

City of Whitehall
Division of Police

Community Survey

Fall 2002

Conducted by:

Sergeant Mark Newcomb
Accreditation Manager

Statistics Compiled by:

Josh Coulter,
Criminal Justice Intern
The Ohio State University

Analysis and Report by:

Lieutenant Richard R. Zitzke
Administrative Bureau Commander

City of Whitehall Division of Police

Fall 2002 Community Survey

Introduction

To better serve the public need, the Whitehall Division of Police believes it is important to first ascertain the needs of the community as defined by the people who live in its neighborhoods. To that end, the Division of Police regularly surveys the community to gain input and solicit valuable information on public service needs and perceptions.

This survey was conducted by mail in the fall of 2002. The Division of Police mailed the survey, along with a self addressed stamped return envelope, to a statistical sampling of residential addresses in the City of Whitehall.

The Survey Instrument

The survey instrument was comprised of thirty-three questions that were a combination of the scale and closed-ended type. The questions encompassed 4 general areas with related subset questions. These areas of interest included the residents experience with the Division of Police, areas of importance that the Division of Police should be concentrating on, the residents feeling of safety in the community, and demographic information. The survey was designed to be confidential unless a responder requested contact by the agency.

Statistical Representation

The analysis of this survey was completed on the statistical sample of 129 residents who responded to the survey.

Analysis

This section gives an executive overview of the statistical data and conclusions drawn from the analysis of the returned surveys.

PART I

The first section of the survey inquired about the respondents experience with the Whitehall Division of Police. Sixty four percent (64.3%) of the respondents indicated that they have had contact with the Whitehall Police in the past three years. Of those that had contact, 44.2% had contact as a victim/complainant or witness, 25.6% had contact for a non-criminal matter such as a background check, vehicle or home

lockout, or other service type issue. The remaining 5.4% had contact as a suspect or arrestee accused of a crime.

The number of times that the respondents had contact with the Division of Police in the last three years ranged from one time (21.9%), two times (17.8%), three times (8.3%), to five times (7%).

Of those respondents that had contact with the Division, 76.3% believed that the Division employee who they had contact with had a 'high' or 'good' level of competence. 19.8% rated the competence level as 'average', and 3% felt the contact involved an employee of 'low' competence.

Of the respondents that had contact with the Division, 74.7% rated the performance of the Division, based on the contact, at 'high' or 'good'. 21.2% stated the overall performance was 'average', and 4% rated the performance as 'low' or 'poor'.

The last question of this section of the survey asked the respondent if they had contact with a sworn officer, how would they describe the attitude, behavior, and demeanor of the officer. Of those that responded to the question, 75.8% described their contact as 'a little above average' or 'above average'. 17% described the officers' attitude, behavior, and demeanor as average, and 7% indicated 'below average'.

PART II

The next section of the survey had the respondent's rate, in terms of priority, the activities they would like the Division of Police to concentrate on. A problem that surfaced with the evaluation of this survey instrument is that the choices that the respondents had were not mutually exclusive. This means that the respondents could rate ALL of the listed activities as 'very important', meaning that the Division of Police should place all of the activities at the top of the priority list. It would have been preferable from an analysis perspective if the survey instrument had addressed the priority issue by ranking the activities by order of importance. However, as it turns out, some priority assumptions can be made from the data derived from the survey. By evaluating only the 'very important' category, some assumptions can be made about what are truly the most important issues to the respondents. In the same light, examining the 'not important' could reveal the public's perception of what is not important as a policing priority.

The following categories are ranked in order of importance as defined by the percentage of respondents that places the issue in the 'very important' and 'not important' categories:

Very Important Category

Driving Under the Influence	91.3%
Assaults	87.6%
Burglary	81.3%
School Zones	78.2%
Aggressive Driving	77.4%
Juvenile Crime	66.4%
Drug Laws	68.0%
Theft	68.0%
Auto Theft	63.7%
Property Destruction	57.4%
Stop Sign Violations	56.7%
Speeding Violations	47.6%
Handicap Parking	47.2%
Liquor, Prostitution, Gambling	44.1%
Bad Checks	27.6%
Noise, Loud Parties	27.2%
Residential Parking	20.5%

Not Important Category

Residential Parking	32.8%
Noise, Loud Parties	23.2%
Liquor, Prostitution, Gambling	15.3%
Bad Checks	13.8%
Handicap parking	12.6%
Speed Zones	07.3%
Stop Signs	05.8%
Drug Laws	04.7%
Property Destruction	03.1%
Aggressive Driving	01.6%
Driving Under the Influence	00.8%
School Zones	00.8%
Juvenile Crime	00.8%
Auto Theft	00.8%
Burglary	00.8%
Theft	00.8%
Assaults	00.8%

It seems clear from this examination of the survey that the most important issues are those of driving under the influence, assaults, and burglary, and least important issues are residential parking, noise, loud parties, and vice laws.

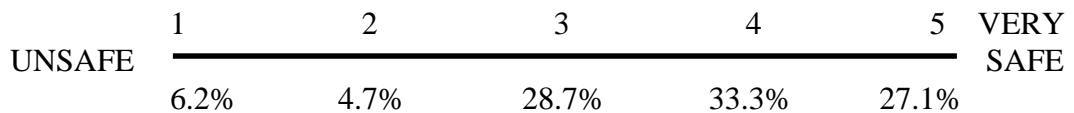
There are many issues that are unclear in this survey. Some of the results do not seem consistent with what is generally thought to be true in surveys such as these. Crimes that could be lumped together as property crimes have a wide disparity (Burglary 81.3% very important and property destruction 57.4% very important). One potential explanation is that burglary, typically considered a property crime, may be considered more personal by the respondents and more as a crime against persons. The respondents may be less concerned about property destruction due to the area containing a high number of single-family and multi-family rentals.

Drug and liquor violations are not rated very high in the ‘very important’ category and are rated high in the ‘not important’ category. Yet ‘operating a vehicle under the influence’ is considered the most important issue with over 91% rating.

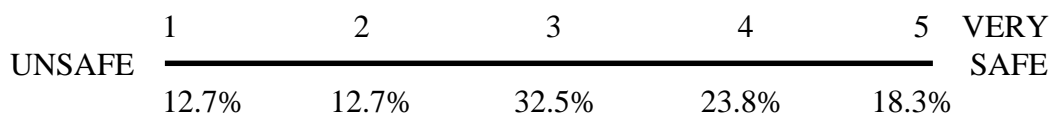
Another unexpected result is that quality of life issues that are typically rated high in a residential neighborhood are rated fairly low. Issues such as noise/loud parties and liquor and prostitution offenses are rated near the bottom of the scale for offenses that are considered ‘very important’ and rated at the top of the ‘unimportant’ category.

PART III

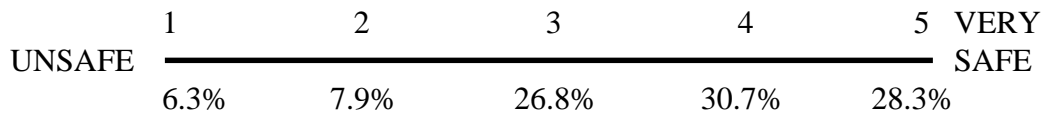
The first part of this section of the survey dealt with the feeling of safety that the respondents felt in their neighborhood. The respondents were asked to rate their feeling of safety on a scale of 1 to 5. A rating of five (5) meaning that they felt the neighborhood was very safe and a rating of one (1) being that they felt the neighborhood was unsafe. Below is a graph that shows the response percentages by number.



The next part of this section of the survey dealt with the respondents feeling of safety while walking at night in their neighborhood. The respondents were asked to rate their feeling of safety on a scale of 1 to 5. A rating of five (5) meaning that they felt the neighborhood was safe to walk in at night and a rating of one (1) being that they felt the neighborhood was unsafe for walking at night. Below is a graph that shows the response percentages by number.



The next part of this section of the survey dealt with the respondents feeling of safety while shopping in Whitehall. The respondents were asked to rate their feeling of safety on a scale of 1 to 5. A rating of five (5) meaning that they felt that shopping in Whitehall was safe and a rating of one (1) being that they felt unsafe shopping in Whitehall. Below is a graph that shows the response percentages by number.



The next part of this section of the survey dealt with the respondents feeling of the adequacy of street lighting in their neighborhood. Of the respondents 74% felt their streets did have proper lighting while 26% felt they did not have proper lighting.

PART IV

The final part of the survey was for demographic information. Of the respondents, 85.4% were over 30 years of age, (21.8% being over 65 years of age).

When asked about their education, 14% had graduate level education, 50.4% indicated they had a college education, 31.8 % had a high school education, and 3.9% less than a high school education.

The respondents were asked about their ethnicity and 90.6% of the respondents listed their ethnicity as White, 7.8% Black, 0.8% Hispanic, and 0.8% listed other.

Conclusion

Many conclusions can be inferred from the data. However, it seems clear that the respondents, for the most part, felt safe in Whitehall. Most felt that street lighting was adequate, and that the Division of Police was doing a good job. They were happy with the professionalism and performance of the Division of Police. It is interesting to note that only 3% felt that the Division had low competence, 4% believed the Division had poor performance, while over 5% had their experience with the Division as a suspect or arrestee.

The respondents as a whole felt that the Division should concentrate their efforts on criminal assaults and burglary. The top rated suggested activity (91.3% very important) was the enforcement of operating a motor vehicle while under the influence of alcohol or drugs. Residential parking and loud parties/noise was considered the least important activity the police should concentrate on.

Frequencies

Statistics

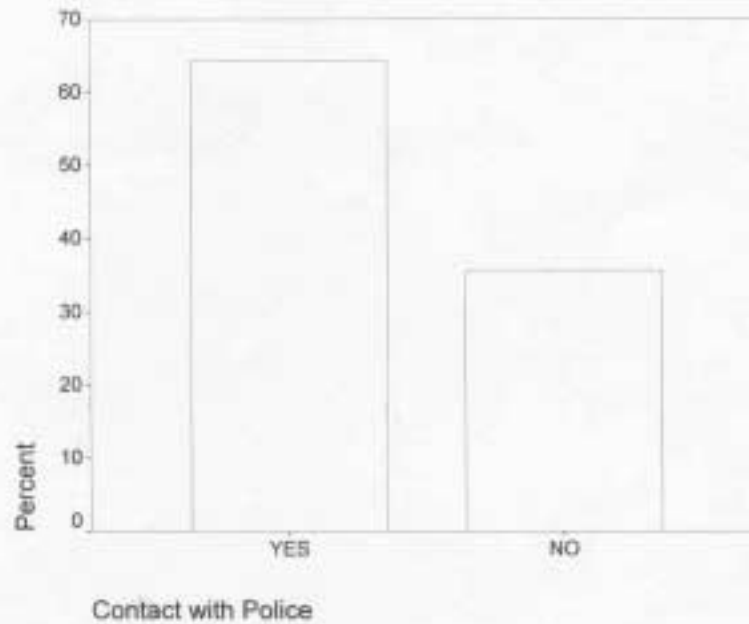
Contact with Police

N	Valid	129
	Missing	0

Contact with Police

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	YES	83	64,3	64,3	64,3
	NO	46	35,7	35,7	100,0
	Total	129	100,0	100,0	

Graph



Frequencies

Statistics

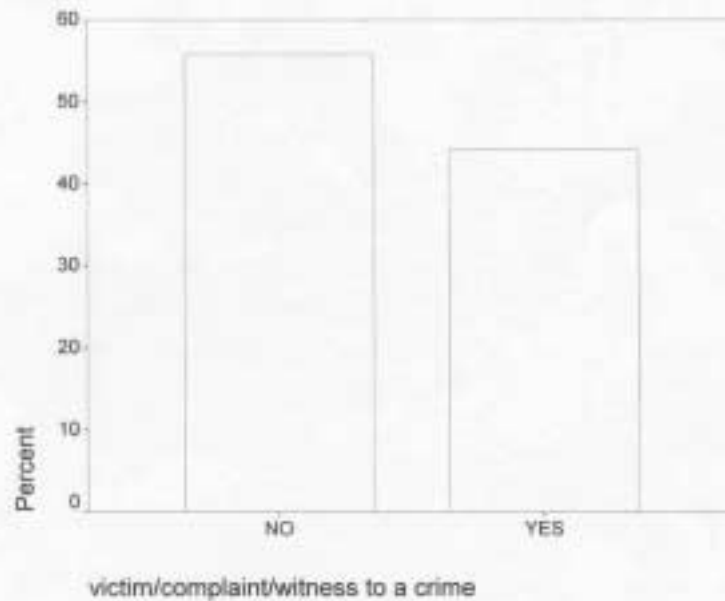
victim/complaint/witness to a crime

N	Valid	129
	Missing	0

victim/complaint/witness to a crime

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NO	72	55.8	55.8	55.8
	YES	57	44.2	44.2	100.0
	Total	129	100.0	100.0	

Graph



Frequencies

Statistics

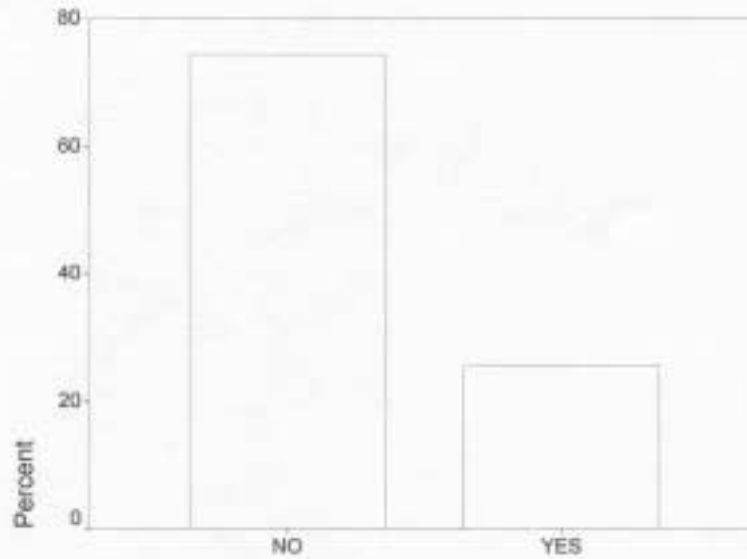
In need of a service the police department provides

N	Valid	129
	Missing	0

In need of a service the police department provides

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NO	96	74.4	74.4	74.4
	YES	33	25.6	25.6	100.0
	Total	129	100.0	100.0	

Graph



In need of a service the police department provides

Frequencies

Statistics

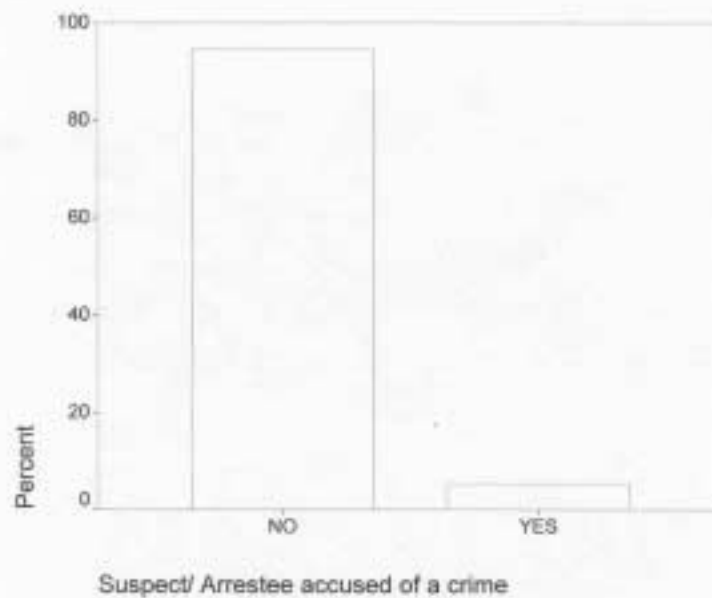
Suspect/ Arrestee accused of a crime

N	Valid	129
	Missing	0

Suspect/ Arrestee accused of a crime

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NO	122	94.6	94.6	94.6
	YES	7	5.4	5.4	100.0
	Total	129	100.0	100.0	

Graph



Frequencies

Statistics

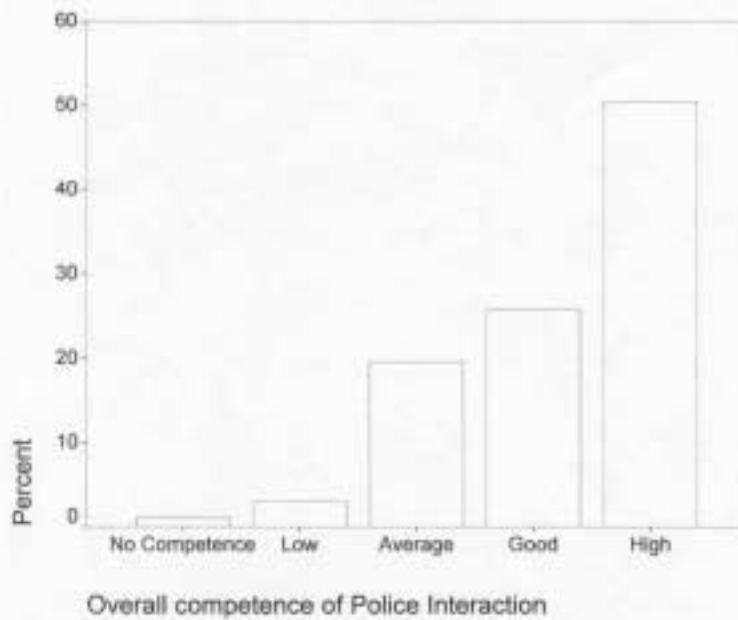
Overall competence of Police Interaction

N	Valid	97
	Missing	32

Overall competence of Police Interaction

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Competence	1	.8	1.0	1.0
	Low	3	2.3	3.1	4.1
	Average	19	14.7	19.6	23.7
	Good	25	19.4	25.8	49.5
	High	49	38.0	50.5	100.0
	Total	97	75.2	100.0	
Missing	0	32	24.8		
Total		129	100.0		

Graph



Frequencies

Statistics

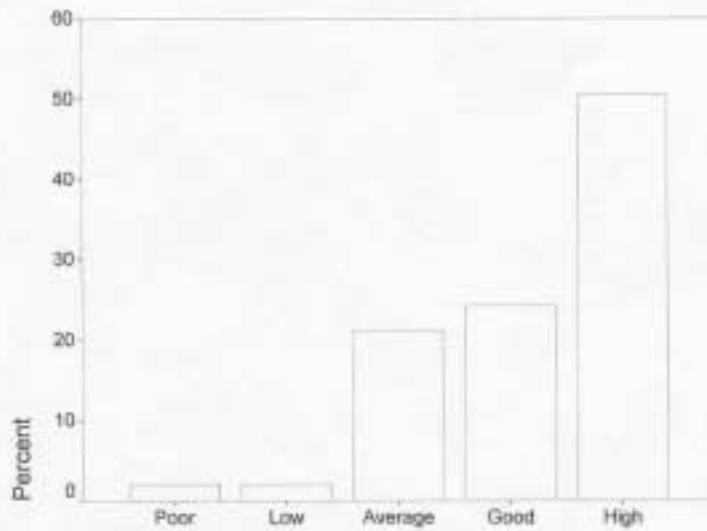
Overall Performance

N	Valid	99
	Missing	30

Overall Performance

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	2	1.6	2.0	2.0
	Low	2	1.6	2.0	4.0
	Average	21	16.3	21.2	25.3
	Good	24	18.6	24.2	49.5
	High	50	38.8	50.5	100.0
Total		99	76.7	100.0	
Missing	9	30	23.3		
Total		129	100.0		

Graph



Overall Performance

Frequencies

Statistics

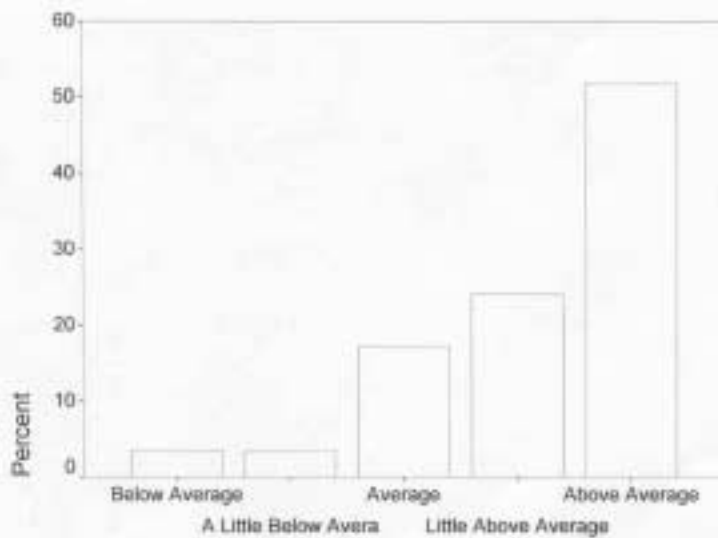
Attitude and behavior of a sworn officer

N	Valid	87
	Missing	42

Attitude and behavior of a sworn officer

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Below Average	3	2.3	3.4	3.4
	A Little Below Average	3	2.3	3.4	6.9
	Average	15	11.6	17.2	24.1
	Little Above Average	21	16.3	24.1	48.3
	Above Average	45	34.9	51.7	100.0
Total		87	67.4	100.0	
Missing	9	42	32.6		
Total		129	100.0		

Graph



Attitude and behavior of a sworn officer

Frequencies

Statistics

		Rate of importance to assaults	Rate of importance to burglaries	Rate of importance to property destruction	Rate of importance to theft	Rate of importance to auto theft	Rate of importance to drug law violations
N	Valid	123	123	122	122	124	125
	Missing	6	6	7	7	5	4

Statistics

		Importance of enforcing vice violations	Rate of importance for bad checks/check fraud	Rate of importance for noise/loud parties	Rate of importance for juvenile related crime	Rate of importance for Speed Zones	Rate of importance for imposing stop signs/lights
N	Valid	111	123	125	125	124	120
	Missing	18	6	4	4	5	9

Statistics

		Rate of importance for enforcing School Zones	Rate of importance for enforcing Residential Parking Violations	Rate of importance for enforcing Driving under the Influence	Rate of importance to enforce Aggressive Driving	Rate of importance to enforce Handicap Zone parking
N	Valid	124	122	126	124	127
	Missing	5	7	3	5	2

Frequency Table

Rate of importance to assaults

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	113	87.6	91.9	91.9
	Important	10	7.8	8.1	100.0
	Total	123	95.3	100.0	
Missing	9	6	4.7		
Total		129	100.0		

Rate of importance to burglaries

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very important	100	77.5	81.3	81.3
	Important	22	17.1	17.9	99.2
	Not important	1	.8	.8	100.0
	Total	123	95.3	100.0	
Missing	9	6	4.7		
Total		129	100.0		

Rate of importance to property destruction

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very important	70	54.3	57.4	57.4
	Important	48	37.2	39.3	96.7
	Not important	4	3.1	3.3	100.0
	Total	122	94.6	100.0	
Missing	9	7	5.4		
Total		129	100.0		

Rate of importance to theft

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very important	83	64.3	68.0	68.0
	Important	39	30.2	32.0	100.0
	Total	122	94.6	100.0	
Missing	9	7	5.4		
Total		129	100.0		

Rate of importance to auto theft

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very important	79	61.2	63.7	63.7
	Important	44	34.1	35.5	99.2
	Not important	1	.8	.8	100.0
	Total	124	96.1	100.0	
Missing	9	5	3.9		
Total		129	100.0		

Rate of importance to drug law violations

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	85	85.9	68.0	68.0
	Important	34	26.4	27.2	95.2
	Not Important	6	4.7	4.8	100.0
	Total	125	96.9	100.0	
Missing	9	4	3.1		
Total		129	100.0		

Importance of enforcing vice violations

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	49	38.0	44.1	44.1
	Important	45	34.9	40.5	84.7
	Not Important	17	13.2	15.3	100.0
	Total	111	86.0	100.0	
Missing	9	18	14.0		
Total		129	100.0		

Rate of importance for bad checks/check fraud

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	34	26.4	27.6	27.6
	Important	72	55.8	58.5	86.2
	Not Important	17	13.2	13.8	100.0
	Total	123	95.3	100.0	
Missing	9	6	4.7		
Total		129	100.0		

Rate of importance for noise/loud parties

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	34	26.4	27.2	27.2
	Important	62	48.1	49.6	76.8
	Not Important	29	22.5	23.2	100.0
	Total	125	96.9	100.0	
Missing	9	4	3.1		
Total		129	100.0		

Rate of importance for enforcing Residential Parking Violations

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very important	25	19.4	20.5	20.5
	Important	57	44.2	46.7	67.2
	Not Important	40	31.0	32.8	100.0
	Total	122	94.6	100.0	
Missing	9	7	5.4		
Total		129	100.0		

Rate of importance for enforcing Driving under the influence

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very important	115	89.1	91.3	91.3
	Important	10	7.8	7.9	99.2
	Not Important	1	.8	.8	100.0
	Total	126	97.7	100.0	
Missing	9	3	2.3		
Total		129	100.0		

Rate of importance to enforce Aggressive Driving

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very important	95	74.4	77.4	77.4
	Important	26	20.2	21.0	98.4
	Not Important	2	1.6	1.6	100.0
	Total	124	96.1	100.0	
Missing	9	5	3.9		
Total		129	100.0		

Rate of importance to enforce Handicap Zone parking

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very important	60	46.5	47.2	47.2
	Important	51	39.5	40.2	87.4
	Not Important	16	12.4	12.6	100.0
	Total	127	98.4	100.0	
Missing	9	2	1.6		
Total		129	100.0		

Frequencies

Statistics

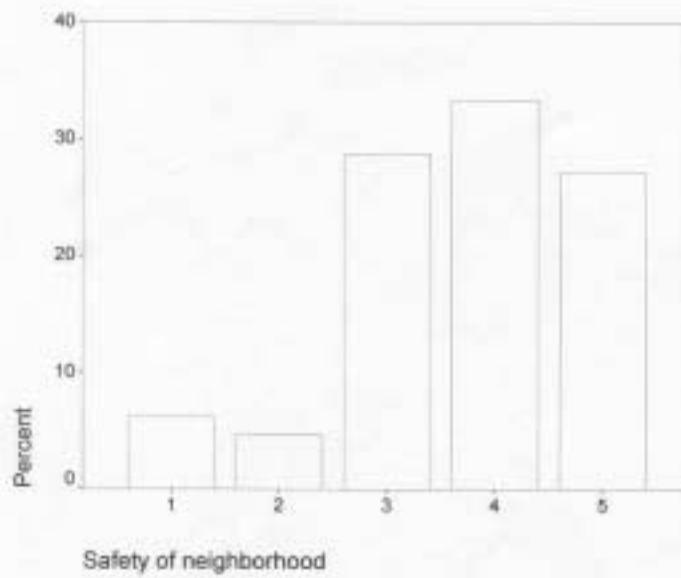
Safety of neighborhood

N	Valid	129
	Missing	0

Safety of neighborhood

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	8	6.2	6.2	6.2
2	6	4.7	4.7	10.9
3	37	28.7	28.7	39.5
4	43	33.3	33.3	72.9
5	35	27.1	27.1	100.0
Total	129	100.0	100.0	

Graph



Frequencies

Statistics

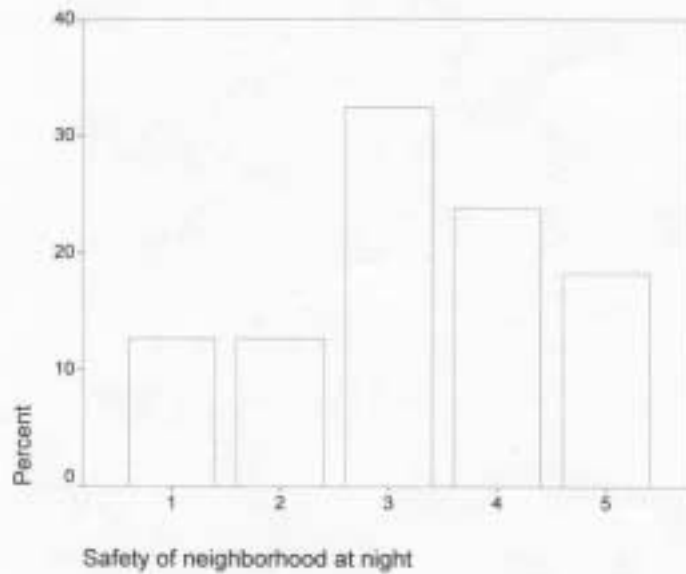
Safety of neighborhood at night

N	Valid	126
	Missing	3

Safety of neighborhood at night

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	16	12.4	12.7	12.7
	2	16	12.4	12.7	25.4
	3	41	31.8	32.5	57.9
	4	30	23.3	23.8	81.7
	5	23	17.8	18.3	100.0
	Total	126	97.7	100.0	
Missing	9	3	2.3		
Total		129	100.0		

Graph



Frequencies

Statistics

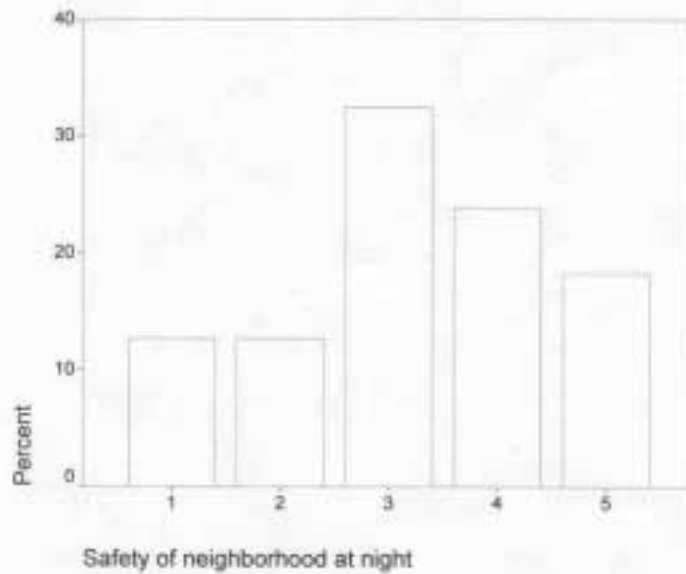
Safety of neighborhood at night

N	Valid	126
	Missing	3

Safety of neighborhood at night

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	16	12.4	12.7	12.7
	2	16	12.4	12.7	25.4
	3	41	31.8	32.5	57.9
	4	30	23.3	23.8	81.7
	5	23	17.8	18.3	100.0
	Total	126	97.7	100.0	
Missing	9	3	2.3		
Total		129	100.0		

Graph



Frequencies

Statistics

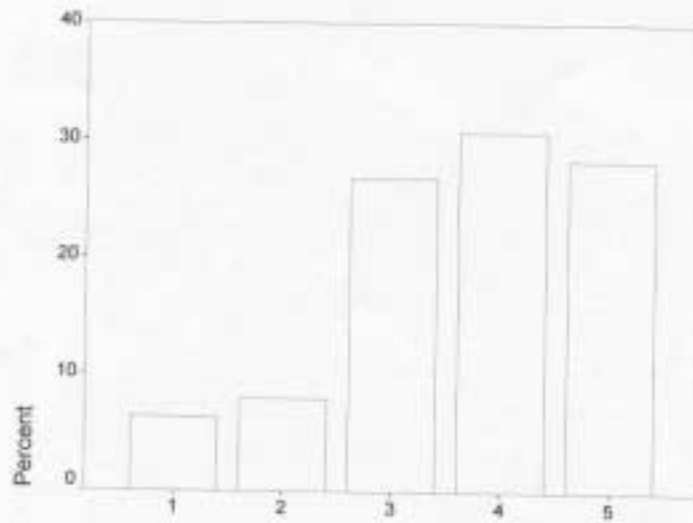
Safety of shopping in Whitehall

N	Valid	127
	Missing	2

Safety of shopping in Whitehall

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	8	6.2	6.3	6.3
	2	10	7.8	7.9	14.2
	3	34	26.4	26.8	40.9
	4	39	30.2	30.7	71.7
	5	36	27.9	28.3	100.0
	Total	127	98.4	100.0	
Missing	9	2	1.6		
Total		129	100.0		

Graph



Safety of shopping in Whitehall

Frequencies

Statistics

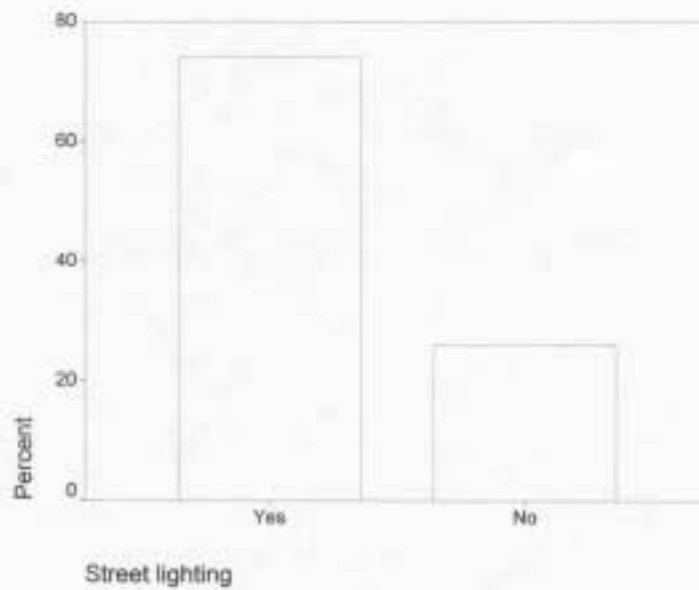
Street lighting

N	Valid	127
	Missing	2

Street lighting

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	94	72.9	74.0	74.0
	No	33	25.6	26.0	100.0
	Total	127	98.4	100.0	
Missing	9	2	1.6		
Total		129	100.0		

Graph



Frequencies

Statistics

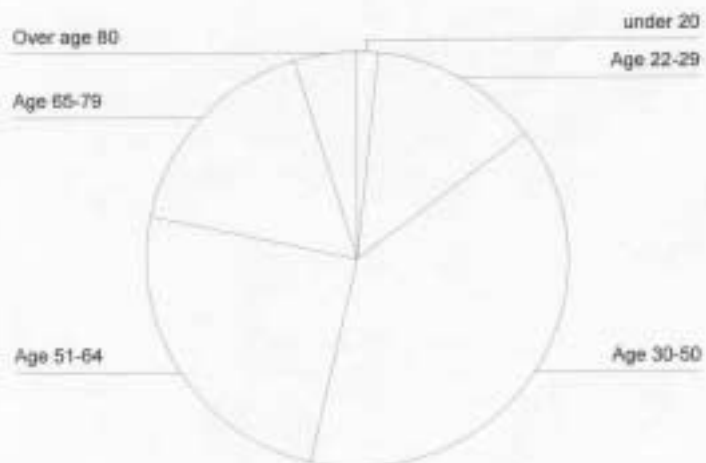
Age

N	Valid	129
	Missing	0

Age

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid under 20	2	1.6	1.6	1.6
Age 22-29	17	13.2	13.2	14.7
Age 30-50	50	38.8	38.8	53.5
Age 51-64	32	24.8	24.8	78.3
Age 65-79	22	17.1	17.1	95.3
Over age 80	6	4.7	4.7	100.0
Total	129	100.0	100.0	

Graph



Frequencies

Statistics

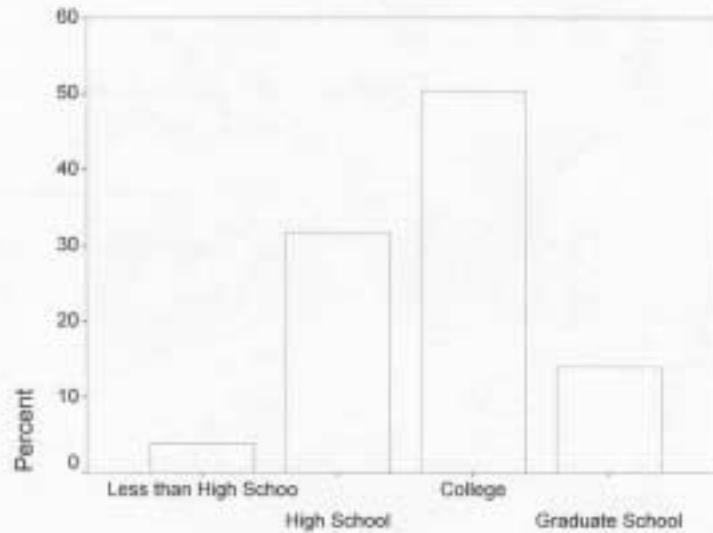
Education level

N	Valid	129
	Missing	0

Education level

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than High School	5	3.9	3.9	3.9
	High School	41	31.8	31.8	35.7
	College	65	50.4	50.4	86.0
	Graduate School	18	14.0	14.0	100.0
	Total	129	100.0	100.0	

Graph



Education level

Frequencies

Statistics

Gender of applicant

N	Valid	129
	Missing	0

Gender of applicant

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	male	42	32.6	32.6	32.6
	female	86	66.7	66.7	99.2
	3	1	.8	.8	100.0
Total		129	100.0	100.0	

Frequencies

Statistics

Race

N	Valid	128
	Missing	1

Race

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Black	10	7.8	7.8	7.8
	White	116	89.9	90.6	98.4
	Hispanic	1	.8	.8	99.2
	Other	1	.8	.8	100.0
	Total	128	99.2	100.0	
Missing	9	1	.8		
Total		129	100.0		