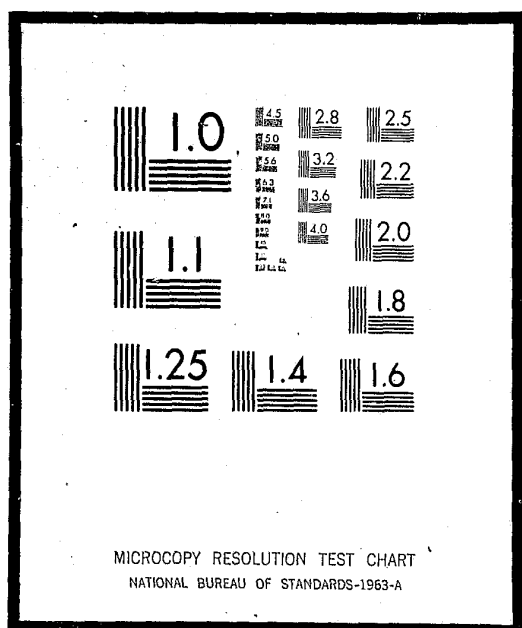


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Philadelphia
 FINAL REPORT -
 PUBLIC TRANSIT CRIME
 REDUCTION PROGRAM -
 PHILADELPHIA-POLICE DEPARTMENT
 73-DF-03-0024



POLICE & SECURITY MANAGEMENT CONSULTANTS

A Division of CAREERCO, Inc.

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EDWARD KING, VICE PRESIDENT

January 9, 1975

Dr. Kenneth J. Reichstein
Governor's Justice Commission
Evaluation Management Unit
214 Stephen Girard Building
21 South 12th Street
Philadelphia, Pennsylvania

Dear Dr. Reichstein:

Submitted herewith is the Final Report of Police and Security Management Consultants evaluation regarding Philadelphia's Public Transit Crime Reduction Program. This Final Report contains the results of a Pre and Post-Test public opinion survey.

After you have reviewed this report, I would be pleased to discuss it with you.

Respectfully submitted,

Michael V. Reagen, Ph.D.
President

MVR:mm

Enclosure

POLICE AND SECURITY MANAGEMENT CONSULTANTS

SURVEY STAFF

Michael V. Reagen, Ph.D.
Project Director

Donald M. Stoughton
Assistant Director

Debbie Cooper
James Cooper
Marianne McCarthy

Doris Pickard
Jean Quinn
Charles Tighe

PREPARED FOR

Governor's Justice Commission
Evaluation Management Unit
214 Stephen Girard Building
21 South 12th Street
Philadelphia, Pennsylvania

(Attention: Dr. Kenneth J. Reichstein)

and

Mayor's Criminal Justice Improvement Team
P. S. F. S. Building, Room 1112
Philadelphia, Pennsylvania

(Attention: Chief Inspector John A. Craig)

RE: PUBLIC TRANSIT
CRIME REDUCTION PROGRAM

CONTRACT NO: 73-DF-03-0024
PSM-74C-4-S-103

Police and Security Management Consultants
A Division of CareerCo, Inc.
847 James Street
Syracuse, N. Y. 13203

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EXECUTIVE SUMMARY

Philadelphia was granted one million dollars by the Law Enforcement Assistance Administration in June, 1973 to expand its police departments (PPD) Transit Unit by an additional sixty personnel to: (1) reduce the incidence of Part I and Part II crimes on the public transit system; (2) increase the clearance rates of crimes that do occur; and (3) reduce citizen's fear of being involved in a criminal incident when using the system. In February, 1974, the Governor's Justice Commission (GJC) of Pennsylvania contracted with Police and Security Management Consultants (PSMC) of Syracuse, New York to evaluate the project.

PSMC's efforts were directed towards the collection of criminal statistics generated by the Transit Unit and the gathering and analyzing of data on Philadelphia citizen's fear of crime in the transit system. This final report presents a face value accounting of Part I and Part II crimes. Both Part I's and II's increased substantially following the implementation of the Transit Unit's additional personnel. Overall, Part I crimes increased 1.5 percent and Part II's increased 154 percent during comparable periods in 1973 and 1974. This final report also includes the "Pre" and "Post" project survey data and a comparison of citizen opinions about transit system crime.

A "Pre" test survey was conducted in March, 1974. A structured instrument was administered to 5,771 respondents. Respondents were selected on a judgement random basis from persons; (1) riding subways, (2) standing at station platforms, (3) using public streets in the Center City area, to (4) telephoning citizens who lived within six blocks of the subway system.

The results of the "Pre" test survey indicated Philadelphia's citizens believed crime was increasing on the subway, they feel unsafe while using the subway system, and they seldom see the police. However, very few respondents stated they had been the victim of a crime and less than 25 percent knew of anyone who had been.

A "Post" test survey of 5,904 respondents was conducted in November, 1974 in exactly the same manner as the "Pre" test. When the "Post" test was conducted the additional personnel in the Transit Unit had been in the field eight months. The results of the Post-test reflected that more people felt that crime in the subway had increased, and more people felt unsafe while using the system than they did in the "Pre" test. Virtually the same percent of respondents were victims of crimes or knew of someone who had been in both surveys. There was a very small increase in the percent of people who said they saw the police while using the system.

PSMC staff conclude that respondents feel unsafe while using the transit system and do not recognize the presence of police. Further, that the statistical base presently available is not sufficient to yield appropriate data for sound analysis and decision making in the allocation and the deployment of personnel.

PSMC recommends the continuance of the Transit Unit and establishing a better system of reporting and recording criminal incidents. PSMC suggests an attempt be made to learn why respondents feel unsafe and what could be done to give them a sense of security and well being.

I. INTRODUCTION

On June 12, 1973, the Mayor's Criminal Justice Improvement Team (MCJIT) on behalf of the Philadelphia Police Department (PPD) proposed to the U. S. Department of Justice, Law Enforcement Assistance Administration (LEAA) to receive one million dollars (\$1,000,000) to expand the PPD's Transit Unit to;

1. reduce the incidence of Part I and Part II crimes on the public transit system;
2. increase the clearance rate of crimes that do occur; and
3. reduce citizens' fear of being involved in a criminal incident when using the transit system.

The federal funds sought for the project were to be used to add sixty (60) policemen and four (4) sergeants to the Transit Unit. Thirty (30) men were to be K-9 units and thirty (30) were to be under cover units or regular patrol units, depending on the problems which existed in the system as they are identified.

At the time the proposal was submitted, the PPD indicated it did not have enough manpower to properly patrol the system, stating specifically on page 18 of the grant proposal, only 20% of the fifty-nine (59) subway-elevated stations had any routinely

assigned transit security and there was none on the subway-surface or surface lines. The additional manpower which the requested LEAA funds would allow was intended to enable the PPD Transit Unit to deploy personnel in several ways. It would give the Transit Unit the strength and flexibility to cover subway areas where incidents regularly occur, permit undercover activities and spot checks of the surface transit system.

On June 28, 1973, the PPD was informed by the LEAA that the project was funded. On February 1, 1974 the Governor's Justice Commission of Pennsylvania (GJC) contracted with Police and Security Management Consultants, Inc. (PSMC), a division of CareerCo, Inc. with home offices in Syracuse, New York, to evaluate the project.

II. THE PROBLEM

Mass transportation is a Philadelphia priority. The City recognizes the essential need of having an adequate system where users feel safe. It is fundamental to the life of a thriving city. Yet Philadelphians are not utilizing the potential of the system. Ridership of the public transportation system in Philadelphia, according to the Southeastern Pennsylvania Transportation Authority (SEPTA) has been declining, and a major reason for this decline is public fear of crime when using the system.

The PPD added sixty policemen to the Transit Unit in March, 1974 in an attempt to restore citizen confidence in SEPTA and to provide a safe environment for users of the system by combating crime in and around the transit system.

The Transit Unit established originally in 1957 with 30 men had grown to 165 men and 20 K-9 Units in 1973. The Unit's responsibilities included patrolling the Center City Concourse, Suburban Station Concourse, subway stations and platforms, and elevated stations and platforms, as well as security of City Hall, the City Hall Annex, and the Municipal Services Building.

In addition to regular foot patrol, the Unit gives special coverage to "school trains" during dismissal time. Routinely, a policeman and, where possible, a K-9 Unit ride the trains. The Transit Unit assigns a policeman and a dog to ride every night train on the subway and elevated systems from 1:00 a.m.

to 6:00 a.m. in order to reduce crime and make riders feel more secure.

Before the Unit expanded, only 20 percent of the 59 subway elevated stations were covered regularly and none of the subway-surface or surface lines.

The additional men were to increase the Transit Police coverage and thereby reduce the fear of crime in addition to deploying the men to routinely patrol the high crime areas in the same manner as the unexpanded force. Police in plain clothes are assigned to the bus routes having the greatest criminal problems.

A battery operated patrol car enables the police to secure the Center City Concourse with fewer men, so that they may be deployed in other areas.

The Transit Unit is made up of veteran police officers. They are deployed to areas based on the information and statistics developed by the PPD and SEPTA's 18 man Security Unit. The policemen regularly assigned to a platform or station are expected to get to know the regular riders, recognize loiterers and school truants.

The PPD's Transit Unit appeared to be an effective unit when and where it is deployed. Statistics gathered in periods

before March 1974 reflect relatively low reported criminal activity. Public fear, however, is a real issue. Even though they are not adequately reflected in the statistics, the various daily unreported indignities experienced by the public has lead to an aura of fear and anxiety.

The rider's fear of crime is generally based on occurrences of incidents reported on the system. Therefore, the second major thrust of the program is to reduce crime and to apprehend the perpetrators of any crimes that occur.

The purpose of PSMC's efforts has been to evaluate the success and results of the expanded Transit Unit made possible by the LEAA grant. The Grant Proposal lists six goals of the Transit Unit:

1. A 5 percent decrease in the number of Part I crimes in the transit system.
2. A 5 percent increase in the clearance-rate for Part I crimes in the transit system.
3. A greater sense of security for the citizenry of Philadelphia through reducing the fear of crime in the transit system.
4. A 2 percent increase in ridership in peak hours and a 5 percent increase in off peak hours.
5. A 10 percent decrease in the number of Part I crimes in the transit system.

6. A 10 percent increase in the clearance rate for Part II crimes in the transit system.

Since the first thirty (30) officers of the expanded unit were scheduled to assume their duties on March 23, 1974, and a second group of thirty (30) officers planned to begin their work on June 20, 1974, PSMC's staff prepared an evaluation focusing on two principal tasks:

- A. The first was to compare the unexpanded Transit Unit's responsiveness to crime with the Unit's activities after introduction of the 60 additional police officers. Specifically, the PSMC would analyze the change in the PFD's crime statistics before and after the expansion of the Unit.
- B. PSMC's evaluation design also required surveying the citizen's opinions of the transit system crime before and after the Unit's expansion. This two part survey was to determine if the expanded Transit Unit instilled a "greater sense of security and a reduction of fear of crime in the transit system."

TABLE I indicates the time schedule and phases of the evaluation.

TABLE I

February-April 1974	April-September 1974	November 1974
<p>Pre-test</p> <ol style="list-style-type: none"> 1. Collection of existing crime statistics and analysis of reporting system 2. Pre-test of Citizens Opinions 	<p>Observation of Expanded Transit Unit and Collection of Crime Statistics</p>	<p>Post-test</p> <ol style="list-style-type: none"> 1. Analysis of Crime Statistics and reporting system 2. Post-test of Citizen's Opinions

PSMC agreed to prepare an Interim Report in April 1974 and a Final Report on the total project in December, 1974.

III. METHODOLOGY

During the first week of March, 1974, PSMC representatives met with staff of the Southeastern Pennsylvania Transportation Authority (SEPTA), the PPD's Transit Unit, MCJIT, and the GJC to (1) secure information and preliminary data, (2) discuss design and surveying techniques, and (3) arrange logistics. On March 13, 1974, Mr. Robert King, Director of Security for SEPTA, and Captain Martin J. Burns, Jr., of the PPD received--via hand delivery--the specifics of the survey methodology and approved it.

A. The Transit Unit's Responsiveness to Crime

PSMC collected information regarding the operation of the Transit Unit as well as the criminal statistics gathered before and after the Unit's expansion.

PSMC requested a full and complete briefing on:

- The organizational structure of the Philadelphia Police Department
- a statistical walk through "the reporting and records system"
- the daily activities of Unit personnel
- the manpower distribution system of Unit personnel
- supervision of Unit personnel
- Communications system
- monthly tabulations that show reported crime and clearance rates for all Part I and II offenses for the previous three years in the transit system.

Also, PSMC requested and received the following material, reports and documents:

- Uniform Crime Reports for the past five (5) years
- department Rules and Regulations
- department Table of Organization
- department Duty Manual
- a copy of all report forms with explanation
- position classifications with descriptions of duties and responsibilities
- Measures of Effectiveness used, i.e., crime rate, clearance rate, spot maps, etc.
- syllabus of training for Unit personnel
- selection criteria for Unit personnel
- what are the major strengths of the Unit
- what are the major weaknesses of the Unit
- copy of all Standard Operating Procedures for the Department
- Policy and Procedure regarding the operational relationship between District and Unit personnel
- Monthly summary statistics comparing previous month and year for crimes reported and arrests made
- a copy of any statistical studies made on the Unit
- any computer print outs and how they are being used, how information is being disseminated, time factor, etc.

PSMC's approach was to compare the Part I and Part II crimes reported to the PPD both before the expansion and after the Unit increased its manpower.

B. Survey of Citizen's Opinions

Nine members of PSMC's staff conducted a two-part survey of citizens in Philadelphia. The first part, a pre-test, was administered during the week of March 18-22, 1974; and the second part, a post-test, was conducted during the week of November 18-22, 1974.

The survey focused on the citizen's response to six questions. Exhibit 1 presents the instrument used by PSMC staff.

PRE-TEST

The instrument was administered via personal interview and phone interview to a total of 5,771 respondents. PSMC contracted with the North American Marketing Corporation of Fort Washington, Pennsylvania, a firm specializing in phone surveys, to do phone interviews with 2,997 Philadelphia residents who lived within six blocks on either side of the SEPTA main lines. PSMC staff interviewed 297 subway riders while on the subway, 2,177 citizens on the street outside of the subway stations, and 303 citizens on subway platforms inside subway stations.

Equipped with identification from SEPTA and the PPD, and working in teams, PSMC staff interviewed Philadelphia citizens at the following locations during the week:

Subway Riders

Broad Street Line
Market Street Line
Frankford Elevated

Station Platforms

Columbia Station
69th Street Station
Lehigh Station
Walnut and Locust Station

Street Interviews

Center City, an area between 8th Street on the east and 16th Street on the west, Walnut Street on the south, and Pine Street on the north;

Olney Station
69th Street
Somerset
Huntingdon
York-Dauphin
Erie
Allegheny
North Philadelphia
Bridge Street
Erie-Torrendale
Snyder
Spring Garden
Fairmount

While the instrument was a strict interview schedule (i.e., the same questions asked in the same way in the same sequence) a color code was established to differentiate the responses of citizens from different locations. Instruments for the phone survey were printed on white paper; platform instruments were printed on green paper; street instruments were printed on blue paper. Also, notations were made to specify exact locations for platform interviews and additional random comments from interviewees were noted.

PSMC team members were at the above locations by 6 a.m. in order to interview peak-hour travellers. After a brief mid-day break, they would interview mid-afternoon and late rush hour travellers. It was felt that these methods would insure the interviewing of a broad cross-section of the City's populace.

Potential respondents were selected on a judgment-random basis. Each PSMC staff member introduced himself/herself (four of the interviewers were women) as "doing a survey for the City of Philadelphia." The interviewers were supervised during their field work by PSMC's Vice-President, Donald M. Stoughton, who periodically collected the instruments from the staff. Supervisors from the North American Marketing Corporation called back every fifth phone instrument to verify that the call had been made and the responses recorded properly and accurately.

POST TEST

During the week of November 18-22, 1974, the post-survey was administered in the same manner as the pre-survey. The instrument form, interview questioning techniques, locations and time of day remained constant. A variation in the survey administration might have caused a variation in responses between the two surveys due to the administration rather than a change in opinions.

There were 5,904 citizens questioned in the post-survey. PSMC conducted 2,073 personal interviews on the street, 300 on the subway platforms, and 394 on the subway. The North American Marketing Corporation made 3,137 inquiries by phone.

The instruments for the pre- and post-surveys were hand tallied by four PSMC staff members. The data-tally sheets were verified by a supervisor and subjected to appropriate statistical procedures.

IV. RESULTS

A. The Transit Unit's Responsiveness

PPD and SEPTA personnel provided complete access to information and a high degree of cooperation for PSMC. Crime statistics of the PPD since 1971 were obtained. Data for earlier years was not available. Information was gathered on the unexpanded Transit Unit as well as the Unit after the 60 additional officers assumed their duties.

TABLE II indicates the total number of crimes reported to the PPD for 1971 and 1972. In 1972, overall major crime (Part I Crime) on the Public Transit System increased 2.9%. This is in direct contrast to the 4.5% decrease in major crime for the City as a whole in 1972.

Significant increases occurred in the numbers of robberies and larcenies (over \$50).

The Part II crimes, however, showed a decrease of 25.3% overall, however, there were significant increases in weapons, sex and narcotic offenses and vagrancy.

A comparison of the crimes reported to the PPD (TABLE II) and the crimes reported to SEPTA's Security Force (TABLE III) shows a great disparity. SEPTA reports 1,400 more incidents of crime than the PPD for both 1971 and 1972. This supports the contention that only a small percentage of the incidents occurring on the Transit System are reported to the PPD.

This strongly supports the need for close collaboration between the Transit Unit and SEPTA.

TABLE IV provides a comparison of the incidents of Part I and Part II crimes on the Transit System reported to the police during two time periods.

The table shows statistics reported between April 1 and September 30, 1974, the months immediately following the Unit's expansion, as well as the statistics gathered for the same months in 1973.

In the months following the expansion, the statistics available for Part I crimes indicate a 100 percent increase in homicide, a 62.5 percent rise in burglary and a 22.9 percent increase in larceny. There appears to have been an 18.8 percent decrease in robbery, and a 25 percent decrease in aggravated assault. The total number of reported Part I crimes increased from 133 to 135, a plus 1.5 percent change.

A comparison of the reported Part II crimes shows major increases in all crimes except fraud, which decreased by 100 percent. Disorderly conduct increased by 550 percent; vandalism increased by 129 percent; simple assault, arson, stolen property increased by 100 percent; weapons offenses increased by 44 percent, sex offenses increased by 24 percent; and narcotics increased by 6 percent.

The total number of reported Part II crimes increased from 111 in 1973 to 282 in 1974, a plus 154 percent change.

The increase may be due in part to the greater number of policemen on patrol to witness and report the criminal acts. This is probably true in the cases of reported disorderly conduct and vandalism, which according to the available data, increased tremendously after the force expanded.

The disparity between SEPTA's crime figures and the data compiled by the PPD, is an indication that there is no firm statistical base to draw comparisons.

The fact that many survey respondents said they failed to report crime to the police is another indication that reported crime figures are much lower than actual crime.

Although SEPTA and the PPD agree all incidents should be reported and accurately recorded, at present there are not sufficient controls to insure this occurs.

Transit Unit crime statistics presented in this report are not categorized by location, or time of occurrence, only by type of incidence. It is PSMC's understanding that incident time and location information is given to Transit Unit Commanders on a monthly basis. This would limit and restrict the flexibility of manpower distribution and deployment.

TABLE II
CRIME ON ENTIRE TRANSIT SYSTEM AS REPORTED TO PHILADELPHIA POLICE DEPT.
FOR 1971 AND 1972 WITH PERCENT OF CHANGE

<u>Part I</u>	<u>1971</u>	<u>1972</u>	<u>% Change</u>
Homicide	2	2	.0
Rape	15	5	-66.7
Robbery	169	191	+13.0
Aggravated Assault	46	41	-10.9
Burglary	15	9	-40.0
Larceny (Over \$50)	29	36	+24.1
TOTAL	276	284	+2.9%
 <u>Part II</u>			
Larceny (Under \$50)	114	113	-0.9
Other Assaults	95	72	-24.2
Vandalism	298	170	-43.0
Weapons Offenses	26	33	+26.9
Sex Offenses	37	44	+18.9
Narcotic Offenses	6	14	+133.3
Disorderly Conduct	84	35	-58.3
Gambling	1	1	0.0
Vagrancy	4	6	+50.0
Other	69	60	-13.0
TOTAL	734	548	-25.3%

TABLE III

CRIME ON THE TRANSIT SYSTEM AS REPORTED TO SEPTA FROM
JANUARY 1, 1971 THROUGH APRIL 30, 1973, BY SURFACE AND HIGH SPEED VEHICLES

Surface	1971	1972	% Change	1973 (Jan. thru April)
Vandalism	971	849	-12.6	192
Graffiti	52	43	-17.3	1
Robbery 1	162	150	- 7.4	34
Fare Evasion	58	48	-17.2	7
Assault 2	162	170	+ 4.9	51
Trespassing	19	12	-36.8	
Rowdyism	227	169	-25.6	26
Misc.	127	96	-24.4	15
TOTAL	1,778	1,537	-13.6	326

Highspeed: Ridge,
Frankford-Market, Broad Subway

Vandalism	115	199	+73.0	45
Graffiti	97	56	-42.3	7
Robbery 1	146	165	+13.0	120
Fare Evasion	42	49	+16.7	16
Assault 2	41	36	-12.2	24
Trespassing	48	29	-39.6	14
Rowdyism	113	133	+17.7	56
Misc.	78	46	-41.0	23
TOTAL	680	713	+ 4.9	305

Total for Entire System 2,458 2,250 - 8.5

1. Robbery: All thefts are included in this category; no attempt has been made to differentiate between robbery and larceny.
2. Assault: All assaults are included in this category; no attempt has been made to differentiate between aggravated assaults and other assaults.

TABLE IV

SUBWAY CRIMES REPORTED TO THE PHILADELPHIA POLICE DEPARTMENT

Part I Crimes Reported (April 1 - Sept. 30 1973, 74)	1973	1974	% CHANGE
Homicide	0	1	+100.0%
Rape	0	0	
Robbery	69	56	- 18.8%
Aggravated A & B	8	6	- 25.0%
Burglary	8	13	+ 62.5%
Larceny	48	59	+ 22.9%
TOTAL	133	135	+ 1.5%

Part II Crimes
Reported
(April 1 - Sept. 30
1973, 74)

Simple Assault	16	32	+100.0%
Arson	0	1	+100.0%
Fraud	1	0	-100.0%
Stolen Property	0	1	+100.0%
Vandalism	21	48	+129.0%
Weapons	16	23	+ 44.0%
Sex Offenses	21	26	+ 24.0%
Narcotics	18	55	+ 6.0%
Disorderly Conduct	2	13	+550.0%
All Other Offenses	16	83	+419.0%
TOTAL	111	282	+154.0%

B. The Survey of Citizen's Opinions

PSMC Staff was impressed with the high percentage of persons contacted through the two part survey who were willing and cooperative respondents. The majority of respondents were pleasant, courteous and appeared thoughtful about their responses. PSMC Staff estimates 75 to 85 percent of those persons approached were willing respondents. The data collected during the pre and post-survey periods are reflected in the following graphs and tables.

Pre-Survey

TABLE V reflects the opinions of the 5,771 citizens who responded to the six questions of the pre-test.

Question A, "In the past year do you feel crime in the subways or buses has increased or decreased?" Forty-two percent (2,427) of the respondents felt crime had increased; 27 percent (1,550) said crime had decreased; and 31 percent (1,794) said they had no opinion. Sixty-one percent of those who had an opinion said they felt crime had increased in the subways during the past year, while 39 percent felt it had decreased.

Question B, 51 percent (2,963) said they felt safe when they were asked "How do you feel when you ride the subway or bus?" Forty-three percent (2,523) said they felt unsafe. Six percent (285) had no opinion to this question. Fifty-seven percent of those who had an opinion said they felt safe while riding the subway or bus, 43 percent felt unsafe.

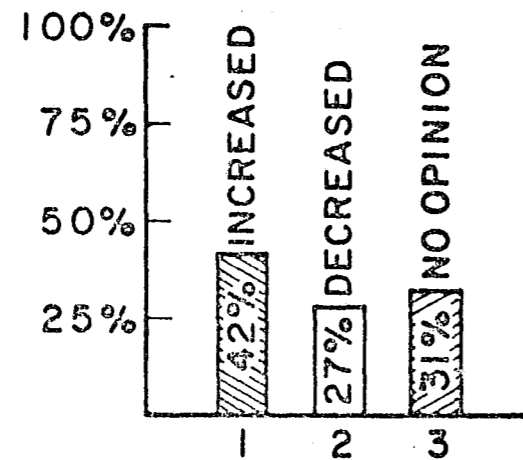
In answering Questions C and D in TABLE V, 6 percent (309) of the respondents said they had been the victim of a threat, mugging, beating or robbery and 23 percent (1,300) said they knew of someone who had. Ninety-two percent of those who responded said they had not been a victim of a threat, mugging, beating or robbery while riding the subway.

Questions E and F relate to police response time and "sense of presence" or police visibility. Eighty-eight percent (5,094) of those persons who responded to Question E had no opinion regarding how fast or slow the police respond to an incident. The majority of respondents (91 percent) had an opinion on how often they saw the police while riding the subway or bus. Sixty-four percent of those with an opinion, or 3,289 respondents said they seldom saw the police; and 36 percent (1,928) said they saw the police often.

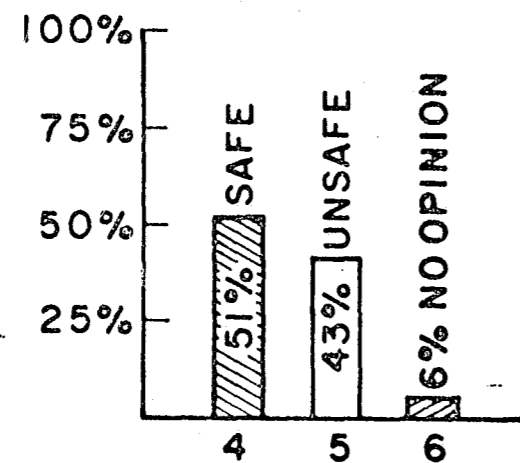
TABLE V presents the pre-test opinion of a large number of respondents. It indicates the respondents believe crime in the subway and buses has increased. Only half of those respondents felt safe while using the system. A very small percent said they had been victims and approximately one in five said they knew of some one who had been a victim. The majority of people interviewed had no opinion regarding police response time. Respondents did, however, feel almost 2 to 1 that they seldom saw the police while riding the subway or bus.

TABLE V
PRE-TEST
TOTAL RESPONSES
(N=5,771)

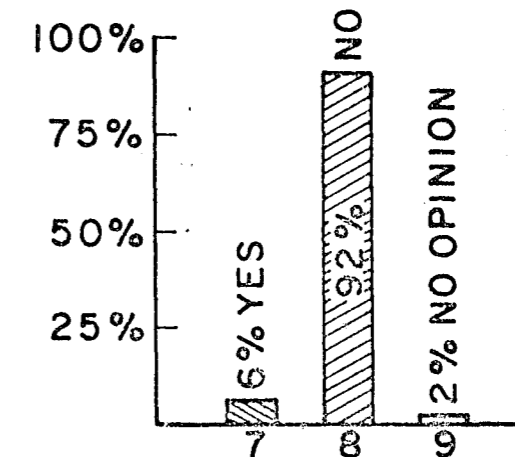
A. IN THE PAST YEAR DO YOU FEEL CRIME IN THE SUBWAYS OR ON BUSES HAS INCREASED OR DECREASED?



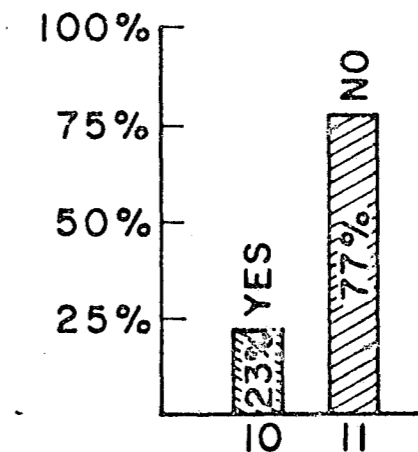
B. HOW DO YOU FEEL WHEN YOU RIDE THE SUBWAY OR BUS?



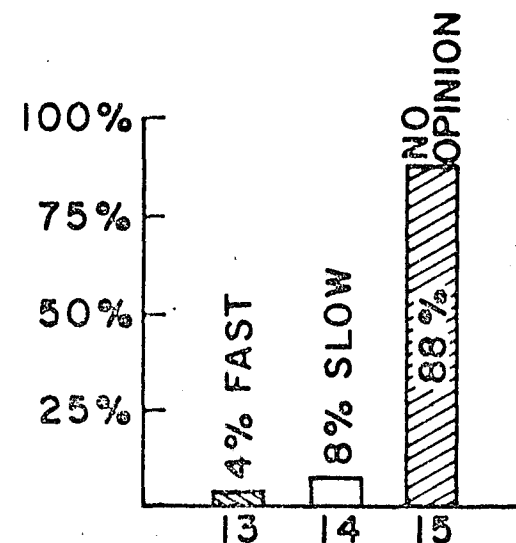
C. IN THE PAST YEAR, HAS ANYONE MUGGED, ROBBED, BEATEN OR THREATENED YOU WHILE YOU WERE RIDING THE SUBWAY OR BUS?



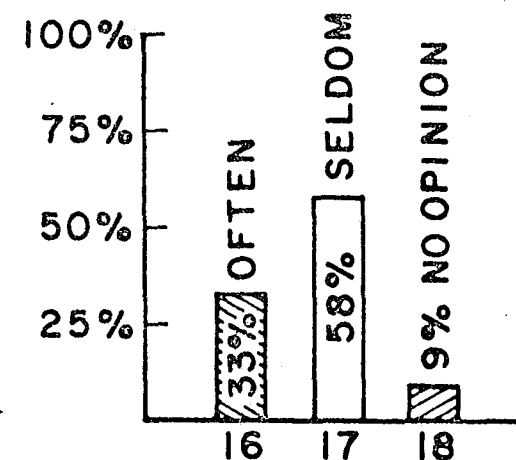
D. IN THE PAST YEAR, DO YOU KNOW OF ANYONE WHO WAS MUGGED, ROBBED, BEATEN OR THREATENED WHILE THEY WERE RIDING THE SUBWAY OR BUS?



E. WHERE YOU WERE THE VICTIM OF A ROBBERY, MUGGING, BEATING OR THREAT WHILE RIDING THE SUBWAY OR IN CASES THAT YOU KNOW OF, HOW FAST DID THE POLICE ARRIVE?



F. HOW OFTEN DO YOU SEE POLICE WHILE RIDING THE SUBWAY OR BUS?



Tables VI through XI represent the aggregate responses for the (1) street interviews, (2) platform interviews, (3) rider interviews, and (4) telephone interviews. They are presented in horizontal bar graphs, each consecutive table being Question A through F of the interview instrument. A review of these six tables shows a close similarity in responses to all questions, with the exception of TABLE VII.

.....TABLE VI, responses to Question A, "In the past year do you feel crime in the subway or on the buses has increased or decreased," 43 percent (947) of the respondents to the street interview said that crime had increased; 24 percent (515) said it decreased; and 33 percent (415) had no opinion.

The number of persons interviewed by phone was 2,994. Forty-two percent (1,257) believed crime increased; 29 percent (872) said it decreased; and 29 percent (865) had no opinion.

.....The survey was administered to 600 persons in contact with the system. Three hundred and three responded to questioning on the subway platform, and the interview team surveyed 297 subway riders; 40 percent (120) of the riders thought crime had increased; 25 percent (74) said crime had decreased; and 35 percent (103) had no opinion. Thirty-four

percent (103) of the platform respondents said crime had increased; 29 percent (89) said crime had decreased; and 37 percent (111) had no opinion.

.....In response to Question B, TABLE VII, "How do you feel when you ride the subway or bus?", 66 percent (197) of the riders said they felt safe; 30 percent (88) felt unsafe; and 4 percent (12) had no opinion.

Fifty-two percent (1,130) of the street respondents said they felt safe; 45 percent (988) felt unsafe; and 3 percent (59) had no opinion.

Fifty-eight percent (177) of the platform respondents said they felt safe; 39 percent (119) felt unsafe; and 2 percent (7) expressed no opinion.

Forty-nine percent (1,459) of the persons interviewed on the phone said they felt safe; 44 percent (1,325) felt unsafe; and 7 percent (207) had no opinion.

Approximately 50 percent of the total respondents said they felt safe; 45 percent indicated they felt unsafe.

.....Approximately 90 percent of the respondents replied negatively to Question C, "In the past year has anyone mugged, robbed, beaten or threatened you while you were riding the subway or bus?" Eight percent (171) of the street respondents said they had been a victim of crime on the transit system; 91 percent (1,983) had not; and 1 percent (23) had no opinion. (TABLE VIII)

Three percent (88) of the phone respondents said yes; 94 percent (2,808) responded negatively; and 3 percent (98) expressed no opinion.

Twelve percent (28) of the individuals who answered the questionnaire on the subway platforms responded affirmatively; 86 percent (269) negatively; and 2 percent (6) expressed no opinion.

Seven percent (22) of the riders said they had been victims; 92 percent (272) said they had not; and 1 percent (3) had no opinion.

.....TABLE IX, regarding Question D shows 15 percent (455) of the phone respondents said they knew of someone who had been mugged, robbed, beaten or threatened while they were riding the subway or bus, and 85 percent (2,499) gave a "no" response.

Thirty-one percent (664) of the street respondents said they knew of a victim; 69 percent (1,513) did not.

Thirty-one percent (93) of the platform respondents knew a victim; 69 percent (210) responded negatively.

Thirty percent (88) of the riders said they knew of a victim; 70 percent (209) said they did not.

.....TABLE X, Question E, was asked only of those persons who had been the victim of a robbery, mugging, beating or threat while riding the subway or bus or who knew of someone who had been a victim. Four percent (122) of the phone respondents indicated the police response was fast; 5 percent (146) felt the response was slow; and 91 percent (2,726) had no opinion.

Seven percent (21) of the riders said the police arrived quickly; 6 percent (17) felt the response was slow; and 87 percent (259) expressed no opinion.

Five percent (14) of the platform respondents said the police arrived quickly; 7 percent (21) said the police responded slowly; and 88 percent (268) gave no opinion.

Four percent (94) of the respondents interviewed on the street said the police arrived quickly; 11 percent (242) said they arrived slowly; and 85 percent (1,841) gave no opinion.

.....TABLE XI, Question F, "How often do you see the police while riding the subway or bus?" was asked of all the respondents. Thirty-three percent (717) of the street respondents said they see the police often; 64 percent (1,385) said seldom; and 3 percent (75) expressed no opinion.

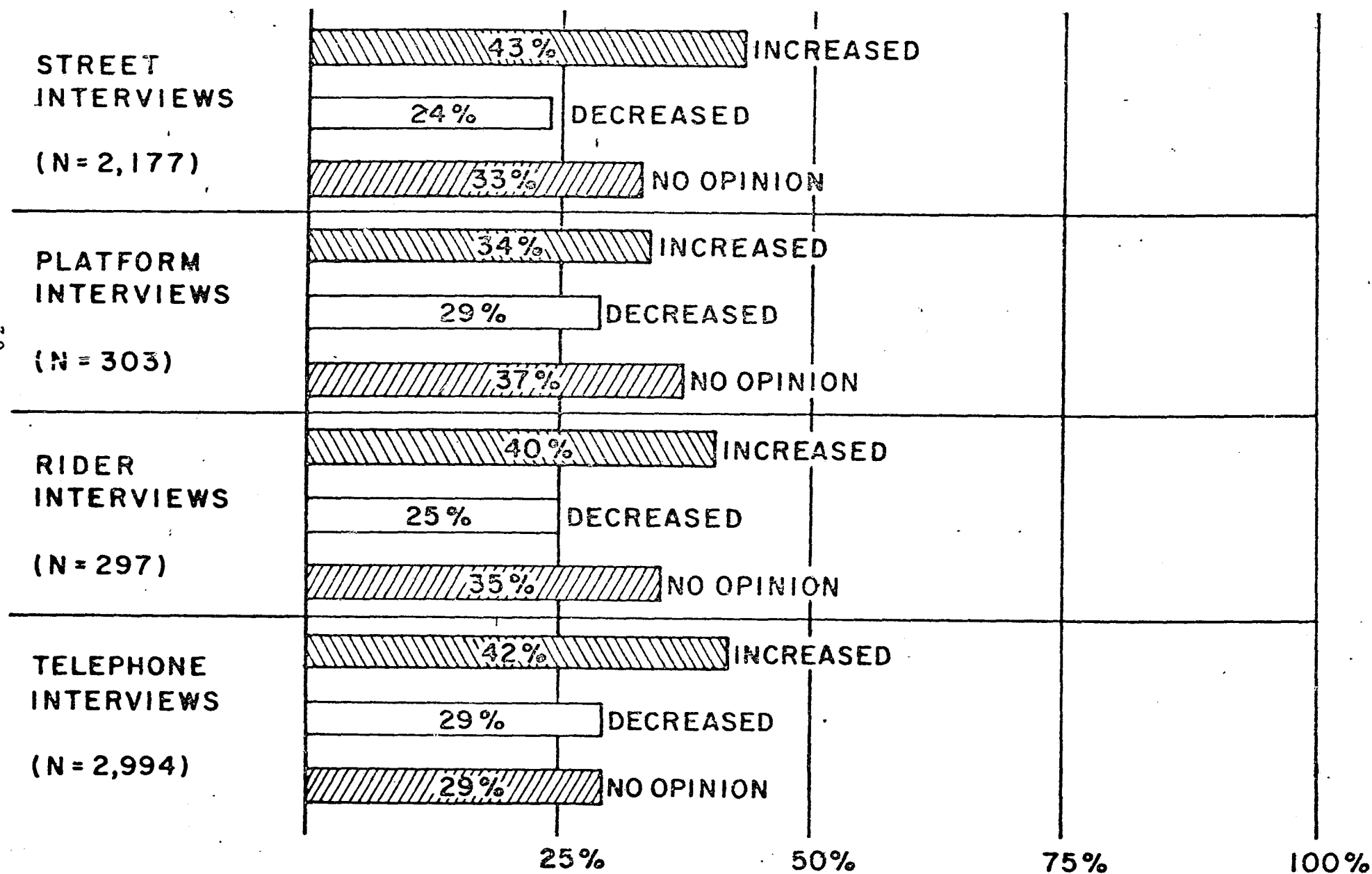
Thirty-seven percent (111) of the platform respondents said they see the police often; 63 percent (191) said they seldom see the police.

Twenty-seven percent (80) of the riders notice the police often; 70 percent (207) saw the police seldom; and 3 percent (10) gave no opinion.

Phone survey elicited 34 percent (1,020) "often" responses; 50 percent (1,506) negative responses; and 16 percent (468) gave no opinion to this question.

TABLE VI - PRE-TEST

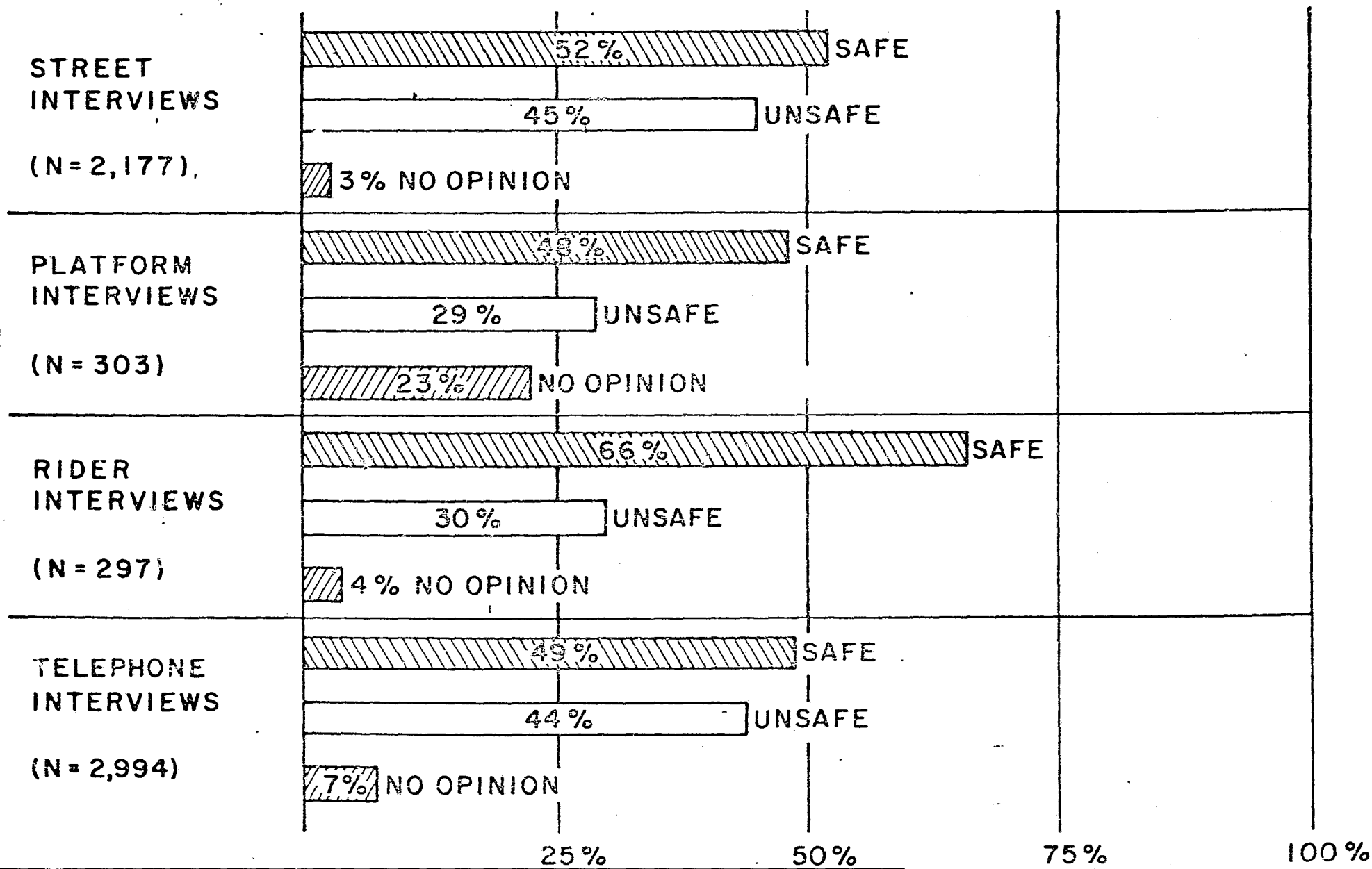
A. IN THE PAST YEAR, DO YOU FEEL CRIME IN THE SUBWAY OR ON BUSES HAS



-30-

TABLE VII - PRE-TEST

B. HOW DO YOU FEEL WHEN YOU RIDE THE SUBWAY OR BUS?



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TABLE VIII - PRE-TEST

C. IN THE PAST YEAR, HAS ANYONE MUGGED, ROBBED, BEATEN OR THREATENED YOU WHILE YOU WERE RIDING THE SUBWAY OR BUS?

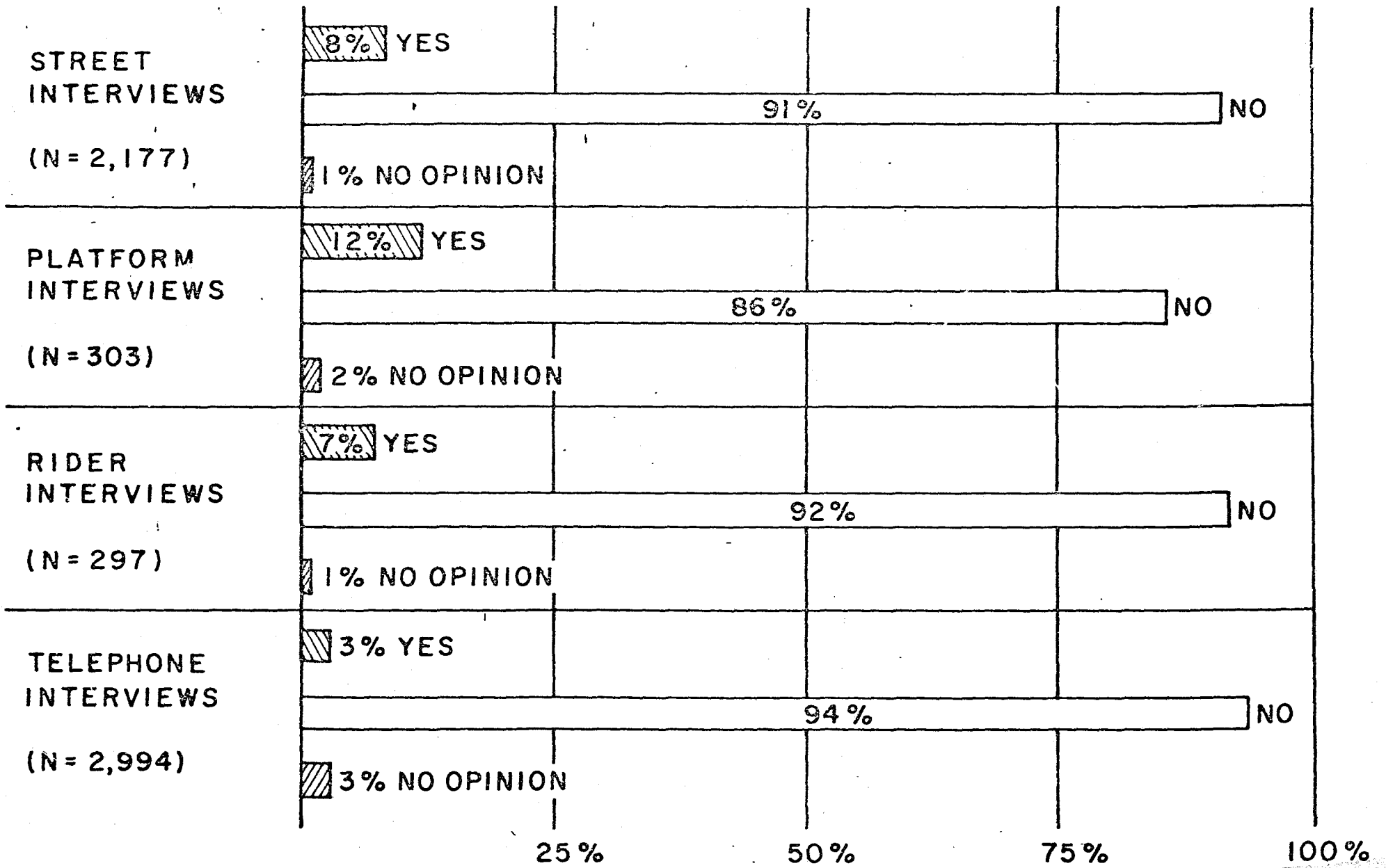


TABLE IX - PRE-TEST

D. IN THE PAST YEAR, DO YOU KNOW OF ANYONE WHO WAS MUGGED, ROBBED, BEATEN OR THREATENED WHILE THEY WERE RIDING THE SUBWAY OR BUS?

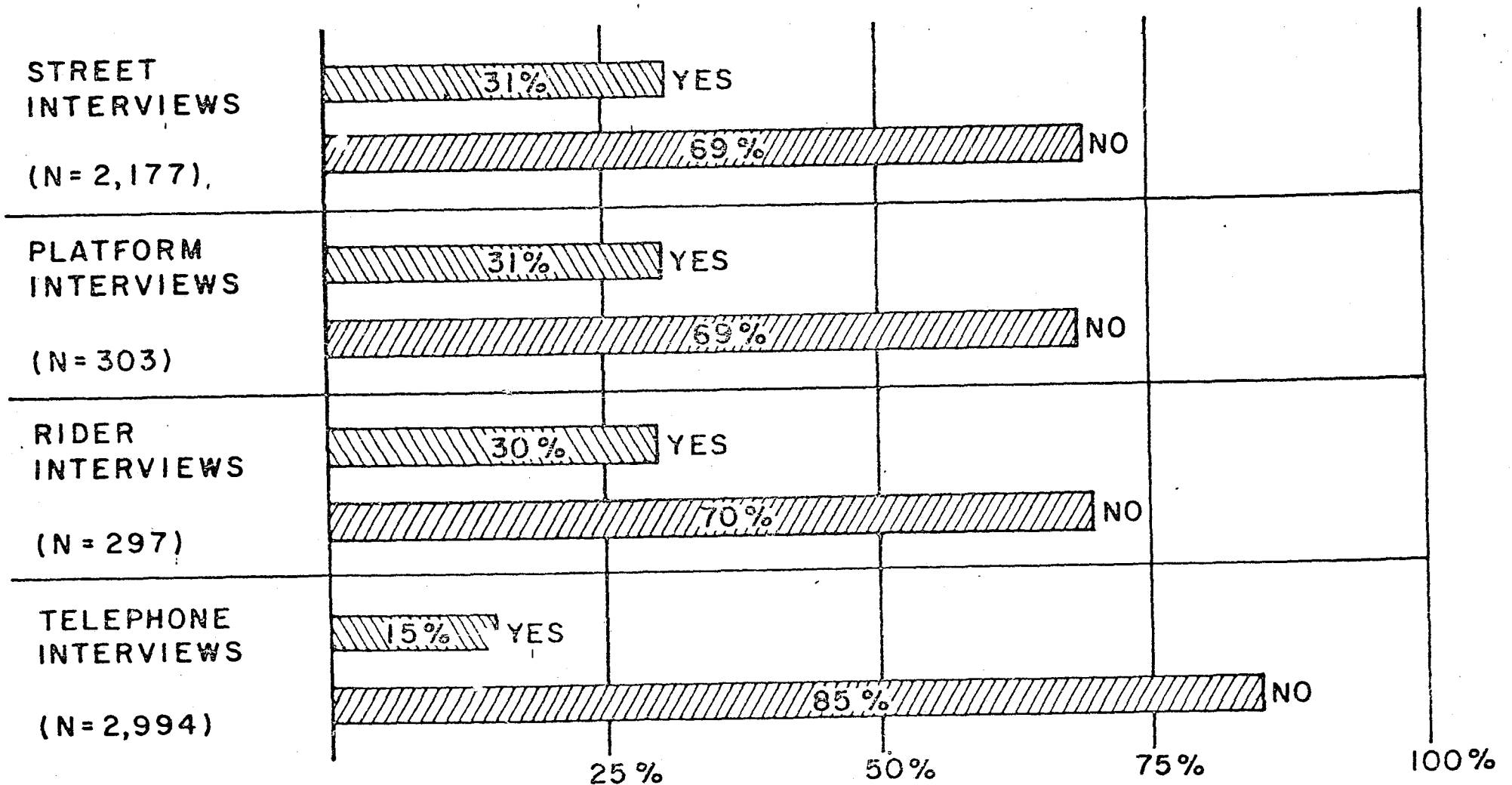


TABLE X - PRE-TEST

E. WHERE YOU WERE THE VICTIM OF A ROBBERY, MUGGING, BEATING OR THREAT WHILE RIDING THE SUBWAY OR IN CASES THAT YOU KNOW OF, HOW FAST DID THE POLICE ARRIVE?

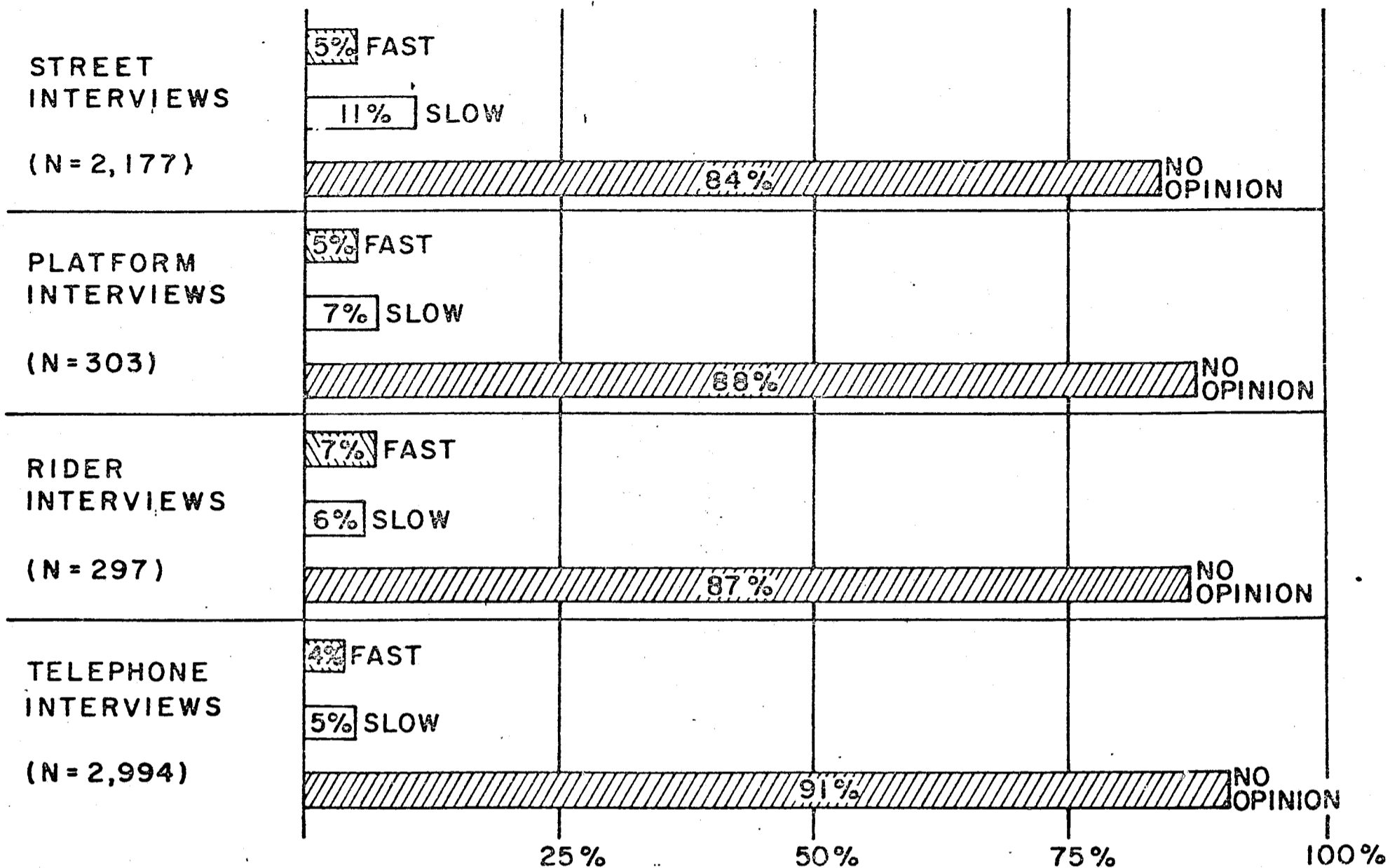
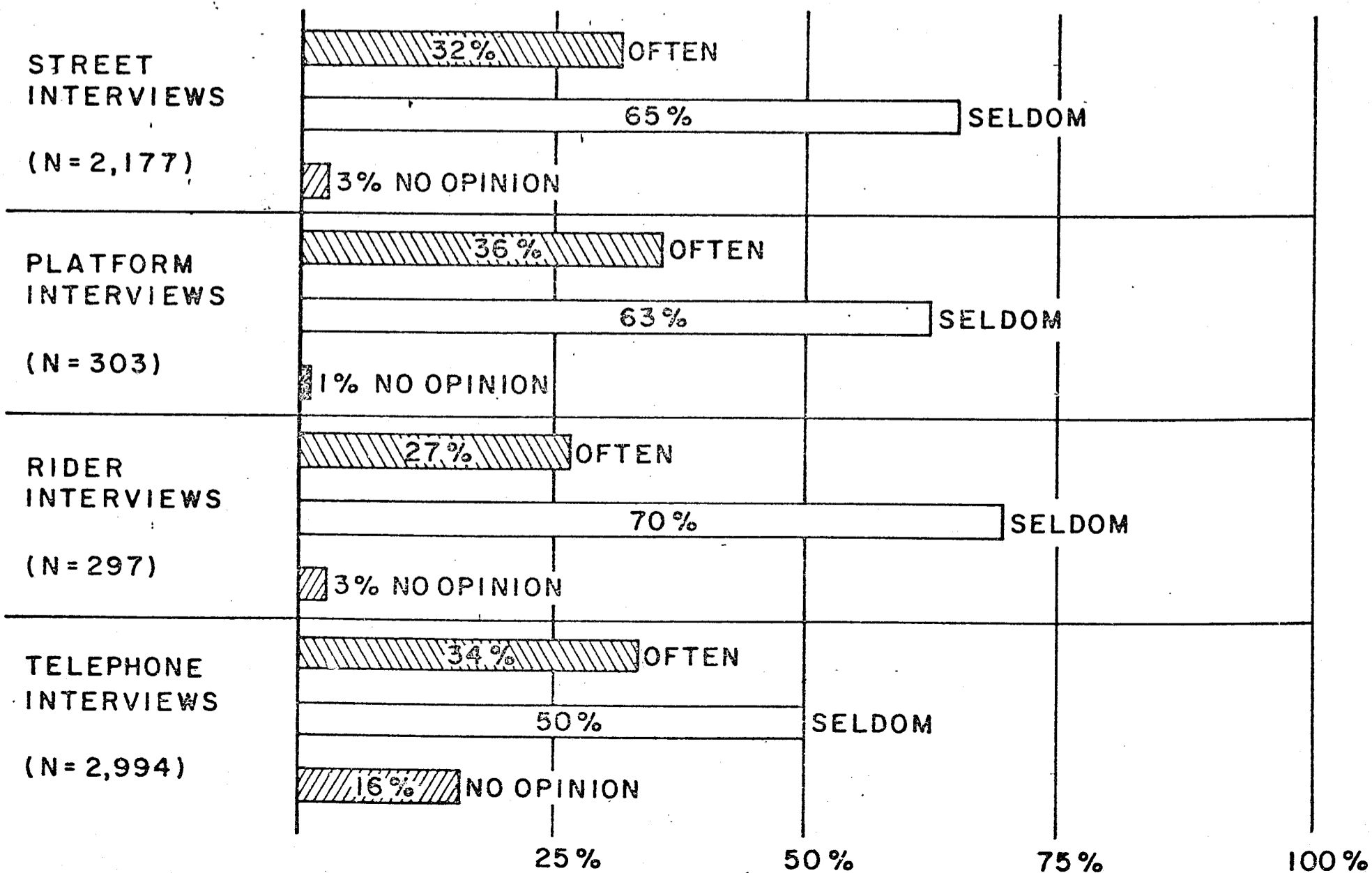


TABLE XI - PRE-TEST

F. HOW OFTEN DO YOU SEE POLICE WHILE RIDING THE SUBWAY OR BUS?



Post-Survey

.....TABLE XII presents the opinion of 5,904 respondents surveyed eight months after the Transit Unit expanded its police force.

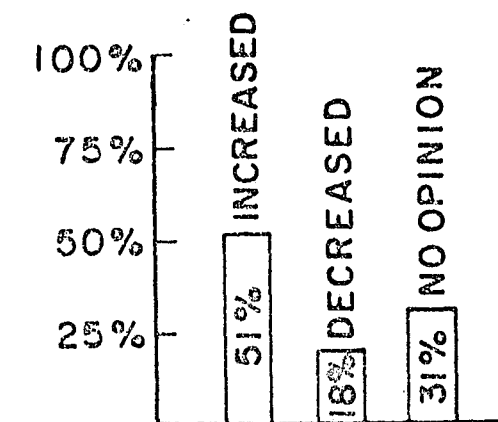
Question A, "In the past year do you feel crime in the subways or on buses has increased or decreased?" 51 percent (3,094) said crime had increased; 18 percent (1,104) said it had decreased; and 31 percent (1,862) said they had no opinion. Seventy-three percent of those who had an opinion said they thought crime had increased. Twenty-seven percent said they thought it had decreased.

Question B, 43 percent (2,597) said they felt safe while riding the bus or subway; 48 percent (2,876) said they felt unsafe; 9 percent (547) said they had no opinion. Of those who expressed an opinion, 47 percent said they felt safe; 53 percent felt unsafe.

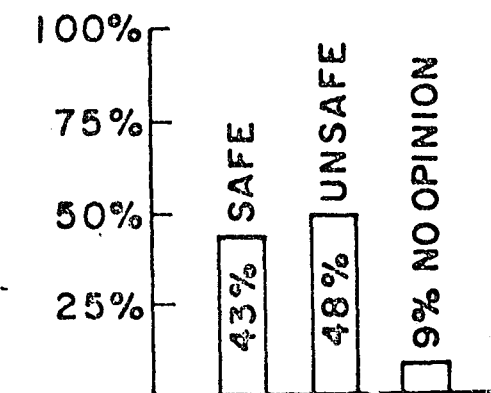
Six percent (338) of the respondents said they had been the victim of a threat, mugging, beating or robbery in the past year; and 24 percent (1,353) said they knew of someone who had.

TABLE XII
POST - TEST
TOTAL RESPONSES
(N = 5,904)

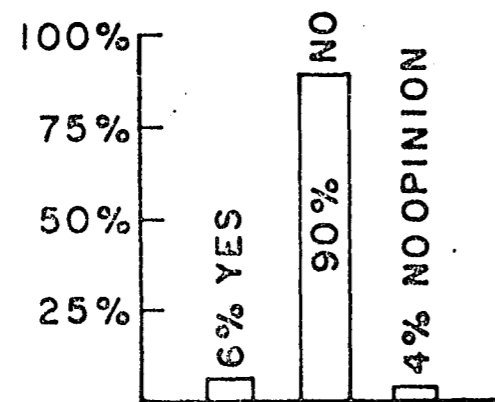
A. IN THE PAST YEAR DO YOU FEEL CRIME IN THE SUBWAYS OR ON BUSES HAS INCREASED OR DECREASED?



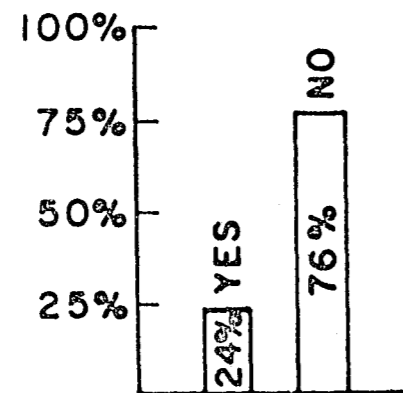
B. HOW DO YOU FEEL WHEN YOU RIDE THE SUBWAY OR BUS?



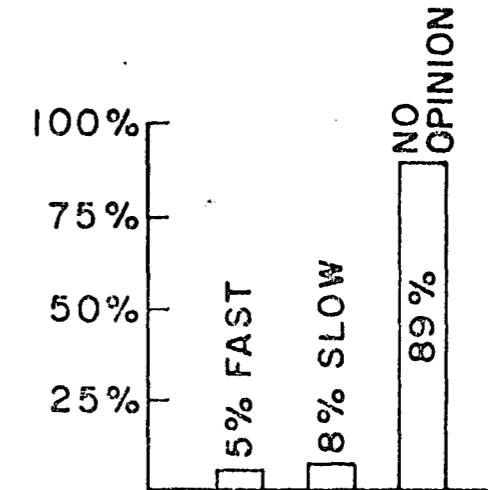
C. IN THE PAST YEAR, HAS ANYONE MUGGED, ROBBED, BEATEN OR THREATENED YOU WHILE YOU WERE RIDING THE SUBWAY OR BUS?



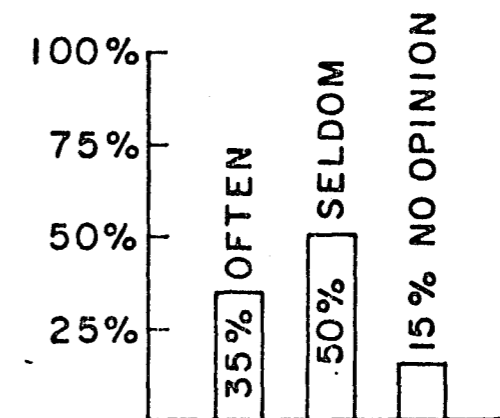
D. IN THE PAST YEAR, DO YOU KNOW OF ANYONE WHO WAS MUGGED, ROBBED, BEATEN OR THREATENED WHILE THEY WERE RIDING THE SUBWAY OR BUS?



E. WHERE YOU WERE THE VICTIM OF A ROBBERY, MUGGING, BEATING OR THREAT WHILE RIDING THE SUBWAY OR IN CASES THAT YOU KNOW OF, HOW FAST DID THE POLICE ARRIVE?



F. HOW OFTEN DO YOU SEE POLICE WHILE RIDING THE SUBWAY OR BUS?



Ninety percent of those who responded had never been a victim; 76 percent did not know of anyone who had been a victim in the past year.

Eighty-nine percent (5,272) had no opinion regarding how fast the police responded to an incident.

Eighty-five percent did have an opinion when asked how often they saw the police while riding the subway or bus. Forty-one percent (2,088) saw them often; 59 percent (2,945) saw them seldom.

TABLE XII presents the post-test opinion of nearly 6,000 respondents. The majority of respondents said they believe crime has increased. Less than half felt safe while using the System. Very few were victims of crime and less than one-quarter of the respondents knew of anyone who had been in the past year. More than half of the respondents said they seldom saw the police while riding the subway or bus.

..... TABLES XIII through XVIII represents the aggregate responses for the street, platform, rider, and telephone interviews. The responses to most questions were similar.

The majority of respondents said they thought crime had increased. Thirty-three percent (1,690) of the 3,137 phone respondents said crime had increased; 17 percent (554) said it decreased; and 30 percent (986) had no opinion.

..... TABLE XIII, Question A, 52 percent (1,074) of the 2,073 persons interviewed on the street said crime had increased; 19 percent (412) said it decreased; and 29 percent (608) expressed no opinion.

The 394 riders and the 300 platform respondents responded similarly. Thirty-eight percent (152) of the riders said crime had increased; 24 percent (93) said it decreased; and 38 percent (150) gave no opinion.

Forty-four percent (133) of the platform respondents said crime had increased; 16 percent (45) said it decreased; and 40 percent (118) gave no opinion.

..... TABLE XIV, Question B, 64 percent (251) of the riders felt safe; 35 percent (138) felt unsafe; and 1 percent (6) gave no opinion. Sixty-five percent (195) of the platform respondents felt safe; 34 percent (106) said they felt unsafe; and 1 percent (2) gave no opinion.

Forty-six percent (997) of the street respondents felt safe; 47 percent, 1,001 felt unsafe; and 7 percent (176) gave no opinion.

Thirty-seven percent (1,154) of the phone respondents said they felt safe; 52 percent (1,631) said they felt unsafe; and 11 percent (363) gave no opinion.

Sixty-five percent of the persons in contact with the transit system, the riders and platform respondents, said they felt safe while riding the transit system. Approximately 40 percent of those who were interviewed on the street or by phone said they felt safe.

.....TABLE XV, Question C, 9 percent (180) of the street respondents replied affirmatively when asked if they had been a victim of a robbery, mugging, beating or threat on the subway or bus in the past year; 90 percent (1,800) replied negatively; and 1 percent (20) gave no opinion.

Eight percent (25) of the platform respondents said they had been a victim of crime; and 92 percent (277) said they had not.

Eight percent (30) of the riders were victims; 92 percent (365) were not.

Three percent (103) of the phone respondents said they were victims; and 90 percent (2,840) were not. Twenty-four percent (662) of the phone respondents knew of someone who had been a victim; 76 percent (2,377) did not.

.....In TABLE XVI, 21 percent (82) of the riders knew of someone who was a victim; 79 percent (309) did not.

.....TABLE XVII, Question E, was asked of all persons who had been victims or had knowledge of a victim.

Four percent (13) of the platform respondents said the police arrived quickly; 6 percent (19) said slowly; and 90 percent (268) gave no opinion.

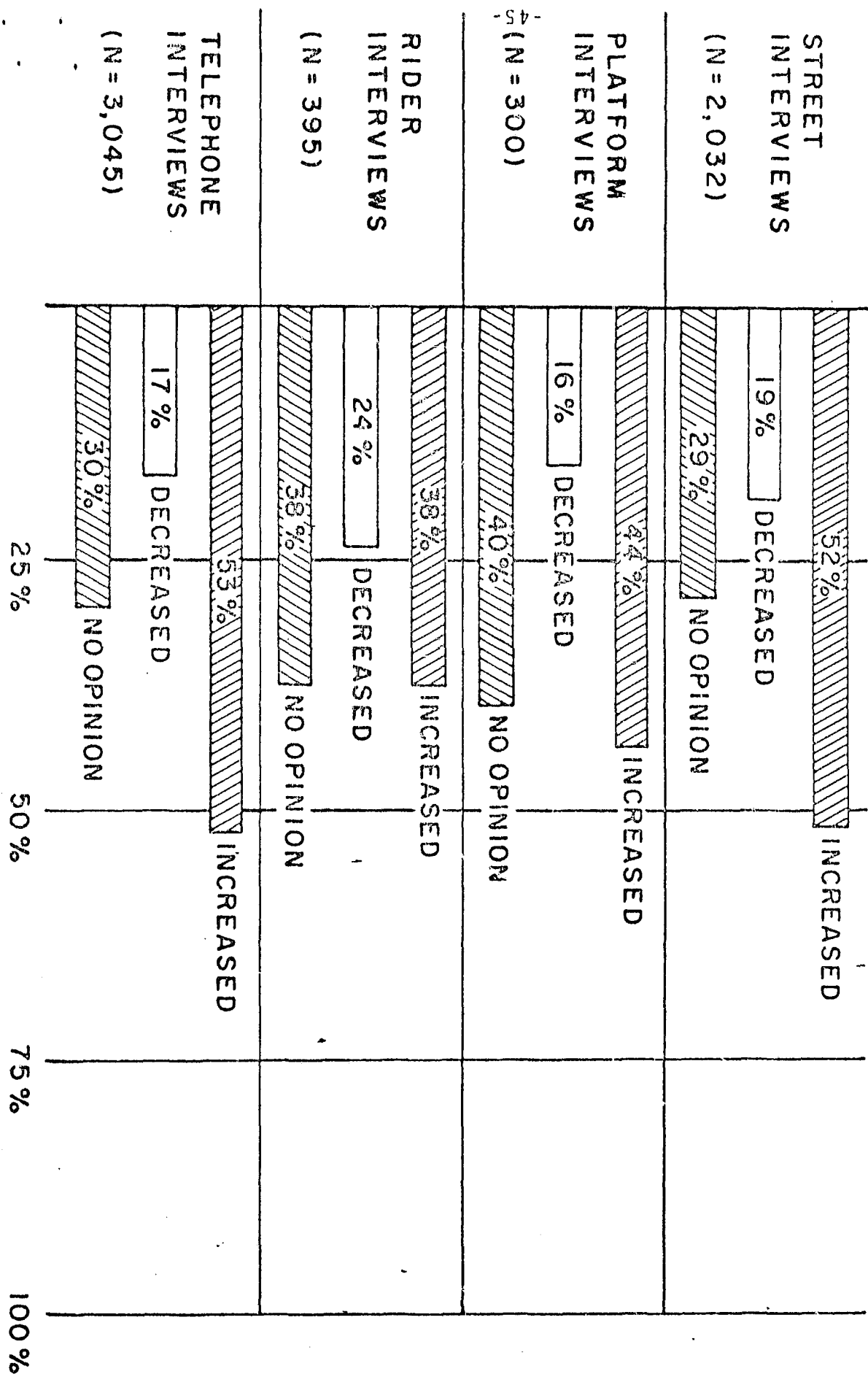
Six percent (127) of the persons interviewed on the street said police responded quickly; 9 percent (206) said slowly; and 85 percent (1,740) gave no opinion.

Four percent (131) of the phone respondents said the police answered quickly; 3 percent (97) said slowly; and 93 percent (2,907) expressed no opinion.

Three percent (15) of the riders said the police response was fast; 5 percent (20) said it was slow; and 92 percent (359) gave no opinion.

TABLE XIII - POST-TEST

A. IN THE PAST YEAR, DO YOU FEEL CRIME IN THE SUBWAY OR ON BUSES HAS



.....In response to Question F, TABLE XVIII, "Do you see the police seldom or often when you ride the subway or bus," 45 percent (177) of the riders said they see the police often; 54 percent (211) seldom; and 1 percent (7) expressed no opinion.

Fifty-three percent (160) of the platform respondents see the police often; 46 percent (140) see them seldom; and 1 percent (4) gave no opinion.

Fifty percent of the respondents in contact with the system said they see the police often. Approximately 35 percent of the street and phone respondents said they see the police often.

Specifically, 39 percent (811) of the street respondents see them often; 55 percent (1,127) see them seldom; and 6 percent (96) gave no opinion.

Twenty-nine percent (940) of the phone respondents see the police often; 46 percent (1,426) see them seldom; and 25 percent (809) gave no opinion.

TABLE XIV - POST TEST

B. HOW DO YOU FEEL WHEN YOU RIDE THE SUBWAY OR BUS?

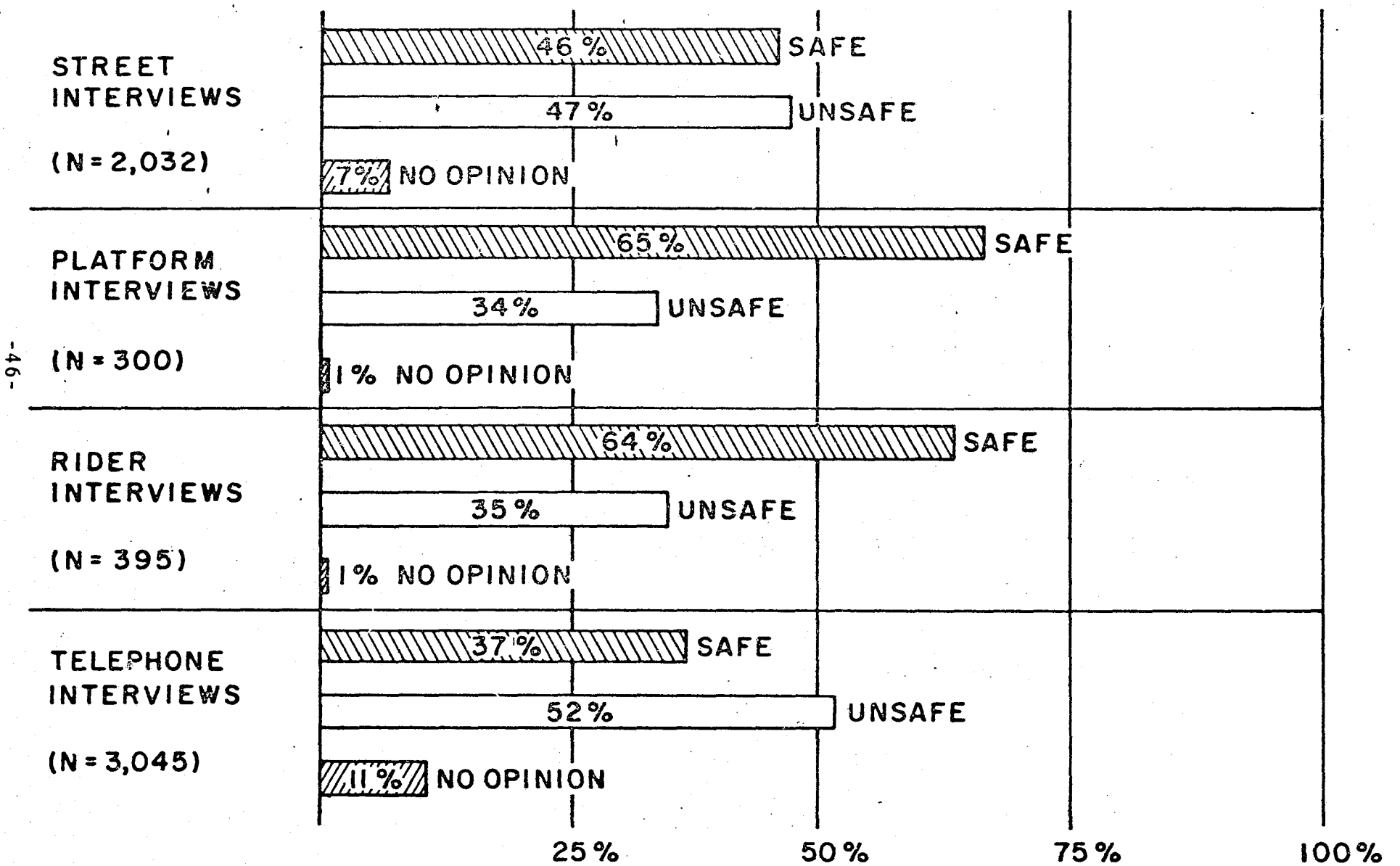


TABLE XV - POST TEST

C. IN THE PAST YEAR, HAS ANYONE MUGGED, ROBBED, BEATEN OR THREATENED YOU WHILE YOU WERE RIDING THE SUBWAY OR BUS?

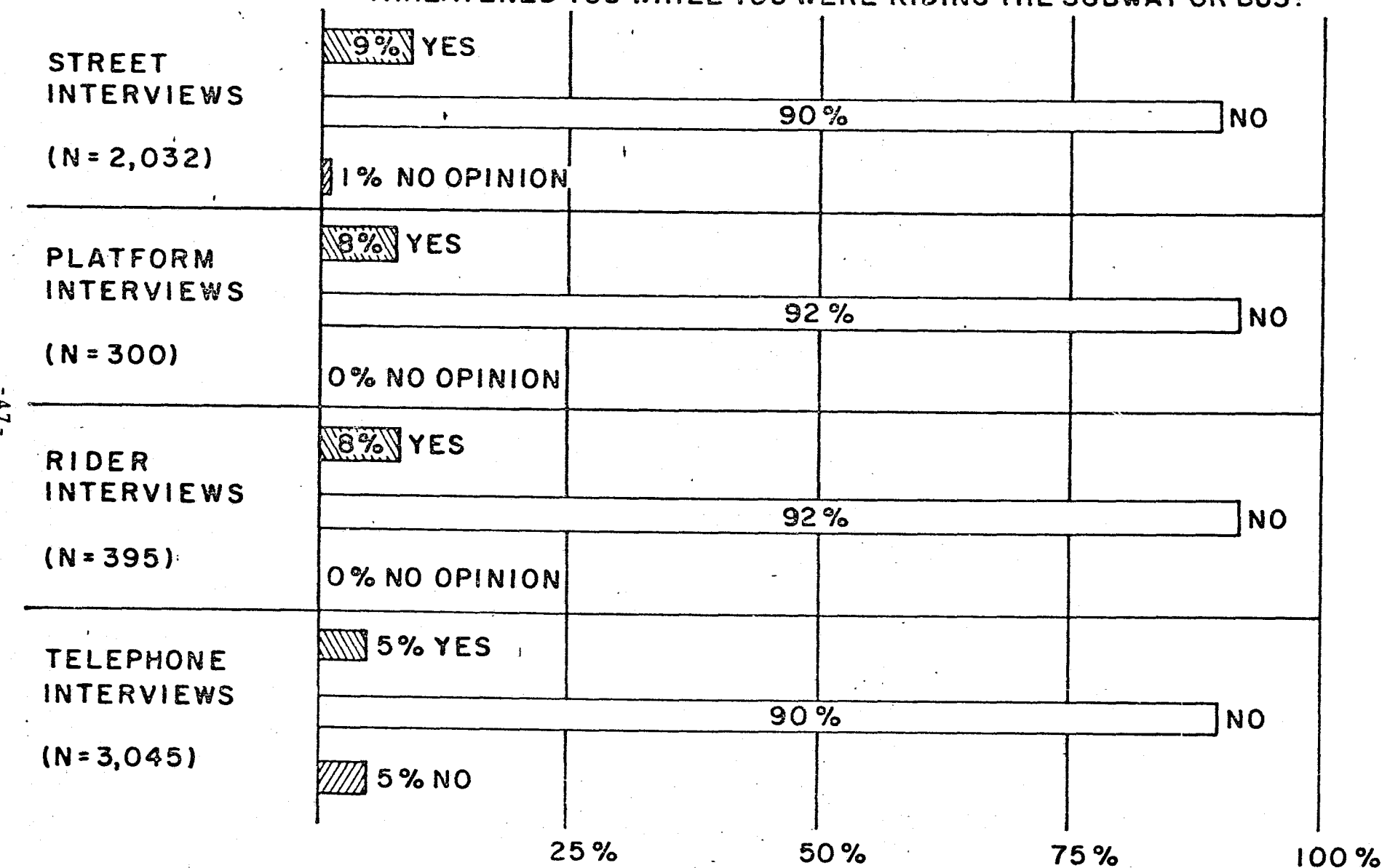
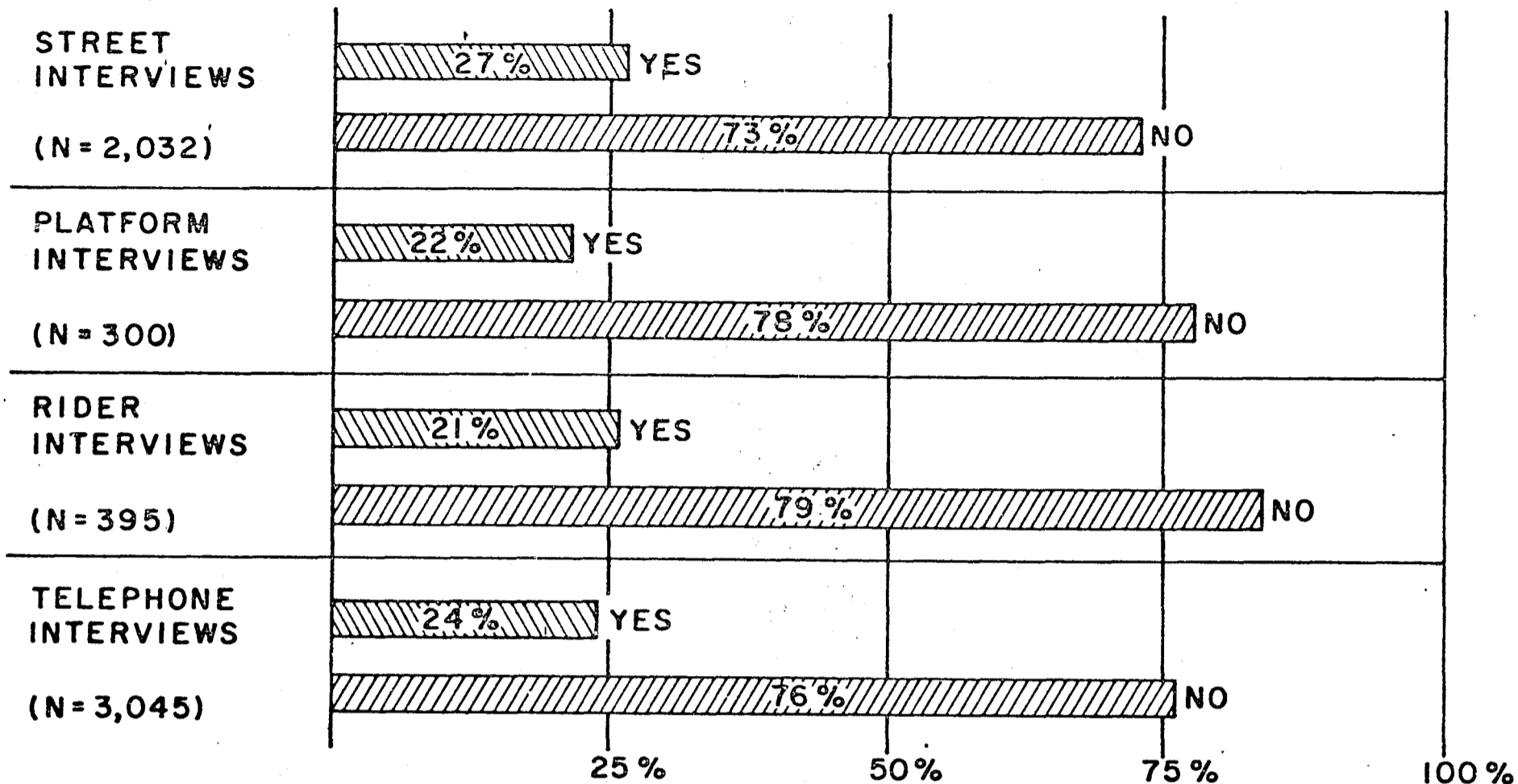


TABLE XVI-POST-TEST

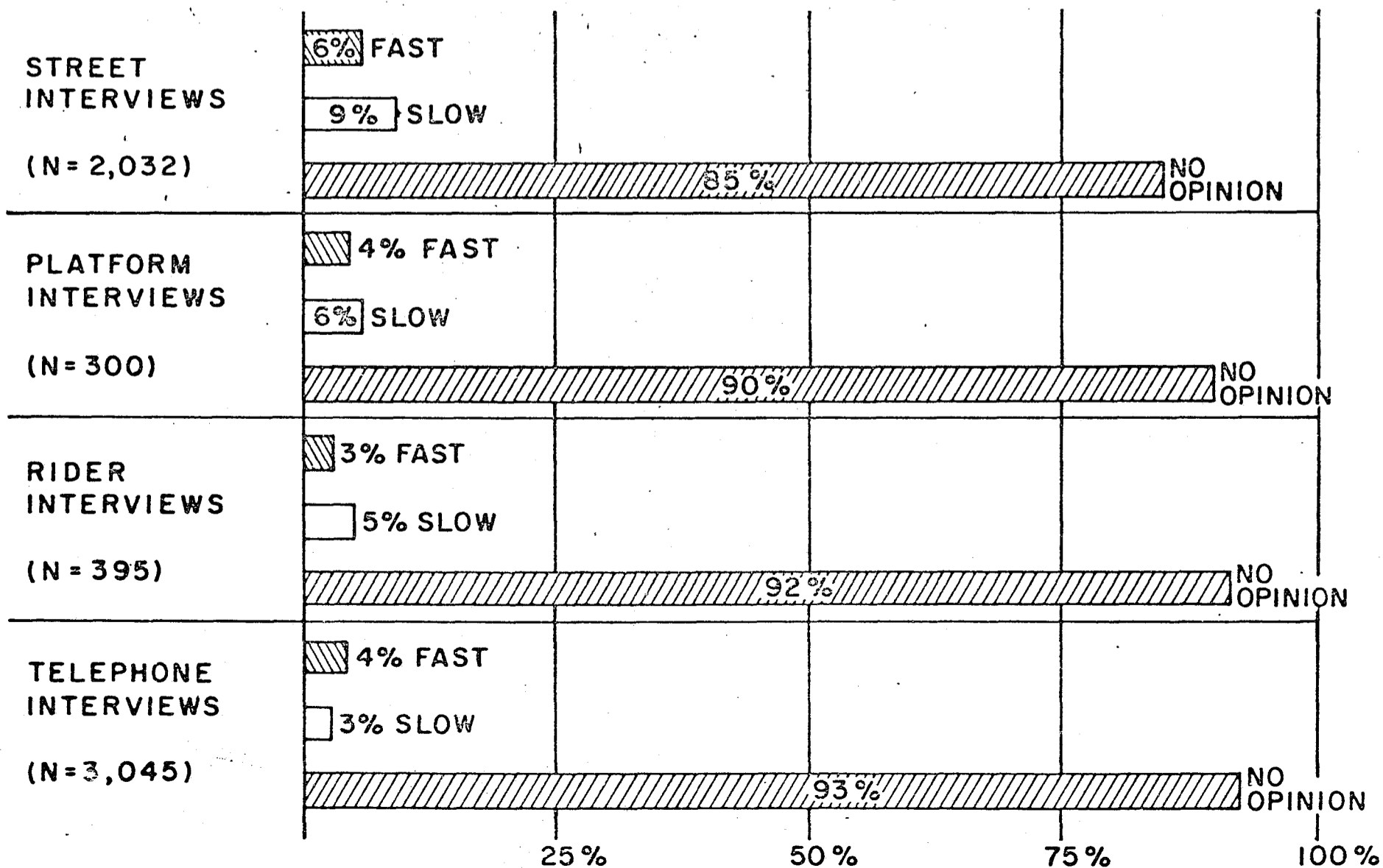
D. IN THE PAST YEAR, DO YOU KNOW OF ANYONE WHO WAS MUGGED, ROBBED, BEATEN OR THREATENED WHILE THEY WERE RIDING THE SUBWAY OR BUS ?



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TABLE XVII - POST-TEST

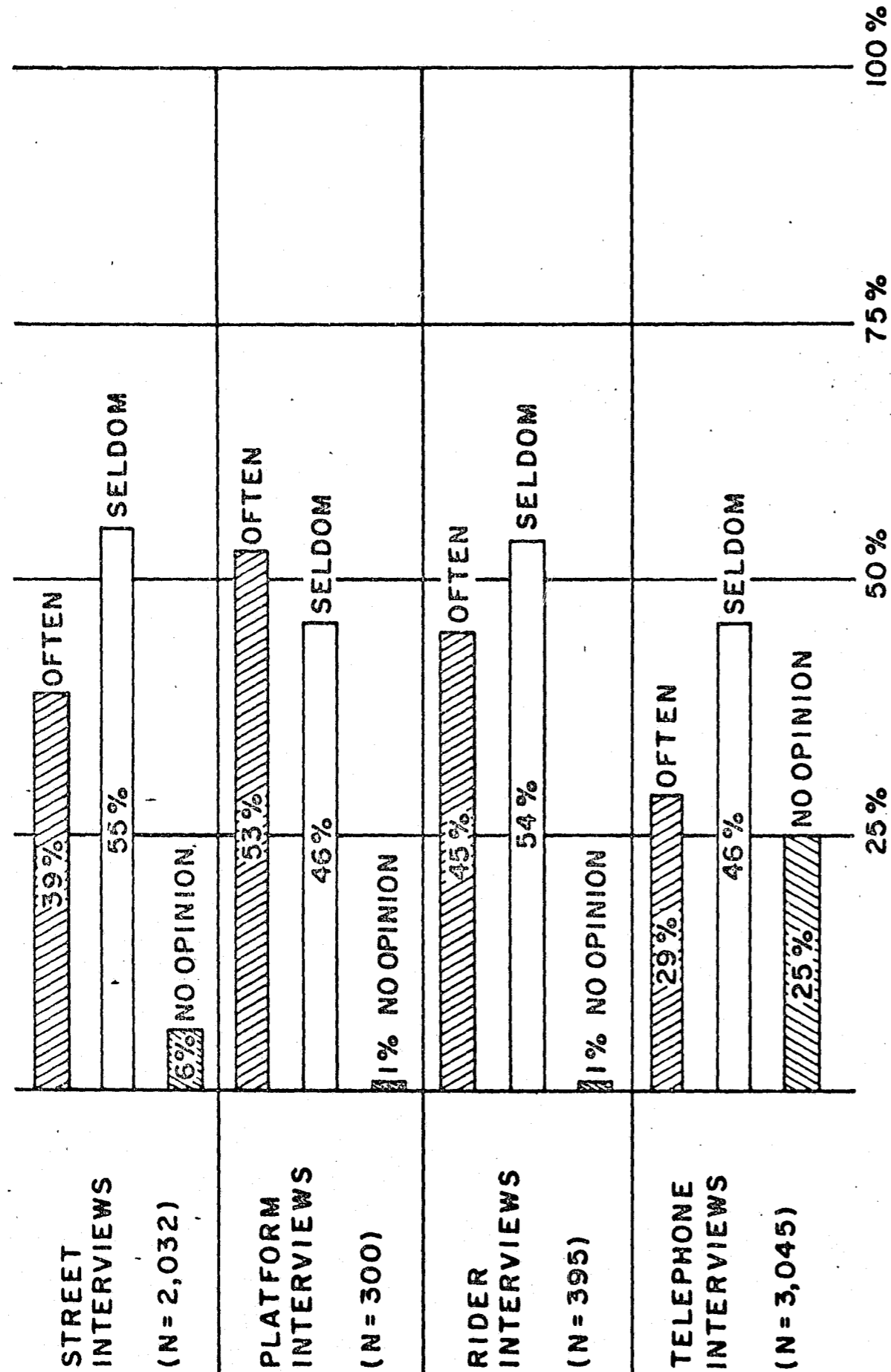
E. WHERE YOU WERE THE VICTIM OF A ROBBERY, MUGGING, BEATING OR THREAT WHILE RIDING THE SUBWAY OR IN CASES THAT YOU KNOW OF, HOW FAST DID THE POLICE ARRIVE ?



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TABLE XVIII - POST-TEST

F. HOW OFTEN DO YOU SEE POLICE WHILE RIDING THE SUBWAY OR BUS?



Comparison of Pre-Test and Post-Test

The following is a comparison of information gathered in the pre and post-tests to highlight the variations and trends in the responses. Generally, there was little significant change in the citizen's responses before and after the Unit's expansion. (TABLE XIX) This may indicate a certain degree of reliability in the test design.

As illustrated in TABLE XXI, a breakdown of figures shows 65 percent of the persons in contact with the transit system during the pre and post-tests (riders and platform respondents) felt safe, and approximately 40 percent of the individuals on the street or by phone said they felt safe. This may indicate that actual riders realize there is less crime. Perhaps the opinions of phone and street respondents who may not use the system regularly, stem from second-hand information and media reports rather than direct experience.

In TABLE XX, 42 percent of the respondents to the pre-test said they felt crime had increased. Fifty-one percent of the persons surveyed after the expansion of the force said that crime had increased. The 9 percent increase is not significant except in the consideration that the expanded Transit Unit's purpose was to decrease the amount of crime.

A review of the data also shows that 43 percent of the pre-test respondents said they felt unsafe. Forty-eight percent of the post-test respondents felt unsafe. This indicates that nearly 50 percent of the persons feel unsafe when they use the Transit System.

Thirty-one percent of the respondents answered no opinion to Question A. Only 6 percent of the pre-test respondents and 9 percent of the post-test respondents expressed no opinion to Question B. It appears that citizen's do have an opinion about whether they feel safe or not, but are not sure if crime has increased or decreased.

The pre-test and the post-test results indicate a great disparity between the number of persons who said they felt unsafe and the number of persons who had been robbed, mugged, beaten or threatened. (TABLE XXII)

Forty-three percent of the pre-test respondents and 48 percent of the post-test respondents felt unsafe while riding, yet only 6 percent of the persons in either study have been victims in the past year.

Only 23 percent of the pre-test respondents and only 24 percent of the post-test respondents said they knew of anyone who had been victimized in the past-year. (TABLE XXIII)

People feel unsafe even though they have not personally known an incident of crime in the past year.

A comparison of the two surveys indicates no change in the percentage of the persons who were victims of crime (6 percent of the respondents). The number of respondents with knowledge of a victim increased by 1 percent in the post-test.

The greatest number of negative responses to the question, "Has anyone ever mugged, robbed, beaten or threatened you in the past year?" came from the pre-test phone inquiries (94 percent). This may indicate a lack of ridership in this group. There was no significant change from pre to post-test in this group.



Only those persons who had been victims of crime, or knew of anyone who had, were asked how quickly the police responded. The number of persons who thought the police responded quickly decreased by 1 percent (TABLE XXIV).

Many persons interviewed stated they never bothered to call the police to report crime, or that SEPTA would not call the police if an incident occurred. It is impossible to tell from the study how much of an impact these unreported incidents would make on the over all criminal statistics count.

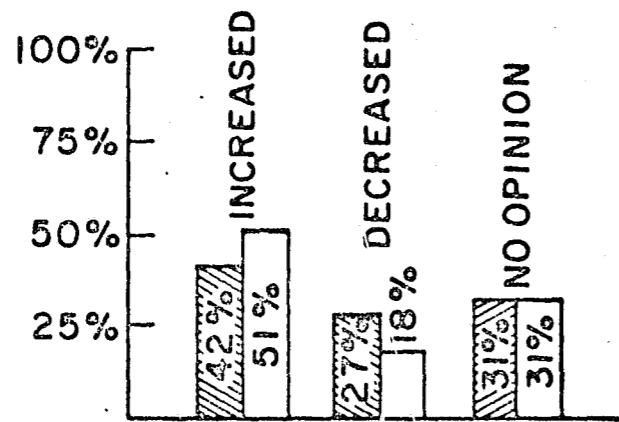
Fifty-eight percent of the respondents to the pre-test said they saw police seldom. The post-test data indicates an 8 percent decrease in this opinion, however, half the people interviewed said they seldom saw the police (TABLE XXV).

TABLE XIX

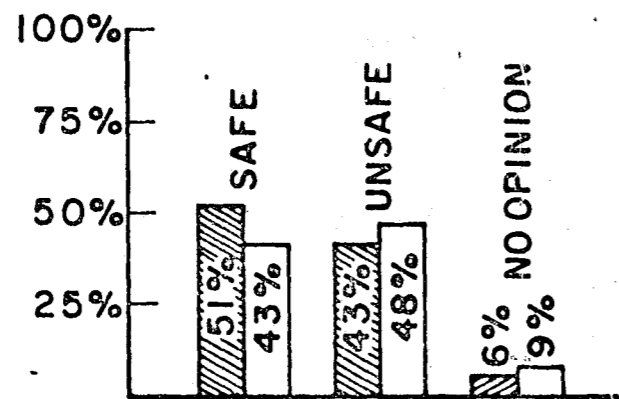
TOTAL RESPONSES

PRE-TEST (N = 5,771) 
 POST-TEST (N = 5,904) 

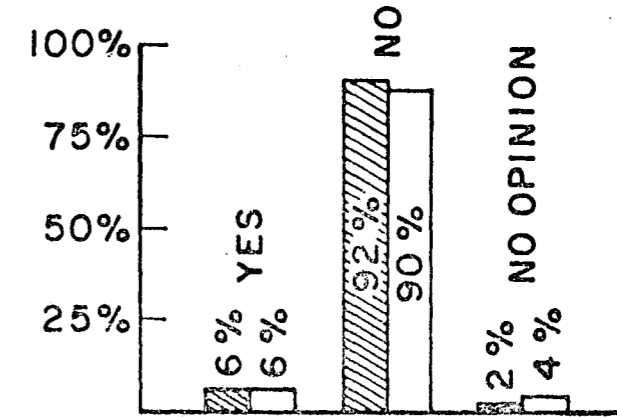
A. IN THE PAST YEAR DO YOU FEEL CRIME IN THE SUBWAYS OR ON BUSES HAS INCREASED OR DECREASED?



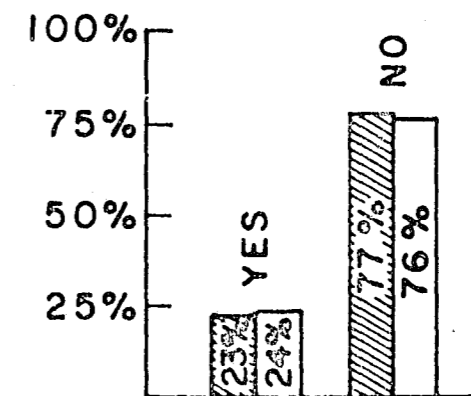
B. HOW DO YOU FEEL WHEN YOU RIDE THE SUBWAY OR BUS?



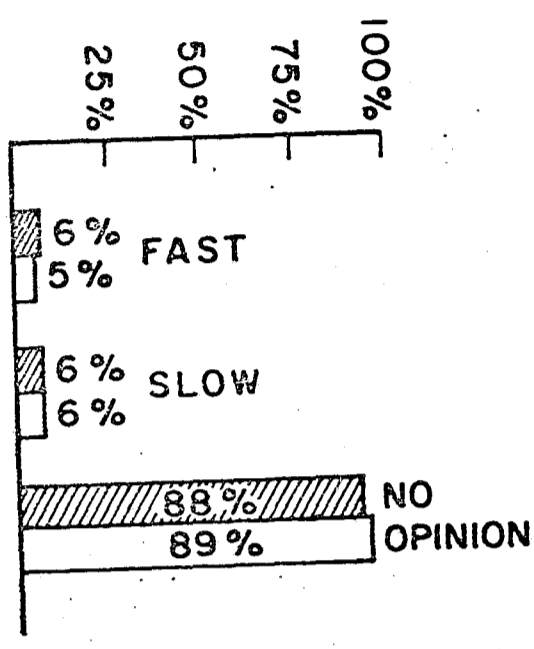
C. IN THE PAST YEAR, HAS ANYONE MUGGED, ROBBED, BEATEN OR THREATENED YOU WHILE YOU WERE RIDING THE SUBWAY OR BUS?



D. IN THE PAST YEAR, DO YOU KNOW OF ANYONE WHO WAS MUGGED, ROBBED, BEATEN OR THREATENED WHILE THEY WERE RIDING THE SUBWAY OR BUS?



E. WHERE YOU WERE THE VICTIM OF A ROBBERY, MUGGING, BEATING OR THREAT WHILE RIDING THE SUBWAY OR IN CASES THAT YOU KNOW OF, HOW FAST DID THE POLICE ARRIVE?



F. HOW OFTEN DO YOU SEE POLICE WHILE RIDING THE SUBWAY OR BUS?

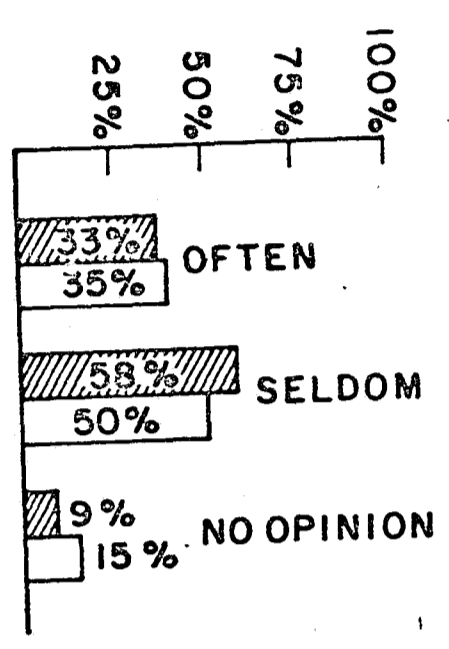
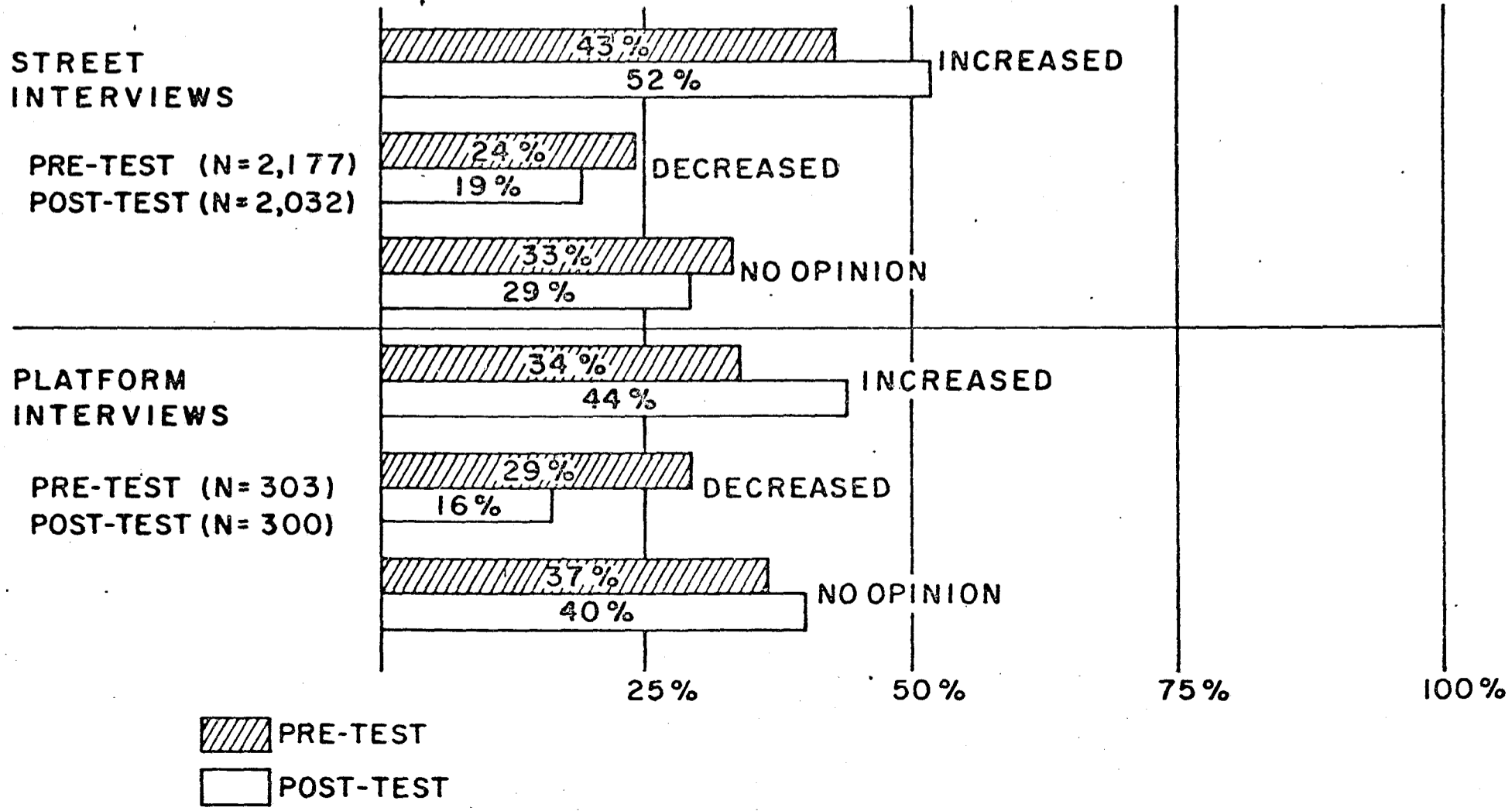


TABLE XX COMPARISON OF PRE AND POST TEST

A. IN THE PAST YEAR, DO YOU FEEL CRIME IN THE SUBWAY OR ON BUSES HAS



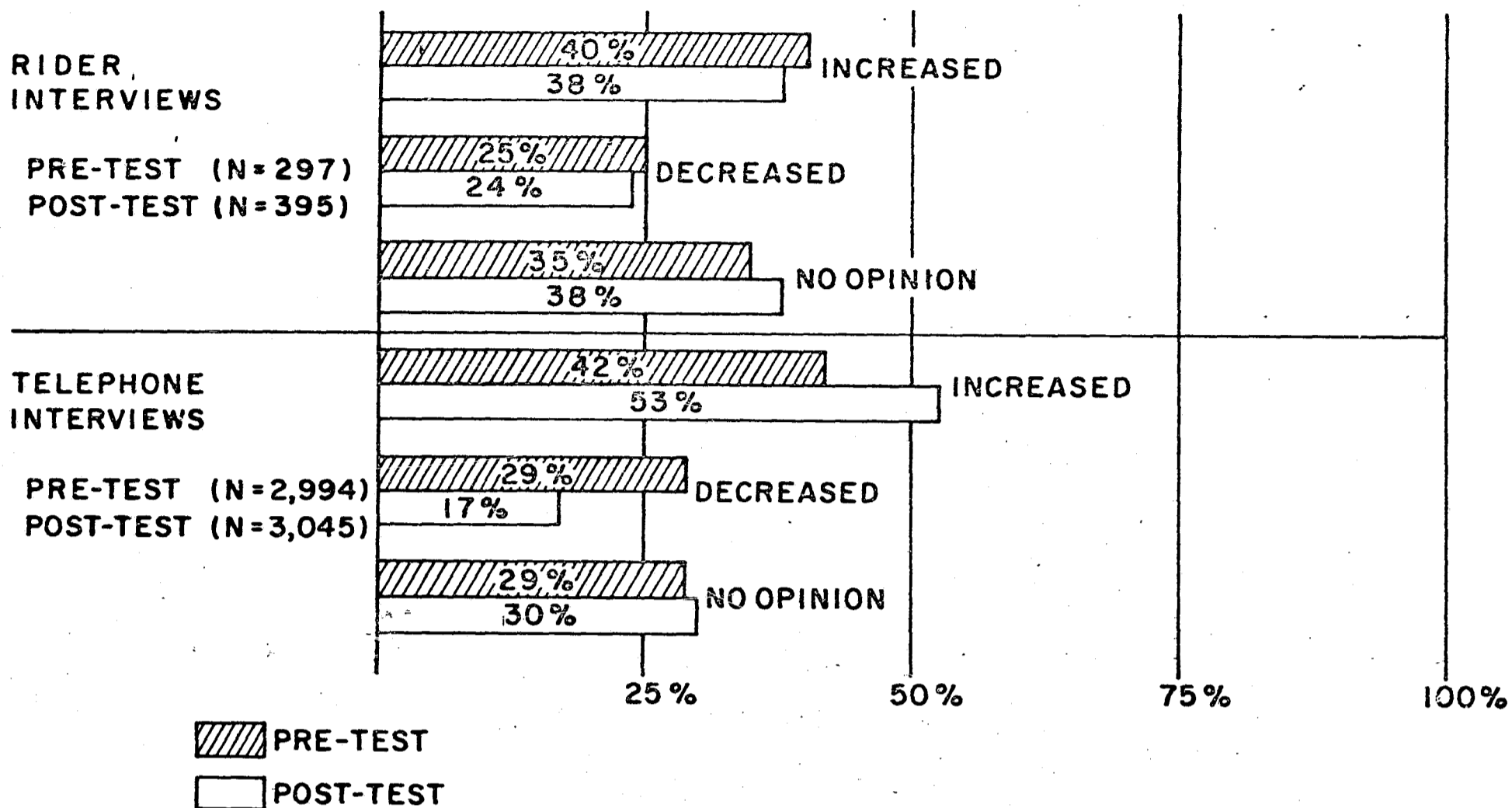
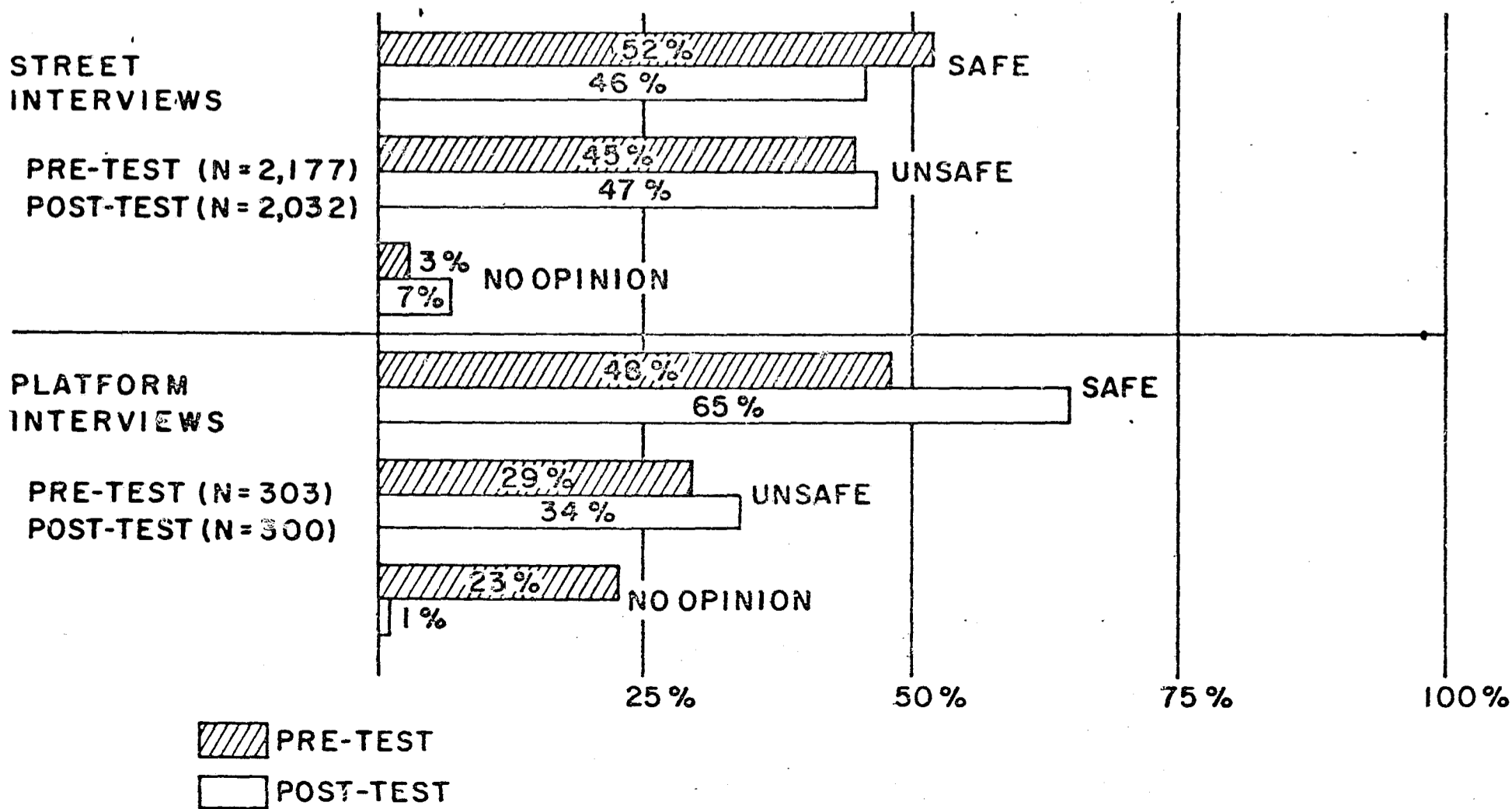


TABLE XXI COMPARISON OF PRE AND POST TEST

B. HOW DO YOU FEEL WHEN YOU RIDE THE SUBWAY OR BUS ?



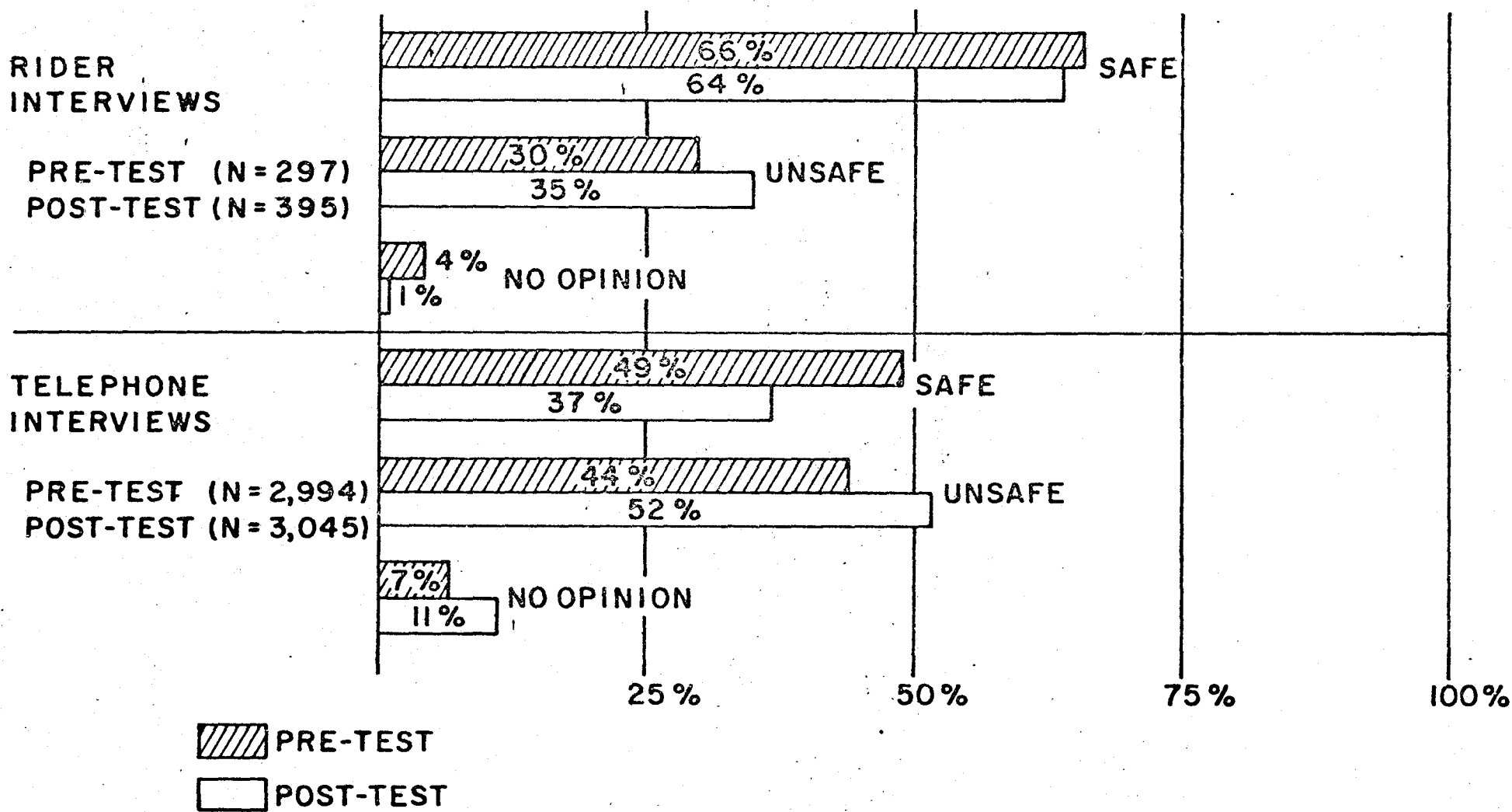
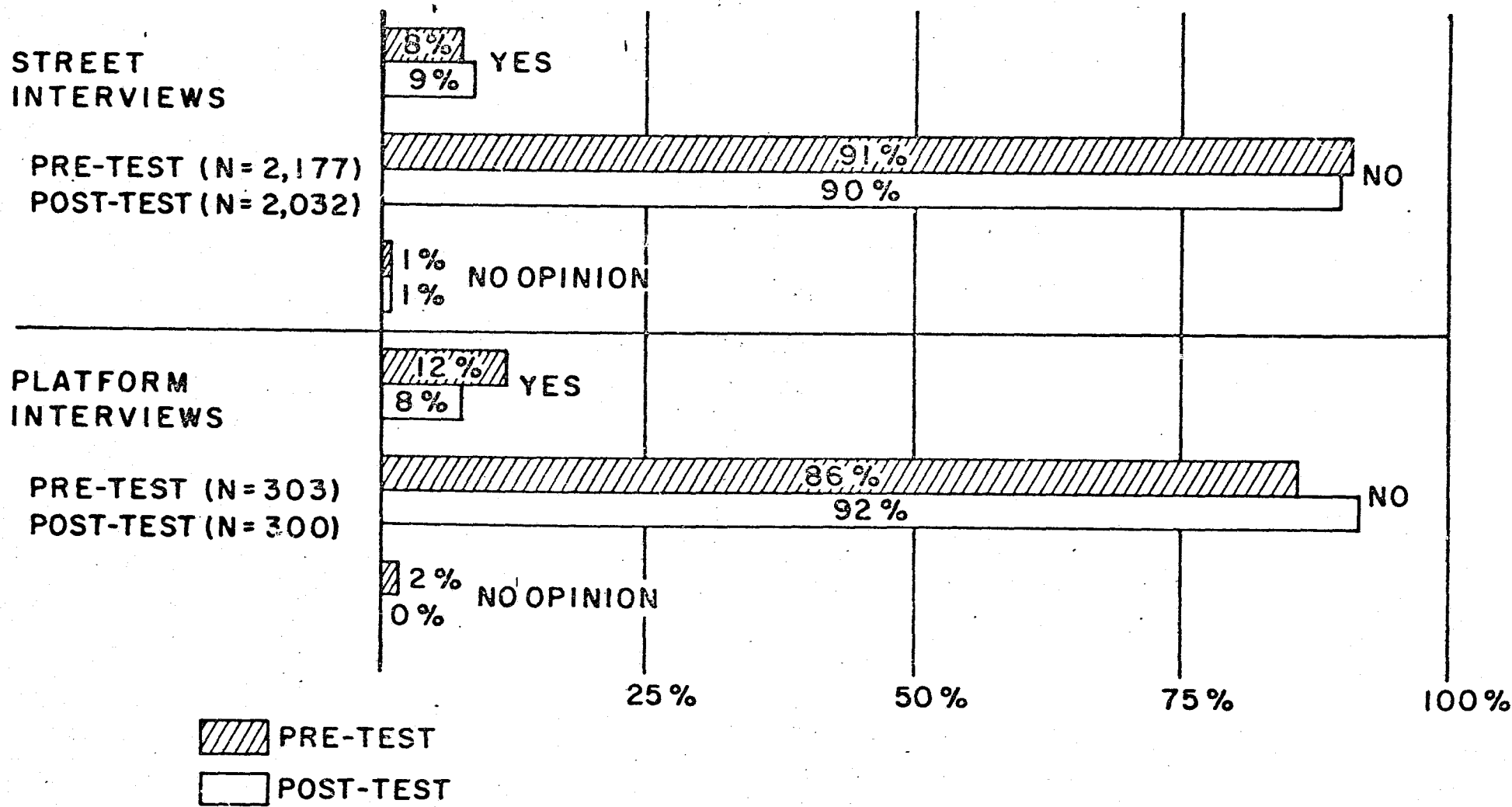


TABLE XXII COMPARISON OF PRE AND POST TEST

C. IN THE PAST YEAR, HAS ANYONE MUGGED, ROBBED, BEATEN OR THREATENED YOU WHILE YOU WERE RIDING THE SUBWAY OR BUS?



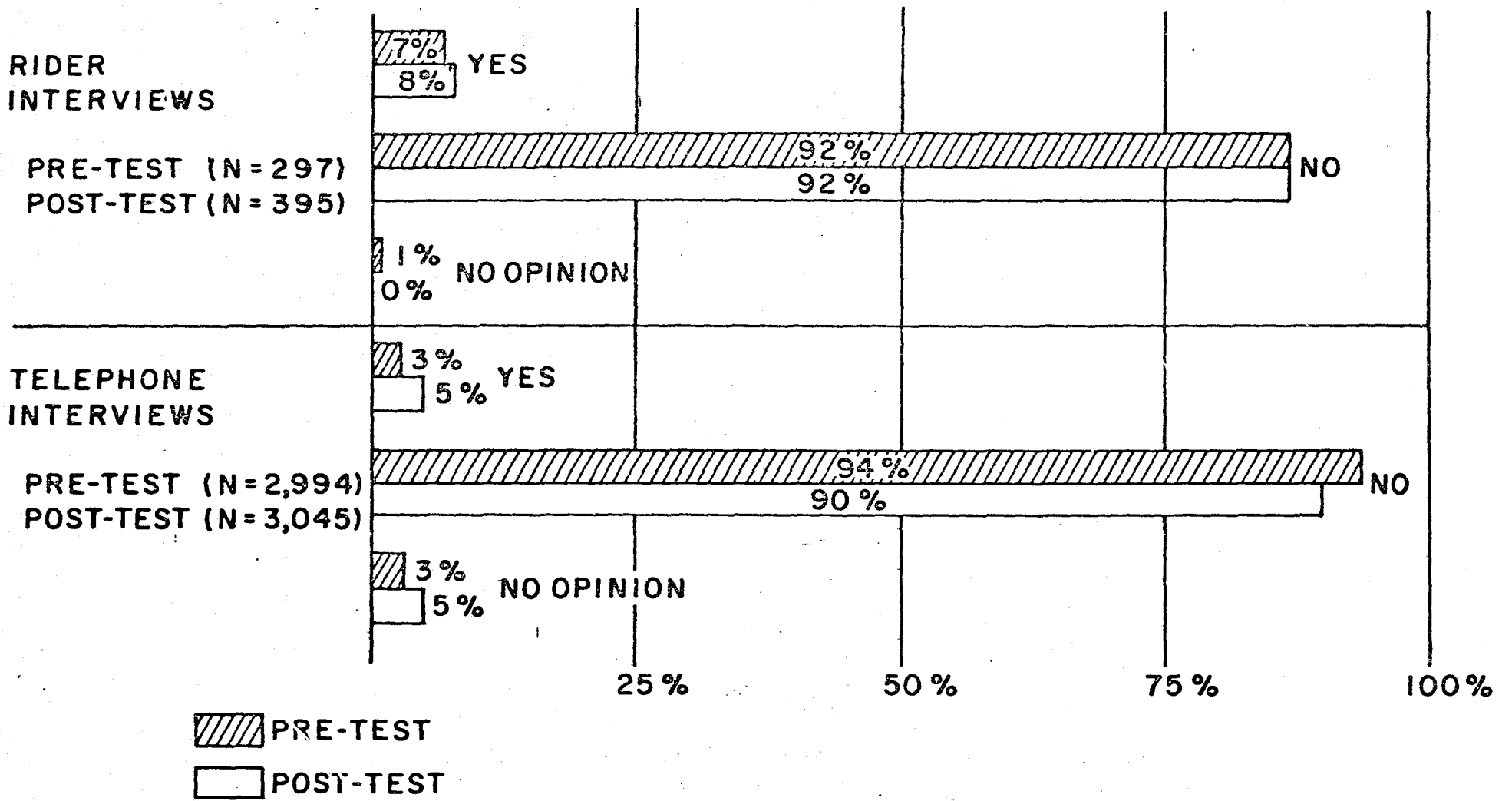
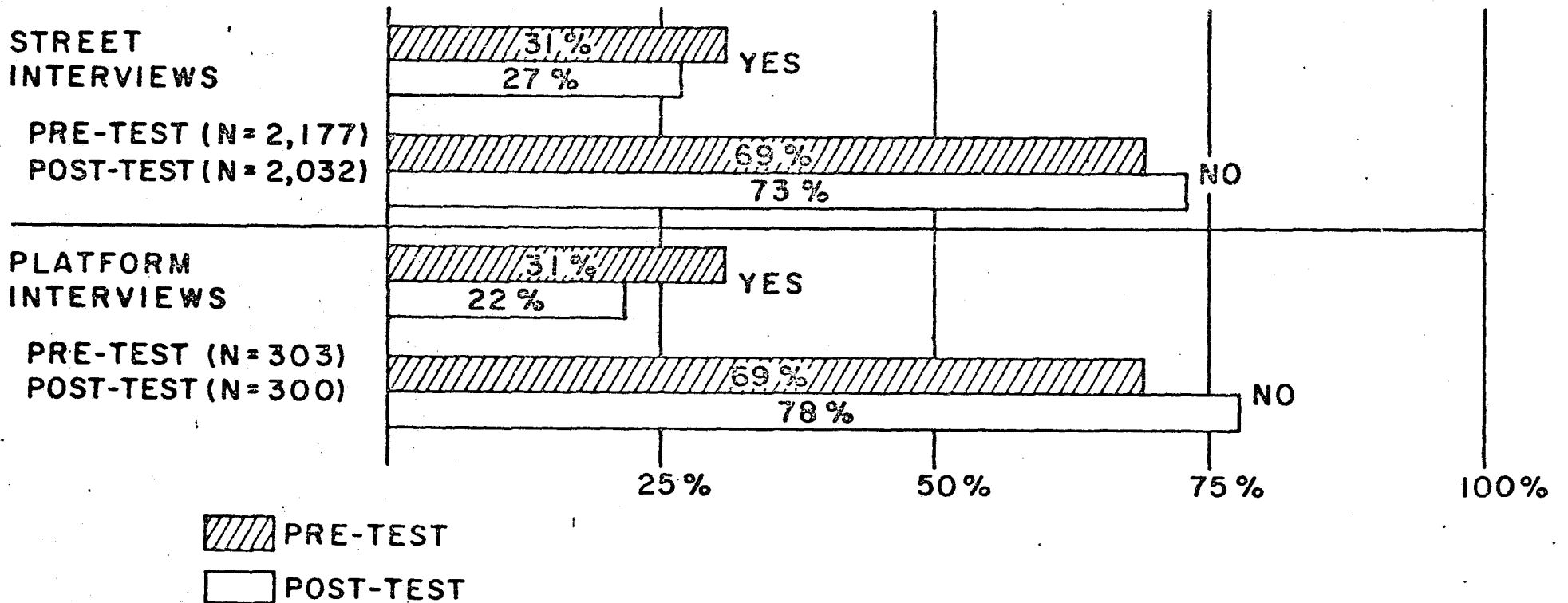


TABLE XXIII COMPARISON OF PRE AND POST TEST

D. IN THE PAST YEAR, DO YOU KNOW OF ANYONE WHO WAS MUGGED ROBBED, BEATEN OR THREATENED WHILE THEY WERE RIDING THE SUBWAY OR BUS ?



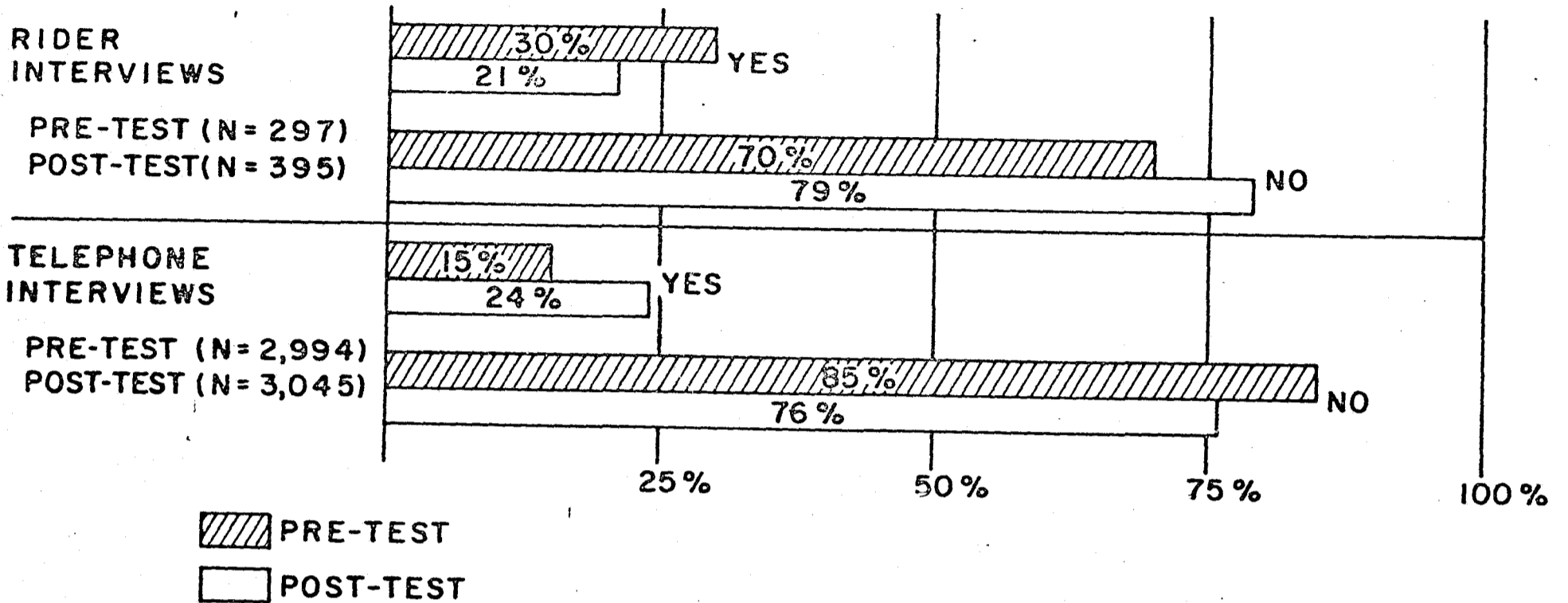
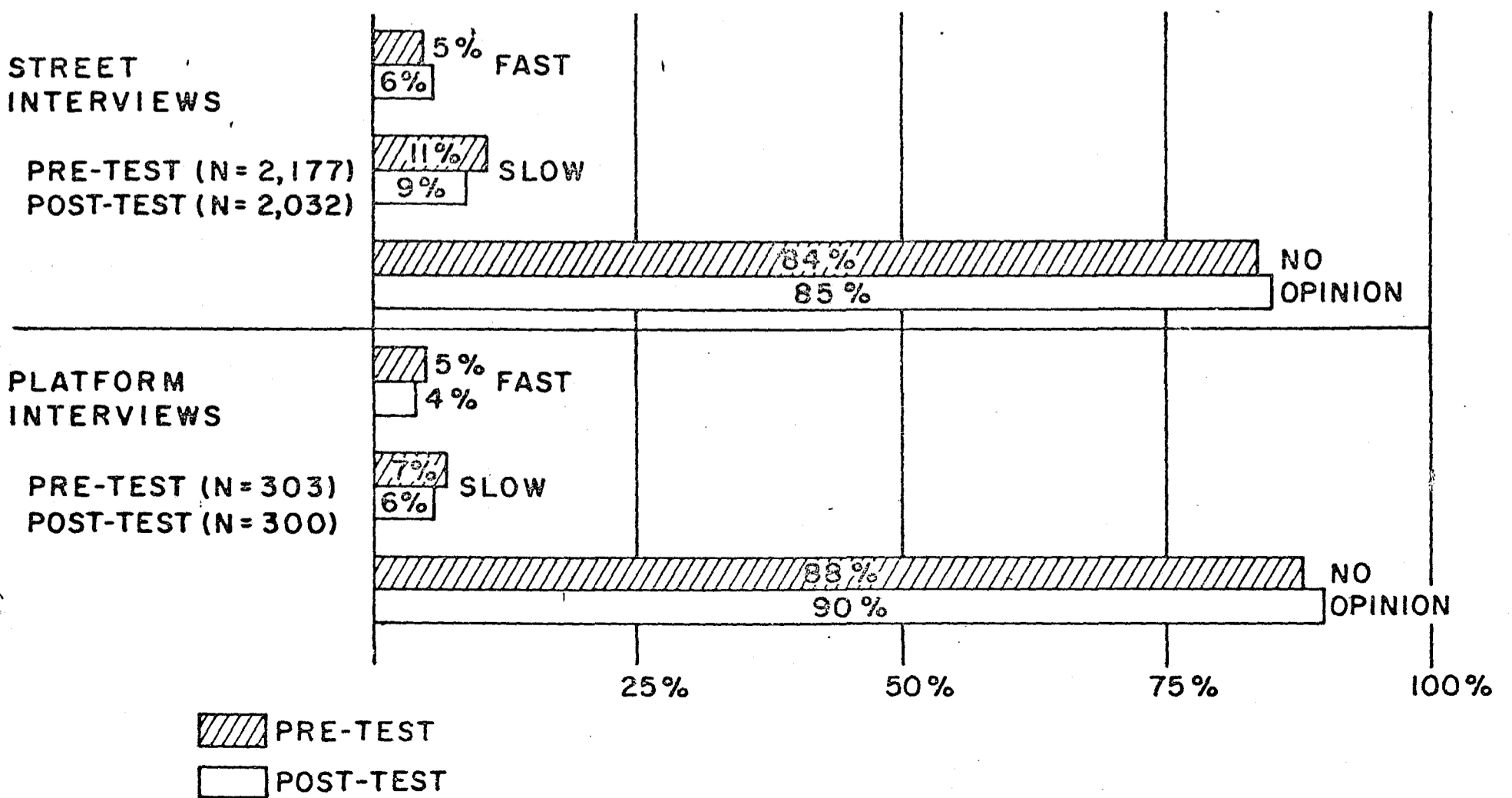


TABLE XXIV COMPARISON OF PRE AND POST TEST

E. WHERE YOU WERE THE VICTIM OF A ROBBERY, MUGGING, BEATING OR THREAT WHILE RIDING THE SUBWAY OR IN CASES THAT YOU KNOW OF, HOW FAST DID THE POLICE ARRIVE ?



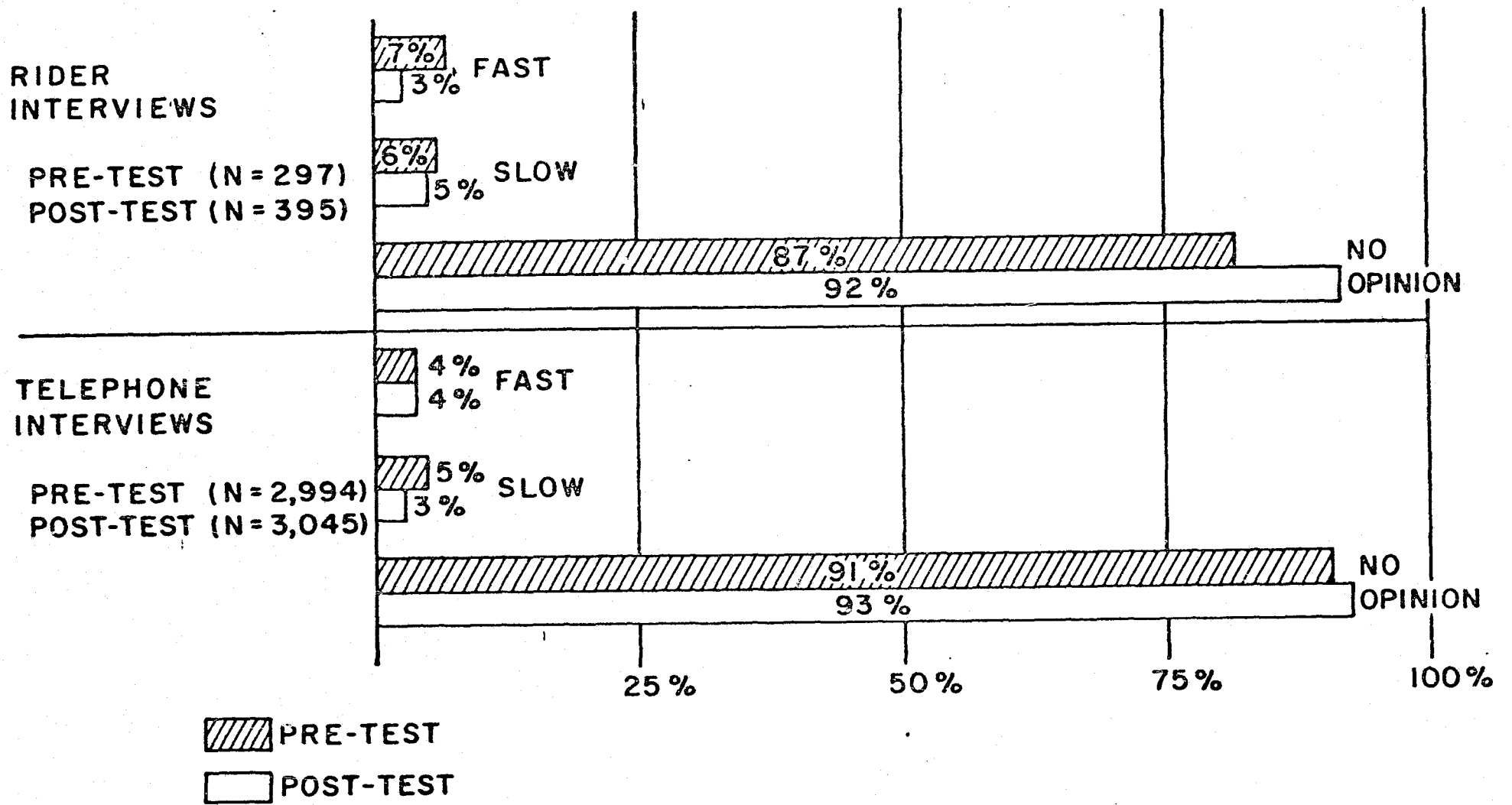
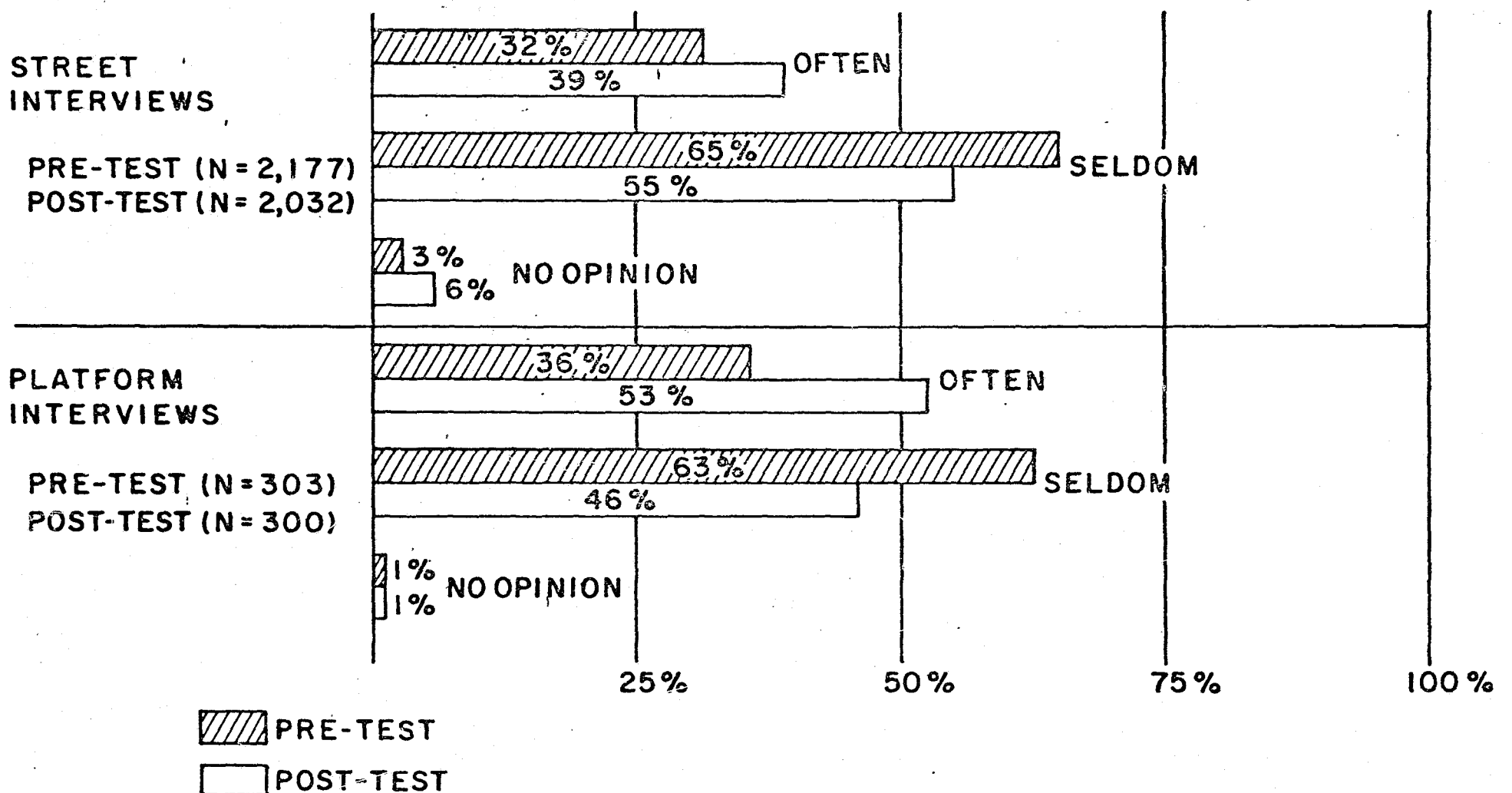
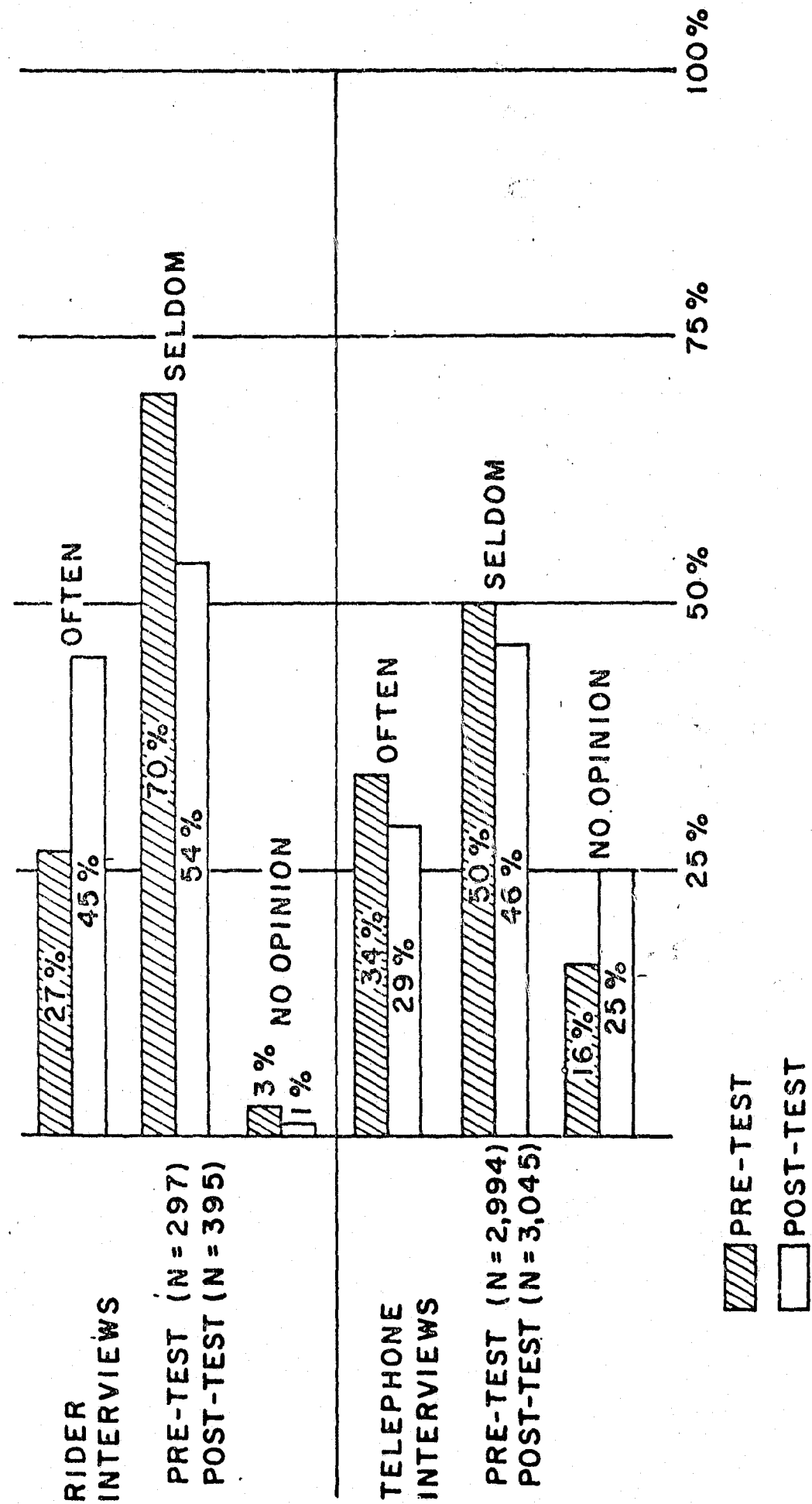


TABLE XXV COMPARISON OF PRE AND POST TEST

F. HOW OFTEN DO YOU SEE POLICE WHILE RIDING THE SUBWAY OR BUS?





Seventy percent of the riders surveyed in the pre-test seldom saw the police. Fifty-four percent of the riders interviewed in the post-test said they seldom saw the police while riding.

A study of the platform interviews shows 36 percent responded to the pre-test that they see the police often; 53 percent responded in this manner to the post-test. This could indicate that the platform interviews were conducted in areas that are highly patrolled by police, perhaps more so since the Unit's expansion.

Random Comments

The PSMC team members reported that most of the individuals interviewed during the pre-test and post-test were courteous and responsive, and appeared anxious to state their opinions. Often the interviewer was interrupted by those persons observing an interview requesting that they be allowed to respond to the questionnaire. Citizens appeared concerned that action be taken to increase safety on the transit system.

In many cases, the questionnaire prompted responses beyond the scope of the specific questions. PSMC staff felt that these spontaneous comments reflect areas of concern to those persons interviewed, during both surveys, and for that reason warrant inclusion in addition to the systematic data gathered

from the questionnaire. Unlike the questionnaire data, the random comments are included here in categories relating to subject matter addressed.

Hours of Travel

-A large number of people would ride subways only during peak rush hours in the morning and afternoon. A majority of the people feared riding the subways after 6 p.m. and 3 p.m. when school let out for the day.
-Weekends were considered unsafe for riding the transit system.
-Would not ride the subway during off hours (10 a.m. - 3 p.m., 9 p.m. - 5 a.m.), school break hours (3-4 p.m.) because of harrassment by juveniles, or on weekends.
-Felt safe only during the rush hours.

Bus vs. Subway Travel

-There were many comments that while buses were safe, subways were not.
-"Bus drivers are reckless drivers"
-"Subway trains careen from side to side in an uncomfortable manner."
-Subjects responding to questionnaire needed to qualify the safety on each form of transportation (bus and subway) individually.
-Because the ride is jolting and disturbing, they would rather drive their own cars if they could afford it.
-Some said they would not think of riding the subway and only rode the bus.
-Some felt safer on subways not in the Center City area.

Awareness of the Police

-Felt more police with dogs were needed in the outlying stations.
-Said police with dogs were only seen around City Hall.
-People not generally aware of the presence of police except at Center City.
-A large number of people stated that they saw police primarily during the day, seldom in the evening.
-There was an "overconcentration" of police at City Hall.
-Police were seldom seen on the elevated trains.
-A few people felt that the K-9 corps caused tension, but most felt that more were needed, especially in outlying stations.
-"We only see the police around City Hall or heading into City Hall."
-Riding at night they do see the police with dogs.
-Older people seemed to feel the dogs raised the tension in the subways.
-Never see police on the platforms--usually upstairs or downtown.
-Some commented on the speed with which police responded to calls.
-Many expressed concern that there was no way to quickly summon police.
-Several said that they "did not bother" to call police, even though an incident had occurred.

Knowledge of Crime on the Transit System

-Several people were armed with guns, knives and chains and stated they would or have used them.
-"Do not sit near the doors because people reach in and grab you."
-"I guess it's (crime) increased. That's what the TV and newspapers tell me."
-Several responded that while they had not been threatened within the past year, they had been within the last two or three years.
-A few complained that SEPTA would not call police in the event of an incident.
-In cases where acquaintances or friends had been threatened, many did not know if police had been called.

General

-SEPTA does try and keep the cars clean.
-Compliments about the SEPTA employees' "politeness", "they will hold the train if you are running for it."
-Younger (college age) people think the dogs are a great innovation.
-University students travel in threes and fours.
-Trains are clean...stations are dirty.
-Pay booths should be at the top entrances because people are afraid to come down on the platforms and meet non-paying individuals.
-Main problem is on the platforms.
-Stations are dark...lighting is poor in most stations.
-Some indicated they would not ride a particular line. (Broad Street line, for an example).

-Won't wait on platform unless there are several people.
-Liked the radio contact that the operators had with the police station.
-Some felt safer on subways than on subway platforms.
-Indicated a change of employment to avoid riding the Broad Street line.
-"No Smoking" rule is not strictly enforced.
-"Subways are noisy and platform areas dirty."

V. CONCLUSIONS

A. Crime Statistics and the Transit Unit

An analysis of the criminal statistics provided by the Philadelphia Police Department has led to several conclusions.

The incidence of reported crime rose as the Transit Unit expanded its force because there was more manpower on hand when crimes occurred. In this respect, the Transit Unit became more effective.

The existing crime statistical reporting system is not sufficient to yield meaningful data. Various sources within the PPD itself presented differing figures.

The system does not adequately control proper reporting and recording of criminal incidents. Therefore, the data is unreliable and relatively useless in assisting Unit Commander's in manpower deployment.

Without a strong statistical base it is very difficult to use any change in reported crime as a measure of the Transit Unit's effectiveness.

If the statistics gathered before the Unit's expansion do not reflect more accurately crime for the period, then it is difficult to make valid comparisons with crime statistics from

other time periods. One cannot conclude from the data available that the Transit Unit has not been effective in combating crime. The rise in reported incidents may indicate that the expanded Unit's efforts have been effective.

B. Citizen's Survey

PSMC Staff analyzed the data from the two-part survey and has concluded the following:

--The instrument design and methodology afforded PSMC Staff a sound basis for quality data collection. Similar response patterns for the pre-test and post-test indicate a reliable test design.

--There was no significant variation between the responses from the two surveys. At first glance, it would seem that the Transit Unit was ineffective in its efforts to reduce fear of crime.

--The fear and insecurity that individuals feel when they ride the system is not because they have been exposed to crime themselves. Very few of the individuals said they had been victims or knew of anyone who had.

--The sense of fear is also not based on the number of reported crimes, for these have been very low, both before and after the Unit's expansion.

--The fear of the transit system may be due to other factors than crime. Perhaps the dark, cave like atmosphere of the platforms and the defaced walls of stations and cars has caused the increases.

--The media may have over-emphasized the number of reported incidents and left an impression that there is much more crime than there actually is.

--Most individuals reported seldom seeing the police. Ninety percent of the respondents had not been victims of crime. Perhaps they do not notice the police unless they have a need for them.

--An objective set forth in the Grant Proposal called for a reduction in reported Part I and Part II crimes. This was nearly impossible to achieve, for an increase in the police manpower usually causes an increase in reported crimes, and may explain the increase found in the comparison of figures for 1973 and 1974.

--The Grant Proposal also stated that a greater sense of security would be reached through reducing the fear of crime in the transit system. Crime may play a part in causing the fear index to rise, however, it appears from the survey that other factors have contributed to the insecurity and uneasiness experienced by riders of the transit system.

VI. RECOMMENDATIONS

PSMC recommends that ACT IV continue, and the efforts of the PPD and SEPTA focus on the following:

1. The PPD establish a better system for reporting and recording incidents of crime in the transit system. Once established, such a system should be subject to audit and control to insure that the statistics will be more reliable.
2. Measures should be taken to pinpoint exactly where criminal acts occur as well as the time of day. This data should be disseminated to Unit Commanders to assist in deployment of Transit personnel.
3. PSMC suggests that SEPTA and the PPD attempt to determine why people feel unsafe, what factors must be varied to promote a sense of security on the transit system.
4. A public relations program is necessary to counter the public's opinion. Most of the citizens interviewed believed that the subways were dangerous, and unsafe even though they have not experienced crime personally.

5. The PPD and SEPTA officials should continue working together in their efforts toward a secure transit system.
6. The PPD should shift its emphasis to service rather than apprehension. Very few riders expressed dislike for the K-9 units, however, the dogs and the style of the uniform worn by the police officers may signal to the public that the area under patrol must be extremely dangerous if such patrol is necessary.
7. PSMC recommends a survey of transit users as well as non-users to determine why people use or refrain from using the system. Such a survey should attempt to determine what citizens mean when they say they feel unsafe while using the system. Further, what are user expectations and recommendations.

EXHIBITS

_____ Refused to Answer

_____ No Answer.

Name _____

Address _____

Phone No. _____

OPINION QUESTIONNAIRE

Hello, My name is _____. We are doing a study for the City of Philadelphia to get people's opinion about safety on the subway and buses. May I ask you a few questions?

A. In the past year, do you feel crime in the subway or on buses has

- 1. _____ increased
- 2. _____ decreased
- 3. _____ no opinion (do not read)

B. How do you feel when you ride the subway or buses?

- 4. _____ safe
- 5. _____ unsafe
- 6. _____ no opinion (do not read)

C. In the past year, has anyone mugged, robbed, beaten or threatened you while you were riding the subway or bus?

- 7. _____ yes
- 8. _____ no
- 9. _____ no opinion (do not read)

D. In the past year, do you know of anyone who was mugged, robbed, beaten or threatened while they were riding the subway or bus?

- 10. _____ yes
- 11. _____ no

* If C & D were answered no--DO NOT ask E

E. Where you were the victim of a robbery, mugging, beating or threat while riding the subway or in cases that you know of, how fast did the police arrive?

- 13. _____ fast
- 14. _____ slow
- 15. _____ no opinion (do not read)

F. How often do you see police while riding the subway or bus?

- 16. _____ often
- 17. _____ seldom
- 18. _____ no opinion (do not read)

END