

*HOUSTON POLICE DEPARTMENT—
CITIZEN CONTACT/IMPRESSION
SURVEY*

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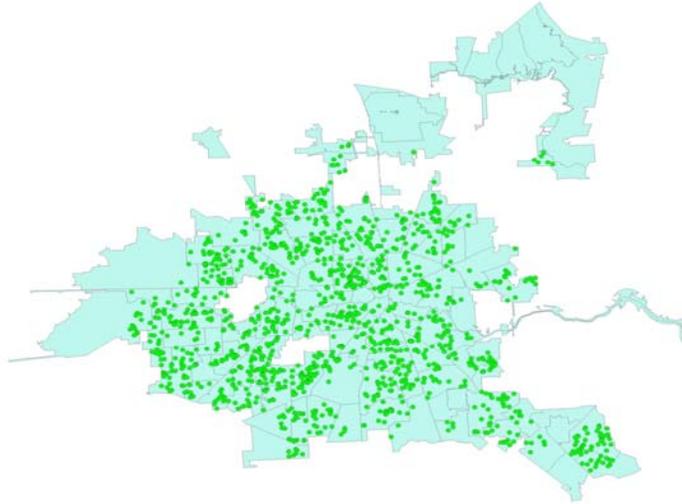
Sam Houston State University



General Methodology

- Initial survey involving a simple random sample of 1,250 residents within the Houston zip-code area (Telephone interviews - May 1 and June 3, 2008).
- Follow-up survey of 1,850 Houston area residents (Telephone interviews - January 4 and January 30, 2010).
 - Same design as the initial survey with constructive improvements in the sampling technique to strengthen the ability to examine associations between the race/ethnicity of respondents and their impressions of the HPD.
 - Also included “Quadrants” (N.E., S.E., N.W., S.W.) as an additional sample selection criteria.

Distribution of sample - 2010



Sample Demographic Characteristics

	2010 (%)	2008 (%)
Gender		
Male	47.0	50.0
Female	53.0	50.0
Age		
34 and under	18.8	17.2
35 – 49	27.3	25.8
50 and over	53.9	55.5
Race & Ethnicity		
White	41.0	54.0
Hispanic	33.2	16.4
African American	20.2	23.5
Other	5.6	6.0
Total number of respondents	1,850	1,250

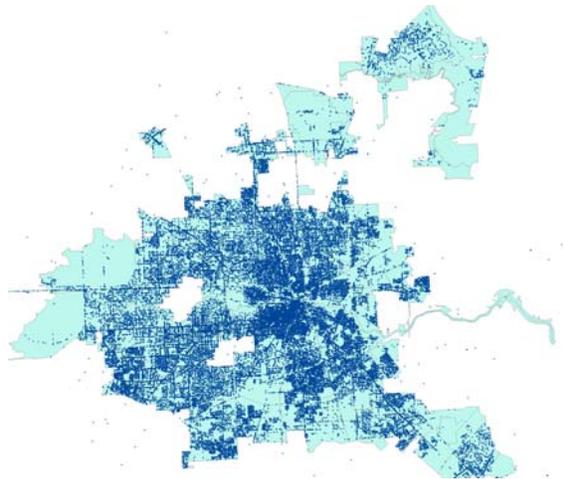
Survey Items – Dependent Variables

- **Overall Rating of HPD Officers**
 - Integrity, Dealing with Citizens, Performance/Qualifications
- **Satisfaction with HPD Services**
 - Law enforcement, Crime Prevention, General Service Issues, HPD Priorities
- **Anticipation of HPD Behavior**
 - How professional do you think officers will be . . . ? How satisfied do you think you will be . . . ? Expect equal treatment regardless of race of citizen . . . race of police officer?
- **Special Topics**
 - Staffing, Growth of HPD, Portrayal by media, Enforcement of immigration laws, Investigation of complaints against HPD

Survey Items – Selected Independent Variables

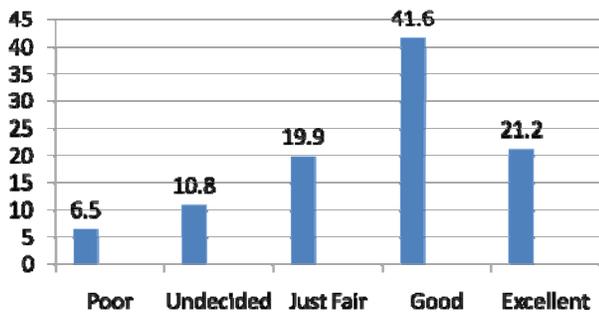
- Gender
- Education
- Race/Ethnicity
- Family Income
- Residential type (Apt., home, etc.)
- Quadrant (S.E., N.E., S.W. N.W.)
- Number/Nature of reported crimes
- Fear of crime
- Neighborhood characteristics

Distribution of reported crimes - 2009

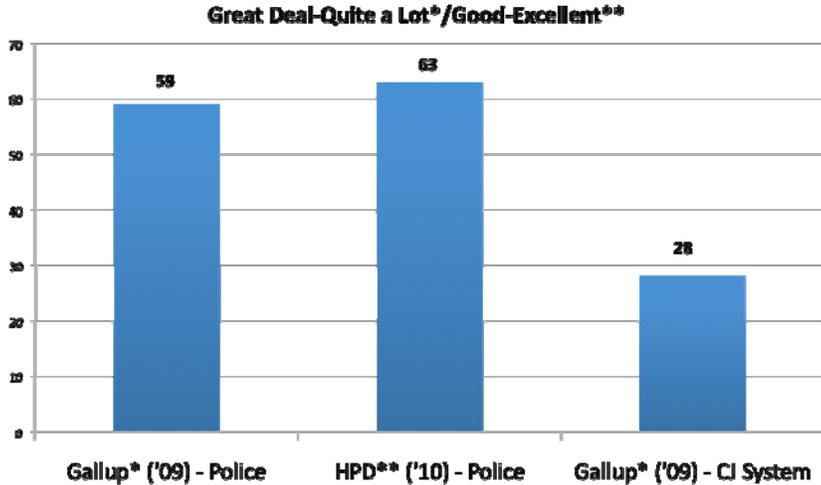


Overall Rating of HPD in 2010

- 62.8 percent of respondents rated the overall HPD service as *good* or *excellent*.

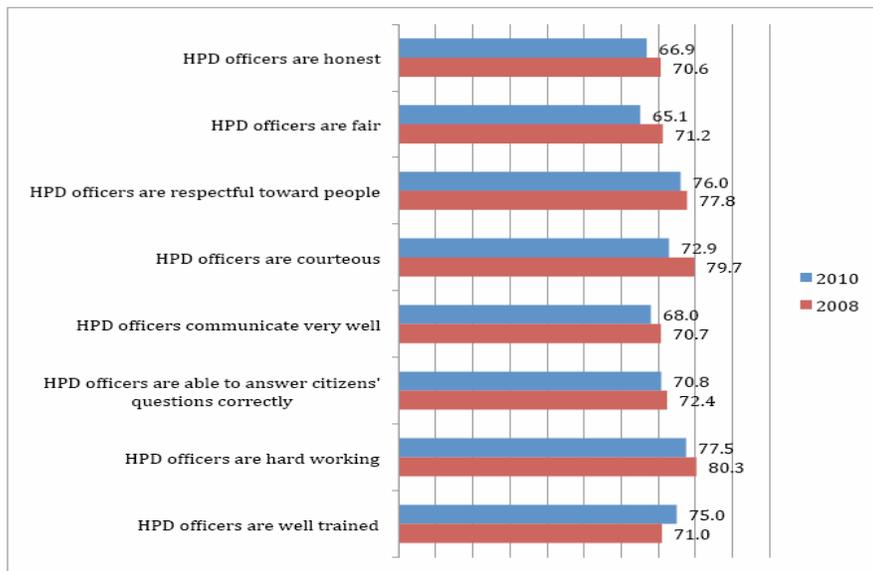


Comparisons of Public Perceptions of Policing & the CJ System



Attitudes toward the HPD Officers

(Percentage responding to "Strongly Agree" or "Agree")



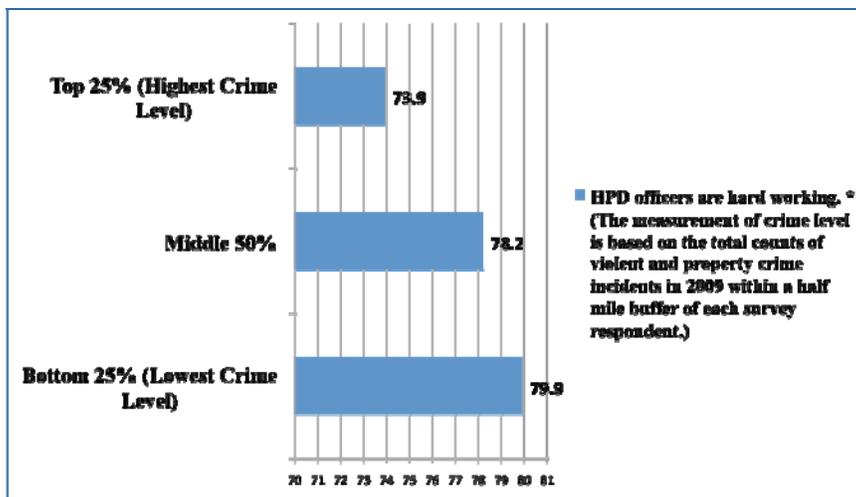
Attitudes toward the HPD Officers among Racial & Ethnic Groups in 2010

(Percent responding to "Strongly Agree" or "Agree" showing items with statistically significant sub-group difference only)



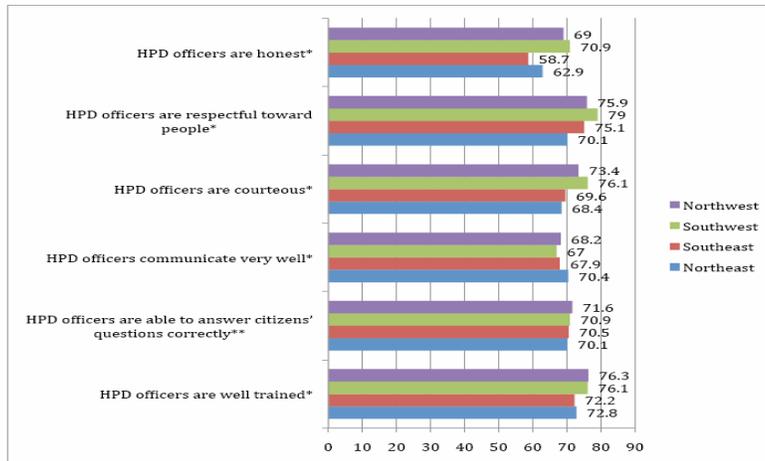
Ratings of HPD Officers among Groups based on Crime Levels in 2010 Survey

(Percent responding to "Strongly Agree" or "Agree" showing items with statistically significant sub-group difference only)



Attitudes toward the HPD Officers by Four Geographic Areas (Quadrants) in 2010

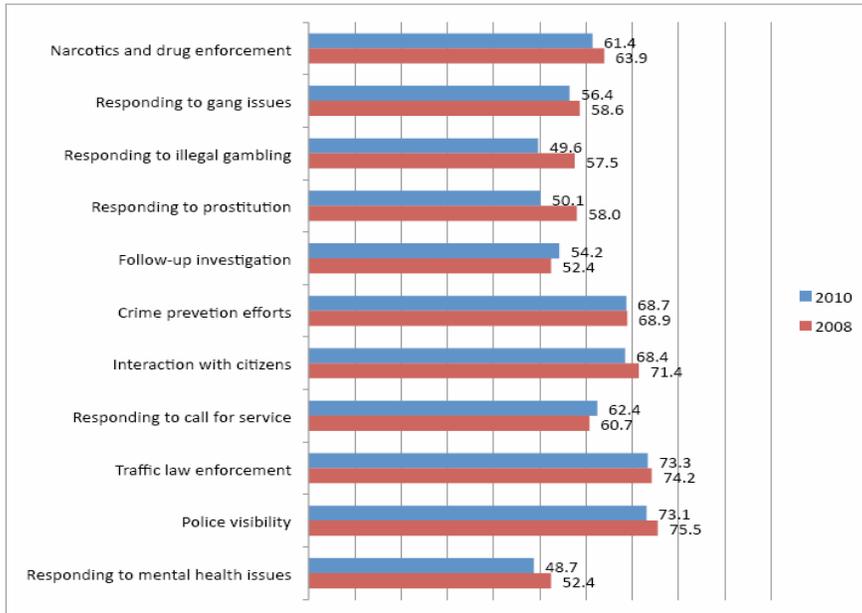
(Percent responding to "Strongly Agree" or "Agree" showing items with statistically significant sub-group difference only)



Other Significant Differences in 2010 Survey

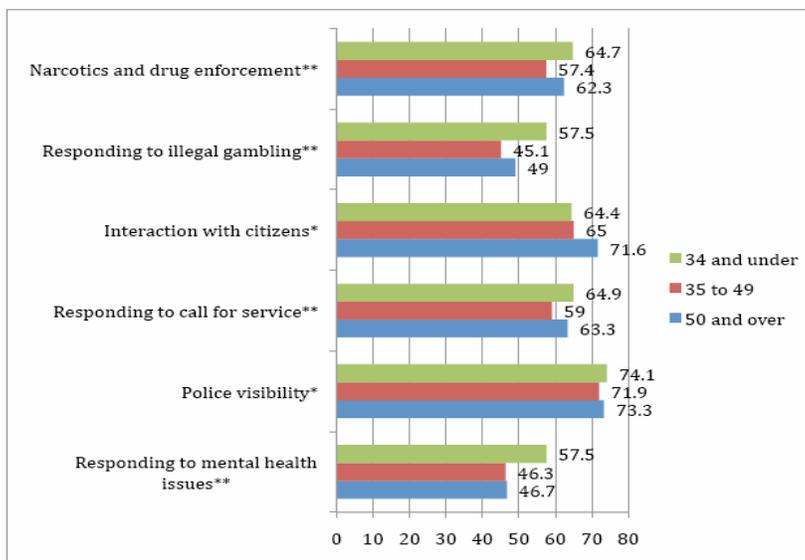
- Age was found to be positively correlated with respondents' attitudes toward the police.
- Male respondents were more likely to believe that HPD officers are honest (70.3%) and fair (69.3%) than females.
- Female respondents rated the following two items significantly higher than their male counterparts:
 - HPD officers are courteous (74.0%);
 - HPD officers are hard working (79.8%).

*Satisfaction with Specific HPD Services:
Percent responding to "Very Satisfied" or "Satisfied"*



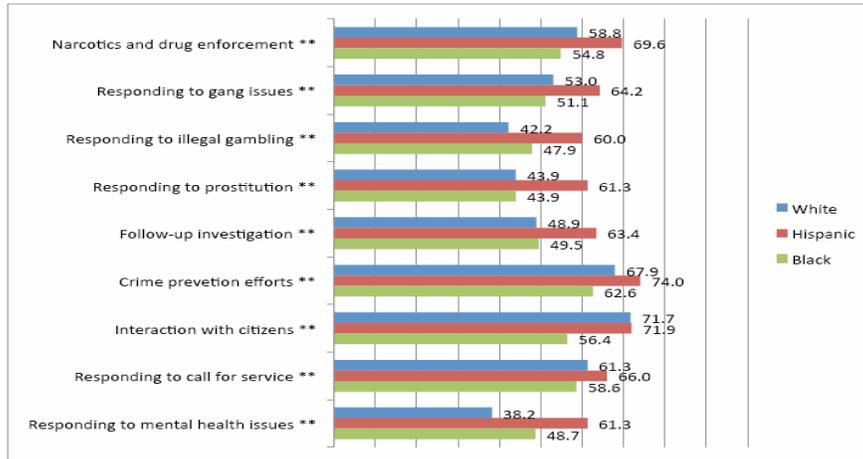
*Satisfaction with Specific HPD Services among
Age Groups in 2010*

Percent responding to "Very satisfied" or "Satisfied"



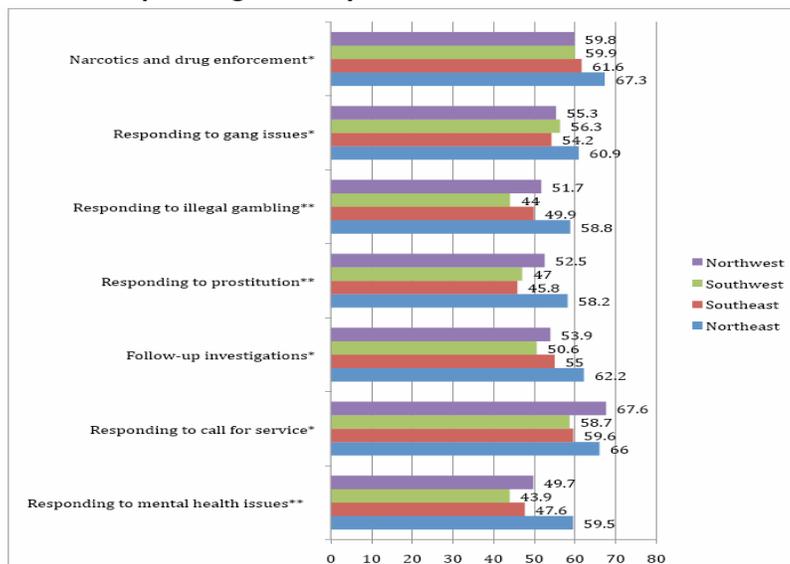
Satisfaction with Specific HPD Services among Racial and Ethnic Groups in 2010

Percent responding to “Very satisfied” or “Satisfied”

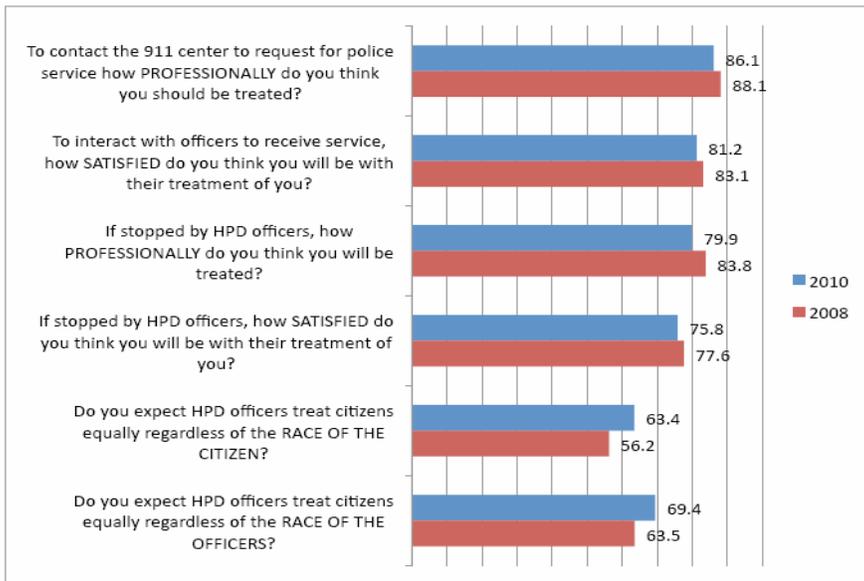


Satisfaction with Specific HPD Services by Geographic Areas (Quadrants) in 2010

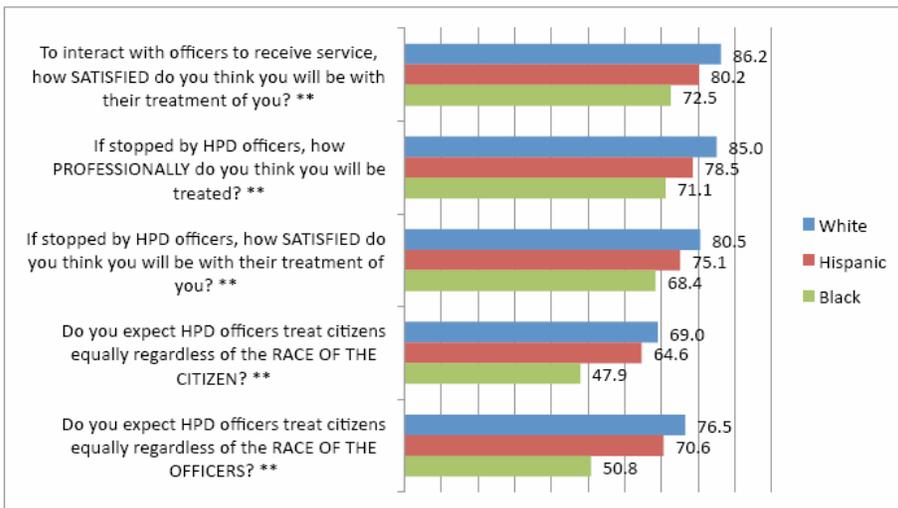
Percent responding to “Very satisfied” or “Satisfied”



Anticipated Outcomes of HPD Services: 2010 and 2008
Percent responding to "Very satisfied" or "Satisfied"

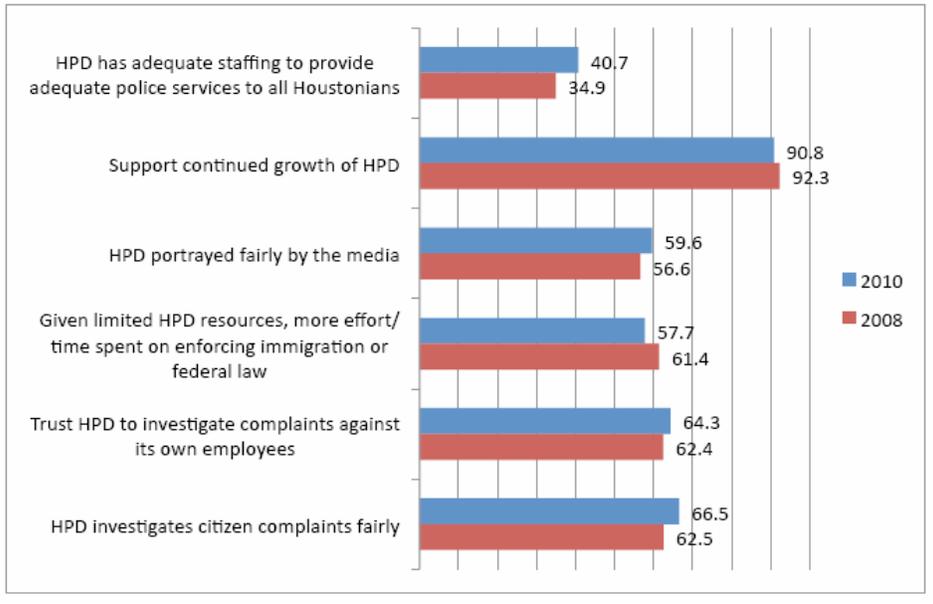


Anticipated Outcomes of HPD Services among Racial/Ethnic Groups: 2010 and 2008
Percent responding to "Very satisfied" or "Satisfied"



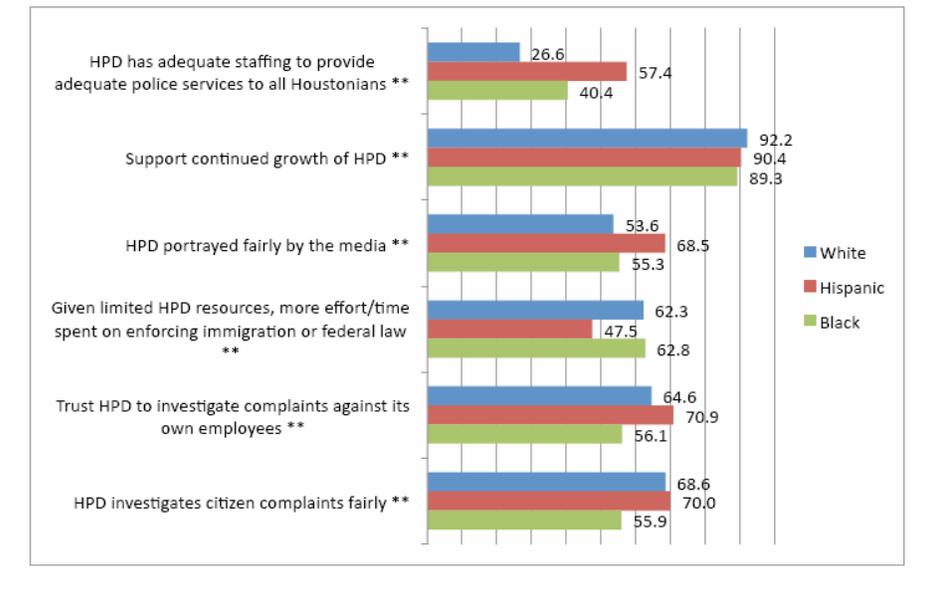
Specific Issues in 2010

Percent responding "Strongly agree" or "Agree"



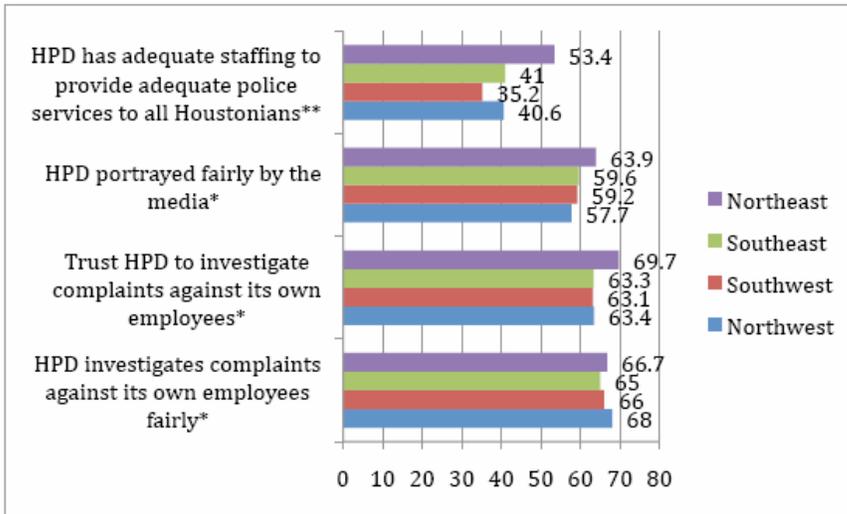
Specific Issues among Racial and Ethical Groups in 2010

Percent responding "Strongly agree" or "Agree"

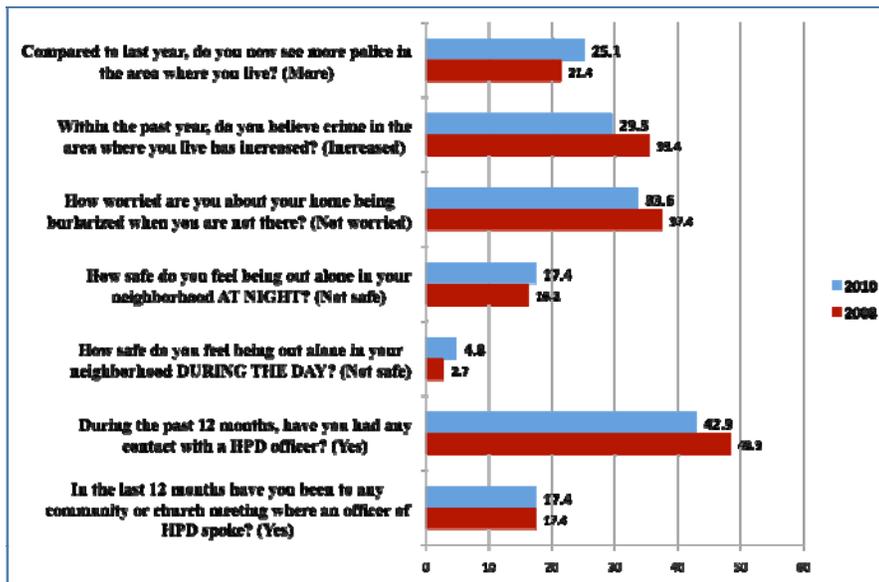


Specific Issues by Four Geographic Areas (Quadrants) in 2010

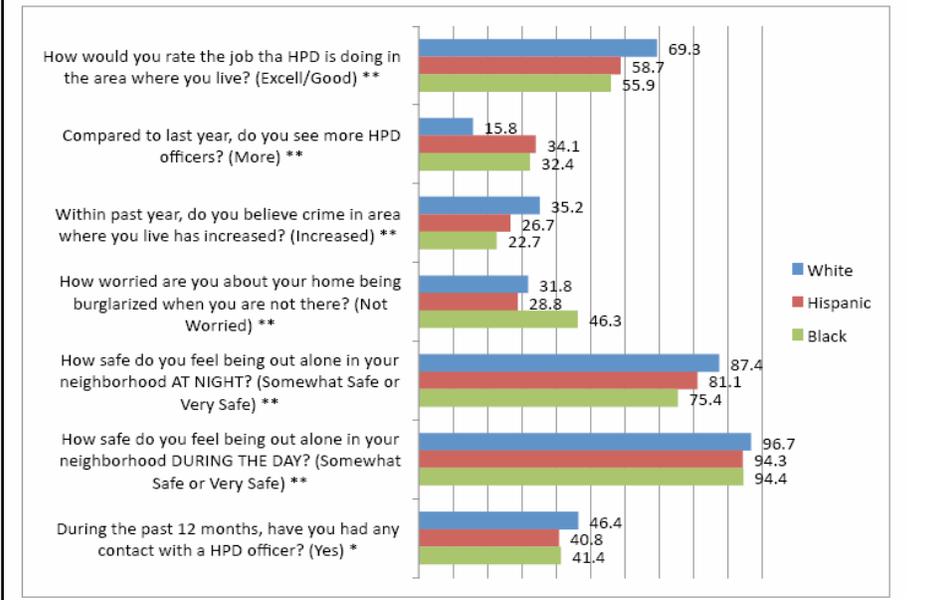
Percent responding "Strongly agree" or "Agree"



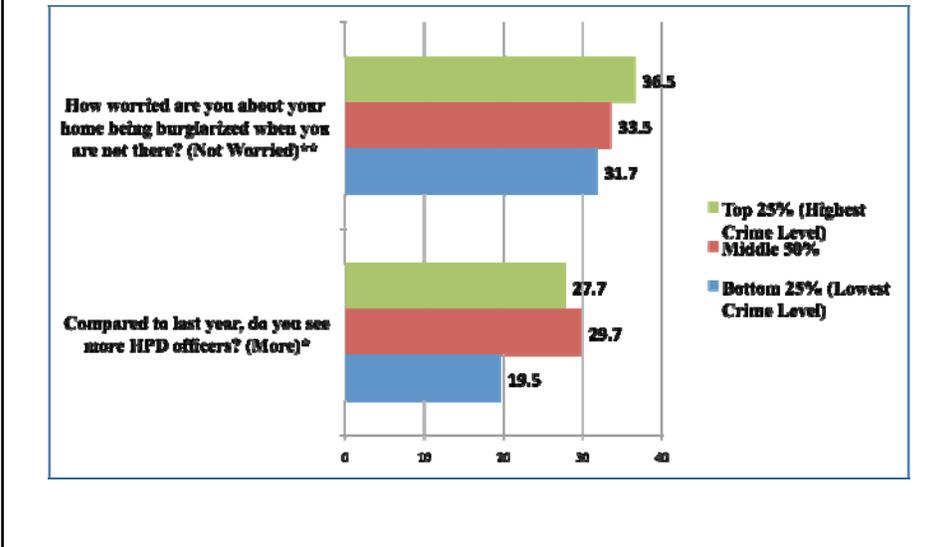
Police Presence & Fear of Crime



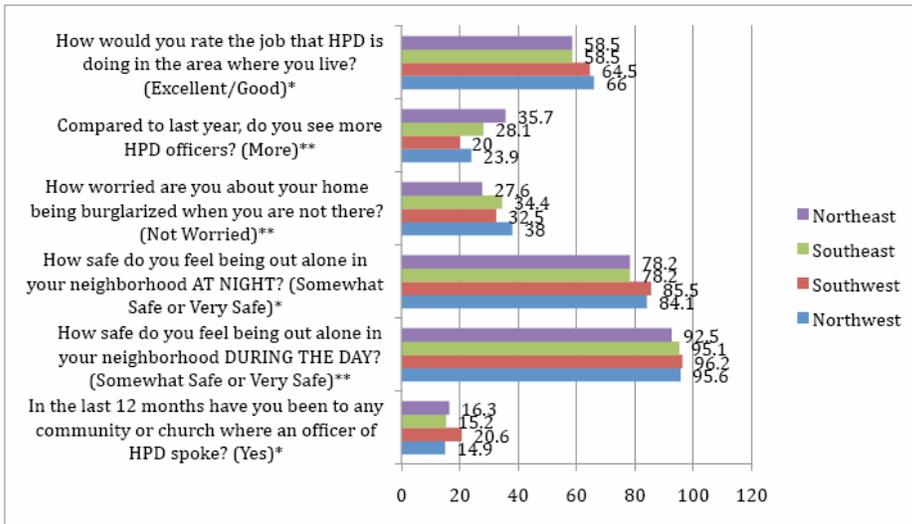
Police Presence & Fear of Crime among Racial and Ethnic Groups in 2010



Police Presence & Fear of Crime among Groups based on Crime Levels in 2010 Survey



Police Presence & Fear of Crime among Groups based on Quadrants in 2010



Why do ratings of HPD vary?

Factors associated with public ratings of the following four issues?

- General public attitudes toward the police
- Fear of crime
- Public trust in police
- Perceptions of police fairness

Factors Associated with Attitudes toward the HPD

Scale	Measure of residents' general attitudes toward HPD officers	Answer Categories
Question 1	HPD officers are courteous	From "strongly disagree" (1) to "Strongly agree" (5)
Question 2	HPD officers are respectful toward people	Same
Question 3	HPD officers are fair	Same
Question 4	HPD officers communicate well	Same
Scale	Measure of specific trust in HPD officers	Answer Categories
Question 1	I trust that HPD investigates complaints against its own employees	From "strongly disagree" (1) to "Strongly agree" (5)
Question 2	I trust that HPD investigates complaints fairly	Same
Question 3	I trust that HPD holds officers accountable	Same

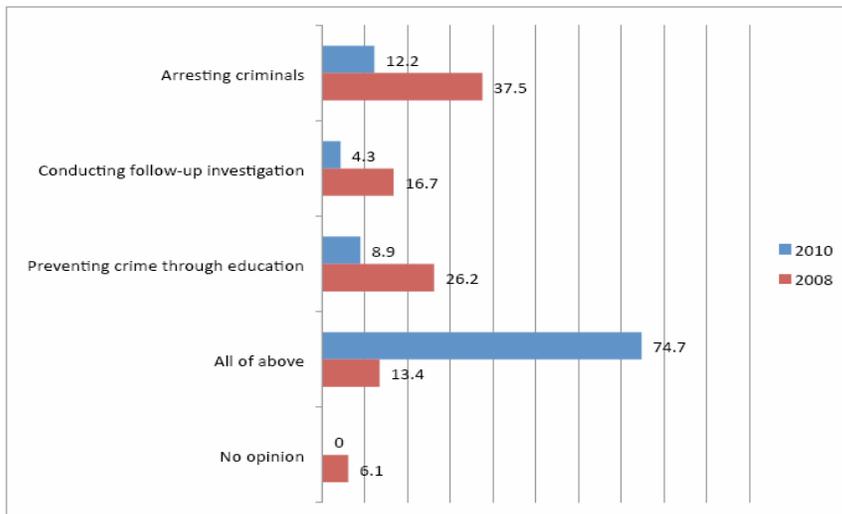
Major Findings

- "Good police work" in the area where the respondents live was the most significant predictor of both general attitudes toward the police and specific trust in the police.
- It was measured by four items:
 - Police visibility, Crime prevention efforts*
 - Interaction with citizens,*
 - Response time to calls for service*
- In the statistical models, the contribution of the variable "Good police work" is 3 times larger than the variable "African American."

Conclusion

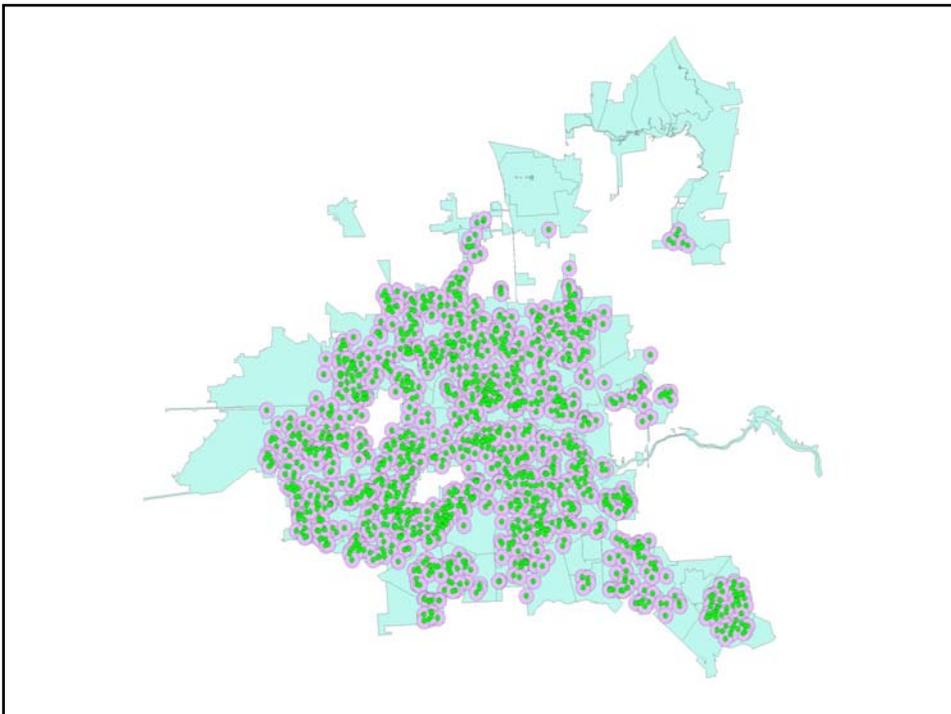
- Good police work that pays particular attention to quality-of-life issues turns out to be the most significant predictor of attitudes toward the police.
- **RECOMMENDATION:** Increase police activities that are designed to improve the quality of life in a neighborhood (see next slide: the demand is 360 degrees, not simply arresting the bad guys).

Comparison between 2010 and 2008: HPD Priorities (Significant Change)



Determinants of Public Fear of Crime

Scale	Measure of fear of crime	Answer Categories
Question 1	How safe do you feel being outside alone in your neighborhood at NIGHT?	From "not safe at all" (1) to "very safe" (3)
Question 2	How safe do you feel being outside alone in your neighborhood during the DAY?	Same
Scale	Measure of crime and collective efficacy in a neighborhood	Answer Categories
	Crime incidents that fell within 0.1-mile (528 feet) and 0.5-mile buffers of a respondent's residence	No. of violent, property, & disorder crime incidents
Questions	Collective efficacy measures: e.g., ➤ How many neighbors do you know by name? ➤ How often do you talk to your neighbors? ➤ If there is a suspicious person hanging around your block, some one is likely to call the police. ➤ When you do a favor for a neighbor, can you generally trust the neighbor to return the favor?	Rate on a scale from 1 to 5





Major Findings

- Satisfaction with the police work reduces the level of residents' fear of crime.
- The number of crime incidents has a significant impact on the level of residents' fear of crime.
- Violent crime, property crime, and disorder crime have equal impact on the level of residents' fear of crime.
- Collective efficacy significantly reduces the level of residents' fear of crime.

Conclusion

- The number of actual crime incidents was significantly related to residents' levels of fear and ratings of HPD.
- All three categories of crime (violent, property, and disorder crime) had equal impact on public fear of crime.
- **RECOMMENDATION:** HPD should pay additional attention to disorder crime such as prostitution, DWI, public drunkenness, gambling, vandalism in order to reduce public fear of crime.

Conclusion

- Collective efficacy, a measure of community cohesion, can reduce public fear and lead to a positive ratings of HPD.
- **RECOMMENDATION:** HPD should work with other agencies to mobilize community residents and increase their interactions with residents.

Impact of Race/Ethnicity and Good Police Work on Perceptions of Police Fairness

Scale	Measure of Police Fairness	Answer Categories
Question 1	Do you expect HPD officers will treat citizens equally , regardless of the race of the citizen?	Yes No
Question 2	Do you expect HPD officers will treat citizens equally , regardless of the race of the officer?	Yes No
Scale	Measure of Good Police Work	
Questions	Are you satisfied with the following police services in your area? ➤ Police visibility ➤ Crime prevention efforts ➤ Interaction with citizens ➤ Response time to calls for service	From very unsatisfied (1) to very satisfied (5)

Major Findings

- The higher a respondent's satisfaction with police work, the more likely he/she will say "Yes" in response to the two "fairness" questions (race of police officer and race of citizen).
- African Americans are 4.2 times more likely than Whites to say "No" in response to the two "fairness" questions (the race of the police officer and race of the citizen).
- Hispanics are 1.87 time more likely than Whites to say "No" to the two "fairness" questions (the race of police officer and race of the citizen).

Conclusion

- Race is a significant predictor of general attitudes toward the police, trust, and expectations of police fairness.
- **RECOMMENDATION:** Carefully study and make concrete plans to improve police-minority group relations.

Conclusion

- Overall, HPD received high levels of public ratings.
- A majority of residents believed that HPD is a professional organization and its police officers are honest, courteous, respectful, and fair.
- When examining the factors associated with the public ratings, we identify the following four factors.
 - Good police work
 - Race/Ethnicity
 - Crime
 - Collective efficacy in a neighborhood