each other." [R=3]

077 "Portray a good image -- I very rarely see an officer that looks grossly out of shape. It's good to see females on the Department also. The officers usually seem in fairly good moods too." [R=4]

106 "They seem to be doing their job, as far as I hear or see, after all I'm only 75 and don't get around much." [R=5]

Ward 1 Precinct 3

134 "Visible." [R=4]

136 "They do a good job. Haven't had any dealings with the R.C. police department but glad they're around when needed." [R=4]

142 "Polite -- competent [sic]." [R=4]

173 "The officers do the best they can do with the officers they have." [R=3]

175 "With the crap they put up with 24 hours a day all year long I don't know how they can keep from going nuts." [R=5]

179 "We have a good dept. It just comes across wrong." [R=4]

188 "They seem to have well trained officers and seem to have a good arrest ratio versus serious crimes." [R=4]

189 "[Above average] because you have got rid of some cocky officers. They seem to be more friendly. (Some of the older ones need lessons on attitude.)" [R=4]

197 "Citizens of Rapid City are proud of their police dept." [R=5]

203 "Overall [officers] are respectable." [R=4]

212 "No scandals." [R=4]

215 "While the department as a whole is doing good, individual officers can spoil the image with their actions on and off duty." [R=3]

217 "I think we have a good police force." [R=4]

Ward 2 Precinct 1

223 "Excellent, intelligent leadership." [R=5]

230 "My limited involvement in [the] community sees and hears good reports on R.C. Police Dept." [R=4]

241 "Sounds good in [Rapid City] Journal and on T.V." [R=4]

244 "They are very visible and I think live up to their motto 'to protect and serve.'" [R=5. The motto is 'Community Commitment.']

245 "Not very friendly." [R=3]

248 "No major problems." [R=4]

265 "[The officers] come when called." [R=4]

269 "My friends think they are doing a good job." [R=4]

278 "You really don't hear a lot of negative things about them, but sometimes you don't see one where there should be one." [R=3]

Ward 2 Precinct 2

286 "Seems to be pretty good -- my personal experiences have shown me that the P.D. is too busy for the concerns I have had -- tornado evacuation, medical emergency info., loiterers in public places -- post office." [R=4]

289 "[Excellent] because of different ethnic background." [R=5]

309 "I think they are well seen, well known." [R=4]

312 "Very few incidents that I have heard of." [R=4]

313 "No problems with police that I know of in Chapel Valley." [R=5]

320 "Most policemen (women) are working together in a positive way. They help each other and are educating themselves and the public. I think they may need only a boost to reach (5) [Excellent]. Thank you." [R=4]

Ward 2 Precinct 3

321 "Appears to have good image." [R=4]

323 "Consistent handling." [R=4]

338 "As far as I know they are doing their best." [R=4]

340 "They are involved in the community." [R=4]

361 "Seem polite, [I have] not heard much about them being overly rough with law violators." [R=4]

363 "Youths feel singled out." [R=4]

365 "Need to become more active and visible in the community." [R=3]

West Region

Ward 3 Precinct 1

379 "Conduct." [R=3]

384 "Most people have respect for the police department."
[R=5]

393 "Highly professional behavior." [R=5]

398 "Few complaints heard." [R=4]

Ward 3 Precinct 2

406 "They are neat appearing and courteous." [R=4]

408 "They are on the ball and quick to respond." [R=5]

409 "Limited knowledge." [R=4. Probably the respondent who has limited knowledge of the police, as she refused to answer other questions on the basis of insufficient information on the department.]

410 "Most of the officers are very polite and friendly just like other members of the community." [R=4]

412 "No trouble." [R=5]

420 "Not aware of local situations, but interested and concerned." [R=4]

423 "Looked at as a good department." [R=4]

426 "There have been situations that could have been out of control (racial -- marches, etc.) but have been handled on a 'let's talk' basis." [R=4]

Ward 3 Precinct 3

471 "They are very professional." [R=5]

475 "Courteous [sic], clean personnel and equipment." [R=5]

488 "They do well with what they have." [R=4]

Ward 3 Precinct 4

511 "There doesn't seem to be any major news stories about problems." [R=3]

516 "[Average] [be]cause they don't strive to improve relations." [R=3]

521 "Police are respected/professional." [R=5]

522 "My limited observance of policemen has found them to be efficient capable and helpful." [R=5]

526 "The RCPD not only serves and protects but it teaches as well." [R=5]

528 "Doing a good job educating public as to your job and what it entails." [R=4]

563 "Doing a good job." [R=4]

565 "In response to (questions) 22 and 23, I feel the chief of police, Tom Hennies, is doing a good job and a definite credit to Rapid City." [Respondent refused to rate image of the department.]

567 "I feel for the most part that the police dept. is competent in handling most situations. Of course there is always room for improvement." [R=4]

578 "Response is very good." [R=5]

Ward 5 Precinct 1

835 "People either deal with the police on a direct or indirect basis. All averages out." [R=3]

841 "Have heard nothing bad!" [R=4]

849 "Police cars are not seen as frequently as in other cities -- gives me [the] impression they are understaffed, which would mean overworked." [R=3]

Ward 5 Precinct 2

868 "Officers are usually nice and helpful." [R=4]

911 "Courteous, good appearance, well schooled in their trade." [R=5]

912 "They do a good job." [R=5]

914 "Have not heard any bad reports." [R=3]

916 "There are very few negative news stories that would 'alarm' the community as a whole." [R=4]

Ward 5 Precinct 3

924 "Availability, visibility, cooperation." [R=5]

937 "I think they are there when you need them." [R=5]

938 "People who have not had direct experience with the police seldom think about whether the department is good or bad . . . it's just there until they need it -- or until they are needed by the police." [R=3]

948 "Patrol officers are seen the most. In my opinion, they are your best asset concerning image." [R=4]

953 "People feel they do a good job and I don't hear negative reports about the department." [R=4]

956 "I hear few complaints from other citizens." [R=5]

975 "I don't hear any complaints from people I come in contact with." [R=4]

983 "They do a pretty good job!" [R=4]

990 "Highly visible -- friendly." [R=4]

995 "Well trained, efficient appearance, courteous." [R=5]

North Region

Ward 4 Precinct 1

588 "Doing thier [sic] best with [the] numbers they have." [R=4]

596 "Not much a police person." [R=3]

620 "Because you care, because you come, when people are scared to death by seeing a coyote without a pelt on. It was at night in a dark street!" [R=5]

635 "I've not heard people complaining about their behavior." [R=4]

638 "I am aware of no problems." [R=5]

Ward 4 Precinct 2

663 "[Above average] because they improve the look of the cars and they keep them clean." [R=4]

685 "Personally, I believe they are doing a good job. Many feel (I have talked to) that the philosophy is 10 years behind. We might have a small city but a lot of big city crime is here." [R=3]

692 "Some are good and some are bad." [R=4]

705 "I have not heard of any negative remarks. They always seem to be doing an excellent job." [R=5]

727 "I'm going mostly on media stories about police involvements and response to needs in [the] community." [R=4]

Ward 4 Precinct 3

743 "I haven't heard any detrimental talk." [R=3]

751 "I believe they try hard to be the best they can." [R=5]

765 "With a few exceptions, have top notch people as officers." [R=4]

Ward 4 Precinct 4

813 "Need more education about minorities." [R=3]

814 "[The department is] looked down upon -- don't let personal lives get in the way." [R=2]

818 "Have been more friendly then [sic] before." [R=4]

APPENDIX I

ADDITIONAL RESPONSES TO

COMMUNITY SURVEY

QUESTION #1

APPENDIX I

Additional Responses to Community Survey Question #1

The following are the responses given in the "Other" category for question 1 on the community survey; "How much attention would you like to see the police concentrate on the following areas?"

<u>Responses</u>	<u>No. of Responses</u>
Rape	7
Domestic Violence	6
Child Abuse	5
Traffic	4
Loose Dogs/Animals	4
Drunk Driving	3
Vandalism	2
Loud Music from Vehicles	2
High Visibility	2
Violent Crimes	1
Gangs	1
Rowdiness	1
Loud Mufflers	1

APPENDIX J

ADDITIONAL RESPONSES TO

COMMUNITY SURVEY

QUESTION #14

APPENDIX J

Additional Responses to Community Survey Question 14

The following are the responses given in the "Other" category for question 14 on the community survey; "How important are the following problems in **your** neighborhood?"

<u>Responses</u>	<u>No. of Responses</u>
Speeding in residential areas/where children are present	8
Loose or loud pets/animals	8
Loud parties at night	2
Littering	2
Crime prevention -- gangs	1
Hit and Runs	1
Smashing Mailboxes	1
Kids riding bikes on streets	1
No patrol on Belleview Drive	1
Zoning violations	1

APPENDIX K

UNIVARIATE RESULTS FROM
CONTACT SURVEY

APPENDIX K

UNIVARIATE RESULTS FROM CONTACT SURVEY

(Questions one and two do not appear as they were used to note the case number and type of contact.)

3. Was the police officer (or officers) **courteous**?

(N=187) Frequency Percent

Yes	173	92.5
No	14	7.5

4. Was the police officer (or officers) **understanding**?

(N=184) Frequency Percent

Yes	141	76.6
No	43	23.4

5. Was the police officer (or officers) **concerned**?

(N=174) Frequency Percent

Yes	132	75.9
No	42	24.1

6. Was the police officer (or officers) **competent**?

(N=184) Frequency Percent

Yes	169	91.8
No	15	8.2

7. Did the police officer(s) adequately **search the crime scene**?

(N=65) Frequency Percent

Yes	46	70.8
No	19	29.2

8. Did the police officer(s) adequately **examine evidence**?

(N=54) Frequency Percent

Yes	35	64.8
No	19	35.2

9. Did the police officer(s) **attempt to locate or question witnesses**?

(N=57) Frequency Percent

Yes	35	61.4
No	22	38.6

10. Did the police officer(s) **make out a report**?

(N=77) Frequency Percent

Yes	75	97.4
No	2	2.6

11. Did a police dispatcher give you an estimate of how long it would take for an officer to arrive?

(N=59) Frequency Percent

Yes	27	45.8
No	32	54.2

12. Did the police officer(s) arrive (faster, the same, or slower) than you expected?

(N=74) Frequency Percent

Slower	9	12.2
Same	38	51.4
Faster	27	36.5

13. Were you recontacted for further questioning?

(N=90) Frequency Percent

Yes	21	23.3
No	69	76.7

14. Were you recontacted about the status of the investigation?

(N=86) Frequency Percent

Yes	24	27.9
No	62	72.1

15. Overall, how satisfied were you with the manner in which the officer(s) responded to **your** contact? (Scaled from 1 to 5 with 5 being very satisfied, 1 being not satisfied, and 3 being somewhat satisfied.)

Overall satisfaction of the respondents had a mean of 3.5, with a standard deviation of 1.18

16. In your neighborhood, how well do you think the police department performs its duties? (Scaled from 1 to 5 with 5 being very well, 1 being very poor, and 3 being average.)

a. In General (N=164):

The respondents' rating of police performance in general had a mean of 3.7 and a standard deviation of 1.18.

b. Patrol Officer Performance (N=152):

The responses to this question had a mean of 3.5 and a standard deviation of 1.21.

c. Detectives Performance (N=106):

The respondents rated the performance of the detectives with a mean of 3.2 and a standard deviation of 1.44.

17. How many contacts have you had with the Rapid City Police Department in the last year?

This number ranged from 1 to 75 with a mean of 3.1 and a standard deviation of 7.38.

18. How would you classify your work?

(N=182)	Frequency	Percent
Professional	27	14.8
Clerical/Technical	38	20.9
Blue Collar	63	34.6
Retired	11	6.0
Homemaker	8	4.4
Unemployed	4	2.2
Other	31	17.0

19. How long have you lived in Rapid City?

The results of this question ranged from 1 year to 84 years, with a mean of 17.4 and a standard deviation of 14.78.

20. How old are you?

Responses to this question ranged from 15 to 84, with a mean of 35.3 and a standard deviation of 13.12.

21. What is your sex?

(N=187)	Frequency	Percent
Male	95	50.8
Female	92	49.2

22. What is your marital status?

(N=182)	Frequency	Percent
Single	55	30.2
Married	100	54.9
Widowed	7	3.8
Separated	2	1.1
Divorced	18	9.9

23. What is your education level?

(N=181)	Frequency	Percent
Less than H. S.	12	6.6
High School	70	38.7
Some College	72	39.8
Bachelor's Degree	16	8.8
Beyond Bachelor's	11	6.1

24. What is your racial/ethnic identity?

(N=182)	Frequency	Percent
Asian	1	0.5
Black	3	1.6
Caucasian	164	90.1
Hispanic	4	2.2
Native American	8	4.4
Other	2	1.1

APPENDIX L

QUALITATIVE COMMENTS FROM
THE CONTACT SURVEY

APPENDIX L

Qualitative Comments from the Contact Survey

The following comments were made by respondents at the conclusion of the contact survey. As this survey was by telephone, comments could not always be recorded verbatim; thus they appear here in the third person as transcribed by the interviewers. Although direct quotes could not be obtained, the original intention of the respondent has been preserved.

Traffic Citations

002 Officer Stanford really did make [respondent] feel good about the police.

006 [Respondent] has had other contacts where officers were not as courteous as they should have been; he thinks it is because of his age [18]. [Respondent rated the officer as courteous for incident in survey.]

009 Police are doing a pretty good job. [Traffic enforcement] is a necessary service to the community. [Respondent] received a ticket for one incident where [he] was not; the officer told [him] that [his] speedometer may be off, but gave [him] a ticket anyway. Officers should be more friendly. Respondent is a teacher and commented that the officer portraying McGruff has a super personality.

011 Police are harassing teenagers in Rapid City; [respondent would] like to see them lay off. They [police] pull over teenagers doing the same speed as an older person. [Respondent is 19.]

018 [Respondent] feels the police should follow the same rules they are paid to enforce; [he sees] a lot of officers who violate traffic laws.

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020 [Officers] need to make a bigger appearance in Dakota Ridge, especially during the summer.

021 Overall, the R.C.P.D is doing a good job.

022 [Respondent was sent to DUI classes at Detox], where they do a good job; they taught [the respondent] a lot about alcohol.

025 [Respondent] thinks they do a real good job.

027 [The police] need to remember the motto "protect and serve" not "harass and hound." [Respondent] feels many officers don't like motorcyclists. Cops cop an attitude when they run into someone a little different than their class; [this] gives authority a bad representation.

055 [Respondent is] very impressed with the 911 service.

DWI/DUI

063 [Officers are] very prejudiced. If you have out-of-state plates you are less likely to be stopped than someone from the reservation. The officer accused [the respondent] of a commotion in a Mini-Mart when [she] hadn't even been there. The officer stopped [her] in a private parking lot and had [her] car towed; she thinks this is wrong. [Respondent is Native American.]

066 The officer had no right to stop [the respondent] in the first place. The road was snow-covered and [she] couldn't see the lines in the road. There is so much crime, yet officers have to stop people like [her]. The officer could have been more understanding; he made poor excuses for stopping [the respondent]; the officer was just trying to stop someone.

068 The officers were just doing their job. [The respondent] doesn't like what they do [enforcing traffic laws], but they are doing it.

070 [The respondent's] contact was not bad, except for being arrested; [she] was treated really good.

Nuisance/Harassment

091 Officers and detectives were really good in dealing with the children involved in the situation. [The respondent] thinks more patrol officers are needed.

094 [The officers] do a super job.

095 [There were] some problems when officers did not search the people they brought into Detox and they had weapons that could have been dangerous to [the respondent] and others.

096 [The respondent] has never seen police take so much abuse as the officers in R.C. do and yet they still are professional and do a great job.

097 Other than one negative contact [the respondent] had with the police, [she is] very happy with the RCPD and how they handle things. Overall, [she is] very satisfied.

098 [The respondent] was very impressed with the way [the officers] handled the situation.

099 [The respondent is] very impressed with how the officers handled the situation.

Vandalism (DPP)

107 They [the police] are doing a good job.

108 There needs to be a juvenile facility to handle the number of problems. Parents can't deal with their children and call the police, but the facilities are overfilled. Juveniles need to be made to finish the time given to them; they need to make up hours [community service]. There needs to be more emphasis on kids.

109 [The police are] good guys, but [the respondent] lives on the edge of town; where officers think it is "not my job." The police are trying to do their job to the best of their ability, but their hands are tied.

113 The police give the community their money's worth, which probably isn't that much anyway.

115 [The police are] doing a good job.

118 [The respondent] lives in Pennington County housing. [She] calls the police about gangs, but these calls are used against her by the housing authority. [She] was told by the police to please call the police about any gang-related activity, but now [she] won't call in. [The respondent] thinks it is very important, but can't call the police. The housing authority has threatened to evict [her] if she calls the police one more time. The officers do their job and do it well, but there are two officers that need attitude adjustments on how people are [to be] treated.

119 [The police are] doing a pretty good job.

120 [The respondent] respects those officers that [she] knows personally, but the officer [responding to the incident in the survey] had had several reports that night and didn't seem concerned. He had trouble locating [her] house and had to have the dispatcher call [her] and have [her] flag down the officer.

Theft (Petty)

126 The department has a lot of headaches. They need to put in more effort to solve crimes.

128 [The respondent was] impressed with the girl [she] talked to at the front desk. She handled things well.

130 They [the police] did the best they could.

132 They [the police] did a good job.

133 If the chief of police would keep politics out of officers' lives, they would be more competent. The patrolmen are all paranoid they will piss off the wrong person. [The respondent has] a sour aspect of the department (not the officers but the bureaucracy) because everything is too damn political. People are not doing their job but covering their ass. People have their hands tied by the brass. All contacts [the respondent has] had with officers are positive, but it's the bureaucracy that screws things up.

Larceny

139 The police were very helpful. [The respondent was] impressed with the survey call.

140 No complaints. [An] incident across the street that the police responded well [to].

147 The officer was really good with the whole matter; it was a very stressful situation [for the respondent] and it was handled well.

149 They [the police] do a good job.

Burglary

155 [The respondent is] satisfied with the law enforcement. Under some pretty hefty circumstances, [she] does feel more comfortable talking with female officers though.

158 The officers really knew what they were doing.

159 [The respondent] feels the detectives didn't do as much as they could have.

163 A lot of time they come and help when [the respondent] holler[s].

164 [The respondent] thinks they [the police] are doing a good job -- it's a tough one.

165 [The respondent] lives on the north side of town and if [the respondent] would have known how the area is, [the respondent] wouldn't have bought the house. More attention needs to be paid to the north side instead of the west side; there are a lot of undesirable people in this area.

Simple Assault

167 The police are doing a really good job. Parents need to help out more with their children.

168 The officer didn't believe [the respondent]. She [the officer] thought [the respondent] was drinking; [she] was in shock from the assault. Give the victim more slack.

170 The police are petty and small-minded, especially when it comes to traffic enforcement.

171 The police do an excellent job. [The respondent] used to work with Women Against Violence, and was very impressed with the officers [she] rode along with.

173 The west side needs to be cruised more. [The respondent] had a stereo stolen out of [his] car; there have been a lot of break-ins there lately.

175 The officers didn't seem to want to do anything [about the situation]. [The respondent] has had other contacts that were ok, but because of this incident . . . [Respondent was implying that satisfaction had decreased.]

Indecent Exposure/Window Peeking

(Recoded into Nuisance/Harassment)

187 They [the police] did the best they could under the circumstances.

188 They [the police] do a real good job; they have a tough job. [The respondent] is very pleased.

190 [The respondent has] a lot of contacts with the police through [his] job. The response time to the hotel is good -
- [the police] are there fast and in numbers when needed.
[The respondent is] thoroughly impressed with the job they do.

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The following comments were given by the respondents to question 15, "Overall, how satisfied were you with the manner in which the officer(s) responded to **your** contact? Why?" As with the additional comments for the contact survey, answers could not be preserved verbatim, but the intent has remained.

Traffic Citation

001 [The respondent] understood the situation; the officer was just doing his job. [R=4]

002 [The officer was] really sweet; really nice. [R=5]

003 Just that [the respondent] goofed; [he] was guilty. [R=5]

004 [The respondent was] the fourth of four cars, and had out-of-county plates; the other cars were going faster. [R=2]

005 Nobody likes to be stopped. [R=4]

006 [The respondent] was wrong, stupid; the officer was nice about it. [R=4]

007 The officer understood that [the respondent] was going downhill, and was only 5 mph over [the speed limit]. [R=5]

008 The officer listened; [the respondent] had borrowed the motorcycle, and the officer didn't assume it was stolen. [R=5]

009 The officer was not very friendly. [R=3]

010 The stop wasn't called for, and was handled very poorly. [R=2]

011 The officer used vulgar language. [R=2]

012 The officer was impersonal. [R=4]

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014 The officer was a jerk. He was doing his job, but the way he handled it wasn't the greatest even though [the respondent] was in the wrong. [R=3]

015 The officer was really friendly. [R=5]

016 The officer did do his job. [R=5]

018 The officer didn't give a reason for pulling [the respondent] over; personally, [the respondent] thinks he [the officer] was an [expletive deleted]. [R=1]

019 The officer was just doing his job. [R=4]

021 [The respondent] had to get out of [his] own car to talk to the officer. [R=3]

022 She [the officer] just wanted to make a bust then leave. [R=3]

023 The officer handled the situation good; he was decent about it. [R=5]

024 The officer understood the situation, and didn't treat it as a major crime. [R=5]

025 The officer gave [the respondent] a ticket, but was nice about it. [R=4]

026 [The respondent] wasn't going any faster than the rest of traffic. [R=2]

027 It seemed like [the officer] instantly had an attitude because [the respondent] was on a motorcycle. [R=3]

028 The officer was very understanding. [R=5]

032 The officer did his job, and was real nice. [R=5]

033 The officer was very understanding that [the respondent] was new to the area. [R=5]

034 The officer was very understanding of the situation. [R=5]

035 [The officer] was very nice to [the respondent]. [R=5]

038 [The respondent] felt entrapped. [R=2]

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039 [The respondent] didn't know the police officer was behind her. [R=5]

041 [The officer was] real professional. [R=5]

043 The officer didn't detain her very long. [R=5]

046 [The officer] let [the respondent] go with a verbal warning. [R=5]

047 The officer was very nice. [R=5]

048 [The respondent] appreciates his kindness and verbal warning. [R=5]

055 The officer needed to be a little more personable; he seemed too cold. [R=2]

DWI/DUI

063 [The officer] had the wrong car; he was looking for someone else. [R=2]

064 The officer cared [about the respondent] but [the respondent's] explanation went over his head. [R=3]

065 The situation was handled very well. [R=4]

068 The officer said he had experience (DUI school) but he didn't act experienced. [R=3]

069 The officer handled himself well. [R=4]

070 The officer treated [the respondent] really nice; he wasn't mean. [R=5]

071 The officer treated [the respondent] pretty nice. [R=4]

072 She [the officer] could tell [the respondent] wasn't that drunk; the officer acted on suspicion only. The ticket was thrown out in court. [R=3]

073 [The respondent] asked the officer to loosen the handcuffs (they were too tight and left gouges), but he [the officer] wouldn't. [R=2]

074 The officer could have been friendlier; he made [the respondent] feel like a criminal. [R=3]

077 The officer was a [expletive deleted]. [R=1]

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082 [The respondent] was drunk; the officer was just doing his job. [R=3]

085 The officer was just doing his job.

087 He [the officer] was just doing his job. [R=4]

090 They [the officers] did what they had to do. [R=1]

Nuisance/Harassment

092 The officer didn't do much about the situation. [R=1]

094 The officer was very helpful and understanding. [R=5]

095 The officer was very competent and helpful; he was good with the suspects. [R=5]

096 The officer was extremely courteous, acted very professional. [R=5]

097 The officer didn't want to make out a report for a stalker. [R=1]

099 The officer was really nice and calm, really concerned. [R=5]

100 The officer handled things good, but didn't seem to take them as serious as [the respondent]. [R=4]

101 They did a very good job. [R=5]

103 The officers did a good job. [R=5]

104 The officers were nice and acted in a professional manner. [R=5]

Vandalism

106 [The respondent] was out of town when the incident occurred; his friend who reported it doesn't like the police. This was carried over to [the respondent's] contact by the officer. [R=4]

107 The officer was concerned because there was a lot of trouble at work. [R=5. Respondent works at a bottling company where he reported having 15-20 contacts in the past year concerning DPP.]

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108 The officers know what they are doing, and are courteous. [R=5]

109 [The respondent] gave the officer a license plate number, but was never contacted. [R=2]

110 [The respondent] gets a lot of vandalism; it doesn't seem a big deal to the officers; they act like they have better things to do. [R=3]

111 [The officer] could have got there faster. The people [suspects] had been there, but were gone before the officer arrived. [R=4]

112 [The respondent] wishes they [the police] would have caught them [the perpetrators]. [R=4]

113 The officer didn't seem too damn concerned; he acted like there were other things to do. [The officer was] cocky. [R=2]

114 The officer was very concerned. [R=5]

115 [The respondent] was surprised and satisfied that someone came out for the incident. [R=5. The respondent had his car window shot out.]

116 The officer came and looked through the scene, took notes, and gave suggestions. He was very courteous. [R=5]

117 [The respondent] was disappointed that [the officer] didn't search thoroughly. [R=4]

118 The particular officer has a bad attitude towards [the respondent], and was uninterested. [R=1]

119 The officer made sure that the stuff in the car was safe. [R=5. Respondent had a car window shot out.]

120 The officer was large; overweight. He [the officer] said others were vandalized, and didn't bother to check [the scene]. The officer was not concerned about it. [R=4]

Theft

121 The officer was great! [R=5]

125 [The respondent] didn't hear anything about a followup. [R=3]

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130 [The respondent was] happy with the way they [the police] handled things even though there wasn't much they could do. [R=5]

133 [The officers] wanted to do what they were supposed to do; they did what they could. They could only do so much. [R=3]

134 The initial officer didn't make [the respondent] happy, but the detectives did a good job. [R=4]

Larceny

136 The officer was prompt, courteous, and concerned. [R=5]

137 [The respondent] never heard back. [R=3]

138 [The respondent] wasn't contacted afterward. [R=4]

139 The officer was very concerned, did a good job. [R=5]

140 The officer knew what he was doing. [R=5]

141 Not much could be done; [the respondent] was recontacted. [R=4]

142 [The situation was] handled real well. [R=5]

143 The officer put on a good show, but it was the last [the respondent] heard of it. [R=4]

144 [The contact] was ok; [the respondent] wishes the police would have recontacted [her]. [R=5]

145 It happened at night; there was not much he [the officer] could do but write a report. [R=5]

146 The officer made a mistake on the report, and failed to include some information. [R=3]

147 The officer was courteous, helpful, and gave good advice. [R=5]

148 She [the officer] did everything she could do. [R=5]

149 The officer couldn't do anything else. [R=5]

150 The officer did his job well; he was honest with [the respondent]. [R=4]

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155 [The respondent] would have liked to have been kept a little more informed. [R=4]

158 [The officer] showed up right away; he was really nice. [R=5]

164 [The respondent] was happy with the initial contact. [R=5]

Simple Assault

166 [The officer was] courteous, pleasant. [R=5]

167 Detective Savage helped a lot with [an unrelated] burglary. [R=5]

168 The officer didn't believe [that the respondent had been assaulted]. Officers should treat victims better. [R=3]

169 [The situation] was handled well; the officer should have pushed to arrest [the suspect]. [R=4]

170 The officers did their job, got the facts; [the officers] were supportive. [The respondent] was never recontacted, though. [R=4]

171 Every officer has been gentle with [the respondent's daughter with whom the respondent was having problems]. The officers were responsive, and understood the human touch. [R=5]

172 [The officers] did their job. [R=5]

174 [The officer] took care of it [the situation]. [R=5]

175 Nothing was done; [the officers] knew who it was and what the situation was, but [the respondent assumes the officers] didn't do anything about it or [he] would have been contacted. [R=1]

176 The officer was very courteous, and answered all of the questions [the respondent] had. [R=5]

Indecent Exposure/Window Peeking

(Recoded into Nuisance/Harassment)

187 The incident was reported after the fact; [respondent's] husband called for [her]. There wasn't much the police could do.

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188 [The officer] was very nice; it was an embarrassing situation; the officer was reasonable and concerned.

189 [The officer] was very polite. [The respondent] was afraid to walk back to [her] car. The officer stayed and made sure [she] got to her car. He was very understanding.

190 [The respondent has] great respect for the police.

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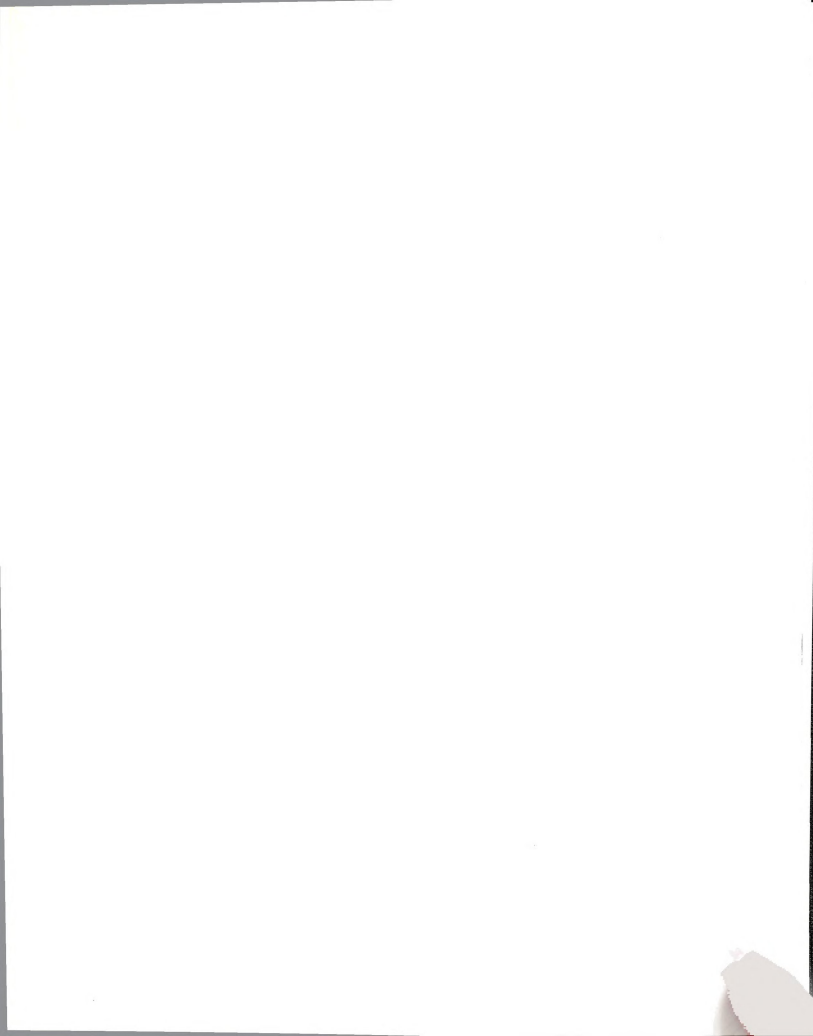
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