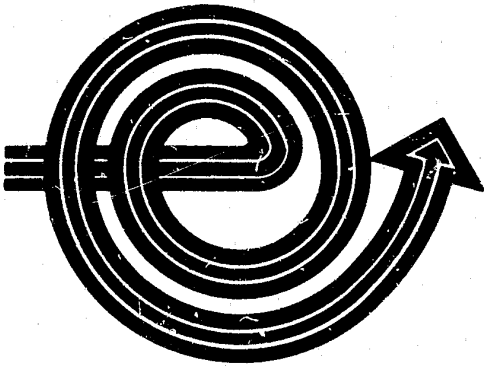


## Abstracts

# THE SECOND NATIONAL WORKSHOP ON CRIMINAL JUSTICE EVALUATION



November 20-21, 1978  
Shoreham Americana Hotel  
Washington, D. C.

*Sponsored By:*  
National Institute of Law Enforcement  
and Criminal Justice  
Law Enforcement Assistance Administration  
United States Department of Justice  
Washington, D. C.

53863



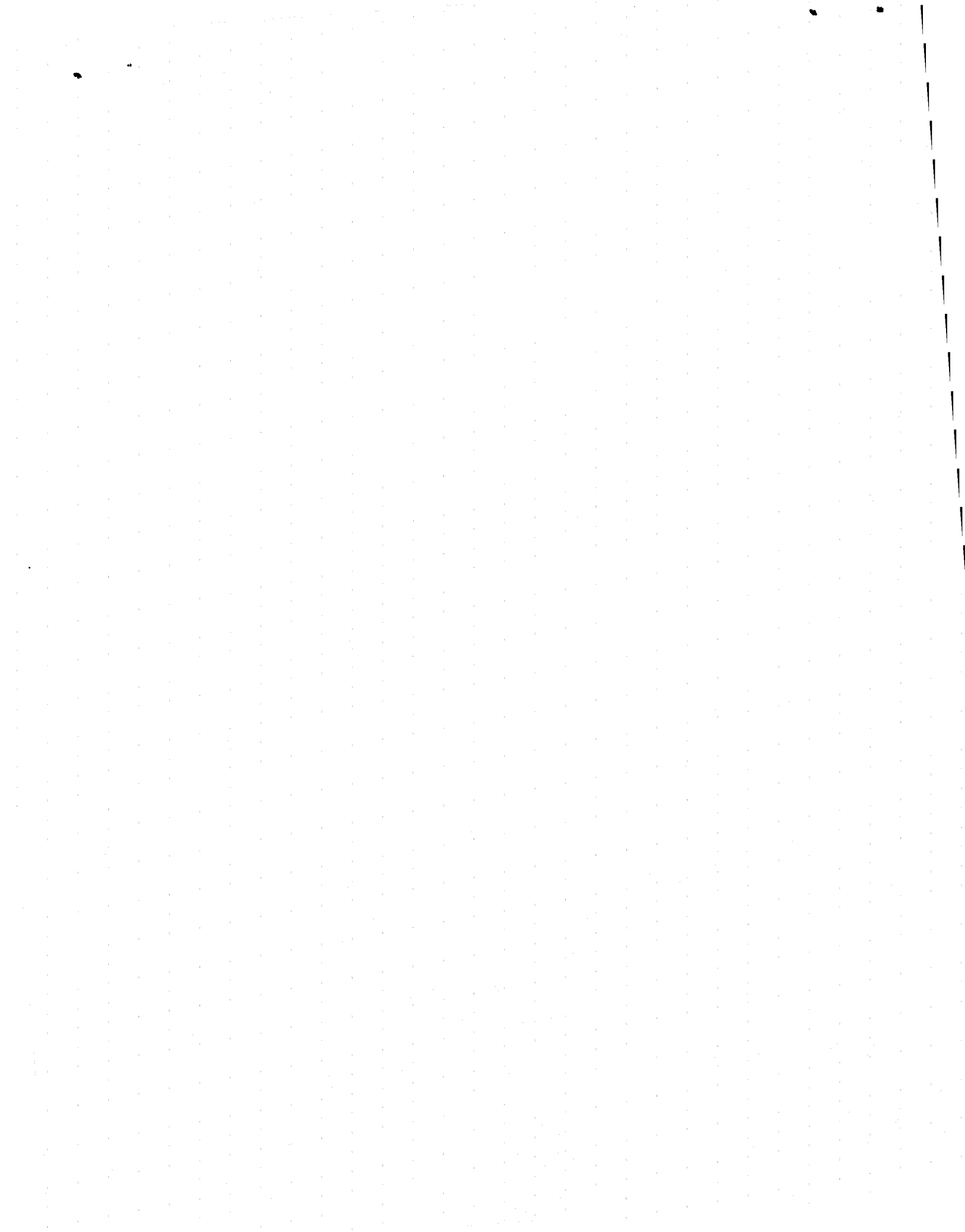
This package contains abstracts of papers presented at The Second National Workshop on Criminal Justice Evaluation.

Insofar as all abstracts may not have been obtained in sufficient time for inclusion in this packet, some may be missing. Missing abstracts should be available for distribution at the Workshop.



ABSTRACTS FROM PANEL

ON DRUG ABUSE



## "POLICE NARCOTICS CONTROL"

### ABSTRACT

The report presents the findings of a year-and-a-half study of drug law enforcement in six narcotics units across the United States. The research was designed to identify the perceived drug problems of the urban area narcotics units studied; to determine the goals and objectives of the units with respect to that defined enforcement problem; and to gather from official records, interviews, and observations, the specific means and strategies used to achieve these goals. Once this model of the enforcement process was articulated, the researchers sought to see how the organizational structure maintained control over key operational areas such as evidence, money, informants, agent recruitment, and agent training.

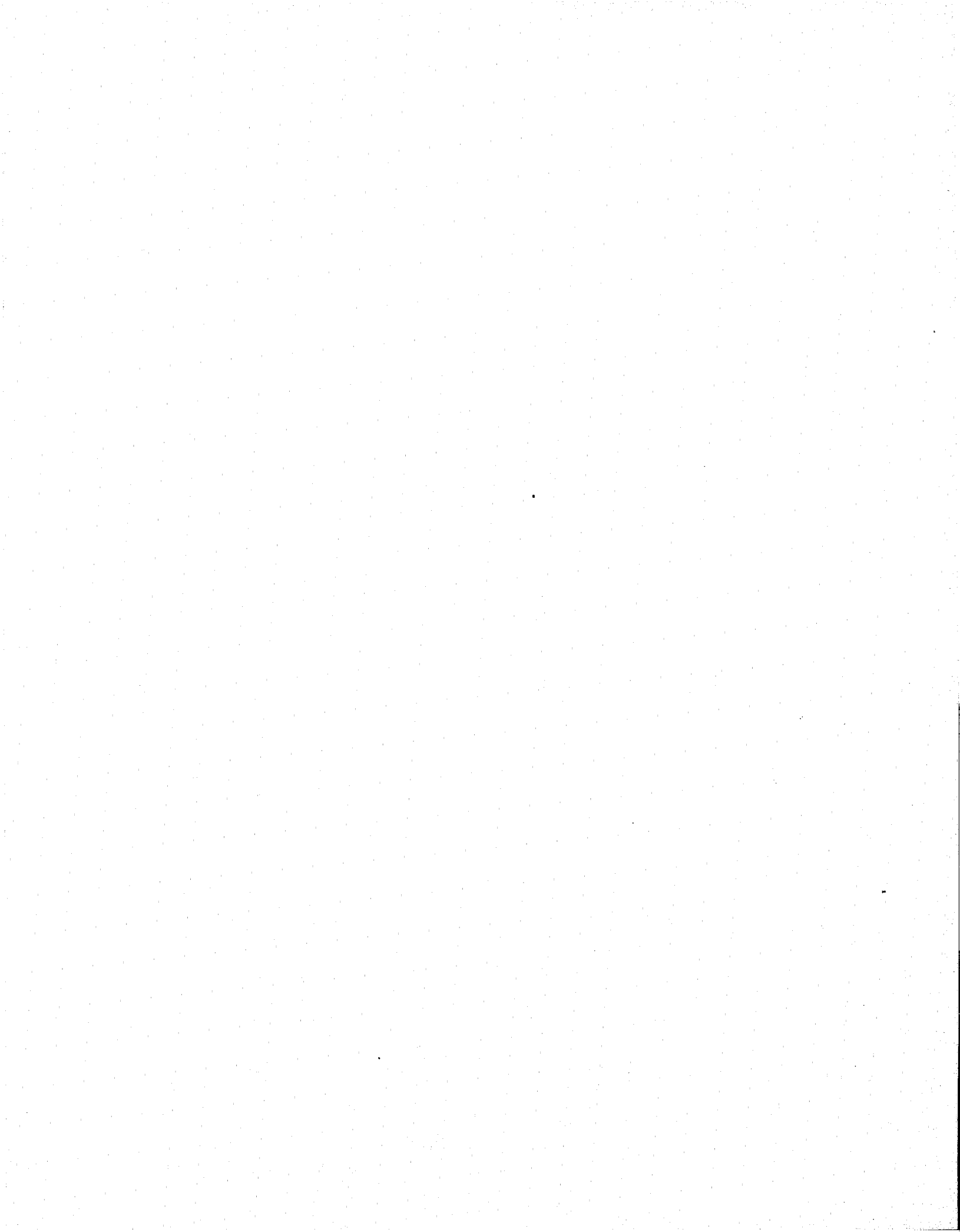
The researchers found that, in general, narcotics enforcement activities are investigator-centered rather than organization-centered. The implications for narcotics enforcement of the organization-centered mode of control versus the investigator-centered mode are explored with reference to such activities as goal setting; monitoring and measuring enforcement impacts; budgeting; recordkeeping; targeting strategies; personnel recruitment and training; inter-organizational and intra-organizational relations; and the use and control of informants.

The researchers assert that the organizational capacity to control the actions of investigators is an important feature of effective narcotics enforcement. While organizational control reduces the freedom of the investigator to choose, work, and close his cases within his own frame of reference, it also results in an increased capacity to achieve organizational purposes and goals.

The report concludes with a set of selected recommendations for the organization and operation of narcotics enforcement.

Presenter: Jay R. Williams, Ph.D.,  
Senior Research Sociologist  
Research Coordinator, Crime  
and Delinquency Program

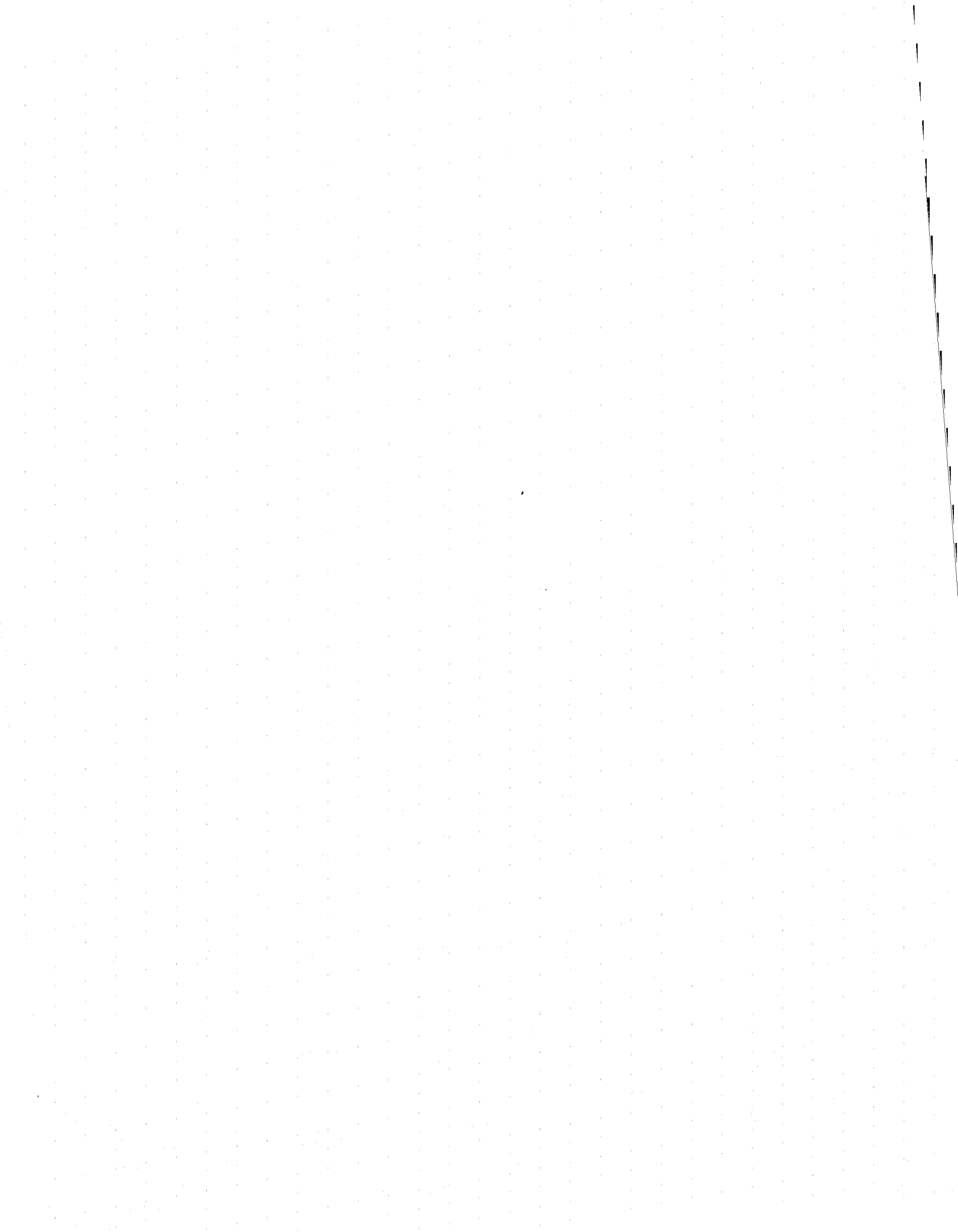
Address: Research Triangle Institute  
Post Office Box 12194  
Research Triangle Park, NC 27709



ABSTRACT FROM PANEL ON

SENTENCING





"THE IMPACT OF THE MASSACHUSETTS GUN CONTROL LAW ON THE  
INCIDENCE OF GUN AND NONGUN-RELATED CRIMES"

Glenn L. Pierce  
Center For Applied Social Research  
Northeastern University  
Boston, MA 02115

William J. Bowers  
Center For Applied Social Research  
Northeastern University  
Boston, MA 02115

In April, 1975, Massachusetts formally implemented a gun control law which mandates a minimum one-year prison term for persons convicted of illegal (i.e., unlicensed) carrying of firearms. Prior to implementation of this law, the State of Massachusetts conducted a major publicity campaign designed to educate the public with regard to charges in the penalty for illegal firearm carrying. The primary objective of this study is to evaluate the effect of the Massachusetts Gun Control law on the incidence of three types of gun and nongun-related crimes in the State of Massachusetts: assault, homicide, and robbery. The secondary objective of this project is to investigate the question of the law's impact on the reporting of gun-related crimes.

The study employs a quasi-experimental time series approach with data available from two levels of aggregation to assess the law's impact. One phase of the analysis draws on monthly Uniform Crime Reporting data from approximately 3,000 reporting police agencies for the period 1967 to 1976. This information is used 1) to examine the effect of the law in various types of communities within Massachusetts and 2) to obtain a comparable quasi-experimental control groups outside Massachusetts. This approach provides a comprehensive analysis of crime trends within Massachusetts and compares those trends with a variety of different control groups outside the state (e.g., different types of communities in the United States, North Central states, Middle Atlantic states, New England states and also counties bordering Massachusetts).

A second phase draws on individual level crime report data from the Boston Police Department for the period 1969 to 1977. Focusing on Boston, this approach provides a more detailed analysis of the law's impact on the crime than is possible using aggregate UCR data. In particular, this phase of the study examines the specific conditions under which the law has an impact on robbery and assault.

Both approaches employ tabular presentation and empirical-stochastic models of crime occurrence to assess the impact of the law. Results indicate the law has decreased the incidence of gun assaults.

This research has been conducted under a LEAA grant to the Center For Criminal Justice at Boston University.

Presenter: William J. Bowers  
Director

Address: Center for Applied Social Research  
Northeastern University  
3110 North Hunting Avenue  
Boston, Massachusetts 02115

## THE IMPACT OF NEW SENTENCING LAWS

### IN PENNSYLVANIA

Over the last several years, concern with sentencing reform in Pennsylvania has been expressed through the introduction of a number of sentencing proposals in the state legislature. Many of these proposals specify mandatory-minimum prison sentences for particular classes of felonies, especially for offenders previously convicted of felonies and for offenders who have used a firearm in the commission of their current offenses. There is a clear need for estimates of the impacts that such proposed legislation would have on sentencing practice and on the state's corrections system. This report develops a methodology for estimating such impacts, and gives an evaluation of one such bill in terms of these impacts.

Current sentencing practices in Pennsylvania were first examined, in terms of: 1) the probability of imprisonment given conviction, and 2) the average time served given imprisonment, for offenders in various categories of offense type, prior record, and firearm use. This investigation showed that judges are currently sentencing in basic accord with the intent of the legislation, i.e., giving harsher sentences to offenders who have committed the more serious crimes, who have used firearms, and who have prior convictions. However, it was found that the absolute severity of the sentences was seldom as severe as proposed in the legislation--especially for the less serious felonies--although the difference varied widely across the state.

The changes in the size and composition of prison populations which would result if mandatory-minimum sentencing legislation was enacted were estimated by changing the imprisonment probability and time-served parameters in a model of the Pennsylvania criminal justice system to reflect the sentences required by the law. The resulting estimates of prison population were compared to a projection of prison population assuming a continuation of current sentencing practice through the year 2000. It was estimated that complete implementation of the sentencing law would result in a 50% increase in prison populations by the year 1990 and that the additional inmates would be primarily the less serious offenders.

The evaluation of the impacts of mandatory sentencing laws on sentencing and prison populations led to a recommendation for use of a sentencing guideline system in order to reduce disparity in sentencing without causing major impacts on prison populations. A Sentencing Commission can give careful consideration to the impacts of any changes made in sentencing before promulgating such guidelines.

Wendy Bell, Alfred Blumstein, and Harold D. Miller  
Urban Systems Institute  
School of Urban and Public Affairs  
Carnegie-Mellon University  
Pittsburgh, PA 15213

(412) 578-2175

Presenter: Harold D. Miller

Address: Urban Systems Institute  
School of Urban and Public Affairs  
Carnegie-Mellon University  
Pittsburgh, PA 15213

ABSTRACTS FROM PANEL

ON

PRETRIAL SERVICES



**ABSTRACT:****DESK APPEARANCE TICKETS (DAT's) IN NEW YORK CITY**

Desk Appearance Tickets (historically known as Vera Summons or stationhouse releases) are used by the New York City Police as an alternative to pre-arraignment detention for non-felony defendants with demonstrated community ties. This study examines issuance and failure-to-appear (FTA) patterns of DAT defendants and shows the variability of both across time, boroughs and charge types. It shows also that though few of those who appear at arraignment are subsequently incarcerated, either pending trial or as a result of conviction, one third of the 45,000 defendants released each year do not appear as required.

A quasi-experimental evaluation was undertaken to measure the impact of notification services on arraignment warrant rates. Within eight precincts in Brooklyn and Manhattan, DAT defendants were assigned to one of two groups in a manner which randomly cut across case variables. Defendants in one group, deemed the controls because their cases were processed normally, were not contacted by the police or any court agency between release and scheduled arraignment. Defendants in the second, experimental, group received letter notification from CJA. The results indicate that such a procedure would have a measurable impact; among selected groups the FTA rate was reduced as much as 25% during the pilot program. The importance of a good address, both as a predictor of likelihood to appear and as a means of contact, emerges emphatically from the program's statistics.

**Presenter:** Oded Ben-Ami

**Address:** Research Department  
Criminal Justice Agency  
305 Broadway  
New York, New York 10007

ABSTRACT

"MONROE COUNTY PRETRIAL DIVERSION PROGRAM"

At the request of the Monroe County Legislature, with funds from the New York State Division of Criminal Justice Services, this evaluation, completed in 1977, was undertaken to determine the program's impact on the criminal justice system as a result of diverting cases from the normal court processing, and on client recidivism rates. The costs of the various events and processes associated with those impacts were determined, leading to overall conclusions about the cost effectiveness of the program. Results of the study were used by the Legislature to determine whether Monroe County should continue this program when LEAA funds expired.

The basis for assessing program impact and cost effectiveness was a comparison between a sample of program participants and a matched comparison sample of persons not exposed to the program. Comparison sample members were individually matched on six key variables with their counterparts in the program sample.

Only direct costs absorbed by the public sector were included in the analyses. Our approach was to include only marginal costs which could be directly saved or potentially reallocated in the short run. Thus fixed criminal justice personnel, facility, equipment, or overhead costs which are not subject to actual savings or re-allocation in the short run were excluded. Thus local decision-makers were able to focus on the real cost impact of maintaining the program. The evaluation showed that the Diversion program has had significant impact in the following areas:

- reduction in convictions on original charges;
- reduction in numbers of people rearrested and in total number of subsequent arrests;
- reduction in subsequent convictions;
- reduction in jail and probation time served.

In addition, using a conservative cost/benefit approach, the program was shown to be cost effective, with a 1.3 to 1 benefit-to-cost ratio. As a result, the program has been retained with local funding.

Presenter: Dr. Donald E. Pryor  
Senior Research Analyst

Address: Center for Governmental Research, Inc.  
37 South Washington Street  
Rochester, New York 14608  
(716) 325-6360

## PHASE II EVALUATION OF PRETRIAL

--by Mary A. Tuborg, Martin D. Sorin and David A. Pyne \*

The Lazar Institute is conducting a "Phase II" study of pretrial release, as part of LEAA's National Evaluation Program. The study considers several major issues, including:

- What is the extent of criminality among pretrial releasees?
- What are the failure-to-appear rates of releasees?
- Are different types of release, such as money bail and release on recognizance, associated with different rates of criminality or failure-to-appear?
- Do certain defendant characteristics (e.g., age, race, sex, current charge, prior criminal record) seem to affect rates of pretrial criminality or failure-to-appear?
- What are the costs and benefits of alternative types of pretrial release?

To address these issues, a major component of the study analyzes a random sample of adjudicated defendants who were arrested in selected jurisdictions over a one-year period. Defendants in the sample are tracked via records from point of arrest until final case disposition, with extensive data collected on background characteristics, type of release, program intervention (if any), criminality, court appearance performance and case outcome.

This paper presents preliminary findings on pretrial criminality, based on analysis of the first three jurisdictions studied: Baltimore City, Maryland; Santa Cruz County, California; and Jefferson County (Louisville), Kentucky. The total sample of defendants for these three areas is 1,421 persons, out of more than 80,000 individuals arrested over the one-year period. Topics covered in the paper include:

- the extent to which defendants released pending trial are arrested for crimes during the pretrial release period;
- the case dispositions of arrests for alleged pretrial crimes;
- whether certain types of defendants appear to engage in pretrial criminality;
- the severity of the pretrial crimes committed, as compared to the initial charge; and
- the extent to which pretrial criminality is related to failures-to-appear for court dates.

Besides presenting preliminary findings on pretrial criminality, the paper discusses the more complex analysis now in progress on this topic. In particular, the issue of predicting the likelihood that certain defendants will, if released, engage in pretrial criminality is being considered in detail through use of logit analysis. The nature of this analysis is described, within the context of the concerns discussed earlier in the paper.

---

\*Mary A. Tuborg and Martin D. Sorin, Ph.D., are Associate Director and Senior Associate, respectively, at The Lazar Institute, Washington, D.C. David A. Pyne, Ph.D., is Assistant Professor, Department of Mathematical Sciences, The Johns Hopkins University, Baltimore, Maryland.

**Presenter:** Ms. Mary A. Tuborg      **Address:** The Lazar Institute  
1800 M Street  
Washington, D.C. 20036



## ABSTRACT.

### IS PRETRIAL PERFORMANCE AFFECTED BY SUPERVISION?

The relationship between supervision and pretrial performance has received little attention. While many pretrial release programs and jurisdictions are advocating and using alternatives to financial release, there is a need to measure the capacity of release programs to supervise pretrial defendants when these alternatives are employed. For years there has existed a presumption that supervision makes a difference in the behavior of pretrial releasees. However, seldom are empirical findings provided to buttress this assertion. Rather than supervision, the decision of the program to choose low-risk clients by means of a conservative "point scale" may be producing these low rates. This paper attempts to fill this void in the literature.

An experiment using random assignment procedures was conducted by the District of Columbia Bail Agency to determine whether increased levels of supervision improve the pretrial performance of potentially "high risk" releasees. There were three levels of supervision examined: Passive Supervision consisting of defendant-initiated contact (acted as the control group); Moderate Supervision where the program took an actual role in maintaining contact with the defendant; an Intensive Supervision which also included contact with the defendant in the community. The impact of supervision is examined using the following outcome measures: court appearance, rearrest during the pretrial period, and compliance with court-ordered conditions of release.

Our supposition that more more intensive supervision with "high risk" defendants would increase the likelihood of court appearance, would reduce the level of rearrest during the pretrial period, and would improve defendants' compliance with court-ordered conditions of release was only partly correct. Among the most significant findings we learned that:

- Increased levels of supervision--improve the appearance rates of conditional releasees charged with felony offenses.
- Increased levels of supervision-- not only reduce the overall number of missed appearances, to some degree it reduces the number of individuals missing multiple appearances for the same case.
- The types of increased supervision used by the program (Agency initiated phone contact and visits in the community) substantially improved condition compliance of pretrial releasees.

- The supervision provided by the Agency, regardless of intensity, had no affect on the level of récidivism during the pretrial period.
- Persons originally charged with assault, sexual assault, fraud, homicide, and property crimes had lower rearrest rates than those charged with other felonies.

The findings suggest that there is a complex trade-off of goals associated with the operation of a pretrial release program. There are too many choices of program goals to permit a concluding recommendation on the role of supervision at the pretrial level. The benefits to the defendants are fairly clear. The costs to the system and the public are much less so. Release programs most of all, must re-evaluate their mission and goal structure on the compatibility of achieving the variety and diversity of goals espoused in the pretrial services field.

**Presenter:**

J. Daniel Welsh, Research Analyst

**Address:**

District of Columbia Bail Agency  
400 F Street, NW  
Washington, DC 20001



ABSTRACTS FROM PANEL  
ON RESEARCH METHODOLOGY



## ABSTRACT

### "RANDOM TIME QUOTA SELECTION"

Researchers conducting control group experiments in field settings where the "treatment" involves client services often encounter opposition by clients and practitioners when clients must be assigned randomly to experimental and control groups. This paper describes an alternative selection procedure used in the evaluation of a criminal court diversion program. Experimentals and controls were selected under a quota system, that is, non-randomly, but the quotas were assigned under randomly chosen variable-length time periods. The resulting experimental and control were compared on socio-economic and criminal background and characteristics of their court case, and found to be similar. Some guidelines are suggested for the use of this technique, and its comparative advantages in relation to other alternatives to random selection are discussed.

Presenter: Sally Hillsman Baker, Ph.D.

Address: Vera Institute of Justice  
275 Madison Avenue  
New York, New York 10016  
(212) 689-2640

## "BAYESIAN ANALYSIS OF CRIME RATE"

### Abstract

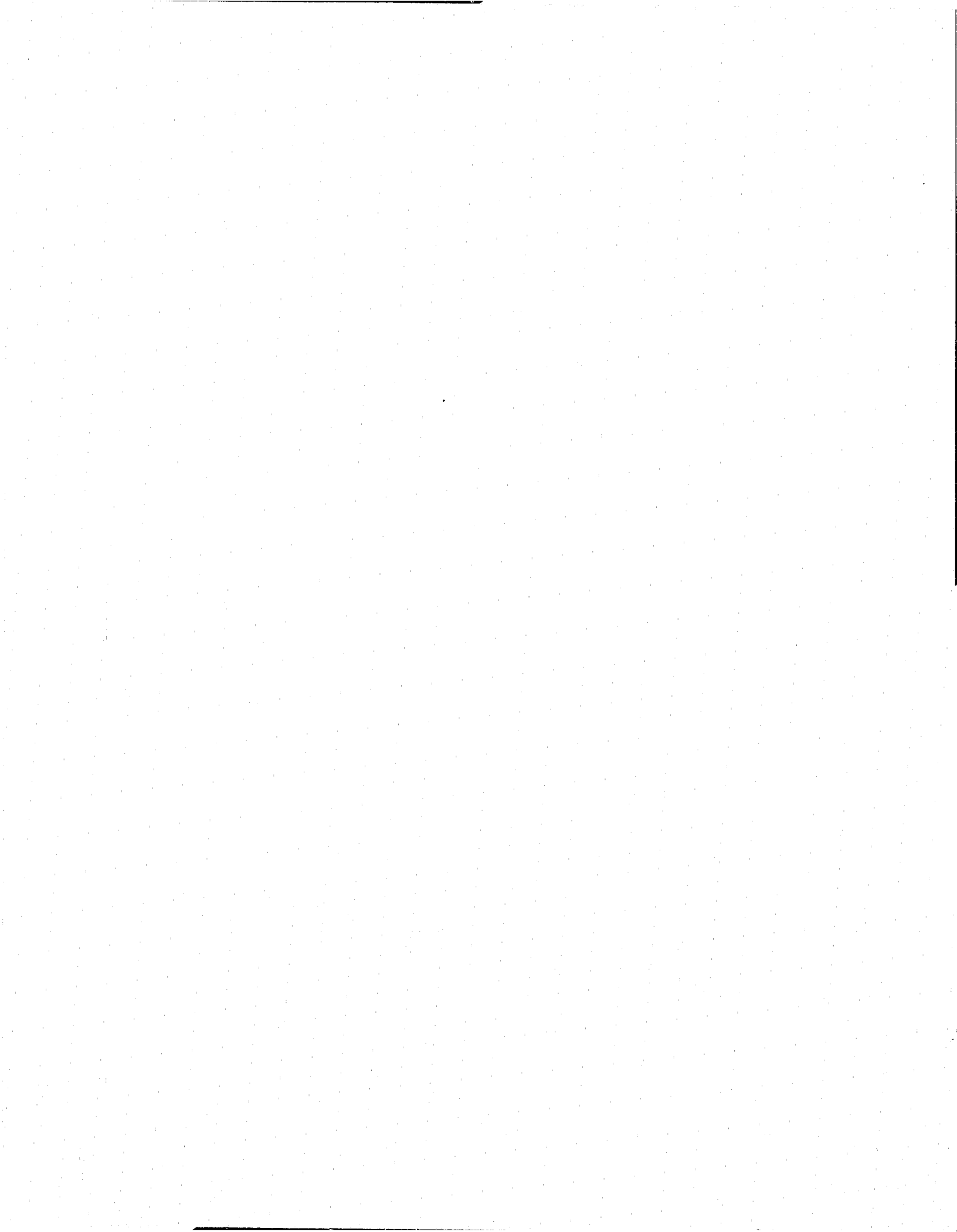
Bayesian analyses are developed for data consisting of counts of crimes before and after the introduction of an experimental crime control program. It is argued that Bayesian analysis is superior to conventional significance testing in that the entire probability distribution of the estimated change in crime rate can be displayed. Furthermore, the new Bayesian methods developed here are more appropriate than available Bayesian approaches to changes in time series because they make explicit use of the discreteness of the crime count data. The analysis assumes that crimes occur in the before and after periods according to homogeneous Poisson processes with possibly differing rates. This assumption is verified for the case of the Nashville, Tennessee experiment in saturation levels of police patrol. Application of the new Bayesian methods is illustrated by a re-analysis of the Nashville data.

Presenter: Thomas R. Willemain  
Address: Operations Research Center  
Room 24-215  
Massachusetts Institute of Technology  
Cambridge, Massachusetts 02139

ABSTRACTS FROM PANEL ON

CAREER CRIMINALS





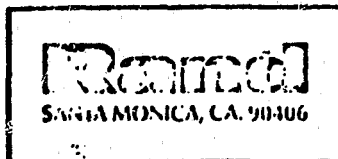
## "CAREER OFFENDERS AND JUSTICE SYSTEM PERFORMANCE"

A model is proposed to measure the level of performance of justice systems. The model is used to compare justice system performance against two categories of offenders from a birth cohort. Career offenders (those who have at least five officially recorded police contacts by age 30) and non-career recidivists (offenders who have had two, three or four officially recorded police contacts by age 30) are compared. Results indicate the justice system was much more efficient against career offenders. They are more likely to be convicted, incarcerated and to serve longer incarceration sentences than are non-career recidivists. The justice system appears to have rationally pursued the objectives usually sought by career offender programs. The juvenile justice system was less efficient in this regard than was the adult justice system.

The justice system model presented here can be used to evaluate the impact of programs designed to improve the operational efficiency of justice systems. The model may also be used more generally to monitor the operations of justice systems and to make comparisons of performance over time and between jurisdictions. The model might be especially valuable for research on deterrence issues.

Presenter: James J. Collins, Jr. Ph.D.

Address: Research Triangle Institute  
Center for the Study of Social Behavior  
P.O. Box 12194  
Research Triangle Park, NC 27709



---

THE PRISON EXPERIENCE OF CAREER CRIMINALS

ABSTRACT

This paper analyzes whether career criminals receive selective handling in prison and discusses the appropriateness of such a policy. The investigation derives from a component study of a Rand research program evaluating the feasibility of a comprehensive systemwide approach to the career criminal. LEAA introduced the concept of an integrated career criminal program to include all criminal justice agencies. Police and prosecutorial programs already in operation represent the two principal components of such a proposed comprehensive program.

Here we examine current correctional practices in order to evaluate the feasibility of extending the career criminal concept to the prison system. We conducted a national telephone survey of correctional administrators and analyzed inmate survey data collected by the U.S. Bureau of the Census under LEAA sponsorship.

Our results indicate the importance of institutional behavior in correctional decisionmaking, whereby over time, it takes precedence over criminal record. Prison administrators voice resistance to making correctional decisions based on a career criminal label because generally, they do not exhibit distinguishable institutional behavior. Career criminal subgroups, i.e. younger hard-core inmates, however, do present major disciplinary problems.

Career criminals do not receive distinctly different treatment regimens. Differential treatment occurs for the most part because of time-left-to-serve program requirements and inmate interest. Career criminals work and participate in treatment programs at rates similar to other inmates. Further, career criminals are not selectively denied entrance to needed treatment programs.

The paper closes with both potential procedural changes for, and arguments against a correctional response to the career criminal. Selective handling and treatment of career criminals would represent a radical shift in correctional policy. Therefore, we need more extensive research in assessing the merits of such a proposal.

Presenter: Paul Honig

Address: Criminal Justice Program  
The Rand Corporation  
1700 Maine Street  
Santa Monica, CA 90406

ABSTRACTS FROM PANEL  
ON CORRECTIONS AND REHABILITATION



## ABSTRACT

### "AMERICAN MEDICAL ASSOCIATION'S PROGRAM TO IMPROVE HEALTH CARE IN JAILS"

B. Jaye Anno  
B. Jaye Anno Associates  
11200 Lockwood Drive  
Silver Spring, Maryland 20901

and Carlton A. Hornung  
Department of Sociology  
University of Maryland  
College Park, Maryland 20742

The quality of health care available to inmates of jails and short-term correctional facilities has become a matter of considerable concern. In response to this heightened awareness, the Law Enforcement Assistance Administration awarded a grant to the American Medical Association (AMA) to develop model health care delivery systems capable of meeting the health needs of inmates. In addition, the AMA proposed to set standards for health care in jails and to design an accreditation program which would measure the extent of compliance with these standards in the nation's jails. Further, the AMA was expected to establish a clearinghouse which would facilitate the efforts of correctional and medical professionals to improve the quality of care available in jails and to hold a national conference on the topic as well.

This paper summarizes the methodology and results of a two-year evaluation which was conducted on the AMA's project. The evaluation included both process evaluation and impact assessment elements. At the end of each year, a process evaluation determined the extent to which the AMA's project had met that year's objectives. For the most part, these evaluations indicated that the yearly project objectives had been satisfactorily achieved.

The impact assessment consisted of two major parts: a pre-post measure of the availability and adequacy of health care delivery systems in thirty pilot sites, and a pre-post measure of the health status and needs of inmates in these pilot jails. The results of the impact assessment showed that the AMA project was effective in improving health care in jails.

B. Jaye Anno, Evaluator

Address:

11200 Lockwood Drive, Silver Spring, Maryland 20901

## ABSTRACT

### "A POINT SYSTEM FOR TEMPORARY RELEASE SELECTION"

Shortly after becoming Commissioner of New York State's Department of Correctional Services in early 1975, Benjamin Ward asked the Vera Institute of Justice to examine the manner in which inmates were chosen for the Department's temporary release programs. Out of the discussions following Vera's report to the Department evolved a joint effort to devise a new selection process for temporary release based on a point system, which would address a major weakness of the old selection process - the lack of explicit criteria for choosing among applicants to the program.

A research effort was then undertaken to identify those characteristics in an applicant's file, such as criminal history, demographic measures, and institutional behavior, which were associated with and could help predict success in the program. Also entering into the design of a point system were other considerations, such as the extent to which a point system admits into the program those most in need of the opportunities it presents, ease of administration, concern for fairness, and the need for assessing the applicant's post-commitment record. This report describes the process by which these considerations were incorporated into a point system implemented on a trial basis in four New York State correctional facilities.

Presenter: Janet Sansone

Address: Vera Institute of Justice  
275 Madison Avenue  
New York, N.Y. 10016  
212-689-2640

ABSTRACTS FROM PANEL

ON

ENVIRONMENTAL DESIGN





## ABSTRACT

### COMMERCIAL SECURITY SURVEYS

Paul J. Lavrakas, Janice Normolye, and Kon Szoc  
Center for Urban Affairs  
Northwestern University  
Evanston, Illinois 60201  
312/492-3395

The purpose of this paper is twofold: (a) to present some evaluation results from the NILECJ-funded Crime Prevention Through Environmental Design (CPTED) program in Portland, Oregon; and (b) to further acquaint criminal justice analysts with a regression approach to time-series analysis. Part of the Portland CPTED effort involved security surveys of 210 commercial establishments in the target area. In CPTED theory, security surveys are performed to implement the concept of "access control"; i.e., to keep potential offenders out of areas where they may commit crimes, by creating physical and psychological barriers.

Crime reports in the target area for commercial burglary, commercial robbery, and residential burglary were retrieved from the Portland Police Bureau's files for the period October 1974 through September 1977 (36 months). While the primary focus of the security surveys was on commercial burglary reduction, the data for commercial robbery and residential burglary served as comparison rates for the commercial burglary data set within the context of a multiple time-series analysis (Campbell and Stanley, 1963).

Results from the three time-series analyses indicated: (a) there was a large and significant ( $p < .001$ ) reduction in commercial burglaries following the security surveys; (b) there was no decrease in commercial robberies following the surveys; and (c) there was a small, but significant ( $p < .05$ ) reduction in residential burglary, even though no security surveys were performed in residences. We suggest that the security surveys and related security improvements in addition to creating physical barriers to potential burglars at the commercial establishments, also created a psychological barrier by increasing potential burglars' perceived risk throughout the target area. That is, while the security surveys had a primary impact in the commercial environment, there appears to have been a secondary impact in the residential environment. Other findings from the evaluation of this Portland CPTED program (e.g. interviews with businessmen; interviews with patrol officers; and Portland city-wide crime rates) support these conclusions.

Presenter: Paul J. Lavrakas

Address: Center for Urban Affairs  
Northwestern University  
Evanston, Illinois 60201  
312-492-3395

## TARGET HARDENING

### General Purpose:

This evaluation was done to determine whether or not additional burglar-proofing provided to public housing units in Seattle was successful in reducing burglary in these units. The effects of this project were to be considered in deciding the value of similar projects in the future.

### Analytical Methodology:

Residential burglary rates for time periods before and after project treatment were determined for three groups: the project-treated housing units, residences in census tracts adjacent to the project tracts, and Seattle as a whole. To reduce variability due to seasonal fluctuations, same-named months were paired for the pre- and post-treatment time periods so that the change in number of burglaries for each month was determined. These differences were then averaged and a t-test applied to the average to determine whether this difference was significantly different from zero (no change). These analyses were done several times: first to compare the four treatment areas with their respective adjacent areas; secondly to compare combined treatment areas with the rates for Seattle as a whole. Another analysis covered changes in burglars' modes of entry coincident with project treatment, using chi-square to measure changes in frequency of various modes of entry. Possible project effects upon clearance by arrest rates for residential burglary in the treated areas were measured by a chi-square test of frequencies of such clearances pre- and post-treatment. Finally, changes in rates of robbery and vandalism were investigated by using a t-test to compare average pre- and post-treatment rates.

### Findings:

Public housing units in Seattle were made more burglar-proof by making doors and windows more resistant to unauthorized entry. This improved security produced a significant reduction in burglary rates for treated housing units. The project treatment did not displace burglary into adjacent census tracts, as these tracts showed a greater decrease in the post-treatment period than did Seattle as a whole. The project caused significant changes in burglars' modes of entry: following treatment, a higher percentage of cases involved entry through unlocked doors or windows. In addition, forced entries were made by means of more time-consuming and conspicuous methods following project treatment. Burglary clearance rates rose slightly but not significantly following treatment; robbery offenses declined significantly and vandalism showed no significant change.

Presenter: Molly R. Newcomb, Ph.D.  
Address: Seattle Law and Justice Planning Office  
400 Yesler Building  
Seattle, Washington 98104  
(206) 625-4512

**ABSTRACTS FROM PANEL ON  
CRIMINAL JUSTICE PLANNING**



## "LOCAL CRIMINAL JUSTICE PLANNING IN NEW JERSEY"

This report assesses the activities of New Jersey's local criminal justice planners and evaluates them relative to some widely accepted standards for planning endeavors of all types. It also attempts to provide an evaluation model which might be utilized in similar assessments.

### General Purpose

The following three questions were the research problems which governed the overall evaluation:

1. Is system-wide criminal justice planning taking place, or are local criminal justice planning units planning only for LEAA/SLEPA funds?
2. Does criminal justice planning by the local planning units amount to "little more than a paperwork exercise required by the statute and LEAA guidelines in order to qualify for the block grant funds?"
3. Is criminal justice planning "unworkable . . . because of the different responsibilities and authorities of State and local governments?"

### Analytical Methodology

Four methods of data collection and analysis were utilized. These included: a literature review, a mailed questionnaire, personal interviews, and an analysis of the criminal justice plans. The latter technique used a comparative analysis of 19 of the most recent local criminal justice plans against a model plan developed through a review of the planning literature.

The report is at once both descriptive and inferential. It describes the structure and functioning of local planning and also posits explanations for both the shortcomings and successes of criminal justice planning in its still brief history.

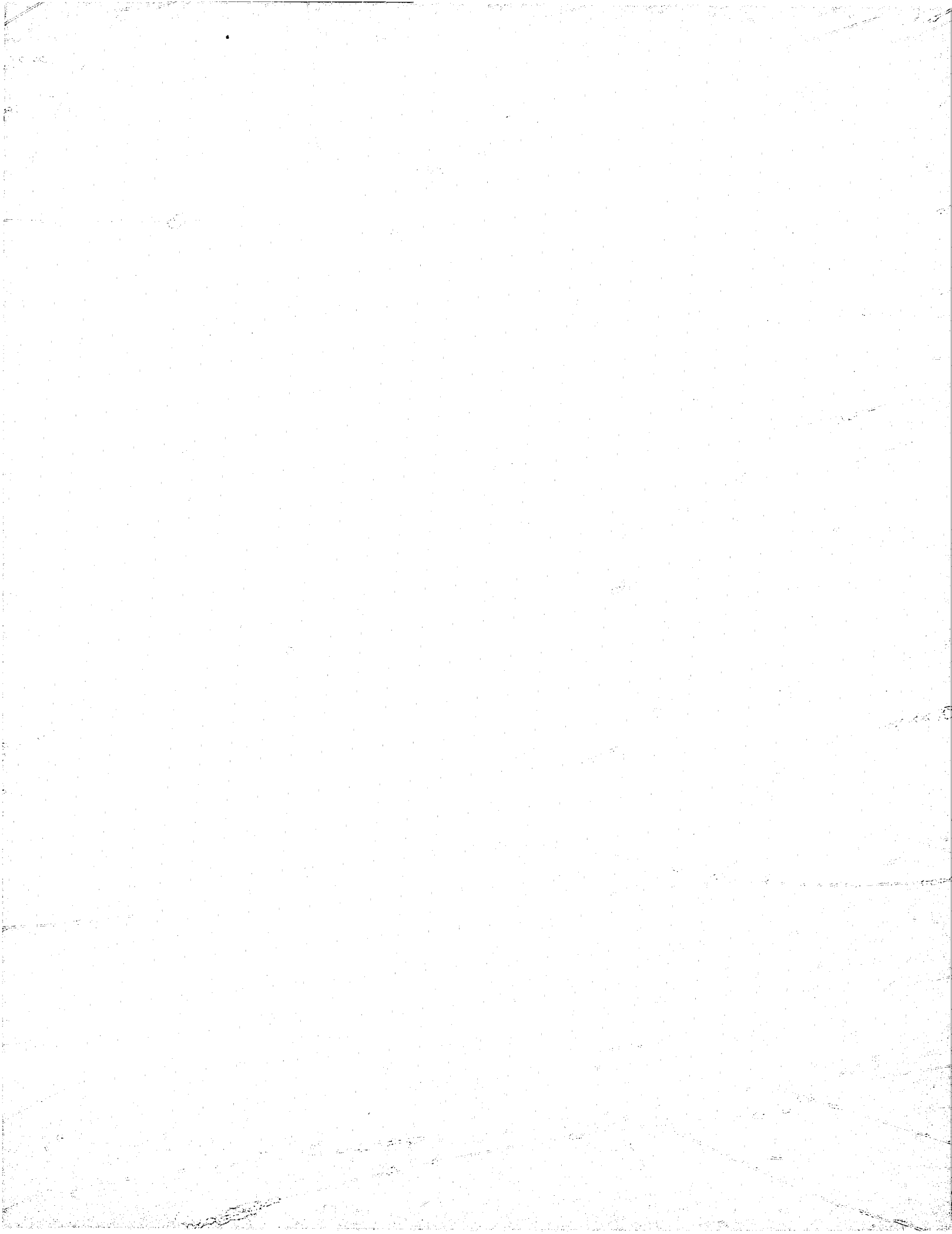
### Findings

Addressing the three primary hypotheses which guided the evaluation, the principal findings were:

1. Systemwide criminal justice planning is not taking place; most local criminal justice planning units in New Jersey are planning only for LEAA/SLEPA funds.
2. Local criminal justice planning units have focused more on ensuring statutory compliance than on undertaking effective planning.
3. Criminal justice planning at the local level is workable. There is sufficient evidence to indicate that responsible local planning is not only desirable but also possible.

Presenter: James O. Finckenauer, Ph.D., Associate Professor

Address: School of Criminal Justice, 15 Washington Street  
Rutgers University, Newark, N.J. 07102



ABSTRACTS FROM PANEL ON  
EVALUATING EVALUATIONS





ABSTRACT

"MANPOWER SERVICE PROGRAMS FOR ILLINOIS OFFENDERS"

George W. Knox, Ph.D. and William A. Stacey, Ph.D.

The findings presented here come from a larger study which involved a statewide evaluation of 20 manpower service programs for Illinois offenders<sup>1</sup>. The cost-benefit model was applied to 14 adult job placement programs. The inverse relationship between employment and recidivism provided the basis for including benefits of tax contributions and averted per capita correctional costs. Only FY 1977 data was used in this analysis; which included a total client flow through all programs of over 8600 clients which was supplemented with the cumulative computerized data on the Illinois inmate population dating back to about 1970. We found that there was much cost variation between programs and this is attributed to differences in program structure and budgeting. It was also found that the manpower effort taken in an aggregate analysis statewide was cost-effective. While this has relevant policy implications we were more concerned with the methodological implications which suggested the merits of a second order evaluation involving the application of computerized cost-benefit models.

---

<sup>1</sup>This paper is abstracted from two recent research and evaluation monographs. "Screening for Post-Release Outcome Adjustment Risks Among Illinois Offenders", June 30, 1978 by George W. Knox, CRI monograph K-78-98 (62 pages) was funded through the Illinois Prisoner Review Board with a grant for technical assistance from the National Institute of Corrections. "The Impact of Manpower Services on Illinois Offenders", June 30, 1978 by George W. Knox, CRI monograph K-78-97 (496 pages) was funded through the Correctional Manpower Services Unit of the Illinois Department of Corrections through the Governor's Office of Manpower and Human Development (GOMHD).

Presenter: George W. Knox, Ph.D.

Address: Cyber System Research, Inc.  
P.O. Box 7466  
Chicago, Illinois 60680  
(312) 280-9399

J. G. Ross, Studying the Coed Joint: A Case Study in the NEP Process for Synthesizing Evaluations and Assessing Evaluability.

The National Evaluation Program (NEP) has been operated by LEAA for nearly five years as a method for synthesizing evaluations and extending the evaluability in selected topic areas. This paper first describes the generic NEP process and the assumptions behind it. The NEP process is then illustrated by a detailed discussion of procedures and findings from the NEP Phase I Assessment of Coeducational Corrections -- the first major national study of coed prisons.

A number of assumptions have been entertained and will be discussed about the functions to be served by, and the potential benefits to be derived from, co-corrections. These include: reduction of institutional control problems, smoothing out the process of reintegration into the "free world," the development of heterosexual coping skills and clarification of sex identities, and well as the realization of economies of scale, relief of overcrowding, and achievement of other inmate- and system-centered objectives. At the same time, concern has been expressed about possible adverse consequences of co-corrections: upon women, upon those who were "already there," and on community relationships.

This paper explores these assumptions and shows how the NEP approach aids efficient synthesis of evaluations by systematically: determining the prevailing expectations for a type of program, testing these against reality by direct observation of the actual intervention, drawing upon observations to induce operating program models, synthesizing these program models into a single measurement model, and then using the measurement model as a framework upon which completed evaluations are arrayed for efficient review and analysis.

Co-corrections is viewed as an innovative concept that builds on two underlying notions:

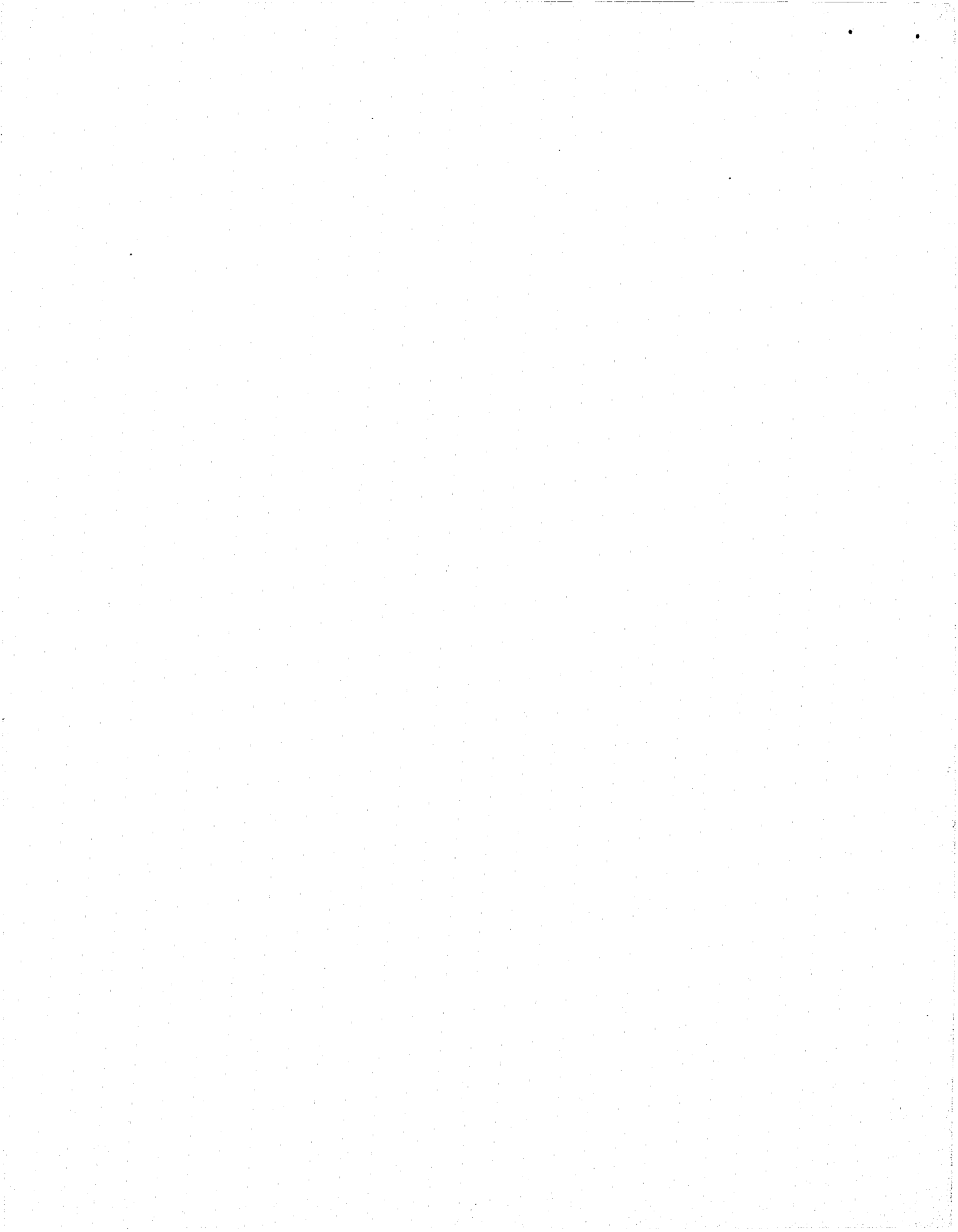
- Male and female need each other, and
- Two can live cheaper than one.

Particular attention is paid to how the simultaneous presence within single institutions of diverse but only partly articulated co-correctional models affects institutional processes and the evaluability of program outcomes. Evaluability is finally equated with manageability.

Presenter: J.G. Ross

Address: 8630 Fenton Street  
Silver Spring, Maryland 20910

ABSTRACTS FROM PANEL  
ON EVALUATING POLICE PRACTICES





(202) 833-1399

ABSTRACT

BURGLARY INVESTIGATION DECISION MODEL REPLICATION:  
A MULTI-SITE EVALUATION

J. Ernst Eck  
Senior Research Analyst  
Police Executive Research Forum  
1909 K Street, N.W., Suite 420  
Washington, D.C. 20006

Decision models for screening felony cases prior to assignment to investigators have increased in use by law enforcement agencies. The Stanford Research Institute (SRI) developed a statistically weighted decision model to screen burglary cases. Tests by SRI and others indicated that the model could be extremely useful. The Police Executive Research Forum replicated the SRI test of the model in 27 law enforcement agencies in order to evaluate the utility of the model in a large number of settings. A manual was written showing how police personnel should collect the data for the project. Officers from the participating departments collected the data and returned it to the Forum for analysis. Process data collected during the data collection indicates that the use of decentralized multi-site data collection for evaluating a large number of similar projects is feasible and can provide useful information not available from case study single site evaluations. Analysis of some of the departments' data shows that the SRI model is relatively accurate but it has some major limitations. Departments that clear by arrest off-scene a large number of cases will

find the model less useful than those departments that clear relatively few cases by arrest off-scene. Analysis of the errors the model makes indicates that the cost in terms of lost clearances can be large if the model is used. The analysis of alternative models shows that the use of a statistically weighted decision model can be used to manage the investigative function with greater efficiency and explicitly take into account the values of the police executive in charge of the investigative function in a department.

Presenter: J. Ernst Eck  
Senior Research Analyst

Address: Police Executive Research Forum  
1909 K Street, N.W.  
Suite 420  
Washington, D.C. 20006

ABSTRACT

SINGLE FINGERPRINT PROJECT

General Purpose:

This evaluation was done to determine the actual and potential success of the Single Fingerprint Project of the Seattle Police Department Identification and Photo Unit. This project was designed to increase the rate of suspect identification for residential burglary cases by means of computerized comparison of crime scene latents and file fingerprints. This report assesses whether or not the project had a significant impact upon clearance rates for residential burglary, what the project's potential application could be, what implementation programs were encountered, and how the financial costs and benefits of the project compare with the costs and benefits of traditional investigative methods.

Analytical Methodology:

Because the project dealt with only a small sample of current residential burglary cases, a random sample of all such current cases was used as a comparison group. Cases with named suspects were excluded from project treatment and were also removed from the comparison group. Chi-square tests comparing the clearance by arrest rates for the project-treated and comparison group were used to determine the statistical significance of project effects. The Pearson product-moment correlation coefficient was used to measure the relationship between the number of attempted computer comparisons and the number of positive suspect identifications per quarter. Two cost/benefit analyses were done: the first compared cost per residential burglary arrest for pre-project and project time periods; the second used the same time periods but adjusted project costs to reflect personnel time actually spent on project duties.

Findings:

This project caused a significant increase in the percentage of residential burglary cases cleared by arrest for those cases receiving project computer treatment. However, not enough cases were treated by the project to cause a significant increase in the overall clearance by arrest rate for all residential burglary cases during this time period. Analyses of cost-effectiveness showed that the project increased arrests but also increased the average cost per arrest. Three major factors reduced project impact: the lack of computer-codable latent prints from residential burglary sites (attempts to lift latent prints were made at only 9.6% of such sites during this time period); difficulties in obtaining prints of arrested juveniles for the base file; and the lack of sufficient technician time to process latent prints.

Presenter: Molly R. Newcomb, Ph.D.  
Address: Seattle Law and Justice Planning Office  
400 Yesler Building  
Seattle, Washington 98104  
(206) 625-4512



## EVALUATION OF AN AVM SYSTEM

An Automatic Vehicle-Monitoring (AVM) system provides real-time location and status information for each vehicle in the system. Typically, the system would include a display showing a map of the city (presented in several scales) with cars, including their identification number, properly positioned on the map. This report is a Phase II evaluation of such a system implemented city-wide by the St. Louis Metropolitan Police Department.

The principal goal was reduction in response time, which, it was believed, would increase the rate of criminal apprehension and possibly deter crime because of time saved by always dispatching the car closest to an incident site. Other objectives included improved officer safety, more effective command and control, less voice band congestion because of the digital communications included in the AVM system and better supervision of the force.

The evaluation results were unfavorable for response time reduction, favorable for improved operations due to digital communication and mixed in the realization of other objectives. Poor system performance had some influence on the evaluation results. During the process of evaluation, it became clear that full system potential could not be assessed without some change in police procedures and operating methods. Such potential (which is yet to be verified) relates to the use of directed dispatch rather than the all points broadcast (APB) for extraordinary events such as pursuits, burglaries, and disturbances; the dynamic reallocation of the force to maintain a patrol presence or to reduce queuing levels in areas where excessive calls for service have depleted the force available; and better supervision of the force where possible by the new information that the AVM system supplies. An AVM serves as a hidden supervisor producing better officer behavior. An outgrowth of these potentials can be improved effectiveness of force, greater productivity, and a cost-effective system.

The evaluation methodology involves three separate analyses: technological, operational, and attitudinal. cost-effectiveness analysis is included.

Presenter:

Gilbert C. Larson

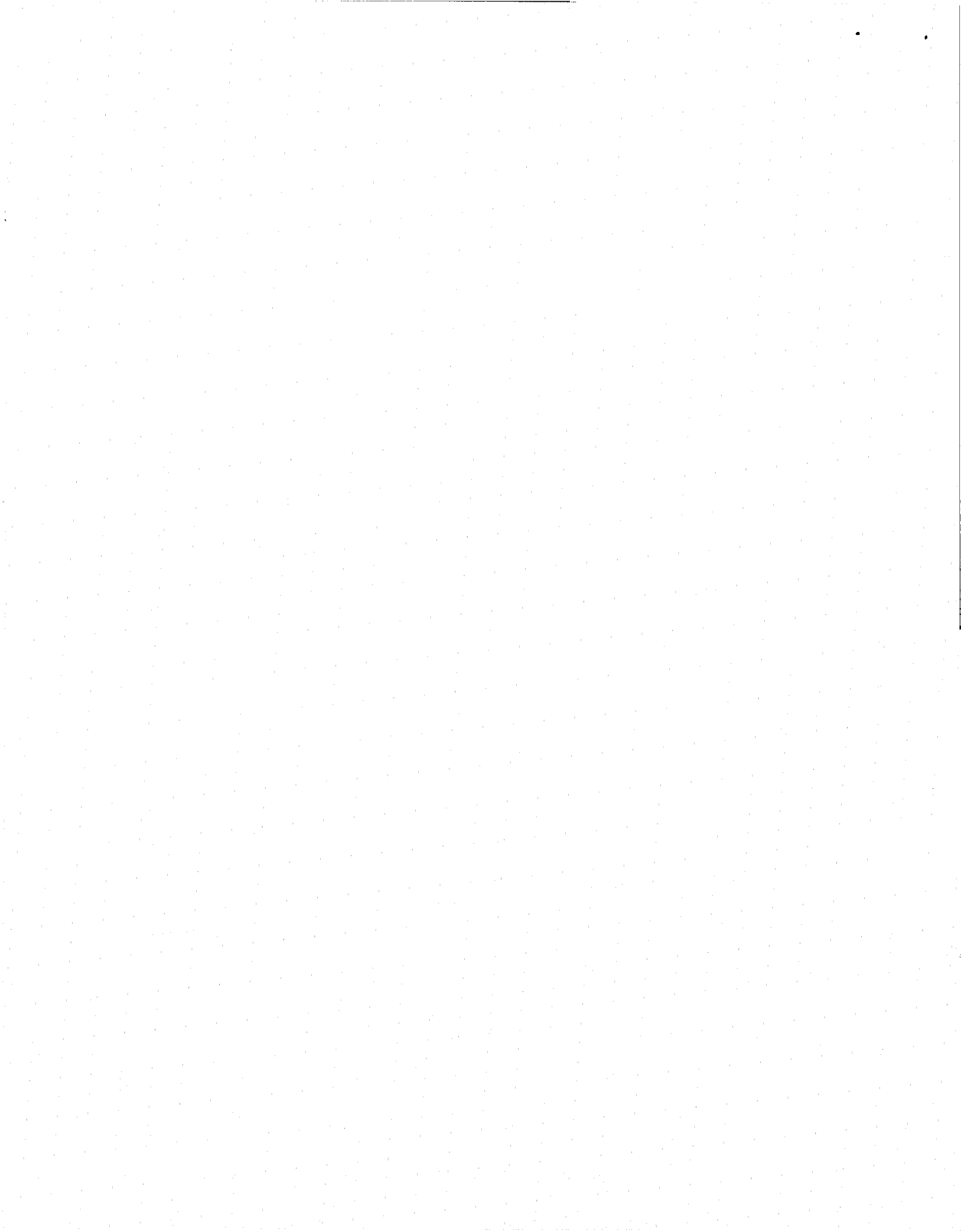
Address:

Public Systems Evaluation, Inc.  
929 Massachusetts Avenue  
Cambridge, MA 02139  
(617) 547-7620

ABSTRACTS FROM PANEL

ON

EVALUATING JUVENILE JUSTICE PROGRAMS



## ABSTRACT

### "SERIOUS JUVENILE DELINQUENCY AND SECURE CARE"

This study examines the effects of social and legal variables on the secure care decision-making process for serious juvenile offenders in an urban New England state. This decision process was examined at two levels: (1) caseworkers' decision to refer youths to a centralized youth authority secure care review team (SCRT) for placement consideration; and (2) the SCRT's decision to accept or refuse youths to secure care.

While the findings of this study indicate that secure care decision outcomes at the caseworker level are primarily influenced by youths' legal background, the social variable "family composition" exerts significant impact on decisions, suggesting that caseworkers view single-parent families as less capable than two-parent families of managing youths' serious delinquency problems. Caseworkers are more likely to refer a youth from a single-parent family for secure care placement consideration. The fact that legal variables are the strongest predictors of secure care decision outcomes indicates that appropriate criteria were being used to determine which youths were to be considered for secure care placement.

At the SCRT decision level, there did not appear to be a pattern of decision making based on either social or legal variables. As such, decisions made at this level may be viewed as being idiosyncratic in nature.

Among the study's findings, the issue of chronicity stood out as the primary factor affecting the secure care decision process as well as being a predictor of the scope and violence of offenses. In other words, the more offenses a youth commits the more likely he will eventually commit a violent offense. This finding implies that the issue of serious juvenile delinquency should be examined and dealt with from a broad juvenile justice perspective as opposed to a limited focus on only the secure care process.

**Presenter:** Richard E. Isralowitz  
Director and Assistant Professor

**Address:** Case Western Reserve University  
Human Services Design Laboratory  
School of Applied Social Sciences  
Cleveland, Ohio 44106

## Abstract

### 'SUPPRESSION EFFECT IN BEFORE-AFTER COMPARISONS'

Empey and Lubeck (1971), Empey and Erickson (1972), and Murray et al. (1978) have noted that the criminality (measured by arrests or police contacts) of juvenile delinquents is significantly lower after intervention than before. This paper shows that much of this "suppression effect" may be attributable to the way juveniles are selected for intervention. In particular, this effect will arise if judges base their sentencing strategy on past criminality of the offender rather than on just the instant offense. Ways to avoid this artifact are discussed.

**Presenter:** Michael D. Maltz

**Address:** University of Illinois at Chicago Circle  
College of Liberal Arts and Sciences  
Center for Research in Criminal Justice  
Box 4348  
Chicago, Illinois 60680

## ABSTRACT

### "TITLE I PROGRAMS FOR NEGLECTED AND DELINQUENT YOUTHS"

To expand and improve the education of confined youth, Congress has provided funding for basic skills programs in institutions for neglected children and delinquent youth, and in adult correctional facilities housing youthful offenders. Most of such funding stems from Title I of the Elementary and Secondary Education Act of 1965 (as amended), referred to in this abstract as "Title I". The objectives of Congress in providing these funds are, in general, to help the institutionalized population build basic skills and to overcome negative effects of the confined youth's previous school failure.

The National Evaluation of Title I Programs for Neglected or Delinquent Youth in State Institutions was mandated by Part (a) of Section 151 of P.L. 89-10. Under contract to the Office of Planning, Budgeting, and Evaluation (OPBE) of the U.S. Office of Education, System Development Corporation (SDC) began the evaluation in February, 1976 with three major objectives. The first objective, accomplished during Phase I of the project, is to collect information about representative Title I programs in state institutions and to compile and present descriptions of these programs. Descriptions of 100 institutions, selected randomly from approximately 600 operating nationwide, revealed that Title I programs generally supplement existing state educational efforts, emphasize instruction in reading and mathematics, and use a more individualized approach to instruction than is utilized in regular education programs. A report containing the results of the Phase I study has been submitted to USOE. Included in this report are descriptions of institutional characteristics, educational program and Title I program characteristics, and characteristics of resident and student populations.

A second objective of the evaluation accomplished during Phase II is to measure the impact of the different types of Title I programs on the basic reading and mathematics skills of the participants and on school-related and self attitudes of the participants as they relate to gains in achievement. Forty institutions were selected from 100 sites that were studied in Phase I: thirty sites were randomly selected and ten sites were purposively selected on the basis of perceived high quality Title I programs. Students in selected institutions were tested at four points in time. Domain-referenced tests in mathematics and language arts were administered at each site testing; a functional literacy test and a standardized achievement test were administered at one testing point. These measures provided information on growth in achievement at each site, and allowed for the comparison of the achievement of institutionalized students to their non-institutionalized counterparts. Students were additionally administered measures of self-attitudes, attitudes toward school and learning, attitudes toward the institutional environment, and expectations for post-release success. These data are currently being analyzed for changes in basic skills and attitudes over time, and are also being examined to determine whether greater achievement gains are associated with particular types of programs. Students who did not participate in Title I programs were also tested so that the performance of participants and non-participants can be compared.

A further objective of Phase II of the study is to develop evaluation models and reporting forms that can be used by institutions and by state agencies for their annual evaluation report to the U.S. Office of Education. The goal of this model development activity is to standardize evaluation and reporting procedures so that federal, state and local program administrators can obtain information on Title I program operations and its impact nationwide.

The third objective of the evaluation accomplished in Phase III consisted of a follow-up study of the post-release experiences of students upon their re-entry to the community in terms of continued school involvement, employment, suitable living arrangements, recidivism and post-release adjustment. Students released from eight of the thirty representative sites chosen for the Phase II impact evaluation were tracked and personally interviewed. Respondents interviewed had been released a minimum of three months prior to the conduct of the follow-up; a 90% response rate was obtained. A complete report of the Phase II impact evaluation and of the study of post-release experiences of students is currently underway.

Presenter: Judy C. Pfannenstiel

J. Ward Keesling, Director  
Judy C. Pfannenstiel, Director  
National Evaluation of Title I Programs in State  
Institutions for Neglected and Delinquent Youth

System Development Corporation  
2400 Colorado Avenue  
Santa Monica, California 90406

ABSTRACTS FROM PANEL

ON CORRECTIONAL FIELD SERVICES





## Abstract

### "RECIDIVISM AS A FUNCTION OF PROBATION SUPERVISION"

As part of a larger study to achieve the most effective use of staff personnel within the Seattle Municipal Probation Service (MPS), a comparison of two levels of probation supervision was conducted. Probation clients were first assessed as either high (n=278) or low-recidivism risks (n=219) and then persons within each group were randomly assigned to one of two probation supervision conditions. The probation conditions consisted of either "high" or "low" supervision within a broker, or resource management, model with high supervision clients required to report in person once a month while low supervision clients were required to report in person only at probation entry. When nine month arrest rates for new offenses only (to eliminate inflation of recidivism by closer supervision for the "high" condition) were compared, the low risk clients did not differ significantly (10.7% rearrested for low supervision, 10.1% for high supervision). However for high risk clients, there were significant differences in that individuals receiving high supervision were more likely to recidivate (30.1%) than those receiving low supervision (16.8%). When compared on the basis of type of offense first rearrested for, or total number of rearrests, there were no significant differences.

Two possible explanations for the present finding are considered: labeling and perceived deterrent capability. Using both the experimental data and data from similar high- and low-risk misdemeanor offenders who were not placed on probation, it was concluded that the study results were likely due to a decreased belief in the criminal justice system's ability to effectively learn of criminal acts.

Presenter: Kenneth E. Mathews, Jr.

Address: Seattle Law and Justice Planning/Abt Associates Inc.  
400 Yesler Bldg. 55 Wheeler St.  
Seattle, WA 98104 Cambridge, ME  
(206)625-4512

James Moran

City of Seattle  
Municipal Probation Services  
612 Smith Tower  
Seattle, WA 98104  
(206)625-4618

## ABSTRACT

### Effects on Ex-Prisoners of Financial Aid and Employment Assistance

An experimental study which investigated the relationship of financial resources, jobs and recidivism, which the Bureau undertook 1971 to 1975 in response to a Department of Labor request to "study the effects on ex-prisoners of financial aid and employment assistance programs designed to facilitate postrelease adjustment." The study tested two experimental variables: (1) the provision of financial aid in the amount of \$60 a week for 13 weeks; and (2) job placement services. A total of 432 ex-prisoners from Maryland prisons who had been incarcerated primarily for thefts were randomly assigned to three experimental and one control groups: those who received financial aid and employment assistance; those who received financial aid only; those who received employment assistance only; and the control group which received neither service. Individuals were interviewed before they left prison, immediately after release, and monthly up to 12 months after. Interview data were augmented by court searches which determined rearrest records and conviction status during the 12-month period. Study findings are reported in Unlocking the Second Gate: The Role of Financial Assistance in Reducing Recidivism Among Ex-Prisoners.

Presenter: Kenneth Lenihan

Address: Bureau of Social Science Research, Inc.  
1990 M St., NW  
Washington, DC 20036

ABSTRACTS FROM PANEL ON  
UNIFIED DELINQUENCY INTERVENTION SERVICES



**ABSTRACT: How a Regression Artifact Can Make Any Delinquency Intervention Program Look Effective**

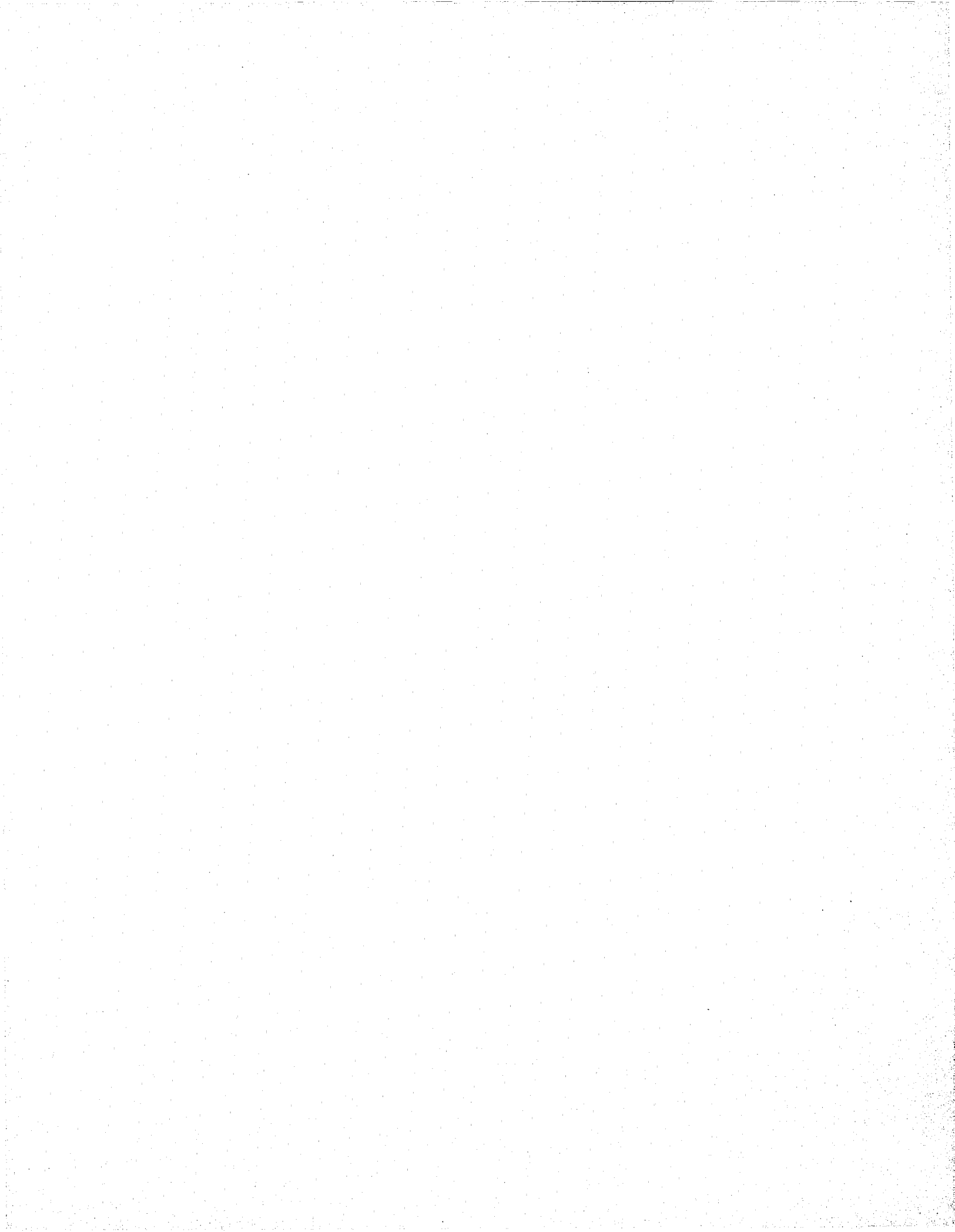
Richard McCleary  
Arizona State University

Andrew C. Gordon  
David McDowall  
Northwestern University

The American Institutes for Research (AIR, 1978) report that a wide variety of radical correctional interventions appear to be effective delinquency treatments. While none of these interventions proved effective in totally eliminating delinquent behavior, each prove effective in reducing or suppressing the rate of delinquent behavior with respect to time. The evidence for this suppression effect is a pre-to-postintervention contrast of police contact rates. Our reanalysis of the AIR data shows that this apparent effect is due largely to a strong regression artifact. Delinquents are selected for correctional intervention when (and because) their rate of police contact is at an abnormally high point. Thereafter, this rate drops as a simple matter of regression to the mean. Due to the nature of delinquency, and to the nature of the selection process, we find that any intervention will appear effective if effectiveness is measured as a pre-to-postintervention reduction in arrest or police contact rates.

Presenter: Richard McLeary

Address: Center of Criminal Justice  
Arizona State University  
Tempe, Arizona 85281



ABSTRACTS FROM PANEL

ON

PLEA BARGAINING





William Rhodes, Plea Bargaining: Who Gains? Who Loses?  
PROMIS Research Report no. 14, 1978, forthcoming.

This theoretical and empirical study of plea bargaining in the Superior Court of the District of Columbia poses and answers two broad questions. The first question posed is: who gains and who loses from plea bargaining? Gains and losses are assessed for the prosecuting attorney, the defendant, and the general public. These costs and benefits are measured in terms of convictions, sentences, recidivism, and future judicial processing. The second question is: why do plea bargains occur? Explanations are sought in terms of resource constraints, the recognition of mitigating circumstances in individual cases, the ability of the guilty plea process to economically "sort" cases, and the individual proclivities of actors in the criminal justice process.

The study required the use of large automated data bases, which were merged into a single research file. Major aspects of the study dealt with sentencing and recidivism. The former required that a specially collected sentencing file be merged with the existing PROMIS data on case processing. The latter required a three-year longitudinal file on rearrests to be constructed, and this longitudinal file to be linked with the processing-sentencing information. Analysis was done of both an aggregate and individual case level, using several advanced methods of statistical analysis: PROBIT, multiple linear regression with autocorrelation and polynomial distributed lags, and nonparametric statistics.

Several findings have relevance to sentencing. First, as other researchers have discovered, plea bargaining is instrumental in the orderly processing of cases in the criminal courts. Second, in contrast to the findings of other researchers, we did not find the actual award of sentence concessions in exchange for pleas to be pervasive in the Superior Court. Third, we discovered that the type of disposition and sentence has a significant impact on recidivism.

**Presenter:** William Rhodes

**Address:** Institute for Law & Social Research  
1125 15th Street NW Suite 625  
Washington, DC 20005

ABSTRACTS FROM PANEL  
ON POLICE RESEARCH AND EVALUATION



## Abstract

### Seattle's Hidden Camera Project

As part of a larger response to a ten year, 252 percent increase in per capita robbery within the City of Seattle, a hidden camera project was developed to take photographs of robberies-in-progress. The project was designed to covertly obtain pictures of robbers in the act of committing commercial robberies without increasing owner or bystander risk and to subsequently identify, arrest, charge, and convict offenders. Camera site location was based on first identifying 150 high risk stores and then randomly assigning them to either experimental (camera placement, n=75) or control conditions.

After almost a full year of operation, the project succeeded in photographing 84% of all robberies occurring in experimental sites. Within the experimental sites, cases were significantly more likely to be cleared by arrest with 55% (21 of 38 cases) of cases cleared, while in control sites 25 percent (14 of 56) were cleared. Of the individuals committing robberies in the experimental sites, 48 percent (23 of 48) were identified, arrested, charged and convicted. Within control sites, significantly fewer, 19 percent (15 of 78) were convicted. The presence of robbery photographs resulted in a significant one month reduction in case processing time. A comparison of commercial robbery with non-commercial robbery rates found a 39% decline in commercial robbery following project implementation while non-commercial robbery increased seven percent, indicating a significant project effect.

#### Presenter:

Kenneth E. Mathews Jr.  
Lawrence G. Gunn  
Antoinette Hood

(206) 625-4512

City of Seattle  
Office of Policy Planning  
Law & Justice Planning Division  
400 Yesler Building  
Seattle, Washington 98104

# THE EFFECTS OF RESPONSE TIME ON CITIZEN SATISFACTION

## ABSTRACT

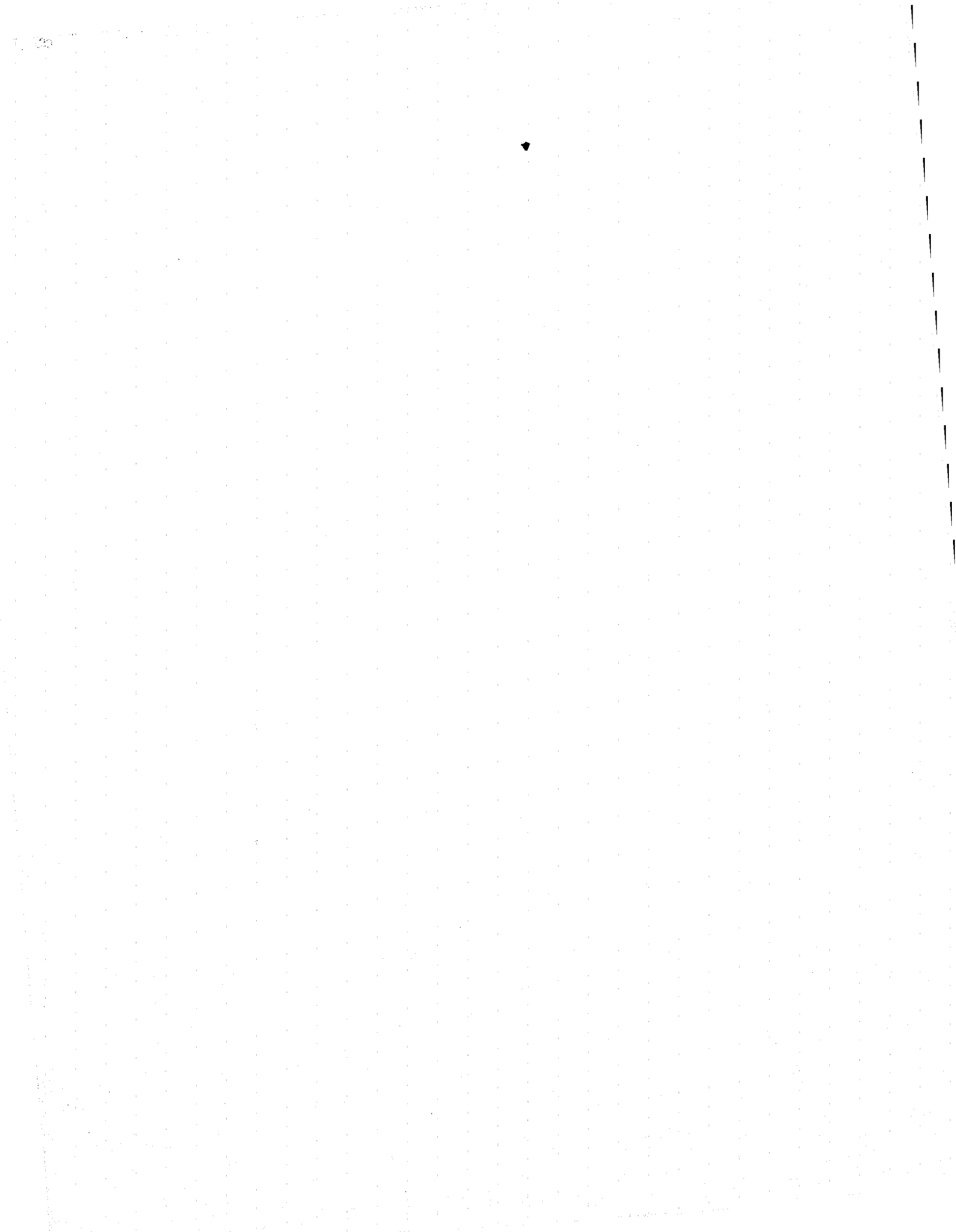
The Response Time Analysis study was designed to evaluate the effect of response time on crime outcomes such as on-scene arrests, witness availability, citizen satisfaction with response time, and the frequency of citizens' injuries in connection with crime and noncrime incidents. Also, problems and patterns in reporting crime or requesting police service were identified.

Data were obtained for all crime and noncrime calls from areas of the city with the highest number of robberies and aggravated assaults. Civilian observers accompanied field officers to collect data on field travel times, on-scene apprehensions, and witness availability. Tape content analysts monitored dispatch tapes to measure dispatch time. Citizen interviews were used to collect data on reporting time, problems and patterns in reporting, citizen satisfaction, and length of hospital stay (for events with injuries).

This paper summarizes the findings with emphasis on citizen satisfaction and the implications to call prioritization and manpower allocation. Citizen satisfaction with response time is not determined by police response time. Citizens' expectations and perceptions of response time are most important. In addition, citizens are able to discriminate the types of calls for which rapid police response can increase the probability of making an arrest or finding a witness. Since calls for which rapid police response is effective are not frequent, and citizens are tolerant of delays when response time does not matter, police administrators have flexibility to reduce costs for response time or creatively allocate resources to experiment with new programs.

Presenter:  
Address:

David A. Kessler  
Response Time Analysis Study  
Kansas City, Missouri, Police Department  
306 East 12th Street  
Kansas City, Missouri 64106  
Phone: (816) 842-5976





**END**