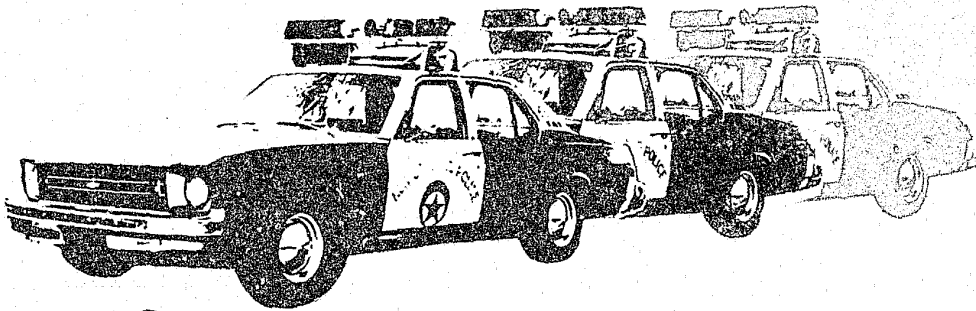




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Volume I: Methodology

# RESPONSE TIME ANALYSIS



47076

Institute of Law Enforcement and Criminal Justice  
Enforcement Assistance Administration  
United States Department of Justice

# **RESPONSE TIME ANALYSIS**

## **Volume I: Methodology**

**Kansas City, Missouri, Police Department  
Marvin Van Kirk  
Chief of Police**

**September 1978**



**National Institute of Law Enforcement and Criminal Justice  
Law Enforcement Assistance Administration  
U. S. Department of Justice**

**National Institute of Law Enforcement  
and Criminal Justice**

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## ABSTRACT

The Response Time Analysis study was conceived and developed to test the assumption that responding quickly to calls for police service will produce the most desirable outcomes, and to identify those problems and patterns which might affect how quickly a citizen reports a need for police service.

The design of the study and data collection spanned three years. Data for analysis were collected by civilian observers, communication tape analysts, and telephone and personal interviewers. Observers accompanied officers in the field to collect data on travel times and on-scene activities, while tape analysts collected dispatch time data by timing telephone and radio exchanges recorded on Communications Unit tapes. The interviewers questioned victims to crimes and citizens who reported crime and noncrime incidents or requested police service.

The calls for service which make up the data base came primarily from a target area selected for its high rates of robberies and aggravated assaults. Collected data covered the entire spectrum of police service, including both Part I and Part II crime calls, potential and noncrime calls, and traffic accidents.

The findings and conclusions developed from the data are presented in subsequent volumes devoted to the analysis of specific categories of crimes or noncrimes.

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## THE BACKGROUND OF THE STUDY

The joint interests of the National Institute for Law Enforcement and Criminal Justice and the Kansas City, Missouri, Police Department merged in 1973 to establish a forum in which the subject of response time was proposed for research. Both organizations were keenly aware of the high value placed upon rapid police response by the vast majority of police practitioners. While the strategy of rapid response was, in many respects, intuitively appealing, both organizations had begun to question the previously unexamined assumptions which supported the "conventional wisdom" in this area of police operations.

In framing its research program for fiscal year 1973, institute staff had singled out five major areas of policing including response time for intensive study. In focusing on response time, institute staff had noted that police practitioners and technology advocates repeatedly stressed the importance of lowering response times as an integral step in proposals made to improve police operations. Despite the widespread opinion regarding the importance of response time, institute staff determined that no adequate empirical data existed to substantiate its value. Their brief review of prior research in this area was able only to identify one preliminary study executed for the President's Commission on Law Enforcement and Administration of Justice which addressed that topic (Isaacs, 1967). Its author acknowledged the significant limitations of his data and concluded that his analysis suggested there appeared to be some relationship between police response and incident outcomes. He stressed, however, the need for additional research before any causal relationships could be drawn.

To address this critical void in police knowledge, institute staff proposed that funding for a response time experiment be included in the 1973 research plan. Initially their experimental design called for the modification of police operations



so as to lower response time in one area of a city. Subsequent analysis would compare the outcomes (arrest, deterrence, etc.) in the test area with those in similar nonexperimental areas.

In Kansas City, Mo., interest in researching the issue of response time emerged in late 1971 concurrent with the department's questioning of traditional preventive patrol. The task force of patrol officers which formulated the Preventive Patrol Experiment was deeply interested in defining the most efficient and effective management of patrol time use. Its original design for experimentation with patrol contained three primary thrusts. These included the following:

1. varying the intensity of preventive patrol coverage to determine its impact on such areas as crime rates, arrests, accidents, and citizen satisfaction with police service;
2. documenting the ways in which time was actually expended under a traditional preventive patrol system; and
3. measuring the effects of differential speeds of police response upon the variables of arrest and citizen satisfaction with police service.

The officers' concern in this latter area stemmed from questions they entertained regarding the prevailing response policy in the department. Like many modern professional police agencies, Kansas City, Mo., stressed a generalized rapid response to all citizen calls for service. Call stacking was kept to an absolute minimum.

Generally speaking, any available patrol unit would be dispatched if a call for service were waiting. Oftentimes, this would result in officers having to cross several patrol beats in responding. On busy nights, this practice would set off a billiard-like chain reaction in which patrol units would spend little or no time answering calls or performing protective patrol services in their

assigned beat areas. In viewing this system, the field officers on the task force questioned whether this practice defeated the basic purposes of assigning an officer to a specific beat. They also questioned whether all calls for service required such immediate response, thereby precluding or interrupting preventive activities by patrol units. They proposed, therefore, that the evaluation team for the Preventive Patrol Experiment track response time in a sample of incidents to determine the impact of differential response time on incident outcomes such as arrest and citizen satisfaction. This early design failed to adequately consider the complexity or the costs of operationalizing response time research. Preoccupied with issues involved with the preventive patrol research, Police Foundation evaluators devoted only cursory attention to this issue and then were only able to superficially address the dimension of citizen satisfaction with the police response.

Before finalizing its annual research plan in 1973; institute staff submitted its design to a detailed review by a team of respected practitioners and researchers. Participating in the 1973 review was Lt. Col. James R. Newman, assistant chief of police for the Kansas City, Missouri, Police Department. Col. Newman was interested in the proposed research and invited institute staff to consider Kansas City as the host jurisdiction. Given the outstanding leadership of Chief Clarence M. Kelley and the department's reputation to mount research efforts, this invitation proved most attractive.

In April 1973, staff of NILECJ (Dr. Richard Layman) met in Kansas City with planning and program development personnel of the police department (Sgt. Miles Warren and Mr. Thomas Sweeney). Preliminary discussions indicated that the problems of operationalizing response time research and the scope of issues to be addressed were more complex than either organization had realized. As a result, a basic framework for the exploratory research addressed by this study

was formulated and submitted to the institute in the form of a concept paper. In June 1973, funding was awarded for the first phase of this research. Subsequently, research staff were hired in September 1973, with full scale program implementation commencing in October 1973.

Thomas J. Sweeney

## FOREWORD

The past decade has brought a spate of research on police organization and operations. A substantial part of this work focuses on an assessment of police patrol. Not surprisingly this research has challenged some traditional patrol strategies. The past decades also have been a period where police departments have displayed a willingness to alter traditional strategies of patrol and strides have been made toward modernization and professionalization of departments. To a growing degree, these changes in departments also are being subject to research evaluation. Somewhat belatedly, perhaps, there is a growing recognition that change does not always bring with it anticipated goals and benefits.

The Response Time Analysis study falls within this new mold--a technically more sophisticated investigation and examination of the effectiveness of reducing police patrol response time to citizen calls involving major crimes against persons and property. It is further distinguished by the fact that it examines the problems associated with reduced response time and the limits imposed by the dependence of the police upon citizen initiatives. Finally, it pays attention to the relationship of response time not only to the quantity of police arrests but to their fate in a local criminal justice system. By placing the examination of patrol strategies within the citizen, police, and related criminal justice systems, this study adds considerably to our understanding of a law enforcement strategy.

This study then is set apart from many others by careful attention to the design of the research and its actual implementation. By no means the least of its merits is the careful attention given to documenting potential sources of error and to problems in implementing the design and analysis. These features of the study are no small achievement, since they make possible a careful and detailed scrutiny of the findings of the research. Moreover, since all research is cumulative in nature, it is possible for other studies both to replicate this research

and to enhance its design in future studies.

The Kansas City, Missouri, Police Department and its senior officers are to be commended for their continuing interest in supporting studies of police organization and operations. To no small degree, the department has developed an internal organization capable of undertaking important and carefully executed research studies. In doing so, it is making important contributions to the growing body of knowledge that contributes to our understanding of one of our most important complex organizations and its work, a body of knowledge that is important both to police management and to organizational theory and practice.

The principal investigator and analysts for this particular study are to be commended for their care and objectivity in designing and executing the research. The data collection utilizes a broad range of methods from systematic social observation to interviews and analysis of records. Though the analysis techniques may lie beyond the comprehension of the average reader, this level of sophistication is commendable in police research. Not the least of their accomplishments was a willingness and openness to consultation and suggestion and their capacity to digest it.

Although all designs fall short both in their planning and execution, the kind of research set forth in this study is a distinct step forward in police research. Future studies in this area will benefit from this carefully executed and documented research study. Answers to questions invariably raise other questions and this study is no exception to that rule. Thoughtful administrators and research investigators will find much to ponder when reading it.

Albert J. Reiss, Jr., Yale University

Lee Sechrest, Florida State University

## PREFACE

Rapid police response has long been an accepted procedure in law enforcement. The need to reduce response time has served as justification for bolstering officer strength and for large expenditures on equipment. While it is not unreasonable to assume that rapid police response will produce more arrests, more witnesses, fewer serious citizen injuries, and more satisfied citizens, little empirical data exists which can support that assumption.

The Response Time Analysis study was designed to provide a comprehensive assessment of issues and assumptions regarding the value of police response to a variety of crime and noncrime, emergency and nonemergency, incidents. Specifically, two objectives were established for study:

1. Analysis of the relationship of response time to the outcomes of on-scene criminal apprehension, witness availability, citizen satisfaction, and the frequency of citizen injuries in connection with crime and noncrime incidents.
2. Identification of problems and patterns in reporting crime or requesting police assistance.

This is the first in a series of reports which examine the nexus between the time taken by citizens to report crime or request police service, the time required for the police to process, dispatch, and respond to calls, and various outcomes related to police response. The first two volumes and the Executive Summary address issues pertaining to Part I crime only. Volume I provides a review of pertinent literature and an overview of the study's methodology, data collection procedures, and quality control systems. Volume II presents a description of analysis techniques and discussion regarding findings. Additional reports, which are currently in various states of development, will focus upon the following areas:

1. An analysis of Part II crimes similar to that conducted for Part I offenses.
2. A prosecution and disposition follow-up on suspects who were arrested either on-scene or through subsequent investigation for both Part I and Part II crimes.
3. An analysis of "general service" calls including traffic, potential crime calls, e.g., alarms, disturbances, suspicious parties, etc., and noncrime medical-emergency incidents.
4. A summary of results presented in previous reports which provides an overall assessment of operational implications regarding the value of police response strategies.

Although technical treatment of data is necessary to perform statistical analysis of relationships studied, emphasis was placed upon preparing a report conducive to functional interpretation by police administrators. Administrative interpretation of findings regarding crime and noncrime incidents must include realization that only citizen generated calls processed through the department's communications unit were eligible for inclusion in sample data analyzed. Calls resulting from officer self-initiated activities, citizen flagdowns, and either walk-in or phone-in self reporting of crimes were excluded from data analysis.

Unlike the more prestigious experimental research which controls outside factors which might influence predicted results, the design and implementation of the project methodology was exploratory. Hence, effort has been devoted to generating rather than testing hypotheses. It would not have been unprecedented to report all procedures as if they had resulted from sagacious insight and logical deduction. This, however, was not the case, and an effort has been made to report all deficiencies and deviations from the original design. Those instances where it was

discovered after the fact that an alternative procedure might have produced a more desirable result have been documented.

It is hoped that while taking admitted limitations of the study into account, the questions stimulated by this research and the implications cited within might provoke serious discussion regarding the foundation of policy and procedural issues.

Lt. Col. Lester N. Harris  
Project Director,  
Assistant Chief of Police



## ACKNOWLEDGEMENTS

The Kansas City, Missouri, Police Department is indebted to all citizens who voluntarily agreed to respond to interviews regarding their requests for police assistance or involvement in crimes as victims, witnesses, or callers who reported offenses to the police. Without their cooperation, data regarding a crucial segment of the response time continuum and problems experienced in reporting crime or requesting police service could not have been obtained.

The inception of the original proposal which provided funding for the Response Time Analysis study is credited to Thomas J. Sweeney, currently with the Portsmouth, Virginia, Police Department. Working as a liaison specialist with the Kansas City, Missouri, Police Department for the Police Foundation, his initial effort and continued interest has helped clarify functional issues concerning police operations in general and patrol strategies in particular.

Special recognition is warranted for Clarence M. Kelley, formerly chief of police of the Kansas City, Missouri, Police Department, and currently Director of the Federal Bureau of Investigation. Without Chief Kelley's leadership in developing an atmosphere conducive to the questioning of traditional assumptions concerning contemporary police policy and operational practices, it is doubtful as to whether our department could have generated initiative in conduction of the Response Time Analysis study. The commencement of the project also benefitted from Chief Kelley's assistant chief of police, James R. Newman, who provided technical support during preparation and following submission of the initial proposal.

A major contribution throughout development of project methodology, data collection, and preliminary analysis of Part I crime data was made by previous Kansas City, Mo., Police Chief Dr. Joseph D. McNamara, presently chief of police of the San Jose, California, Police Department. His enthusiastic support and

sustained interest regarding topical issues of this research helped to minimize problems during data collection and thus enhanced the quality of all data collected. Appreciation is also expressed to Bryce Thompson, assistant chief of police under former chief McNamara, who provided pertinent advice related to continued funding for analysis of noncrime data.

Additional assistance in early planning as well as continued support throughout data collection and the analysis of Part I crime data were provided by the San Diego, California, and Rochester, New York, Police Departments. Particular tribute is extended to Capt. Thomas Conroy of the Rochester, New York, Police Department and to Capt. Robert Walker of the San Diego, California, Police Department. Both officers served with distinction as liaison specialists from their respective departments during the initial design phase of the study.

Consultants who provided invaluable assistance in meticulous evaluation of project methodology and data collection procedures were Dr. Albert J. Reiss, Jr., professor of sociology, Yale University, and Dr. Lee Sechrest, professor of psychology, Florida State University. The strengths of this work reflect their patience and sagacity during critical assessment of collection and analysis techniques, interpretation of results, and writing of the final reports. In addition to work performed by Dr. Reiss and Dr. Sechrest, Dr. Cris R. Kukuk, assistant professor of sociology at the University of Missouri at Kansas City, provided special assistance in statistical analysis of data.

Recognition is also given to members of the Police Advisory Board who provided suggestions regarding potential implications of preliminary findings and dissemination of final results. Members of the Police Advisory Board were Philip L. Ash, Jr., chief of police, Daytona Beach, Fla.; A. J. Brown, chief of police, Fort Worth, Tex.; Thomas F. Hastings, chief of police, Rochester, N.Y.;

Michael J. Sgobba, marshal, San Diego County, Calif.; Garland Watkins, chief of police, Miami, Fla.

The Kansas City, Missouri, Police Department also wishes to express its gratitude to Gerald Caplan, past Director of the National Institute for Law Enforcement and Criminal Justice, for his help in articulating potential implications of results for the law enforcement community. Other Institute staff deserving of recognition for assistance and support are Dr. Richard Layman, former director of the Police Division, David Farmer, current director of the Police Division, and William Saulsbury, grant monitor. Special appreciation is mentioned for Bill Saulsbury's administrative expertise, advice, and continued encouragement to conduct the study without compromising the quality of final products.

Specific mention is made of the cooperation given by literally hundreds of police officers involving patrol, supervisory, command, and civilian personnel who willingly agreed to provide technical assistance and support throughout the project. This effort included assistance in the hiring of field observers, acquisitions of pertinent information by police officers regarding the names and addresses of citizens who called the police, critical appraisal of draft reports concerning preliminary findings and relevant implications, and descriptive documentation of communications dispatching and patrol procedures.

The project director and his staff are to be commended for their effort and dedication in conduction of the research and in completing these reports. Of no small consequence has been the cordial assistance of Wilma Talley and Kathy Jenkins, who provided administrative assistance in the fiscal management of this grant.

Marvin L. Van Kirk  
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## CHAPTER ONE

### INTRODUCTION

Discussions of response time appear frequently throughout the literature on policing. Most references view response time as an important measure of police effectiveness accepted by both the police and the public and emphasize the importance of rapid police response as an end in itself. Prior research documents numerous efforts to reduce response time to a minimum by using various communications systems, deployment configurations, and patrol strategies. The need to decrease response time is cited by police administrators as justification for increased manpower, faster cars, and sophisticated communications equipment.

Underlying this general approval of response time as an indicator of effectiveness are several basic assumptions regarding response time and its influence on incident outcomes. Most prevalent is the belief that response time is a critical factor in arrest rates and thus acts as a deterrent to crime. It is also assumed that citizen satisfaction with and confidence in police services depend upon rapid response. These assumptions are evident in the literature and, since the advent of the radio car about 1930, have clearly influenced beat designs, manpower allocation, patrol procedures, and the development of communications and patrol equipment.

These assumed attributes of rapid response are so firmly entrenched in contemporary law enforcement rationale that the National Advisory Commission on Criminal Justice Standards and Goals has established response time standards and goals for police communications centers. For emergency calls for service, a maximum of 2 minutes elapsed time during the communications interval has been established (1973:551), with the suggested reduction to 1 minute by 1978. A

maximum of 6 minutes for nonemergency calls, with reduction to 4 minutes for 1978, has also been recommended. Attempts to reach this goal have involved the use of recent technological advances in the computer field, including automated command and control dispatch systems (Anzelmo, 1970; Becker, 1970) and computerized car locator systems (Anzelmo, 1970; Marin, 1971; Mayo, 1969).

While rapid response time has been accepted as essential to effective policing, baseline data for accurate measurement of its value have not been available, and empirical research has not established a definite correlation between response time and incident outcomes. "The quantitative relationships between speed and type of police response on the one hand, and crime rate, deterrence of crime, probability of an on-scene apprehension, availability of witnesses, and citizen satisfaction, on the other hand, are not known. Knowledge of this sort, if available, should influence and significantly change decisions on the number and deployment of patrolmen for response to calls for service, and the priorities assigned to various types of calls" (Kakalik and Wildhorn, 1971).

### Objectives

The study was conceived to provide the kind of baseline data necessary to assess the value of rapid response. It was not designed to support or deny any claims of merit about rapid response but to investigate the relationships between response time and its alleged benefits to see how effective it is as a police procedure. Therefore, the objectives of this study are as follows:

1. Analysis of the relationships of response time to the outcomes of on-scene arrest, witness availability, citizen satisfaction with response time, and the frequency of citizens' injuries in connection with crime and noncrime incidents.
2. Identification of problems and patterns in reporting crime or

requesting police assistance.

### Literature Review

Of the few studies previously conducted in the area of response time, most share several major limitations. Probably the greatest limitation of most previous studies was the failure to measure the time between the commission or discovery of a crime and the initial reporting of that crime to a dispatcher, and then to relate that measurement to response time outcomes. Previous research has failed to consider that citizens who are victims of crimes, witnesses to crimes, or who discover crimes often fail to report those crimes promptly. Any experienced beat officer can relate stories of the problems citizens encountered or the activities they pursued after a crime occurred but before they reported it to police. A few studies have identified this "reporting time," and some have attempted to identify some of the problems and patterns which contribute to reporting delays, but no study has taken a comprehensive look at this interval and its effects upon response time and the outcomes of a response time. For example, the chances of making an on-scene arrest for a robbery reported in progress can be expected to be better than for one which occurred 10, 20, or 30 minutes before it was reported.

Another limitation in response time research has been in the methods of data collection. Often studies have relied upon police employees timing themselves during the various phases of response rather than having them timed by trained, impartial researchers. Further, self-reporting sometimes relied upon individual estimates of times, which can be confused by memory and recall or factors of stress. In some cases, researchers used dispatch tapes to measure the times between dispatch and arrival at the incident scene, but tapes precluded the measurement of two important time intervals: 1) The time between the occurrence of a



crime and when a dispatcher has been contacted about the incident; 2) The time between when an officer exits from his car at an incident scene and when he is able to make contact with someone with information about the incident so an investigation can begin.

Although collectively these studies identified a number of individual time components which comprised the total response time continuum, specific intervals were sometimes vaguely defined, inviting inconsistencies in the measurement of the various components. These limitations cast suspicion upon the validity or potential implications of findings presented.

### Response Time Intervals

Previous research and literature have concentrated on the interval between a citizen's request for service and the arrival of a field unit at the scene. The definition of response time has been commonly based on those two points in time (Isaacs, 1967; Larson, 1972; Raab, 1976). However, Mayo (1969:33-34) claimed, "True response time must be measured in the real world context from the instant a requirement occurs (i.e., a crime is committed) until the response unit arrives at the requirement scene." The importance of his statement becomes evident as data on crime reporting are analyzed.

Out of necessity, the time interval from crime occurrence to telephoning the police must be obtained from a victim or witness, and measurement of this interval is reliant on the citizen's perception of time. This may, in part, account for the few attempts at measurement. Leonard (1938) and Isaacs (1967) recognized the importance of immediate reporting by citizens as a crucial element of police response time, but it was Elliott (1973) who first investigated the area of patterns in reporting which was omitted from previous studies. Data

were provided by Syracuse, N.Y., police officers who estimated how much time had elapsed between crime occurrence and reporting of the crime by a citizen to the police. While 25 percent of the crimes were estimated to have been reported within the first 2 minutes after occurrence, 70 percent were not reported for over 10 minutes after occurrence. Of the other 5 percent, 2 percent of the crimes were reported within 3 to 5 minutes while 3 percent were reported within 6 to 10 minutes (Elliott, 1973: Table III).

Furstenberg (1971, 1973) also examined citizen reporting delays and found them to be related to race. In his study, over 25 percent of the black respondents reported waiting more than 10 minutes before telephoning the police compared to less than 20 percent for white respondents.

A Stanford Research Institute study (1974) in Santa Clara County, Calif., went even further. Not only did it attempt to discern the reporting delays, but it also attempted to identify some of the problems and patterns which contributed to those delays. The study was designed to test the need for a 911 emergency phone number in the county. Citizens surveyed were asked how they knew which agency to call, how many persons they talked with before they thought their report had been taken, and to estimate the elapsed time between their decision to call the police and when they thought their report had been taken. The results showed that in jurisdictions outside of San Jose, an average of 1.5 minutes elapsed from the time a citizen decided to call the police and the time he thought the report had been taken. In San Jose, this time averaged 2.7 minutes. The study also found, however, that citizens had difficulty distinguishing among the following components of response time: a) The time required to decide to call the police; b) The time required to determine the correct number; and c) The time required on the telephone until a report was taken.

The study acknowledged the "... contaminating variables that affect these data ..." but felt justified in reporting "general" findings (Stanford, 1974:55). Since the study was not interested in the outcomes of response time per se but only in the ultimate reduction of response time, no attempts were made in the study to relate citizen reporting delays to response time outcomes.

The one response time interval for which no empirical data are available begins with the time of officer arrival in the general vicinity of a call, defined in this study as departure from the vehicle, and ends when the officer makes direct contact with participants related to the incident. This interval is needed to obtain a meaningful total response time but has been omitted from previous research. In areas where high-rise business and residential structures are prevalent, significant movement or searching by an officer may be required to locate the appropriate citizen. This interval between vehicle arrival and citizen contact is especially important if an accurate measurement of response is to be made, because it could involve a relatively large proportion of the total response time continuum.

Other components of response time have long been defined and have already been the targets of attempts at reduction, despite the lack of supportive data to show the relationship between such reductions and positive outcomes. The use of automated command and control dispatch systems and computerized car locator systems has already been pointed out. Additional efforts have aimed at minimizing the interval from radio dispatch to the time of field officer arrival at the scene. Using random patrol techniques in Edina, Minn., Bennett and DuBois (1970) reported achieving a 40-percent decrease in response time from the previous year. Another approach to reducing this interval was taken by Larson (1971, 1972), who applied techniques of systems analysis and generally

refuted the assumption that when random patrol techniques are used within areas of equal crime potential, response time will be at a minimum.

### Relationship of Response Time to Outcome Variables

Relationship of Response Time to On-Scene Apprehensions. As early as 1938, Leonard urged the law enforcement community to reduce the interval between the commission of a crime and the appearance of officers at the scene. The impact of police radio communications systems was just beginning to be appreciated at that time. He presented a cursory analysis of Detroit, Mich., data which showed the percentage of arrests dropped rapidly from over 85 percent to just over 25 percent as patrol car travel times increased from 15 seconds to 90 seconds. This travel time interval was defined as the elapsed time between broadcast and arrival at the directed location. According to Leonard, the data substantiated his claim that arrests were directly related to "fractional second" differences of response time. Several weaknesses can be cited, however, which limit the validity of his findings. Time intervals were not clearly defined in operational terms, and data sources were not specified. Cases in which the suspects were known by the victims, were being held at the scene prior to police arrival, were injured and could not leave the scene, or were arrested on a previous warrant were not factored out of the sample. The importance of rapid response time is obviously minimized in such cases.

A more recent study relating response time to arrests was completed in 1966 by Isaacs (1967) in Los Angeles. Using 8-month old communications and field data not originally gathered for the purpose of determining response time outcomes, he selected a nonrandom sample of 265 cases composed of "Code 6" calls from a larger sample of 4,704 cases. "Code 6" is the Los Angeles Police Department's radio message given by a field officer when he arrives at the scene of a call and means,

"At location and investigating." Calls in which a "Code 6" message was given were the only cases for which a field response interval could be calculated.

Analysis of the data showed an arrest rate of about 18 percent for all crimes taken from the data sample. Of the cases where response time was less than 1 minute, 62 percent resulted in arrest. When response time was less than 14 minutes, 45 percent resulted in arrest. Sixty-six percent of the arrests were made at the scene or in the vicinity of the reported incident. It was assumed, however, that some of these arrests were not primarily due to response time since the victim could identify the suspect arrested. An independent sample of arrests analyzed by Isaacs (1967:96) indicated that only 30 percent of the on-scene apprehensions by patrol officers involved unknown subjects and could consequently be solely related to response time. In his concluding statements, Isaacs warned the findings of his research only appeared to support the belief that faster response time will result in a greater number of arrests and did not directly substantiate this belief.

The result of Isaacs' study were limited by its self-reported data base which did not allow for analysis of time intervals by seconds and a sample biased toward in-progress calls, but the study was a milestone in response time research since it was the first concentrated attempt to relate differential response times to incident outcomes. It provided sufficient evidence to justify further research involving response time, which is needed if substantive relationships are to be established.

Another response time study conducted in Ottawa, Canada (Brown, 1974), did not find any effect of response time on the outcome or disposition of a call for police service. According to the author, the study was hampered by the fact that it included only one patrol car during the 336-hour test period and,

by chance, data collection was void of any serious calls.

The absence of serious calls in Brown's study was itself a contribution to the study of response time. It pointed out the relatively low frequency of serious crime calls which occur, an important consideration when examining the proportion of calls where response time can make a difference. If a more realistic view of police operations is to be advanced, the police must acknowledge and the public must realize that only a relatively small proportion of all calls for service involve serious crime incidents.

In their "Analysis of the Patrol-Dispatch Operation" of the Seattle Police Department, Clawson and Chang (1975a) reported a definite and significant increase in the probability of an arrest with a decrease in response time (the time from when the phone operator transferred the call to the appropriate dispatcher until the officer in the responding patrol unit announced that he had arrived, and the dispatcher entered this fact into the computer terminal). The most significant increase in arrests occurred in cases when response times were less than 5 minutes. Statistical significance was reported for each of the five crime categories tested, although two of the crime categories achieved a 0.10\* confidence level only (Clawson and Chang, 1975a:II-7).

They subsequently (Clawson and Chang, 1975b) reported that travel time as well as response time was significantly related to on-scene arrests, although no significant relationship was found between dispatch time and arrests. A regression analysis conducted by Clawson and Chang between the Seattle data and that of Isaacs' (1967) from Los Angeles suggested arrests resulting from follow-up investigations also increased with faster response times, although to a lesser extent than on-scene arrests. Clawson and Chang emphasized that the regression

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\*This level is generally not considered statistically significant by conventional standards.

analysis did not demonstrate any relationships. Furthermore, they stated in their conclusions that a causative relationship between response time and arrest rate was not established.

Relationship of Response Time to Witness Availability. The availability of witnesses to crimes is considered essential to the effective working of the criminal justice system. According to Charles R. Work, former deputy administrator for administration for the Law Enforcement Assistance Administration of the U.S. Justice Department, " ... the courts cannot operate without citizens as witnesses ..." (Cannavale, Jr., Falcon). His comment was reiterated in the same publication by William A. Hamilton of the Institute for Law and Social Research, who said that criminal cases cannot be prosecuted without witnesses.

It has been assumed that rapid response to crime calls will produce a higher percentage of witnesses to crimes, although no empirical data appears to exist which can support that assumption. By studying the possible relationship between response time and witness availability, this study can contribute evidence by which this assumed relationship might be better evaluated.

Relationship of Response Time to Citizen Satisfaction. Unlike this study, most studies on response time have matched citizen satisfaction with perceived, rather than actual, response times. Commenting on a response time study conducted by the New York City Police Department (Raab, 1976), Dr. Marvin E. Wolfgang, director of the Center for Studies in Criminology and Criminal Law at the University of Pennsylvania, said there was widespread underestimation by the public of response time performance because of confusion over police reaction to high priority calls compared to low priority calls. Since citizens may not distinguish among types of calls, they may expect rapid response to all calls. They might then become dissatisfied with police service because of slower responses to the

more numerous, low priority calls, even though high priority calls receive more rapid response.

In Baltimore, Furstenberg (1971), found that although differences in response times were reported, 89 percent of the respondents who called for police service were satisfied that response time was adequate. Citizen satisfaction with response time was lower when the police took over 10 minutes to answer a call, and as response time increased, a drop in overall citizen satisfaction with police service was reported.

Having collected only a limited amount of information on social characteristics, Furstenberg reported finding race to be the only social characteristic to be associated with citizen satisfaction in his study. Blacks reported waiting longer for police response to a call than whites and were also found to be less satisfied than whites, regardless of response time (Furstenberg and Wellford, 1973).

The data collection for the Furstenberg study used citizen surveys, half conducted by police officers, half by civilians. He found the satisfaction with police was inflated by the fact that respondents, particularly blacks, gave more positive answers about satisfaction to police officer surveyors.

Another and more recent response time study which found a correlation between citizen satisfaction and social characteristics, was conducted by the Police Foundation (Pate, et al., 1976) and used data collected during the Kansas City Preventive Patrol Experiment. The study reported finding no relationship between response time and the outcome of a call, but did find a relationship between the outcome of a call and citizen satisfaction.

Citizen satisfaction in the Police Foundation study was determined by the difference between expected and perceived response time. The study reported that the general attitude of the respondent toward the police seemed to be closely



tied to the respondent's satisfaction with the responding officer. Race and age were found to be the two social characteristics which influenced citizen satisfaction, with older and white respondents more satisfied than younger and black respondents.

The validity of the results of the Police Foundation study are highly questionable, however, since " ... response time was only peripheral to the main focus of the experiment ... " (1976:1). The data were collected from three different sources, field observers, 12 specially selected police officers, and mailed questionnaires, so it did not allow for consistent measurement of time intervals. The survey instruments used similar but not identical questions. The authors could not even measure response time according to their definition since the available data did not include all of the time measurements incorporated in that definition.

Another factor which may influence the relationship of citizen satisfaction to police response time is the expectations left by a dispatcher when talking with a citizen who has reported an incident. A dispatcher who says, "A car will be sent right away," may create the expectation that a car will arrive at the dispatched location almost immediately. If the patrol car does not arrive for 10 minutes, the citizen is dissatisfied because his expectations were not fulfilled. In the Furstenberg study (1971), a majority of the respondents reported that they were told a car would be sent immediately. This study, however, did not relate this finding to citizen satisfaction.

Relationship of Response Time to Citizen Injury. It has been assumed rapid police response time may help reduce the extent of injuries to citizens received during the commission of some crimes, and at least expedite the transportation to the hospital of those crime victims in need of immediate medical attention.

The relationship between response time and the extent and seriousness of citizen injury is, however, a very difficult outcome to measure. Lacking previous research upon which to build, this study has made an exploratory attempt to identify the proportion of cases in which rapid response may have reduced the seriousness of citizen injury. The study, in that regard, provides some insights which should be beneficial for more focused research in this area.

### A Comprehensive Look at Response Time

Although literature is available on most segments of response time and on possible relationships of response time to various incident outcomes, no single study has presented a comprehensive view of all components of response time and related outcome variables. Most studies have neglected to measure the time between the occurrence or discovery of an incident and the time it is reported to the police, as well as the time after an officer exits from his vehicle and makes contact with a citizen associated with the incident.

Data collected for most studies has relied upon police employees timing themselves during the various segments of response time, resulting in potentially biased data, although the means exist for more precise response time measurement. Imprecise definitions of response time intervals, even within individual studies, have further limited the validity of available information.

What this study has done, therefore, is to expand the definition of response time to include the time from when a citizen discovers a crime or is free from involvement in a crime; until a police dispatcher has been contacted and understands the nature of the incident and knows the location to which an officer should be dispatched. This interval, labeled "reporting time," is considered one of the three intervals of response time, along with dispatch time and travel

time. The definition of travel time has also been expanded to include the time from when an officer exits from his police car until the initial investigation of the call begins at the incident location or another location.

To obtain accurate measurements of all dispatch and travel components, the study utilized a civilian certified in dispatching and trained observers rather than relying on less accurate collection methods such as self-reporting. By using a more encompassing definition of response time and utilizing a more accurate method of data collection, this study has been able to improve upon previous research efforts and build upon the foundations already laid by these previous studies.

#### A Conceptual Model for Analysis

Since the inclusion of reporting time as part of response time is a relatively new concept, a conceptual model, Figure 1-1, may help in understanding some of the relationships between response time and crime outcomes which may exist. The response time interval begins when a citizen discovers a crime or is free from involvement in a crime. Ideally, the crime is immediately reported, police response is minimal, and the response results in positive outcomes.

There are, however, other factors which might affect these various steps. The type of crime committed could affect how quickly a person is able to contact the police. A person injured in a strongarm robbery, for example, might take longer to report the crime than a person who discovered that his house had been burglarized. The type of crime might also affect police procedures, since how quickly an officer is allowed to respond to a call is determined by the seriousness of the call.

The problem a citizen encounters, which could be affected by the crime,

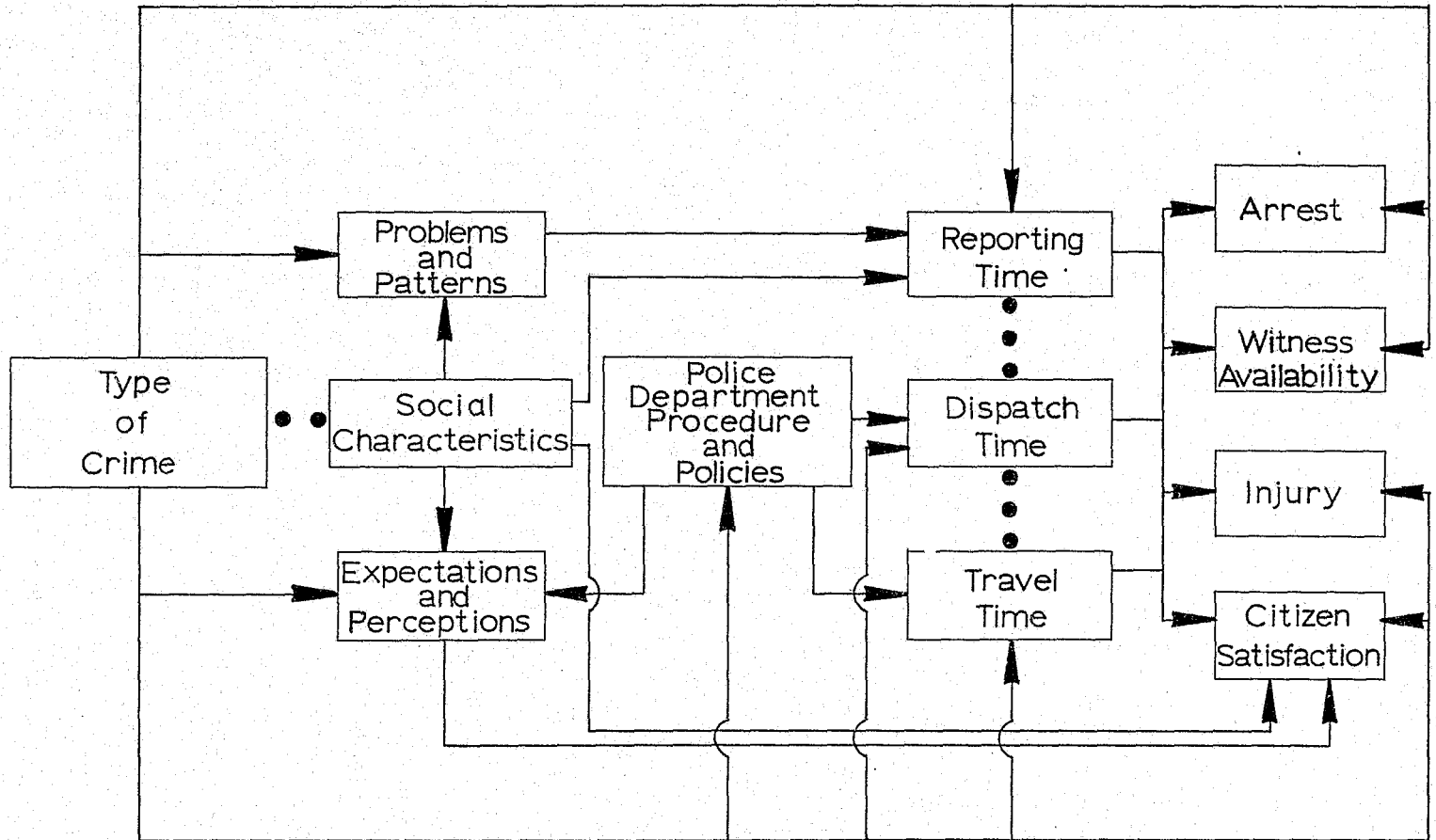


Figure 1-1. -- Conceptual model for analysis of response time.

will also determine, in part, the length of the reporting time. A person's social characteristics, such as age and level of education, could also influence the patterns followed when contacting the police.

Sociological factors might also influence reporting time, since some categories of persons, such as the very wealthy or the very poor, might delay in reporting a crime. Ethnological differences might also be expected to influence how satisfied a citizen is with police response to their call.

A citizen's expectations of how long police response should take and their perception of how long it took might be influenced by what the dispatcher tells them, i.e., police procedures. The citizen's satisfaction will possibly be affected by how long he perceives that it took for the response, i.e., expectations and perceptions.

Of particular interest is how the length of the individual response time intervals of reporting, dispatch, and travel time affect outcomes. If a citizen would wait an hour before contacting the police about a crime, then regardless of how quickly the dispatch and travel times were, the response would possibly have little affect on outcomes. A citizen might, on the other hand, report a crime promptly, but because no police officers are immediately available, the dispatch and travel times would be lengthy, resulting in limited outcomes.

The conceptual model illustrates various factors which this study identified as having a potential influence on the relationship between response time and incident outcomes. From a study of the concepts of the model, it is apparent that data collection involved more than measuring police dispatch and travel times and recording outcomes related to the call.

## Data Collection

To measure response time, the response time interval needed to be broken down into individual components. While other studies have broken it into two basic intervals, dispatch and travel time, this study has included the third interval of reporting time. The reporting interval begins when a citizen discovers a crime or is free from involvement in the crime, until the police dispatcher has been given the nature and location of the incident. Dispatch time begins when the dispatcher knows the nature and location of the incident and ends when an officer has been dispatched to the crime scene. The travel interval begins with officer acknowledgement of the dispatched assignment and ends when an officer begins his investigation of the incident.

Data collection was also broken into three general components, comparable to the three general intervals of the response time interval. Figure 1-2 provides a comparison of the three response time intervals, the collection processes utilized to collect the data for measurement of the intervals, and some of the additional information sought during the various collection procedures. The data collection process worked in reverse.

Travel time data were collected by trained field observers who rode with officers in preselected areas of the city. Field observers were used because they could provide more accurate time recording than could be obtained by having police officers time themselves. Field observers could also record additional pertinent data which police officers could not be expected to collect while providing police service, such as on-scene activities.

Since the Kansas City, Missouri, Police Department, like most large police departments, records conversations between citizens and dispatchers and dispatchers and field officers, the data for measurement of part of the reporting

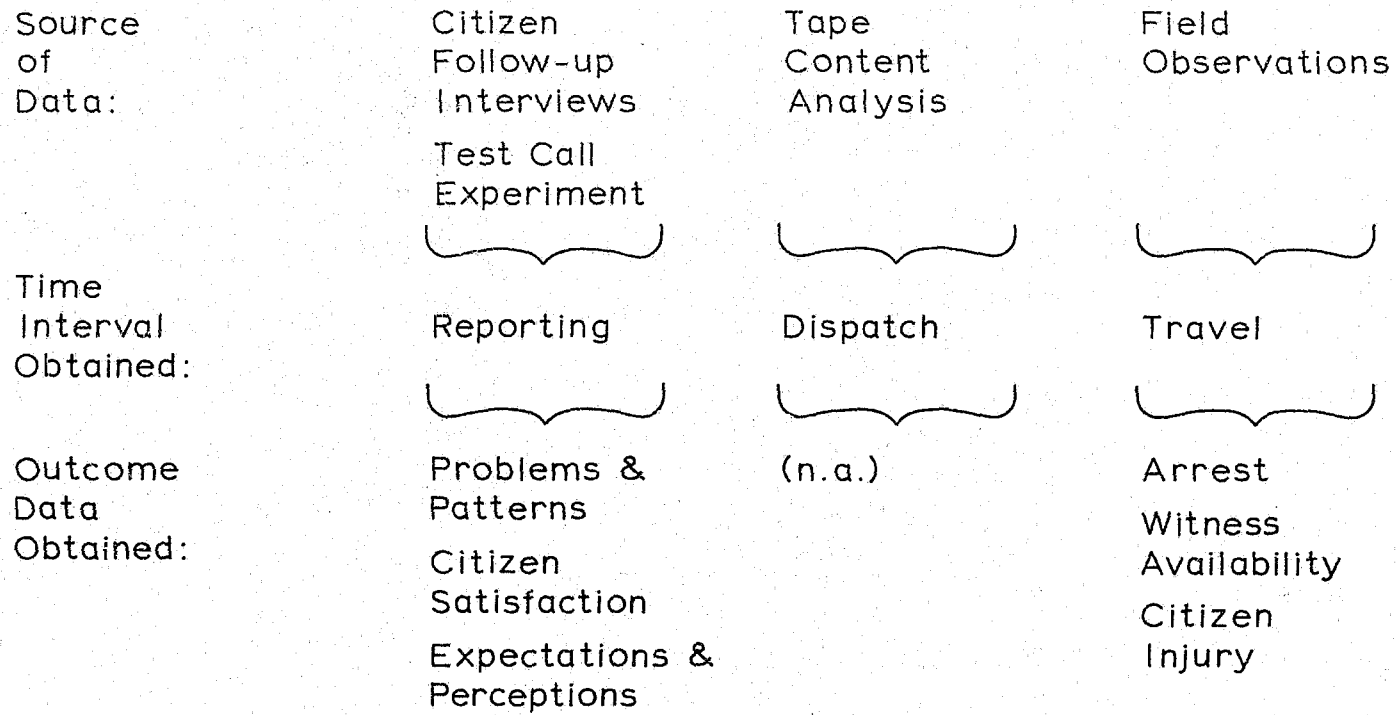


Figure 1-2. -- Relationship of response time intervals to data collection components and outcomes.

time and all of the dispatch time were taken from Communications Unit tapes.

By having the field observers record the names and addresses of crime victims and the citizens who called the police about crime and noncrime incidents, it was possible to contact these citizens for follow-up interviews to obtain estimates of time intervals during the reporting process. A test call experiment was also devised to measure the average length of time it took to contact a dispatcher when calling the police emergency number, the police administrative number, or the local telephone company operator who then called the police.

Additionally, observers collected the necessary information about arrests, injuries, and witness availability. Tape analysts collected some data on problems and patterns in reporting crime, and interviewers collected data on citizen satisfaction, problems and patterns in reporting, and expectations and perceptions of response time. Hospitals were contacted about the length of hospitalization of citizens injured during the commission of crime offenses or other incidents for which response time data were collected.

By tying the collection processes together, it was possible to collect data and measure the entire response continuum for particular calls, as well as each of the individual components of response time for those calls. It was more difficult to follow individual crime calls from beginning to end than it would have been to collect data for each of the intervals from calls which were unrelated. Although more difficult and costly, the process of following specific calls from beginning to end provided data which should allow for a more comprehensive look at response time and a more complete analysis of the relationship between response time and meaningful outcomes.



## CHAPTER TWO

### SETTING

To achieve a better understanding of the Response Time Analysis Study, it should be useful to consider the environment in which the research was conducted. The following background information relates to Kansas City, Mo., and the Kansas City, Missouri, Police Department in 1975, the year in which data were collected for the study. Emphasis is directed toward the department's patrol and communications-dispatching procedures, since these are the areas in the department most concerned with police response to service requests.

#### Kansas City, Missouri

Kansas City is called the mid-continent city because it is within 250 miles of both the geographic and population centers of the continental United States. The city's location at the juncture of the Kansas and Missouri Rivers has attracted commerce and industry since 1800. Fur trapping and Santa Fe Trail travel contributed to the early development of the Kansas City area as the forerunners of modern business.

Today, Kansas City serves as a center for agribusiness, electronics, manufacturing, transportation, and merchandising. It leads the nation in wheat sales, farm machinery distribution, frozen food storage space and distribution, and vending machine production, and is second in automobile and truck manufacturing. The Greater Kansas City Foreign Trade Zone, Inc., which opened in 1973, promises to become one of the biggest import-export markets in the world. Operated entirely by private enterprise, the Kansas City zone is one of the few federally designated trade zones located extensively inland.

The city encompasses 316.83 square miles, placing it among the 10 largest

cities in area in the United States, although the total population of the city is only 517,000 (1974 estimated). In 1970, the racial distribution was 77.2 percent white, 22.2 percent black, and 0.6 percent other, while the median age for the city's population was 29.5 years. The bi-state metropolitan area in which Kansas City is located has a total population of approximately 1.3 million people who are residents of four counties in Missouri and two counties in Kansas.

Economically, 1975 was a better year than 1974 for Kansas City with many industries experiencing a stabilization and decline of inventory levels after the late 1974 recession. The greatest recession-related reductions in manufacturing employment were in electrical equipment and supplies and transportation equipment. Transportation and utilities suffered the largest employment decline in the nonmanufacturing sectors. During the first half of 1975, area unemployment levels of 7.6 to 8.6 percent remained one-half to 1 percent lower than national averages.

Kansas City has recently been the site for expansion as evidenced by major construction projects expected to increase the area's prosperity. Included in the construction boom are the new \$250 million Kansas City International Airport; Crown Center, a \$200 million, 85-acre development by Hallmark Cards, Inc., enhancing the previously peripheral blight of the central business district; and a \$71 million sports complex, the first in the country to have side-by-side football and baseball stadia. In addition, the development of the Worlds of Fun family entertainment center has attracted tourists from all over the country and the world. The \$26 million H. Roe Bartle Convention Center was completed in July 1976. Many other construction projects are in progress or planned for the near future.

Since 1968, when the city experienced some disturbances involving mostly

young blacks, there has been no consequential civil unrest in the city. In 1974, a 6-week strike by teachers in the Kansas City School District forced extension of the 1973-74 school year to mid-July. A second teachers' strike was barely averted in 1975, when contract negotiations temporarily reached a standstill. In addition to minor strikes by construction workers during 1975, Kansas City experienced a strike by firefighters which lasted three days in October. Firefighting duties were assumed by police officers and National Guardsmen.

Five of the seven categories of Part I crimes were up in Kansas City, Mo., in 1975 compared to 1974. There was, however, a 16.8-percent decrease in reported rapes and a 0.7-percent decrease in burglaries. Compared to the rest of the nation, Kansas City Part I crime rates were higher. A comparison of numbers of crimes per 100,000 population showed Kansas City from 54 to 179 percent higher than the national average in each of the seven Part I crime categories. When compared to cities of comparable population and demography, however, Kansas City Part I crime rates were about average.

#### The Kansas City, Missouri, Police Department

The Kansas City, Missouri, Police Department has evolved in response to a number of factors since its founding in 1850. The population it serves has increased to over a half million, and the department itself had grown to 1,785 employees as of May 1975. However, the changing emphasis on certain police services has had a greater impact on the department than the growth of the city. Changing social conditions nationally, such as those that took place during the civil rights movement in the 1960's, have forced the department to reassess its role in serving the public. As a result, the department has continually revised

its organizational structure in an effort to both more efficiently and effectively provide the full spectrum of police services to the city.

This police department is one of only three departments in the country under state control; the departments in St. Louis, Mo., and Baltimore, Md., also exist independently of their respective city governments. In this unusual situation, the Governor of Missouri appoints four members to the Board of Police Commissioners, who are then subject to confirmation by the state senate, in addition to the Mayor of Kansas City, who is an ex-officio member. State statutes regulate the terms of office, duties, and powers of board members, the duties and powers of the chief of police and of other officers on the department, and salaries, levels of rank, and matters concerning qualifications, examinations, and removal procedures of department personnel.

Although the department is under state control, the city of Kansas City, Mo., is the main source of department funding. State law requires the city to appropriate a minimum of 20 percent of the general city revenues to the police department. However, in recent years the city has contributed more than the required minimum. The city allocated 23.06 percent of the general revenue fund, or \$23,374,543 for fiscal 1974-75. Estimated budget allocations were subdivided as shown in Table 2-1.

In addition to the regular budget, the department receives additional funds from several other sources, including the Federal Revenue Sharing Fund and the Law Enforcement Assistance Administration (LEAA), and various grants for specific programs or research projects.

The largest proportion of the budget is allocated for salaries. Personnel has increased substantially over the last decade from 896 law enforcement and 238 civilian personnel in 1965 to 1,267 law enforcement personnel, 449 civilian

TABLE 2-1  
 KANSAS CITY, MISSOURI, POLICE DEPARTMENT  
 BUDGETS FOR FISCAL YEARS 1974-1975 AND 1975-1976\*

	<u>Estimated Expenditures</u>			
	<u>1974 - 1975</u>		<u>1975 - 1976</u>	
Personnel Services	\$20,823,618	85.85%	\$23,391,576	81.70%
Contractual Services (rent, structural repairs, utilities, advertising, insurance, etc.)	2,088,342	8.61%	2,521,789	8.81%
Commodities (misc. minor equipment vehicle fuel and parts, uniforms, office supplies, etc.)	1,332,143	5.49%	1,505,755	5.26%
Capital Outlay (vehicles, communication equipment, office equipment, etc.)	<u>12,385</u>	<u>.05%</u>	<u>1,212,794</u>	<u>4.23%</u>
	\$24,256,488	100.00%	\$28,631,914	100.00%

\*Source: Police Department  
 Kansas City, Missouri  
 Budget  
 1975 - 1976

employees, and 69 civilian grant supported employees in May 1975. A half-percent increase in the city's earnings tax, approved by Kansas City voters in September 1970, augmented city revenues, and resulted in an increase in funds allocated to the police department. The increase allowed for the addition of 350 law enforcement personnel to the 950 already on the force. Since then, the size of the department has remained relatively stable.

Table 2-2 depicts personnel allocation of the department.\* Personnel other than those working in the office of the chief are assigned to one of four bureaus, as shown by the figures in Table 2-2.

Table 2-2

Personnel Assignments May 1, 1975

	<u>Law Enforcement</u>		<u>Civilian</u>	
Administration	85	6.71%	60	13.36%
Services	98	7.73%	299	66.59%
Investigations	189	14.92%	24	5.35%
Operations	848	66.93%	49	10.91%
Office of the Chief	47	3.71%	17	3.79%

The Administration Bureau includes the Personnel Services Division, the Regional Center for Criminal Justice, Administrative Analysis Division, and the Fiscal Division. Responsibilities of this bureau include personnel services, the commissioning of private security officers, staff research and long-range planning, and fiscal accounting.

The Services Bureau was established on Jan. 6, 1975, following a revision of the department's organizational structure. The Services Bureau oversees the

\*The organizational structure of the department is illustrated in Appendix A. Revisions in the department organizational structure were made in March 1976, after the completion of data collection.

Computer Systems Division; the Regional Criminalistics Laboratory; the Auxiliary Services Division, which provides maintenance services, equipment, and detention facilities; and the Records and Communications Division.

The Investigations Bureau is in charge of all follow-up crime investigations in the city and subsequent case preparation for prosecution of offenders. This bureau is organized into the following units: Crimes Against Persons Unit, Vice Unit, Crimes Against Property Unit, General Assignment Unit, and the Youth Unit.

Five divisions make up the Operations Bureau,\* the Northeast, Central, and South Patrol Divisions, the Traffic Division, and the Special Operations Division. The first three divisions oversee the patrol of their respective geographically defined portion of the city. The Special Operations Division consists of units acting in various supportive roles to the patrol divisions responding to crime and citizen calls for service. The Traffic Division is responsible for the enforcement of traffic laws, investigation of accidents, and public traffic education programs.

As of Dec. 31, 1975, 835 of the 1,271 law enforcement personnel were employed as officers, of which 372, or 45 percent, had at least 5 years experience on the force. The average length of service for all law enforcement personnel was 10.1 years, and the average age was 36.1 years. Only 8, or approximately 1 percent, of the 835 police officers were women. Figures from May 1975 on minority law enforcement employees reveal 103 black males, 15 males of Spanish surname, one American-Indian male, 6 white females, and 9 black females.

\*The Operations Bureau currently consists of seven divisions, the North, East, Central, South Central, South, Traffic, and Special Operations.

## Patrol Areas and Procedures

Police patrol in Kansas City is the responsibility of the department's Operations Bureau. Within the department's vertical lines of authority, the commander of this bureau is directly under the assistant chief of police. The Operations Bureau is the front line element of the department, performing all primary police functions including enforcement of laws and provisions of services related to safety and crime prevention.

Delivery of these basic line functions 24 hours a day is facilitated by the decentralization of patrol operations into the three patrol divisions. Each division is divided into five smaller areas called sectors which in turn are subdivided into beats.

The three patrol divisions, Northeast, Central, and South, operate from separate facilities located within boundaries of their respective divisions. Personnel assigned to beat cars in the far south and north sectors of the city are under the command of the South and Northeast Divisions, respectively. However, these four sectors operate from facilities separate from the division stations. Sworn and civilian personnel perform limited administrative and personnel functions related to the operation of a division at each division station, including the booking and temporary incarceration of prisoners.

Each division is commanded by a major who is responsible for all its pertinent functions and is answerable to the Operations Bureau commander. Within divisions, each watch, or 8-hour shift, is commanded by a captain, who is responsible for the performance of patrol personnel assigned to his watch.

Patrol divisions are divided into five smaller areas called sectors. Police officers assigned to sectors on each watch are responsible to a sergeant. Sector sergeants conduct roll calls for their respective sectors, after which they



respond to sectors in marked police vehicles to perform supervisory functions. Patrol wagons are used for support purposes, such as transporting prisoners and other administrative tasks.

Sectors are subdivided into four or five beats, the areas designated as specific territorial assignments of uniformed officers in marked police cars. Beat officers patrol their assigned beats, respond to calls for service, conduct preliminary investigations, write reports, and perform all other primary police functions. Roll calls and relieving of beat crews occur at the division stations on a staggered time schedule to insure beat cars are in the field and available for calls at all times.

The three patrol divisions include 15 sectors and 69 beats. For every 24-hour, or 3-watch period, there are 45 sector-watches and 207 beat-watches. A beat-watch is an 8-hour tour in a beat, and there are three beat-watches in a day for each beat.

Beat structure was based on a modified Law Enforcement Manpower Resource Allocation System (LEMRAS) model. This LEMRAS model was also used to allocate manpower until it was discontinued in 1974. A new computerized resource allocation system, Kansas City Police Resource Allocation System (KCPRAS), was implemented in 1975 to provide necessary information for allocation and utilization of police patrol manpower. KCPRAS has the capability of predicting the police workload by beat, census tract, or block for a given period of time. This system predicts anticipated activity for each hour of a 1-week projection period expressed in terms of either manhours of workload or man events. Manhours of workload is the predicted number of manhours used for a given time in a given geographic area, and man events, not synonymous with incidents, is the predicted number of police units required to handle incidents in a given area for a given

time.

Patrol divisions receive support from the Traffic Division and the Special Operations Division, the two remaining specialized divisions of the Operations Bureau assigned on a citywide need basis. The Traffic Division, handling selective traffic law enforcement and congestion control, is commanded by a major, and is divided into the following three units:

1. Enforcement Unit, which has two radar squads; two motorcade squads; and two parking enforcement squads.
2. Traffic Specialist Unit, which has three accident investigation squads; one Alcohol Safety Action Program squad; and one hit-and-run investigation squad.
3. Safety Education Unit, which is in charge of school crossing enforcement; and coordination and promotion of safety education programs.

The Special Operations Division, also commanded by a major, is comprised of four separate units which provide specialized support services for events disruptive to normal patrol activity and deliver support services to assist in combating crime problems. The units within the Special Operations Division are the following:

1. Helicopter Unit has six helicopters assigned on a 24-hour citywide basis. Duties include crime prevention patrol, responding to requests for service, surveillances, demonstrations, photo flights, assisting outside agencies, and special assignments.
2. Canine Unit has 13 dog crews assigned on a divisional or citywide basis generally between the hours of 4 p.m. and 8 a.m. Dog crews are used for building searches, foot patrols, tracking

assignments, and other services to assist beat officers or other special operations officers.

3. Reserve Unit commands civilian auxiliary officers. Reserve officers serve as second officers in beat cars or are placed in beats, two reserves to a car, to serve as backups for beat cars. Reserve crews also handle special assignments such as major gatherings and sporting events.
4. Crime Prevention Unit provides services to the public by conducting security surveys for homes and businesses and delivering crime prevention speeches.

Members of the Traffic and Special Operations Divisions could be present in any beat at any time. They can respond to dispatched calls on a voluntary basis in addition to the regular beat patrol car.

The Kansas City, Missouri, Police Department uses the one-man beat car concept in resource deployment strategies. To enhance officer safety, a minimum of two dispatched officers will respond to serious calls where the possibility of difficulty or violence exists. Such calls include crimes in progress, shootings, cuttings, alarms, or disturbances. This procedure could be executed in one of the four following ways:

1. The call could be answered by the car assigned to the beat in which the dispatched address is located, along with the closest in-service car from an adjacent beat.
2. If the car from the beat where the dispatched address is located is out of service, two in-service cars from adjacent beats could be assigned to the call.
3. During days that extra officers are available, a two-man car

could be assigned to a particular beat. If a serious call in that beat was assigned to the two-man car, a back-up car would not be sent.

4. When back-up cars are limited during peak activity periods, the dispatcher could assign a two-man car from an adjacent beat even if the car responsible for the beat is in-service.

When more than one car is assigned to answer a call, simultaneous arrival is planned. If one car arrives on location first, the officer will park in close proximity, but out of sight, to cover escape routes until the second car arrives. In situations when the immediate presence of the officer is required to protect a person from possible death or injury, the officer who arrives first, after notifying the dispatcher of his intent, responds to the scene prior to arrival of the back-up crew. This procedure results in a "busted call," which is any call in which a dispatched officer responds to the scene before his backup, or an officer not dispatched responds to the scene before the arrival of an officially dispatched officer

#### Communications Unit Operations

Essential to the study of police response to a citizen's request for service is an understanding of the Communications Unit operation. The Communications Unit is the central link between the police and the public, serving two basic functions; screening citizens' complaints and requests for service and providing dispatching services for police field vehicles. Dispatchers are required to exercise discretion in fulfilling both responsibilities. Once a call has been judged eligible for police response, the dispatcher decides how quickly the car will be assigned, the number of officers to be dispatched, what information must be relayed to the officer, and what response code, e.g., red lights and siren,

will be assigned to the call.

Dispatching responsibilities are divided, both geographically and functionally, according to four patrol zones, South, Central, North and East, corresponding to the three patrol divisions, South, Central, and Northeast, plus a Traffic, Administrative and Detective (TAD) frequency. The Northeast Patrol Division is divided for dispatching purposes into two patrol zones, north and south of the Missouri River. In general, the zone dispatchers handle the dispatching of vehicles assigned to their respective patrol divisions, and the TAD dispatchers are responsible for all other vehicles. Nine consoles in the unit are permanently assigned, two each to the TAD and South, Central, and East Zones, and one to the North Zone. When possible, each console is manned by one dispatcher. However, when only eight dispatchers are on duty, the North Zone console is vacated and an East Zone dispatcher assumes the North Zone dispatching duties. If only seven dispatchers are on duty, no dispatcher is assigned to the second TAD console.

The Communications Unit employs a captain, 5 sergeants, 43 dispatchers (18 civilians and 25 law enforcement, as of March 1, 1975), 10 switchboard operators, and a switchboard supervisor. Their workday is divided into three shifts or watches, which begin at 2300 hours (first watch or "dogwatch"), 0700 hours (second watch), and 1500 hours (third watch). Under routine circumstances, seven dispatchers are scheduled for duty on the first watch, eight dispatchers on the second watch, and nine dispatchers on the third watch. A sergeant is on duty on each watch. Two switchboard operators are on duty on the first and third watches, and three operators plus the supervisor are on duty on the second watch. A relief operator is on duty between 1000 hours and 1800 hours unless otherwise needed to substitute on a regular watch.

The unit employs three complementary communication systems on each console:

telephone, radio, and a computer data transmission system. The Kansas City, Missouri, Police Department is one of the few large metropolitan police departments where individual dispatchers staff phones as well as the radio system. Since the dispatchers must constantly monitor the zone frequencies, even while speaking on the phone, interruptions are inevitable and present a special problem in reporting. These interruptions are diminished by having two dispatchers assigned to handle communications for each zone, except for the North Zone. However, most major metropolitan areas have found it necessary to allocate the complaint and dispatch functions to different people to alleviate the conflicting demands on the dispatcher's attention.

Citizens use the telephone as the primary means of contacting the police,\* either to report a need for police assistance or to request information. For the field officer, the telephone can be used for lengthy or confidential messages, or as an alternative means of contacting the dispatcher. Direct telephone lines connect the unit to various agencies coordinating their activities with the department. An alarm system light panel at the console can alert the dispatcher of trouble at any of the area banks or at any one of several intradepartment units.

The radio system is ideally suited for communications between the dispatchers and field officers, who are mobile yet must maintain continual contact. The Kansas City, Missouri, Police Department provides a car radio and a portable walkie-talkie radio for each mobile unit. The radio system also includes provisions for communications between the Communications Unit and other law enforcement agencies, citizen band radio operators, and the various patrol division substations, and the University of Kansas Medical Center in Kansas City, Kans.

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\*According to the Communications Unit commander, approximately 9/ percent of service requests are received over the telephone.

by the switchboard operator to the dispatcher through an extension. The third option is for the citizen to dial "0" for operator and have the telephone company operator contact the police department. The operator would then route the call through the Crime Alert number.

Every console is equipped with a Call Director, the Bell System's trademark for a telephone equipped with numerous telephone lines. The Call Directors of South, Central, and East Zones are identical in capabilities. Each has 20 lines on the Crime Alert exchange, a direct line to the regional ambulance dispatcher service, 6 extensions on the administrative exchange, and an intercom line unique to the console. These zones also have a "service director," a term designated by the Communications Unit for Call Directors with direct telephone lines. The three service directors are equipped with four extensions on the administrative exchange plus direct lines which connect the unit to various service agencies, companies, and other intradepartment units. These direct lines allow the dispatcher to signal the other party by simply lifting the receiver. The North Zone console and both TAD consoles have no service directors. They each have only one Call Director equipped with the Crime Alert and administrative exchanges, an intercom line, and several direct lines.

The Training Manual of the Communications Unit (issued November 1974) gives a number of suggestions for screening calls. By asking direct questions, the dispatcher should control the conversation in order to determine the need for service as quickly as possible. The manual suggests that information be obtained as to the circumstances of the incident, suspects, availability of witnesses, and identity of the caller. The dispatcher is advised to be alert to any situation which has the potential of being hazardous to an officer. Before terminating the call, the dispatcher must be certain that all pertinent information is avail-

able. The address to which the field officer will be dispatched should be repeated, and the dispatcher should clearly state an intention to dispatch a car. A 1-minute recording device, activated each time the telephone handset is lifted from the hook, allows the dispatcher to review the information.

Whenever a call is determined eligible for police response, the dispatcher who initially screens the call must complete the first part of a data card, regardless of which dispatcher assumes final responsibility for handling the call. If official action is initiated, three times are stamped on the card; 1) the time a decision was made to dispatch a car, 2) the time the car is sent, and 3) the time the car returns to service. The remaining boxes indicate what action was taken from the time the citizen requests service until the time the patrol car returns to service, e.g., call classification, units dispatched, disposition. Calls are received randomly by the dispatchers, so that any one dispatcher will receive calls from other zones. A call comes in to whichever dispatcher is available. If a dispatcher receives a call from another zone, the data card is handed to the appropriate dispatcher. If the dispatcher receives a call from the zone to which he is dispatching, the data card is kept for further processing.

The Radio System. Affixed to the consoles for each zone is a map of that zone, divided into the beats to which a mobile unit is assigned. A light for each beat on the map is controlled by the data card, which when inserted in the corresponding slot on the console, shuts off the light. A data card is inserted in the slot whenever the beat car goes out of service, enabling the dispatcher to determine at a glance which beat cars are in service and available to handle a particular call.

In assigning beat cars for service, the dispatcher's first choice is usually the beat car assigned to the area in which a service is requested; the second



choice is the car nearest the scene. The dispatcher begins by calling for a car's location, either for a particular car (e.g., "221") or for any car in the vicinity. The field unit responds with the car radio number and location (e.g., "221, 51st and Troost"). The dispatcher then determines which car(s) to assign and provides necessary information about the call, complainant, or scene. Occasionally, the dispatcher will change the assignment at the request of a particular officer.

The dispatcher makes a decision based on department guidelines as to whether one or more officers should be assigned to handle a call. If there is no reasonable expectation of violence or harm to either citizens or officers, one officer is dispatched to handle the call, e.g., taking a report of a burglary, handling a traffic accident, or receiving information on a past crime. If the call involves potential violence or danger, however, at least two officers are dispatched, e.g., calls to a disturbance, to the scene of a recent robbery or assault, to investigate prowlers or suspicious persons. Occasionally, an officer may have information based on prior knowledge of the occupants at a given address which will be used in making a decision regarding the number of officers to be sent, but the final decision is always made by the dispatcher.

The Communications Unit operates on six main VHF radio frequencies, including a frequency for each patrol zone, a frequency for all the mobile units under TAD, and a citywide frequency, limited to emergency situations or when a high degree of mobilization is needed. The unit utilizes a single frequency radio system, so only one user of the frequency can transmit at a time. A mobile unit receives transmissions on its particular frequency, both to and from the dispatcher. All mobile units can also receive and send transmissions on the citywide frequency.

A number of code systems are used in dispatching the field unit. The dis-

patcher may begin a radio transmission with one of the three "beeper" tone signal codes, alerting the officer of a special transmission to follow. The signals:

1. One tone means general information is about to be broadcast.
2. Two tones mean two or more cars will be dispatched on a call.
3. Three tones mean either a major disaster has occurred or that an "assist the officer" call will be broadcast.

The unit uses a set of ten signals designed to maximize the dissemination of vital information to field personnel, minimize air traffic time and congestion, and increase the safety of the officer. Although based on the International Association of Chiefs of Police (IACP) Ten Signals, the signals used by the Kansas City, Missouri, Police Department are primarily designed to take the place of routine sentences (e.g., "10-4" -- "Message Received") as well as designating the nature of traffic calls and some crime calls. Because not all ten signals are universal, they cannot always be used with other law enforcement agencies.\*

Information the dispatcher receives about a situation is usually far more detailed than what can be transmitted to field units. Dispatchers use a response code indicating the relative priority of a call to the officer and the general method of response required in relation to the degree of severity of the call. The field officer has the option of selecting the response code to be used, particularly if the officer is aware of circumstances unknown to the dispatcher.

The codes:

1. Code One -- use emergency lights and siren, may exceed the speed limit by up to 10 miles per hour.
2. Code Two -- use emergency lights only (this code is no longer

\*The Ten Signals were discontinued in 1977. Officers and dispatchers now converse in complete sentences.

used).

3. Code Three -- respond without delay, but do not use emergency lights or siren.
4. Code Four -- respond at normal speed; do not use lights or siren. This code is generally not designated, but calls are considered to be code four, unless otherwise designated.
5. Code Five -- the dispatcher has reason to believe the call might be dangerous, such as in a "set up," a mental case, or an address known to be the scene of frequent disturbances and to have a history of assaults toward officers.

Dispatchers are instructed to follow a general format on the air in order to establish as much uniformity as possible. The following is a typical format;

Dispatcher: "221"

Officer: "221, 51st and Troost"

Dispatcher: "221, take a report on a residence burglary, (address \_\_\_\_\_) contact a party named (name \_\_\_\_\_), your complaint number is (Number \_\_\_\_\_), 16:48."

(The dispatcher gives the time to mark the end of transmission.)

Officer: "10-4"

If applicable, the original dispatch in which the car is assigned may also contain information on the suspects, information drawn from the computer on the address of dispatch or on the caller, or details about the nature and circumstances of the incident.

Routine transmissions are broadcast on the zone frequencies only. Whenever a call is potentially dangerous, but there is no evidence that a crime has actually occurred, zone dispatchers will simultaneously broadcast over the TAD frequency. Such calls include prowlers, suspicious persons armed, and disturbances. This procedure alerts the TAD mobile units that may be in the area of potential danger or that may be in a position to intercept fleeing suspects.

When a major crime is reported within 5 minutes of its occurrence, the TAD dispatcher broadcasts the initial information on "All-Call," broadcasting the transmission on the TAD and all zone radio frequencies. The TAD dispatcher then receives information on the suspect(s) from the caller while the dispatcher in whose zone the crime occurred assigns the district car(s) to the call.

In the event of certain major crimes, (e.g., homicides, rapes, robberies, burglaries, assaults, abductions, arsons, etc.) if the suspect has escaped in an observed motor vehicle, the TAD dispatcher initiates "Operation Barrier." "Barrier" is a patrol procedure where beat cars respond to preassigned locations and specialized functions are performed by designated personnel in each division to cover possible escape routes. Other radio equipped fleets, such as cab and trucking companies, are given a description of the vehicle to enhance the chances of observing the fleeing suspect. Upon activation of this procedure, all calls for service and radio transmissions, except those of an emergency nature, are curtailed citywide until the suspect is apprehended or the operation is canceled. Generally, the operation lasts about 15 minutes.

The Computer System. Dispatchers have access to the department's computer system by means of a cathode-ray tube (CRT) computer terminal at the console. Three information systems serve this computer. The Automated Law Enforcement

Response Time (ALERT) System contains local criminal justice information including warrant, arrest, and conviction information. Interfaced with the ALERT system is the Missouri Uniform Law Enforcement System (MULES) and the National Crime Information Center (NCIC) System with statewide and national criminal justice information, respectively.

Dispatchers can obtain information from the ALERT System through the terminal by entering a name, an address, a vehicle license number, a vehicle identification number, ALERT number, or a case report number. Information from MULES is simultaneously provided. If the computer does not have an exact match for the information entered, the dispatcher may initiate a secondary search for the response that matches the entry most closely. Data are stored in the NCIC by serial or identification numbers for the following files: stolen vehicles, stolen licenses, stolen guns, stolen property, stolen securities, and wanted persons.

Dispatchers are instructed to provide the field officer with any pertinent information from the computer for each call for service. Officers in the field may request the dispatcher to obtain such information. The computer terminal is also used to send a message from one terminal to another.

Summary. This examination of the setting in which the research was conducted shows that Kansas City, Mo., is probably much like other cities its size. The Kansas City, Missouri, Police Department, however, uses two procedures which probably differ from other departments of similar size. First, Kansas City uses the one-man car for patrol purposes. Secondly, in its Communications Unit, the dispatchers answer phones, as well as transmit over the radio, instead of these two responsibilities being segregated.

## CHAPTER THREE

### SAMPLE DESIGN

Aside from administrative and managerial issues, two criteria had to be addressed by the design and development of the data collection methodology. First, the sample size had to be large enough to provide sufficient data to assess the study's objectives. Those objectives were to analyze the relationship between response time and incident outcomes and to identify problems and patterns which influence and describe the manner by which citizens report crimes. Secondly, since much of the data would consist of time intervals, collection methods had to provide accurate time measurements or estimates.

#### Collection Method Selection

The method of data collection used would influence both the quantity and the quality of the data. Three collection methods received some consideration; trained field observers, self-reporting by police officers, and the use of an automatic timing device which would be placed in police patrol cars.

Well-trained observers could provide accurate time recordings since data collection would be their only responsibility. Besides time data, they could collect data on on-scene arrests, availability of witnesses, citizen injury, and victim and complainant identities. The cost of paying civilian observers would limit the number which could be utilized, and would also limit the amount of data which could be collected. Additional limitations would be the need for an extensive training program and control of administrative and managerial problems.

Having officers collect data could potentially provide a large sample size since officers from all over the city and from every watch could be utilized.

However, since an officer's primary responsibility would be to provide police service, the accuracy of data collection would suffer. Officers would have to estimate some time intervals since they could not conceivably record times when dealing with tense or dangerous situations. Time estimates could be affected by the stress of police work. Data collection might also interfere with an officer's work, and an officer's work might interfere with data collection.

Automatic electrical timing devices which could record some points in time were already being used by trucking and taxi companies and could have been installed in patrol vehicles. The existing devices, however, could not record any time after an officer had exited from his vehicle without the development of a remote control device. To design and develop a mechanism which could be used to record times outside of the vehicle would have entailed considerable expense, and the device would have been limited to the collection of specific time data only.

Reluctantly, it was decided to use civilian observers to collect data. Observers could be trained to collect both time and outcome data. The time data could be collected accurately since times would not have to be estimated. By using observers, data collection would not have to wait on the design and manufacture of specialized equipment. The size of the sample would still be affected by the number of observers which the study could afford to employ, but the sample size could be increased by other means, e.g., deployment in high crime areas.

#### Target Area Selection

Since it was fiscally impossible to put trained observers in every beat-watch in the city, a target area had to be selected for data collection. An area which would yield high rates of Part I crimes, particularly violent Part I crimes, was desired since these crimes are of most concern to the public and law enforcement

community.

### Criteria for Target Area Selection

Since homicides and rapes occur in relatively small numbers in Kansas City, Mo., robberies and aggravated assaults would probably make up a larger percentage of the violent Part I crimes which would be included in the data base. By having the target area comprised of beat-watches with high rates of robberies and aggravated assaults, it could be reasoned the data base would include a higher proportion of calls with the outcomes desired for analysis than would occur when selecting a target area using any other criteria. In an attempt to increase the number of calls with measurable outcomes in the sample while providing a more cost effective observer deployment posture, the beat-watches which made up the target area were selected for their combined frequencies of robberies and aggravated assaults.

This target area selection criteria would help in accomplishing the first of the study's objectives, analysis of the relationship of response time to incident outcomes. It would, however, probably bias the data in relation to the study's second objective, identifying problems and patterns of crime reporting. The beat-watches with the highest rates of robberies and aggravated assaults would be, in all probability, in the inner city. Population characteristics of inner city residents would probably not be representative of the entire city. Since social characteristics were expected to influence problems and patterns of crime reporting, the data could be biased with respect to the problems and patterns of an area with similar social characteristics.

Initially, the project's two objectives were considered equal in importance. However, using the data collection method selected, it was not possible to select a target area which would provide an adequate sample size for analysis of the



relationship of response time to incident outcomes and still have a target area which was demographically characteristic of all beats. The two objectives could no longer maintain equal status; therefore, analysis of the relationship between response time and outcomes became the study's primary objective, and identification of problems and patterns of crime reporting became the study's secondary objective.

### Identifying Target Beats

To select the target area, the department's 207 beat-watches (69 beats X 3 watches) were ranked 1 through 207, based upon crime occurrence data.\* The beat-watch with the highest combined number of robberies and aggravated assaults was ranked number 1, and the beat-watch with the smallest combined number of robberies and aggravated assaults was ranked 207. Initially, the first 25 percent of the ranked beat-watches were going to be selected as the target area. This would have included the first 52 ranked beat-watches. However, the beat-watches ranked 53 and 54 had 36 combined robberies and aggravated assaults in 1974, the same number as the beat-watches ranked 50, 51, and 52. Beat-watches 55 and 56 had 35 combined robberies and aggravated assaults, a difference of only one from the five preceding beat-watches. There was a larger difference in the number of robberies and aggravated assaults between beat-watches 56 and 57, providing a natural

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\*Although a request was initially made to the Computer Systems Division of the department for aggravated assault and robbery data based upon the beat-watch in which these crimes were reported, it was later learned that the data provided was based upon the beat-watch in which these crimes occurred. Only two types of beat-watch crime data are systematically collected by the Kansas City, Missouri, Police Department: 1) The beat-watch in which the crime occurred; and 2) The car radio number of the officer that took the original offense report. Data pertaining to the beat-watch in which a crime is reported is not collected. In retrospect, it might have been methodologically more desirable to base the selection of target beat-watches on officer car radio numbers. This selection criteria would have more closely corresponded to the beat-watch in which the aggravated assault and robberies were reported.

division. The four additional beat-watches were included in the target area so that the area now included 56 beat-watches which were in the upper 27th percentile in combined robberies and aggravated assault (Appendices B and C).

Since the target area had to be selected in 1974 for data collection to begin in 1975, data from preceding years had to be used to rank order the beat-watches. The rank-order was based on 1974 Kansas City, Missouri, Police Department data only. It was assumed that for one year of data collection, crime data from the preceding year would provide a more accurate short-term projection of crime occurrence for 1975 than an average of crime occurrences over several preceding years.

To see if there were significant differences in crime occurrence in 1974 and 1975, the 207 beat-watches were again rank ordered at the end of 1975. There was a 4.5-percent increase in robberies and aggravated assaults across the city between 1974 and 1975, but a 2-percent decrease in robberies and aggravated assaults reported in the target area. The Pearson  $r$  between frequencies in 1974 and 1975 for the whole city was .93, suggesting crime did not vary substantially between beat-watches. The correlation between the upper 27th percentile beat-watches in 1974 and 1975 was .81. It was not surprising to find a decrease in the 1975 rates of robberies and assaults since the target beat-watches had been selected for their extreme values in these two crime categories.

Ten of the beat-watches which were in the upper 27th percentile in 1974 had fallen below this percentile in 1975. Three of these beat-watches were in beats which were not represented in the upper 27th percentile during any of the three watches in 1975. The other seven beat-watches, however, were in beats in which one or both of the other two watches in the beat were in the upper 27th percentile in 1975, although they had not been in the upper 27th percentile in 1974. This indicated that the number of robberies and aggravated assaults in a target beat

did not decrease much, if at all, but that the robberies and assaults were occurring at different times of the day or night. This finding was reinforced by the fact that in 4 of the 10 beat-watches which fell out of the upper 27th percentile in 1975, another watch in the same beat had raised in rank order in 1975.

For example, both watch two (8 a.m. to 4 p.m.) and watch three (4 p.m. to midnight) in beat 215 were target area beat-watches. Watch two was ranked 43 in 1974 with 41 robberies and aggravated assaults, but fell to rank 108.5 in 1975, with only 19 robberies and aggravated assaults. Watch three was ranked 24 in 1974 with 55 robberies and aggravated assaults, but jumped to rank 14.5 in 1975 with 70 robberies and aggravated assaults.

In three beats with two watches in the target area, one of the beat-watches fell out of the 27th percentile and the other beat-watch decreased in rank. Of the 10 beat-watches which were in the upper 27th percentile in 1975 but not in 1974, 5 were from target beats and 5 were adjacent to one or more target beats. In general, the changes in 1975 indicated robberies and aggravated assaults were occurring in the same beats, but at different times of the day or night, or had shifted laterally to a nearby beat.

#### Target Area Demography

To determine how great a difference in demographic characteristics would be found between target and nontarget beats, comparisons were computed. This was important considering the criteria used for selecting the target beats. Using 1970 census tract and block data, the median was calculated for income, education, age, race, and population and then separately aggregated to obtain a score for each of the 69 beats. For areas where census tracts overlapped one or more beats, the score for each beat was obtained by multiplying the value for the tract by the number of blocks of the tract in the beat. The sum of the tract

values for a beat was divided by the number of blocks in the beat to obtain a mean score for the beat.

The 69 beats fell within three patrol divisions, the Northeast, Central, and South. Eight of the target beats, or 23 percent, came from the Northeast Division, 15 target beats, or 43 percent, from the Central Division, and 12 target beats, or 34 percent, came from the South Division.

Differences between target and nontarget beats, as well as differences between target beats in different divisions are illustrated in Tables 3-1, 3-2, and 3-3. Income in target beats was significantly lower ( $p < 0.001$ ) than in nontarget beats. The mean income for target beats was \$7,686, compared to \$10,532 for nontarget beats. Education was significantly lower ( $p < 0.005$ ) in target beats, which had a mean of 11.1 years compared to 11.9 years for nontarget beats. The proportion of blacks was significantly greater ( $p < 0.001$ ) in target beats compared to nontarget beats. Blacks made up 39.9 percent of the population in the target beats compared to 8.1 percent in the nontarget beats.

The Central Division showed no significant variations in means between target and nontarget beats, although variations were found in both the Northeast and South Divisions. In the South Division, the mean income for target beats was \$3,313 lower ( $p < 0.001$ ) than in nontarget beats. Education was 0.5 years lower ( $p < 0.024$ ) in target beats and the percent of black population 27.3 for target beats compared to 1.9 for nontarget beats. The same pattern appeared in the Northeast Division where target beat income was \$2,313 lower ( $p < 0.002$ ), education 1 year lower ( $p < 0.024$ ), and the percent of black population 55.4 ( $p < 0.001$ ) compared to 7.6 in nontarget beats.

The biggest differences between target beats in the three divisions appeared between the Central Division and the other two divisions. The population means

Table 3-1. -- Comparison of mean demographic characteristics of target and nontarget beats.

Demographic Characteristics		Target Beats	Nontarget Beats	Variance
Income	$\bar{X}$	\$7,686	\$10,532	F= 24.402 P < .001
Education (in years)	$\bar{X}$	11.1	11.9	F= 8.328 P < .005
Age (in years)	$\bar{X}$	34.1	29.9	F= 3.558 n.s.
Race (percent black)	$\bar{X}$	39.9	8.1	F=20.851 P < .001
Population	$\bar{X}$	3,534	4,036	F= 1.835 n.s.

$\bar{X}$  = Arithmetic mean.

F = F statistic from analysis of variance.

P = Probability that F score occurred by chance (P must be less than .05 to be significant).

n.s. = Not significant.

Table 3 - 2. -- Comparison of mean demographic characteristics of target and nontarget beats by patrol division.

Demographic Characteristics		Central Target / Nontarget	South Target / Nontarget	Northeast Target / Nontarget
Income	$\bar{X}$ F P	\$6,189 / \$6,484 0.204 n.s.	\$9,466 / \$12,779 18.124 < .001	\$7,823 / \$10,136 11.606 < .002
Education (in years)	$\bar{X}$ F P	10.5 / 10.7 0.164 n.s.	12.1 / 12.6 5.763 < .024	10.7 / 11.7 5.699 < .024
Age (in years)	$\bar{X}$ F P	37.1 / 38.6 0.046 n.s.	32.4 / 28.6 2.249 n.s.	31.0 / 28.2 0.912 n.s.
Race (percent black)	$\bar{X}$ F P	47.1 / 24.8 0.797 n.s.	27.3 / 1.9 10.359 < .004	55.4 / 7.6 16.192 < .001
Population	$\bar{X}$ F P	2,717 / 1,697 2.877 n.s.	4,235 / 4,794 0.958 n.s.	4,013 / 4,189 0.099 n.s.

$\bar{X}$ =Arithmetic mean.

F=F statistic from analysis of variance.

P=Probability that F score occurred by chance(P must be less than .05 to be significant).

n.s.= Not significant.

Table 3-3.-- Comparison of mean demographic characteristics of all beats in each patrol division.

Demographic Characteristics		Central	South	Northeast	Variance
Income	$\bar{X}$	\$6,263	\$11,122	\$9,396	F=32.942 P<.001
Education (in years)	$\bar{X}$	10.5	12.4	11.3	F=25.560 P<.001
Age (in years)	$\bar{X}$	37.4	30.5	29.1	F= 5.433 P< .01
Race (percent black)	$\bar{X}$	37.5	14.6	22.9	F= 2.824 n.s.
Population	$\bar{X}$	2,462	4,514	4,132	F=14.905 P< .001

$\bar{X}$  = Arithmetic mean.

F = F statistic from analysis of variance.

P = Probability that F score occurred by chance (P must be less than .05 to be significant).

n.s. = Not significant.

for the Central Division were approximately half those of the South and Northeast Divisions. This finding is not surprising given the more commercial nature of the Central Division and its relatively small geographic area compared to the other divisions. The Central Division also had lower income and education means and a higher mean age than the other two divisions. The characteristics which were related to the target beats in the Central Division, however, were also related to the target beats in the other two divisions. In target beats in all three divisions, income was lower, education was slightly lower, and percent of black population was higher.

The demographic differences between the target and nontarget beats appeared to be the differences which could be expected in high crime areas compared to lower crime areas. It might be possible that income, education, age, race, and population density could affect certain subjective variables such as citizen satisfaction or citizen expectations and perceptions, but each of these variables is controlled in the study at the incident level of analysis so variations due to differences in social characteristics might be better understood.

### Observer Deployment

#### Determining the Number of Observers Needed

A sample of about 1,300 Part I crimes, or 10 percent of the Part I crimes occurring annually in the upper quartile of beat-watches, was sought for analysis. To arrive at a mathematical equation which would determine how many observers were needed to collect a sample of this size, confidence intervals of 0.95 were first determined for the average number of Part I crimes occurring in the upper quartile of beat-watches, based on Part I crime occurrences in 1973.\* The minimum value of

\*The equation for determining the number of field observers needed for deployment was developed in 1974. Since the equation was developed before the end of 1974, 1973 crime data had to be used to determine the average daily frequency for crime calls.



the confidence level was used to estimate the frequency of Part I crime, knowing that variation from this figure would make the sample size larger. It was anticipated that each observer would ride with beat officers 200 times during the year of data collection. Using those estimates, the mathematical equations for determining the number of observers necessary to achieve the desired sample size were as follows:

$$S = LEX \times T \times O$$

Therefore:  $O = \frac{S}{LEX \times T}$

Where: S = Sample size

LEX = Lowest estimate of X, and X is the average frequency of Part I crime calls in the upper quartile of beat-watches based on Part I crime calls in 1973

T = Number of 8-hour tours each observer is projected to ride

O = Number of observers

While the deployment equation projected a sample size of 1,286 Part I crimes, using eight observers, the actual number of Part I cases collected was 949. The 337 case difference between projected and actual calls might, in part, be explained by the following reasons: a) The field data collection time frame was shortened from 12 to 10 months to allow for a 2-month extension for field instrumentation pretesting and refinement;\* b) Data from department computer tapes used to calculate confidence intervals included multiple offenses generated

\*January and February became part of the pretest period and were dropped from the data collection period, which covered the remaining 10 months of 1975. Coincidentally, those months had the fewest Part I crimes reported for the year.

from a single call rather than the actual number of calls in which one or more Part I offense reports were taken; and c) Part I crime reports which resulted from intradepartmental dispatches, e.g., detectives requesting patrol assistance to make an arrest, officer self-initiated activities, and either citizen walk-in or flag-downs were excluded by eligibility criteria from final analysis.

The deletion of 2 months originally scheduled for field data collection would have accounted for approximately 280 additional Part I crimes (35 work days for eight observers averaging about one Part I offense per tour in high crime beats). Multiple offenses associated with specific calls would also have increased with final sample by about 42 Part I offenses. Finally, the estimated 3 percent of crimes reported through methods not considered eligible for final inclusion would have bolstered the sample by about 28 cases. Having considered these possibilities, a potential sample size of 1,299 Part I offenses could have been obtained, although citywide increases in Part I crimes from 42,052 to 46,530 (10.6 percent) between 1974 and 1975 might have contributed to a larger final sample than could have originally been expected given the other factors mentioned.

Although confidence interval calculations indicated the necessity for eight observers, a ninth observer was hired as a relief observer to account for time lost because of sick days, vacation days, and holidays taken by the other observers.

#### Observer Deployment Matrix

Because of administrative and methodological problems involved in random assignment of observers to beat-watches, a numerical matrix was developed listing the scheduled weeks of observation and the car radio numbers of vehicles assigned to the target beat-watches (Appendix D). Each observer was assigned a number according to alphabetical order with the last name nearest A receiving number

three.\* The numbers were placed in a hat, mixed thoroughly, and one was drawn. Number 5 was the first selected, so observer number 5 was scheduled to ride in the first car listed on the matrix, with the next seven succeeding cars to be ridden by observers 6, 7, 8, 9, 10, 3, and 4. At the beginning of the second week, the next car on the matrix would be ridden by observer number 6 and the succeeding seven cars by observers 7, 8, 9, 10, 3, 4, and 5.

Observers were required to ride in their assigned beat-watches for four, 8-hour tours per week. To determine which days of the week observers would ride, the number of robberies and aggravated assaults which occurred on each day of the week in each beat-watch for 1974 was determined. Observers were then scheduled to ride in the beat-watches the four days which had the highest number of reported robberies and aggravated assaults in 1974. It had also been determined how many combined robberies and aggravated assaults had occurred on each day of the week for the entire target area. If the same number of robberies and aggravated assaults were reported on the fourth day of the week as on any of the succeeding three days of the week for a beat-watch, an observer would ride on the day which had the most reported robberies and aggravated assaults in the entire target area for 1974.\*\*

Several problems were experienced in conforming to the original matrix (Appendix D). The first problem was realized once the matrix had been constructed and resulted from scheduling. An observer scheduled to work the last day of

\*Numbers 1 and 11 went to two staff members who were not designated observers but who could substitute as observers if the need arose. Number 2 was the relief observer's number.

\*\*It was determined what the total combined number of reported aggravated assaults and robberies was for each day of the week in target area for 1974. Those frequencies by day of the week were as follows: Friday, 570, 18.5 percent; Saturday, 545, 18.0 percent; Thursday, 436, 14.0 percent; Monday, 428, 14.0 percent; Tuesday, 383, 12.4 percent; Wednesday, 379, 12.3 percent; Sunday, 337, 10.9 percent.

a week on the third watch (4 p.m. to midnight) and then scheduled to ride the first day of the following week on the first watch (midnight to 8 a.m.), would be required to spend a total of 16 consecutive hours in the field. This situation was resolved by having the relief observer exchange a tour date with the regularly scheduled observer.

Another deviation from the original design resulted from two or more observers being scheduled to work in the same sector during the same watch. This could have resulted in two or more observers collecting data for the same calls. To avoid this duplication, observers were assigned to other eligible beat-watches. A final departure from the original matrix resulted when a sector sergeant re-assigned an observer to accompany an officer whose beat was not included among the target areas selected. The reason for this action was to allow a police recruit to "break-in" with the officer whose beat had been scheduled for an observational tour and to avoid having three persons ride in a police car at the same time. Another week was redesigned to compensate for this deviation.

During a strike by firemen in the city, several personnel reassignments were made which affected the deployment of a few scheduled observational tours. In the event that a car assigned to a specified target beat-watch was reassigned to another location, the car in the sector responsible for the calls in the target beat was considered eligible for observational work. These situations were not regarded as constituting deviations from the original matrix.

There were 23 regularly scheduled tours which had to be duplicated for various reasons. In 12 of these tours, the communications tape recording machine malfunctioned. Since the tapes were used as an integral part of the data collection process, the tours had to be ridden again so there would be both field observer data and communications tape data for each of the eligible calls. In six

of the cases, observers had to be called in from the field for a 1-day training session. Those tours also had to be duplicated. The remaining five cases were duplicated because the observer was ill on the regularly scheduled tour, and the relief observer had other work commitments at the time.

Whenever a tour was duplicated, an observer rode in the same beat-watch on the same day of the week as the regularly scheduled tour. For example, if an observer was called in for a training session, on the first watch of a Wednesday, then either the same observer or the relief observer would ride in the same beat, during the first watch of another Wednesday in a succeeding week.

CHAPTER FOUR  
DATA COLLECTION

Because methodological design had incorporated several procedures which had limited or no precedents in police research, the data collection process had to be carefully coordinated and continually evaluated. Civilian observers were utilized to collect travel time data and analysts to collect dispatch time data from Communications Unit tape recordings. The study attempted to get accurate time measurements of the interval between occurrence or discovery of an incident and the initial reporting of the incident to the police. In addition to collecting the data for measurement of the reporting interval, the study also identified problems encountered and patterns followed by citizens during the reporting interval and which contributed to the length of the reporting interval. In the collection of the time data and other related data, the study followed each crime or noncrime from its occurrence until its resolution, measuring each of the individual time components which composed the entire response time continuum for that incident.

To collect data necessary for construction of the total response time continuum, the collection process had to be divided into three major segments. In the first segment, the observers measured various travel time components from dispatch to on-scene arrival and the beginning of an investigation by a police officer. From the information collected by the observers, it was possible to trace the process backwards through the Communications Unit and then to the individuals who were involved in or who reported the incidents considered eligible for the study. The second segment of the collection process consisted of analysis of the taped telephone and dispatch conversations between citizens and dispatchers and dispatchers and police officers for measurement of the dispatch interval. The

final major segment of the collection process then became the telephone and personal interviews with crime victims and persons who reported crimes or requested police assistance. From these interviews, estimates were obtained of the time taken to report offenses or seek noncrime police service, along with data pertaining to the problems encountered and the patterns which emerged during the reporting process.

In addition to the three main collection segments, an experiment was conducted to test the average length of time required to contact a dispatcher by dialing the police emergency or Crime Alert number, by dialing the police administrative number, and by dialing the telephone company operator and asking the operator to contact the police. The time measurements from this experiment were used to estimate how long it would take a citizen to contact a dispatcher after dialing and assisted in evaluating citizen responses regarding problems encountered when calling the police.

For each of the segments and resulting subsegments of data collection, a quality control system of checks and rechecks, references and cross-references was developed. Although some inconsistencies in the collection of data were inevitable, the establishment of a quality control system helped identify, reduce, explain, and document errors in the collection and coding of data.

#### Observer Program

The use of trained civilian observers for field data collection was expected to produce a wider range and higher quality of data than could be expected from alternative collection methods. The reliance upon police officers for the collection of field data was a limitation to other studies on response time since officers cannot be expected to accurately collect data while providing police service, particularly under stressful conditions.

Observers had to be selected to get the right mix of manual ability, intelligence, and judgment; and then they had to be trained in both the techniques of police work and research methodology. To help coordinate and oversee this process, a field operations supervisor was first selected, although initial recruitment of field observer candidates had already begun.

### Field Operations Supervisor

The position of field operations supervisor was established with direct authority over field observers. Duties for the position included scheduling observers, evaluating observer performance, reviewing observer surveys for completeness, accuracy, and legibility, and developing and maintaining a quality control system. The criteria initially established for selection of a supervisor were managerial and supervisory skills, a thorough knowledge of police patrol procedures, and a knowledge of research methods and techniques.

Twenty-five applicants answered an advertisement which was placed in the city's largest newspaper, but none of the 25 had all of the skills considered desirable. It appeared that finding someone who possessed all of the desired attributes would probably not be possible. A sergeant from within the department was then sought to fill the supervisory position. A police sergeant with some experience should have managerial and supervisory skills and a working knowledge of police patrol operations. The research skills would have to be learned. Picking a department sergeant had the additional advantage of having observers reporting to the same level of command as the police officers which they would be accompanying in the field. This might make acceptance of the observers easier for the officers.

The police sergeant was selected by the project director to fill the field



operations supervisor position. He had nine years experience with the department and was completing a baccalaureate degree in criminal justice. Because the sergeant was already familiar with the department's operations and facilities, he was able to expedite the introduction of field observers to the workings of the department and was a valuable addition in setting up the observer training program. The training the field operations supervisor received concentrated on familiarizing him with the study, its objectives, and with research methodology. Most of his training came from experience obtained during the observer selection, training, and pretesting phases of the project.

### Liaison

For the observer component of the project to be successful, it was important to have cooperation from department personnel. The target area fell in parts of all three patrol divisions, so watch commanders, desk sergeants, sector sergeants, and field officers from each division had to be familiar with the project.

There were several problems which could be anticipated. Police officers have a tendency to be suspicious of civilians placed in their working habitat. On the other hand, once accepted by the officers, observers might be pressured to take a more active role in the field than desired.

To minimize these problems, a retired Kansas City, Mo., police sergeant with 19 years experience in the Operations Bureau was hired to serve as liaison between the project staff and Operations Bureau personnel.

His primary duties were as follows:

1. Meet with beat officers, desk sergeants, sector sergeants, watch captains, and division commanders to explain the purpose of the study and seek their cooperation and assistance in achieving

project goals.

2. Request that police officers in two-man cars were not indiscriminately reassigned due to observer scheduling.
3. Keep lines of communication open for discussion of any problems resulting from the observer program and provide feedback of preliminary findings.
4. Monitor changes in officers assigned to the target areas and familiarize new officers with the project's objectives and procedures.

The liaison also served as relief field operations supervisor and conducted several observer training sessions.

#### Observer Recruitment

When the observer recruitment process began, some basic skills and attributes for the position were identified. It was apparent from the outset, however, that these attributes would sometimes be almost inconsistent with one another. The observers would have to adapt to a working atmosphere which could range from extreme boredom to intense excitement and stress. They would have to be able to actively and accurately collect data while blending into the work environment of street police operations. They would need to have good judgment and be dependable and honest to insure systematic observations and quality data.

Initially, it was suggested that only male candidates be recruited since female observers in a predominantly male occupation might introduce an element of bias in police and citizen behavior. Since no empirically tested data were available to support this suspicion, the legal obligations of the police department and stipulations of federally funded programs to hire nondiscriminately required the position to be opened to both sexes.

The most immediate market for qualified candidates seemed to be local colleges, so all colleges within a 60-mile radius of Kansas City, Mo., which offered a liberal arts or criminal justice curriculum were contacted. The police department's personnel division was also notified of the openings. When only 15 persons responded to initial advertisements for the nine positions, recruitment efforts were expanded.

First, the job information center at Sam Houston State University in Huntsville, Tex., was notified of the openings since the center maintains resumes on several hundred eligible candidates from the criminal justice field. Job placement advisors at Northeastern University's College of Criminal Justice in Boston, Mass., were also contacted. Finally, an advertisement was placed on two consecutive Sundays in the city's largest newspaper. This time over 200 inquiries were made about the positions, and 176 resumes were received, 69 percent from males and 31 percent from females.

A revision in the project timetable delayed interviews for the observer positions by nearly 2 months. During the 2 months, attrition diminished the list of interested candidates to 50, 38 males and 12 females. Many of the candidates from Massachusetts and Texas dropped out of contention after being informed federal guidelines prevented them from being reimbursed for travel and living expenses during the selection process.

### Observer Selection

The observer selection process was broken into three segments. A candidate had to pass each segment to be eligible for final selection. The first segment was a general interview to initially screen unqualified candidates. The second segment required candidates to ride 24 hours with preselected police officers who would rate the candidates on a list of desired attributes. The final segment

consisted of paper-pencil tests and an open-ended interview with an interviewing team.

A four-member interview team was created with two civilian employees who had experience as former observers in police patrol operations, the field operations supervisor, and a second sector sergeant with extensive knowledge in patrol operations. Several police officers and a department data analyst were also selected to serve as interviewers if a regular interview team member was unavailable. It was intended for all interviews to be conducted by at least one civilian and one uniformed officer, but because of scheduling conflicts, 12 interviews were conducted by sworn officers only and 3 by civilians only. All of the interview team members, however, were involved in the final screening of applicants.

Before the initial interview, applicants were asked to print their name, age, height, weight, and telephone number on the cover sheet of an interview form. This provided an indication of the applicant's ability to print legibly, an important consideration in the coding of survey forms. The interview began with a general overview of the study and a description of the job. The applicant was then asked a series of questions about career objectives, work experience, educational history, and general aptitude for the observer position. The interview concluded with a description of an ambiguous problem situation which the applicant was asked to resolve. Responses which indicated rigid or extreme attitudes were rated low.

After the interview, the interviewers completed rating forms, ranking each applicant's listening skills, communications skills, work experience, and general appearance as it applied to the role of observer. Applicants with a college degree, experience in applied research, or a demonstrated interest in police operations

were considered preferable. If an interviewer thought an applicant should proceed to the second selection phase, then the applicant was advanced. Twenty-five of the 50 applicants were advanced, but 4 of the 25 took other jobs or moved away before beginning the second segment of the selection process.

During the second phase of observer selection, the applicants were required to ride three 8-hour shifts with police officers. Because of possible insurance liability, applicants who rode in the field were temporarily hired as part-time employees and paid the minimum wage rate. The officers filled out evaluation forms (Appendix E), rating the applicants on their compatibility, supervisability, inconspicuousness on calls, job interest, and courage. The applicants received minimal instructions on how to behave while they were riding with beat officers and were expected to improvise during the situations they observed.

The officers selected to do the evaluation were chosen by the two police sergeants on the interview team. They were picked to represent a variety of personalities and methods of police procedures so each candidate would be exposed to an assortment of police styles.

All but two of the candidates rode three shifts. These two were rated so poorly after two tours that they were eliminated from further consideration. At the conclusion of the riding phase, one of the police sergeants on the interview team sat down with the evaluating officer and compiled a ranking of the applicants the officer had evaluated. This process allowed an officer a chance to reassess earlier ratings based on the broader field of references he had developed. Only those candidates who received acceptable ratings from each of the officers with whom they rode were advanced to the final phase of selection. Of the 21

candidates processed through phase two, 12 qualified for the final selection phase.

The final selection phase started with a picture recall test. The exercise is used by the Regional Center for Criminal Justice in Independence, Mo., to test an officer's ability to observe details at crime scenes. This was followed by a digit symbol drill to test the dexterity and printing abilities of applicants. The testing was concluded with the Shipley Institute of Life Scale Abstraction Test, which provides an indication of the applicant's abstract reasoning ability and I.Q. level.

Following the testing, the applicants went through an open-ended interview with all members of the regular interview team. This provided interviewers who had not previously screened some of the applicants a complete review of the final choices. The applicants were ranked according to their scores on the second and third phases with their rank order considered along with the personal evaluation of the interviewers. Nine candidates were then selected. The rankings on the 12 candidates were so close that the remaining 3 were considered qualified to serve as alternates in the event one of the 9 should choose not to accept the position or withdraw after being hired.

The nine individuals composed a diverse group. The youngest observer was a 20-year-old male with a high school diploma. Seven of the observers had baccalaureate degrees, and three of the seven had masters degrees. The average age was 27, and three of the nine selected were females. Their work backgrounds included a variety of experiences including work as a correctional officer, weather observer, personnel technician, psychiatric aide, clerk, and research assistant. The oldest of the nine, a 36-year-old female, resigned after a week of training to accept a position in a neighboring state. Her replacement was a 28-year-old

male, one of the three designated as an alternate during the final selection phase.

### Observer Training

There were two objectives in the observer training program; to provide the observers with a thorough orientation of police patrol operations, and to familiarize them with research integrity and project methodology. Since observers would be working in high crime beats for approximately 15 months, including training, pretesting, and actual data collection, it was considered imperative that they learn the methods by which beat officers confront a variety of situations as well as how data would be collected. By gaining an understanding of the police work they would be researching and the way the research was to be conducted, the observers would, perhaps, better comprehend their own responsibilities.

The training program consisted of 243 hours of instruction, field tours, seminars, and discussions which were broken down as follows: project orientation, 16 hours; rules and regulations, 3 hours; department orientation, 18 hours; police work, 42 hours; project methodology, 16 hours; instrumentation development, 76 hours; and field work, 72 hours. More than 60 percent of the training focused upon instrumentation development and field work. The 5-month period between the hiring of observers and the beginning of data collection served as both a training and pretest period.

The training involved a collaboration among police personnel, civilian researchers, and project consultants. The field operations supervisor and liaison officer conducted training sessions on patrol operations, field procedures, first aid, and self-defense tactics. The principal analyst, a former assistant

professor of sociology, conducted a seminar on epistemology, science, and research methodology. An operations analyst who had initially developed the field observer instrument and who had previously been an observer on the Kansas City Preventive Patrol study, conducted sessions on field procedures and instrumentation development.

Dr. Albert J. Reiss, Jr., professor of sociology at Yale University and a project consultant, conducted a session on "going native" and how to avoid being "co-opted" (having collection procedures influenced by a police officer because of a dependent, positive relationship between the observer and the officer). Finally, an orientation to the department's research endeavors and policy implications was provided by members of the department's Operations Resource Unit, an operations planning unit responsible for organizational development and applied research activities within the department.

The observers were informed about the origin of the study, its objectives, methodology, and potential implications for the law enforcement community. The necessity to record observations accurately was emphasized, and observers were encouraged to make suggestions on how to collect data or improve collection procedures.

Initially, observers were given a review of the observational instrument in the context of the project objectives. Extensive sessions were conducted over the 5-month training and pretest period to refine the instruments and operationalize the terms and procedures. To assist in the formulation of some of the more complex terms and instrument questions, observers were divided into groups of three to research and recommend definitions of terms and the wording of instrument questions.

Observers began riding in police patrol cars early in the training period



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in order to become familiar with dispatch procedures and working conditions by the time data collection was scheduled to begin. They first rode without taking any notes, simply learning the nature of policing procedures. Next, they collected a limited amount of data to orient both the observer and the police officers to what would become the working routine of the observers. After the field observer instruments were finalized, each observer was accompanied by a supervisor during a complete tour of duty so time measurement devices could be monitored and field working techniques refined.

To help insure the confidentiality of data collected and to differentiate between civilian observer and beat officer responsibilities, guidelines were formulated by project personnel and subsequently adopted by the Operations Bureau commander. Those guidelines:

1. Project staff shall treat survey data, incidental observations, and official departmental business as confidential unless release is authorized by the project director.
2. Survey data and other information obtained incidental to project objectives will be provided to the department for matters involving criminal investigations.
3. Departmental personnel involved in processing project data or who have access to same, even though incidental, shall refrain from discussion of such information unless authorized to do so by the project director.
4. The identity of sworn personnel accompanied by project staff will not be disclosed in project reports. Information obtained from communications and field operations will be statistically tabulated in aggregate form for analytical purposes only.

5. Civilian study personnel are not permitted to assist sworn officers unless dire necessity indicates such behavior is appropriate. However, study personnel are required to provide assistance, e.g., physical or other reasonable actions to sworn personnel upon command or when it is obvious and/or apparent that specific situations dictate such actions.
6. Survey data and other extraneous information obtained by project staff (e.g., incidental observations), will be exempt from departmental use for disciplinary purposes against sworn personnel, except for those incidents involving criminal conduct. Project employees are required to report both illegal actions and incidents of questionable legality to the field operations supervisor.

This information was disseminated in an Operations Bureau Memorandum to all sworn department personnel before data collection had begun.

#### Observer Field Work

Once in the field, the observers had the following points in time to record:

1. When the beat officer acknowledged the conclusion of a dispatched communique assigning him to a call.
2. When the officer mobilized his car in response to the call, even though response might begin before the end of the dispatch.
3. When the officer arrived at the dispatched location.
4. When the officer exited from the car, or if the officer remained in the car, the time when the officer made contact with a citizen related to the call or was at the actual scene of the call.
5. When the initial investigation of the call began, determined by

when the officer contacted a citizen directly related to the incident or when the officer began an investigation without first talking to someone associated with the call.

An observer also had to know the classifications of incidents, based upon criteria established for the study, to know what instrument to complete. A crime incident was defined as a call in which an offense report was taken. All other calls were considered noncrime incidents. The calls also had to be noted for eligibility for follow-up interviews. Calls eligible for follow-up interviews were defined as follows:

1. All crime calls, both Part I and Part II offenses as defined by the FBI Uniform Crime Reporting method.
2. Noncrime calls in which the citizen who called the police dispatcher was subsequently contacted by the responding officer.
3. Noninjury vehicular accidents for which contact was made between a driver who called the police and the responding officer.
4. Calls involving injuries which resulted in hospital treatment or ambulance runs.
5. Other noncrime emergencies in which response was made using red lights and sirens.
6. All alarm calls not attributed to accidental tripping by citizens.

Information regarding noncrime incidents not eligible for follow-up was recorded on the one-page Field Noncrime Short Form. This instrument included only basic information and beat officer response times. The short forms were filed according to type of dispatched call upon receipt (Appendix F).

Instrument cover sheets called "Attachment A's" (Appendix G) were filled out for all crime and noncrime calls eligible for follow-up. These one-page forms

contained information concerning the place of occurrence of an incident, the nature of the dispatched call, whether a citizen was transported to a hospital, and identities of the victim and caller contacted. At the conclusion of the observer's tour, Attachment A's were sent to the main office and provided information needed to conduct tape analysis and citizen follow-up interviews. For each Attachment A, an observer completed a Field Crime or Noncrime Survey Instrument (Appendices H, I), detailing officer response and arrival times, citizens contacted, arrests made, call related injuries, and other on-scene activities.

### Quality Control

Several logs were kept in the field office to monitor work being performed by the observers. An activity log containing the number of crime and noncrime incidents on which data were collected, the appropriate case number, and the accuracy of survey instruments completed was maintained. Activity logs were systematically cross checked with the official activity sheets of beat officers who were accompanied by observers.

A problem log was also kept by the field operations supervisor to identify administrative, equipment, managerial, personnel, or survey problems associated with data collection. An item analysis was periodically conducted to assess whether a particular problem was specific to an observer or generally experienced by all observers. Both logs were regularly reviewed by project consultants approximately once every 3 months during data collection.

All field instruments, except Attachment A's, were returned directly to the field office following completion of a tour. After 2 months of data collection, observers were required to begin reviewing their instruments for completeness and initial them before turning them into the field operations supervisor. The

supervisor checked all of the instruments for legibility, completeness, and accuracy. If errors were found, the instrument was returned to the respective observer for correction. When an instrument had been approved by the observers' supervisor, it was delivered to the quality control clerk.

Attachment A's were mailed to the quality control clerk following each tour of duty by an observer. The quality controller logged the receipt of each Attachment A by case number and checked each one for errors and completeness. Copies of all crime and noncrime Attachment A's listing injuries in which citizens required hospitalization and ambulance service were sent to both the tape analyst and interviewing supervisor for processing.

### Timepieces

Obtaining accurate times required an accurate and dependable timepiece. Besides being accurate, the timepiece had to be unobtrusive so it would not distract attention from the beat officer to the observer. Since most of data collection would be done during evening and nighttime hours, the timepiece needed a luminous digital display for easy reading. It also had to require a minimum of dexterity.

A variety of both wristwatches and hand held stopwatches were examined. Most were eliminated from consideration because they either did not display seconds or they required two buttons to be pushed simultaneously to obtain a read-out of seconds. A Pulsar wristwatch and Cronus I stopwatch were finally selected to be field tested. Three members of the project staff rode an 8-hour tour to evaluate the watches. Each was given a list of 17 possible times to record with the watches and instructed to alternate the watches after each call.

The Cronus I stopwatch was eliminated following evaluation because it had to be hand held and its size made it difficult to handle. The Cronus I also

seemed to intimidate some officers who thought it might be a tape recorder or a camera, instead of a stopwatch. The watch also seemed to draw attention from citizens, making observers more noticed than desired. The Pulsar could be worn on the wrist, making it easier to handle and less noticeable to officers and citizens. After the initial testing, one of the observers rode an additional 8-hour tour, to test only the Pulsar. It was then selected for use, although difficulty was reported in reading this timepiece during bright daylight hours, a problem also noted with the other digital display wristwatches tested.

Ten Pulsar watches and 10 Waltham watches were purchased. Each observer received a Pulsar for regular use and one of the less expensive Waltham watches for a backup in the event the Pulsar malfunctioned. The 10th Pulsar and Waltham watches were kept in the field operations office as backup watches. The backup Pulsar was synchronized with the police Communications Unit tape recording clock, and the observers' watches were synchronized with it.

A new power cell was put in each of the observers' watches after pretest and twice during the collection period, at about 14 week intervals. The backup Pulsar watch received a new power cell about 3 months after the initial cell was inserted, and the second cell serviced the watch for the remainder of the collection period.

The backup watch was checked 39 times for accuracy. It had to be reset 19 of the 39 times. The largest variation in time found was 30 seconds. The observers' Pulsars were checked 13 to 25 times, and reset 6 to 17 times with maximum variations ranging from 15 to 90 seconds (Appendix J).

#### Tape Content

Since the police department records all telephone and radio conversations between citizens and dispatchers, and dispatchers and police officers, the tapes

were used for a part of the data collection process. There were two objectives for the collection of data from the tapes; to determine the time needed to report criminal offenses and process information through the communications system, and to identify some of the difficulties in crime reporting and dispatching. To achieve these goals, a tape content analysis supervisor and two tape analysts were hired, instruments were developed for recording data on the relevant communications, equipment was purchased to replay the taped conversations, and quality control checks were devised to evaluate data validity and reliability.

### Tape Analysts

The person sought to fill the tape content analysis supervisor position needed an understanding of personal communications, supervisory skills, and preferably some experience in research. Two persons were interviewed. The woman hired had a bachelors degree in English with masters work in speech and communications. Besides supervising the work of the two tape analysts who were eventually hired, the tape content analysis supervisor helped in the development of the Tape Content Instrument and helped with analysis of the communications tapes. The selection of the two analysts who were hired was based upon their educational backgrounds in the social sciences, listening skills, their abilities at operating the tape reproduction equipment, and how quickly they understood the tape analysis coding procedures which were to be used.

### Tape Analysis

The tapes used as the data source for this phase of collection were recorded daily on a Dictaphone 4000 recorder in the Communications Unit. Having received authorization from the Communications Unit commander, dual tapes were recorded simultaneously, one for department use and one for project use. Every tape had



a 30-channel, 24-hour capacity on which the complete transactions of 1 day were reported for each of the 113 telephones and six main radio frequencies utilized by the unit. The time, by hour, minute, and second was recorded on the first channel of the tape and visually displayed on the Dictaphone 4000 reproducer when the tape was replayed. Conversations relative to a particular incident could be located on one of the channels by the time of day it was recorded, and the tape analyst could then determine the exact second when each exchange occurred. The tape analyst could identify any incident reported by an observer, including the initial conversation in which a citizen requested service, the radio broadcast in which the dispatcher assigned the patrol car(s), and the time intervals involved.

During the instrumentation phase, a Dictaphone 4000 reproducer was purchased for exclusive use by the project. Although the tape analyst had access to the reproducer in the Communications Unit when not in use by other departmental personnel, availability of the machine proved to be inadequate because of demands by communications and internal affairs personnel. In the process of purchasing a reproducer, two optional features were considered, an automatic locator device to stop the tape at a designated time and an automatic time device displaying the time while the reproducer was operating at high speed. The automatic locator was vetoed because a demonstration of the machine revealed that the device took as long, or longer, to find the desired time on the tape than did a manual search by an experienced operator. The high speed time display feature was reviewed positively and included with the machine.

Several months prior to the pretest phase, communications tapes were randomly monitored to identify possible difficulties in crime reporting and dispatching, and to determine times relevant to the objectives of the study. A series of

questions which could be answered from information recorded on communications tapes was compiled by the tape analyst. The questions were revised throughout the instrumentation and pretest periods until they accurately reflected pertinent contents of the communications. Operationalization of the points in time to be recorded was also accomplished during the pretest phase.

Two separate instruments, one for crimes and the other for noncrimes, were finalized and used for data collection. The Tape Content Analysis Instrument was designed for all crime incidents, plus noncrime incidents to which an ambulance was dispatched at police request. All other noncrime incidents were recorded on a Tape Time Instrument (Appendices K, L).

Points in time during the telephone and radio exchanges and questions designed to analyze the verbal content of those transactions were included in the three sections of the Tape Content Analysis Instrument. The first section, focusing on the telephone conversation that initiated a police response, was devised to determine what information was gleaned by the dispatcher and to identify any communication problems between the caller and the dispatcher. The second section concentrated on the amount of available information relayed to the field and what conditions were associated with failure to provide complete and correct information. The third section included the four points in time registered on a request for ambulance service by the dispatcher. Both the Tape Content Analysis and the Tape Time Instrument included up to 11 points in time during the telephone and radio transactions. Those points were as follows:

1. Time of initial connection between a citizen and dispatcher.
2. Time a caller began conveying information to the dispatcher.
3. Time when the dispatcher understood the nature of the incident and the location to which an officer should be dispatched.

4. Time of disconnection between a citizen and dispatcher.
5. Time a tone signal was activated by the dispatcher, alerting cars that information was about to be broadcast.
6. Time when the dispatcher called for the first car, if more than one car was dispatched.
7. Time when the car in which an observer was riding was contacted by the dispatcher.
8. Time if the car in which an observer was riding responded to a call for "any car in the vicinity."
9. Time if the car in which an observer was riding volunteered for a call.
10. Time when the officer acknowledged the end of the dispatch.
11. Time when the dispatch was again concluded if the beat officer in the car in which an observer was riding requested dispatched information to be repeated.

For each eligible incident reported by an observer, the tape analyst searched for the taped recording of the first telephone call which initiated the police action and the radio transmission assigning a beat car to the call. The tape analyst used copies of Attachment A's which the observers had turned in, to get information necessary to identify the conversations on the tape which corresponded with the incidents observed in the field. The data cards, completed by the dispatcher at the time of a call, contained additional information which assisted the tape analyst in locating the correct calls.

Of the total 1,444 crime calls and 1,618 noncrime calls processed during this portion of the study, only 17 crime call instruments (1.2 percent) and 60 noncrime instruments (3.7 percent) were incomplete. Several factors contributed to the loss of data, but most losses resulted from the malfunction of recording equipment

in the Communications Unit. Sometimes the recording equipment was not properly adjusted and two or more conversations were recorded on one channel, making analysis difficult if not impossible. Sometimes the recordings were on the wrong channel altogether, so a radio transmission would be recorded on a channel designated for a telephone line. On two occasions, the tape stopped recording in the middle of the day.

When a call could not be found on the tape, it was impossible to determine whether the call had not been recorded to begin with or its loss was simply due to the analyst's inability to locate the call. Analysts searched for eligible calls for 15 minutes recorded tape time prior to the tape dispatch time for non-crime calls and for 30 minutes before dispatch time for crime calls. If the telephone call could not be located in this time span, the call was considered lost and the case number entered in the appropriate log.

#### Quality Control

Because the Tape Content Analysis Instrument contained several questions calling for a subjective evaluation by the analysts, several checks were implemented to evaluate the degree of analytical reliability. One procedure was for the tape content analysis supervisor to randomly select 5 percent of the cases processed by subordinate analysts, replay the tapes, and check the completed instruments for accuracy. Throughout the study, the analysts would discuss the unusual cases and record joint decisions about cases in a written log.

As an additional control check, one crime case out of every 50 processed was selected, and the pertinent telephone and radio communications taken from the Communications Unit tape was recorded on a cassette tape. Calls for this task were not selected randomly but were biased toward cases which contained an in-

ordinate amount of information requiring subjective interpretation by an analyst. After approximately 2 months, the cassette tape was played and a second instrument filled out, sometimes by the analyst who processed the first instrument and sometimes by the tape content analysis supervisor. This permitted an evaluation of the reliability of coding by the analysts over time and a consistency check between analysts. For example, a case in which the remarks by a citizen to a dispatcher were originally classified as a "5" on a "calm-excited" scale ranging from 1 to 7, might be classified as a "3" following subsequent analysis and interpretation.

Twenty-five crime cases were recorded on cassette tapes and processed on a second instrument. In one case, all 165 questions were coded identically on both instruments. In a few cases, the differences between the original and the cassette processed instruments were minor. Many of the variations could be attributed to the design of the question, to the subjective evaluation required, or to the ambiguity of the data. Several questions accounted for most of the variations, and data from these questions were excluded from analysis.

#### Citizen Follow-up Interviews and Injury Follow-up

While most studies researching the subject of response time have acknowledged the existence of the time interval following crime occurrence or discovery until the crime is officially reported to the police, this study had a separate data collection component to obtain time estimates necessary for measurement of this interval. In addition, the study collected information about the problems citizens encountered in contacting the police and patterns which emerged during the citizen reporting process.

Unlike the field observer and tape content analysis components, minimal thought was initially devoted to the establishment of interviewing procedures.

From the outset of the project, it had been assumed that follow-up interviews would be contracted to an outside agency. The decision to conduct interviews "in-house" resulted from a series of previously unanticipated factors which made the establishment of the in-house component feasible.

Initially, a woman was hired to serve as a liaison between the project and a small market research firm which had been contacted as a possible contractor for the interview component. The woman had a bachelors degree in social sciences and experience as a telephone interviewer. Both of these attributes were considered desirable since the original responsibility for the position included pre-testing the citizen follow-up instrument.

During the pretest, however, the interviewing liaison was able to complete a much higher rate of interviews than had been expected from the private firm. Few citizens refused to be interviewed, even when contacted about such sensitive crime incidents as domestic aggravated assaults and rapes. The success achieved during pretest along with three other considerations, led to the establishment of the in-house citizen follow-up interview component. Those factors:

1. The cost of contracting follow-up interviews. Estimates were \$15 for a 20-minute personal interview, and \$7 for each telephone interview completed. If only one telephone interview was conducted for each of the projected 1,286 Part I crimes, the minimum cost would be \$9,000 to contract the interviews. Since more than one interview would often be required and some of these would inevitably be personal interviews, the cost could have easily exceeded \$20,000 for Part I crimes alone. This consideration was coupled with the fact that establishment of the observer component had already caused budgetary strain.

2. Closer supervision and documentation of quality control procedures could be maintained if work was performed in-house.
3. The liaison had demonstrated superior administrative and managerial skills and a sense of commitment to project goals and department expectations.

### Interviewer Selection

Once it had been decided to conduct citizen follow-up interviews in-house, two additional interviewers were sought, one to conduct telephone interviews only, and one to conduct both telephone and personal interviews. Several telephone interviewers were hired throughout the duration of the data collection period. They were selected primarily for their abilities to write legibly, and communicate clearly and personably. The woman initially hired to perform telephone interviews had experience as a telephone interviewer for a national market research company. The personal interviewer hired, also a woman, had 9 years experience in personal interviewing for a state welfare agency.

### Data Sought

In addition to estimates of the time necessary to report a crime or other noncrime incidents to police, interviewers obtained respondents' perceived times and time intervals for police dispatcher and field officer response. The actual times were recorded on the tape analysis and observer instruments.

Other information obtained in the citizen interviews included respondent expectations, aspirations, and satisfaction with police service and personal information about the respondent. Using a 6-point scale, interviewers measured a citizen's satisfaction with the police dispatcher, field officer response time, and officer on-scene activities and demeanor. Background information as well as

information about a respondent's present status were requested. A refusal to answer any or all of the personal social status questions did not constitute an incomplete or partial interview, if all of the questions in the preceding sections were answered.

### Interviewing Procedures

Copies of Attachment A's completed by field observers were used by the interviewer for locating the eligible citizens who had contact with the police. Information provided on Attachment A's, when available, included the person's name, the respondent's relationship to the crime or noncrime incident, home address and phone number, business address and phone number, sex, age, race, and observations of any unusual demeanor on the citizen's part which might affect an interview, i.e., mental or physical condition.

Since field procedures did not allow the observers to question citizens about their relationship to the incidents, observers got victim identities from offense reports and relied upon police officer inquiries to get the identities of the person who called the police about the incident, if that person was not the victim.

Besides being a victim or a caller, to be eligible for a follow-up interview, a citizen had to be at least 12-years-of-age, must not have been a suspect in the offense committed, and must have been present when the police arrived so that an estimate of police response time could be obtained.

The interviewing supervisor received all copies of Attachment A's after they were processed by the quality controller. Both crime and noncrime Attachment A's were logged by case number, date of occurrence, date received, interviewer assigned, and if there was a citizen injury eligible for follow-up. If



there was more than one Attachment A for the same case, the number of Attachment A's was noted in the log. This generally happened when the victim did not call the police, and another person had to be interviewed to obtain reporting data, or when there were multiple victims. Type of crime or noncrime incident by case number, field observer identification number, data of occurrence, and the number of Attachment A's per case were all recorded in a second log.

After Attachment A's were logged, information pertaining to citizen injuries was copied from Attachment A's and placed in an injury follow-up file. Attachment A's with insufficient information to locate eligible citizens were held in a separate file until additional information became available. If official police reports, communications tapes, or Polk's Cross Directory did not provide the needed information, a Summary Sheet was filled out for the incomplete Attachment A, noting insufficient information to locate the citizen eligible for interview.

Attachment A's without a phone number were assigned to the personal interviewer. The other Attachment A's were assigned to the three interviewers randomly. For those incidents with a caller and multiple victims, the victim which interviewers were able to contact first was the victim interviewed. Telephone interviewers would try to make contact with eligible citizens for up to 3 weeks. Up to six calls were placed during the 3 weeks for citizens involved in noncrimes, and an unlimited number of calls were placed for citizens involved in crime cases. If a citizen could not be reached by telephone within the 3-week period, or if a citizen was contacted but refused to complete the interview, the Attachment A for that citizen was reassigned to the personal interviewer. Two personal interviewers were then attempted. The original assignment and the reassignment were both recorded in a log.

Four forms of the citizen follow-up instrument were utilized. All collected

applicable times and time intervals, problems in reporting, measures of satisfaction, and personal data, however, each was designed for specific relationship of the citizen to the incident. They were as follows:

1. Victim-caller -- For interviewing victims of crimes who called the police. This instrument was the most inclusive in terms of variables obtained (Appendix M).
2. Victim -- For interviewing victims of crimes who did not call the police. Data on crime reporting was omitted from this instrument. A second interview using the Witness-Caller or Caller Instrument therefore was used whenever possible for a case with the Victim Instrument (Appendix N).
3. Witness-Caller or Caller -- For interviewing persons who were not crime victims but who did call the police to report a crime. It provided the missing reporting data for cases in which the victim did not call (Appendix O).
4. Potential Crime - General Call for Service -- For interviewing persons who called the police to report an incident which was not classified as a crime according to the study's operational definition (Appendix P).

When instruments were complete, a file card was filled out for each citizen interviewed indicating the respondent's name, home address and phone number, business address and phone number, relationship to the crime or incident, and the case number. Also recorded were the date interviewed, type of crime or incident, and the interviewer's comments regarding the demeanor of the respondent. Cards were filed by the respondent's last name and used to indicate how many times a particular citizen had been interviewed.

Completed interviews with corresponding copies of Attachment A's were then submitted to the interviewing supervisor who recorded date of completion, interviewer, and type of crime or incident. A third log was used to record case numbers of crimes and noncrimes listed separately by the interviewer.

Additional data pertinent to crimes and noncrime incidents were collected and recorded on a one-page Injury Follow-up Instrument (Appendix Q). If an injured party was transported to a hospital, the hospital was contacted to determine the citizen's length of stay.

### Quality Control

The interviewing supervisor took every 10th completed interview instrument and reviewed it for omissions and errors. Every 20th instrument turned in by an interviewer was reviewed and the respondent contacted to verify that the interview had been conducted. Information on Attachment A copies was compared with reported data in the social status sections of the interviews for all of the completed interviews. Interviewer's perceptions of data quality were also checked for every interview.

### Reinterviews

After 7 months of follow-up interviews, the interview instrument was revised to include information about how long a suspect was on the scene after the citizen first gained knowledge of the crime. The revision was made to obtain information needed to determine a reliability check of time estimates. The change necessitated reinterviewing victims and witnesses of eligible Part I offenses.

Upon the recommendations of the professional staff at the Rape Treatment Center, St. Luke's Hospital, rape victims were not reinterviewed. Victims and

witnesses were reinterviewed for robbery, aggravated assault, and larcenies in which a victim or a witness was present when the crime occurred.

The reinterview instrument consisted of an introduction and explanation of 13 direct and simple questions about the time interval between the end of the commission of an offense until reported to the police department, 2 questions about the interviewer's impression of the interview, and the number of days elapsed between the occurrence of the crime and the reinterview (Appendix R).

The number of attempts made to contact the respondents by telephone was not limited, however, the number of attempts made by the personal interviewers was limited to two call-backs. A written message was left each time. After the re-interview was completed, it was returned to the interviewing supervisor for logging. A record was kept by case number of completed interviews with an explanation for the failure to obtain a reinterview.

Because of the relatively high degree of household movement in the targeted areas of the city, coupled with 1 to 5 months elapsed time from the original interview, the completion rate for reinterviews was 55.3 percent for victims and 41.9 percent for witnesses (Appendix S).

#### Test Call Survey

Since it was anticipated some citizens might report long delays in the time it took to reach a dispatcher once a number had been dialed, a test call experiment was devised which could independently determine the average length of time required to contact a department dispatcher. The results of the experiment could then be used to evaluate responses from citizens who reported long delays in reaching a department dispatcher.

With the approval of the Southwestern Bell Telephone Company and the police department's Communications Unit commanding officer, test calls were placed nine

times a day from 7 a.m. to 1 a.m., every day of the week, using three telephone numbers.\* Those numbers were the Crime Alert or emergency number which is a direct line to the dispatcher, the police administrative number, and "0" for the Southwestern Bell Telephone Company operator.

The watch change hours between 7 and 8 a.m., 3 and 4 p.m., and 11 p.m. and midnight, were divided into 1-minute intervals and the rest of the time into blocks of three, 1-minute intervals, or 3-minute blocks. Using a table of random numbers, a 3-minute block was first selected and then a minute within the block was selected as the time for a call to be placed. The objective of the sampling procedure was to include every minute within the hours of shift change to be tested since it was assumed that dispatcher delays or mistakes would be more likely to occur during this time.\*\* The 1-minute out of every 3 would be tested in each of the remaining 15 hours.

The only interval which could be measured with the Crime Alert number was the time between when the last digit of the number was dialed and returned to a fixed position and when the dispatcher answered and was ready to take the information to be reported. With the department's administrative operator and the telephone company operator, two additional points in time were recorded: 1) The time when the switchboard or telephone company operator answered, and 2) The time when the complete message requesting police service had been given to the switchboard or telephone company operator.

Using those recorded points in time, four intervals could then be measured:

\*The collection of data on Sundays did not begin until several weeks of data collection had passed.

\*\*It was discovered after the experiment had been concluded that dispatcher watch changes occurred at 7 a.m., 3 p.m., and 11 p.m. These changes coincided with the shift change of beat officers in only one sector of each patrol division.

1. The time from when the caller completed the dial until the police switchboard or telephone company operator answered.
2. The time from when the call was answered until the message was given to the operator.
3. The time from completion of the message until the call was transferred to the dispatcher, and the dispatcher had answered.
4. The total elapsed time from the end of the initial dial until the dispatcher had answered.

Whenever the police department or telephone company operator asked the caller questions after the initial message was given, then a fifth interval was measured from the end of the original message until the additional information had been given.

An additional factor was introduced into the calls to the police switchboard and telephone company operators. The caller would give one of the three messages when the operator answered. They were as follows:

1. I want to report a robbery going on, (get me the police).\*
2. I want to report a burglary, (get me the police).
3. I want to report an illegally parked car, (get me the police).

This was done to see if the severity of the alleged crime made a difference in how fast the operators contacted the police dispatcher.

To insure accurate readings for all four intervals measured, callers used a Cronus 2 battery powered stopwatch with quartz crystal movement and digital display so time could be clocked to the hundredth of a second.

\*The "get me the police" portion of the message was only used when the telephone company operator had been called.

Although the research design was relatively simple, conduction of the test call experiment became a managerial monster. Originally, in-house personnel were used to make the calls. The schedule of making calls from early morning until late at night proved to be both physically tiring and an imposition on the personal lives of the staff. Additionally, part-time staff were later hired to make the calls but similar problems again emerged.\* Finally, an attempt was made to contract the calling to a marketing research firm, however, the firm was also unable to find personnel willing to commit themselves to such an endeavor.

Because of these management problems, the test call experiment was twice temporarily halted. In addition, the authenticity of some of the calls became suspect after it was learned that a person hired to place calls had another person place them. Following this employee's termination, these calls were then verified 100 percent by the tape analysts, and only the calls that could be verified were used in the final analysis. A verification was made of 10 percent of the rest of the sample.

After the exclusion of calls made during the pretest phase of the study as well as the unverified calls, the test call sample totaled 1,432 calls.

#### Data Coding

Coding procedures of data were conducted in three stages. Response times were first converted to 24-hour decimal time, the code numbers were filled in on the instruments, and the codes were then transferred to code sheets.

Because it was impossible to anticipate all of the possible answers a citizen might give to a question on a particular instrument, additional codes were

\*A woman who worked in a nursing home and rarely left her quarters and a male paraplegic confined to a wheelchair in his residence both resigned shortly after being hired and trained to conduct calls.

developed during the coding process.

To control for quality, each of the three stages was performed by a different coder. Each coder would check the accuracy of the previous stage of work before proceeding with the next stage, and each code sheet was checked for accuracy again before being released for keypunching. The keypunching service used a verifier to reduce errors during keypunching. Before the keypunch cards were put into the computer, each card was checked against the specific case instrument to which it corresponded. Any errors found on the cards could then be checked against code sheets used during the keypunching for determining error responsibility. Corrections were made from the instrument data and the cards returned to the keypunching service for repunching. Corrected cards were again checked against the specific case instrument. All cards, having been determined to be correct, were assembled for computer input in creation of data files on magnetic tapes.

#### Time Reconstruction

After an initial computer run, it was discovered that times given for citizen reporting delay intervals often resulted in negative values. A check of these times showed citizens often gave point-in-time estimates in 5-minute intervals while estimating total elapsed times in minute intervals. For example, a citizen might estimate a crime was discovered at 9:35 and was reported to the police at 9:45 but then estimated the elapsed time between discovery and the decision to call the police was about 12 minutes.\*

It was also discovered that citizens sometimes confused the length of time

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\*A distinction was made between "point time" estimates and "interval" estimates. Point times refer to specific time placements, e.g., 10:30, 2:15, etc., while interval estimates refer to periods of elapsed time, e.g., 10 minutes, 20 minutes, etc.



they were aware of a suspect with the length of time it took for the suspect to commit a crime. For example, a witness might see a shoplifting suspect pick something up and conceal it. They would watch the suspect walk around the store for about 20 minutes before the suspect walked past a cash register and out of the store. When the witness was asked how much time had elapsed during the commission of the crime, they would say 20 minutes, instead of the few seconds it actually took for the shoplifter to walk past a cash register and the shoplift to legally occur.

Inconsistencies also arose when a victim provided time estimates of when a crime occurred, but someone else called the police. Time estimates reported by victims and callers sometimes overlapped. Also when police calls were made by a private alarm service, it was not known exactly how long after the alarm went off that the alarm service company made the call to the police.

Comparisons of perceived and actual times gave an indication of the accuracy of citizens' perceptions and whether there was a tendency to over or under estimate elapsed time. Using Part I crime data only (N = 784), a Pearson r correlation of .14 was computed between perceived and actual time intervals from when a citizen made initial contact with the police dispatcher and when the field officer arrived at the scene. Although this figure is statistically significant, it is essentially trivial and suggests that citizen perceptions of times cannot be considered reliable.

To resolve the inconsistencies, analysts went through all of the packets containing Part I crime instruments. Using the various time intervals recorded from victims, witnesses, police officer offense reports, and Communications Unit tapes, logical time intervals were pieced together and coded on a supplementary

instrument. The supplement was coded to indicate possible biases such as what sources were used to reconstruct the time intervals, whether the intervals were reconstructed from minimum or maximum estimates of time, or whether the reconstructed interval was subjectively arrived at to account for obvious respondent confusion resulting from survey questions.

The first instrument was used as a pretest and showed that while some citizens noted times in similar ways, analysts coded these time notations differently. A final instrument, referred to as Supplement III (Appendix T), was developed. Criteria were established for coding those citizen notations of time, now known to have occurred repeatedly. This instrument was also coded for possible biases.

When coding Supplement III, two rules were used:

1. If two or more time estimates are available for an interval, the most frequent value (mode), if reasonable, should be selected, unless there is explicit justification for using an alternative time in the data source.
2. The minimum estimate of a time interval is to be selected if no other values occur more frequently, and there is no reasonable justification, based upon available information, for a longer estimate.

#### Project Quality Control

A separate quality control component was developed to provide accountability for project data and to insure the quality of data collected. This component functioned independently of the quality control checks included in each of the collection components. The logs kept by the quality controller for each collection component were used as cross-references and proved invaluable in solving

computer entry and analysis problems with specific cases.

All data collected on a particular case was handled by the quality control clerk who filed completed collection instruments in numbered case jackets. Pre-numbered Attachment A's were received directly from the field observers. Each Attachment A was logged by date of receipt and observer identification number and checked for errors and omissions. Separate logs were kept for crime and noncrime cases, although both used the same format. In May 1975, the third month of data collection, a separate daily log was designed to record total numbers of crime and noncrime Attachment A's received daily by the quality controller. This log also recorded how many of the noncrimes were sampled for follow-up and, of these, how many were noncrime emergencies.

Original Attachment A's were filed in corresponding numbered case folders. Copies of all crime Attachment A's and noncrime Attachment A's involving injuries, and other emergencies were given to the tape analyst and interviewing supervisor for follow-up. From the remaining noncrime Attachment A's, a sample was drawn and copies distributed for tape analysis and follow-up interviews. While non-crime calls occurred with more frequency than the Part I or Part II crime calls, it was desired to have a sample size similar to the two crime categories.

During data collection, both the noncrime sampling procedures and percentages were altered. From March 1, 1975, to March 26, 1975, all of the observed noncrimes were transmitted for follow-up. On March 27, a 50-percent sampling procedure was initiated. Attachment A's received in one day and eligible for sampling were arranged numerically by case number. Every other Attachment A was designated for follow-up, beginning with the first Attachment A on odd numbered days and the second Attachment A on even numbered days. This procedure

was revised on April 2, 1975, so that Attachment A's were subsequently ordered by date and time of occurrence, and every other one was selected for follow-up on a continuous basis (e.g., if the last Attachment A on the previous day was selected for follow-up, sampling would begin with the second Attachment A). Sampling was decreased to 25 percent May 1, 1975, in an effort to maintain the interviewing workload at a manageable level. The workload leveled off, and on July 14, 1975, sampling was increased to 50 percent and on Sept. 25, 1975, it was returned to 100 percent for noncrimes.

All field instruments were periodically delivered to the quality controller by the field supervisor who had completed a 100-percent review of the instruments. Another random check for completeness and accuracy was conducted by the quality controller. Noncrime short forms were filed by type of dispatched call without further handling, and date of receipt for crime and noncrime survey forms were filed in the appropriately numbered folders with corresponding Attachment A's.

When tape analysis, citizen interview, and injury follow-up instruments were completed, they were given to the quality controller who randomly checked for errors and omissions and conducted phone verifications of 5 percent of the telephone interviews. Each instrument was logged in by the date it was received in the Quality Control Unit, and interviews were also logged in by the respondent classification. The instruments were added to the numbered case files. As case packets were completed, and all required instruments filed, they were checked out to the coding unit. After coding, the packets were filed numerically in inactive storage cabinets.

Copies of the official police department offense reports were obtained for all crime cases and filed in the corresponding case packets. They were used to

verify the classification of the crime as listed in the Field Crime Survey Instrument and to assist the interviewers in locating eligible respondents. The only information coded from offense reports was time data occasionally used during time reconstruction.

If supplemental information, gathered through tape analysis of follow-up contact with victims or witnesses, indicated that a case did not meet study criteria, the case was declared void. Cases for which interviews could not be obtained or tape analysis could not be completed were designated incomplete. Void and incomplete cases were recorded as such in the crime and noncrime logs. Incomplete cases were coded, but void cases were not. Following second and third verification, both were filed in inactive storage cabinets separate from completed cases.

Two additional logs were kept by the quality controller. Problems encountered with Attachment A's or any of the data collection instruments were recorded in the problem log. When an error was discovered, the instrument was returned to the appropriate data collection component supervisor who explained and corrected the error and then returned the instrument to the quality control clerk. The case status log indicated whether each case was complete, incomplete, or void, which facilitated current counts of the sample size throughout data collection.

## APPENDICES

# APPENDIX A

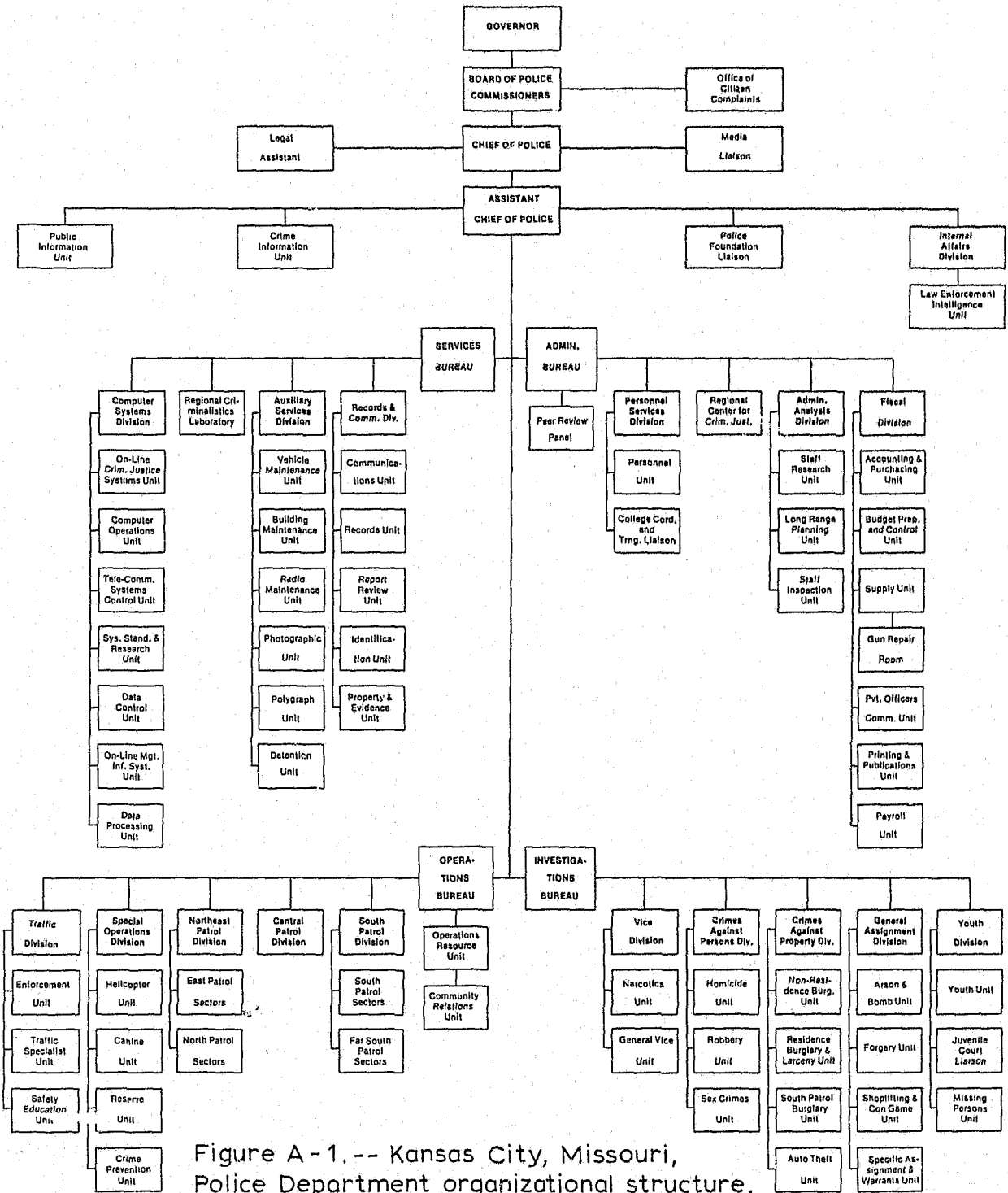


Figure A - 1. -- Kansas City, Missouri, Police Department organizational structure.

APPENDIX B

ROBBERY AND ASSAULT  
DATA FOR 1974 and 1975  
RANK ORDERED

BEAT	RANK ORDER		FREQUENCY		BEAT	RANK ORDER		FREQUENCY	
	1974	1975	1974	1975		1974	1975	1974	1975
3222	1	2	123	109	2213	26	29	54	50
3123	2	1	108	115	3143	26	14.5	54	70
3151	3	3	103	107	3333	26	20.5	54	61
3152	4.5	6.5	98	86	3114	28	34.5	51	46
3213	4.5	4	98	105	1144	29.5	65.5	50	34
3232	6	17.5	83	64	3352	29.5	19	50	63
3231	7	5	81	95	2214	31.5	63	48	35
3154	8	6.5	80	86	3211	31.5	25.5	48	54
3113	9	17.5	74	64	2222	33.5	49	47	40
3142	10	59	73	84	3121	33.5	41	47	44
3144	12	8	72	84	1213	35	24	45	55
3153	12	13	72	72	2353	36	55	44	37
3351	12	22.5	72	58	1143	38	38.5	43	45
2123	14	34.5	67	46	1333	38	94	43	23
3235	15	27	66	52	3233	38	12	43	73
3122	16.5	31	65	47	3212	40.5	44	42	43
3214	16.5	9	65	83	3354	40.5	59	42	36
3134	18	16	64	68	2151	43	25.5	41	54
3223	19	11	63	75	2215	43	108.5	41	19
3131	20	28	60	51	2223	43	41	41	44
2113	21.5	51	58	39	3225	45	34.5	40	46
3343	21.5	20.5	58	61	3334	46	98.5	39	22
3353	23	10	57	77	2233	47	44	38	43
3215	24	14.5	55	70	1151	48.5	34.5	37	46



BEAT	RANK ORDER		FREQUENCY		BEAT	RANK ORDER		FREQUENCY	
	1974	1975	1974	1975		1974	1975	1974	1975
2153	48.5	70	37	32	2351	52	74.5	36	31
1123	52	34.5	36	46	3342	52	44	36	43
1134	52	55	36	37	1231	55.5	74.5	35	31
2122	52	115.5	36	18	2231	55.5	22.5	35	58

NONTARGET BEATS

BEAT	RANK ORDER		FREQUENCY		BEAT	RANK ORDER		FREQUENCY	
	1974	1975	1974	1975		1974	1975	1974	1975
3111	57	47	33	42	2333	70.5	154	30	10
1343	60	59	32	36	3133	70.5	34.5	30	46
2152	60	55	32	37	1132	77	51	29	39
2154	60	38.5	32	45	2232	77	63	29	35
2211	60	115.5	32	18	2352	77	30	29	48
3335	60	51	32	39	2354	77	123	29	16
3141	65.5	65.5	31	34	3132	77	94	29	23
1152	65.5	59	31	36	3224	77	67.5	29	33
2124	65.5	101.5	31	21	3234	77	70	29	32
2143	65.5	63	31	35	3332	77	79.5	29	30
2235	65.5	90.5	31	24	3344	77	59	29	36
2341	65.5	108.5	31	19	2141	83	133	28	14
1142	70.5	47	30	42	3221	83	108.5	28	19
2131	70.5	86.5	30	27	3341	83	74.5	28	31

BEAT	RANK ORDER		FREQUENCY		BEAT	RANK ORDER		FREQUENCY	
	1974	1975	1974	1975		1974	1975	1974	1975
1225	136.5	123	12	16	1342	160	123	8	16
1244	136.5	150	12	11	2251	160	172.5	8	6
2224	136.5	146	12	12	3313	160	194.5	8	2
2344	136.5	108.5	12	19	3314	160	161	8	9
1323	141	138.5	11	13	2221	164.5	129	7	15
1355	141	146	11	12	3311	164.5	166.5	7	8
2323	141	176	11	5	1251	167.5	154	6	10
2355	141	161	11	9	2241	167.5	161	6	9
3331	141	94	11	23	2314	167.5	186.5	6	3
1234	145	108.5	10	19	3322	167.5	186.5	6	3
2132	145	115.5	10	18	1221	172	161	5	9
3244	145	118.5	10	17	2244	172	194.5	5	2
1124	151.5	146	9	12	2324	172	209.5	5	0
1212	151.5	108.5	9	19	2335	172	138.5	5	13
1233	151.5	115.5	9	18	3324	172	180	5	4
1331	151.5	108.5	9	19	1241	177.5	161	4	9
2112	151.5	180	9	4	1252	177.5	194.5	4	2
2225	151.5	108.5	9	19	1253	177.5	161	4	9
2331	151.5	146	9	12	1254	177.5	180	4	4
3243	151.5	154	9	10	2253	177.5	169.5	4	7
3251	151.5	166.5	9	8	3321	177.5	201.5	4	1
3253	151.5	123	9	16	1314	184	176	3	5
1224	160	161	8	9	1324	184	186.5	3	3
1242	160	146	8	12	2242	184	176	3	5
1315	160	166.5	8	8	2243	184	194.5	3	2

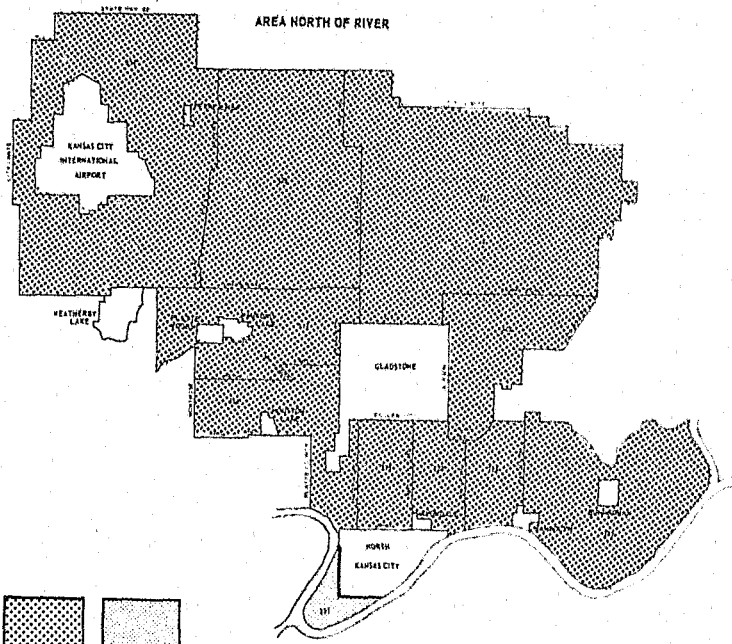
BEAT	RANK ORDER		FREQUENCY		BEAT	RANK ORDER		FREQUENCY	
	1974	1975	1974	1975		1974	1975	1974	1975
1335	85	129	27	15	2234	109	166.5	20	8
1113	89	79.5	26	30	1211	111.5	85	19	28
1154	89	67.5	26	33	2212	111.5	133	19	14
1214	89	74.5	26	31	1235	114	154	18	10
1353	89	70	26	32	2332	114	154	18	10
2144	89	41	26	44	2342	114	90.5	18	24
2343	89	74.5	26	31	1111	118	79.5	17	30
3345	89	47	26	42	1121	118	118.5	17	17
1122	95	123	25	16	1232	118	123	17	16
1222	95	86.5	25	27	1354	118	83	17	29
2114	95	101.5	25	21	2345	118	129	17	15
2142	95	74.5	25	31	1112	122.5	146	16	12
3241	95	98.5	25	22	2111	122.5	123	16	16
1141	99.5	154	24	10	3112	122.5	88	16	26
1153	99.5	94	24	23	3355	122.5	129	16	15
1351	99.5	79.5	24	30	1332	125	138.5	15	13
3124	99.5	89	24	25	1334	128.5	138.5	14	13
2121	102	53	23	38	1341	128.5	169.5	14	7
1114	104.5	108.5	22	19	1344	128.5	138.5	14	13
1131	104.5	94	22	23	1352	128.5	83	14	29
1133	104.5	98.5	22	22	2133	128.5	138.5	14	13
2134	104.5	98.5	22	22	3323	128.5	129	14	15
1223	107	138.5	21	13	2334	133	138.5	13	13
1215	109	103	20	20	3242	133	108.5	13	19
1345	109	83	20	29	3315	133	133	13	14

BEAT	RANK ORDER		FREQUENCY		BEAT	RANK ORDER		FREQUENCY	
	1974	1975	1974	1975		1974	1975	1974	1975
2245	184	201.5	3	1	2313	198	186.5	1	3
2311	184	172.5	3	6	2315	198	146	1	12
3254	184	172.5	3	6	3252	198	154	1	10
1312	191	201.5	2	1	3312	198	194.5	1	2
2252	191	186.5	2	3	1311	206.5	194.5	0	2
2254	191	186.5	2	3	1321	206.5	194.5	0	2
2321	191	201.5	2	1	1322	206.5	209.5	0	0
2325	191	180	2	4	1325	206.5	209.5	0	0
3245	191	172.5	2	6	2312	206.5	194.5	0	2
3325	191	180	2	4	2322	206.5	201.5	0	1
1243	198	186.5	1	3	2327	206.5	209.5	0	0
1245	198	209.5	1	0	3227	206.5	209.5	0	0
1313	198	186.5	1	3					

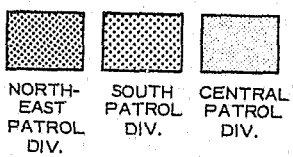
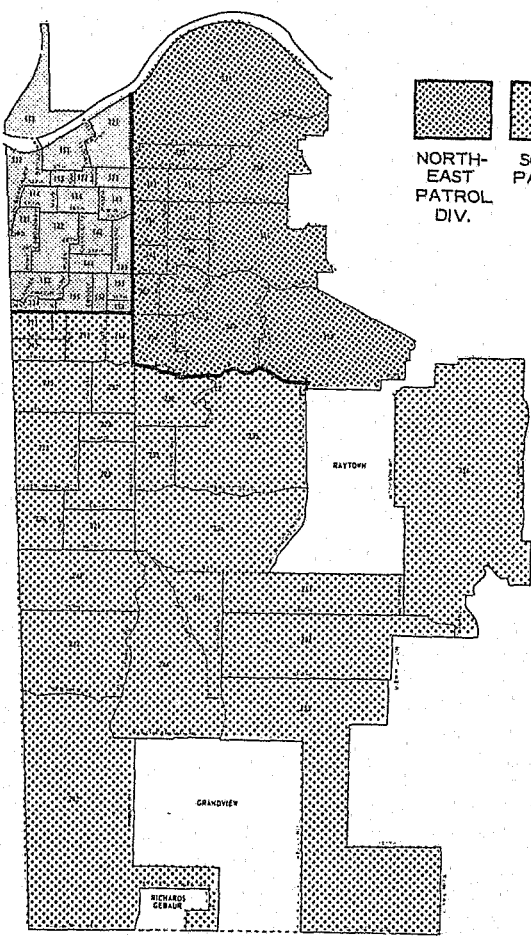
ALL BEAT WATCHES  $r = 0.93$

UPPER 27 PERCENTILE  $r = 0.81$

# APPENDIX C



PATROL AREAS  
KANSAS CITY MISSOURI POLICE DEPARTMENT  
AREA SOUTH OF RIVER



## KANSAS CITY, MISSOURI

### Central Patrol Division

Division Commander -	R-130
Asst. Div. Commander, 1st Watch -	R-101
Asst. Div. Commander, 2nd Watch -	R-102
Asst. Div. Commander, 3rd Watch -	R-103

Sector 1 -	110-111-112-113-114-119
Sector 2 -	120-121-122-123-124
Sector 3 -	130-131-132-133-134-139
Sector 4 -	140-141-142-143-144-149
Sector 5 -	150-151-152-153-154-159

### South Patrol Division

Division Commander -	R-200
Asst. Div. Commander, 1st Watch -	R-201
Asst. Div. Commander, 2nd Watch -	R-202
Asst. Div. Commander, 3rd Watch -	R-203

Sector 1 -	210-211-212-213-214-219
Sector 2 -	220-221-222-223-224-229
Sector 3 -	230-231-232-233-234-239
Sector 4 -	240-241-242-243-244-249
Sector 5 -	250-251-252-253-254

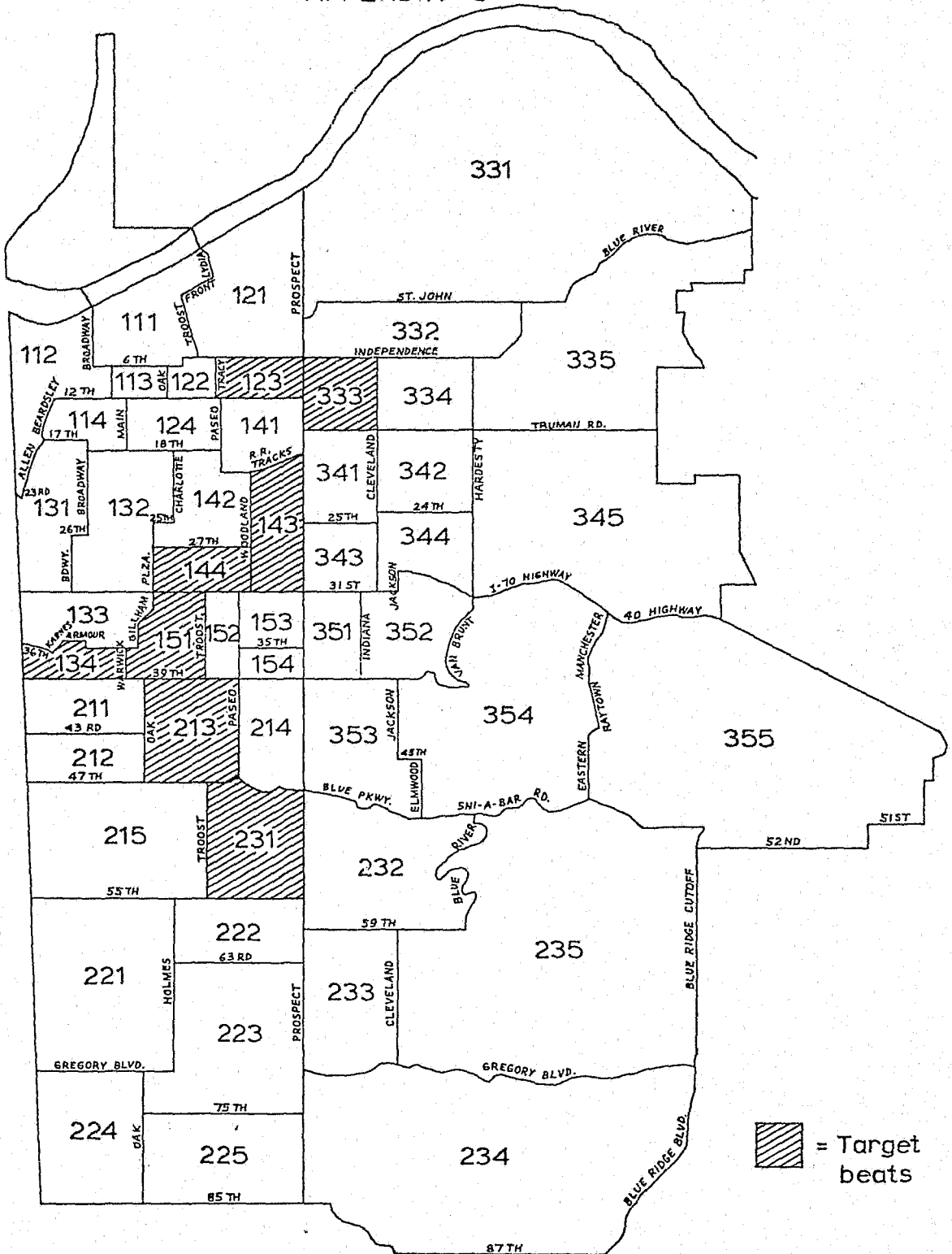
### Northeast Patrol Division

Division Commander -	R-300
Asst. Div. Commander, 1st Watch -	R-301
Asst. Div. Commander, 2nd Watch -	R-302
Asst. Div. Commander, 3rd Watch -	R-303

Sector 1 -	310-311-312-313-314-315
Sector 2 -	320-321-322-323-324-325
Sector 3 -	330-331-332-333-334-335-339
Sector 4 -	340-341-342-343-344-345-349
Sector 5 -	350-351-352-353-354-355-359

Figure C-1.-- City map.

APPENDIX C




 = Target beats

Figure C - 2 -- Target beats in the first watch (11 p.m. - 7 a.m.).

# APPENDIX C

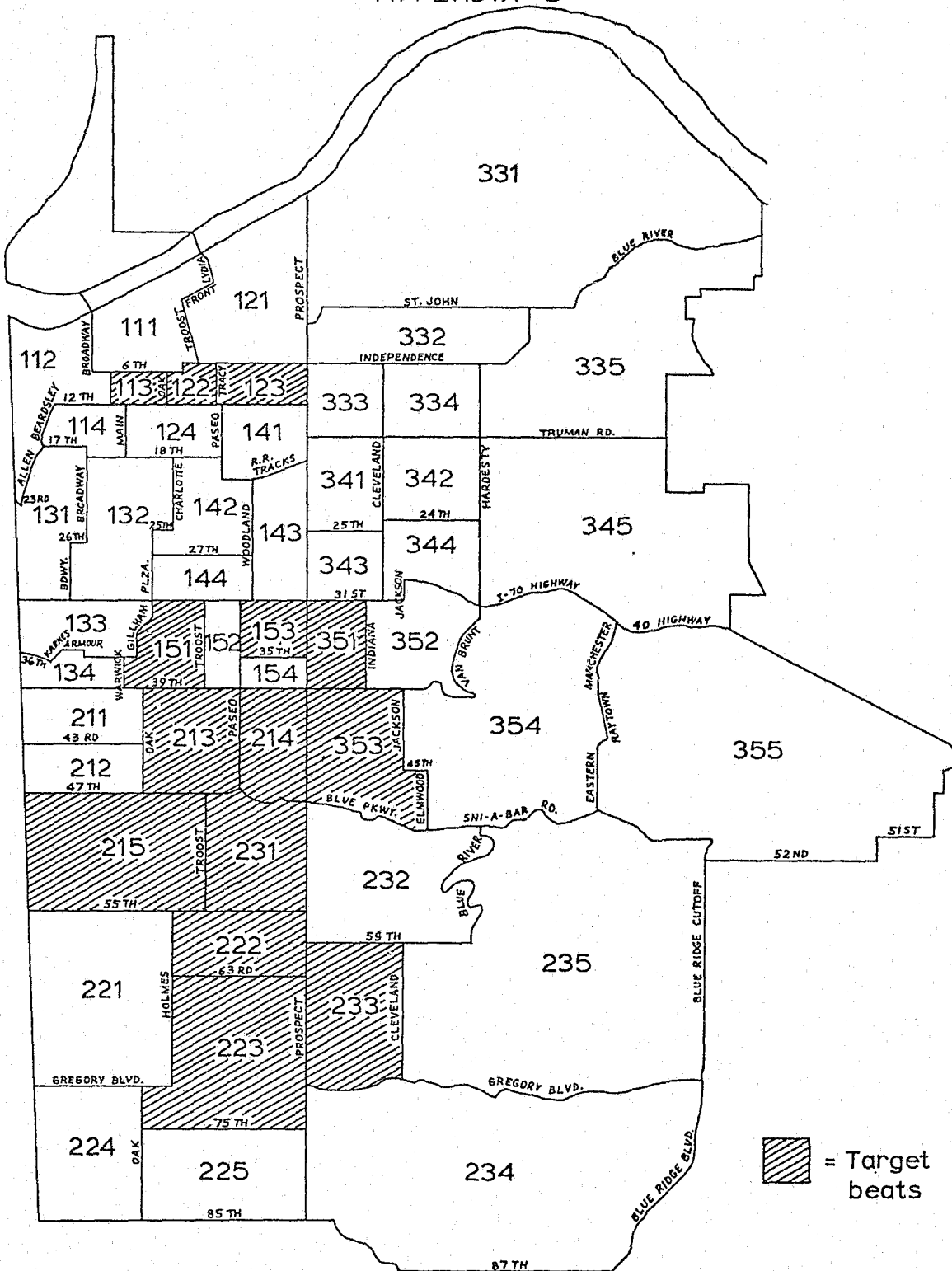


Figure C-3.-- Target beats in the second watch (7 a.m.- 3 p.m.).

APPENDIX C

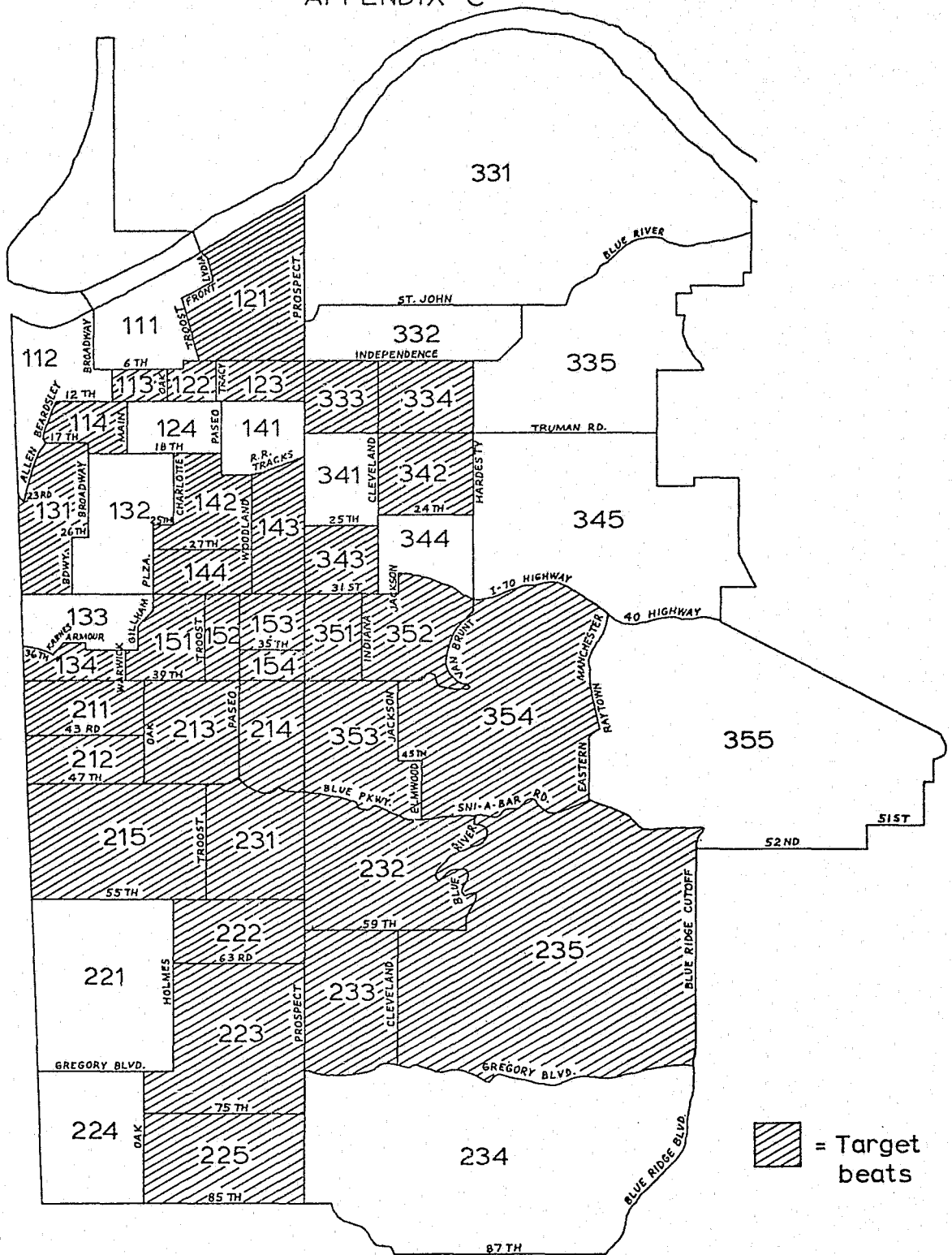


Figure C - 4. -- Target beats in the third watch (3 p.m.-11 p.m.).



Table D-1.-- Field observer deployment matrix.

Week	1144	1213	2123	2214	3222	3151	3351	3232
1	5	6	7	8	9	10	3	4
8	6	7	8	9	10	3	4	5
15	7	8	9	10	3	4	5	6
22	8	9	10	3	4	5	6	7
29	9	10	3	4	5	6	7	8
36	10	3	4	5	6	7	8	9

KEY:

WEEK OF DATA COLLECTION PERIOD, 1 THROUGH 42

BEAT - WATCH NUMERALS

1ST DIGIT - WATCH #1 = 11p.m. to 7a.m.  
 #2 = 7a.m. to 3p.m.  
 #3 = 3p.m. to 11p.m.

2ND DIGIT - DIVISION #1 = Central Patrol  
 #2 = South Patrol  
 #3 = Northeast Patrol

3RD DIGIT - SECTOR #'s

4TH DIGIT - CAR #'s

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Week	1333	2113	2213	3123	3152	3231	3343	3214
2	6	7	8	9	10	3	4	5
9	7	8	9	10	3	4	5	6
16	8	9	10	3	4	5	6	7
23	9	10	3	4	5	6	7	8
30	10	3	4	5	6	7	8	9
37	3	4	5	6	7	8	9	10

Week	1143	2222	2151	3213	3154	3353	3113	3142
3	7	8	9	10	3	4	5	6
10	8	9	10	3	4	5	6	7
17	9	10	3	4	5	6	7	8
24	10	3	4	5	6	7	8	9
31	3	4	5	6	7	8	9	10
38	4	5	6	7	8	9	10	3

APPENDIX D

Table D-1. -- Field observer deployment matrix(continued).

Week	1123	2353	2215	3144	3235	3333	3153	3223
4	8	9	10	3	4	5	6	7
11	9	10	3	4	5	6	7	8
18	10	3	4	5	6	7	8	9
25	3	4	5	6	7	8	9	10
32	4	5	6	7	8	9	10	3
39	5	6	7	8	9	10	3	4

Week	1134	2124	2223	3122	3215	3352	3134	3114
5	9	10	3	4	5	6	7	8
12	10	3	4	5	6	7	8	9
19	3	4	5	6	7	8	9	10
26	4	5	6	7	8	9	10	3
33	5	6	7	8	9	10	3	4
40	6	7	8	9	10	3	4	5

Week	1151	2233	2153	3131	3211	3354	3143	3212
6	10	3	4	5	6	7	8	9
13	3	4	5	6	7	8	9	10
20	4	5	6	7	8	9	10	3
27	5	6	7	8	9	10	3	4
34	6	7	8	9	10	3	4	5
41	7	8	9	10	3	4	5	6

Week	1231	2351	2231	3121	3233	3334	3225	3342
7	3	4	5	6	7	8	9	10
14	4	5	6	7	8	9	10	3
21	5	6	7	8	9	10	3	4
28	6	7	8	9	10	3	4	5
35	7	8	9	10	3	4	5	6
42	8	9	10	3	4	5	6	7

EXPECTED AND ACTUAL OBSERVATIONAL TOURS RIDDEN  
BY OBSERVER AND BEAT-WATCH

OBSERVER	BEAT-WATCH	1123		1134		1143		1144		1151		1213		1231		1333		2113		2123		2124				
		E	A	E	A	E	A	E	A	E	A	E	A	E	A	E	A	E	A	E	A	E	A			
OBSERVER	2	4	6	0	0	4	6	0	8	0	3	0	6	0	2	0	9	4	3	4	6	0	3			
	3	4	4	4	4	4	2	0	1	4	3	4	3	4	4	4	4	4	4	4	4	4	4			
	4	0	0	4	4	0	1	0	0	4	2	0	0	4	2	0	0	0	0	0	0	1	4	0		
	5	4	3	4	4	0	0	4	4	4	3	0	0	4	4	0	0	0	0	0	0	0	0	4	6	
	6	0	0	4	4	0	0	4	3	4	4	4	4	4	4	4	4	4	0	0	0	0	0	4	5	
	7	0	0	0	0	4	4	4	3	4	0	4	3	4	4	4	4	4	4	4	4	4	4	4	0	
	8	4	4	0	0	4	4	4	3	0	2	4	3	4	4	4	1	4	5	4	3	4	3	0	1	
	9	4	5	4	4	4	4	4	2	0	2	4	3	0	0	4	1	4	4	4	4	4	4	4	0	0
	10	4	2	4	4	4	4	4	3	4	5	4	3	0	0	4	1	4	4	4	4	4	4	4	4	5
	TOTALS		24	24	24	24	24	25 <sup>+1</sup>	24	27 <sup>+3</sup>	24	24	24	25 <sup>+1</sup>	24	24	24	24	24	24	24	24	24	25 <sup>+1</sup>	24	25 <sup>+1</sup>

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TABLE D-2

OBSERVER	BEAT-WATCH	2151		2153		2213		2214		2215		2222		2223		2231		2233		2351		2353			
		E	A	E	A	E	A	E	A	E	A	E	A	E	A	E	A	E	A	E	A	E	A		
OBSERVER	2	0	1	0	2	0	2	0	3	0	1	0	2	0	3	0	0	0	2	0	0	0	0	2	
	3	4	4	0	1	4	4	4	4	4	4	4	4	4	4	0	0	4	4	0	0	4	3		
	4	4	4	4	4	4	4	4	4	4	6	4	1	4	0	0	0	4	3	4	4	4	4	4	
	5	4	4	4	3	4	3	4	4	4	5	4	4	4	4	4	4	4	4	4	4	4	4	4	
	6	4	4	4	4	0	0	0	0	4	4	0	0	4	5	4	4	4	4	4	3	4	4	4	3
	7	0	0	4	2	0	0	0	0	4	0	0	0	4	3	4	4	4	4	4	4	4	4	0	0
	8	0	0	4	4	4	4	4	4	0	0	4	5	4	5	4	4	4	4	4	4	4	4	0	0
	9	4	4	4	5	4	4	4	3	0	0	4	4	0	0	4	4	0	0	4	4	4	4	4	4
	10	4	4	0	1	4	4	4	4	4	4	4	4	0	0	4	4	0	0	0	0	0	0	4	4
	TOTALS		24	25 <sup>+1</sup>	24	26 <sup>+2</sup>	24	25 <sup>+1</sup>	24	25 <sup>+1</sup>	24	24	24	24	24	24	24	24	24	24	24	24	24	24	24

E -- Expected number of tours to be ridden  
A -- Actual number of tours ridden

EXPECTED AND ACTUAL OBSERVATIONAL TOURS RIDDEN  
BY OBSERVER AND BEAT-WATCH

OBSERVER	BEAT-WATCH	3113	3114	3121	3122	3123	3131	3134	3142	3143	3144	3151
		E A	E A	E A	E A	E A	E A	E A	E A	E A	E A	E A
OBSERVER	2	0 2	4 5	0 0	0 0	0 1	0 2	4 4	0 0	4 6	0 2	0 3
	3	0 0	4 4	4 4	0 0	4 4	0 0	4 4	0 0	4 3	4 4	4 3
	4	0 0	0 0	0 0	4 4	4 4	0 0	0 0	4 4	0 0	4 4	4 4
	5	4 4	4 4	0 0	4 4	4 4	4 4	0 0	0 0	4 4	4 3	4 4
	6	4 2	0 0	4 4	4 4	4 3	4 3	0 0	4 4	0 0	4 4	4 4
	7	4 3	0 0	4 4	4 4	0 0	4 4	4 4	4 4	0 0	4 4	4 4
	8	4 4	4 4	4 4	4 4	0 0	4 3	4 4	4 4	4 4	4 3	0 0
	9	4 4	4 3	4 4	4 4	4 4	4 4	4 4	4 4	4 3	0 0	0 0
	10	4 5	4 4	4 4	0 0	4 4	4 4	4 4	4 4	4 4	0 0	4 4
	TOTALS	24 24	24 24	24 24	24 24	24 24	24 24	24 24	24 24	24 24	24 24	24 24

+14

OBSERVER	BEAT-WATCH	3152	3153	3154	3211	3212	3213	3214	3215	3222	3223	3225
		E A	E A	E A	E A	E A	E A	E A	E A	E A	E A	E A
OBSERVER	2	0 2	0 2	0 0	0 3	0 0	0 0	0 2	0 0	0 3	4 6	0 3
	3	4 4	4 3	4 5	4 4	4 4	4 4	0 0	0 0	4 4	4 4	4 4
	4	4 4	0 0	4 4	0 0	4 4	4 4	0 0	0 0	4 3	0 0	4 2
	5	4 4	0 0	4 5	0 0	4 4	4 4	4 4	4 4	4 5	0 0	4 4
	6	4 4	4 4	4 4	4 4	4 4	4 4	4 3	4 4	4 4	0 0	4 4
	7	4 3	4 4	4 2	4 2	0 0	4 3	4 4	4 4	0 0	4 4	0 0
	8	0 0	4 3	4 4	4 4	0 0	0 0	4 4	4 4	0 0	4 3	0 0
	9	0 0	4 4	0 0	4 3	4 4	0 0	4 4	4 4	4 4	4 3	4 4
	10	4 4	4 4	0 0	4 4	4 4	4 5	4 3	4 4	4 3	4 4	4 3
	TOTALS	24 25 <sup>+1</sup>	24 24	24 24	24 24	24 24	24 24	24 24	24 24	24 24	24 25 <sup>+1</sup>	24 24

TABLE D-2

EXPECTED AND ACTUAL OBSERVATIONAL TOURS RIDDEN  
BY OBSERVER AND BEAT-WATCH

OBSERVER	BEAT-WATCH	3231	3232	3233	3235	3333	3334	3342	3343	3351	3352	3353
		E A	E A	E A	E A	E A	E A	E A	E A	E A	E A	E A
115	2	0 2	0 3	4 4	0 4	0 2	4 4	0 3	0 3	0 3	0 0	0 1
	3	4 4	0 0	4 4	0 1	0 0	4 4	4 4	0 0	4 4	4 4	0 0
	4	4 3	4 4	0 0	4 4	0 0	0 0	4 3	4 4	4 3	0 0	4 4
	5	4 3	4 3	0 0	4 1	4 4	4 4	4 5	4 4	4 4	0 0	4 4
	6	4 4	4 4	0 0	4 3	4 4	0 0	4 4	4 4	4 4	4 4	4 4
	7	4 3	4 4	4 4	4 4	4 3	0 0	4 0	4 2	4 4	4 4	4 3
	8	4 4	4 4	4 4	4 4	4 4	4 4	0 0	4 4	4 4	4 4	4 4
	9	0 1	4 4	4 4	4 3	4 4	4 4	0 0	4 3	0 0	4 4	4 4
	10	0 0	0 0	4 4	0 0	4 3	4 4	4 5	0 0	0 0	4 4	0 1
	TOTALS	24 24	24 25 <sup>+1</sup>	24 24	24 24	24 24	24 24	24 25 <sup>+1</sup>	24 24	24 25 <sup>+1</sup>	24 24	24 25 <sup>+1</sup>

OBSERVER	BEAT-WATCH	3354									
		E A									
115	2	4 6				Expected	Actual				
	3	4 4				1344	1363 = +19		12 - Tape - re-ride		
	4	0 0							7 - Schedule Error		
	5	0 0							19		
	6	0 0									
	7	4 4									
	8	4 3									
	9	4 4									
	10	4 3									
	TOTALS	24 24									

TABLE D-2

TABLE D-3

## OBSERVATIONAL TOURS BY DAY OF WEEK

DAY	EXPECTED	ACTUAL	
Sunday	108	110	+2
Monday	186	189	+3
Tuesday	162	165	+3
Wednesday	108	111	+3
Thursday	210	211	+1
Friday	300	302	+2
Saturday	270	275	+5
	<u>1,344</u>	<u>1,363</u>	<u>+19</u>

TABLE D-4

DOCUMENTATION OF BEAT-WATCH OBSERVATIONAL TOURS  
INDICATING DEPARTURE FROM ORIGINAL MATRIX

BEAT-WATCH	E	A	E/A	RE-SCHED.	SICK	VAC	PRS	HOL	OTH	TAPE RERIDE	OVER RIDE	DIFF CAR
1123	24	24					1	2				1121
1134	24	24										
1143	24	25	+1			3	1				1	1142
1144	24	27	+3		2		2		5	3		1142
1151	24	24			5			2	5			1152
1213	24	25	+1		1				5	1		
1231	24	24			1		1					
1333	24	24			1	9		1				1331-2
2113	24	24			2			1				
2123	24	25	+1	1						1		2121
2124	24	25	+1		4				4		1	2123
2151	24	25	+1							1		
2153	24	26	+2		1			2			2	
2213	24	25	+1					1			1	
2214	24	25	+1	1						1		
2215	24	24					1	2	3			2213
2222	24	24					2		1			
2223	24	24			1	3						
2231	24	24										2235
2233	24	24						2				
2351	24	24					1					
2353	24	24						2				2351
3113	24	24			1	2						
3114	24	24					1					
3121	24	24										
3122	24	24										
3123	24	24						1				3121
3131	24	24					1	2				
3134	24	24										

E -- Expected number of tours to be ridden

A -- Actual number of tours ridden

Resched. -- Number of tours rescheduled

Sick, VAC (vacation), PRS (personal), HOL (holiday, OTH (other) --

The number of tours ridden the same watch and same day of the week but on another week because the scheduled observer was off during the tour for one of those reasons

TABLE D-4

DOCUMENTATION OF BEAT-WATCH OBSERVATIONAL TOURS  
INDICATING DEPARTURE FROM ORIGINAL MATRIX

BEAT - WATCH	E	A	E/A	RE- SCHED.	SICK	VAC	PRS	HOL	OTH	TAPE RERIDE	OVER RIDE	DIFF CAR
3142	24	24										3143-4
3143	24	24						2				
3144	24	24						2				3143
3151	24	25	+1	1						1		
3152	24	25	+1					1			1	3151-4
3153	24	24						2				
3154	24	24			2							
3211	24	24				1		2				3213
3212	24	24										
3213	24	24					1					
3214	24	24				1		1				
3215	24	24					1					
3222	24	25	+1	1	1					1		
3223	24	24			1		1	2				
3225	24	24					1	2				3224
3231	24	24			1		2	1				
3232	24	25	+1	1						1		
3233	24	24										
3235	24	24				3		2				
3333	24	24						2				3334
3334	24	24										3332-5
3342	24	25	+1		1				4		1	
3343	24	24				2		1				3344
3351	24	25	+1	1						1		
3352	24	24										
3353	24	25	+1		1		2			1		3351-2
3354	24	24						2				3353
TOTALS	1344	1363	+19	6	25	24	18	42	27	12	7	



APPENDIX E  
 RESPONSE TIME ANALYSIS  
 Kansas City, Mo., Police Department

To: Officer \_\_\_\_\_ Division \_\_\_\_\_ Watch \_\_\_\_\_ Beat \_\_\_\_\_

On \_\_\_\_\_, 1974, candidate \_\_\_\_\_ will ride as an observer for your evaluation and consideration. Your participation in the selection process is vitally important to the success of the project. Please base your assessments on your evaluative judgment and your actual observation since the candidate has no duties or responsibilities during this testing period.

Circle the dot that represents your sincere opinion.

- |  | LOW   | MEDIUM | HIGH  |
|--|-------|--------|-------|
| <b>A. SUPERVISION</b>  |       |        |       |
| 1. Applicant's obedience or compliance to your directions?                 | . . . | . . .  | . . . |
| 2. To what degree would applicant comply with orders from any officer?     | . . . | . . .  | . . . |
| <b>B. COMPATIBILITY</b>  |       |        |       |
| 1. You would consider applicant's sense of humor as:                       | . . . | . . .  | . . . |
| 2. You would consider the friendliness of applicant as:                    | . . . | . . .  | . . . |
| 3. Applicant's desire to carry on a conversation?                          | . . . | . . .  | . . . |
| 4. Applicant's general opinion of law enforcement or of police officers?   | . . . | . . .  | . . . |
| <b>C. COURAGE</b>  |       |        |       |
| 1. Applicant's ability to function despite violent crime scene conditions? | . . . | . . .  | . . . |
| 2. Applicant's ability to control fear during a high speed chase?          | . . . | . . .  | . . . |
| 3. To what degree would you assess the applicant's courage?                | . . . | . . .  | . . . |

RESPONSE TIME ANALYSIS  
 Kansas City, Mo., Police Department

D. JOB INTEREST	LOW	MEDIUM	HIGH
1. Applicant's interest in police duties? . . .	. . .	. . .	. . .
2. Applicant's interest in Department regulations and policies? . . .	. . .	. . .	. . .
3. Applicant's interest in the Response Time Analysis Program? . . .	. . .	. . .	. . .
4. Applicant's interest in police incidents you've handled or heard of? . . .	. . .	. . .	. . .

E. INCONSPICUOUSNESS ON CALLS

1. Applicant's ability to remain close to you yet not attract attention? . . .	. . .	. . .	. . .
2. Ability to play a non-verbal role of an interested recruit or detective? . . .	. . .	. . .	. . .
3. To what degree would you consider the applicant's dress as "conservative"? . . .	. . .	. . .	. . .

F. ON CALL INFORMATION

1. Citizens requested information on the applicant \_\_\_\_\_ times.
2. It was necessary to partially reveal the applicant's purpose on \_\_\_\_\_ calls.
3. It was necessary to fully reveal the applicant's purpose on \_\_\_\_\_ calls.
4. Citizens objected to the presence of applicant \_\_\_\_\_ times.
5. Total calls made with the applicant? \_\_\_\_\_.

COMMENTS

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\_\_\_\_\_  
Evaluating Officer

APPENDIX F  
RESPONSE TIME ANALYSIS STUDY  
KANSAS CITY, MISSOURI, POLICE DEPARTMENT  
FIELD NON-CRIME SHORT FORM

1. What was the exact nature of the incident? \_\_\_\_\_

2. Observer identification number: \_\_\_\_\_

3. Date of dispatched assignment:

\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_  
Month / Day / Year

4. Day of dispatched assignment:

____ 1	Monday	____ 5	Friday
____ 2	Tuesday	____ 6	Saturday
____ 3	Wednesday	____ 7	Sunday
____ 4	Thursday		

5. Watch of assigned tour:

____ 1	I	(Dog Watch)
____ 2	II	(Days)
____ 3	III	(P.M.'s)
____ 4	Other (Specify Hours of overlapping shift)	

6. Car radio number: \_\_\_\_\_

7. Description of assignment as originally dispatched: \_\_\_\_\_

8. Time assignment was officially dispatched: (GUESS)

\_\_\_\_/\_\_\_\_/\_\_\_\_  
AM  
PM

9. Time officer responded to assignment: (GUESS)

\_\_\_\_/\_\_\_\_/\_\_\_\_  
AM  
PM

10. Time of arrival at location of assignment: (GUESS)

\_\_\_\_/\_\_\_\_/\_\_\_\_  
AM  
PM

11. Time officer(s) was on location at incident scene: (GUESS)

\_\_\_\_/\_\_\_\_/\_\_\_\_  
AM  
PM

12. Complete This Section

Give a brief description of the call so reader will understand the nature, any unusual circumstances causing time variations and reason for short form.

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ATTACHMENT A - FOLLOW-UP INTERVIEW FORM

Observer \_\_\_\_\_ Date \_\_\_\_\_ Time of Dispatch \_\_\_\_\_

Radio No. \_\_\_\_\_ Dispatched Call \_\_\_\_\_

Actual Call \_\_\_\_\_

Type of Call:

Injury Section

Crime \_\_\_\_\_ Report No. \_\_\_\_\_  
Non-Crime \_\_\_\_\_ Report No. \_\_\_\_\_

Name \_\_\_\_\_  
Subject Died: \_\_\_\_\_ No \_\_\_\_\_ Yes \_\_\_\_\_  
Hospital \_\_\_\_\_  
Date of Hospitalization \_\_\_\_\_  
Time of Hospitalization \_\_\_\_\_  
Observer Identification No. \_\_\_\_\_

Dispatched Address \_\_\_\_\_  
Actual Address \_\_\_\_\_

(COMPLETE ONE FORM FOR EACH ELIGIBLE CITIZEN CONTACT)

Status of Citizen Contacted: Victim \_\_\_\_\_ Witness/Caller \_\_\_\_\_  
Driver/Caller \_\_\_\_\_ Victim/Caller \_\_\_\_\_ Caller \_\_\_\_\_

Name \_\_\_\_\_  
Address: Home \_\_\_\_\_  
Office \_\_\_\_\_

Telephone: Home \_\_\_\_\_  
Office \_\_\_\_\_

Sex: M F Age \_\_\_\_\_ Race: B W O

Unusual Demeanor: \_\_\_\_\_

APPENDIX H  
 RESPONSE TIME ANALYSIS STUDY  
 KANSAS CITY, MISSOURI, POLICE DEPARTMENT  
 FIELD CRIME SURVEY

1. Observer Identification number: \_\_\_\_\_

2. Day of dispatched assignment:

- |         |           |         |          |
|---------|-----------|---------|----------|
| _____ 1 | Monday    | _____ 5 | Friday   |
| _____ 2 | Tuesday   | _____ 6 | Saturday |
| _____ 3 | Wednesday | _____ 7 | Sunday   |
| _____ 4 | Thursday  |         |          |

4. Watch of assigned tour:

- |   |       |  |
|---|-------|--|
| 1 | I     | (Dog watch)                                |
| 2 | II    | (Days)                                     |
| 3 | III   | (P.M.'s)                                   |
| 4 | Other | (Specify Hours of overlapping shift) _____ |

5. Car radio number: \_\_\_\_\_

6. Car was . . . . .

- |   |          |
|---|----------|
| 1 | Marked   |
| 2 | Unmarked |

7. How many officers were assigned to the car?

- |   |                       |
|---|-----------------------|
| 1 | One officer           |
| 2 | Two officers          |
| 3 | Three officers        |
| 4 | Four or more officers |

8. Type of assignment:

- |   |                            |
|---|----------------------------|
| 1 | Crime                      |
| 2 | Supplemental Crime Service |

9. Description of assignment as originally dispatched:

- |    |  |
|----|--|
| 01 | Murder/Manslaughter  |
| 02 | Rape   |
| 03 | Robbery/Armed Robbery/Holdup/Robbery Report/Attempted Assault                  |
| 04 | Assault  |
| 05 | Burglary/Burglary Report/Info on Burglary                                      |
| 06 | Larceny/Larceny Report/Info on Larceny   |
| 07 | Auto Theft/Stolen auto/Stolen Motorcycle/Report on Stolen Vehicle              |
| 08 | Arson/Fire/Vandalism/Destruction of Property/Malicious Destruction of Property |
| 09 | Fraud/Info on Fraud  |
| 10 | Sex Offenses/Molestation/Attempted   |
| 11 | Injured Party/Sick Call/Attempted Suicide                                      |
| 12 | Animal Bite, Info on Animal Bite/Lost Animal                                   |

- 13 Auto Accident/10-90J1 & J4/10-90J1/10-50J4/J1/J4/J2/J3
- 14 Code 1 Ambulance Call/ Investigate Need for Ambulance
- 15 Disturbance/Domestic Disturbance
- 16 Mental/Info on Mental
- 17 Suspicious Party Armed/Armed Party/Shots Fired/Target Shooting/  
Fireworks/Info on Loud Noise
- 18 Prowlers Inside
- 19 Prowlers/Prowlers That Have Left
- 20 Car Prowlers
- 21 Traffic Violation/Info on Traffic Violation/Speeding Cars/  
Loud cars
- 22 Abandoned Car
- 23 Parking Problem/Illegal Parking/Parking Violation
- 24 Recovered Property/Info on Recovered Property
- 25 Outside Alarm/Burglar Alarm/Alarm
- 26 Open Door/Open Window
- 27 Residence Check/Building Check/Info on Residence Check
- 28 Suspicious Phone Calls, Threatening Phone Calls/Obscene
- 29 Shoplifters/Holding Shoplifters/Larceny Shoplifters
- 30 Juveniles/Disperse Juveniles/Info on Juveniles
- 31 Missing Child/Info on Missing Juveniles
- 32 Suspicious Party/Info on Suspicious Party/Suspicious Person/  
Left Scene
- 33 Suspicious Car/Suspicious Car and Party/Info on Suspicious Car/  
Car Check
- 34 Previous Call/Info on Previous Call/Prior Call
- 35 Receive Info (Non-specific)/Information (general)
- 36 Report Call (not specified)
- 37 Dead Body/D.O.A.
- 38 Unfounded
- 39 Drunk
- 40 Senile
- 41 Selling fireworks
- 42 Locked out
- 43 Situation Under Control
- 44 Gambling
- 45 Attempt to Locate/Missing Person
- 46 Extortion
- 47 Embezzlement
- 48 Loss
- 49 Parole/Probation Violation
- 50 Handles by Officer/HBO
- 51 Drunk Driver/DWI
- 52 Crowd Control
- 53 Shooting
- 54 Trespassing
- 55 Littering
- 56 Location of Wanted Party/Driver Arrested/Warrant Arrest/  
Outstanding Warrant
- 57 Carrying Concealed Weapon/CCW
- 58 Abandoned Child
- 59 Holding Suspects/Suspects in Custody
- 60 Possession of Narcotics
- 61 (Unassigned)
- 62 Abduction/Kidnapping
- 63 Recovered Stolen Auto/Recovered Vehicle

64 Disturb-the-Peace Assault (G.O.S. Offense)

10. Was a complaint number issued as part of the original dispatch?
- 1 No
  - 2 Yes
11. Final location to which car was dispatched: \_\_\_\_\_
12. Final beat to which car was dispatched: \_\_\_\_\_
13. Location from which car was dispatched: \_\_\_\_\_
14. Beat from which car was dispatched: \_\_\_\_\_
15. Was the officer(s) in his car at the time of official dispatch?
- 1 No, officer(s) out of car
  - 2 Yes, car stationary
  - 3 Yes, car mobile
16. By what means did the officer initially acknowledge the dispatcher's request for car availability?
- 1 Car radio, assigned
  - 2 Car radio, another officer's
  - 3 Walkie Talkie
  - 4 Telephone
  - Other (Specify)
  - 5 Other Officer on his car radio
  - 6 Station Radio
  - 7 Observer answered car radio
17. Did the officer volunteer for the assignment?
- 1 No
  - 2 Yes
18. What was the response of the officer to the assignment?
- 1 Code 1, utilized overhead lights and siren, proceeded directly to dispatched location.
  - 2 Code 1, utilized overhead lights and siren, detoured enroute to dispatched location i.e., for personal or other official business
  - 3 Seen as urgent, drove fast and/or utilized emergency equipment, proceeded directly to dispatched location
  - 4 Seen as urgent, drove fast and/ or utilized emergency equipment, detoured enroute to dispatched location, i.e., for personal or other official business
  - 5 Seen as routine, proceeded directly to dispatched location
  - 6 Seen as routine, detoured enroute to dispatched location, i.e., for personal or other official business

19. Was the nature of the original assignment reclassified by the dispatcher enroute to the assignment?

- 1 No (SKIP TP Q. 21)
- 2 Yes (ANSWER Q. 20)

20. Provide a specific description of the final reclassified assignment.

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21. Was there any additional information provided by the dispatcher enroute to the assignment?

- 1 No (SKIP TO Q. 23)
- 2 Yes (ANSWER Q. 22)

22. What was the nature of the information? \_\_\_\_\_

23. Time assignment was officially dispatched.  
\_\_\_\_\_ (Military Time)

24. Time officer responded to assignment. (GUESS)  
\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_  
AM  
PM

25. Was more than one car officially dispatched?

- 1 No (SKIP TO Q. 29)
- 2 Yes (ANSWER Q. 26)

26. Did the officer(s) arrive at the location of the assignment:

- 1 Before another officer was in view? (ANSWER Q. 27)
- 2 At the same time as another officer? (SKIP TO Q. 29)
- 3 After another officer had already arrived? (SKIP TP Q. 29)

27. Did the officer(s) wait for an assisting car before handling the assignment?

- 1 No (SKIP TO Q. 29)
- 2 Yes (ANSWER Q. 28)

28. How long did the officer(s) wait? \_\_\_\_/\_\_\_\_ (GUESS)  
Min. Sec.

29. Time of arrival at location of assignment: (GUESS)  
\_\_\_\_\_  
AM  
\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_  
PM

30. Was the location given by the dispatcher correct?

- 1 No (ANSWER Q. 31)
- 2 Yes (SKIP TP Q. 32)

31. What was the correct location? \_\_\_\_\_



32. Time officer(s) was on location at incident scene: (GUESS)

      AM  
\_\_\_\_/\_\_\_\_/\_\_\_\_ PM \_\_\_\_\_

33. Was the call busted?

- 1 No (SKIP TO Q. 35)
- 2 Yes (ANSWER Q. 34)

34. Who busted the call?

- 1 The officer being accompanied
- 2 Another officially dispatched officer
- 3 Another officer not officially dispatched
- 4 Both 2 & 3

35. Time(s) officer(s) contacted citizen(s) related to assignment:  
(TIME OBSERVED ANY OFFICER(S) INITIALLY CONTACT CITIZEN(S) RELATED  
TO ASSIGNMENT)

- 01 Victim/non-caller
- 02 Victim/caller
- 03 Witness/non-caller
- 04 Witness/caller
- 05 Suspect/non-caller
- 06 Suspect/caller
- 07 Caller/other
- Other (Specify)
- 08 (Unassigned)
- 09 Caller
- 10 Subject of complaint
- 11 Complainant - non-caller
- 12 Driver involved J1
- 13 Driver and/or injured party involved J2
- 14 Driver and/or injured party involved J3
- 15 Caller involved J4
- 16 Complainant - non-caller involved J4
- 17 Driver - caller involved J1
- 18 Driver involved J4
- 19 DWI Driver
- 20 Alarm company employee
- 21 Relative of victim
- 22 Owner of building
- 23 Owner of vehicle
- 24 City employee
- 25 City official
- 26 Store manager/employee
- 27 Sick/injured party
- 28 Owner of dog
- 29 Arrestee
- 30 Relative of witness
- 31 Landlord/landlady
- 32 Drunk - uninjured
- 33 Neighbor
- 34 Telephone company employee
- 35 Driver - caller involved J2

- 36 Medical personnel
- 37 Driver - non-caller involved J1
- 38 Relative of caller
- 39 Victim - suspect
- 40 (Reassigned:Same as 10)
- 41 Relative of suspect
- 42 Guard/other jurisdiction law officer
- 43 Public administrator/school official
- 76 (Reassigned:Same as 77)
- 77 Don't Know

SAMPLE:

35 a - f. Citizen #1-6 \_\_\_\_/\_\_\_\_/\_\_\_\_ AM  
 Time PM Code

36. Time interaction terminated with victim/caller. (GUESS)

\_\_\_\_/\_\_\_\_/\_\_\_\_ AM  
 PM

37. What was the exact nature of the incident including multiple offenses?

- 01 Murder/Manslaughter
- 02 Rape
- 03 Robbery/Armed Robbery/Holdup/Robbery Report/Attempted
- 04 Assault
- 05 Burglary/Burglary Report/Info on Burglary
- 06 Larceny/Larceny Report/Info on Larceny
- 07 Auto Theft/Stolen Auto/Stolen Motorcycle/Report on Stolen Vehicle
- 08 Arson/Fire/Vandalism/Destruction of Property/Malicious Destruction of Property
- 09 Fraud/Info on Fraud
- 10 Sex Offenses/Molestation/Attempted
- 11 Injured Party/Sick Call/Attempted Suicide
- 12 Animal Bite/Lost Animal
- 13 Auto Accident/10-90J1 & J4/10-90J1/10-50J4/J1/J4/J2/J3
- 14 Code 1 Ambulance Call/Investigate Need for Ambulance
- 15 Disturbance/Domestic Disturbance
- 16 Mental/Info on Mental
- 17 Suspicious Party Armed/Armed Party/Shots Fired/Target Shooting/Fireworks/Info on Loud Noise
- 18 Prowlers inside
- 19 Prowlers/Prowlers That Have Left
- 20 Car Prowlers
- 21 Traffic Violation/Info on Traffic Violation/Speeding Cars/Loud Cars
- 22 Abandoned Car
- 23 Parking Problem/Illegal Parking/Parking Violation
- 24 Recovered Property/Info on Recovered Property
- 25 Outside Alarm/Burglar Alarm/Alarm
- 26 Open Door/Open Window
- 27 Residence Check/Building Check/Info on Residence Check
- 28 Suspicious Phone Calls/Threatening Phone Calls/Obscene

- 29 Shoplifters/Holding Shoplifters.Larceny Shoplifters
- 30 Juveniles/Disperse Juveniles/Info on Juveniles
- 31 Missing Child/Info on Missing Juveniles
- 32 Suspicious Party/Info on Suspicious Party/Suspicious Person/Left Scene
- 33 Suspicious Car/Suspicious Car and Party/Info on Suspicious Car/Car Check
- 34 Previous Call/Info on Previous Call/Prior Call
- 35 Receive Info (Non-specific)/Information(general)
- 36 Report Call (not specific)
- 37 Dead Body/D.O.A.
- 38 Unfounded
- 39 Drunk
- 40 Senile
- 41 Selling Fireworks
- 42 Locked out
- 43 Situation Under Control
- 44 Gambling
- 45 Attempt to Locate/Missing Person
- 46 Extortion
- 47 Embezzlement
- 48 Loss
- 49 Parole/Probation Violation
- 50 Handled by officer/HBO
- 51 Drunk Driver/DWI
- 52 Crowd Control
- 53 Shooting
- 54 Trespassing
- 55 Littering
- 56 Location of Wanted Party/Driver Arrested/Warrant Arrest/ Outstanding Warrant
- 57 Carrying Concealed Weapon/CCW
- 58 Abandoned Child
- 59 Holding Suspects/Suspects in Custody
- 60 Possession of Narcotics
- 61 (Unassigned)
- 62 Abduction/Kidnapping
- 63 Recovered Stolen Auto/Recovered Vehicle
- 64 Disturb-the-Peace Assault (G.O.S. Offense)

38. Was the actual assignment in the officers beat?

- 1 No (ANSWER Q. 39)
- 2 Yes (SKIP TO Q. 42)

39. What beat was the actual assignment in? \_\_\_\_\_ (SKIP TO Q. 42)

40. Was the dispatched assignment misclassified?

- 1 No
- 2 Yes

41. In relation to the dispatched assignment the incident was?

- 1 More serious
- 2 As serious
- 3 Less serious

42. Did the officer have any trouble in responding to the assignment and/or locating a citizen related to the incident?

- 1 No (SKIP TO Q. 44)
- 2 Yes (ANSWER Q. 43)

43. Specify Trouble.

- 10 No
- 11 Locating house/street number
- 12 Initial contact by telephone
- 13 Victim(s) already at hospital
- 14 Wait for victim/victim-caller
- 15 Talked to another citizen before victim-caller
- 16 Inclement weather/road conditions
- 17 No citizen located
- 18 No caller contact
- 19 Had to force entry
- 20 Yes - miscellaneous
- 21 Citizen unconscious
- 22 Caller difficult to locate/at other address
- 23 Long distance
- 24 Info on another call enroute
- 25 Suspect left scene
- 26 Unfamiliar with area
- 27 Engaged in personal or other official business
- 28 Finding parking place
- 29 Dispatcher didn't acknowledge dispatch
- 30 Traffic
- 31 Obtaining entry to residence/building
- 32 Unable to contact victim
- 33 (Unassigned)
- 40 Made another call enroute
- 50 Dispatched address incorrect/corrected
- 60 Suspects refuses to admit officer
- 70 Went to wrong location
- 80 Suspects had to be located at address
- 90 Made car check enroute

44. What problems affected the officer's interaction with the citizen(s) related to the incident?

- 1 None (SKIP TO Q. 45)
- 2 Injured
- 3 Drunk/drugged
- 4 Physical impediment
- 5 Emotional impediment
- Other (Specify)
  - 6 Highly belligerent and argumentative
  - 7 Speech impediment
  - 8 Senile
  - 9 Multiple problems

44a - f. Citizen #1 - 6 , Code with the above codes.

CITIZENS # 1 THRU # 6

45. Initial place of the police/citizen contact:

- 1 Inside private residence
- 2 Outside private residence, e.g., open porch, back or front yard
- 3 Inside public building, e.g., post office, court house, museums, etc.
- 4 Outside public park
- 5 Inside tavern, restaurant, or other place of entertainment
- 6 Outside public property, e.g., sidewalk, street, alley, etc.
- 7 Inside other commercial property, e.g., hotel, retail store, and other places of business
8. Outside commercial property, e.g., parking lots of shopping centers, etc.  
Other (Specify)
- 09 Church/other civic or religious property

46. Sex:

- Male
- Female

47. Age:

Age in years \_\_\_\_\_

48. Race:

- White
- Black
- Other (Specify)
- 3 American-Indian
- 4 Mexican/Mexican-American
- 5 Filipino
- 6 Iranian
- 7 Mixed racial
- 8 Oriental
- 9 Puerto Rican

49. Were any physical impairments found in relation to this incident?

- 1 No (SKIP TO Q. 54)
- 2 Yes (ANSWER Q. 50 THROUGH 53)

50. Did the physical impairment(s) result from the use of a weapon?

- 1 No
- 2 Yes

51. What action resulted in relation to the injury?

- 1 Treated for injury at scene and transported to hospital (IF CODED, COMPLETE INJURY SECTION OF ATTACHMENT A)
- 2 Transported to hospital without having received any treatment at scene (IF CODED, COMPLETE INJURY SECTION OF ATTACHMENT A)
- 3 Treated for injury at scene only
- 4 Received minor injury - no treatment
- 5 Hospitalized upon initial contact with officer(s) (IF CODED, COMPLETE INJURY SECTION OF ATTACHMENT A)

51a - f. Citizen #1 - #6, Coded with the above codes

52. What was the degree of injury?

- 01 Died at scene or enroute to hospital
- 02 Loss of function
- 03 Impairment of functions
- 04 Moderate injury - apparent
- 05 Moderate injury - nonapparent
- 06 Minor injury - apparent
- 07 Minor injury - nonapparent
- 08 Dead on arrival
- 77 Don't Know

52a - f. Citizen #1 - #6 Coded with the above codes

53. Was an ambulance ordered in relation to the incident?

- 1 No (SKIP TO Q. 54)
- 2 Yes (COMPLETE Q. 53a THROUGH 53e.)

53a. Time ambulance ordered: \_\_\_\_ / \_\_\_\_ / \_\_\_\_ AM  
PM

53b. Time ambulance arrived: \_\_\_\_ / \_\_\_\_ / \_\_\_\_ AM  
PM

53c. Ordered Code:

- 1 Code 1
- 2 Code 3
- 3 None

53d. Ambulance was ordered:

- 1 Before a dispatched officer arrived at the location of the incident.
- 2 After a dispatched officer arrived at the location of the incident.
- 3 Don't Know

53e. Type of ambulance: \_\_\_\_\_

54. Did specialized units respond to the incident?

- 1 No (SKIP TO Q. 56)
- 2 Yes (ANSWER Q. 55)

55. Designate number of officers from specialized units:

Number(s)

- 1 Detectives
- 2 Support units
- 3 Lab crew
- 4 Helicopter
- 5 K-9
- 6 A.I.U.
- 7 Wagon
- 8 Supervisory personnel
- 9 Other (Specify)

56. What activities did the police perform at the crime scene?  
(CHECK APPLICABLE CATEGORIES)

- 1 Search for witness(es)
- 2 Search for suspect(s)
- 3 Search for evidence/property
- 4 Dust for fingerprints
- 5 Classify evidence
- 6 Photograph scene
- 7 None
- 8 Not applicable
- Other (Specify)
  - 1 No
  - 2 Yes
  - 3 Canvass area
  - 4 Check victim's injury
  - 5 Don't Know

57. Did the above crime scene activities constitute complete information?

- 1 No
- 2 Yes
- 3 Not Applicable

58. Was any rebroadcast made?

- 1 No (SKIP TP Q. 61)
- 2 Yes (ANSWER Q. 59 AND 60)
- 3 Don't Know (SKIP TO Q. 61)

59. Time officer transmitted initial rebroadcast information:

\_\_\_\_/\_\_\_\_/\_\_\_\_  
AM  
PM

60. What means did the officer use for initial rebroadcast of information?

- 1 Walkie Talkie

- 2 Cruiser radio
- 3 Telephone
- 4 Don't Know
- 5 Other (Specify)

61. Was an arrest(s) made?

- 1 No (SKIP TO Q. 68)
- 2 Yes (ANSWER Q. 62 THROUGH 67)
- 3 Don't Know (SKIP TO Q. 68)

62. Was the arrest(s) directly related to the nature of the incident?

- 1 No
- 2 Yes

62a - d. Arrestee #1 - #4, Coded with the above codes

63. What was the arrestee(s) officially charged with? (INCLUDE REPORT #'S)

- 01 Murder/manslaughter
- 02 Rape
- 03 Robbery/Armed Robbery/Holdup/Robbery Report/Attempted
- 04 Assault
- 05 Burglary/Burglary Report/Info on Burglary
- 06 Larceny/Larceny Report/Info on Larceny
- 07 Auto Theft/Stolen Auto/Stolen Motorcycle/Report on Stolen Vehicle
- 08 Arson/Fire/Vandalism/Destruction of Property/Malicious Destruction of Property
- 09 Fraud/Info on Fraud
- 10 Sex Offenses/Molestation/Attempted
- 11 Injured Party/Sick Call/Attempted Suicide
- 12 Animal Bite/Info on Animal Bite/Lost Animal
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- 26 Open Door/Open Window
- 27 Residence Check/Building Check/Info on Residence Check
- 28 Suspicious Phone Calls/Threatening Phone Calls/Obscene
- 29 Shoplifters/Holding Shoplifters/Larceny Shoplifters
- 30 Juveniles/Disperse Juveniles/Info on Juveniles



- 31 Missing Child/Info on Missing Juveniles
- 32 Suspicious Party/Info on Suspicious Party/Suspicious Person/  
Left Scene
- 33 Suspicious Car/Suspicious Car and Party/Info on Suspicious  
Car/Car Check
- 34 Previous Call/Info on Previous Call/Prior Call
- 35 Receive Info (Non-specific) information (general)
- 36 Report Call (not-specified)
- 37 Dead Body/D.O.A.
- 38 Unfounded
- 39 Drunk
- 40 Senile
- 41 Selling Fireworks
- 42 Locked Out
- 43 Situation Under Control
- 44 Gambling
- 45 Attempt to Locate/Missing Person
- 46 Extortion
- 47 Embezzlement
- 48 Loss
- 49 Parole/Probation Violation
- 50 Handled by Officer/HBO
- 51 Drunk Driver/DWI
- 52 Crowd Control
- 53 Shooting
- 54 Trespassing
- 55 Littering
- 56 Location of Wanted Party/Driver Arrested/Warrant Arrest/  
Outstanding Warrant
- 57 Carrying Concealed Weapon/CCW
- 58 Abandoned Child
- 59 Holding Suspects/Suspects in Custody
- 60 Possession of Narcotics
- 61 (Unassigned)
- 62 Abduction/Kidnapping
- 63 Recoved Stolen Auto/Recovered Vehicle
- 64 Disturb-the-Peace Assault (G.O.S. Offense)

63a - d. Arrestee #1 - #4, Coded with the above codes

64. Why was the arrest(s) made?

64a - d. Arrestee #1 - #4, \_\_\_\_\_

65. Code in the appropriate item regarding the arrest:

- 1 Suspect was in custody before officer arrived; e.g.,  
security guard(s), other police officer(s), citizen(s).
- 2 Arrest was made by another Kansas City, Missouri, Police  
Officer in response to the incident.
- 3 Arrest was made by the officer(s) dispatched to the  
incident.

65a - d. Arrestee #1 - #4, Coded with the above codes.

66. At what time(s) was the arrest made?

66a - d. Arrestee #1 - #4 \_\_\_\_/\_\_\_\_/\_\_\_\_ AM  
PM \_\_\_\_

67. Where was the arrest(s) made (SPECIFY ADDRESS OR NEAREST INTERSECTION)

67a - d. Arrestee #1 - #4 \_\_\_\_\_

68. Were there any suspects to the crime?

- 1 No (SKIP TO Q. 75)
- 2 Yes (ANSWER Q. 69)
- 3 Don't Know (SKIP TO Q. 75)

69. How many suspect(s) were there? \_\_\_\_\_

70. Was there any suspect(s) to the crime who was not contacted by a police officer?

- 1 No
- 2 Yes
- 3 Don't Know

71. Was the suspect(s) seen by a victim(s) and/or witness(es)?

- 1 No (SKIP TO Q. 73)
- 2 Yes (ANSWER Q. 72)
- 3 Don't Know (SKIP TO Q. 73)

72. Who saw the suspect(s)?

- Victim(s)
- Witness(es)
- Both Victim(s) and Witness(es)

73. Was any suspect(s) named by a victim(s) and/or witness(es)?

- 1 No (SKIP TO Q. 75)
- 2 Yes (ANSWER Q. 74)

74. Who named the suspect(s)?

- Victim(s)
- Witness(es)
- Both Victim(s) and Witness(es)

75. Type(s) or report(s) taken and report #(s):  
(ENTER NUMBER OF TYPE(S) OF REPORTS TAKEN)

- 75a. Offense report - Part I (SPECIFY REPORT NUMBER)
- 75b. Offense report - Part II (SPECIFY REPORT NUMBER)
- 75c. G.O.S. (SPECIFY REPORT NUMBER)

- 75d. Juvenile interrogation (SPECIFY REPORT NUMBER)
- 75e. Juvenile apprehension (SPECIFY REPORT NUMBER)
- 75f. Investigation arrest report (SPECIFY REPORT NUMBER)
- 75g. Supplementary report (SPECIFY REPORT NUMBER)
- 75h. Other report (SPECIFY REPORT NUMBER AND TYPE)

76. Caller's satisfaction with officer(s) performance:

- 1 Satisfied
- 2 Dissatisfied
- 3 Indifferent
- 4 Don't Know
- 5 Not applicable

77. Caller's satisfaction with the disposition:

- 1 Satisfied
- 2 Dissatisfied
- 3 Indifferent
- 4 Don't Know
- 5 Not applicable

78. What was the attitude of the citizen(s) related to the incident toward the officer(s)?

- 1 Cooperative
- 2 Uncooperative
- 3 Indifferent
- 4 Don't Know
- 5 Not applicable

78a - f. Citizen #1 - #6, Coded with the above codes.

79. Could an officer have viewed the crime in progress while on routine patrol?

- 1 No
- 2 Yes
- 3 Not applicable

80. Additional Comments: \_\_\_\_\_

APPENDIX I  
 RESPONSE TIME ANALYSIS STUDY  
 KANSAS CITY, MISSOURI, POLICE DEPARTMENT  
 FIELD NON-CRIME SURVEY

1. Observer identification number: \_\_\_\_\_
2. Date of dispatched assignment:  
 \_\_\_\_\_  
 Month / Day / Year
3. Day of dispatched assignment:  

_____ 1 Monday	_____ 5 Friday
_____ 2 Tuesday	_____ 6 Saturday
_____ 3 Wednesday	_____ 7 Sunday
_____ 4 Thursday	
4. Watch of assigned tour:  

1	I	(Dog Watch)
2	II	(Days)
3	III	(P.M. 'S)
4	Other	(Specify Hours of overlapping shift) _____
5. Car radio number: \_\_\_\_\_
6. Car was . . . .  

1	Marked
2	Unmarked
7. How many officers were assigned to the car?  

1	One officer
2	Two officers
3	Three officers
4	Four of more officers
8. Description of assignment as originally dispatched: \_\_\_\_\_  

01	Murder/Manslaughter
02	Rape
03	Robbery/Armed Robbery/Holdup/Robbery Report/ Attempted
04	Assault
05	Burglary/Burglary Report/Info on Burglary
06	Larceny/Larceny Report/Info on Larceny
07	Auto Theft/Stolen Auto/Stolen Motorcycle/Report on Stolen Vehicle
08	Arson/Fire/Vandalism/Destruction of Property/Malicious Destruction of Property
09	Fraud/Info on Fraud
10	Sex offenses/Molestation/Attempted
11	Injured Party/Sick Call/Attempted Suicide
12	Animal Bite/Info on Animal Bite/Lost Animal

- 13 Auto Accident/10-90J1 & J4/10-90J1/10-50J4/J1/J4/J3
- 14 Code 1 Ambulance Call/Investigate Need for Ambulance
- 15 Disturbance/Domestic Disturbance
- 16 Mental/Info on Mental
- 17 Suspicious Party Armed/Armed Party/Shots Fired/Target Shooting/Fireworks/Info on Loud Noise
- 18 Prowlers Inside
- 19 Prowlers/Prowlers That Have Left
- 20 Car Prowlers
- 21 Traffic Violation/Info on Traffic Violation
- 22 Abandoned Car
- 23 Parking Problem/Illegal Parking/Parking Violation
- 24 Recovered Property/Info on Recovered Property
- 25 Outside Alarm/Burglar Alarm/Alarm
- 26 Open Door/Open Window
- 27 Residence Check/Building Check/Info on Residence Check
- 28 Suspicious Phone Calls/Threatening Phone Calls/Obscene Shoplifters/Holding Shoplifters/Larceny Shoplifters
- 29 Juveniles/Disperse Juveniles/Info on Juveniles
- 31 Missing Child/Info on Missing Juveniles
- 32 Suspicious Party/Info on Suspicious Party/Suspicious Person/ Left scene
- 33 Suspicious Car/Suspicious Car and Party/Info on Suspicious Car/Car Check
- 34 Previous Call/Info on Previous Call/Prior Call
- 35 Receive Info (Non-specific)/Information (general)
- 36 Report Call (non-specific)
- 37 Dead Body/D.O.A.
- 38 Unfounded
- 39 Drunk
- 40 Senile
- 41 Selling Fireworks
- 42 Locked Out
- 43 Situation Under Control
- 44 Gambling
- 45 Attempt to Locate/Missing Person
- 46 Extortion
- 47 Embezzlement
- 48 Loss
- 49 Parole/Probation Violation
- 50 Handled by officer/HBO
- 51 Drunk Driver/DWI
- 52 Crowd Control
- 53 Shooting
- 54 Trespassing
- 55 Littering
- 56 Location of Wanted Party/Driver Arrested/Warrant Arrest/ Outstanding Warrant
- 57 Carrying Concealed Weapon/CCW
- 58 Abandoned Child
- 59 Holding Suspects/Suspects in Custody
- 60 Possession of Narcotics
- 61 (Unassigned)
- 62 Abduction/Kidnapping
- 63 Recovered Stolen Auto/Recovered Vehicle
- 64 Disturb-the-Peace Assault (G.O.S Offense)

9. Final location to which car was dispatched: \_\_\_\_\_
10. Final beat to which car was dispatched: \_\_\_\_\_
11. Location from which car was dispatched: \_\_\_\_\_
12. Beat from which car was dispatched: \_\_\_\_\_
13. Was the officer(s) in his car at the time of official dispatch?
- 1 No, officer(s) out of car
  - 2 Yes, car stationary
  - 3 Yes, car mobile
14. By what means did the officer initially acknowledge the dispatcher's request for car availability?
- 1 Car radio
  - 2 Car radio, another officer's
  - 3 Walkie Talkie
  - 4 Telephone
  - Other (Specify)
    - 05 Other officer on his car radio
    - 06 Station radio
    - 07 Observer answered car radio
15. Did the officer volunteer for the assignment?
- 1 No
  - 2 Yes
16. What was the response of the officer to the assignment?
- 1 Code 1, utilized overhead lights and siren, proceeded directly to dispatched location
  - 2 Code 1, utilized overhead lights and siren, detoured enroute to dispatched location, i.e., for personal or other official business
  - 3 Seen as urgent, drove fast and/or utilized emergency equipment, proceeded directly to dispatched location.
  - 4 Seen as urgent, drove fast and/or utilized emergency equipment, detoured enroute to dispatched location, i.e., for personal or other official business.
  - 5 Seen as routine, proceeded directly to dispatched location
  - 6 Seen as routine, detoured enroute to dispatched location, i.e., for personal or other official business
17. Was the nature of the original assignment reclassified by the dispatcher?
- 1 No (SKIP TO Q. 19)
  - 2 Yes (ANSWER Q. 18)
18. Provide a specific description of the final reclassified assignment:
- \_\_\_\_\_

19. Was there any additional information provided by the dispatcher en-route to the assignment?
- 1 No (SKIP TO Q. 21)  
2 Yes (ANSWER Q. 20)
20. What was the nature of the information? \_\_\_\_\_
21. Time assignment was officially dispatched:  
\_\_\_\_\_ Military Time
22. Time officer responded to assignment: (GUESS)  
\_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_  
AM  
PM
23. Was more than one car officially dispatched?
- 1 No (SKIP TP Q. 27)  
2 Yes (ANSWER Q. 24)
24. Did the officer(s) arrive at the location of the assignment:
- 1 Before another officer was in view? (ANSWER Q. 25)  
2 At the same time as another officer? (SKIP TO Q. 27)  
3 After another officer had already arrived (SKIP TO Q.27)
25. Did the officer(s) wait for an assisting car before handling the assignment?
- 1 No (SKIP TO Q. 27)  
2 Yes (ANSWER Q. 26)
26. How long did the officer(s) wait? \_\_\_\_ / \_\_\_\_ (GUESS)  
Min. Sec.
27. Time of arrival at location of assignment: (GUESS)  
\_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_  
AM  
PM
28. Was the location given by the dispatcher correct?
- 1 No (ANSWER Q. 29)  
2 Yes (SKIP TO Q. 30)
29. What was the correct location? \_\_\_\_\_
30. Time officer(s) was on location at incident scene: (GUESS)  
\_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_  
AM  
PM
31. Was the call busted?
- 1 No (SKIP TO Q. 33)  
2 Yes (ANSWER Q. 32)

32. Who busted the call?

- 1 The officer begin accompanied
- 2 Another officially dispatched officer
- 3 Another officer not officially dispatched
- 4 Both 2 & 3

33. Time(s) officer(s) contacted citizen(s) related to assignment:  
TIME OBSERVED ANY OFFICER(S) INITIALLY CONTACT CITIZEN(S) RELATED  
TO ASSIGNMENT - IF NO CITIZEN CONTACT MADE, SKIP TO Q. 35  
THROUGH Q. 41 AND Q. 52 THROUGH 54.)

- 09 Caller
- 10 Subject(s) of complaint(s)
- 11 Complainant(s) non-caller(s)
- 12 Driver(s) involved in J1
- 13 Driver(s) and/or injured party(ies) involved in J2
- 14 Driver(s) and/or injured party(ies) in J3
- 15 Caller(s) involved in J4
- 16 Complainant(s)/non-caller(s) involved in J4
- Other (Specify)
  - 17 Driver - caller involved J1
  - 18 Driver involved J4
  - 19 DWI Driver
  - 20 Alarm company employee
  - 21 Relative of victim
  - 22 Owner of building
  - 23 Owner of vehicle
  - 24 City employee
  - 25 City official
  - 26 Store manager/employee
  - 27 Sick/injured party
  - 28 Owner of dog
  - 29 Arrestee
  - 30 Relative of witness
  - 31 Landlord/land lady
  - 32 Drunk - uninjured
  - 33 Neighbor
  - 34 Telephone company employee
  - 35 Driver - caller involved J2
  - 36 Medical personnel
  - 37 Driver - non-caller involved J1
  - 38 Relative of caller
  - 39 Victim - suspect  
(Reassigned:Same as 10)
  - 40 Relative of suspect
  - 41 Guard/other jurisdiction law officer
  - 42 Public administrator/school official  
(Reassigned:Same as 77)
  - 76
  - 77 Don't Know

33a - f. Citizen #1 - #6, Coded with the above codes.



34. Time interaction terminated with caller: (GUESS)

\_\_\_\_ / \_\_\_\_ / \_\_\_\_  
          AM  
          PM

35. What was the exact nature of the incident? \_\_\_\_\_

- 01 Murder/Manslaughter
- 02 Rape
- 03 Robbery/Armed Robbery/Holdup/Robbery Report/Attempted
- 04 Assault
- 05 Burglary/Burglary Report/Info on Burglary
- 06 Larceny/Larceny Report/Info on Larceny
- 07 Auto Theft/Stolen Auto/Stolen Motorcycle/Report on Stolen Vehicle
- 08 Arson/Fire/Vandalism/Destruction of Property/Malicious Destruction of Property
- 09 Fraud/Info on Fraud
- 10 Sex Offenses/Molestation/Attempted
- 11 Injured Party/Sick Call/Attempted Suicide
- 12 Animal Bite/Info on Animal Bite/Lost Animal
- 13 Auto Accident/10-90J1 & J4/10-90J1/10-50-J4/J1/J4/J2/J3
- 14 Code 1 Ambulance Call/Investigate Need for Ambulance
- 15 Disturbance/Domestic Disturbance
- 16 Mental/Info on Mental
- 17 Suspicious Party Armed/Armed Party/Shots Fired/Target Shooting/Fireworks/Info on Loud Noise
- 18 Prowlers Inside
- 19 Prowlers/Prowlers That Have Left
- 20 Car Prowlers
- 21 Traffic Violation/Info on Traffic Violation/Speeding Cars/Loud Cars
- 22 Abandoned Car
- 23 Parking Problem/Illegal Parking/Parking Violation
- 24 Recovered Property/Info on Recovered Property
- 25 Outside Alarm/Burglar Alarm/Alarm
- 26 Open Door/Open Window
- 27 Residence Check/Building Check/Info on Residence Check
- 28 Suspicious Phone Calls/Threatening Phone Calls/Obscene
- 29 Shoplifters/Holding Shoplifters/Larceny Shoplifters
- 30 Juveniles/Disperse Juveniles/Info on Juveniles
- 31 Missing Child
- 32 Suspicious Party/Info on Suspicious Party/Suspicious Person/Left Scene
- 33 Suspicious Car/Suspicious Car and Party/Info on Suspicious Car/Car Check
- 34 Previous Call/Info on Previous Call/Prior Call
- 35 Receive Info (Non-specific)/Information (general)
- 36 Report Call (not specified)
- 37 Dead Body/D.O.A.
- 38 Unfounded
- 39 Drunk
- 40 Senile
- 41 Selling Fireworks
- 42 Locked Out
- 43 Situation Under Control
- 44 Gambling

- 45 Attempt to Locate/Missing Person
- 46 Extortion
- 47 Embezzlement
- 48 Loss
- 49 Parole/Probation Violation
- 50 Handled by Officer/HBO
- 51 Drunk Driver/DWI
- 52 Crowd Control
- 53 Shooting
- 54 Trespassing
- 55 Littering
- 56 Location of Wanted Party/Driver Arrested/Warrant Arrest/  
Outstanding Warrant
- 57 Carrying Concealed Weapon/CCW
- 58 Abandoned Child
- 59 Holding Suspects/Suspects in Custody
- 60 Possession of Narcotics
- 61 (Unassigned)
- 62 Abduction/Kidnapping
- 63 Recovered Stolen Auto/Recovered Vehicle
- 64 Disturb-the-Peace Assault (G.O.S. Offense)

36. Was the actual assignment in the officer's beat?

- 1 No (ANSWER Q. 37)
- 2 Yes (SKIP TO Q. 40)

37. What beat was the actual assignment in? \_\_\_\_\_ (SKIP TO Q. 40)

38. Was the dispatched assignment misclassified?

- 1 No
- 2 Yes

39. In relation to the dispatched assignment the incident was:

- 1 More serious
- 2 As serious
- 3 Less serious

40. Did the officer have any trouble in responding to the assignment and/or locating a citizen related to the incident?

- 1 No (SKIP TO Q. 42)
- 2 Yes (ANSWER Q. 41)

41. Specify trouble: \_\_\_\_\_

- 10 No
- 11 Locating house/street number
- 12 Initial contact by telephone
- 13 Victim(s) already at hospital
- 14 Wait for victim/victim-caller
- 15 Talked to another citizen before victim-caller
- 16 Inclement weather/road conditions
- 17 No citizen located

- 18 No caller contact
- 19 Had to force entry
- 20 Yes - miscellaneous
- 21 Citizen unconscious
- 22 Caller difficult to locate/at other address
- 23 Long distance
- 24 Info on another call enroute
- 25 Suspect left scene
- 26 Unfamiliar with area
- 27 Engaged in personal or other official business
- 28 Finding parking place
- 29 Dispatcher didn't acknowledge dispatch
- 30 Traffic
- 31 Obtaining entry to residence/building
- 32 Unable to contact victim
- 33 (Unassigned)
- 40 Made another call enroute
- 50 Dispatched address incorrect/corrected
- 60 Suspect refuses to admit officer
- 70 Went to wrong location
- 80 Suspects had to be located at address
- 90 Made car check enroute

42. What problems affected the officer's interaction with the citizen(s) related to the incident?

- 1 None (SKIP TO Q. 43)
- 2 Injured
- 3 Drunk/drugged
- 4 Physical impediment
- 5 Emotional impediment
- Other (Specify)
  - 6 Highly belligerent and argumentative
  - 7 Speech impediment
  - 8 Senile
  - 9 Multiple problems

42a - f. Citizen #1 - #6, Coded with the above codes.

CITIZEN # 1 - #6

43. Initial place of the police/citizen contact:

- 1 Inside private residence
- 2 Outside private residence, e.g., open porch, back or front yard
- 3 Inside public building, e.g., post office, court house, museums, etc.
- 4 Outside public park
- 5 Inside tavern, restaurant, or other place of entertainment
- 6 Outside public property, e.g., sidewalk, street, alley, etc.
- 7 Inside other commercial property, e.g., hotel, retail store, and other places of business
- 8 Outside commercial property, e.g., parking lots of shopping centers, etc.

Other (Specify)  
09 Church/other civic or religious property

44. Sex:

Male  
Female

45. Age:

Age in years

46. Race:

White  
Black  
Other (Specify)  
03 American - Indian  
04 Mexican/Mexican-American  
05 Filipino  
06 Iranian  
07 Mixed racial  
08 Oriental  
09 Puerto Rican

47. Were any physical impairments found in relation to this incident?

1 No (SKIP TO Q. 52)  
2 Yes (ANSWER Q. 48 THROUGH 51)

48. Did the physical impairment(s) result from the use of a weapon?

1 No  
2 Yes

49. What action resulted in relation to the injury?

1 Treated for injury at scene and transported to hospital  
(IF CODED, COMPLETE INJURY SECTION OF ATTACHMENT A)  
2 Transported to hospital without having received any  
treatment at scene (IF CODED, COMPLETE INJURY SECTION OF  
ATTACHMENT A)  
3 Treated for injury at scene only.  
4 Received minor injury - no treatment  
5 Hospitalized upon initial contact with officer(s)  
(IF CODED, COMPLETE INJURY SECTION OF ATTACHMENT A)

49a - f. Citizen #1 - #6, Coded with the above codes.

50. What was the degree of injury?

01 Died at scene or enroute to hospital  
02 Loss of functions  
03 Impairment of functions  
04 Moderate injury - apparent  
05 Moderate injury - nonapparent

- 06 Minor injury - apparent
- 07 Minor injury - nonapparent
- 08 Dead on arrival
- 77 Don't Know

50a - f. Citizen #1 - #6, Coded with the above codes.

51. Was an ambulance ordered in relation to the incident?

- 1 No (SKIP TO Q. 52)
- 2 Yes (COMPLETE Q. 51a THROUGH Q. 51e.)

51a. Time ambulance ordered: \_\_\_\_/\_\_\_\_/\_\_\_\_  
AM  
PM

51b. Time ambulance arrived: \_\_\_\_/\_\_\_\_/\_\_\_\_  
AM  
PM

51c. Ordered Code:

- 1 Code 1
- 2 Code 3
- 3 None

51d. Ambulance was ordered:

- 1 Before a dispatched officer arrived at the location of the incident
- 2 After a dispatched officer arrived at the location of the incident
- 3 Don't Know

51e. Type of ambulance: \_\_\_\_\_

52. Did specialized units respond to the incident?

- 1 No (SKIP TO Q. 54)
- 2 Yes (ANSWER Q. 53)

53. Designate number of officers from specialized units:

Number(s)

- 1 Detective
- 2 Support Unit
- 3 Lab Crew
- 4 Helicopter
- 5 K-9
- 6 A.I.U.
- 7 Wagon
- 8 Supervisory personnel
- 9 Other (Specify)

54. Type(s) of report(s) taken and report number(s): \_\_\_\_\_

55. Caller's satisfaction with officer(s) performance:

- 1 Satisfied
- 2 Dissatisfied
- 3 Indifferent
- 4 Don't Know
- 5 Not applicable

56. Caller's satisfaction with the disposition

- 1 Satisfied
- 2 Dissatisfied
- 3 Indifferent
- 4 Don't Know
- 5 Not applicable

57. What was the attitude of the citizen(s) related to the incident toward the officer(s)?

- 1 Cooperative
- 2 Uncooperative
- 3 Indifferent
- 4 Don't Know
- 5 Not applicable

57a - f. Citizen #1 - #6, Coded with the above codes.

58. Additional Comments: \_\_\_\_\_

Table J-1.-- Measures of the accuracy of the field observers' Pulsars.

Timepiece Accuracy Measures	Observer Number								
	#2	#3	#4	#5	#6	#7	#8	#9	#10
Number of times checked	25	18	13	19	19	15	16	20	22
Number of times reset	17	12	11	16	14	6	13	9	16
Number of times variation less than six seconds	13	11	8	12	11	6	10	9	15
Maximum given variation in seconds	90	40	26	40	40	15	40	17	19

Note: Each observer was assigned a Pulsar to use and maintain.

APPENDIX K  
T A P E   C O N T E N T   A N A L Y S I S

A. Caller/Dispatcher

Channel on which the call initiated: \_\_\_\_\_

1. Type of call:

\_\_\_\_\_ 1      Crime  
 \_\_\_\_\_ 2      Non-crime

2. Time of initial connection: \_\_\_\_\_

3. Time caller began conveying information: \_\_\_\_\_

4. Time necessary information was available for broadcast: \_\_\_\_\_

5. Time of disconnection: \_\_\_\_\_

6. If more than five seconds elapsed between question numbers four and five, specify what was discussed:

- 6a. Name of caller  
 6b. Nature of incident  
 6c. Information on suspects  
 6d. Circumstances of detection of crime  
 6e. Circumstances of incident  
 6f. Repeat address  
 6g. Information specific to dispatched address  
 6h. Dispatcher states he will send a car  
 6i. Whether person to contact is at dispatched address  
 6j. Dispatcher checks to see if car has been towed  
 6k. Dispatcher initiates radio transmission on this incident  
 6l. Dispatcher received a telephone call on another line  
 6m. Dispatcher makes a radio transmission on a different incident  
 Other (Specify)  
 11 Name of person to contact  
 12 Dispatcher complains caller uncooperative  
 13 Length of time for officer to arrive  
 14 Caller's relation to incident  
 15 Caller states will contact victim  
 16 Dispatcher makes computer check  
 17 Dispatcher talks with on-scene field officer  
 18 Caller searched for additional info  
 19 Caller requests dispatcher call him  
 20 Name of victim/person-other than caller  
 21 Dispatcher puts caller on hold  
 22 Dispatcher notifies another dispatcher  
 23 Caller speaks to another person on his end  
 24 Caller enroute to scene  
 25 Caller went to get victim



- 26 Whether report should be made
- 27 Phone number of caller
- 28 Info on stolen property
- 29 Report number
- 30 Any address of caller not dispatched address
- 31 Availability of car
- 32 Whether caller wants party arrested
- 33 Dispatcher questions incident-related circumstances
- 34 Dispatcher conducts discussion with other party
- 35 Date of birth of victim
- 36 Code 1
- 37 Dispatcher repeats car number requested
- 38 (Unassigned)
- 40 Need for ambulance
- 50 Description of vehicle
- 60 Dispatcher instructs caller/victim
- 70 Previous similar incident
- 80 Name of alarm company
- 90 Victim's intention to prosecute

7. Did more than one person speak with the dispatcher during this call?

- 1 No (SKIP TO Q. 11)
- 2 Yes (ANSWER Q. 8 TO Q. 10)

8. How many person(s) spoke with the dispatcher?

Person(s)

9. For what reason?

- 1 Second caller was the victim
- 2 Second caller had information about the incident
- 3 First caller unable to continue call
- 4 First caller relinquishes telephone to second caller
- 5 Other (Specify)

10. Did the dispatcher request to speak to the second caller?

- 1 No
- 2 Yes

11. Sex of the caller:

- 1 Male
- 2 Female
- 3 Uncertain

11a. \_\_\_\_\_ Caller #1

11b. \_\_\_\_\_ Caller #2

12. Did the caller ask to whom the report should be made?

- 1 No
- 2 Yes

12a. \_\_\_\_\_ Caller #1  
12b. \_\_\_\_\_ Caller #2

13. Did the caller speak clearly?

1 No (ANSWER Q. 14)  
2 Yes (SKIP TO Q. 15)

13a. \_\_\_\_\_ Caller #1  
13b. \_\_\_\_\_ Caller #2

14. What was the difficulty? Caller

		#1	#2
14a.	Dialect or accent	_____	_____
14b.	Use of foreign language	_____	_____
14c.	Slurred Syllables	_____	_____
14d.	Clipped Syllables	_____	_____
14e.	Use of unfamiliar words	_____	_____
14f.	Low volume	_____	_____
14g.	Fast rate	_____	_____
14h.	Laughing	_____	_____
14i.	Crying	_____	_____
14j.	Whispering	_____	_____
14k.	Screaming	_____	_____
14l.	Gravelly	_____	_____
14m.	Stuttering	_____	_____
14n.	Other (Specify)	_____	

15. Did the caller understand all of the dispatcher's questions or statements?

1 No  
2 Yes

15a. \_\_\_\_\_ Caller #1  
15b. \_\_\_\_\_ Caller #2

16. What was the caller's emotional state as suggested by his/her voice at the beginning of the conversation?

Calm \_\_\_\_\_ 1 \_\_\_\_\_ 2 \_\_\_\_\_ 3 \_\_\_\_\_ 4 \_\_\_\_\_ 5 \_\_\_\_\_ 6 \_\_\_\_\_ 7 \_\_\_\_\_ Excited

16a. \_\_\_\_\_ Caller #1  
16b. \_\_\_\_\_ Caller #2

17. What was the caller's emotional state as suggested by his/her voice at the end of the conversation?

Calm \_\_\_\_\_ 1 \_\_\_\_\_ 2 \_\_\_\_\_ 3 \_\_\_\_\_ 4 \_\_\_\_\_ 5 \_\_\_\_\_ 6 \_\_\_\_\_ 7 \_\_\_\_\_ Excited

17a. \_\_\_\_\_ Caller #1  
17b. \_\_\_\_\_ Caller #2

18. What was the caller's initial mood?

Cooperative 1 2 3 4 5 6 7 Uncooperative

18a. \_\_\_\_\_ Caller #1

18b. \_\_\_\_\_ Caller #2

19. What was the caller's mood at the end of the conversation?

Cooperative 1 2 3 4 5 6 7 Uncooperative

19a. \_\_\_\_\_ Caller #1

19b. \_\_\_\_\_ Caller #2

20. Information exchanged between caller and dispatcher received from:  
(ACTUAL NAME, ADDRESS, ETC. NOT TO BE RECORDED HERE.)

- \* 1 No
- 2 Yes
- 3 Uncertain
- \*\* 1 Caller
- 2 Dispatcher

	<u>Info</u> #1	<u>Rec'd *</u> #2	<u>Initiated by **</u>	
			<u>#1</u>	<u>#2</u>
21. Name of caller:	_____	_____	_____	_____
22. Address of caller:	_____	_____	_____	_____
23. Address of dispatch:	_____	_____	_____	_____
24. Address of occurrence:	_____	_____	_____	_____
25. Nature of call:	_____	_____	_____	_____
26. Caller's relation to incident:	_____	_____	_____	_____
27. Information on suspect(s):	_____	_____	_____	_____
28. When crime occurred/ detected:	_____	_____	_____	_____

29. When the dispatcher answered the phone, did he/she:

- 1 No
- 2 Yes

30. Identify the unit? \_\_\_\_\_

31. Give his/her name? \_\_\_\_\_

32. Speak clearly and intelligibly? \_\_\_\_\_

33. Did the dispatcher understand all of the caller's statements?

- 1 No
- 2 Yes

33a. \_\_\_\_\_ Caller #1  
33b. \_\_\_\_\_ Caller #2

34. What was the nature of the incident as originally reported by the caller?

- 01 Arson
- 02 Assault
- 03 Auto Theft
- 04 Burglary/Non-residence
- 05 Burglary/Residence
- 06 Disturbance
- 07 Explosive device
- 08 Fraud
- 09 Hit and Run
- 10 Homicide
- 11 Juveniles
- 12 Kidnapping
- 13 Larceny
- 14 Prowlers
- 15 Rape
- 16 Robbery
- 17 Sex Offenses
- 18 Suspicious persons
- 19 Traffic accident
- 20 Vandalism
- 21 Caller did not identify nature of the incident
- 98 Nature unknown
- Other (Specify)
- 23 Info on a previous call
- 24 Intoxicated party
- 25 Burglar alarm
- 26 Recovered property
- 27 Hold - up alarm
- 28 Need for ambulance
- 29 Request for specific car to call
- 30 (Reassigned: Same as 02)
- 31 (Reassigned: Same as 20)
- 32 Gambling
- 33 Illegally parked vehicle
- 34 Pick-up on parole violation
- 35 Location of wanted party
- 36 Residence check
- 37 Info on senile
- 38 D.O.A.
- 39 Party down
- 40 Meet off - duty officer
- 41 Suicide
- 42 Possession of marijuana
- 43 Extortion
- 44 Rollaway auto
- 45 Intoxicated driver
- 46 Trespassing
- 47 (Unassigned)
- 48 (Unassigned)

1 Actual

2 Attempted

35. Caller #1 \_\_\_\_\_ 35a. \_\_\_\_\_

36. Caller #2 \_\_\_\_\_ 36a. \_\_\_\_\_

37. Was the incident over when the caller contacted the police?

- 1 No
- 2 Yes
- 3 Uncertain

37a. \_\_\_\_\_ Caller #1

37b. \_\_\_\_\_ Caller #2

38. Was the offender(s) or suspect(s) still present when the caller initially contacted the dispatcher?

- 1 No
- 2 Yes
- 3 Uncertain

38a. \_\_\_\_\_ Caller #1

38b. \_\_\_\_\_ Caller #2

39. Was the caller transferred to another dispatcher(s) by the dispatcher who originally answered the call?

- 1 No
- 2 Yes

39a. \_\_\_\_\_ Caller #1

39b. \_\_\_\_\_ Caller #2

39c. Time: \_\_\_\_\_  
Channel: \_\_\_\_\_

40. Did the caller hang up before the dispatcher was finished?

- 1 No
- 2 Yes

40a. \_\_\_\_\_ Caller #1

40b. \_\_\_\_\_ Caller #2

41. Did the operator provide any information to the dispatcher?

- 1 No (SKIP TO Q. 42)
- 2 Yes (ANSWER Q. 41a)

41a. Nature of information:

- 1 No
- 2 Yes

- 41b. \_\_\_\_\_ Address of dispatch  
 41c. \_\_\_\_\_ Nature of incident  
 41d. \_\_\_\_\_ Name of caller  
 41e. \_\_\_\_\_ Phone number of caller  
 41f. \_\_\_\_\_ Other (Specify)

42. Was there noise at either end that interfered with the exchange of information?

- 1 No (SKIP TO Q. 44)  
 2 Yes (ANSWER Q. 43)

43. Extent of the noise interference.

- 1 None  
 2 Isolated episode  
 3 Occasional  
 4 Prolonged

- 43a. \_\_\_\_\_ Located at caller's end  
 43b. \_\_\_\_\_ Located at dispatcher's end  
 43c. \_\_\_\_\_ Location uncertain

#### B. Original Radio Dispatch

44. Was the tone signal activated?

- 1 No (SKIP TO Q. 46)  
 2 Yes, one tone signal )  
 3 Yes, two tone signals ) Answer Q. 45  
 4 Yes, three tone signals )

45. Time tone signal was activated: \_\_\_\_\_

46. Time dispatcher first called for car: \_\_\_\_\_

47. How was the observer's car assigned?

- 1 Dispatcher called for observer's car (ANSWER Q. 48-50)  
 2 Dispatcher called for any car in the vicinity (ANSWER Q. 48-50)  
 3 Observer's car volunteered (SKIP TO Q. 51)

48. Time dispatcher called for observer's car: \_\_\_\_\_

49. Time observer's car acknowledged: \_\_\_\_\_

50. Did the dispatcher request the field officer to repeat the acknowledgement?

- 1 No (SKIP TO Q. 52)  
 2 Yes

51. Time observer's car volunteered: \_\_\_\_\_

52. Did any other dispatcher, besides the one who initially answered the phone, make any portion of the radio broadcast?

- 1 No
- 2 Yes

53. Was the assignment dispatched over the radio while the caller was still on the phone?

- 1 No
- 2 Yes

54. Was the field officer advised to telephone the dispatcher for the assignment?

- 1 No
- 2 Yes

55. Verbatim dispatch of initial information identifying the nature of the incident.

---

56. How much available information was broadcast to the field unit concerning the following:

- 1 None available at time of broadcast
- 2 None of the available information
- 3 Part of the available information
- 4 All of the available information
- 5 Incorrectly broadcast according to caller's report
- 6 Not applicable

56a. \_\_\_\_\_ Dispatched address

56b. \_\_\_\_\_ Name of business, apartments, etc.

56c. \_\_\_\_\_ Nature of incident

56d. \_\_\_\_\_ Suspect information

56e. \_\_\_\_\_ Person to contact

56f. \_\_\_\_\_ Other (Specify)

1 Description of vehicle

2 Info on previous incident

57. Did the dispatcher instruct the field unit to proceed according to a priority code?

- 1 No (SKIP TO Q. 59)
- 2 Yes (ANSWER Q. 58)

58. What was the code?

- 1 Code 1
- 2 Code 3
- 3 Code 4
- 4 Code 5
- 5 Other (Specify)

59. Time dispatch was concluded: \_\_\_\_\_

60. Did the field unit request the dispatcher to repeat any part of the dispatched information (10-9) ?

- 1 No
- 2 Yes

61. Time repeated dispatch concluded: \_\_\_\_\_

C. Ambulance Calls

62. Did the dispatcher relay a request for an ambulance to the Health Department Dispatcher?

- 1 No
- 2 Yes (ANSWER Q. 63 - 65)
- 3 Uncertain

63. Time of connection: \_\_\_\_\_

64. Time information relayed: \_\_\_\_\_

65. Time of disconnection: \_\_\_\_\_

Channel: \_\_\_\_\_

66. Unusual cases: \_\_\_\_\_

67. 1st Dispatcher Phone:

- \_\_\_\_\_ 1 Civilian
- \_\_\_\_\_ 2 Sworn
- \_\_\_\_\_ 3 Unknown

68. 2nd Dispatcher Phone:

- \_\_\_\_\_ 1 Civilian
- \_\_\_\_\_ 2 Sworn
- \_\_\_\_\_ 3 Unknown

69. 1st Dispatcher Radio:

- \_\_\_\_\_ 1 Civilian
- \_\_\_\_\_ 2 Sworn
- \_\_\_\_\_ 3 Unknown

70. 2nd Dispatcher Radio:

- \_\_\_\_\_ 1 Civilian
- \_\_\_\_\_ 2 Sworn
- \_\_\_\_\_ 3 Unknown

71. Time dispatcher knows need for ambulance: \_\_\_\_\_

72. Interviewer's I.D. \_\_\_\_\_



APPENDIX L  
TIMES ON NON-CRIME CALLS

Case No. \_\_\_\_\_

Channel: \_\_\_\_\_

Caller/Dispatcher

1. Time of initial connection: \_\_\_\_\_
2. Time caller began conveying information: \_\_\_\_\_
3. Time necessary information was available for broadcast: \_\_\_\_\_
4. Time of disconnection: \_\_\_\_\_

Radio Transmission

5. Time tone signal was activated (If applicable) \_\_\_\_\_
6. Time dispatcher first called for car: \_\_\_\_\_

(IF DISPATCHER INITIATED EXCHANGE);

7. Time dispatcher called for observer's car: \_\_\_\_\_
8. Time observer's car acknowledged: \_\_\_\_\_

(IF FIELD OFFICER INITIATED EXCHANGE):

9. Time observer's car volunteered: \_\_\_\_\_
10. Time dispatch was concluded: \_\_\_\_\_

(IF DISPATCHER REPEATS INFORMATION):

11. Time repeated dispatch concluded: \_\_\_\_\_

APPENDIX M

SUMMARY DATA SHEET \*

1. Survey Number
2. Instrument(s) used:
  - 1 Victim/Caller
  - 2 Victim
  - 3 Witness/Caller or Caller
  - 4 Potential Crime/General Call for Service
3. Beat of Occurrence:
4. Observer Number
5. Type of Interview:
  - 1 Personal Interview
  - 2 Phone Interview
6. Status of Interview:
  - 1 Completed
  - 2 Can't locate person
  - 3 Refused
  - 4 Refused after partial completion
  - 5 Can't remember incident
  - Other (Specify)
    - 6 Partial completion
    - 7 Ineligible
    - 8 No response
    - 9 Alarm
    - 10 Declined second interview
    - 11 Miscellaneous
7. Type of law enforcement personnel interviewed:
  - 1 Not applicable
  - 2 Store security guard
  - 3 School security guard
  - 4 KCPD officer
  - 5 UMKC officer
  - 6 Sheriff's Patrol
  - 7 Security guard (KCPD officer)
  - Other
    - 08 Parole/Probation Officer
    - 09 Housing Authority Officer
    - 10 City Inspector
    - 11 KCPD Reserve Officer
    - 12 Federal Police
    - 13 Law enforcement officer (other jurisdiction)

\* A Summary Data Sheet was included with each interview instrument but will appear only in this Appendix.

**CONTINUED**

**2 OF 4**

- 14 Hospital security guard
- 15 Park security guard
- 16 Private security patrol
- 17 County corrections guard

8. Was the actual call the same as the dispatched call?

- 1 No
- 2 Yes

9. What was the actual call?

- 01 Murder/Manslaughter
- 02 Rape
- 03 Robbery/Armed Roobery/Holdup/Robbery Report/Attempted
- 04 Assault
- 05 Burglary/Burglary Report/Info on Burglary
- 06 Larceny/Larceny Report/Info on Larceny
- 07 Auto Theft/Stolen Auto/Stolen Motorcycle/Report on Stolen Vehicle
- 08 Arson/Fire/Vandalism/Destruction of Property/Malicious Destruction of Property
- 09 Fraud/Info on Fraud
- 10 Sex Offenses/Molestation/Attempted
- 11 Injured Party/Sick Call/Attempted Suicide
- 12 Animal Bite/Info on Animal Bite/ Lost Animal
- 13 Auto Accident/10-90 J1 & J4/10-90 J1/10-50 J4/J1/J4/J2/J3
- 14 Code 1 Ambulance Call/Investigate Need for Ambulance
- 15 Disturbance/Domestic Disturbance
- 16 Mental/Info on Mental
- 17 Suspicious Party Armed/Armed Party/Shots Fired/Target Shooting/ Fireworks/Info on Loud Noise
- 18 Prowlers Inside
- 19 Prowlers/Prowlers That Have Left
- 20 Car Prowlers
- 21 Traffic Violation/Info on Traffic Violation/Speeding Cars/ Loud Cars
- 22 Abandoned Car
- 23 Parking Problem/Illegal Parking/Parking Violation
- 24 Recovered Property/Info on Recovered Property
- 25 Outside Alarm/Burglar Alarm/Alarm
- 26 Open Door/Open Window
- 27 Residence Check/Building Check/Info on Residence Check
- 28 Suspicious Phone Calls/Threatening Phone Calls/Obscene
- 29 Shoplifters/Holding Shoplifters/Larceny Shoplifters
- 30 Juveniles/Disperse/Info on Juveniles
- 31 Missing Child/Info on Missing Juveniles
- 32 Suspicious Party/Info on Suspicious Party/Suspicious Person/ Left Scene
- 33 Suspicious Car/Suspicious Car and Party/Info on Suspicious Car/ Car Check
- 34 Previous Call/Info on Previous Call/Prior Call
- 35 Receive info (Non-Specific)/Information (General)
- 36 Report Call (Not specified)
- 37 Dead Body/DOA
- 38 Unfounded

- 39 Drunk
- 40 Senile
- 41 Selling Fireworks
- 42 Locked Out
- 43 Situation Under Control
- 44 Gambling
- 45 Attempt to Locate/Missing Person
- 46 Extortion
- 47 Embezzlement
- 48 Loss
- 49 Parole/Probation Violation
- 50 Handled by Officer/HBO
- 51 Drunk Driver/DWI
- 52 Crowd Control
- 53 Shooting
- 54 Trespassing
- 55 Littering
- 56 Location of Wanted Party/Driver Arrested/Warrant Arrest/Out-standing Warrant
- 57 Carrying Concealed Weapon/CCW
- 58 Abandoned Child
- 59 Holding Suspects/Suspects in Custody
- 60 Possession of Narcotics
- 61 (Unassigned)
- 62 Abduction/Kidnapping
- 63 Recovered Stolen Auto/Recovered Vehicle
- 64 Disturb-the-Peace Assault (G.O.S. Offense)

10. Was the dispatched call a crime?

- 1 No
- 2 Yes

11. Was the actual call a crime?

- 1 No
- 2 Yes

12. How many call backs were made?

- 1 None
- 2 One
- 3 Two
- 4 Three
- 5 Four
- 6 Five
- 7 More than five

Hello, I'm \*

I am working with the Kansas City, Missouri Police Department. We are conducting a study concerning attitudes and opinions with police service. I understand that you recently had contact with the Police Department concerning a \_\_\_\_\_ which occurred on \_\_\_\_\_.

Month / Day / Year

Did you call the police?

- 1 No
- 2 Yes

Are you . . . . .

- The victim?
- The witness?

Please keep in mind that a question may be asked that you have already answered in another part of the survey.

If this happens please give the information again.

The information we obtain will be treated with strict confidence.

INTERVIEWER: READ THE FOLLOWING ONLY IF THE RESPONDENT ASKS FOR THE INFORMATION:

If you have any questions concerning this study you can call 842-6525, extension 316 or 317.

\* This interview introduction appeared with each interview instrument, but will appear only in this Appendix.

VICTIM/CALLER

I AM NOW GOING TO ASK YOU A GROUP OF QUESTIONS ABOUT THIS CRIME.

1. Where did the crime take place?

- 01 Inside a private residence.
- 02 Outside a private residence, including an open porch or backyard.
- 03 On a sidewalk, street, alley.
- 04 Parking lot or garage.
- 05 Inside a tavern, restaurant or other entertainment place.
- 06 Inside a store or other commercial property.
- 07 Inside a factory, officer building, other work area.
- 08 Park, playground, other public recreational area.
- Other (Specify)
- 09 Apartment Building
- 10 Church/Church Property
- 11 Inside School
- 12 Taxi Cab
- 13 Bus
- 14 Inside Auto
- 66 Does Not Apply
- 77 Don't Know
- 88 No Response

2. Could you try and remember what you were doing before the crime took place?

- 01 Respondent was at home.
- 02 Respondent was not at home
- 03 Respondent was working and crime occurred at work.
- 04 Respondent was at work and crime occurred elsewhere
- Other (Specify)
- 05 Conversation
- 06 Asleep
- 07 Walking
- 08 Visiting
- 09 (Reassigned: Same as 77)
- 10 Entertainment
- 11 Respondent at home and incident occurred at work
- 12 Eating
- 13 Respondent at home and incident in proximity
- 14 Housework, various activities at home
- 15 Looking out window/sitting on porch
- 16 In or near automobile
- 17 Just entering residence/building
- 18 Playing
- 19 Religious services
- 20 Consuming alcohol
- 21 Nothing
- 22 Shopping
- 23 Arguing
- 24 Riding/waiting for bus
- 66 Does Not Apply
- 77 Don't Know
- 88 No Response

3. Did you see/hear or become involved in the crime at any time as it happened?

- 1 No (ASK Q. 15 AND 16, THEN ASK Q. 18)
- 2 Yes (ASK Q. 4)

4. About what time did you see/hear or become involved in the crime?

- 6666 Does Not Apply
- AM
- PM Circle One
- 7777 Don't Know

5. What did you do while the crime was taking place?

- 66 Does Not Apply
- 01 Did as instructed by persons committing the crime
- 02 Called for help
- 03 Didn't notice crime occurring
- 04 Nothing
- Other (Specify)
- 05 Called Police
- 06 Left Scene
- 07 Took self-protective measures
- 08 Assist and support others
- 09 Called another person
- 10 Observed situation
- 11 Investigation
- 12 Engage in Physical struggle
- 13 Attempt an escape
- 14 Waited for police
- 15 Attempt to determine threat
- 16 Participated in incident
- 17 Verbal persuasion
- 18 Left scene to call police
- 19 Chased suspect
- 20 Sustained injury
- 21 Discussed situation
- 22 Accompany police officer to scene
- 66 Does Not Apply
- 77 Don't Know
- 88 No Response

6. About how long were you present while the crime was taking place?

- 6666 Does not apply
- Code in actual minutes
- 7777 Don't know

7. What did you do just after the crime took place?

- 66 Does not apply
- 01 Called the police
- 02 Telephoned someone for help other than police
- 04 Chased the suspect
- Other (Specify)



- 05 Asked someone else to call police
- 06 Contacted police in person
- 07 Investigation
- 08 Left scene to take action/call police
- 09 Waited - did nothing
- 10 Called another person
- 11 Left scene - nothing else
- 12 Restrained suspect
- 13 Discussed situation
- 14 Verbal persuasion
- 15 Arrested suspect
- 16 Observed situation
- 17 Became unconscious
- 18 Called out for help
- 19 Assaulted suspect
- 66 Does Not Apply
- 77 Don't Know
- 88 No Response

8. How many persons committed the crime?

- 66 Does Not Apply  
Person(s)
- 77 Don't Know

9. Did you see who committed the crime?

- 6 Does not apply
- 1 No (Skip to Q. 15)
- 2 Yes

10. Could you identify the person(s) if you saw them again?

- 6 Does not apply
- 1 No (Skip to Q. 13)
- 2 Yes
- 7 Don't know (Skip to Q. 13)

11. Did you know (any of ) the person(s)?

- 6 Does not apply
- 1 No (Skip to Q. 13)
- 2 Yes

12. How well do you know the person(s)?

- 66 Does not apply.
- 01 Friend(s)
- 02 Relative(s)
- 03 Neighbor(s)
- Other (Specify)
- 04 Could identify by sight
- 05 Tenants
- 06 Building Manager
- 07 Customer

08 Social worker  
09 School mates  
10 Casual acquaintances  
11 Friend of relative  
12 Common-law spouse  
13 Ex-spouse  
14 Respondent-self  
15 Employee  
16 Relative of friend  
66 Does Not Apply  
77 Don't Know  
88 No Response

13. Was the person(s) still present when the police arrived?

6 Does not apply  
1 No  
2 Yes

14. About what time did the person(s) leave the scene?

6666 Does not apply  
AM  
PM Circle One  
7777 Don't know

15. Did the police arrest anyone?

6 Does not apply  
1 No  
2 Yes  
7 Don't know

16. Would you want to see the person(s) prosecuted?

6 Does not apply  
1 No  
2 Yes

17. How many person(s) including yourself saw the crime?

66 Does not apply  
Number of persons (SKIP TO Q. 26)  
77 Don't know

18. About what time was the crime first discovered?

6666 Does not apply  
AM  
PM Circle One  
7777 Don't know

19. Who first discovered that a crime had taken place?

66 Does not apply

- 01 Respondent (SKIP TO Q. 22)
- 02 Relative
- 03 Friend/Neighbor
- 04 Security Guard
- 05 Business Associate (Specify)
- 06 Passerby
- Other (Specify)
  - 07 Roommate
  - 08 Co-worker
  - 09 Alarm system
  - 10 Employee
  - 11 Witness
  - 12 Bank Teller
  - 13 Employer's relatives
  - 14 Police
- 66 Does not apply
- 77 Don't know
- 88 No response

20. Who told you of the crime?

- 66 Does not apply
- 01 Relative
- 02 Friend/Neighbor
- 03 Security Guard
- 04 Business Associate
- Other
  - 05 Passerby
  - 06 Witness
  - 07 Alarm company representative
  - 08 Employee
  - 09 Police dispatcher
  - 10 Co-worker
  - 11 Building manager
  - 12 Public officer
- 66 Does not apply
- 77 Don't know
- 88 No response

21. About what time did you learn that a crime had taken place?

- 6666 Does not apply
- AM
- PM Circle One
- 7777 Don't know

22. Do you know about what time the crime actually took place?

- 6 Does not apply
- 1 No (SKIP TO Q. 24)
- 2 Yes (ASK Q. 23)

23. What time was it?

- 6666 Does not apply

AM  
PM Circle One  
7777 Don't know

24. Can you give me between what two times the crime might have taken place?  
(GIVE AN EXAMPLE IF NECESSARY)

- 6 Does not apply
- 1 No (SKIP TO Q. 26)
- 2 Yes (ASK Q. 25)
- 7 Don't know

25. What are those two times? (Specify)

I WOULD NOW LIKE TO ASK YOU SOME QUESTIONS ABOUT CALLING THE POLICE.

26. Did you telephone or talk to another person before calling the police?

- 1 No (SKIP TO Q. 41)
- Yes (Specify)
- 2 Telephoned only (SKIP TO Q. 34 THROUGH Q.41)
- 3 Talked only (ASK Q. 27 THROUGH Q. 33 THEN SKIP TO Q. 41)
- 4 Did both (ASK Q. 27 THROUGH Q. 40 THEN ASK Q. 41)

PLEASE REMEMBER, THE FOLLOWING QUESTIONS DEAL WITH PERSON(S) YOU TALKED TO OTHER THAN BY TELEPHONE.

27. How many persons did you talk to?

- 6 Does not apply
- Person(s)
- 7 Don't know

28. Who did you first talk to?

- 66 Does not apply
- 01 Relative
- 02 Friend/Neighbor
- 03 Business Associate
- 04 Security Guard
- 05 Insurance Agent
- 06 Doctor
- Other (Specify)
- 07 Roommate
- 08 Victim's family
- 09 Employer/supervisor
- 10 Victim
- 11 Apartment manager/tenants
- 12 Employee
- 13 Suspect
- 14 Witness
- 15 Customer

- 16 Owner-manager
- 17 Prosecutor/other public official
- 18 Alarm company
- 19 Cab dispatcher
- 20 Police Officer
- 21 Victim's teacher
- 22 Bus driver
- 23 Minister
- 24 Suspect's relative(s)
- 25 Stranger - nearby
- 26 Other involved party
- 66 Does Not Apply
- 77 Don't Know
- 88 No Response

29. Why did you talk to this person before calling the police?

- 66 Does not apply
- 01 Needed advise on what to do
- 02 Wanted this person to call the police
- 03 Respondent was injured
- 04 Wanted more information
- 05 This person informed respondent of the crime
- 06 Company procedure
- Other (Specify)
  - 07 Person was there
  - 08 Inform them of intentions
  - 09 Wanted to use phone
  - 10 To render support
  - 11 Were security personnel
  - 12 Inform of loss
  - 13 Was doctor on duty
  - 14 Wanted their assistance
  - 15 Asked respondent to call police
  - 16 Other party involved
  - 17 To inform of situation
  - 18 Person witnessed crime
  - 19 Tried to calm them
  - 20 Asked them to leave
  - 66 Does Not Apply
  - 77 Don't Know
  - 88 No Response

30. About what time did you talk to this person?

- 6666 Does not apply
- AM
- PM Circle One
- 7777 Don't know

31. Did this person tell you to call the police?

- 6 Does not apply
- 1 No (ASK Q. 32)
- 2 Yes (SKIP TO Q. 41 unless following skip pattern for "did both")

32. What did this person tell you?

- 66 Does not apply
- 01 (Unassigned)
- 02 (Unassigned)
- 03 Knew no more than respondent
- 04 Suggested course of action
- 05 Of little assistance
- 06 Informed respondent of crime/incident
- 07 Suffered no injury
- 08 Refused use of phone
- 09 Discussed situation
- 10 Would act to prevent recurrence
- 11 Concurred with respondent's act/intent
- 12 Unable to contact
- 13 Could assist/did aid
- 14 Investigate on own
- 15 Requested medical assistance
- 16 Didn't think police could do any good
- 17 Threatened respondent
- 18 To mind own business
- 19 Would call police for respondent
- 20 To not call police
- 21 Suspect unknown and armed
- 22 Police already called
- 23 Nothing
- 24 Was injured- extent unknown
- 66 Does Not Apply
- 77 Don't Know
- 88 No Response

33. Who decided that you should call the police?

- 66 Does not apply
- 01 Relative
- 02 Friend/neighbor
- 03 Business Associate
- 04 Security Guard
- 05 Insurance Agent
- 06 Doctor
- 07 Respondent decided to call
- 08 Employer
- Other (Specify)
- 09 Victim
- 10 Joint decision
- 11 Minister
- 12 Building owner-manager
- 66 Does Not Apply
- 77 Don't Know
- 88 No Response

PLEASE REMEMBER, THE FOLLOWING QUESTIONS DEAL WITH PERSONS YOU TELEPHONED ONLY.

34. How many person(s) did you call before calling the police?

- 6 Does not apply
- Person(s)
- 7 Don't know

35. Who did you call first?

- 66 Does not apply
- 01 Relative
- 02 Friend/neighbor
- 03 Business Associate
- 04 Security Guard
- 05 Insurance Agent
- 06 Doctor
- 07 Employer
- Other
- 08 Building manager/landlord
- 09 Suspect's relative
- 10 School principal
- 11 Fire Department
- 12 Minister
- 13 Police Dept. Tow Barn
- 14 Supervisor
- 15 Suspect
- 16 Funeral Home
- 17 Ambulance service
- 18 Police officer
- 19 Victim
- 20 Roommate
- 21 Credit card company
- 22 Psychiatric Receiving Center
- 23 Federal Protective Service
- 24 Attorney
- 25 Bank
- 26 Telephone Company
- 27 Social Worker
- 66 Does Not Apply
- 77 Don't Know
- 88 No Response

36. Why did you call this person before calling the police?

- 66 Does not apply
- 01 Needed advise on what to do
- 02 Wanted this person to call the police
- 03 Respondent was injured
- 04 Wanted more information
- 05 This person informed respondent of the crime
- 06 Company procedure
- Other (Specify)
- 07 Wanted to inform them
- 08 Wanted a witness

- 09 Wanted assistance
- 10 Did not want to call police
- 11 That person caller (Phoned) respondent
- 66 Does Not Apply
- 77 Don't Know
- 88 No Response

37. About what time did you call this person?

- 6666 Does not apply
- AM
- PM Circle One
- 7777 Don't Know

38. Did this person tell you to call the police?

- 7 Does not apply
- 1 No (ASK Q. 39)
- 2 Yes (SKIP TO Q. 41)

39. What did this person tell you?

- 66 Does not apply (Specify)
- 01 (Unassigned)
- 02 (Unassigned)
- 03 Knew no more than respondent
- 04 Suggested course of action
- 05 Of little assistance
- 06 Informed respondent of crime/incident
- 07 Suffered no injury
- 08 Refused use of phone
- 09 Discussed situation
- 10 Would act to prevent recurrence
- 11 Concurred with respondent's act/intent
- 12 Unable to contact
- 13 Could assist/did aid
- 14 Investigate on own
- 15 Requested medical assistance
- 16 Didn't think police could do any good
- 17 Threatened respondent
- 18 To mind own business
- 19 Would call police for respondent
- 20 To not call police
- 21 Suspect unknown and armed
- 22 Police already called
- 23 Nothing
- 24 Was injured - extent unknown
- 66 Does Not Apply
- 77 Don't know
- 88 No Response

40. Who did decide that you should call the police?

- 66 Does not apply
- 01 Relative



- 09 Building manager
- 10 Taxi cab dispatcher
- 11 Alarm company representative
- 12 Family of person creating incident
- 13 Joint decision
- 14 Governmental agency - personnel
- 15 Witness
- 16 Other involved party/driver
- 17 Suspect
- 18 Telephone operator
- 19 Credit card company
- 66 Does Not Apply
- 77 Don't Know
- 88 No Response

41. Did you have any problems calling the police?

- 1 No (SKIP TO Q. 43)
- 2 Yes (ASK Q. 42)
- 7 Don't know (SKIP TO Q. 43)

42. What kind of problems did you have?

- 66 Does not apply (Specify)
- 01 Was uncertain threat existed
- 02 State of shock/emotional
- 03 Physical injury
- 04 No answer - called again
- 05 Administrative handling trouble
- 06 Called wrong department
- 07 Phone in use/inoperative
- 08 Called operator for number
- 09 Situation too dangerous to call
- 10 Phone not answered promptly
- 11 Dialing trouble
- 12 Unsure of procedure/agency to contact
- 13 Travel to telephone
- 14 Forgot police phone number
- 15 Dispatcher error
- 16 Didn't have correct change
- 17 Operator - slow response
- 18 Dispatcher reluctance
- 19 Investigated on own
- 66 Does Not Apply
- 77 Don't Know
- 88 No Response

43. Were you delayed in any way before calling the police?

- 1 No (SKIP TO Q. 46)
- 1 Yes (ASK Q. 44 AND Q. 45)

44. How were you delayed?

- 66 Does not apply

- 01 By telephoning or talking to others first
- 02 Out of fear
- 03 Unsure of what good the police could do
- 04 No telephone available
- Other (Specify)
  - 05 Waiting for involved parties
  - 06 Dialing trouble
  - 07 Was uncertain of threat
  - 08 Get permission to call
  - 09 Physical injury
  - 10 State of shock
  - 11 Sought more information
  - 12 Suspect known/located
  - 13 Talking to suspect
  - 14 Phone in use/inoperative
  - 15 Travel to telephone
  - 16 Personal business
  - 17 Operator trouble
  - 18 Pursuing suspect
  - 19 Thought police had been called
  - 20 Uncertain of situation
  - 21 Travel to scene
  - 22 Took victim to hospital
  - 23 Searched for stolen property
  - 24 Phone call handling trouble/transfers
  - 66 Does Not Apply
  - 77 Don't Know
  - 88 No Response

45. What did you do then?

- 66 Does not apply  
(Specify)
- 01 Called police
- 02 Waited for police
- 03 Attempted to regain property
- 04 Sought assistance
- 05 Reassessed incident
- 06 Left scene to call police
- 07 Sought more information
- 08 Caught suspect - called police
- 09 Called police - returned to scene
- 10 Took self-protective measures
- 11 Talked to victim/witnesses - called police
- 12 Nothing until next day
- 66 Does Not Apply
- 77 Don't Know
- 88 No Response

46. About how much time went by between your knowing of the crime and your calling the police?

Code in Actual Minutes  
7777 Don't know

47. About what time did you call the police?

AM  
PM Circle One  
7777 Don't Know

48. Did you have trouble deciding if you should call the police?

- 1 No (SKIP TO Q. 50)
- 2 Yes (ASK Q. 49)

49. Why?

- 66 Does not apply
- 01 Nothing could be done; lack of proof
- 02 Not important enough
- 03 Private or personal matter
- 04 Police would not want to be bothered
- 05 Party involved known to caller
- 06 Fear of reprisal
- 07 Uncertain of details
- Other (Specify)
- 08 Didn't want trouble
- 09 Community resentment/antagonism
- 10 Uncertain of situation
- 11 Wanted to take personal action
- 12 Unsure of procedure/agency to contact
- 13 Previous experience - police didn't respond
- 14 Thought police had been called
- 15 Wasn't victim
- 66 Does Not Apply
- 77 Don't Know
- 88 No Response

50. Was the crime still taking place at the time you called the police?

- 1 No (ASK Q. 51)
- 2 Yes (SKIP TO Q. 52)
- 7 Don't know (SKIP TO Q. 52)

51. Why didn't you phone the police while the crime was still taking place?

- 66 Does not apply
- 01 Discovered crime after it had been committed
- 02 Another person notified me of crime
- 03 Unable to because of physical crime
- 04 Fear of being hurt
- 05 No telephone available
- 06 Too emotional
- Other (Specify)
- 07 Uncertain of situation
- 08 Respondent pursued suspect
- 09 Did not want police there
- 10 Respondent involved in incident
- 11 Happened too fast
- 12 Company procedure
- 13 Were already called

- 66 Does Not Apply
- 77 Don't Know
- 88 No Response

52. After you decided to call the police, how long did it take you to reach a telephone?

Code in actual minutes  
7777 Don't know

53. Did you use or attempt to use a pay phone?

- 1 No (SKIP TO Q. 57)
- 2 Yes

54. Did you have any problems using a pay phone?

- 6 Does not apply
- 1 No (SKIP TO Q. 58)
- 2 Yes

55. What were they?

- 66 Does not apply
- 01 Didn't have correct change
- 02 Phone out of order
- 03 Phone missing
- 04 Couldn't find one
- Other (Specify)
- 05 Operator trouble
- 06 No directory
- 66 Does Not Apply
- 77 Don't Know
- 88 No Response

56. What did you do then?

- 66 Does not apply
- 01 Went to another pay phone
- 02 Went to my own phone
- 03 Went to someone else's phone
- 04 Went to a business phone
- 05 Borrowed a dime
- Other (specify)
- 06 Got correct change
- 07 Used victim's phone
- 08 Waited
- 66 Does Not Apply
- 77 Don't Know
- 88 No Response

57. Whose phone did you (finally) use to call the police?

- 6 Does not apply
- 1 Another pay phone
- 2 My own phone
- 3 Someone else's phone
- 4 Business phone
- 05 Victim's phone
- 66 Does Not Apply
- 77 Don't Know
- 88 No Response

58. Which number did you use to call the police?

- 66 Does not apply
- 01 Dialed "0" (operator) (SKIP TO Q. 60)
- 02 Crime Alert (421-1500)
- 03 Administrative (842-6525)
- Other (Specify)
  - 04 (Reassigned: Same as 77)
  - 05 Directory assistance (411)
  - 06 Direct Line
  - 07 Station House
  - 08 Special number
  - 09 "Star One"
  - 10 HA 1 - 9955 (Ext. 302)
  - 11 C.P.D. (Ext 461)
- 66 Does Not Apply
- 77 Don't Know
- 88 No Response

59. How did you find out about this number?

- 66 Does not apply
- 01 Telephone directory
- 02 Number written down by telephone
- 03 Knew number by memory
- 04 Person with me knew the number
- 05 Asked operator
- 06 Directory assistance
- Other (Specify)
  - 07 Officer gave respondent number
  - 08 "Crime Alert" decal/program
  - 09 Referred from station house
  - 10 Carried in wallet/purse
  - 11 Telephone company ("Star One")
- 66 Does Not Apply
- 77 Don't Know
- 88 No Response

60. Did you have any trouble putting your call through to the police?

- 1 No (SKIP TO Q. 62)
- 2 Yes (ASK Q. 61)

- 66 Does Not Apply
- 77 Don't Know
- 88 No Response

52. After you decided to call the police, how long did it take you to reach a telephone?

- Code in actual minutes
- 7777 Don't know

53. Did you use or attempt to use a pay phone?

- 1 No (SKIP TO Q. 57)
- 2 Yes

54. Did you have any problems using a pay phone?

- 6 Does not apply
- 1 No (SKIP TO Q. 58)
- 2 Yes

55. What were they?

- 66 Does not apply
- 01 Didn't have correct change
- 02 Phone out of order
- 03 Phone missing
- 04 Couldn't find one
- Other (Specify)
- 05 Operator trouble
- 06 No directory
- 66 Does Not Apply
- 77 Don't Know
- 88 No Response

56. What did you do then?

- 66 Does not apply
- 01 Went to another pay phone
- 02 Went to my own phone
- 03 Went to someone else's phone
- 04 Went to a business phone
- 05 Borrowed a dime
- Other (specify)
- 06 Got correct change
- 07 Used victim's phone
- 08 Waited
- 66 Does Not Apply
- 77 Don't Know
- 88 No Response

57. Whose phone did you (finally) use to call the police?

- 6 Does not apply
- 1 Another pay phone
- 2 My own phone
- 3 Someone else's phone
- 4 Business phone
- 05 Victim's phone
- 66 Does Not Apply
- 77 Don't Know
- 88 No Response

58. Which number did you use to call the police?

- 66 Does not apply
- 01 Dialed "0" (operator) (SKIP TO Q. 60)
- 02 Crime Alert (421-1500)
- 03 Administrative (842-6525)
- Other (Specify)
- 04 (Reassigned: Same as 77)
- 05 Directory assistance (411)
- 06 Direct Line
- 07 Station House
- 08 Special number
- 09 "Star One"
- 10 HA 1 - 9955 (Ext. 302)
- 11 C.P.D. (Ext 461)
- 66 Does Not Apply
- 77 Don't Know
- 88 No Response

59. How did you find out about this number?

- 66 Does not apply
- 01 Telephone directory
- 02 Number written down by telephone
- 03 Knew number by memory
- 04 Person with me knew the number
- 05 Asked operator
- 06 Directory assistance
- Other (Specify)
- 07 Officer gave respondent number
- 08 "Crime Alert" decal/program
- 09 Referred from station house
- 10 Carried in wallet/purse
- 11 Telephone company ("Star One")
- 66 Does Not Apply
- 77 Don't Know
- 88 No Response

60. Did you have any trouble putting your call through to the police?

- 1 No (SKIP TO Q. 62)
- 2 Yes (ASK Q. 61)

61. What trouble did you have?

- 66 Does not apply
- 01 Phone out of order
- 02 No one answered phone
- 03 Dialed the wrong number
- 04 Trouble locating a phone directory
- 05 Line busy
- 06 Put on hold
- 07 Call was disconnected
- Other (Specify)
- 08 Left scene because of situation
- 09 Phone call handling trouble/transfers
- 10 Asked for wrong office
- 11 Too scared
- 12 Operator slow
- 13 Dispatcher refused to act/reluctant
- 66 Does Not Apply
- 77 Don't know
- 88 No Response

62. About how many times did the telephone ring before someone at the Police Department answered?

Ring(s)

77 Don't know

63. Did the first person you spoke with at the Police Department transfer your call to someone else who then handled your information?

- 1 No (SKIP TO Q. 65)
- 2 Yes (ASK Q. 64)
- 7 Don't know (SKIP TO Q. 65)

64. How many people did you talk to before someone took your information on the phone?

- 66 Does not apply
- Number of people
- 77 Don't know

65. How long did you talk with the person who took your information on the phone?

Code in Actual Minutes

7777 Don't know

66. Could you try and remember what you told that person?(PROBE IF NECESSARY)

- 01 Reported incident in progress
- 02 Requested general assistance
- 03 Requested medical assistance
- 04 Requested investigative assistance
- 05 (Reassigned:Same as 77)
- 06 Reported property loss/description
- 07 Reported disturbance
- 08 Reported incident had occurred



- 09 Holding suspects
- 10 Report injury/no ambulance
- 11 Reported incident occurred and requested general assistance
- 12 Reported incident and requested medical assistance
- 13 (Reassigned:Same as 06)
- 14 Reported incident in progress and requested assistance
- 15 Reported possible crime/incident
- 66 Does Not Apply
- 77 Don't Know
- 88 No Response

67. Did that person tell you about how long it would take a police car to reach you?

- 1 No (SKIP TO Q. 69)
- 2 Yes (ASK Q. 68)
- 7 Don't Know (SKIP TO Q. 69)

68. What did that person tell you?

- 66 Does not apply
- 01 Said a police car would be right out.
- 02 Said a police car would be here as soon as possible
- Other (Specify)
  - 03 Few minutes
  - 04 A delay of specified duration
  - 05 Immediately
  - 06 Delay of unspecified duration/no car in area
  - 07 Car on its way
  - 66 Does Not Apply
  - 77 Don't Know
  - 88 No Response

69. Overall, how satisfied were you with the way in which the Police Department handled your telephone call? Were you . . . .

(INTERVIEWER, EVERY OTHER INTERVIEW ASK THE RESPONSE CATEGORIES IN THE REVERSE ORDER)

- 1 Very satisfied
- 2 Moderately satisfied
- 3 Slightly satisfied
- 4 Slightly dissatisfied
- 5 Moderately dissatisfied
- 6 Very dissatisfied

70. Why do you feel this way?

- 66 Does not apply
- 1 (Specify)
- 01 Met expectations
- 02 Quick response
- 03 No complaint
- 04 Matter resolved
- 05 Courtesy
- 06 Trouble getting connection

- 07 Trouble with message/information
- 08 Efficient handling
- 09 Efficient - but unpleasant
- 10 Previous experience - general dissatisfaction
- 11 Slow response
- 12 Previous experience - general satisfaction
- 13 Unsure what to do next
- 14 Did nothing
- 15 Could have provided more info
- 16 Did more than expected
- 17 Never complain
- 18 Prompt and efficient
- 19 Dispatcher promised action soon
- 20 Prompt and matter resolved
- 21 Provided info/instructions
- 22 Too many questions
- 23 Courteous and promised response
- 24 Space - age technology
- 25 Unconcerned attitude
- 26 Concerned
- 27 Unpleasant and did less than expected
- 28 Placed on "hold"
- 29 Prompt and courteous
- 30 Dispatcher - bad attitude
- 31 Respondent reassured
- 66 Does Not Apply
- 77 Don't Know
- 88 No Response

I WOULD NOW LIKE TO ASK YOU SOME QUESTIONS ABOUT HOW LONG IT TOOK THE OFFICER TO ARRIVE.

71. About how long did you expect it would take the police to arrive after the call was made?

Code In Actual Minutes

7777 Don't know

72. About how long did it take the police to arrive after the call was made?

Code In Actual Minutes

7777 Don't know

73. About what time did you see the police arrive after you called?

AM

PM Circle One

7777 Don't know

74. About what time did the police first talk to you in person?

AM

PM Circle One

7777 Don't know

75. How satisfied were you with the time it took the police officer to arrive after you called? Were you . . . .

(INTERVIEWER, EVERY OTHER INTERVIEW ASK RESPONSE CATEGORIES IN REVERSE ORDER)

- 1 Very satisfied
- 2 Moderately satisfied
- 3 Slightly satisfied
- 4 Slightly dissatisfied
- 5 Moderately dissatisfied
- 6 Very dissatisfied

76. If the police had arrived more quickly do you think it would have made a difference in the outcome of the incident?

- 1 No
- 2 Yes

77. Why do you feel this way?

- 01 Incident already committed; person(s) gone
- 02 Incident occurred earlier, undetected for a period of time
- 03 Not a rush situation
- 04 Person(s) may have been apprehended
- Other (Specify)
- 05 (Reassigned: Same as 04)
- 06 Suspects still on scene
- 07 Victim D.O.A.
- 08 Make no difference
- 09 Slow response time
- 10 Arrived quickly
- 11 Officers not seem interested
- 12 Potentially serious/injury
- 13 Property was recovered
- 14 Scene was disturbed
- 15 Suspects apprehended - on scene
- 16 Could have made more arrests
- 17 Expected response from phone call
- 18 Situation had quieted
- 19 No incident had occurred
- 20 Incident still occurring
- 21 Victim be reassured
- 22 Evidence discarded/destroyed
- 23 Could have taken prints
- 66 Does Not Apply
- 77 Don't Know
- 88 No Response

78. What did you expect the police to do after they arrived?

78a. 

- 1 No Ask questions of respondent
- 2 Yes

78b. 

- 1 No Ask questions of persons
- 2 Yes in the area

78c.	1	No	Police would do little or
	2	Yes	nothing.
78d.	1	No	Police would arrest or
	2	Yes	remove person(s) involved.
78e.	1	No	Report would be taken.
	2	Yes	
78f.	1	No	Suspect would be caught.
	2	Yes	
78g.	1	No	Fingerprints would be
	2	Yes	taken.
78h.	1	No	Look around and check
	2	Yes	things out.
78i.	1	No	Problem would be solved.
	2	Yes	

Other (Specify)

20 Take victim to hospital  
21 Provide physical protection  
22 Call in Canine Unit  
23 Engage in search  
24 Locate owner of property  
25 Problem would be made worse  
26 Inventory missing items  
27 Provide assistance  
28 Call tow truck  
29 Computer check  
30 Counsel/inform of options  
31 Could do little or nothing  
32 Call ambulance  
33 Settle dispute/calm situation  
34 Provide info/follow-up  
35 (Unassigned)  
40 First Aid  
50 Legal protection  
55 Respondent Did Not Understand Question  
60 Issue ticket  
66 Does Not Apply  
77 Don't Know  
80 Broadcast on stolen vehicle  
88 No Response  
90 Avail option to prosecute

79. What did you expect to be the long range outcome of the police investigation of the crime?

- |      |   |     |                          |
|------|---|-----|--------------------------|
| 79a. | 1 | No  | Nothing                  |
|      | 2 | Yes |                          |
| 79b. | 1 | No  | Property would be        |
|      | 2 | Yes | recovered                |
| 79c. | 1 | No  | Suspect would be caught  |
|      | 2 | Yes |                          |
| 79d. | 1 | No  | Report would be filed    |
|      | 2 | Yes |                          |
| 79e. | 1 | No  | Problem would be solved  |
|      | 2 | Yes |                          |
| 79f. | 1 | No  | Had little hope of       |
|      | 2 | Yes | property being recovered |

Other (Specify)

- 11 Suspects released
- 12 Provide follow-up
- 13 Take to hospital
- 14 Recontact respondent to identify suspects
- 15 Personal assurance
- 16 Arrests made
- 17 Statistical record
- 18 Situation ascertained and suspects removed
- 19 Provide advice/counseling
- 20 Prevent recurrence
- 21 Suspects apprehended and removed
- 22 Reprisal by suspect(s)
- 23 Investigation
- 24 Assistance provided
- 25 (Unassigned)
- 30 Ownership checked
- 40 Prosecution
- 50 Protection/surveillance provided
- 60 Property/amount for damages
- 66 Does Not Apply
- 70 Obtain evidence
- 77 Don't Know
- 80 Should have done more
- 88 No Response
- 90 Suspects evade apprehension

80. Were you or anyone else injured as a result of the crime?

- |   |            |                           |
|---|------------|---------------------------|
| 1 | No         | (SKIP TO Q. 84)           |
| 2 | Yes        | (ASK Q. 81 THROUGH Q. 83) |
| 7 | Don't know | (SKIP TO Q. 84)           |

81. Who was injured?

- 6 Does not apply
- 1 Respondent
- 2 Someone else
- 3 Police officer (SKIP TO Q. 83)
- 4 Respondent and other(s)
- 5 (Unassigned)
- 6 Does Not Apply
- 7 Don't Know
- 8 No Response

82. Did the officer give first aid to you or someone else?

- 6 Does not apply
- 1 No
- 2 Yes

83. Was an ambulance called to the incident scene?

- 6 Does not apply
- 1 No
- 2 Yes

84. What did the police do after they arrived?

- 84a.
  - 1 No Ask questions of respondent
  - 2 Yes
  - 3 DK
- 84b.
  - 1 No Asked questions of persons in the area
  - 2 Yes
  - 3 DK
- 84c.
  - 1 No Looked around; checked things out.
  - 2 Yes
  - 3 DK
- 84d.
  - 1 No Report was taken
  - 2 Yes
  - 3 DK
- 84e.
  - 1 No Suspect was apprehended or removed from scene
  - 2 Yes
  - 3 DK
- 84f.
  - 1 No Fingerprints were taken
  - 2 Yes
  - 3 DK
- 84g.
  - 1 No Provided advice or counseling
  - 2 Yes
  - 3 DK
- 84h.
  - 1 No Police did little or nothing
  - 2 Yes
  - 3 DK

- 84i.      1      No      Problem was solved.  
           2      Yes  
           3      DK
- 84j.      1      No      Respondent was taken  
           2      Yes     to hospital.  
           3      DK
- 84k.      1      No      Have no knowledge of what  
           2      Yes     they did.  
           3      DK

Other (Specify)

- 11      Searched for suspects  
 12      Gave respondent report number  
 13      (Unassigned)  
 20      Dispatched patrols  
 21      Made phone calls  
 22      Canine unit searched  
 23      Inventoried missing items  
 24      Provided first-aid  
 25      Approached location - guns drawn  
 26      Checked for injury  
 27      Obtained signed complaint form  
 28      Told respondent to leave scene  
 29      Called helicopter to conduct search  
 30      Provided assist  
 31      Took respondent to hospital  
 32      Chased suspects  
 33      Checked injuries and made phone calls  
 34      Computer check made  
 35      Broadcast info/bulletin  
 36      Became authoritarian  
 37      Issued ticket  
 38      Made situation worse  
 39      Made arrests  
 40      Escorted victim  
 50      Discussed situation/provided info  
 55      Respondent Did Not Understand Question  
 60      Suspects picked up for possible identification  
 66      Does Not Apply  
 70      Obtained evidence  
 77      Don't Know  
 80      Tow truck called  
 88      No Response  
 90      Recovered property

85. Overall, how satisfied were you with the way in which the police officer(s) handled the situation after they arrived at the incident scene? Were you...

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

- 1 Very satisfied
- 2 Moderately satisfied
- 3 Slightly satisfied
- 4 Slightly dissatisfied
- 5 Moderately dissatisfied
- 6 Very dissatisfied

86. Why do you feel this way? (Specify)

- 01 Inadequate investigation
- 02 Handled situation well
- 03 No follow-up
- 04 Fast response time
- 05 Handled as well as possible
- 06 Suspect not caught
- 07 Appreciative
- 08 Expectations met
- 09 Displayed courtesy
- 10 Displayed concern
- 11 Couldn't provide services
- 12 Advised and counseled
- 13 Officer(s) bad attitude
- 14 Should have done more
- 15 Slow response time
- 16 Outcome unclear
- 17 Did nothing
- 18 Suspect caught - property lost
- 19 Police took extra measures
- 20 Previous experience - general satisfaction
- 21 Dissatisfied with police officer's assessment
- 22 No complaint
- 23 Property was recovered
- 24 Courteous and did all they could
- 25 Prompt and efficient
- 26 Matter resolved
- 27 No one injured
- 28 Made situation worse
- 29 Prompt and handled as well as possible
- 30 Courtesy and concern
- 31 Arrest(s) made
- 32 Citizen endangered
- 33 Fast response and courtesy
- 34 Did not want police
- 35 Unable to handle properly
- 36 Advised and counseled with bad attitude
- 37 Officer remained neutral
- 66 Does Not Apply
- 77 Don't Know
- 88 No Response



I WOULD NOW LIKE TO ASK YOU A FEW QUESTIONS ABOUT YOU AND YOUR BACKGROUND AND THEN THAT WILL BE ALL.

87. How long have you lived in Kansas City, Missouri in years and months?

\_\_\_\_\_ years \_\_\_\_\_ months

9999 Respondent does not live in KCMO (Specify)

88. How long have you lived at your present address in years and months?

\_\_\_\_\_ years \_\_\_\_\_ months

89. What is the population of the place where you have lived most of your life?

- 01 Rural area
- 02 under 2,500
- 03 2,500 - 9,999
- 04 10,000 - 49,999
- 05 50,000 - 99,999
- 06 100,000 - 149,999
- 07 150,000 - 299,999
- 08 300,000 - 499,999
- 09 Suburb of a city over 500,000
- 10 City over 500,000
- 77 Don't know

90. Do you own, rent, or board?

- 1 Own
- 2 Rent
- 3 Board

91. Are you . . . .

- 1 Single
- 2 Married
- 3 Separated
- 4 Widowed
- 5 Divorced
- 8 No Response

92. What is your occupation? (PROBE)

Coded according to the Institute of Survey Research Occupation Codes

93. What kind of work do you do? (PROBE)

Coded according to Duncan's Socioeconomic Index

94. What is your age?

Years old

88 No response (e.g., refused to answer)

95. What is the highest level of school that you have completed?

- 01 Less than eighth grade
- 02 Eighth grade
- 03 High school, incomplete
- 04 High school, complete
- 05 Business/technical school, incomplete
- 06 Business/technical school, complete
- 07 College, incomplete
- 08 College, complete
- 09 Graduate work
- 88 No Response (e.g., refused to answer)

96. Are you the head of the household?

- 1 No
- 2 Yes
- 3 Both head of household
- 8 No Response (e.g., refused to answer)

97. What was your total family income last year?

- 01 Under 2,000 (or under \$38 a week)
- 02 \$2,000 - \$2,999 (or \$38 to \$57.50 a week)
- 03 \$3,000 - \$3,999 (or \$58 to \$76.50 a week)
- 04 \$4,000 - \$4,999 (or \$77 to \$95.50 a week)
- 05 \$5,000 - \$5,999 (or \$96 to \$114.50 a week)
- 06 \$6,000 - \$6,999 (or \$115 to \$134.50 a week)
- 07 \$7,000 - \$7,999 (or \$135 to \$153.50 a week)
- 08 \$8,000 - \$9,999 (or \$154 to \$192.00 a week)
- 09 \$10,000 - \$11,999 (or \$913 to \$229.50 a week)
- 10 \$12,000 - \$14,999 (or \$230 to \$288 a week)
- 11 \$15,000 - \$19,999 (or \$289 to \$383.50 a week)
- 12 \$20,000 - \$24,999 (or \$384 to \$480.50 a week)
- 13 \$25,000 and over (or \$481 and more a week)
- 14 Refused
- 77 Don't know
- 88 No answer

98. Race (INTERVIEWER OBSERVE AND RECORD)

- 01 White
- 02 Black
- 03 Mexican American
- Other
- 04 Filipino
- 05 Puerto Rican
- 06 Iranian
- 07 Pakistani
- 08 American - Indian
- 09 Armenian
- 10 Oriental
- 77 Don't know
- 88 No Response Available

99. Sex (INTERVIEWER OBSERVE AND RECORD)

- 1 Male
- 2 Female

100. Is there anything else you would like to add that hasn't already been asked?

- 01 No
- 02 Yes

101. Interviewer's perception of physical and emotional state of respondent.

- 1 Normal, no indication of problems
- 2 Mentally handicapped (e.g., socially, vocationally and educationally hampered)
- 3 Senile
- 4 Tense/anxious/under pressure
- 5 Speech impediment (stuttering, etc.)
- 6 Foreign accent or language
- Other (Specify)
  - 07 Old/hard of hearing
  - 08 Intoxicated
  - 77 Don't Know
  - 88 No Response

102. General attitude of respondent toward interviewer.

- 1 Cooperative
- 2 Indifferent/neutral/no bias/no interest
- 3 Hostile/unfriendly/antagonistic/adverse
- Other (Specify)
  - 04 Distrustful
  - 05 Favorably biased
  - 06 Apprehensive/reserved/drugged
  - 77 Don't Know
  - 88 No Response

103. Interviewer's perception of quality of data elicited from respondent.

- 1 Very good
- 2 Moderately good
- 3 Slightly good
- 4 Slightly bad
- 5 Moderately bad
- 6 Very bad

104. Number of times respondent interviewed. \_\_\_\_\_

105. Number of days elapsed between occurrence and interview. \_\_\_\_\_

106. Interviewer's I.D. \_\_\_\_\_

THANK YOU FOR YOUR COOPERATION

APPENDIX N

V I C T I M

I AM NOW GOING TO ASK YOU A SERIES OF QUESTIONS CONCERNING THE CRIME.

1. Where did the crime take place?

- 01 Inside a private residence
- 02 Outside a private residence, including an open porch or backyard.
- 03 On a sidewalk, street, alley.
- 04 Parking lot or garage
- 05 Inside a tavern, restaurant or other entertainment place
- 06 Inside a store or other commercial property
- 07 Inside a factory, office building, other work area.
- 08 Park, playground, other public recreational area
- Other (Specify)
- 09 Apartment building
- 10 Church/church property
- 11 Inside school
- 12 Taxi cab
- 13 Bus
- 14 Inside auto
- 66 Does Not Apply
- 77 Don't Know
- 88 No Response

2. Could you try and remember what you were doing before the crime took place?

- 03 Respondent was working and crime occurred at work
- 04 Respondent was at work and crime occurred elsewhere
- Other (Specify)
- 05 Conversation
- 06 Asleep
- 07 Walking
- 08 Visiting
- 09 (Reassigned:Same as 77)
- 10 Entertainment
- 11 Respondent at home and incident occurred at work
- 12 Eating
- 13 Respondent at home and incident in proximity
- 14 Housework/various activities at home
- 15 Looking out window/sitting on porch
- 16 In or near automobile
- 17 Just entering residence/building
- 18 Playing
- 19 Religious services
- 20 Consuming alcohol
- 21 Nothing
- 22 Shopping
- 23 Arguing
- 24 Riding/waiting for bus
- 66 Does Not Apply
- 77 Don't Know
- 88 No Response

3. Did you seem hear or become involved in the crime at any time as it happened?

- 1 No (ASK Q. 15 AND 16, THEN ASK Q. 18)
- 2 Yes (ASK Q. 4 THROUGH 17)

4. About what time did you see, hear and/or become involved in the crime?

- 6666 Does not apply
- AM
- PM Circle One
- 7777 Don't Know

5. What did you do while the crime was taking place?

- 66 Does not apply
- 01 Did as instructed by persons committing the crime
- 02 Called for help
- 03 Didn't notice crime occurring
- 04 Nothing
- Other (Specify)
- 05 Called police
- 06 Left scene
- 07 Took self-protective measures
- 08 Assist and support others
- 09 Called another person
- 10 Observed situation
- 11 Investigation
- 12 Engage in physical struggle
- 13 Attempt an escape
- 14 Waited for police
- 15 Attempt to determine threat
- 16 Participated in incident
- 17 Verbal persuasion
- 18 Left scene to call police
- 19 Chased suspect
- 20 Sustained injury
- 21 Discussed situation
- 22 Accompany police officer to scene
- 66 Does Not Apply
- 77 Don't Know
- 88 No Response

6. About how long were you present while the crime was taking place?

- 6666 Does not apply
- Code In Actual Minutes
- 7777 Don't know

7. What did you do just after the crime took place?

- 66 Does not apply
- 01 Asked someone else to call the police
- 02 Telephoned someone for help other than police
- 03 Pushed alarm button
- 04 Chased the suspect

- Other (Specify)
- 05 Contacted police in person
- 06 Investigation
- 07 Left scene to take action/ call police
- 08 Waited - did nothing
- 09 Called another person
- 10 Left scene - nothing else
- 11 Restrained suspect
- 12 Discussed situation
- 13 Verbal persuasion
- 14 Arrested suspect
- 15 Observed situation
- 16 Became unconscious
- 17 Called out for help
- 18 Assaulted suspect
- 66 Does Not Apply
- 77 Don't Know
- 88 No Response

8. How many person(s) committed the crime?

- 66 Does not apply
- Person(s)
- 77 Don't Know

9. Did you see who committed the crime?

- 6 Does not apply
- 1 No (SKIP TO Q. 15)
- 2 Yes

10. Could you identify the person(s) if you saw them again?

- 6 Does not apply
- 1 No (SKIP TO Q. 13)
- 2 Yes (ASK Q. 11)
- 7 Don't know

11. Did you know (any of) the person(s)?

- 6 Does not apply
- 1 No (SKIP TO Q. 13)
- 2 Yes

12. How well do you know the person(s)?

- 66 Does not apply
- 01 Friends
- 02 Relatives
- 03 Neighbors
- Others (Specify)
- 04 Could identify by sight
- 05 Tenants
- 06 Building manager
- 07 Customer
- 08 Social worker

- 09 School mates
- 10 Casual acquaintances
- 11 Friend of relative
- 12 Common-law spouse
- 13 Ex-spouse
- 14 Respondent-self
- 15 Employee
- 16 Relative of friend
- 66 Does Not Apply
- 77 Don't Know
- 88 No Response

13. Was the person(s) still present when the police arrived?

- 6 Does not apply
- 1 No
- 2 Yes

14. About what time did the person(s) leave the scene?

- 6666 Does not apply
- AM
- PM Circle One
- 7777 Don't Know

15. Did the police arrest anyone?

- 6 Does not apply
- 1 No
- 2 Yes
- 7 Don't know

16. Would you want to see the person(s) prosecuted?

- 6 Does not apply
- 1 No
- 2 Yes

17. How many persons including yourself saw the crime?

- 66 Does not apply
- Number of Persons (SKIP TO Q. 22)
- 77 Don't know (SKIP TO Q. 22)

18. About what time was the crime first discovered?

- 6666 Does not apply
- AM
- PM Circle One
- 7777 Don't know

19. Who discovered that a crime had taken place?

- 66 Does not apply
- 01 Respondent (SKIP TP Q. 21)
- 02 Relative

- 03 Friend/neighbor
- 04 Security Guard
- 05 Business Associate (Specify)
- 06 Passerby
- Other (Specify)
  - 07 Roommate
  - 08 Co-worker
  - 09 Alarm system
  - 10 Employee
  - 11 Witness
  - 12 Bank teller
  - 13 Employer's relatives
  - 14 Police
  - 66 Does Not Apply
  - 77 Don't Know
  - 88 No Response

20. Who told you of the crime?

- 66 Does not apply
- 01 Relative
- 02 Friend/neighbor
- 03 Security Guard
- 04 Business Associate (Specify)
- 05 Passerby
- Other (Specify)
  - 06 Witness
  - 07 Alarm company representative
  - 08 Employee
  - 09 Police dispatcher
  - 10 Co-worker
  - 11 Building manager
  - 12 Public official
  - 66 Does Not Apply
  - 77 Don't Know
  - 88 No Response

21. About what time did you learn that a crime had taken place?

- 6666 Does not apply
- AM
- PM Circle One
- 7777 Don't Know

22. Do you know about what time the crime actually took place?

- 6 Does not apply
- 1 No (SKIP TO Q. 24)
- 2 Yes (ASK Q. 23)

23. What time was it?

- 6666 Does not apply
- AM
- PM Circle One (SKIP TO Q. 26)
- 7777 Don't Know



24. Can you give me between what two times the crime might have taken place?  
(GIVE AN EXAMPLE IF NECESSARY)

- 6 Does not apply
- 1 No (SKIP TP Q. 26)
- 2 Yes (ASK Q. 25 AND Q. 26)
- 7 Don't Know (SKIP TO Q. 26)

25. What are those two times? (Specify)

I WOULD NOT LIKE TO ASK YOU SOME QUESTIONS ABOUT HOW THE POLICE WERE TOLD OF THE CRIME.

26. Did you telephone or talk to another person before the police were called?

- 1 No (SKIP TP Q. 38)
- Yes (Specify)
- 2 Telephoned Only (SKIP TO Q. 33 THROUGH Q. 39)
- 3 Talked only (ASK Q. 27 TO Q. 32 THEN SKIP TO Q. 39)
- 4 Did both (ASK Q. 27 THROUGH Q. 36 THEN SKIP TO Q. 39)

PLEASE REMEMBER, THE FOLLOWING QUESTIONS DEAL WITH PERSONS YOU TALKED TO, OTHER THAN BY TELEPHONE.

27. How many persons did you talk to?

- 6 Does not apply
- Person(s)
- 7 Don't know

28. Who did you first talk to?

- 66 Does not apply
- 01 Relative
- 02 Friend/neighbor
- 03 Business Associate
- 04 Security Guard
- 05 Insurance Agent
- 06 Doctor
- Other (Specify)
- 07 Roommate
- 08 Victim's family
- 09 Employer/supervisor
- 10 Victim
- 11 Apartment manager/tenants
- 12 Employee
- 13 Suspect
- 14 Witness
- 15 Customer
- 16 Owner - manager
- 17 Prosecutor/other public official
- 18 Alarm company
- 19 Cab dispatcher
- 20 Police officer
- 21 Victim's teacher

- 22 Bus driver
- 23 Minister
- 24 Suspect's relative(s)
- 25 Stranger - nearby
- 26 Other involved party
- 66 Does Not Apply
- 77 Don't Know
- 88 No Response

29. Why did you talk to this person before the police were called?

- 66 Does not apply
- 01 Needed advice on what to do
- 02 Wanted this person to call the police
- 03 Respondent was injured
- 04 Wanted more information
- 05 This person informed respondent of crime
- 06 Company procedure
- Other (Specify)
- 07 Person was there
- 08 Inform them of intentions
- 09 Wanted to use phone
- 10 To render support
- 11 Were security personnel
- 12 Inform of loss
- 13 Was doctor on duty
- 14 Wanted their assistance
- 15 Asked respondent to call police
- 16 Other party involved
- 17 To inform of situation
- 18 Person witnessed crime
- 19 Tried to calm them
- 20 Asked them to leave
- 66 Does Not Apply
- 77 Don't Know
- 88 No Response

30. About what time did you talk to this person?

- 6666 Does not apply
- AM
- PM Circle One
- 7777 Don't Know

31. Did this person call the police?

- 6 Does not apply
- 1 No (ASK Q. 32)
- 2 Yes (SKIP TP Q. 39 unless following skip pattern for "did both".)
- 7 Don't know

32. Who did call the police?

- 66 Does not apply
- 01 Relative
- 02 Friend/neighbor

- 03 Business Associate
- 04 Security Guard
- 05 Insurance Agent
- 06 Doctor
- 07 Employer
- 08 Alarm button
- Other (Specify)
- 09 Roommate
- 10 Proprietor
- 11 Telephone operator
- 12 Building manager/landlord
- 13 School official
- 14 Bartender
- 15 Co-worker
- 66 Does Not Apply
- 77 Don't Know
- 88 No Response

PLEASE REMEMBER, THE FOLLOWING QUESTIONS DEAL WITH PERSONS YOU TELEPHONED ONLY.

33. How many persons did you call?

- 6 Does not apply  
Person(s)
- 7 Don't know

34. Who did you call first?

- 66 Does not apply
- 01 Relative
- 02 Friend/neighbor
- 03 Business Associate
- 04 Security Guard
- 05 Insurance Agent
- 06 Doctor
- 07 Employer
- Other (Specify)
- 08 Building manager/landlord
- 09 Suspect's relative
- 10 School principal
- 11 Fire Department
- 12 Minister
- 13 Police Dept. Tow Barn
- 14 Supervisor
- 15 Suspect
- 16 Funeral home
- 17 Ambulance service
- 18 Police Officer
- 19 Victim
- 20 Roommate
- 21 Credit card company
- 22 Psychiatric Receiving Center
- 23 Federal Protective Service
- 24 Attorney
- 25 Bank
- 26 Telephone Company

- 27 Social worker
- 66 Does Not Apply
- 77 Don't Know
- 88 No Response

35. Why did you call this person?

- 66 Does not apply
- 01 Needed advice on what to do
- 02 Wanted this person to call the police
- 03 Respondent was injured
- 04 Wanted more information
- 06 Company procedure
- Other (Specify)
  - 05 This person informed respondent of crime
  - 07 Wanted to inform them
  - 08 Wanted a witness
  - 09 Wanted assistance
  - 10 Did not want to call police
  - 11 That person called (phoned) respondent
  - 66 Does Not Apply
  - 77 Don't Know
  - 88 No Response

36. About what time did you call this person?

- 6666 Does not apply
- AM
- PM Circle One
- 7777 Don't Know

37. Did this person call the police?

- 6 Does not apply
- 1 No (ASK Q. 38)
- 2 Yes (SKIP TO Q. 39)

38. Who did call the police?

- 66 Does not apply
- 01 Relative
- 02 Friend/neighbor
- 03 Business Associate
- 04 Security Guard
- 05 Insurance Agent
- 06 Doctor
- 10 Alarm Button
- 08 Employer
- Other (Specify)
  - 09 Building manager
  - 10 Taxi cab dispatcher
  - 11 Alarm company representative
  - 12 Family of person creating incident
  - 13 Joint decision
  - 14 Governmental agency - personnel
  - 15 Witness

- 16 Other involved party/driver
- 17 Suspect
- 18 Telephone operator
- 19 Credit card company
- 66 Does Not Apply
- 77 Don't Know
- 88 No Response

39. Did this person have any problems calling the police?

- 1 No (SKIP TO Q. 41)
- 2 Yes (ASK Q. 40)
- 7 Don't know (SKIP TO Q. 41)

40. What kind of problems did he/she have?

- 01 Was uncertain threat existed
- 02 State of shock/emotional
- 03 Physical injury
- 04 No answer - called again
- 05 Administrative handling trouble
- 06 Called wrong department
- 07 Phone in use/inoperative
- 08 Called operator for number
- 09 Situation too dangerous to call
- 10 Phone not answered promptly
- 11 Dialing trouble
- 12 Unsure of procedure/agency to contact
- 13 Travel to telephone
- 14 Forgot police phone number
- 15 Dispatcher error
- 16 Didn't have correct change
- 17 Operator - slow response
- 18 Dispatcher reluctance
- 19 Investigated on own
- 66 Does Not Apply
- 77 Don't Know
- 88 No Response

41. About how much time went by between your knowing of the crime and the time that it took the other person to call the police?

- Code In Actual Minutes
- B Don't Know

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

- 66 Does not apply
- 01 Police were already called
- 02 Felt police would do nothing
- 03 Felt police could not do anything
- 04 Wanted to handle it myself
- 05 Respondent was frightened, or too emotional
- 06 Felt it wasn't important enough
- 07 No phone was available
- 08 Routine procedure for Security Guard to call

- 09 Alarm was pushed
- Other (Specify)
- 10 Other ways of notifying police were faster
- 11 Phoned employer/employee
- 12 Was advised otherwise
- 13 Searched for suspects/arrests made
- 14 Situation too dangerous
- 15 Was seriously injured
- 16 Wanted advice first
- 17 Not respondent's responsibility
- 18 Would make situation worse
- 19 Had called - no response
- 20 Was unaware of crime
- 66 Does Not Apply
- 77 Don't Know
- 88 No Response

43. If no one had called the police for you, would you have tried to call them yourself?

- 1 No (ASK Q. 44)
- 2 Yes (SKIP TO Q. 45)

44. Why wouldn't you have called them?

- 66 Does not apply
- 01 Nothing could be done; lack of proof
- 02 Not important enough
- 03 Private or personal matter
- 04 Police would not want to be bothered
- 05 Party involved known to respondent
- 06 Fear of reprisal
- 07 Uncertain of details
- Other (Specify)
- 08 Company policy
- 09 Don't know how
- 10 No phone - no money
- 66 Does Not Apply
- 77 Don't Know
- 88 No Response

I WOULD NOW LIKE TO ASK YOU SOME QUESTIONS ABOUT HOW LONG IT TOOK THE OFFICER TO ARRIVE.

45. About how long did you expect it would take the police to arrive after the call was made?

- Code In Actual Minutes
- 7777 Don't Know

46. About how long did it take the police to arrive after the call was made?

- Code In Actual Minutes
- 7777 Don't Know

47. About what time did you see the police arrive after the call was made?

AM  
PM Circle One  
7777 Don't Know

48. About what time did the police first talk to you in person?

AM  
PM Circle One  
7777 Don't Know

49. How satisfied were you with the time it took the police officer to arrive after you called? Were you . . . .

(INTERVIEWER: EVERY OTHER INTERVIEW ASK THE RESPONSE CATEGORIES IN REVERSE ORDER)

- 1 Very satisfied
- 2 Moderately satisfied
- 3 Slightly satisfied
- 4 Slightly dissatisfied
- 5 Moderately dissatisfied
- 6 Very dissatisfied

50. If the police had arrived more quickly, do you think it would have made a difference in the outcome of the incident?

- 1 No
- 2 Yes

51. Why do you feel this way?

- 01 Incident already committed person(s) gone.
- 02 Incident occurred earlier;undetected for a period of time
- 03 Not a rush situation
- 04 Person(s) may have been apprehended
- Other (Specify)
  - 05 (Reassigned:Same as 04)
  - 06 Suspects still on scene
  - 07 Victim D.O.A.
  - 08 Make no difference
  - 09 Slow response time
  - 10 Arrived quickly
  - 11 Officers not seem interested
  - 12 Potentially serious/injury
  - 13 Property was recovered
  - 14 Scene was disturbed
  - 15 Suspects apprehended - on scene
  - 16 Could have made more arrests
  - 17 Expected response from phone call
  - 18 Situation had quieted
  - 19 No incident had occurred
  - 20 Incident still occurring
  - 21 Victim be reassured
  - 22 Evidence discarded/destroyed

23 Could have taken prints  
 66 Does Not Apply  
 77 Don't Know  
 88 No Response

52. What did you expect the police to do after they arrived?

- 52a. 1 No Ask questions of respondent  
 2 Yes
- 52b. 1 No Ask questions of persons in the area  
 2 Yes
- 52c. 1 No Police would do little or nothing  
 2 Yes
- 52d. 1 No Police would arrest or remove person(s) involved  
 2 Yes
- 52e. 1 No Report would be taken  
 2 Yes
- 52f. 1 No Suspect would be caught  
 2 Yes
- 52g. 1 No Fingerprints would be taken  
 2 Yes
- 52h. 1 No Look around and check things out.  
 2 Yes
- 52i. 1 No Problem would be solved  
 2 Yes
- 52j. Other (Specify)  
 20 Take victim to hospital  
 21 Provide physical protection  
 22 Call in Canine Unit  
 23 Engage in search  
 24 Locate owner of property  
 25 Problem would be made worse  
 26 Inventory missing items  
 27 Provide assistance  
 28 Call tow truck  
 29 Computer check  
 30 Counsel/inform of options  
 31 Could do little or nothing  
 32 Call ambulance  
 33 Settle dispute/calm situation  
 34 Provide info/follow-up  
 35 (Unassigned)  
 40 First Aid  
 50 Legal protection  
 55 Respondent Did Not Understand Question  
 60 Issue ticket  
 66 Does Not Apply



- 70 Recover property  
77 Don't Know  
80 Broadcast on stolen vehicle  
88 No Response  
90 Avail option to prosecute
- 52k. 1 No Don't Know  
2 Yes
53. What did you expect to be the long range outcome of the police investigation of the crime? (SPECIFY)
- 53a. 1 No Nothing  
2 Yes
- 53b. 1 No Property would be recovered  
2 Yes
- 53c. 1 No Suspects would be caught  
2 Yes
- 53d. 1 No Report would be filed  
2 Yes
- 53e. 1 No Problem would be solved  
2 Yes
- 53f. 1 No Had little hope of property being recovered  
2 Yes
- 53g. Other (Specify)  
11 Suspects released  
12 Provide follow-up info  
13 Take to hospital  
14 Recontact respondent to identify suspects  
15 Personal assurance  
16 Arrests made  
17 Statistical record  
18 Situation ascertained and suspects removed  
19 Provide advice/counseling  
20 Prevent recurrence  
21 Suspects apprehended and removed  
22 Reprisal by suspect(s)  
23 Investigation  
24 Assistance provided  
25 (Unassigned)  
30 Ownership checked  
40 Prosecution  
50 Protection/surveillance provided  
60 Property/amount for damages  
66 Does Not Apply  
70 Obtain evidence  
77 Don't Know  
80 Should have done more  
88 No Response  
90 Suspects evade apprehension

53h. 1 No Don't Know  
2 Yes

54. Were you or anyone else injured as a result of the crime?

1 No (SKIP TO Q. 58)  
2 Yes (ASK Q. 55)  
7 Don't Know (SKIP TO Q. 58)

55. Who was injured?

6 Does not apply  
1 Respondent  
2 Someone else  
3 Police officer (SKIP TO Q. 57)  
4 Respondent and Other(s)  
5 (Unassigned)  
6 Does Not Apply  
7 Don't Know  
8 No Response

56. Did the officer give first aid to you or someone else?

6 Does not apply  
1 No  
2 Yes

57. Was an ambulance called to the incident scene?

6 Does not apply  
1 No  
2 Yes

58. What did the police do after they arrived?

58a. 1 No Asked questions of respondent  
2 Yes  
7 DK

58b. 1 No Asked questions of persons in the area  
2 Yes  
7 DK

58c. 1 No Looked around; checked things out  
2 Yes  
7 DK

58d. 1 No Report was taken  
2 Yes  
7 DK

58e. 1 No Suspect was apprehended or removed from scene  
2 Yes  
7 DK

58f.	1	No	Fingerprints were taken
	2	Yes	
	7	DK	
58g.	1	No	Provided advice or counseling
	2	Yes	
	7	DK	
58h.	1	No	Police did little or nothing
	2	Yes	
	7	DK	
58i.	1	No	Problem was solved
	2	Yes	
	7	DK	
58j.	1	No	Respondent was taken to hospital
	2	Yes	
	7	DK	
58k.		Other (Specify)	
	11	Searched for suspects	
	12	Gave respondent report number	
	13	(Unassigned)	
	20	Dispatched patrols	
	21	Made phone calls	
	22	Canine unit searched	
	23	Inventoried missing items	
	24	Provided first aid	
	25	Approached location - guns drawn	
	26	Checked for injury	
	27	Obtained signed complaint form	
	28	Told respondent to leave scene	
	29	Called helicopter to conduct search	
	30	Provided assist	
	31	Took respondent to hospital	
	32	Chased suspects	
	33	Checked injuries and made phone calls	
	34	Computer check made	
	35	Broadcast info/bulletin	
	36	Became authoritarian	
	37	Issued ticket	
	38	Made situation worse	
	39	Made arrests	
	40	Escorted victim	
	50	Discussed situation	
	55	Respondent Did Not Understand Question	
	60	Suspects picked up for possible identification	
	66	Does Not Apply	
	70	Obtained evidence	
	77	Don't Know	
	80	Tow truck called	
	88	No Response	
	90	Recovered property	

581. 7 Have no knowledge of what they did.

59. Overall, how satisfied were you with the way the police officer handled the situation after they arrived at the incident scene? Were you . . .

(INTERVIEWER: EVERY OTHER INTERVIEW ASK THE RESPONSE CATEGORIES IN REVERSE ORDER)

- 1 Very satisfied
- 2 Moderately satisfied
- 3 Slightly satisfied
- 4 Slightly dissatisfied
- 5 Moderately dissatisfied
- 6 Very dissatisfied

60. Why do you feel this way? (SPECIFY)

- 01 Inadequate investigation
- 02 Handled situation well
- 03 No follow-up
- 04 Fast response time
- 05 Handled as well as possible
- 06 Suspect not caught
- 07 Appreciative
- 08 Expectations met
- 09 Displayed courtesy
- 10 Displayed concern
- 11 Couldn't provide services
- 12 Advised and counseled
- 13 Officer(s) bad attitude
- 14 Should have done more
- 15 Slow response time
- 16 Outcome unclear
- 17 Did nothing
- 18 Suspect caught - property lost
- 19 Police took extra measures
- 20 Previous experience - general satisfaction
- 21 Dissatisfied with police officer's assessment
- 22 No complaint
- 23 Property was recovered
- 24 Courteous and did all they could
- 25 Prompt and efficient
- 26 Matter resolved
- 27 No one injured
- 28 Made situation worse
- 29 Prompt and handled as well as possible
- 30 Courtesy and concern
- 31 Arrest(s) made
- 32 Citizen endangered
- 33 Fast response and courtesy
- 34 Did not want police
- 35 Unable to handle properly
- 36 Advised and counseled with bad attitude
- 37 Officers remained neutral
- 66 Does Not Apply
- 77 Don't Know

I WOULD NOW LIKE TO ASK YOU A FEW QUESTIONS ABOUT YOU AND YOUR BACKGROUND AND THAT WILL BE ALL.

61. How long have you lived in Kansas City, Missouri in years and months?

\_\_\_\_\_ years \_\_\_\_\_ months

62. How long have you lived at your present address in years and months?

\_\_\_\_\_ years \_\_\_\_\_ months

63. What is the population of the place where you have lived most of your life?

- 01 Rural area
- 02 Under 2,500
- 03 2,500 - 9,999
- 04 10,000 - 49,999
- 05 50,000 - 99,999
- 06 100,000 - 149,999
- 07 150,000 - 299,999
- 08 300,000 - 499,999
- 09 Suburb of a city over 500,000
- 10 City over 500,000
- 77 Don't Know

64. Do you own, rent, or board?

- 1 Own
- 2 Rent
- 3 Board

65. Are you . . .

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

66. What is your occupation? (PROBE)

Coded according to the Institute of Survey Research Occupation Codes.

67. What kind of work do you do?

Coded according to Duncan's Socioeconomic Index.

68. What is your age?

- Years
- 88 No response (e.g., refused to answer)

69. What is the highest level of school that you have completed?

- 01 Less than eighth grade
- 02 Eighth grade
- 03 High school, incomplete
- 04 High school, complete
- 05 Business/technical school, incomplete
- 06 Business/technical school, complete
- 07 College, incomplete
- 08 College, complete
- 09 Graduate work
- 88 No response (e.g., refused to answer)

70. Are you the head of the household?

- 1 No
- 2 Yes
- 3 Both head of household
- 8 No response (refused to answer)

71. What was your total family income last year?

- 01 Under \$2,000 (or under \$38 per week)
- 02 \$2,000 - \$2,999 (or \$38 to \$57.50 per week)
- 03 \$3,000 - \$3,999 (or \$58 to \$76.50 per week)
- 04 \$4,000 - \$4,999 (or \$77 to \$95.50 per week)
- 05 \$5,000 - \$5,999 (or \$96 to \$114.50 per week)
- 06 \$6,000 - \$6,999 (or \$115 to \$134.50 per week)
- 07 \$7,000 - \$7,999 (or \$135 to \$153.50 per week)
- 08 \$8,000 - \$8,999 (or \$154 to \$192.50 per week)
- 09 \$10,000 - \$11,999 (or \$193 to \$229.50 per week)
- 10 \$12,000 - \$14,999 (or \$230 to \$288 per week)
- 11 \$15,000 - \$19,999 (or \$289 to \$383.50 per week)
- 12 \$20,000 - \$24,999 (or \$384 to \$480.50 per week)
- 13 \$25,000 and over (or \$481 and more per week)
- 14 Refused
- 77 Don't Know
- 88 No Answer

72. Race (INTERVIEWER OBSERVE AND RECORD)

- 01 White
- 02 Black
- 03 Mexican American
- Other (Specify)
  - 04 Filipino
  - 05 Puerto Rican
  - 06 Iranian
  - 07 Pakistani
  - 08 American Indian
  - 09 Armenian
  - 10 Oriental
  - 77 Don't Know
  - 88 No Response available

73. Sex (INTERVIEWER OBSERVE AND RECORD)

- 1 Male

2 Female

74. Is there anything else you would like to add that hasn't already been asked?

01 No  
Yes

75. Interviewer's perception of physical and emotional state of respondent.

1 Normal, no indication of problems  
2 Mentally handicapped (e.g., socially, vocationally, and educationally hampered)  
3 Senile  
4 Tense/anxious/under pressure  
5 Speech impediment (Stuttering, etc.)  
6 Foreign accent or language  
Other (Specify)  
07 Old/hard of hearing  
08 Intoxicated  
77 Don't Know  
88 No Response

76. General attitude of respondent toward interviewer.

1 Cooperative  
2 Indifferent/neutral/no bias/no interest  
3 Hostile/unfriendly/antagonistic/adverse  
Other (Specify)  
04 Distrustful  
05 Favorably biased  
06 Apprehensive/reserved/drugged  
77 Don't Know  
88 No Response

77. Interviewer's perception of quality of data elicited from respondent.

1 Very good  
2 Moderately good  
3 Slightly good  
4 Slightly bad  
5 Moderately bad  
6 Very bad

78. Number of times respondent interviewed: \_\_\_\_\_

79. Number of days elapsed between occurrence and interview: \_\_\_\_\_

80. Interviewer's I.D. \_\_\_\_\_

THANK YOU FOR YOUR COOPERATION

APPENDIX O

WITNESS/CALLER  
CALLER

I AM NOW GOING TO ASK YOU A GROUP OF QUESTIONS ABOUT THIS CRIME.

1. Where did the crime take place?

- 01 Inside a private residence
- 02 Outside a private residence, including an open porch or backyard.
- 03 On a sidewalk, street, alley
- 04 Parking lot or garage
- 05 Inside a tavern, restaurant or other entertainment place
- 06 Inside a store or other commercial property
- 07 Inside a factory, office building, other work area.
- 08 Park, playground, other public recreation area
- Other (Specify)
- 09 Apartment building
- 10 Church/church property
- 11 Inside school
- 12 Taxi cab
- 13 Bus
- 14 Inside auto
- 66 Does Not Apply
- 77 Don't Know
- 88 No Response

2. Where were you when you saw the crime?

- 66 Does not apply
- 01 Inside a private residence
- 02 Outside a private residence, including an open porch or backyard
- 03 On a sidewalk, street, alley
- 04 In an auto
- 05 Inside a tavern, restaurant or other entertainment place
- 06 Inside a store or other commercial property
- 07 Inside a factory, office building, other work area
- 08 Park, playground, other recreational area
- 09 Parking lot or garage
- Other (Specify)
- 10 Inside apartment building
- 11 Inside school
- 66 Does Not Apply
- 77 Don't Know
- 88 No Response

3. Did you see, hear or become involved in the crime at any time as it happened?

- 6 Does not apply
- 1 No
- 2 Yes

4. About what time did you see the crime take place?

- 6666 Does not apply



AM  
PM Circle One  
7777 Don't Know

5. What did you do while the crime was taking place?

- 66 Does not apply
- 01 Did as instructed by persons committing the crime
- 02 Called for help
- 03 Didn't notice crime occurring
- 04 Nothing
- Other (Specify)
- 05 Called police
- 06 Left scene
- 07 Took self-protective measures
- 08 Assisted support others
- 09 Called another person
- 10 Observed situation
- 11 Investigation
- 12 Engage in physical struggle
- 13 Attempt an escape
- 14 Waited for police
- 15 Attempt to determine threat
- 16 Participated in incident
- 17 Verbal persuasion
- 18 Left scene to call police
- 19 Chased suspect
- 20 Sustained injury
- 21 Discussed situation
- 22 Accompany police officer to scene
- 66 Does Not Apply
- 77 Don't know
- 88 No Response

6. About how long were you present while the crime was taking place?

- 6666 Does not apply
- Code In Actual Minutes
- 7777 Don't Know

7. What did you do just after the crime took place?

- 66 Does not apply
- 01 Called the police
- 02 Telephoned someone for help other than police
- 03 Pushed alarm button
- 04 Chased the suspect
- Other (Specify)
- 05 Asked someone else to call police
- 06 Contacted police in person
- 07 Investigation
- 08 Left scene to take action/call police
- 09 Waited - did nothing
- 10 Called another person
- 11 Left scene - nothing else
- 12 Restrained suspect

- 13 Discussed situation
- 14 Verbal persuasion
- 15 Arrested suspect
- 16 Observed situation
- 17 Became unconscious
- 18 Called out for help
- 19 Assaulted suspect
- 66 Does Not Apply
- 77 Don't Know
- 88 No Response

8. How many persons committed the crime?

- 66 Does not apply
- Person(s)
- 77 Don't know

9. Did you see who committed the crime?

- 6 Does not apply
- 1 No (SKIP TO Q. 15)
- 2 Yes

10. Could you identify the person(s) if you saw them again?

- 6 Does not apply
- 1 No (SKIP TO Q. 13)
- 2 Yes
- 7 Don't know

11. Did you know (any of) the person(s)?

- 6 Does not apply
- 1 No (SKIP TO Q. 13)
- 2 Yes

12. How well do you know the person(s)?

- 66 Does not apply
- 01 Friends
- 02 Relatives
- 03 Neighbors
- Other (Specify)
- 04 Could identify by sight
- 05 Tenants
- 06 Building manager
- 07 Customer
- 08 Social worker
- 09 School mates
- 10 Casual acquaintances
- 11 Friend of relative
- 12 Common-law spouse
- 13 Ex-spouse
- 14 Respondent-self
- 15 Employee
- 16 Relative of friend

66 Does Not Apply  
77 Don't Know  
88 No Response

13. Was the person(s) still present when the police arrived?

6 Does not apply  
1 No  
2 Yes

14. About what time did the person(s) leave the scene?

6666 Does not apply  
AM  
PM Circle One  
7777 Don't know

15. Did the police arrest anyone?

6 Does not apply  
1 No  
2 Yes  
7 Don't know

16. Would you want to see the person(s) prosecuted?

6 Does not apply  
1 No  
2 Yes

17. How many persons including yourself saw the crime?

66 Does not apply  
NUMBER OF PERSONS  
77 Don't know

18. Did the victim ask you to call the police?

1 No (ASK Q. 19 AND 20, THEN SKIP TO Q. 22)  
2 Yes (SKIP TO Q. 21)

19. Who asked you to call the police?

66 Does not apply  
01 Respondent decided to call (SKIP TO Q. 22)  
02 Relative  
03 Friend/neighbor  
04 Doctor  
05 Employer  
Other (Specify)  
06 (Unassigned)  
07 Joint decision  
08 Business associate  
09 Standard procedure  
10 Police  
11 Victim's relative

- 12 Suspect
- 13 Victim
- 14 Stranger
- 66 Does Not Apply
- 77 Don't Know
- 88 No Response

20. Why did this person ask you to call the police?

- 66 Does not apply
- 01 Respondent had phone
- 02 Remove suspect
- 03 Owner-manager
- 04 Security reasons
- 05 Had other business
- 06 Uncertain of situation
- 07 Incident/crime in progress
- 08 Went to investigate
- 09 Company procedure
- 10 Victim injured
- 66 Does Not Apply
- 77 Don't Know
- 88 No Response

21. Why did the victim ask you to call the police?

- 66 Does not apply
- 01 Too emotional to decide/respond
- 02 Insurance reasons
- 03 Had nearest phone
- 04 Security officer
- 05 Victim couldn't reach phone
- 06 Standard procedure/prior agreement
- 07 More convenient
- 08 Victim injured and unable
- 09 Was holding suspect(s)
- 10 Victim at scene - investigating
- 11 Offered assistance
- 12 Respondent's responsibility
- 66 Does Not Apply
- 77 Don't Know
- 88 No Response

I WOULD NOW LIKE TO ASK YOU SOME QUESTIONS ABOUT CALLING THE POLICE?

22. Did you telephone or talk to another person before calling the police?

- 6 Does not apply
- 1 No (SKIP TO Q. 37)
- Yes (Specify)
- 2 Telephoned Only (ASK Q. 30 TO Q. 37)
- 3 Talked Only (ASK Q. 23 TO 29, THEN SKIP TO Q. 37)
- 4 Did Both (ASK Q. 23 TO 33, THEN SKIP TO Q. 37)

PLEASE REMEMBER THE FOLLOWING QUESTIONS DEAL WITH PERSONS YOU TALKED TO OTHER THAN BY TELEPHONE.

23. How many person(s) did you talk to?

- 6 Does not apply  
Person(s)
- 7 Don't know

24. Who did you first talk to?

- 66 Does not apply
- 01 Relative
- 02 Friend/neighbor
- 03 Business associate
- 04 Security Guard
- 05 Insurance Agent
- 06 Doctor
- Other (Specify)
- 07 Roommate
- 08 Victim's family
- 09 Employer/supervisor
- 10 Victim
- 11 Apartment manager/tenants
- 12 Employee
- 13 Suspect
- 14 Witness
- 15 Customer
- 16 Owner-manager
- 17 Prosecutor/other public official
- 18 Alarm company
- 19 Cab dispatcher
- 20 Police officer
- 21 Victim's teacher
- 22 Bus driver
- 23 Minister
- 24 Suspect's relative(s)
- 25 Stranger - nearby
- 26 Other involved party
- 66 Does Not Apply
- 77 Don't Know
- 88 No Response

25. Why did you talk to this person before calling the police?

- 66 Does not apply
- 01 Needed advice on what to do
- 02 Wanted this person to call the police
- 03 Respondent was injured
- 04 Wanted more information
- 05 This person informed respondent of crime
- 06 Company procedure
- Other (Specify)
- 07 Person was there
- 08 Inform them of intentions
- 09 Wanted to use phone
- 10 To render support
- 11 Were security personnel

- 12 Inform of loss
- 13 Was doctor on duty
- 14 Wanted their assistance
- 15 Asked respondent to call police
- 16 Other party involved
- 17 To inform of situation
- 18 Person witnessed crime
- 19 Tried to calm them
- 20 Asked them to leave
- 66 Does Not Apply
- 77 Don't Know
- 88 No Response

26. About what time did you talk to this person?

- 6666 Does not apply
- AM
- PM Circle One
- 7777 Don't Know

27. Did this person tell you to call the police?

- 6 Does not apply
- 1 No (ASK Q. 28)
- 2 Yes (SKIP TO Q. 37 unless following skip pattern for "did both")

28. What did this person tell you?

- 66 Does not apply
- 01 (Unassigned)
- 02 (Unassigned)
- 03 Knew no more than respondent
- 04 Suggested course of action
- 05 Of little assistance
- 06 Informed respondent of crime/incident
- 07 Suffered no injury
- 08 Refused use of phone
- 09 Discussed situation
- 10 Would act to prevent recurrence
- 11 Concurred with respondent's act/intent
- 12 Unable to contact
- 13 Could assist/did aid
- 14 Investigate on own
- 15 Requested medical assistance
- 16 Didn't think police could do any good
- 17 Threatened respondent
- 18 To mind own business
- 19 Would call police for respondent
- 20 To not call police
- 21 Suspect unknown and armed
- 22 Police already called
- 23 Nothing
- 24 Was injured - extent unknown
- 66 Does Not Apply
- 77 Don't Know
- 88 No Response

29. Who decided that you should call the police?

- 66 Does not apply
- 01 Relative
- 02 Friend/Neighbor
- 03 Business Associate
- 04 Security Guard
- 05 Insurance Agent
- 06 Doctor
- 07 Respondent decided to call
- 08 Employer
- Other (Specify)
- 09 Victim
- 10 Joint decision
- 11 Minister
- 12 Building owner-manager
- 66 Does Not Apply
- 77 Don't Know
- 88 No Response

PLEASE REMEMBER, THE FOLLOWING QUESTIONS DEAL WITH PERSONS YOU TELEPHONED ONLY.

30. How many person(s) did you call before calling the police?

- 6 Does not apply
- Person(s)
- 7 Don't know

31. Who did you call first?

- 66 Does not apply
- 01 Relative
- 02 Friend/neighbor
- 03 Business Associate
- 04 Security Guard
- 05 Insurance Agent
- 06 Doctor
- 07 Employer
- Other (Specify)
- 08 Building manager/landlord
- 09 Suspect's relative
- 10 School principal
- 11 Fire Department
- 12 Minister
- 13 Police Dept. Tow barn
- 14 Supervisor
- 15 Suspect
- 16 Funeral Home
- 17 Ambulance service
- 18 Police officer
- 19 Victim
- 20 Roommate
- 21 Credit card company
- 22 Psychiatric Receiving Center
- 23 Federal Protective Service
- 24 Attorney

25 Bank  
26 Telephone Company  
27 Social Worker  
66 Does Not Apply  
77 Don't Know  
88 No Response

32. Why did you call this person before calling the police?

66 Does not apply  
01 Needed advice on what to do  
02 Wanted this person to call the police  
03 Respondent was injured  
04 Wanted more information  
05 This person informed respondent of the crime  
06 Company procedure  
Other (Specify)  
07 Wanted to inform them  
08 Wanted a witness  
09 Wanted assistance  
10 Did not want to call police  
11 That person called (phoned) respondent  
66 Does Not Apply  
77 Don't Know  
88 No Response

33. About what time did you call this person?

6666 Does Not Apply  
AM  
PM Circle One  
7777 Don't Know

34. Did this person tell you to call the police?

6 Does not apply  
1 No (ASK Q. 35)  
2 Yes (SKIP TO Q. 37)

35. What did this person tell you?

66 Does not apply  
01 (Unassigned)  
02 (Unassigned)  
03 Knew no more than respondent  
04 Suggested course of action  
05 Of little assistance  
06 Informed respondent of crime/incident  
07 Suffered no injury  
08 Refused use of phone  
09 Discussed situation  
10 Would act to prevent recurrence  
11 Concurred with respondent's act/intent  
12 Unable to contact  
13 Could assist/did aid  
14 Investigate on own



- 15 Requested medical assistance
- 16 Didn't think police could do any good
- 17 Threatened respondent
- 18 To mind own business
- 19 Would call police for respondent
- 20 To not call police
- 21 Suspect unknown and armed
- 22 Police already called
- 23 Nothing
- 24 Was injured - extent unknown
- 66 Does Not Apply
- 77 Don't know
- 88 No Response

36. Who did decide that you should call the police?

- 66 Does not apply
- 01 Relative
- 02 Friend/neighbor
- 03 Business Associate
- 04 Security Guard
- 05 Insurance Agent
- 06 Doctor
- 07 Respondent decided to call
- 08 Employer
- Other (Specify)
- 09 Building manager
- 10 Taxi cab dispatcher
- 11 Alarm company representative
- 12 Family of person creating incident
- 13 Joint decision
- 14 Governmental agency - personnel
- 15 Witness
- 16 Other involved party/driver
- 17 Suspect
- 18 Telephone operator
- 19 Credit card company
- 66 Does Not Apply
- 77 Don't Know
- 88 No Response

37. Did you have any problems calling the police?

- 6 Does not apply
- 1 No (SKIP TO Q. 39)
- 2 Yes (ASK Q. 38)
- 7 Don't Know (SKIP TO Q. 39)

38. What kind of problems did you have?

- 66 Does not apply
- 01 Was uncertain threat existed
- 02 State of shock/emotional
- 03 Physical injury
- 04 No answer - called again
- 05 Administrative handling trouble

- 06 Called wrong department
- 07 Phone in use/inoperative
- 08 Called operator for number
- 09 Situation too dangerous to call
- 10 Phone not answered promptly
- 11 Dialing trouble
- 12 Unsure of procedure/agency to contact
- 13 Travel to telephone
- 14 Forgot police phone number
- 15 Dispatcher error
- 16 Didn't have correct change
- 17 Operator - slow response
- 18 Dispatcher reluctance
- 19 Investigated on own
- 66 Does Not Apply
- 77 Don't Know
- 88 No Response

39. Were you delayed in any way before calling the police?

- 1 No (SKIP TO Q. 42)
- 2 Yes (ASK Q. 40 TO 41)

40. How were you delayed?

- 66 Does not apply
- 01 By telephoning or talking to others first
- 02 Out of fear
- 03 Unsure of what police could do
- 04 No telephone available
- Other (Specify)
  - 05 Waiting for other involved parties
  - 06 Dialing trouble
  - 07 Was certain of threat
  - 08 Get permission to call
  - 09 Physical injury
  - 10 State of shock
  - 11 Sought more information
  - 12 Suspect known/located
  - 13 Talking to suspect
  - 14 Phone in use/inoperative
  - 15 Travel to telephone
  - 16 Personal business
  - 17 Operator trouble
  - 18 Pursuing suspect
  - 19 Thought police had been called
  - 20 Uncertain of situation
  - 21 Travel to scene
  - 22 Took victim to hospital
  - 23 Searched for stolen property
  - 24 Phone call handling trouble/transfers
  - 66 Does Not Apply
  - 77 Don't Know
  - 88 No Response

41. What did you then do?

- 66 Does not apply
- 01 Called police
- 02 Waited for police
- 03 Attempted to regain property
- 04 Sought assistance
- 05 Reassessed incident
- 06 Left scene to call police
- 07 Sought more information
- 08 Caught suspect - called police
- 09 Called police - returned to scene
- 10 Took self-protective measures
- 11 Talked to victim/witnesses - called police
- 12 Nothing until next day
- 66 Does Not Apply
- 77 Don't Know
- 88 No Response

42. About how much time went by between you knowing of the crime and your calling the police?

Code In Actual Minutes

7777 Don't Know

43. About what time did you call the police?

AM

PM Circle One

7777 Don't Know

44. Did you have trouble deciding if you should call the police?

- 1 No (SKIP TO Q. 46)
- 2 Yes (ASK Q. 45)

45. Why?

- 66 Does not apply
- 01 Nothing could be done; lack of proof
- 02 Not important enough
- 03 Private or personal matter
- 04 Police would not want to be bothered
- 05 Party involved known to caller
- 06 Fear of reprisal
- 07 Uncertain of details
- Other (Specify)
- 08 Didn't want trouble
- 09 Community resentment/antagonism
- 10 Uncertain of situation
- 11 Wanted to take personal action
- 12 Unsure of procedure/agency to contact
- 13 Previous experience - police didn't respond
- 14 Thought police had been called
- 15 Wasn't victim

- 66 Does Not Apply
- 77 Don't Know
- 88 No Response

46. Was the crime still taking place at the time you called police?

- 1 No (ASK Q. 47)
- 2 Yes (SKIP TO Q. 48)
- 7 Don't Know (SKIP TO Q. 48)

47. Why didn't you phone the police while the crime was taking place?

- 66 Does not apply
- 01 Discovered crime after it had been committed
- 02 Another person notified me of crime
- 03 Unable to because of physical restraint
- 04 Fear of being hurt
- 05 No telephone available
- 06 Too emotional
- Other (Specify)
- 07 Uncertain of situation
- 08 Respondent pursued suspect
- 09 Did not want police there
- 10 Respondent involved in incident
- 11 Happened too fast
- 12 Company procedure
- 13 Were already called
- 66 Does Not Apply
- 77 Don't Know
- 88 No Response

48. After you decided to call the police how long did it take you to reach a telephone?

- Code In Actual Minutes
- 7777 Don't know

49. Did you use or attempt to use a pay phone?

- 1 No (SKIP TP Q. 53)
- 2 Yes

50. Did you have any problems using a pay phone?

- 6 Does not apply
- 1 No (SKIP TO Q. 54)
- 2 Yes

51. What were they?

- 66 Does not apply
- 01 Didn't have correct change
- 02 Phone out of order
- 03 Phone missing
- 04 Couldn't find one
- Other (Specify)

- 05 Operator trouble
- 06 No directory
- 07 Phone in use
- 66 Does Not Apply
- 77 Don't Know
- 88 No Response

52. What did you do then?

- 66 Does not apply
- 01 Went to another pay phone
- 02 Went to my own phone
- 03 Went to someone else's phone
- 04 Went to business phone
- 05 Borrowed a dime (SKIP TO Q. 53)
- 07 Used victim's phone (SKIP TO Q.54)
- Other (Specify)
  - 06 Got correct change
  - 08 Waited
- 66 Does Not Apply
- 77 Don't Know
- 88 No Response

53. Whose phone did you (finally) use to call police?

- 6 Does not apply
- 1 Another pay phone
- 2 My own phone
- 3 Someone else's phone
- 4 Business phone
- 5 Victim's phone
- 66 Does Not Apply
- 77 Don't Know
- 88 No Response

54. Which number did you use to call the police?

- 66 Does not apply
- 01 Dialed "0" (Operator) (SKIP TO Q. 56)
- 02 Crime Alert (421-1500)
- 03 Administrative (842-6525)
- Other (Specify)
  - 04 (Reassigned:Same as 77)
  - 05 Directory Assistance (411)
  - 06 Direct Line
  - 07 Station house
  - 08 Special number
  - 09 "Star One"
  - 10 421-9955 (Ext. 302)
  - 11 C.P.D. (Ext 461)
- 66 Does Not Apply
- 77 Don't Know
- 88 No Response

55. How did you find out about this number?

- 66 Does not apply
- 01 Telephone directory
- 02 Number written down by telephone
- 03 Knew number by memory
- 04 Person with me knew the number
- 05 Asked operator
- 06 Directory assistance
- Other (Specify)
- 07 Officer gave respondent number
- 08 "Crime Alert" decal/program
- 09 Referred from station house
- 10 Carried in wallet/purse
- 11 Telephone company ("Star One")
- 66 Does Not Apply
- 77 Don't Know
- 88 No Response

56. Did you have any trouble putting your call through to the police?

- 1 No (SKIP TO Q. 58)
- 2 Yes (ASK Q. 57)

57. What trouble did you have?

- 66 Does not apply
- 01 Phone out of order
- 02 No one answered the phone
- 03 Dialed the wrong number
- 04 Trouble locating a phone directory
- 05 Line busy
- 06 Put on hold
- 07 Call was disconnected
- Other (Specify)
- 08 Left scene because of trouble
- 09 Phone call handling trouble/transfers
- 10 Asked for wrong officer
- 11 Too scared
- 12 Operator slow
- 13 Dispatcher refused to act/reluctant
- 66 Does Not Apply
- 77 Don't Know
- 88 No Response

58. About how many times did the telephone ring before someone at the Police Department answered?

- Ring(s)
- 77 Don't Know

59. Did the first person you spoke with at the Police Department transfer your call to someone else who then handled your information?

- 1 No (SKIP TO Q. 61)
- 2 Yes (ASK Q. 60)
- 7 Don't Know (SKIP TO Q. 61)

60. How many people did you talk to before someone took your information on the phone?

- 66 Does not apply
- Number of People Talked To
- 77 Don't Know

61. How long did you talk with the person who took your information on the phone?

- Code In Actual Minutes
- 7777 Don't Know

62. Could you try and remember what you told that person? (PROBE IF NECESSARY)

- 01 Reported incident in progress
- 02 Requested general assistance
- 03 Requested medical assistance
- 04 Requested investigative assistance
- 05 (Reassigned:Same as 77)
- 06 Reported property loss/description
- 07 Reported disturbance
- 08 Reported incident had occurred
- 09 Holding suspects
- 10 Report injury/no ambulance
- 11 Reported incident occurred and requested general assistance
- 12 Reported incident and requested medical assistance
- 13 (Reassigned:Same as 06)
- 14 Reported incident in progress and requested assistance
- 15 Reported possible crime/incident
- 66 Does Not Apply
- 77 Don't Know
- 88 No Response

63. Did that person tell you about how long it would take a police car to reach you?

- 1 No (SKIP TO Q. 65)
- 2 Yes (ASK Q. 64)
- 7 Don't know (SKIP TO Q. 65)

64. What did that person tell you?

- 66 Does not apply
- 01 Said a police car would be right out.
- 02 Said a police car would be here as soon as possible
- Other (Specify)
- 03 Few minutes
- 04 A delay of specified duration
- 05 Immediately
- 06 Delay of unspecified duration/no car in area
- 07 Car on its way
- 66 Does Not Apply
- 77 Don't Know
- 88 No Response

65. Overall, how satisfied were you with the way in which the Police Department handled your telephone call? Were you . . . .

(INTERVIEWER: EVERY OTHER INTERVIEW, ASK RESPONSE CATEGORIES IN THE REVERSE ORDER)

- 1 Very satisfied
- 2 Moderately satisfied
- 3 Slightly satisfied
- 4 Slightly dissatisfied
- 5 Moderately dissatisfied
- 6 Very dissatisfied

66. Why do you feel this way?

- 66 Does not apply
- 01 Met expectations
- 02 Quick response
- 03 No complaint
- 04 Matter resolved
- 05 Courtesy
- 06 Trouble getting connection
- 07 Trouble with message/information
- 08 Efficient handling
- 09 Efficient - but unpleasant
- 10 Previous experience - general dissatisfaction
- 11 Slow response
- 12 Previous experience - general satisfaction
- 13 Unsure what to do next
- 14 Did nothing
- 15 Could have provided more info
- 16 Did more than expected
- 17 Never complain
- 18 Prompt and efficient
- 19 Dispatcher promised action soon
- 20 Prompt and matter resolved
- 21 Provided info/instructions
- 22 Too many questions
- 23 Courteous and promised response
- 24 Space-age technology
- 25 Unconcerned attitude
- 26 Concerned
- 27 Unpleasant and did less than expected
- 28 Placed on "hold"
- 29 Prompt and courteous
- 30 Dispatcher - bad attitude
- 31 Respondent reassured
- 66 Does Not Apply
- 77 Don't Know
- 88 No Response



I WOULD LIKE TO ASK YOU SOME QUESTIONS ABOUT HOW LONG IT TOOK THE OFFICER TO ARRIVE AFTER THE CALL WAS MADE.

67. About how long did you expect it would take the police to arrive after the call was made?

Code In Actual Minutes  
7777 Don't Know

68. About how long did it take the police to arrive after the call was made?

Code In Actual Minutes  
7777 Don't Know

69. About what time did you see the police arrive after you called?

AM  
PM Circle One  
7777 Don't Know

70. About what time did the police first talk to you in person?

AM  
PM Circle One  
7777 Don't Know

71. How satisfied were you with the time it took the police officer to arrive after you called? Were you . . .

(INTERVIEWER: EVERY OTHER INTERVIEW ASK THE RESPONSE CATEGORIES IN THE REVERSE ORDER)

- 1 Very satisfied
- 2 Moderately satisfied
- 3 Slightly satisfied
- 4 Slightly dissatisfied
- 5 Moderately dissatisfied
- 6 Very dissatisfied

72. If the police had arrived more quickly do you think it would have made a difference in the outcome of the incident?

- 1 No
- 2 Yes

73. Why do you feel this way?

- 01 Incident already committed; person(s) already gone
- 02 Incident occurred earlier; undetected for a period of time
- 03 Not a rush situation
- 04 Person(s) may have been apprehended
- Other (Specify)
  - 05 (Reassigned: Same as 04)
  - 06 Suspects still on scene
  - 07 Victim D.O.A.
  - 08 Make no difference

09 Slow response time  
 10 Arrived quickly  
 11 Officers not seem interested  
 12 Potentially serious/injury  
 13 Property was recovered  
 14 Scene was disturbed  
 15 Suspects apprehended - on scene  
 16 Could have made more arrests  
 17 Expected response from phone call  
 18 Situation had quieted  
 19 No incident had occurred  
 20 Incident still occurring  
 21 Victim be reassured  
 22 Evidence discarded/destroyed  
 23 Could have taken prints  
 66 Does Not Apply  
 77 Don't Know  
 88 No Response

74. What did you expect the police to do after they arrived?

74a.     1     No     Ask questions of respondent  
           2     Yes  
  
 74b.     1     No     Ask questions of persons in the area  
           2     Yes  
  
 74c.     1     No     Police would do little or nothing  
           2     Yes  
  
 74d.     1     No     Police would arrest or remove person(s) involved  
           2     Yes  
  
 74e.     1     No     Report would be taken  
           2     Yes  
  
 74f.     1     No     Suspect would be caught  
           2     Yes  
  
 74g.     1     No     Fingerprints would be taken  
           2     Yes  
  
 74h.     1     No     Look around and check things out  
           2     Yes  
  
 74i.     1     No     Problem would be solved  
           2     Yes  
  
 74j.     1     No     Don't know  
           2     Yes  
                   Other (Specify)

- 20 Take victim to hospital
- 21 Provide physical protection
- 22 Call in Canine Unit
- 23 Engage in search
- 24 Locate owner of property
- 25 Problem would be made worse
- 26 Inventory missing items
- 27 Provide assistance
- 28 Call tow truck
- 29 Computer check
- 30 Counsel/inform of options
- 31 Could do little or nothing
- 32 Call ambulance
- 33 Settle dispute/calm situation
- 34 Provided info /follow-up
- 35 (Unassigned)
- 40 First aid
- 50 Legal protection
- 55 Respondent Did Not Understand Question
- 60 Issue ticket
- 66 Does Not Apply
- 70 Recover property
- 77 Don't Know
- 80 Broadcast on stolen vehicle
- 88 No Response
- 90 Avail option to prosecute

75. What do you expect to be the long range outcome of the police investigation of the crime?

- 75a.     1     No     Nothing
- 2     Yes
  
- 75b.     1     No     Property would be recovered
- 2     Yes
  
- 75c.     1     No     Suspect would be caught
- 2     Yes
  
- 75d.     1     No     Report would be filed
- 2     Yes
  
- 75e.     1     No     Problem would be solved
- 2     Yes
  
- 75f.     1     No     Had little hope of property being recovered
- 2     Yes
  
- 75g.     1     No     Don't know
- 2     Yes     Other (Specify)

- 11 Suspects released
- 12 Provide follow-up info
- 13 Take to hospital
- 14 Recontact respondent to identify suspects
- 15 Personal assurance
- 16 Arrests made
- 17 Statistical record
- 18 Situation ascertained and suspects removed
- 19 Provide advice/counseling
- 20 Prevent recurrence
- 21 Suspects apprehended and removed
- 22 Reprisal by suspect(s)
- 23 Investigation
- 24 Assistance provided
- 25 (Unassigned)
- 30 Ownership checked
- 40 Prosecution
- 50 Protection/surveillance provided
- 55 Respondent Did Not Understand Question
- 60 Property/amount for damages
- 66 Does Not Apply
- 70 Obtain evidence
- 77 Don't Know
- 80 Should have done more
- 88 No Response
- 90 Suspects evade apprehension

76. Were you or anyone else injured as a result of the crime?

- 1 No (SKIP TO Q. 80)
- 2 Yes (ASK Q. 77 THROUGH 79)
- 7 Don't know (SKIP TP Q. 80)

77. Who was injured?

- 6 Does not apply
- 1 Respondent
- 2 Someone else
- 3 Police Officer (SKIP TO Q. 79)
- 4 Victim
- 5 Respondent and other(s)
- 6 Does Not Apply
- 7 Don't Know
- 8 No Response

78. Did the officer give first aid to you or someone else?

- 6 Does not apply
- 1 No
- 2 Yes

79. Was an ambulance called to the incident scene?

- 6 Does not apply
- 1 No
- 2 Yes

80. What did the police do after they arrived?

- |      |   |                 |   |
|------|---|-----------------|---|
| 80a. | 1 | No              | Asked questions of respondent                 |
|      | 2 | Yes             |   |
|      | 7 | DK              |   |
| 80b. | 1 | No              | Asked questions of persons in the area        |
|      | 2 | Yes             |   |
|      | 7 | DK              |   |
| 80c. | 1 | No              | Looked around; checked things out             |
|      | 2 | Yes             |   |
|      | 7 | DK              |   |
| 80d. | 1 | No              | Report was taken                              |
|      | 2 | Yes             |   |
|      | 7 | DK              |   |
| 80e. | 1 | No              | Suspect was apprehended or removed from scene |
|      | 2 | Yes             |   |
|      | 7 | DK              |   |
| 80f. | 1 | No              | Fingerprints were taken                       |
|      | 2 | Yes             |   |
|      | 7 | DK              |   |
| 80g. | 1 | No              | Provided advice or counseling                 |
|      | 2 | Yes             |   |
|      | 7 | DK              |   |
| 80h. | 1 | No              | Police did little or nothing                  |
|      | 2 | Yes             |   |
|      | 7 | DK              |   |
| 80i. | 1 | No              | Problem was solved                            |
|      | 2 | Yes             |   |
|      | 7 | DK              |   |
| 80j. | 1 | No              | Respondent was taken to hospital              |
|      | 2 | Yes             |   |
|      | 7 | DK              |   |
| 80k. | 7 |                 | Have no knowledge of what they did.           |
|      |   | Other (Specify) |   |
|      |   | 11              | Searched for suspects                         |
|      |   | 12              | Gave respondent report number                 |
|      |   | 13              | (Unassigned)                                  |
|      |   | 20              | Dispatched patrols                            |
|      |   | 21              | Made phone calls                              |
|      |   | 22              | Canine unit searched                          |
|      |   | 23              | Inventoried missing items                     |
|      |   | 24              | Provided first-aid                            |
|      |   | 25              | Approached location - guns drawn              |
|      |   | 26              | Checked for injury                            |
|      |   | 27              | Obtained signed complaint form                |
|      |   | 28              | Told respondent to leave scene                |

- 29 Called helicopter to conduct search
- 30 Provided assist
- 31 Took respondent to hospital
- 32 Chased suspects
- 33 Checked injured and made phone calls
- 34 Computer check made
- 35 Broadcast info/bulletin
- 36 Became authoritarian
- 37 Issued ticket
- 38 Made situation worse
- 39 Made arrests
- 40 Escorted victim
- 50 Discussed situation/provided info
- 55 Respondent Did Not Understand Question
- 60 Suspects picked up for possible identification
- 66 Does Not Apply
- 70 Obtained evidence
- 77 Don't Know
- 80 Tow truck called
- 88 No Response
- 90 Recovered property

81. Overall, how satisfied were you with the way in which the police officer handled the situation after they arrived at the incident scene?

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

- 1 Very satisfied
- 2 Moderately satisfied
- 3 Slightly satisfied
- 4 Slightly dissatisfied
- 5 Moderately dissatisfied
- 6 Very dissatisfied

82. Why do you feel this way?

- 01 Inadequate investigation
- 02 Handled situation well
- 03 No follow-up
- 04 Fast response time
- 05 Handled as well as possible
- 06 Suspect not caught
- 07 Appreciative
- 08 Expectations met
- 09 Displayed courtesy
- 10 Displayed concern
- 11 Couldn't provide services
- 12 Advised and counseled
- 13 Officer(s) bad attitude
- 14 Should have done more
- 15 Slow response time
- 16 Outcome unclear
- 17 Did nothing
- 18 Suspect caught - property lost
- 19 Police took extra measures

- 20 Previous experience - general satisfaction
- 21 Dissatisfied with police officer's assessment
- 22 No complaint
- 23 Property was recovered
- 24 Courteous and did all they could
- 25 Prompt and efficient
- 26 Matter resolved
- 27 No one injured
- 28 Made situation worse
- 29 Prompt and handled as well as possible
- 30 Courtesy and concern
- 31 Arrest(s) made
- 32 Citizen endangered
- 33 Fast response and courtesy
- 34 Did not want police
- 35 Unable to handle properly
- 36 Advised and counseled with bad attitude
- 37 Officers remained neutral
- 66 Does Not Apply
- 77 Don't Know
- 88 No Response

I AM NOW GOING TO ASK SOME QUESTIONS ABOUT YOU AND YOUR BACKGROUND AND THEN THAT WILL BE ALL.

83. How long have you lived in Kansas City, Missouri in years and months?

\_\_\_\_\_ years . \_\_\_\_\_ months  
 999 Respondent does not live in KCMO (Specify)

84. How long have you lived at your present address in years and months?

\_\_\_\_\_ years \_\_\_\_\_ months

85. What is the population of the place where you have lived most of your life?

- 01 Rural
- 02 Under 2,500
- 03 2,500 - 9,999
- 04 10,000 - 49,999
- 05 50,000 - 99,999
- 06 100,000 - 149,000
- 07 150,000 - 299,999
- 08 300,000 - 499,999
- 09 Suburb of a city over 500,000
- 10 City over 500,000
- 77 Don't know

86. Do you own, rent, or board?

- 1 Own
- 2 Rent
- 3 Board

87. Are you . . . .

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

88. What is your occupation? (PROBE)

Coded according to the Institute of Survey Research Occupation Codes.

89. What kind of work do you do?

Coded according to Duncan's Socioeconomic Index.

90. What is your age?

- years
- 88 No response (e.g., refused to answer)

91. What is the highest level of school that you have completed?

- 01 Less than eighth grade
- 02 Eighth grade
- 03 High school, incomplete
- 04 High school, complete
- 05 Business/technical school incomplete
- 06 Business/technical school complete
- 07 College, incomplete
- 08 College, complete
- 09 Graduate work
- 88 No response (e.g., refused to answer)

92. Are you the head of the household?

- 1 No
- 2 Yes
- 3 Both head of household
- 8 No response (e.g., refused to answer)

93. What was your total family income last year?

- 01 Under \$2,000 (or under \$38 per week)
- 02 \$2,000 to \$2,999 (or \$38 to \$57.50 per week)
- 03 \$3,000 to \$3,999 (or \$58 to \$76.50 per week)
- 04 \$4,000 to \$4,999 (or \$77 to \$95.50 per week)
- 05 \$5,000 to \$5,999 (or \$96 to \$114.50 per week)
- 06 \$6,000 to \$6,999 (or \$115 to \$134.50 per week)
- 07 \$7,000 to \$7,999 (or \$135 to \$153.50 per week)
- 08 \$8,000 to \$8,999 (or \$154 to \$192.00 per week)
- 09 \$10,000 to \$11,999 (or \$193 to \$229.50 per week)
- 10 \$12,000 - \$14,999 (or \$230 to \$288.00 per week)
- 11 \$15,000 - \$19,999 (or \$289 to \$383.50 per week)
- 12 \$20,000 - \$24,999 (or \$384 to \$480.50 per week)



- 13 \$25,000 and over (or \$481 and more per week)
- 14 Refused
- 77 Don't know
- 88 No answer

94. Race (OBTAIN FROM OBSERVER DATA)

- 01 White
- 02 Black
- 03 Mexican/American
- Other
- 04 Filipino
- 05 Puerto Rican
- 06 Iranian
- 07 Pakistani
- 08 American - Indian
- 09 Armenian
- 10 Oriental
- 77 Don't know
- 88 No Response available

95. Sex (ASK IF NOT KNOWN)

- 1 Male
- 2 Female

96. If there any thing else you would like to add that hasn't already been asked?

- 1 No
- Yes

97. Interviewer's perception of physical and emotional state of respondent.

- 1 Normal, no indication of problems
- 2 Mentally handicapped (e.g., socially, vocationally and educationally hampered)
- 3 Senile
- 4 Tense/anxious/under pressure
- 5 Speech impediment (stuttering, etc.)
- 6 Foreign accent or language
- Other (Specify)
- 07 Old/hard of hearing
- 08 Intoxicated
- 77 Don't Know
- 88 No Response

98. General attitude of respondent toward interviewer.

- 1 Cooperative
- 2 Indifferent/neutral/no bias/no interest
- 3 Hostile/unfriendly/antagonistic/adverse
- Other (Specify)
- 04 Distrustful
- 05 Favorably biased
- 06 Apprehensive/reserved/drugged
- 77 Don't Know
- 88 No Response

99. Interviewer's perception of quality of data elicited from respondent.

- 1 Very good
- 2 Moderately good
- 3 Slightly good
- 4 Slightly bad
- 5 Moderately bad
- 6 Very bad

100. Number of times respondent interviewed: \_\_\_\_\_

101. Number of days elapsed between occurrence and interview: \_\_\_\_\_

102 Interviewer's I.D. \_\_\_\_\_

THANK YOU FOR YOUR COOPERATION

APPENDIX P

POTENTIAL CRIME CALLS/GENERAL CALLS FOR SERVICE

I AM NOW GOING TO ASK YOU A GROUP OF QUESTIONS ABOUT THIS INCIDENT.

1. Where did the incident take place?

- 01 Inside a private residence
- 02 Outside a private residence, including an open porch or backyard.
- 03 On a sidewalk, street, alley.
- 04 Parking lot or garage.
- 05 Inside a tavern, restaurant or other entertainment place.
- 06 Inside a store or other commercial property.
- 07 Inside a factory, office building, other work area.
- 08 Park, playground, other public recreational area.
- Other (Specify)
  - 09 Apartment building
  - 10 Church/church property
  - 11 Inside school
  - 12 Taxi cab
  - 13 Bus
  - 14 Inside auto
  - 66 Does Not Apply
  - 77 Don't Know
  - 88 No Response

2. Could you try and remember what you were doing before the incident took place?

- 01 Respondent was at home.
- 02 Respondent was not at home.
- 03 Respondent was working and incident occurred at work.
- 04 Respondent was at work and incident occurred elsewhere.
- Other (Specify)
  - 05 Conversation
  - 06 Asleep
  - 07 Walking
  - 08 Visiting
  - 09 (Reassigned:Same as 77)
  - 10 Entertainment
  - 11 Respondent at home and incident occurred at work
  - 12 Eating
  - 13 Respondent at home and incident in proximity
  - 14 Housework/various activities at home.
  - 15 Looking out window/sitting on porch
  - 16 In or near automobile
  - 17 Just entering residence/building
  - 18 Playing
  - 19 Religious services
  - 20 Consuming alcohol
  - 21 Nothing
  - 22 Shopping
  - 23 Arguing
  - 24 Riding/waiting for bus

66 Does Not Apply  
77 Don't Know  
88 No Response

3. Did you see, hear or become involved in the incident at any time as it happened?

1 No (ASK Q. 15 & 16 THEN ASK Q. 18)  
2 Yes

4. About what time did you see, hear or become involved in the incident?

6666 Does not apply  
AM  
PM Circle One  
7777 Don't know

5. What did you do while the incident was taking place?

66 Does not apply  
02 Called for help  
03 Didn't notice incident occurring  
04 Nothing  
Other (Specify)  
05 Called police  
06 Left scene  
07 Took self-protective measures  
08 Assist and support others  
09 Called another person  
10 Observed situation  
11 Investigation  
12 Engage in physical struggle  
13 Attempt an escape  
14 Waited for police  
15 Attempt to determine threat  
16 Participated in incident  
17 Verbal persuasion  
18 Left scene to call police  
19 Chased suspect  
20 Sustained injury  
21 Discussed situation  
22 Accompany police officer to scene  
66 Does Not Apply  
77 Don't Know  
88 No Response

6. About how long were you present while the incident was taking place?

6666 Does not apply  
Code In Actual Minutes  
7777 Don't Know

7. What did you do just after the incident took place? (Specify)

- 66 Does not apply
- 01 Called the police
- 02 Telephoned someone for help other than police.
- 03 Pushed alarm button
- 04 Chased the suspect(s)
- Other (Specify)
- 05 Asked someone else to call police
- 06 Contacted police in person
- 07 Investigation
- 08 Left scene to take action/call police
- 09 Waited - did nothing
- 10 Called another person
- 11 Left scene - nothing else
- 12 Restrained suspect
- 13 Discussed situation
- 14 Verbal persuasion
- 15 Arrested suspect
- 16 Observed situation
- 17 Became unconscious
- 18 Called out for help
- 19 Assaulted suspect
- 66 Does Not Apply
- 77 Don't Know
- 88 No Response

8. How many person(s) were actually involved in the incident?

- 66 Does not apply
- Person(s)
- 77 Don't know

9. Did you see who started the incident?

- 6 Does not apply
- 1 No (SKIP TO Q. 15)
- 2 Yes

10. Could you identify the person(s) if you saw them again?

- 6 Does not apply
- 1 No (SKIP TO Q. 13)
- 2 Yes
- 7 Don't know (SKIP TO Q. 13)

11. Did you know (any of) the person(s)?

- 6 Does not apply
- 1 No (SKIP TO Q. 13)
- 2 Yes

12. How well do you know the person(s)?

- 66 Does not apply
- 01 Friends
- 02 Relatives
- 03 Neighbor(s)
- Other (Specify)
- 04 Could identify by sight
- 05 Tenants
- 06 Building manager
- 07 Customer
- 08 Social worker
- 09 School mates
- 10 Casual acquaintances
- 11 Friend of relative
- 12 Common-law spouse
- 13 Ex-spouse
- 14 Respondent - self
- 15 Employee
- 16 Relative of friend
- 66 Does Not Apply
- 77 Don't Know
- 88 No Response

13. Was the person(s) still present when the police arrived?

- 6 Does not apply
- 1 No
- 2 Yes

14. About what time did the person(s) leave the scene?

- 6666 Does not apply
- AM
- PM Circle One
- 7777 Don't know

15. Did the police arrest anyone?

- 6 Does not apply
- 1 No
- 2 Yes
- 7 Don't know

16. Would you want to see the person(s) prosecuted?

- 6 Does not apply
- 1 No
- 2 Yes

17. How many person(s) including yourself saw the incident?

- 66 Does not apply
- Person(s)
- 77 Don't know

I WOULD NOW LIKE TO ASK YOU SOME QUESTIONS ABOUT CALLING THE POLICE.

18. Did you telephone or talk to another person before calling the police?

- 1 No (SKIP TO Q. 33)
- 2 Yes (Specify)
- 2 Telephoned only (ASK Q. 26 THROUGH Q. 33)
- 3 Talked only (ASK Q. 19 THROUGH Q. 25 THEN Q. 33)
- 4 Did both (ASK Q. 19 THROUGH Q. 29 THEN Q. 33)

PLEASE REMEMBER, THE FOLLOWING QUESTIONS DEAL WITH PERSON(S) YOU TALKED TO OTHER THAN BY TELEPHONE.

19. How many persons did you talk to?

- 6 Does not apply  
Person(s)
- 7 Don't know

20. Who did you talk to first?

- 66 Does not apply
- 01 Relative
- 02 Friend/Neighbor
- 03 Business Associate
- 04 Security guard
- 05 Insurance Agent
- 06 Doctor
- Other (Specify)
- 07 Roommate
- 08 Victim's family
- 09 Employer/supervisor
- 10 Victim
- 11 Apartment manager/tenants
- 12 Employee
- 13 Suspect
- 14 Witness
- 15 Customer
- 16 Owner-manager
- 17 Prosecutor/other public official
- 18 Alarm company
- 19 Cab dispatcher
- 20 Police officer
- 21 Victim's teacher
- 22 Bus driver
- 23 Minister
- 24 Suspect's relative(s)
- 25 Stranger - nearby
- 26 Other involved party
- 66 Does Not Apply
- 77 Don't Know
- 88 No Response

21. Why did you talk to this person before calling the police?

- 66 Does not apply

- 01 Needed advice on what to do
- 02 Wanted this person to call the police
- 03 Respondent was injured
- 04 Wanted more information
- 05 This person informed respondent of incident
- 06 Company procedure
- Other (Specify)
  - 07 Person was there
  - 08 Inform then of intentions
  - 09 Wanted to use phone
  - 10 To render support
  - 11 Were security personnel
  - 12 Inform of loss
  - 13 Was doctor on duty
  - 14 Wanted their assistance
  - 15 Asked respondent to call police
  - 16 Other party involved
  - 17 To inform of situation
  - 18 Person witnesses crime
  - 19 Tried to calm them
  - 20 Asked them to leave
  - 66 Does Not Apply
  - 77 Don't know
  - 88 No Response

22. About what time did you talk to this person?

- 6666 Does not apply
- AM
- PM Circle One
- 7777 Don't know

23. Did this person tell you to call the police?

- 6 Does not apply
- 1 No
- 2 Yes (SKIP TO Q. 32 unless following skip pattern for "did both")

24. What did this person tell you?

- 66 Does not apply
- Other
  - 01 (Unassigned)
  - 02 (Unassigned)
  - 03 Knew no more than respondent
  - 04 Suggested course of action
  - 05 Of little assistance
  - 06 Informed respondent of crime/incident
  - 07 Suffered no injury
  - 08 Refused use of phone
  - 09 Discussed situation
  - 10 Would act to prevent recurrence
  - 11 Concurred with respondent's act/intent
  - 12 Unable to contact
  - 13 Could assist/did aid
  - 14 Investigate on own



- 15 Requested medical assistance
- 16 Didn't think police could do any good
- 17 Threatened respondent
- 18 To mind own business
- 19 Would call police for respondent
- 20 To not call police
- 21 Suspect unknown and armed
- 22 Police already called
- 23 Nothing
- 24 Was injured - extent unknown
- 66 Does Not Apply
- 77 Don't know
- 88 No Response

25. Who decided that you should call the police?

- 66 Does not apply
- 01 Relative
- 02 Friend/neighbor
- 03 Business Associate
- 04 Security guard
- 05 Insurance agent
- 06 Doctor
- 07 Respondent decided to call
- 08 Employer
- Other (Specify)
- 09 Victim
- 10 Joint decision
- 11 Minister
- 12 Building owner-manger
- 66 Does Not Apply
- 77 Don't Know
- 88 No Response

PLEASE REMEMBER, THE FOLLOWING QUESTIONS DEAL WITH PERSONS YOU TELEPHONED ONLY.

26. How many person(s) did you call before calling the police?

- 6 Does not apply
- Person(s)
- 7 Don't know

27. Who did you call first?

- 66 Does not apply
- 01 Relative
- 02 Friend/neighbor
- 03 Business Associate
- 04 Security Guard
- 05 Insurance Agent
- 06 Doctor
- 07 Employer
- Other (Specify)
- 08 Building manager/landlord
- 09 Suspect's relative
- 10 School principal

- 11 Fire Department
- 12 Minister
- 13 Police Dept. Tow Barn
- 14 Supervisor
- 15 Suspect
- 16 Funeral home
- 17 Ambulance service
- 18 Police officer
- 19 Victim
- 20 Roommate
- 21 Credit card company
- 22 Psychiatric Receiving Center
- 23 Federal Protective Service
- 24 Attorney
- 25 Bank
- 26 Telephone Company
- 27 Social Worker
- 66 Does Not Apply
- 77 Don't Know
- 88 No Response

28. Why did you call this person before calling the police?

- 66 Does not apply
- 01 Needed advise on what to do
- 02 Wanted this person to call the police
- 03 Respondent was injured
- 04 Wanted more information
- 05 This person informed respondent of incident
- 06 Company procedure
- Other (Specify)
- 07 Wanted to inform them
- 08 Wanted a witness
- 09 Wanted assistance
- 10 Did not want to call police
- 11 That person called (phoned) respondent
- 66 Does Not Apply
- 77 Don't Know
- 88 No Response

29. About what time did you call this person?

- 6666 Does not apply
- AM
- PM Circle One
- 7777 Don't know

30. Did this person tell you to call the police?

- 6 Does not apply
- 1 No (ASK Q. 31)
- 2 Yes (SKIP TO Q. 33)

31. What did this person tell you?

- 66 Does not apply
- 01 (Unassigned)
- 02 (Unassigned)
- 03 Knew no more than respondent
- 04 Suggested course of action
- 05 Of little assistance
- 06 Informed respondent of crime/incident
- 07 Suffered no injury
- 08 Refused use of phone
- 09 Discussed situation
- 10 Would act to prevent recurrence
- 11 Concurred with respondent's act/intent
- 12 Unable to contact
- 13 Could assist/did aid
- 14 Investigate on own
- 15 Requested medical assistance
- 16 Didn't think police could do any good
- 17 Threatened respondent
- 18 To mind own business
- 19 Would call police for respondent
- 20 To not call police
- 21 Suspect unknown and armed
- 22 Police already called
- 23 Nothing
- 24 Was injured - extent unknown
- 66 Does Not Apply
- 77 Don't Know
- 88 No Response

32. Who did decide that you should call the police?

- 66 Does not apply
- 01 Relative
- 02 Friend/neighbor
- 03 Business Associate
- 04 Security Guard
- 05 Insurance Agent
- 06 Doctor
- 07 Respondent decided to call
- 08 Employer
- Other (Specify)
- 09 Building manager
- 10 Taxi cab dispatcher
- 11 Alarm company representative
- 12 Family of person creating incident
- 13 Joint decision
- 14 Governmental agency - personnel
- 15 Witness
- 16 Other involved party/driver
- 17 Suspect
- 18 Telephone operator
- 19 Credit card company
- 66 Does Not Apply
- 77 Don't Know
- 88 No Response

33. Did you have any problems calling the police?

- 1 No (SKIP TO Q. 35)
- 2 Yes (ASK Q. 34)
- 7 Don't know (SKIP TO Q. 35)

34. What kind of problems did you have?

- 66 Does not apply
- 01 Was uncertain threat existed
- 02 State of shock/emotional
- 03 Physical injury
- 04 No answer - called again
- 05 Administrative handling problem
- 06 Called wrong department
- 07 Phone in use/ inoperative
- 08 Called operator for number
- 09 Situation too dangerous to call
- 10 Phone not answered promptly
- 11 Dialing trouble
- 12 Unsure of procedure/agency to contact
- 13 Travel to telephone
- 14 Forgot police phone number
- 15 Dispatcher error
- 16 Didn't have correct change
- 17 Operator - slow response
- 18 Dispatcher reluctance
- 19 Investigated on own
- 66 Does Not Apply
- 77 Don't know
- 88 No Response

35. Were you delayed in any way before calling the police?

- 1 No (SKIP TO Q. 38)
- 2 Yes (ASK Q. 36 AND Q. 37)

36. How were you delayed?

- 66 Does not apply
- 01 By telephoning or talking to others first
- 02 Out of fear
- 03 Unsure of what good police could do
- 04 No telephone available
- Other (Specify)
- 05 Waiting for other involved parties
- 06 Dialing trouble
- 07 Was uncertain of threat
- 08 Get permission to call
- 09 Physical injury
- 10 State of shock
- 11 Sought more information
- 12 Suspect known/located
- 13 Talking to suspect
- 14 Phone in use/inoperative
- 15 Travel to telephone

- 16 Personal business
- 17 Operator trouble
- 18 Pursuing suspect
- 19 Thought police had been called
- 20 Uncertain of situation
- 21 Travel to scene
- 22 Took victim to hospital
- 23 Searched for stolen property
- 24 Phone call handling trouble/transfers
- 66 Does Not Apply
- 77 Don't Know
- 88 No Response.

37. What did you then do?

- 66 Does not apply
- 01 Called police
- 02 Waited for police
- 03 Attempted to regain property
- 04 Sought assistance
- 05 Reassessed incident
- 06 Left scene to call police
- 07 Sought more information
- 08 Caught suspect - called police
- 09 Called police - returned to scene
- 10 Took self-protective measures
- 11 Talked to victim/witnesses - called police
- 12 Nothing until next day
- 66 Does Not Apply
- 77 Don't Know
- 88 No Response

38. About how much time went by between your knowing of the incident and your call the police?

- Code In Actual Minutes
- 7777 Don't Know

39. About what time did you call the police?

- AM
- PM Circle One
- 7777 Don't Know

40. Did you have trouble deciding if you should call the police?

- 1 No (SKIP TO Q. 42)
- 2 Yes (ASK Q. 41)

41. Why?

- 66 Does not apply
- 01 Nothing could be done, lack of proof
- 02 Not important enough
- 03 Private or personal matter
- 04 Police would not want to be bothered

- 05 Party involved known to caller
- 06 Fear of reprisal
- 07 Uncertain of details
- Other (Specify)
  - 08 Didn't want trouble
  - 09 Community resentment/antagonism
  - 10 Uncertain of situation
  - 11 Wanted to take personal action
  - 12 Unsure of procedure/agency to contact
  - 13 Previous experience - police didn't respond
  - 14 Thought police had been called
  - 15 Wasn't victim
  - 66 Does Not Apply
  - 77 Don't Know
  - 88 No Response

42. Was the incident still taking place at the time you called the police?

- 1 No (ASK Q. 43)
- 2 Yes (SKIP TO Q. 44)
- 7 Don't know (SKIP TO Q. 44)

43. Why didn't you phone the police while the incident was taking place?

- 66 Does not apply
- 01 Discovered incident after it had been committed
- 02 Another person notified me of incident
- 03 Unable to because of physical restraint
- 04 Fear of being hurt
- 05 No telephone available
- 06 Too emotional
- Other (Specify)
  - 07 Uncertain of situation
  - 08 Respondent pursued suspect
  - 09 Did not want police there
  - 10 Respondent involved in incident
  - 11 Happened too fast
  - 12 Company procedure
  - 13 Were already called
  - 66 Does Not Apply
  - 77 Don't Know
  - 88 No Response

44. After you decided to call the police, how long did it take you to reach a telephone?

- Code In Actual Minutes
- 7777 Don't Know

45. Did you use or attempt to use a pay phone?

- 1 No (SKIP TO Q. 49)
- 2 Yes

46. Did you have any problems using a pay phone?

- 6 Does not apply
- 1 No (SKIP TO Q. 50)
- 2 Yes

47. What were they?

- 66 Does not apply
- 01 Didn't have correct change
- 02 Phone out of order
- 03 Phone missing
- 04 Couldn't find one
- Other (Specify)
- 05 Operator trouble
- 06 No directory
- 66 Does Not Apply
- 77 Don't Know
- 88 No Response

48. What did you do then?

- 66 Does not apply
- 01 Went to another pay phone
- 02 Went to my own phone
- 03 Went to someone else's phone
- 04 Went to business phone
- 05 Borrowed a dime
- Other (Specify)
- 06 Got correct change
- 07 Used victim's phone
- 08 Waited
- 66 Does Not Apply
- 77 Don't Know
- 88 No Response

49. Whose phone did you (finally) use to call the police?

- 6 Does not apply
- 1 Another pay phone
- 2 My own phone
- 3 Someone else's phone
- 4 Business phone
- Other (Specify)
- 05 Victim's phone
- 66 Does Not Apply
- 77 Don't Know
- 88 No Response

50. Which number did you use to call the police?

- 66 Does not apply
- 01 Dialed "0" (operator) (SKIP TO Q. 52)
- 02 Crime Alert (421-1500)
- 03 Administrative (842-6525)
- Other (Specify)
- 04 (Reassigned:Same as 77)
- 05 Directory Assistance (411)
- 06 Direct Line
- 07 Station house
- 08 Special number
- 09 "Star One"
- 10 HA1-9955 (Ext. 302)
- 11 C.P.D. (Ext. 461)
- 66 Does Not Apply
- 77 Don't Know
- 88 No Response

51. How did you find out about this number?

- 66 Does not apply
- 01 Telephone directory
- 02 Number written down by telephone
- 03 Knew number by memory
- 04 Person with me knew the number
- 05 Asked operator
- 06 Directory assistance
- Other (Specify)
- 07 Officer gave respondent number
- 08 "Crime Alert" decal/program
- 09 Referred from station house
- 10 Carried in wallet/purse
- 11 Telephone company ("Star One")
- 66 Does Not Apply
- 77 Don't Know
- 88 No Response

52. Did you have any trouble putting your call through to the police?

- 1 No (SKIP TO Q. 54)
- 2 Yes (ASK Q. 53)

53. What trouble did you have?

- 66 Does not apply
- 01 Phone out of order
- 02 No one answered phone
- 03 Dialed the wrong number
- 04 Trouble locating a phone directory
- 05 Line busy
- 06 Put on hold
- 07 Call was disconnected
- Other (Specify)
- 08 Left scene because of situation
- 09 Phone call handling trouble/transfers



- 10 Asked for wrong office
- 11 Too scared
- 12 Operator slow
- 13 Dispatcher refused to act/reluctant
- 66 Does Not Apply
- 77 Don't Know
- 88 No Response

54. About how many times did the telephone ring before someone at the Police Department answered?

- Ring(s)
- 77 Don't know

55. Did the first person you spoke with at the Police Department transfer your call to someone else who then handled your information?

- 1 No (SKIP TO Q. 57)
- 2 Yes (ASK Q. 56)
- 7 Don't know (SKIP TO Q. 57)

56. How many people did you talk to before someone took your information?

- 6 Does not apply
- Number of people talked to
- 7 Don't know

57. How long did you talk with the person who took your information on the phone?

- Code In Actual Minutes
- 7777 Don't know

58. Could you try and remember what you told that person? (PROBE IF NECESSARY)

- 01 Reported incident in progress
- 02 Requested general assistance
- 03 Requested medical assistance
- 04 Requested investigative assistance
- 05 (Reassigned:Same as 77)
- 06 Reported property loss/description
- 07 Reported disturbance
- 08 Reported incident had occurred
- 09 Holding suspects
- 10 Report injury/no ambulance
- 11 Reported incident occurred and requested general assistance
- 12 Reported incident and requested medical assistance
- 13 (Reassigned:Same as 06)
- 14 Reported incident in progress and requested assistance
- 15 Reported possible crime/incident
- 66 Does Not Apply
- 77 Don't Know
- 88 No Response

59. Did that person tell you about how long it would take a police car to reach you?

- 1 No (SKIP TO Q. 61)
- 2 Yes (ASK Q. 60)
- 7 Don't know (ASK Q. 61)

60. What did that person tell you?

- 66 Does not apply
- 01 Said a police car would be right out.
- 02 Said a police car would be here as soon as possible.  
Other (Specify)
  - 03 Few minutes
  - 04 A delay of specified duration
  - 05 Immediately
  - 06 Delay of unspecified duration/no car in area
  - 07 Car on its way
  - 66 Does Not Apply
  - 77 Don't Know
  - 88 No Response

61. Overall, how satisfied were you with the way in which the Police Department handled your telephone call? Were you . . . .

(INTERVIEWER: EVERY OTHER INTERVIEW ASK RESPONSE CATEGORIES IN REVERSE ORDER)

- 1 Very satisfied
- 2 Moderately satisfied
- 3 Slightly satisfied
- 4 Slightly dissatisfied
- 5 Moderately dissatisfied
- 6 Very dissatisfied

62. Why do you feel this way?

- 66 Does not apply
- 01 Met expectations
- 02 Quick response
- 03 No Complaints
- 04 Matter resolved
- 05 Courtesy
- 06 Trouble getting connection
- 07 Trouble with message/information
- 08 Efficient handling
- 09 Efficient - but unpleasant
- 10 Previous experience - general dissatisfaction
- 11 Slow response
- 12 Previous experience - general satisfaction
- 13 Unsure what to do next
- 14 Did nothing
- 15 Could have provided more info
- 16 Did more than expected
- 17 Never complain
- 18 Prompt and efficient

- 19 Dispatcher promised action soon
- 20 Prompt and matter resolved
- 21 Provided info/instructions
- 22 Too many questions
- 23 Courteous and promised response
- 24 Space-age technology
- 25 Unconcerned attitude
- 26 Concerned
- 27 Unpleasant and did less than expected
- 28 Placed on "hold"
- 29 Prompt and courteous
- 30 Dispatcher - bad attitude
- 31 Respondent reassured
- 66 Does Not Apply
- 77 Don't Know
- 88 No Response

I WOULD NOW LIKE TO ASK YOU SOME QUESTIONS ABOUT HOW LONG IT TOOK THE OFFICER TO ARRIVE.

63. About how long did you expect it would take the police to arrive after the call was made?

Code In Actual Minutes  
7777 Don't Know

64. About how long did it take the police to arrive after the call was made?

Code In Actual Minutes  
7777 Don't Know

65. About what time did you see the police arrive after you called?

AM  
PM Circle One  
7777 Don't Know

66. About what time did the police first talk to you in person?

AM  
PM Circle One  
7777 Don't Know

67. How satisfied were you with the time it took the police officer to arrive after you called? Were you . . . .

(INTERVIEWER: EVERY OTHER INTERVIEW ASK THE RESPONSE IN THE REVERSE ORDER)

- 1 Very satisfied
- 2 Moderately satisfied
- 3 Slightly satisfied
- 4 Slightly dissatisfied
- 5 Moderately dissatisfied
- 6 Very dissatisfied

68. If the police had arrived more quickly do you think it would have made a difference in the outcome of the incident?

- 1 No
- 2 Yes

69. Why do you feel this way?

- 01 Incident already committed, person(s) already gone.
- 02 Incident occurred earlier; undetected for a period of time.
- 03 Not a rush situation
- 04 Person(s) may have been apprehended
- Other (Specify)
  - 05 (Reassigned: Same as 04)
  - 06 Suspects still on scene
  - 07 Victim D.O.A.
  - 08 Make no difference
  - 09 Slow response time
  - 10 Arrived quickly
  - 11 Officers not seem interested
  - 12 Potentially serious/injury
  - 13 Property was recovered
  - 14 Scene was disturbed
  - 15 Suspects apprehended - on scene
  - 16 Could have made more arrests
  - 17 Expected response from phone call
  - 18 Situation had quieted
  - 19 No incident had occurred
  - 20 Incident still occurring
  - 21 Victim be reassured
  - 22 Evidence discarded/destroyed
  - 23 Could have taken prints
  - 66 Does Not Apply
  - 77 Don't know
  - 88 No Response

70. What did you expect the police to do after they arrived?

- 70a.
  - 1 No Ask questions of the respondent
  - 2 Yes
- 70b.
  - 1 No Ask questions of persons in the area
  - 2 Yes
- 70c.
  - 1 No Police would do little or nothing
  - 2 Yes
- 70d.
  - 1 No Police would arrest or remove person(s) involved.
  - 2 Yes
- 70e.
  - 1 No Report would be taken
  - 2 Yes
- 70f.
  - 1 No Suspect would be caught
  - 2 Yes

**CONTINUED**

**3 OF 4**

- 70g. 1 No Fingerprints would be taken  
2 Yes
- 70h. 1 No Look around and check things out  
2 Yes
- 70i. 1 No Problem would be solved.  
2 Yes  
Other (Specify)  
20 Take victim to hospital  
21 Provide physical protection  
22 Call in Canine Unit  
23 Engage in search  
24 Locate owner of property  
25 Problem would be made worse  
26 Inventory missing items  
27 Provide assistance  
28 Call tow truck  
29 Computer check  
30 Counsel/inform of options  
31 Could do little of nothing  
32 Call ambulance  
33 Settle dispute/calm situation  
34 Provide info/follow-up  
35 (Unassigned)  
40 First Aid  
50 Legal protection  
55 Respondent Did Not Understand Question  
60 Issue ticket  
66 Does Not Apply  
70 Recover property  
77 Don't Know  
80 Broadcast on stolen vehicle  
88 No Response  
90 Avail option to prosecute

71. What did you expect to be the long range outcome of the police investigation of the incident?

- 71a. 1 No Nothing  
2 Yes
- 71b. 1 No Property would be recovered  
2 Yes
- 71c. 1 No Suspect would be caught  
2 Yes
- 71d. 1 No Report would be filed  
2 Yes
- 71e. 1 No Problem would be solved  
2 Yes
- 71f. 1 No Had little hope of property being recovered  
2 Yes

- Other (Specify)
- 11 Suspects released
  - 12 Provide follow-up info
  - 13 Take to hospital
  - 14 Recontact respondent to identify suspects
  - 15 Personal assurance
  - 16 Arrests made
  - 17 Statistical record
  - 18 Situation ascertained and suspects removed
  - 19 Provide advice/counseling
  - 20 Prevent recurrence
  - 21 Suspects apprehended and removed
  - 22 Reprisal by suspect(s)
  - 23 Investigation
  - 24 Assistance provided
  - 25 (Unassigned)
  - 30 Ownership checked
  - 40 Prosecution
  - 50 Protection/surveillance provided
  - 55 Respondent Did Not Understand Question
  - 60 Property/amount for damages
  - 66 Does Not Apply
  - 70 Obtain evidence
  - 77 Don't Know
  - 80 Should have done more
  - 88 No Response
  - 90 Suspects evade apprehension

72. Were you or anyone else injured as a result of the incident?

- 1 No (SKIP TO Q. 76)
- 2 Yes (ASK Q. 73 THROUGH 75)
- 7 Don't know (SKIP TO Q. 76)

73. Who was injured?

- 6 Does not apply
- 1 Respondent
- 2 Someone else
- 3 Police officer (SKIP TO Q. 75)
- 4 Respondent and other(s)
- 5 (Unassigned)
- 6 Does Not Apply
- 7 Don't Know
- 8 No Response

74. Did the officer give first aid to you or someone else?

- 6 Does not apply
- 1 No
- 2 Yes

75. Was an ambulance called to the incident scene?

- 6 Does not apply
- 1 No
- 2 Yes

76. What did the police do after they arrived?
- 76a.       1     No     Asked questions of respondent  
           2     Yes  
           7     Don't know
- 76b.       1     No     Asked questions of persons in area  
           2     Yes  
           7     Don't know
- 76c.       1     No     Looked around; checked things out  
           2     Yes  
           7     Don't know
- 76d.       1     No     Report was taken  
           2     Yes  
           7     Don't know
- 76e.       1     No     Suspect was apprehended or removed  
           2     Yes     from scene  
           7     Don't know
- 76f.       1     No     Fingerprints were taken  
           2     Yes  
           7     Don't know
- 76g.       1     No     Provided advice or counseling  
           2     Yes  
           7     Don't know
- 76h.       1     No     Police did little or nothing  
           2     Yes  
           7     Don't know
- 76i.       1     No     Problem was solved  
           2     Yes  
           7     Don't know
- 76j.       1     No     Respondent was taken to hospital  
           2     Yes  
           7     Don't know  
               Other (Specify)  
               11    Searched for suspects  
               12    Gave respondent report number  
               13    (Unassigned)  
               20    Dispatched patrols  
               21    Made phone calls  
               22    Canine unit searched  
               23    Inventoried missing items  
               24    Provided first-aid  
               25    Approached location - guns down  
               26    Checked for injury  
               27    Obtained signed complaint form  
               28    Told respondent to leave scene  
               29    Called helicopter to conduct search



- 30 Provided assist
- 31 Took respondent to hospital
- 32 Chased suspects
- 33 Checked injuries and made phone calls
- 34 Computer check made
- 35 Broadcast info/bulletin
- 36 Became authoritarian
- 37 Issued ticket
- 38 Made situation worse
- 39 Made arrests
- 40 Escorted victim
- 50 Discussed situation/provided info
- 55 Respondent Did Not Understand Question
- 60 Suspects picked up for possible identification
- 66 Does Not Apply
- 70 Obtained evidence
- 77 Don't know
- 80 Tow Truck called
- 88 No Response
- 90 Recovered property

761. 7 Have no knowledge of what they did.

77. Overall, how satisfied were you with the way in which the police officer(s) handled the situation after they arrived at the incident scene. Were you . . .

(INTERVIEWER: EVERY OTHER INTERVIEW, ASK RESPONSE CATEGORIES IN THE REVERSE ORDER)

- 1 Very satisfied
- 2 Moderately satisfied
- 3 Slightly satisfied
- 4 Slightly dissatisfied
- 5 Moderately dissatisfied
- 6 Very dissatisfied

78. Why do you feel this way? (Specify)

- 01 Inadequate investigation
- 02 Handled situation well
- 03 No follow-up
- 04 Fast response time
- 05 Handled as well as possible
- 06 Suspect no caught
- 07 Appreciative
- 08 Expectations met
- 09 Displayed courtesy
- 10 Displayed concern
- 11 Couldn't provide services
- 12 Advised and counseled
- 13 Officer(s) bad attitude
- 14 Should have done more
- 15 Slow response time
- 16 Outcome unclear
- 17 Did nothing
- 18 Suspect caught - property lost

- 19 Police took extra measures
- 20 Previous experience - general satisfaction
- 21 Dissatisfied with police officer's assessment
- 22 No complaint
- 23 Property was recovered
- 24 Courteous and did all they could
- 25 Prompt and efficient
- 26 Matter resolved
- 27 No one injured
- 28 Made situation worse
- 29 Prompt and handled as well as possible
- 30 Courteous and concern
- 31 Arrest(s) made
- 32 Citizen endangered
- 33 Fast response and courtesy
- 34 Did not want police
- 35 Unable to handle properly
- 36 Advised and counseled with bad attitude
- 37 Officers remained neutral
- 66 Does Not Apply
- 77 Don't Know
- 88 No Response

I WOULD NOW LIKE TO ASK YOU A FEW QUESTIONS ABOUT YOU AND YOUR BACKGROUND AND THAT WILL BE ALL.

79. How long have you lived in Kansas City, Missouri, in years and months?

\_\_\_\_\_ years \_\_\_\_\_ months

9999 Respondent does not live in KCMO. (Specify)

80. How long have you lived at your present address in years and months?

\_\_\_\_\_ years \_\_\_\_\_ months

81. What is the population of the place where you have lived most of your life?

- 01 Rural area
- 02 Under 2,500
- 03 2,500 - 9,999
- 04 10,000 - 49,999
- 05 50,000 - 99,999
- 06 100,000 - 149,999
- 07 150,000 - 299,999
- 08 300,000 - 499,999
- 09 Suburb of a city over 500,000
- 10 City over 500,000
- 77 Don't Know

82. Do you own, rent, or board?

- 1 Own
- 2 Rent
- 3 Board

83. Are you . . . .

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

84. What is your occupation?

Coded according to the Institute of Survey Research Occupation Codes.

85. What kind of work do you do? (PROBE)

Coded according to Duncan's Socioeconomic Index.

86. What is your age?

- Years old
- 88 No Response (e.g., refused to answer)

87. What is the highest level of school that you have completed?

- 01 Less than eighth grade
- 02 Eighth grade
- 03 High school, incomplete
- 04 High school, complete
- 05 Business/technical school, incomplete
- 06 Business/technical school, complete
- 07 College, incomplete
- 08 College, complete
- 09 Graduate work
- 88 No Response (e.g., refused to answer)

88. Are you the head of the household?

- 1 No
- 2 Yes
- 3 Both head of household
- 8 No response (e.g., refused to answer)

89. What was your total family income last year?

- 01 Under 2,000 (or \$38 a week)
- 02 \$2,000 - \$2,999 (or \$38 to \$57.50 a week)
- 03 \$3,000 - \$3,999 (or \$58 to \$76.50 a week)
- 04 \$4,000 - \$4,999 (or \$77 to \$95.50 a week)
- 05 \$5,000 - \$5,999 (or \$96 to \$114.50 a week)
- 06 \$6,000 - \$6,999 (or \$115 to \$134.50 a week)
- 07 \$7,000 - \$7,999 (or \$135 to \$153.50 a week)
- 08 \$8,000 - \$9,999 (or \$154 to \$192 a week)
- 09 \$10,000 - \$11,999 (or \$193 to \$229.50 a week)
- 10 \$12,000 - \$14,999 (or \$230 to \$288 a week)
- 11 \$15,000 - \$19,999 (or \$239 to \$383.50 a week)
- 12 \$20,000 - \$24,999 (or \$384 to \$480.50 a week)

- 13 \$25,000 and over (or \$481 and more a week)
- 14 Refused
- 77 Don't know
- 88 No answer

90. Race (INTERVIEWER OBSERVE AND RECORD)

- 01 White
- 02 Black
- 03 Mexican American
- Other
  - 04 Filipino
  - 05 Puerto Rican
  - 06 Iranian
  - 07 Pakistani
  - 08 American - Indian
  - 09 Armenian
  - 10 Oriental
  - 77 Don't know
  - 88 No Response Available

91. Sex (INTERVIEWER OBSERVE AND RECORD)

- 1 Male
- 2 Female

92. Is there anything else you would like to add that hasn't already been asked?

- 1 No
- Yes

93. Interviewer's perception of physical and emotional state of respondent.

- 1. Normal, no indication of problems
- 2 Mentally handicapped (e.g., socially, vocationally and educationally hampered;
- 3 Senile
- 4 Tense/anxious/under pressure
- 5 Speech impediment (stuttering, etc.)
- 6 Foreign accent or language
- Other (Specify)
  - 07 Old, hard of hearing
  - 08 Intoxicated
  - 77 Don't Know
  - 88 No Response

94. General attitude of respondent toward interviewer.

- 1 Cooperative
- 2 Indifferent/neutral/no bias/no interest
- 3 Hostile/unfriendly/antagonistic/adverse
- Other (Specify)
  - 04 Distrustful
  - 05 Favorably biased
  - 06 Apprehensive/reserved/drugged
  - 77 Don't Know
  - 88 No Response

95. Interviewer's perception of quality of data elicited from respondent.

- 1 Very good
- 2 Moderately good
- 3 Slightly good
- 4 Slightly bad
- 5 Moderately bad
- 6 Very bad

96. Number of times respondent interviewed. \_\_\_\_\_

97. Number of days elapsed between occurrence and interview. \_\_\_\_\_

98. Interviewer's I.D. \_\_\_\_\_

THANK YOU FOR YOUR COOPERATION

APPENDIX Q

INJURY FOLLOW-UP REPORT

1. Interviewer I.D. \_\_\_\_\_
2. Hospital: \_\_\_\_\_
3. Date of hospitalization: \_\_\_\_\_
4. Date hospital contacted: \_\_\_\_\_
5. Length of stay: \_\_\_\_\_

- 1 Treated in ER and released.
- 2 Admitted overnight for observation
- 3 Admitted and released within 1 week but over 24 hours
- 4 Admitted and released after 1 week
- 5 Died after leaving scene of injury
- 6 Transferred to another hospital
- 7 Dead at scene
- 8 Unknown
- 9 Refused hospital treatment

APPENDIX R

RESPONSE TIME ANALYSIS STUDY

REINTERVIEWING OF SUSPECT DATA

INTERVIEWER: PLEASE FILL IN SURVEY NUMBER AND PERSON INTERVIEWED

Survey No. \_\_\_\_\_  
Subfile No. \_\_\_\_\_  
Card No. \_\_\_\_\_

1. Person interviewed:

- 1 Victim/Caller
- 2 Victim
- 3 Witness/Caller

2. Type of call \_\_\_\_\_

3. Type of Interview

- 1 Personal Interview
- 2 Phone Interview

Hello, I'm \_\_\_\_\_

On \_\_\_\_\_ you were interviewed by the Kansas City,  
Month/ Day/ Year  
Missouri, Police Department about a/an \_\_\_\_\_ that occurred  
on \_\_\_\_\_. We need to ask you a few questions  
Month/ Day/ Year  
about the time it took for the crime to be committed. We realize  
some of the questions may be hard to answer after all this time,  
but please give it the best try you can. Thank you for your  
cooperation.

INTERVIEWER: READ THE FOLLOWING ONLY IF THE RESPONDENT ASK FOR THE  
INFORMATION

If you have any questions concerning this study you can  
call 842-6525, Ext 316 or 317.

I AM NOW GOING TO ASK YOU THE QUESTIONS

4. About what time did you see/hear or become involved in the crime?

(Coders note: Time is ? (1) Actual (2) Split (3) LST (4) GRT

AM  
PM Circle One  
Don't Know

How do you happen to know about what time it was? \_\_\_\_\_

5. How many persons committed the crime?

Person(s)  
77 Don't Know

6. Could you identify the person(s) if you saw them again?

1 No (SKIP TO Q. 8)  
2 Yes  
7 Don't Know (ASK TO Q. 8)

7. Did you know (any of) the person(s)?

1 No  
2 Yes

8. Was the person(s) still present when the police arrived?

1 No  
2 Yes  
7 Don't Know

9. About what time did the person(s) leave the scene?

(Coders note: Time is ? (1) Actual (2) Split (3) LST (4) GRT

AM  
PM Circle One  
7777 Don't Know

10. About how many minutes went by between your knowing of the crime and the time the person(s) left?

(Coders note: Time is ? (1) Actual (2) Split (3) LST (4) GRT

Code In Actual Minutes  
Persons did not leave scene



11. Did the police arrest anyone?

- 6 Does not apply
- 1 No
- 2 Yes
- 3 Don't Know

12. About how much time went by between your knowing of the crime and your calling the police?

(Coders note: Time is ? (1) Actual (2) Split (3) LST (4) GRT)

- Code In Actual Minutes
- 7777 Don't Know

(IF MORE THAN 3 MINUTES ELAPSED, ASK)

What were you doing during this time? \_\_\_\_\_

13. About what time did you call the police?

(Coders note: Time is ? (1) Actual (2) Split (3) LST (4) GRT)

- AM
- PM Circle One
- 7777 Don't Know

14. About how long did it take the police to arrive after the call was made?

(Coders note: Time is ? (1) Actual (2) Split (3) LST (4) GRT)

- Code In Actual Minutes
- 7777 Don't Know

15. About what time did you see the police arrive after you called?

(Coders note: Time is ? (1) Actual (2) Split (3) LST (4) GRT)

- AM
- PM Circle One
- 7777 Don't Know

16. About what time did the police first talk to you in person?

(Coders note: Time is ? (1) Actual (2) Split (3) LST (4) GRT)

- AM
- PM Circle One
- 7777 Don't Know

17. Interviewer's perception of physical and emotional state of respondent.

- 1 Normal, no indication of problems
- 2 Mentally handicapped (e.g., socially, vocationally and educationally hampered)
- 3 Senile

- 4 Tense/anxious/under pressure
- 5 Speech impediment (Stuttering, etc.)
- 6 Foreign accent or language
- 7 Other (Specify) \_\_\_\_\_

18. General attitude of respondent toward interviewer.

- 1 Cooperative
- 2 Indifference/neutral/no bias/no interest
- 3 Hostile/unfriendly/antagonistic/adverse
- 4 Other (Specify) \_\_\_\_\_

19. Number of days elapsed between occurrence and interview \_\_\_\_\_.

20. Interviewer's I.D. \_\_\_\_\_

Table S-1.-- Reinterviews of victims and witnesses completed for robbery, aggravated assault, and larceny incidents.

Crime Category	Victim			Witness		
	Eligible	Completed	Percent	Eligible	Completed	Percent
Robbery	95	66	69.5	7	2	28.6
Aggravated Assault	62	28	45.2	11	4	36.4
Larceny	62	27	43.5	13	7	53.8
Total	219	121	55.3	31	13	41.9

APPENDIX T

CITIZEN DETAINMENT/REPORTING INTERVAL  
SUPPLEMENT III  
RESPONSE TIME ANALYSIS STUDY  
KANSAS CITY, MISSOURI POLICE DEPARTMENT

1. Case Number: \_\_\_\_\_ Blank: \_\_\_\_\_ Card Number: \_\_\_\_\_
2. Packet Content: \_\_\_\_\_ Instrument or \_\_\_\_\_ Respondent Reliability  
('0') Absent \_\_\_\_\_ Data Source 1 Satisfactory  
(1) Present \_\_\_\_\_ 2 Questionable  
3 Unreliable (explain)

_____	Victim Caller	_____
_____	Victim	_____
_____	Witness Caller	_____
_____	Caller	_____
_____	Observer	Victim _____ Witness _____
_____	Offense Report	Victim _____ Witness _____
_____	Reinterview-Victim	
_____	Reinterview-Witness	
_____	Injury	
_____	Arrest/Conviction	
_____	Tape Content	

3. Type of Crime: \_\_\_\_\_
- 1 Involvement (if any citizen, according to any data source was involved)
- 2 Discovery (SKIP Q. 11)
4. Citizen Detainment Interval: \_\_\_\_\_ Decimal time
5. Citizen Detainment Time: \_\_\_\_\_
- 1 Minimum value
- 2 Intermediate value
- 3 Maximum value
- 4 Only value available
- 5 No value available
6. Type of Decision: \_\_\_\_\_
- 1 Decision based upon reported value(s)
- 2 Subjective decision (value(s) rejected)
- 3 Subjective decision (value(s) unavailable)
- 4 Interval could not be constructed (value(s) rejected)
- 5 Interval could not be constructed (value(s) unavailable)

7. Range of values from citizen instrument(s):

Minimum _____	Decimal Time	1	Victim
_____ (MINUTES) From _____		2	Witness
Minimum _____	Decimal Time	1	Victim
_____ (MINUTES) From _____		2	Witness

Note: Minimum and maximum Do Not necessarily come from the same instrument

8. Information

Source:	Victim	Victim	Witness	Caller	Tape	Offense
	Caller		Caller		Content	Report

Original  
(Blank or 1)

_____	_____	_____	_____	_____	_____	_____
-------	-------	-------	-------	-------	-------	-------

Questions  
Estimates  
From:

_____	_____	_____	_____	_____	_____	_____
-------	-------	-------	-------	-------	-------	-------

Reinterview  
(Blank or 1)

_____	_____	_____	_____	_____	_____	_____
-------	-------	-------	-------	-------	-------	-------

(Codes for Offense Reports: (1) Occurrence; (2) Dispatch; (3) Narrative;  
(4) 1 & 2; (5) 1 & 3; (6) 2 & 3; (7) 1,2,3)

Note: List all questions used or that indicate the same estimate.

9. Type of Time Estimate: \_\_\_\_\_

- 1 Interval estimate
- 2 Point estimate
- 3 Point and interval estimates equal
- 4 Combination of point and interval estimates
- 5 Subjective decision

10. Reporting Interval: \_\_\_\_\_ . \_\_\_\_\_ Decimal Time

11. Reporting Time: \_\_\_\_\_

- 1 Minimum value
- 2 Intermediate value
- 3 Maximum value
- 4 Only value available
- 5 No value available

12. Type of Decision: \_\_\_\_\_

- 1 Decision based on reported values
- 2 Subjective decision (value(s) rejected)

- 3 Subjective decision (value(s) unavailable)
- 4 Interval could not be constructed (value(s) rejected)
- 5 Interval could not be constructed (value(s) unavailable)

13. Range of values for citizen instrument(s):

Minimum	_____	Decimal Time	1	Victim
	(MINUTES)	From _____	2	Witness
Minimum	_____	Decimal Time	1	Victim
	(MINUTES)	From _____	2	Witness

Note: Maximum and Minimum values Do Not necessarily come from the same instrument.)

14. Information

Source:	Victim Caller	Victim	Witness Caller	Caller	Tape Content	Offense Report
Original (Blank or 1)	_____	_____	_____	_____	_____	_____
Questions Estimates From:	_____	_____	_____	_____	_____	_____
Reinterview (Blank or 1)	_____	_____	_____	_____	_____	_____

(Codes for Offense Reports: (1) Occurrence; (2) Dispatch; (3) Narrative; (4) 1 & 2; (5) 1 & 3; (6) 2 & 3; (7) 1,2,3)

Note: List all questions used or that indicate the same estimate.

15. Type of Estimate: \_\_\_\_\_

- 1 Interval estimate
- 2 Point estimate
- 3 Point and interval estimate equal
- 4 Combination of point and interval estimates
- 5 Subjective decision

16. Did the dispatcher result from an alarm?

- 1 No
- 2 Yes

17. Value of property lost: \_\_\_\_\_ (round to dollars)

18. Where did the crime take place? (from Offense Report) \_\_\_\_\_

- 01 Inside a private residence
- 02 Outside a private residence, including an open porch or backyard

- 03 On a sidewalk, street or alley
- 04 Parking lot or garage
- 05 Inside a tavern, restaurant, or other entertainment place
- 06 Inside a store or other commercial property
- 07 Inside a factory, office building or other work area
- 08 Park, playground, or other public recreational area
- 09 Apartment building
- 10 Church, church property
- 11 Inside school
- 12 Taxi cab
- 13 Bus
- 14 Inside auto
- 15 Hospital
- 77 Don't Know
- 88 No Response

19. Number of witnesses according to victim (VC): \_\_\_\_\_  
 Number of witnesses according to witness: \_\_\_\_\_  
 Number of witnesses according to Observer: \_\_\_\_\_  
 Number of witnesses according to Offense Report \_\_\_\_\_

Case Number \_\_\_\_\_ Blank: \_\_\_\_\_ Card Number: \_\_\_\_\_

22. Problems & Patterns In Reporting  
 Response/Source

Sample Coding Space \_\_\_\_\_/\_\_\_\_\_

I. Crime Imposed Delays  
 Delays during occurrence

- 101 Held by threat of force, armed.
- 102 Held by threat of force, strongarm
- 103 Argued, talked with suspect
- 104 Engaged in physical struggle with suspect (offensive)
- 105 Took self-protective measures (defensive)
- 106 Ran from suspect (defensive)
- 107 Did as instructed by suspect while suspect was present
- 108 Crime occurred quickly/little or no delay

Delays beyond occurrence

- 111 Physically restrained, tied up, locked up
- 112 Became unconscious, physically injured
- 113 In state of extreme emotional shock
- 114 Situation too physically dangerous to call, left scene
- 115 Did as instructed by suspect after suspect left
- 121 Discovered crime after it had occurred (discovery cases, skip to Q. 11)
- 122 Call made by witness not on scene

II. Citizen Imposed Delays  
 Informational Delays

- 201 Not informed of crime until later
- 202 Thought police had already been called

- 203 Telephoned other citizen for advice, assistance, or additional information
- 204 Telephoned other citizen to give instructions, advice or information
- 205 Telephoned other citizen to get him to call the police
- 206 Other person telephoned respondent
- 207 Talked to other citizen to get advice, assistance, or additional information
- 208 Talked to other citizen to give instructions, advice, or information
- 209 Talked to other citizen to get him to call the police, or to use his telephone
- 210 Talked with other citizen who was just there

Action Delays

- 211 Yelled for help
- 212 Chased, followed suspect (active pursuit), suspect caught
- 213 Chased, followed suspect (active pursuit), suspect not caught
- 214 Located and/or talked with suspect (after occurrence)
- 215 Transported to hospital/gave first aid
- 216 Assist and support others
- 217 Investigated incident, scene/looked for property
- 218 Observed situation
- 219 Waited for other involved parties
- 220 Waited/did nothing/left scene and did nothing
- 221 Contacted (by phone or in person) security or other law enforcement authority
- 222 Contacted (not by phone) the police, walk-ins.
- 223 Got superior's or security guard's permission to call/company procedure

Attitudinal Delays

- 224 Wasn't my decision to make/didn't want to take responsibility
- 225 Didn't want to get involved
- 226 Incident was private, personal matter/wanted to handle it alone/didn't want police involved
- 227 Delayed due to emotional upset
- 228 Delayed due to fear or reprisal by suspect
- 229 Didn't want to cause community resentment, antagonism
- 230 Didn't want trouble/police might make matters worse
- 231 Unsure of procedures, agency to call
- 232 Unsure police could help/no proof, nothing could be done
- 233 Unsure police would help/prior experience/thought police would think incident unimportant
- 234 Reassessed situation
- 235 Incident not personally important/attend to personal matters first
- 236 Security Guard filled out report before calling



### III. Public Communications Imposed Delays

- 301 Phone in use
- 302 Phone inoperative
- 303 Slow operator/operator trouble
- 304 No/wrong change
- 305 Called operator for number (directory assistance)
- 306 No phone available/had to travel to phone
- 307 Dialed wrong number/dialing trouble
- 308 Phone missing
- 309 No directory/trouble finding number in directory
- 310 Called operator to contact police
- 311 Forgot number
- 312 Alarm malfunction

### IV. Police Communications Imposed Delays

- 401 Two or more calls necessary
- 402 Dispatcher would not take information
- 403 Wrong extension number
- 404 Call transferred
- 405 No answer
- 406 Line busy
- 407 Phone not answered promptly
- 408 Put on hold
- 409 Call disconnected
- 410 Dispatcher reluctant to take information
- 411 Wrong police department
- 412 Police did not respond
- 413 Trouble giving message to dispatcher

### Problems & Patterns, Continued

Case Number \_\_\_\_\_ .Blank: \_\_\_\_\_ Card Number: \_\_\_\_\_

## GLOSSARY

ATTACHMENT A -- A sheet for the Crime and Noncrime Survey Instruments which contained information about the nature and location of a call, and identification of the victim and caller of a call. The form was used by interviewers and tape analysts to locate citizens for follow-up interviews.

BEAT -- The smallest geographically designated area for the purpose of patrol to which one officer is assigned.

BEAT-WATCH -- An 8-hour patrol watch in a beat. There are three watches per day in each beat making a total of 207 beat-watches for the 69 beats in the city in 1975.

BUSTED CALL -- Any dispatched call in which the first of two officers dispatched responds to the incident scene without waiting for the backup officer or any call in which an officer not assigned responds to the scene before the officially dispatched officer.

CALLER -- Any citizen whose call to police initiates a response to an incident but who is not involved in the incident as a victim or a witness.

CRIME ALERT NUMBER -- The telephone number 421-1500 reserved by the Kansas City, Missouri, Police Department for police emergency calls for service. The Crime Alert number is on direct lines to the dispatchers.

CRIME CALL -- Any call to which an officer accompanied by a civilian observer responded and an offense report was taken.

DISPATCH TIME -- The time from when a dispatcher understands the nature and location of a call until an officer acknowledges the end of the dispatch assigning him to the call or has begun response to the call, whichever comes first.

DIVISION -- Both the largest geographic division of the city for the purpose of patrol and a division of manpower responsibilities. In 1975, the year of data

collection, the Kansas City, Missouri, Police Department had three patrol divisions, the Northeast, Central, and South, and a Traffic Division and Special Operations Division, the latter two providing support services to the patrol divisions.

INITIAL INVESTIGATION BEGINS -- When an officer made contact with a citizen directly related to a crime incident or when the officer arrived at the actual scene of the crime.

NONCRIME CALL -- Any call to which an officer accompanied by an observer responded and no offense report was taken.

NONTARGET BEAT -- Those beats not included in the target area. This included 34 of the city's 69 beats. The nontarget beats were excluded from the target area because none of the three beat-watches within the beat fell within the upper 27th percentile of beat-watches based upon combined numbers of robberies and aggravated assaults in 1974. Observers were not assigned to these beats.

OBSERVER -- Any of nine civilians employed by the Kansas City, Missouri, Police Department to accompany officers in specially designated beat-watches and collect data pertinent to the study.

REPORTING TIME -- The time from the end of a citizen's involvement or discovery of a crime or noncrime incident until a dispatcher has been contacted about the incident and understands the nature and location of the call, so that an officer can be dispatched to the call.

RESPONDENT -- A citizen eligible under study criteria for a follow-up interview. Respondents provided data on the time taken for police to be contacted after discovery or end of involvement in a crime or noncrime incident, problems encountered and patterns followed during the process of contacting the police, and personal social characteristics.

RESPONSE CODE -- One of five codes assigned to a call based upon urgency and which designates in what manner an officer should respond to the call. The codes are: Code One, use red lights and siren and exceed the speed limit by up to 10 miles per hour. Code Two, prescribes the use of emergency lights only but is no longer in use. Code Three, respond without delay but do not use emergency lights or siren. Code Four, respond at normal speed, do not use lights or siren. This code is generally not designated but calls are considered to be Code Four unless otherwise designated. Code Five, the dispatcher has reason to believe the call might be designed to bring harm to the officer.

RESPONSE TIME COMPONENT -- Any of eight lengths of time identified as occurring within the reporting, dispatch, and travel intervals and comprising the total response time continuum. The components: 1. crime begins until citizen involvement ends. 2. discovery of crime or citizen involvement ends until initial connection with police dispatcher. 3. initial connection until information about the nature and location of the call is understood by dispatcher. 4. information about nature and location of call is available to dispatcher until call for location of a specific car or any car in the vicinity. 5. dispatcher calls car until dispatcher assigning car to call is terminated. 6. dispatch terminates until officer begins his response to the call. 7. officer responds until arrival at dispatched location. 8. arrival until initial investigation begins.

RESPONSE TIME CONTINUUM -- The total length of time elapsed from the end of citizen involvement in or discovery of a crime or noncrime incident until a police officer begins his initial investigation of the incident. The time period includes the time necessary for a citizen to report an incident, for a dispatcher to assign an officer to the call, and for the officer to travel to the scene of the incident.

RESPONSE TIME INTERVAL -- One of the three lengths of time which correspond to the three processes followed in reporting and responding to a call for police service. The three intervals making up the entire response time continuum are the reporting, dispatch, and travel intervals and are synonymous with reporting time, dispatch time, and travel time.

SECTOR -- The second smallest geographic division of the city for the purpose of patrol. There are five sectors in each patrol division and four or five beats in every sector.

SURVEY INSTRUMENT -- Any one of the forms used for recording data pertinent to the study.

TARGET AREA -- The area selected to deploy observers for the purpose of collecting travel time data. The area included 35 of the city's 69 beats and the 56 beat-watches in those beats which made up the upper 27th percentile beat-watches based on combined numbers of robberies and aggravated assaults for 1974.

TARGET BEAT-WATCH -- Any of the 56 beat-watches found to be in the upper 27th percentile of beat-watches based upon the combined numbers of robberies and aggravated assaults for 1974.

TRAVEL TIME -- The time from when an officer acknowledges the end of a dispatch assigning him to a call, or when the officer begins responding to a call, whichever comes first, until the officer begins his initial investigation of the call.

VICTIM -- The citizen against whom a crime is committed. Unlike most statutory definitions, the victim of a commercial robbery, by study criteria, would be the clerk held up at the business, not the individual or corporate owner of the business.

WATCH -- An 8-hour tour of duty. Each day is divided into three 8-hour tours

of duty or watches.

WITNESS -- Any citizen other than a suspect or victim, who saw, heard, or became involved in a crime or noncrime incident at any point during its occurrence.

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