

Rockford Police Department

Results from the Police-Community Interaction (PCI) Survey Crime Incidents

This report was prepared by the Center for Research in Law and Justice, University of Illinois at Chicago.

The Police-Community Interaction (PCI) Survey is a joint initiative involving local police departments, sheriff offices, the National Police Research Platform, and the National Institute of Justice. The PCI Survey gives local residents the opportunity to evaluate their recent interactions with local police officers and sheriff deputies. This survey provides standardized data for cities across the nation and has been validated as part of the National Police Research Platform.

When the chief or sheriff invites feedback from service recipients, this action gives a voice to the community and communicates that your law enforcement agency cares about the quality of service being delivered. This report can be used as a new diagnostic tool to help your agency evaluate your performance in new ways. By providing feedback to agencies, the Platform seeks to encourage evidence-based self-monitoring among participating agencies, as well as reflection and dialogue about innovative methods for improving the quality of service to the public.

The Methodology

Community members who report a crime incident or a traffic accident, or who are stopped for a traffic violation in the previous two weeks are sent a letter from the police chief or sheriff inviting them to complete a satisfaction survey (cases involving domestic violence, sexual assault, minors, or sensitive investigations are excluded). Community members are given the option of taking the PCI survey over the telephone (interactive voice technology) or on the Internet, either in English or Spanish.

The letter from the chief or sheriff emphasizes that strong measures are in place to protect the community member's identity and confidentiality of survey responses. It states that the survey is independently managed by the University of Illinois at Chicago and that the local law enforcement agency will not know whether the community member decided to complete the survey, or how he/she answered the survey questions. Also, the identity of individual officers is

protected in this survey program. The program focuses on producing summary data, not information about individual officers or community members.

Demographics of Crime Incident Survey Respondents

This report contains information from persons who had contact with one of your officers between **10/01/2013** and **01/16/2014**. As of **June 12, 2014**, **84** community members had taken the PCI survey for crime incidents during this period. The demographic characteristics of the persons who completed the survey are reported below. The statistics also include the percentage of respondents who elected to complete the survey by telephone or online web survey.

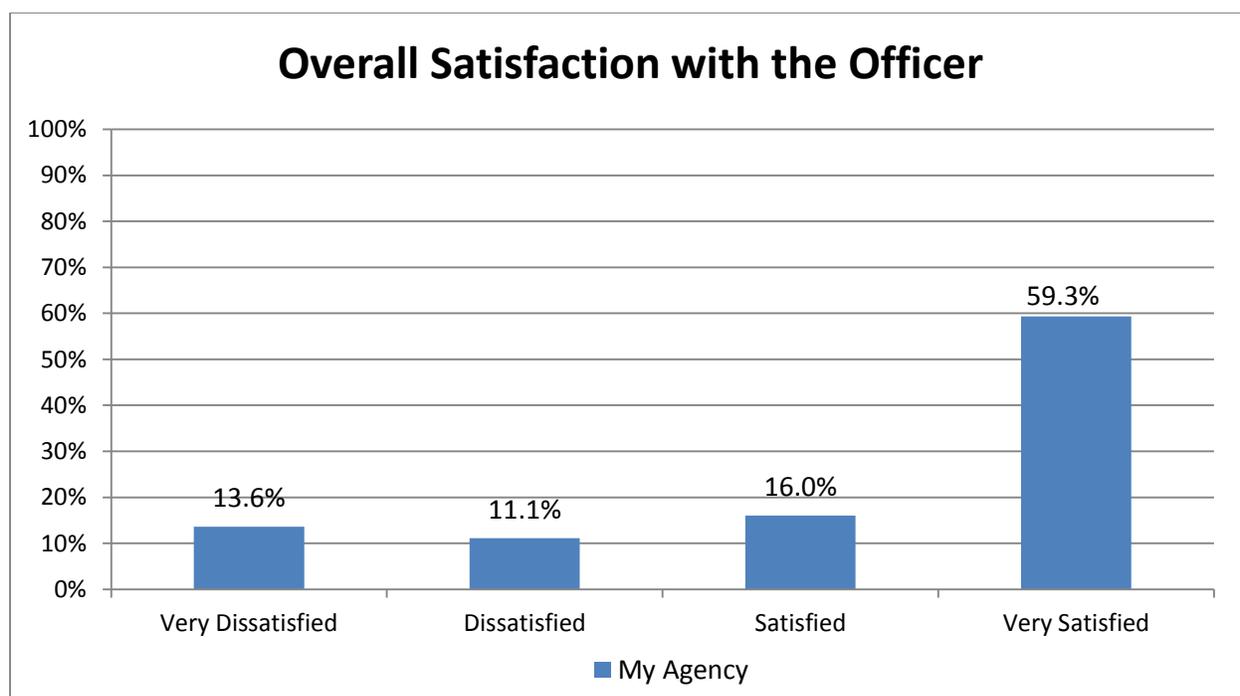
		My Agency
Gender	Female	56.3%
	Male	43.7%
Race	White	73.2%
	Non-White	26.8%
Age	Under 30 years old	19.0%
	30 to 50 years old	32.1%
	51 years and older	48.8%
Income	Less than \$25,000	34.5%
	\$25,001 to \$50,000	24.1%
	\$50,001 to \$75,000	13.8%
	\$75,001 to \$100,000	8.6%
	Over \$100,000	19.0%
Residency	Residents	88.7%
Survey Type	Automated Phone	58.3%
	Web Survey	41.7%
Percent Contact Type of Total Sample	Crime Incident	26%

Satisfaction with the Interaction

Community members were asked to make a summative judgment about their recent interaction with the police officer. On a 4-point satisfaction scale, they were asked, "Taking the whole experience into account, how satisfied are you with the way you were treated by the officer in this case?" (1= very dissatisfied; 2=somewhat dissatisfied; 3=somewhat satisfied; 4= very satisfied).

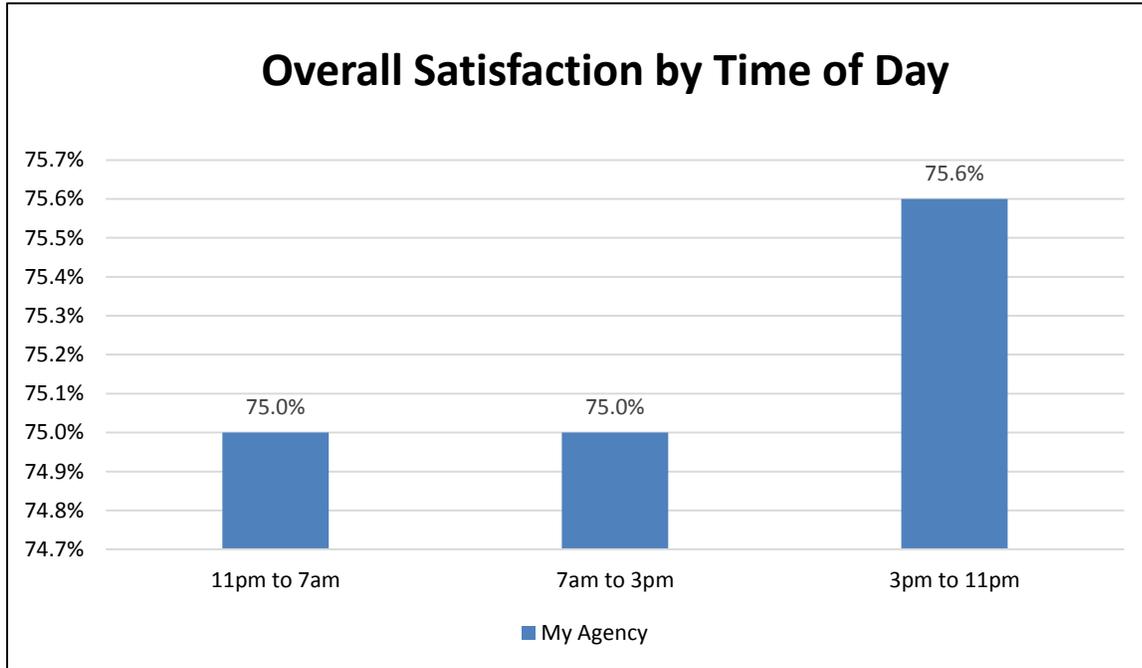
Overall Satisfaction with the Officer

The following figure shows overall satisfaction with the treatment they received during the contact with the officer. **Overall, 75.3% of the respondents were satisfied or very satisfied with the encounter.**



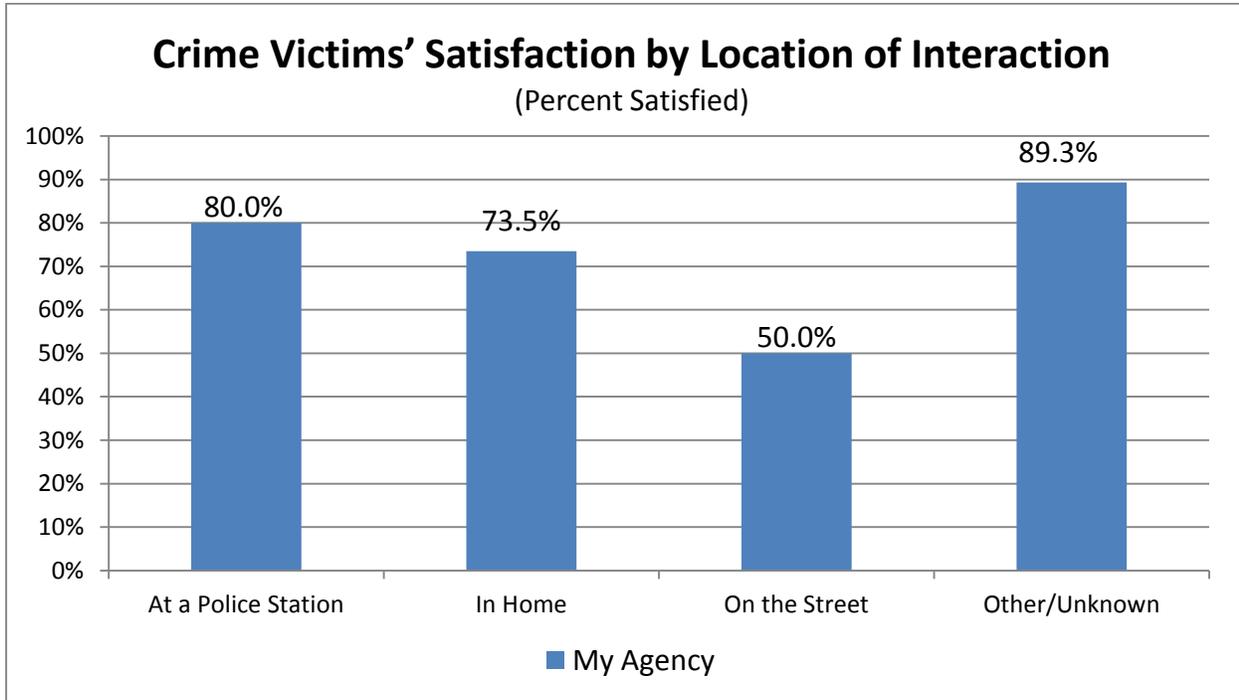
Satisfaction by Incident Characteristics

The following table shows overall satisfaction with the police contact by characteristics of the shift. (Unless otherwise stated, “Percent satisfied” in the tables that follow includes both “Very satisfied” and “Somewhat satisfied” responses).



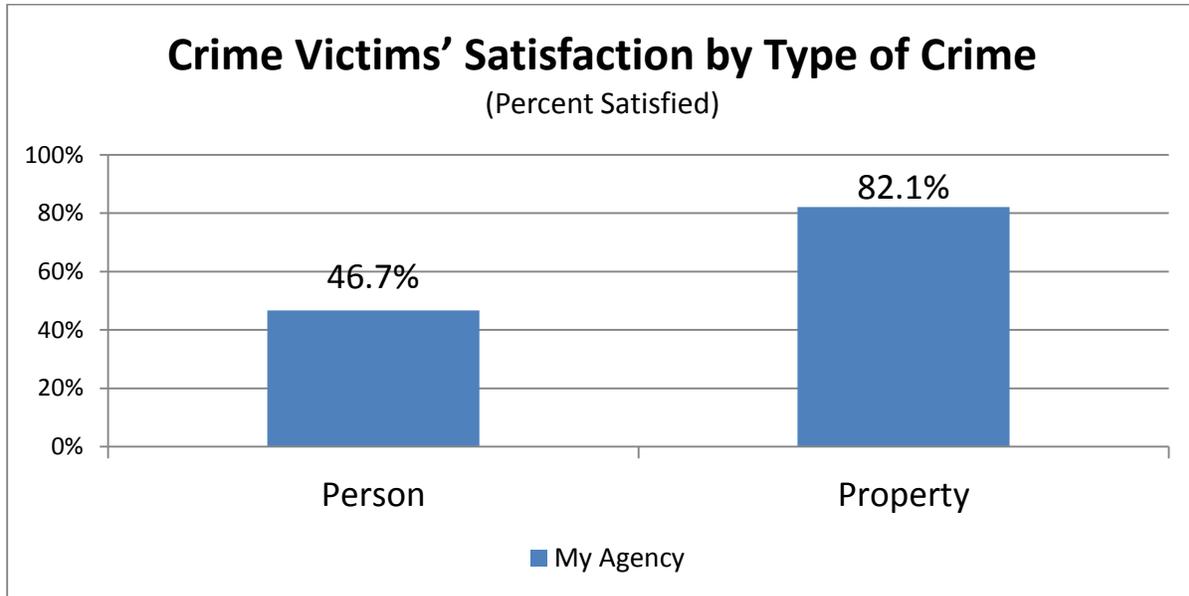
Crime Victims' Satisfaction by Location of Interaction

The following figure shows crime victims' overall satisfaction with the police contact by location of the contact.



Crime Victims' Satisfaction by Type of Crime

The following figure shows victims' overall satisfaction with the police contact for personal and property crime incidents.



Satisfaction by Survey Respondent Characteristics

The following table shows overall satisfaction with the police contact by demographic characteristics of the community member.

		Percent Satisfied
		My Agency
Gender	Male	86.7%
	Female	72.5%
Race	White	78.3%
	Non-White	73.7%
Age	Under 30 years old	68.8%
	30 to 50 years old	68.0%
	51 years and older	82.5%
Residency	Resident	77.4%
	Non-Resident	87.5%

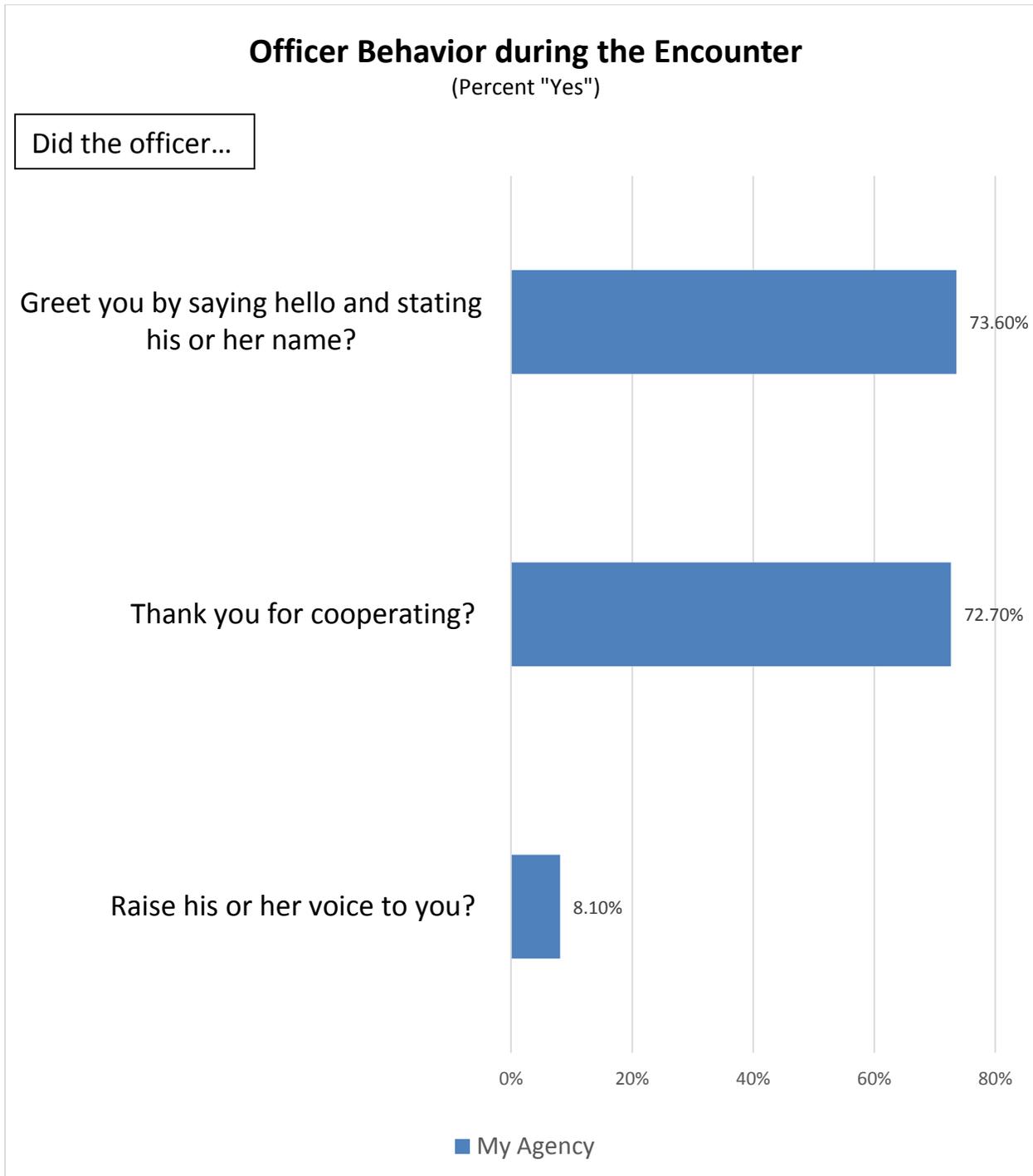
Satisfaction by Officer Characteristics

The following table shows overall satisfaction with the police contact by the perceived demographic characteristics of the police officer involved.

		Percent Satisfied
		My Agency
Officer's Gender	Male	69.6%
	Female	87.0%
Officer's Race	White	74.1%
	Non-White	75.0%
Officer's Age	Under 30 years old	90.0%
	30 to 40 years old	71.4%
	41 years and older	80.0%

Officer Behavior during the Interaction

The following figure shows whether the officer engaged in specific behaviors during the interaction, including greetings, use of force, and searches. These items required a yes/no answer.



Elements of Procedural Justice and Support during Interactions

The survey captures the procedural justice behaviors that can occur during police-community interactions. These behaviors have been shown to facilitate public cooperation and compliance with police requests, as well as influence perceptions of departmental legitimacy within the community. The survey also captures supportive and empathic behaviors that are important for the psychological recovery of crime victims and accident victims who have experienced a traumatic or stressful incident.

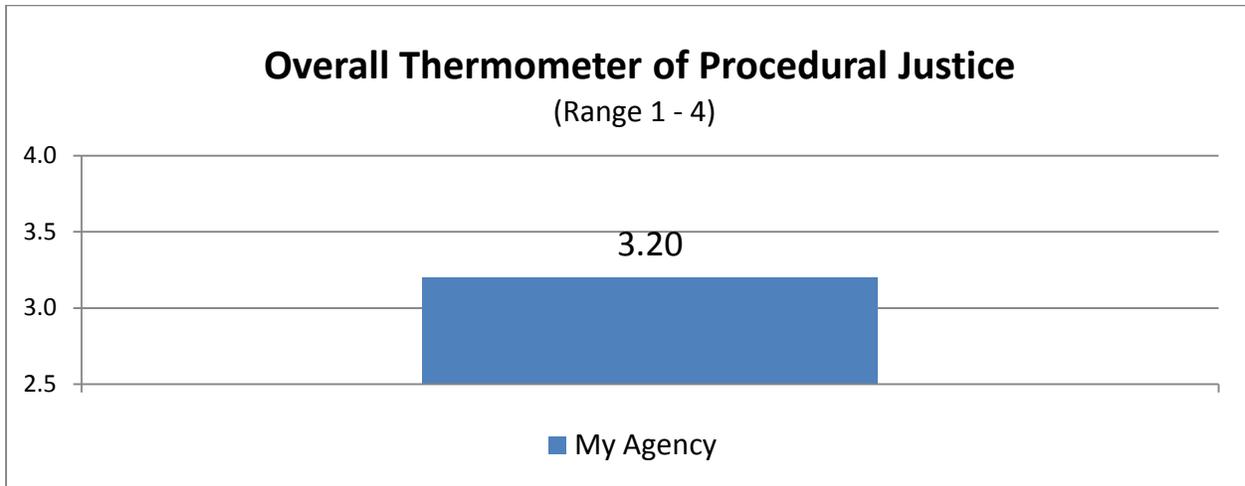
Community members are asked to evaluate the officer’s behavior on specific dimensions such as procedural fairness, respectfulness, and professional demeanor. Survey respondents are asked to agree or disagree with a series of statements using a four-point scale (1= strongly disagree; 4= strongly agree), e.g. “The officer was respectful”. Items were combined into composite indicators and mean scores were produced for each indicator. On a 4-point scale (where 4 is the highest possible score), means above 2.5 indicate that the officers, on the whole, received positive evaluations from the public. Brief definitions are provided below of these composite indicators.

Indicators of Police Performance During Encounters with the Public¹	
Indicator	Definition
Respectful	Officer treated community member with dignity and respect
Communication	Officer exhibited good communication skills and emotional control
Competent	Officer explained processes, answered questions, and appeared knowledgeable
Unbiased	Officer was fair and did not base his/her decisions on race, gender, religion, or sexual orientation of community member
Trustworthy	Officer seemed trustworthy
Support	Officer showed concern and emotional support
Inform	Officer provided useful information (e.g. referrals, crime prevention tips) <i>for crime reports only</i>
Not Blamed	Officer did not blame the community member for what happened

¹ These are community perceptions of the officer’s behavior during the encounter, and should be interpreted as such. However, perceptions have been shown to be important for shaping overall impressions of the Department and the community’s willingness to cooperate with the police in the future.

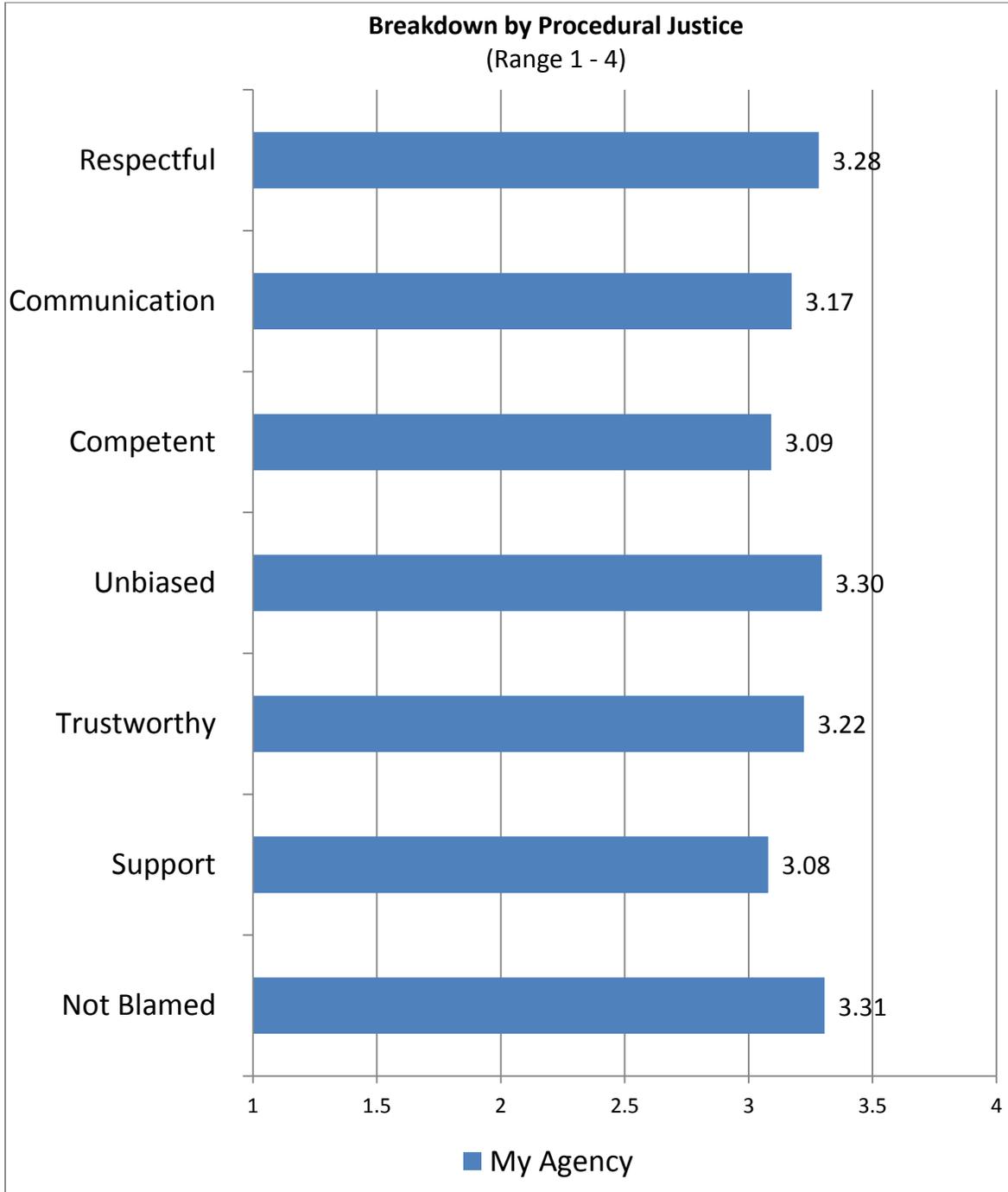
Overall Level of Procedural Justice Thermometer

The following figure shows the overall level of procedural justice and victim support exhibited by your officers when the elements in the previous table were combined into a single thermometer. The thermometer ranges from 1 to 4, with higher scores indicating higher performance ratings for officers within the agency.



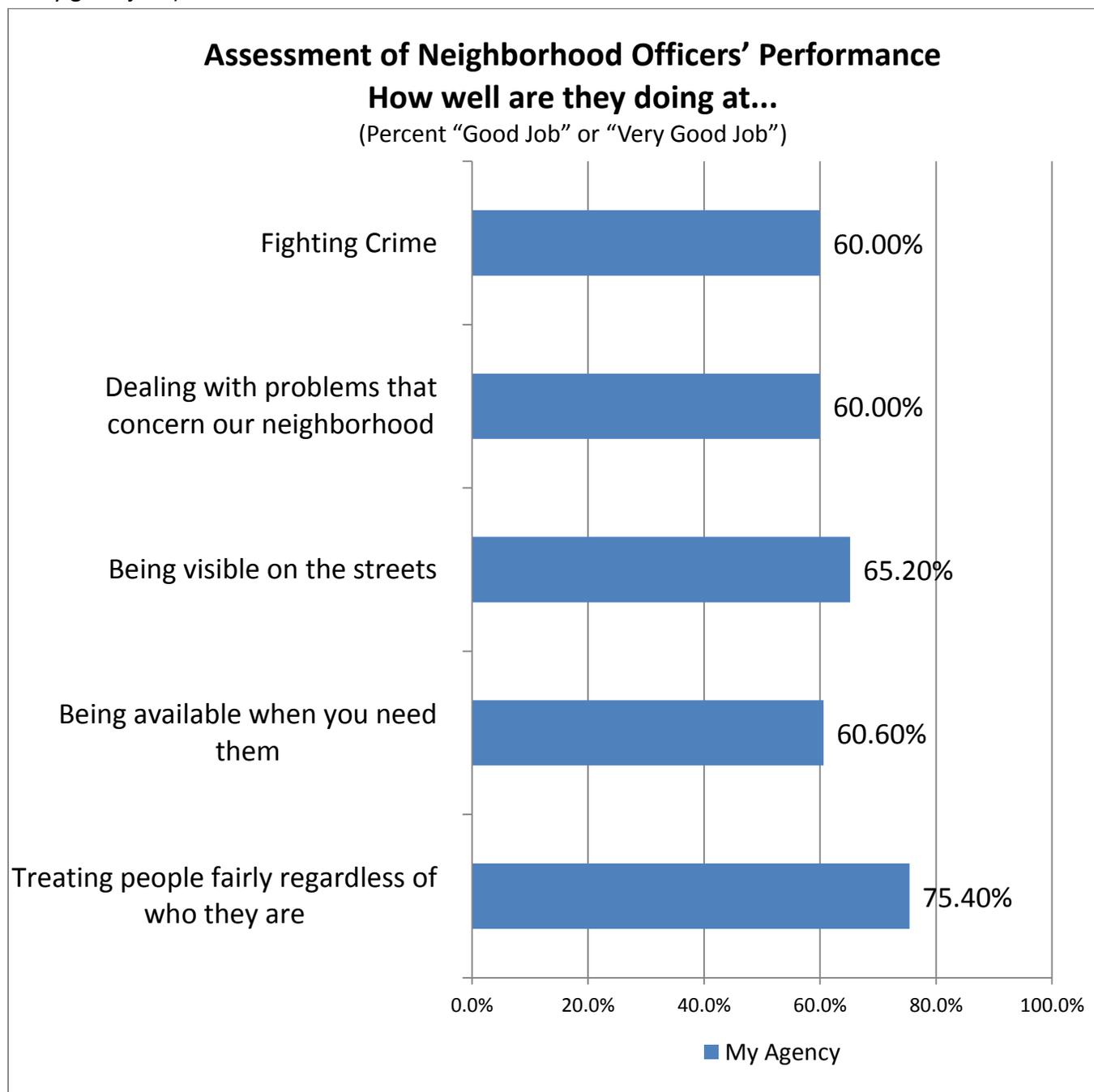
Breakdown by Procedural Justice Dimensions

The following figure shows the breakdown of ratings given to officers on different procedural justice dimensions. Again, higher scores on a 1-4 scale indicate more positive performance ratings on these dimensions.



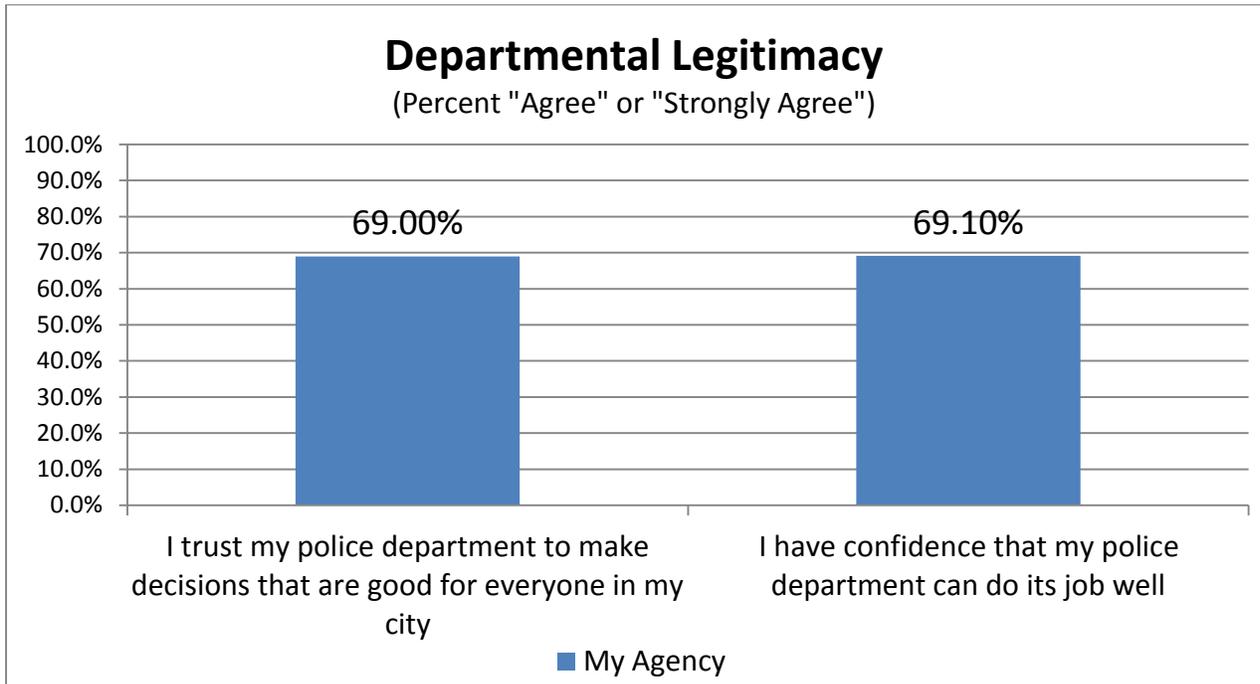
Assessment of Neighborhood Officers' Performance

Beyond specific contacts with the police, community members were asked to assess the performance of police officers who work in the neighborhood where they live. The following figure is an assessment of police officers' performance on five key dimensions by residents of the community. Survey respondents were asked, "Please rate how good a job you feel the [local] police are doing in your neighborhood" (on a 4-point scale, from "very poor job" to "very good job").



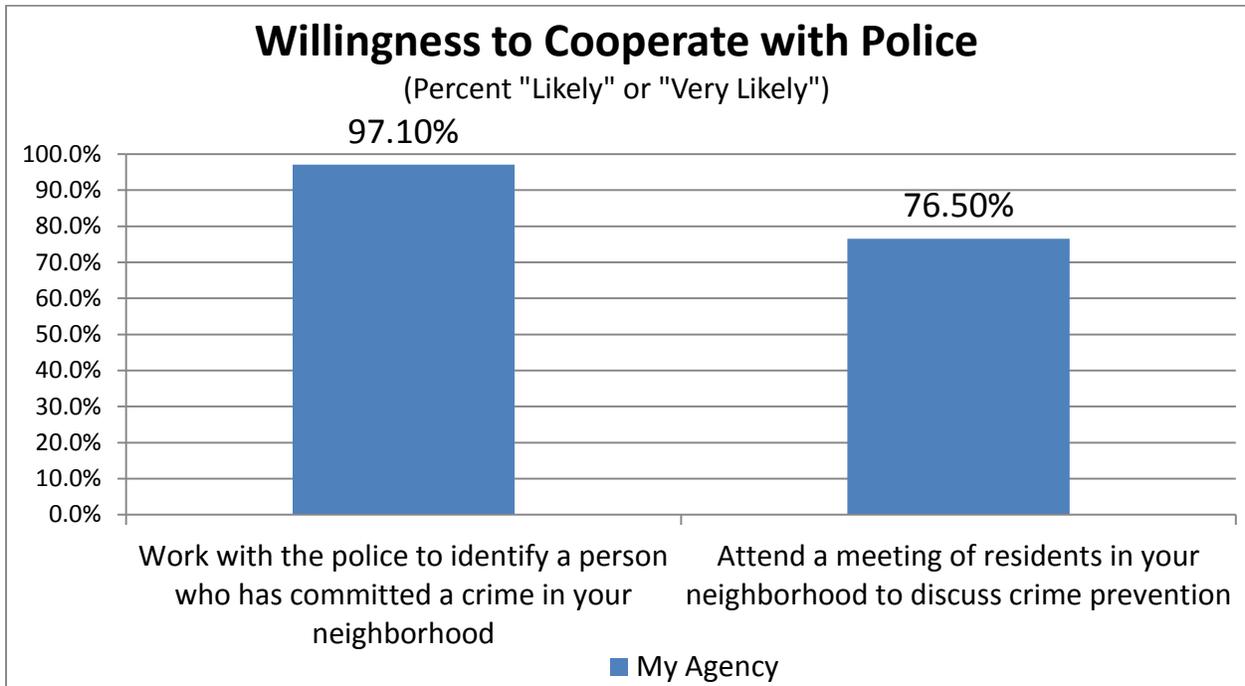
Assessment of Agency Legitimacy

Community members were asked to rate the police department overall in terms of their trust and confidence in the department's ability to makes good decisions and do a good job. The following figure is an assessment of your agency by community residents.



Community Cooperation and Crime Prevention

Building partnerships with the community and encouraging community crime prevention activities are important goals for many law enforcement agencies. Community members were asked to rate how likely they would be to cooperate with the local police to solve a crime, and how likely they would be to attend a neighborhood crime prevention meeting. The following figure shows the likelihood of these behaviors as reported by residents of your community.



Appendix – Indicators of Performance

Overall Satisfaction of the Encounter

1=Very Dissatisfied, 4=Very Satisfied

- Taking the whole experience into account, how satisfied are you with the way you were treated by the officer in this case?

Perceived Response Time

1=Very Slowly, 4=Very Quickly

- How long did it take for the police to arrive?

Officer Behavior during the Interaction

1=Yes, 2=No

During your encounter with the police, did the officer....

- greet you by saying hello and stating his or her name?
- thank you for cooperating?
- raise his or her voice to you?
- threaten to use physical force against you? (Traffic Stops only)
- actually use force against you? (Traffic Stops only)
- search you by touching your body in different places? (Traffic Stops only)

Respectful

1=Strongly Disagree, 4=Strongly Agree

During the encounter, the officer...

- treated me with dignity and respect.
- treated me politely.
- talked down to me. (reversed)

Communication

1=Strongly Disagree, 4=Strongly Agree

During the encounter, the officer...

- remained calm.
- displayed a sense of humor.
- interrupted me. (reversed)

Competence

1=Strongly Disagree, 4=Strongly Agree

During the encounter, the officer...

- appeared to know what he or she was doing.
- clearly explained the reasons for his or her actions.
- explained what would happen next in the process.
- answered my questions well.

Unbiased

1=Strongly Disagree, 4=Strongly Agree

During the encounter, the officer...

- made decisions based on the facts.
- was fair and evenhanded.
- discriminated against me because of my race, gender, age, religion, or sexual orientation. (reversed)

Trustworthy and Helpful

1=Strongly Disagree, 4=Strongly Agree

During the encounter, the officer...

- considered my views.
- seemed trustworthy.
- tried to be helpful.
- took the matter seriously.

Support

1=Strongly Disagree, 4=Strongly Agree

During the encounter, the officer...

- listened to what I had to say.
- seemed concerned about my feelings.
- seemed to believe what I was saying.
- comforted and reassured me.

Inform (Crime Reports Only)

1=Strongly Disagree, 4=Strongly Agree

During the encounter, the officer...

- referred me to people or agencies that might be helpful.
- provided me with useful tips to avoid this situation in the future.

Not Blamed

1=Strongly Disagree, 4=Strongly Agree

During the encounter, the officer...

- seemed to blame me for what happened. (reversed)

Assessment of Police Performance in General

1=Very poor job, 4=Very good job

Please rate how good a job you feel the police are doing in your neighborhood.

How well are they doing at...

- fighting crime?
- dealing with problems that concern our neighborhood?
- being visible on the streets?
- treating people fairly regardless of who they are?
- being available when you need them?

Perceived Organizational Legitimacy (Assessment of Department Overall)

1=Strongly Disagree, 4=Strongly Agree

- I trust my police department to make decisions that are good for everyone in my city.
- I have confidence that my police department can do its job well.

Community Cooperation and Crime Prevention

1= Very Unlikely, 4= Very Likely

How likely would you be to...

- work with the police to identify a person who has committed a crime in your neighborhood?
- attend a meeting of residents in your neighborhood to discuss crime prevention?