

Community Concerns and Desires: Analysis of Chamberlain Street TIPS Initiative (June 2014)

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Analysis of Chamberlain Street Project TIPS (June 2014)

Survey

On June 19, 2014, the TIPS (Trust, Information, Programs, and Services) initiative was implemented around Chamberlain Street in Rochester, New York, both to show support for the neighborhood and to investigate community members' concerns and desires for their neighborhood. This report analyzes the collected surveys and will discuss the various aspects of the neighborhood that the Chamberlain Street community liked, the assessment the community made of their neighborhood, and the initiatives or activities the residents would like implemented within the neighborhood. Finally, this paper will provide anecdotes that the Chamberlain Street community wishes to share with law enforcement and community members in the neighborhood.

Methodology

The initiative used a survey of residents to obtain this information. The survey asked people to list their likes, concerns, and desires for things to be done within their neighborhood. The survey asked community members how much they liked living in their area, how long they have lived there, and how likely they were to be living in the area in the future. The survey then asked the respondents if they had anything specific to tell the police, and, finally, if they had anything to share with their fellow community members.

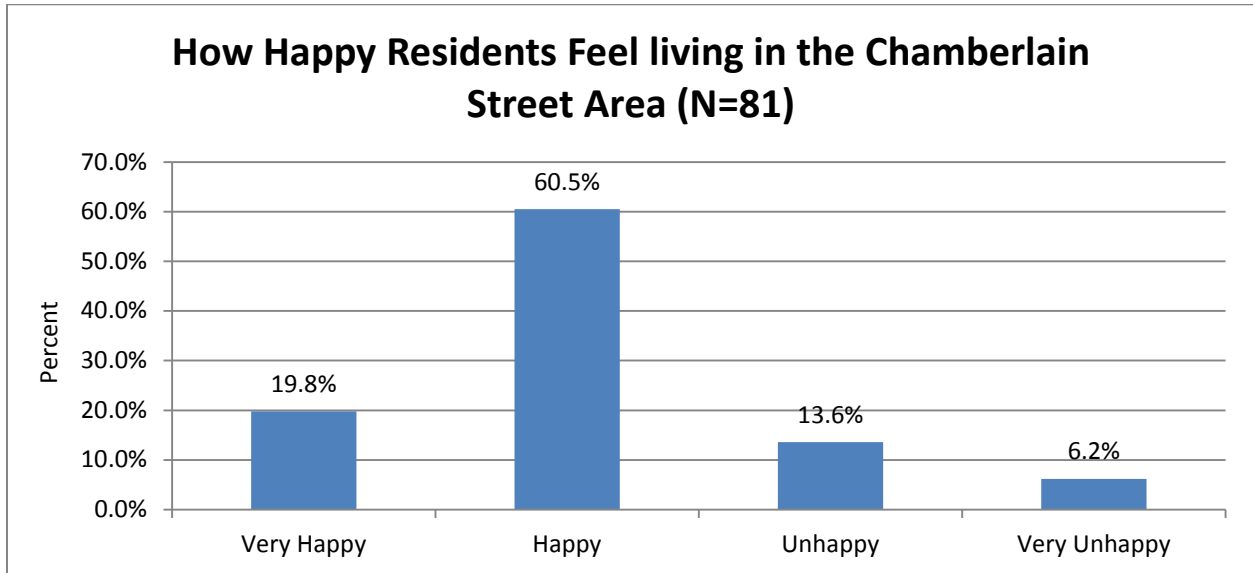
Groups of three or four volunteers were sent out to administer the survey to preselected streets in the neighborhood. Each group had at least one law enforcement officer with them. These groups were instructed to travel down one side of the street and then return on the other side, knocking on every door. When residents answered, the volunteers were to read a readymade script to the participant and then conduct the survey. Only those houses where adult residents responded and agreed to take the survey are included in the sample.

Because of this door-by-door sampling method, the resulting sample is not a random sample of the Chamberlain Street community. Despite this, the resulting analysis should give valuable insight into the various issues within the community.

Data

A number of groups surveyed 13 streets in the Chamberlain Street community. Due to the small number of surveys collected from each street, it is difficult to accurately compare between them. Therefore, the surveys collected from the streets mentioned above will be pooled together for analysis. This group will be referred to as 'the Chamberlain Street community.' A total of 81 surveys were collected from the neighborhood.

The survey asked residents how happy they were living in the Chamberlain Street area. Of those who responded, 80.3% said they felt happy or very happy living in the area.

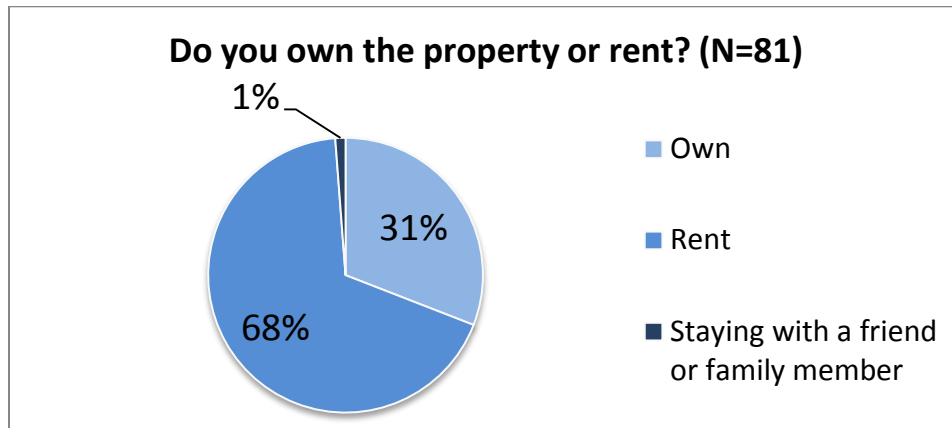


A portion of the survey asked residents to list the things that they valued most about the Chamberlain Street community. This was an open-ended question. These values were most likely the main contributors as to why people reported being happy or very happy living in the Chamberlain Street community. Because the question is open-ended, we categorized the answers for analysis. Many people (30.9%) reported that the community is quiet or peaceful most of the time. Several people (27.9%) also reported that they felt the people and community were “nice.” Others reported that the location was convenient; many specifically mentioned that the close access to the RTS bus system was important to them.

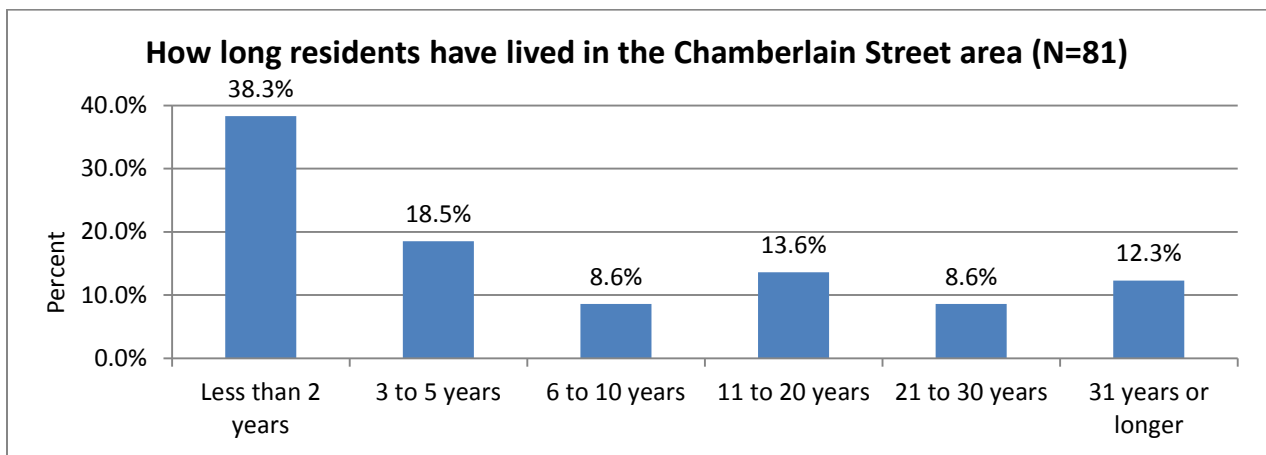
Chamberlain Street Community Values

	Frequency	Percent
Quiet/Peaceful Most of the Time	21	30.9
Nice People/Community	19	27.9
Location	8	11.8
Safe	6	8.8
Park/Playground/Rec Center	6	8.8
House/Property	2	2.9
Police	2	2.9
Family/Friends	1	1.5
Schools	1	1.5
Nature (Trees, etc.)	1	1.5
Parking	1	1.5
Total	68	100.0
Missing	-99.00	
Total	81	

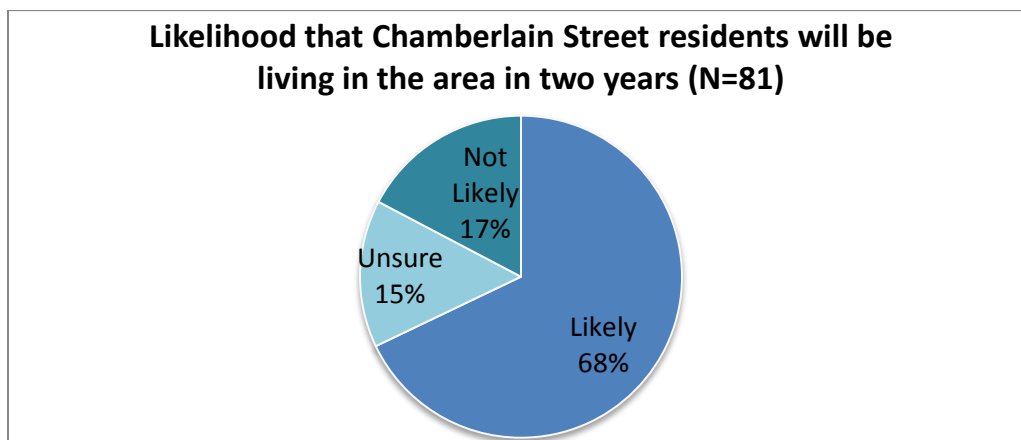
The survey also asked about residents' living situation. Specifically it asked if they owned or rented their homes. In the Chamberlain Street area, the majority (68%) of residents are renters.



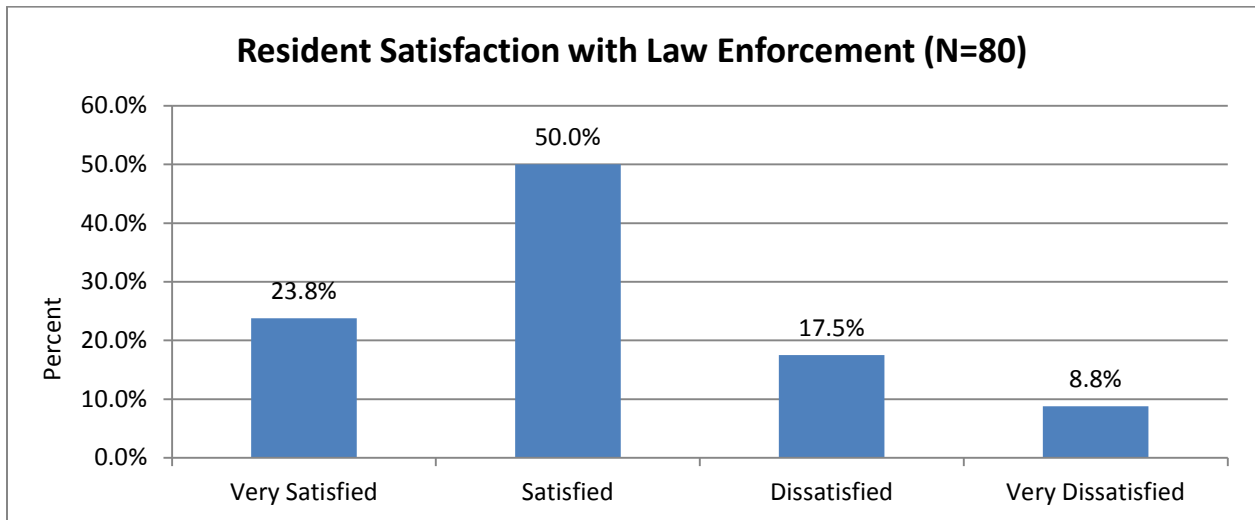
The graph below shows there was a wide distribution in how long residents lived in the neighborhood, though most people have lived in the area 5 years or less (56.8%).



Even though a majority of surveyed residents were relatively new to the area, 68% said that it is likely that they will be living in the area in two years.

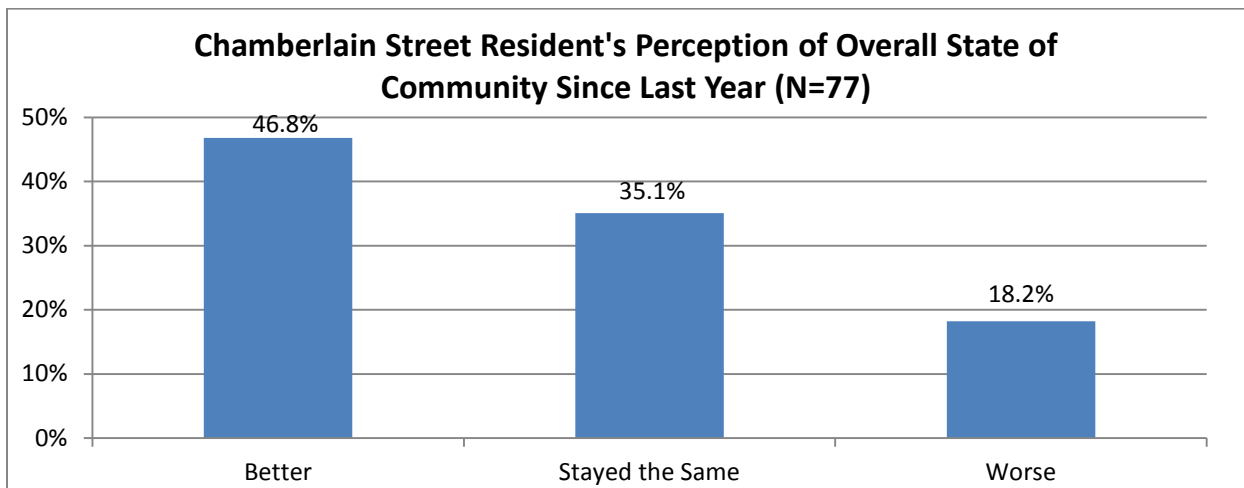


The survey also asked about residents' satisfaction with the police in the Chamberlain Street area. Close to three quarters of respondents (73.8%) said that, overall, they were satisfied or very satisfied with law enforcement in their area.



In the other three communities surveyed through Project TIPS in the summer of 2014 (Jay Street, Jefferson Avenue, and Scio Street), the average percentage of residents who reported being satisfied or very satisfied with law enforcement in their area is about 75%. Therefore, the Chamberlain Street community does not seem to be much more or less satisfied with law enforcement than the other communities surveyed.

The next question asked residents if they felt the community has gotten better, stayed the same, or gotten worse in the last year. Of those who responded, 46.8% felt that the community has gotten better in the last year. Some felt that the community has stayed the same (35.1%), and a small number (18.2%) felt that the community has gotten worse. It would be helpful to know some reasons why people felt the way they did. Unfortunately, this particular survey did not include a place to comment further on this question.



Just as residents were asked to list the things that they valued about the Chamberlain Street community, they were also asked to list their greatest concerns about the neighborhood. Again, the question was open-ended, so the responses were grouped into several categories for analysis.

Of the people who responded, 17% felt that noise was their greatest concern. This is interesting since the highest rated community attribute that respondents liked was that it was quiet or peaceful most of the time, as noted earlier in the report. This discrepancy may be due to the fact that considerably less people (47) listed things they disliked in comparison to the question regarding community values (68 responses to what people liked). Because the majority of respondents in the area reported being “happy” or “very happy” living in the community, it is possible that people chose to skip this question because they had no concerns. It would be interesting to find out the reason why so many people skipped over this question in the survey.

The next most common concern (14.9% of respondents) was drugs in the area. An equal amount of respondents listed concerns about absentee landlords. As mentioned above, the majority of people in the Chamberlain Street community are renters. The rest of the concerns are listed in the chart below.

Chamberlain Street Community Greatest Concerns

	Frequency	Percent
Noise	8	17.0
Drugs	7	14.9
Slumlords/Absentee Landlords	7	14.9
Safety	4	8.5
Violence	4	8.5
Neighborhood Cleanliness	3	6.4
Speeding/Traffic	3	6.4
Loitering	2	4.3
General Crime	2	4.3
Gangs	1	2.1
Slow Police Response	1	2.1
Youth Safety	1	2.1
Lack of Parental Supervision/General Parenting	1	2.1
Snow Removal	1	2.1
Outsiders	1	2.1
Lack of Jobs/Poverty	1	2.1
Total	47	100.0
Missing -99.00	34	
Total	81	

Any concerns residents had that were listed as the second or third most concerning are outlined in the following two charts. Note that only 30 people listed a second concern, and only 19 listed a third concern.

Chamberlain Street Community Second Greatest Concerns

	Frequency	Percent
Speeding/Traffic	8	26.7
Drugs	4	13.3
Violence	4	13.3
Slumlords/Absentee Landlords	3	10.0
Lack of Parental Supervision/General Parenting	3	10.0
Theft/Burglary	2	6.7
Neighborhood Cleanliness	2	6.7
Safety	2	6.7
Noise	1	3.3
Vandalism	1	3.3
Total	30	100.0
Missing -99.00	51	
Total	81	

Chamberlain Street Community Third Greatest Concerns

	Frequency	Percent
Neighborhood Cleanliness	3	15.8
Speeding/Traffic	3	15.8
Lack of Parental Supervision/General Parenting	3	15.8
Lack of Police Presence	2	10.5
Drugs	2	10.5
Slumlords/Absentee Landlords	2	10.5
Loitering	1	5.3
Safety	1	5.3
Violence	1	5.3
General Crime	1	5.3
Total	19	100.0
Missing -99.00	62	
Total	81	

The last question on the survey was to list what residents felt the people in their community could do to help the community to be a nicer place to live. Of the 41 residents who left a response to this question, 26.8% felt that it was important for others in the community to report all problems to the police. Other residents mentioned that more people in the community should get involved or continue to stay involved. Some residents also felt that in order to solve the problem of neighborhood cleanliness, people should work on cleaning up the area and picking up trash when it is seen.

Requests from the Chamberlain Street Community

	Frequency	Percent
Report Problems to Police	11	26.8
Community/Resident Involvement	9	22.0
Clean up Area	6	14.6
Put in Cameras	3	7.3
Better Police Presence	2	4.9
Put Curfew in Place	2	4.9
Neighborhood Watch	2	4.9
More Parental Involvement	2	4.9
Speed Bumps	2	4.9
People more Respectful	2	4.9
Total	41	100.0
Missing	-99.00	40
Total	81	

The next question asked respondents if they had anything specific to tell the police. Because this question was open-ended, it is difficult to accurately quantify these statements. However, these anecdotes can provide interesting insight into how the members of the Chamberlain Street community think and feel about police, crime, community, and quality of life issues in their neighborhood.

With regard to specific statements for police, 32 of the 81 residents left a response. Of those, none reported specific crimes or criminal behaviors. A number of respondents felt that the police should have a more visible presence in the neighborhood and that police response times could be improved. There were also a number of respondents who mentioned drug activity and violence in the neighborhood and would like to see police in the area to try to decrease the problem. There was also a mention of some streetlights that were not currently working around the community; residents felt it was important for them to be fixed.

Bivariate Analysis

Bivariate analysis is the analysis of the relationship between two variables. By using a crosstab, it is possible to examine subsets of the population surveyed and the relationship between variables. Several statistics were calculated (Pearson’s correlation coefficient, chi squared tests, and a contingency coefficient) to determine the nature and significance of observed relationships.

The length of time a person lived in the Chamberlain Street community had no relationship with their level of satisfaction with law enforcement. There was also no significant relationship between how many years residents have lived in the neighborhood and how likely they were to be living in the area in two years. In most communities, residents who have lived in the area a long time are more likely to say they will be still living in the area in two-years-time, and renters are more likely to be unsure. In the Chamberlain Street community, a majority (68%) of respondents stated that they were likely to still live in the area in two years regardless of how long they had already been living in the community.

Finally, there was no relationship between how long respondents lived in the area and their perception of the overall state of the community since last year. Regardless of the length of time lived in the community, almost half of respondents felt that the community has gotten better over the last year. It would be interesting to know some of the reasons why people felt that the community improved.

There was a slight relationship between the length of time respondents lived in the area and how happy they were living in the area. It seems that those who lived in the area for less time were more likely to report being happy or very happy. A sizeable portion of those who lived in the area for 21-30 years (over 40%) reported being unhappy or very unhappy, while at most only a quarter of respondents who lived in the area less than 21 years were unhappy or very unhappy. The crosstabulation is shown below. Overall, the majority of respondents reported being happy regardless of how long they lived in the Chamberlain street community.

		% of those who lived in the neighborhood...						Total
		Less than 2 years	3 to 5 years	6 to 10 years	11 to 20 years	21 to 30 years	31 years or longer	
How happy are you living in this neighborhood?	Very Unhappy	3.2%	0.0%	0.0%	27.3%	0.0%	10.0%	6.2%
	Unhappy	12.9%	6.7%	0.0%	0.0%	42.9%	30.0%	13.6%
	Happy	67.7%	80.0%	57.1%	54.5%	42.9%	30.0%	60.5%
	Very Happy	16.1%	13.3%	42.9%	18.2%	14.3%	30.0%	19.8%

Chi Squared = 26.032 (15), p<0.05; Contingency Coefficient=.493, p<0.05

As one would expect, respondents who reported living in the area longer were more likely to also report that they owned their property, and those who lived there for less than five years were usually renters. There were a small number of people who were staying with a friend or family.

		% of those who lived in the neighborhood...						Total
		Less than 2 years	3 to 5 years	6 to 10 years	11 to 20 years	21 to 30 years	31 years or longer	
Do you rent or own your property?	Staying with friend or family	0.0%	6.7%	0.0%	0.0%	0.0%	0.0%	1.2%
	Rent	87.1%	93.3%	42.9%	45.5%	42.9%	30.0%	67.9%
	Own	12.9%	0.0%	57.1%	54.5%	57.1%	70.0%	30.9%

Chi Squared = 29.699 (10), p<0.05; Contingency Coefficient=.518, p<0.05

There was a relationship between how happy respondents felt and their satisfaction with law enforcement in the area. Those who were very unhappy living in the neighborhood were more likely to also report that they were dissatisfied or very dissatisfied with law enforcement. Those who reported feeling happy or very happy were more likely to report satisfaction with law enforcement. Overall, a majority of respondents were satisfied with law enforcement in the area.

		How happy are you living in this neighborhood?				Total
		Very Unhappy	Unhappy	Happy	Very Happy	
Satisfaction with Law Enforcement	Very Dissatisfied	20.0%	9.1%	8.3%	6.3%	8.8%
	Dissatisfied	60.0%	36.4%	12.5%	6.3%	17.5%
	Satisfied	20.0%	45.5%	56.3%	43.8%	50.0%
	Very Satisfied	0.0%	9.1%	22.9%	43.8%	23.8%

Chi Squared = 16.426 (9), p<0.1; Contingency Coefficient= .413, p<0.1

There was a relationship between the likelihood of residents to be living in the area in two years and resident satisfaction with law enforcement in the area. Those who reported that it was likely that they would still be living in the area in two years were more likely to also report that they were satisfied with law enforcement. Likewise, those who reported that it was unlikely that they would still be living in the area in two years were more likely to report that they were dissatisfied or very dissatisfied with law enforcement. It is possible that those residents who are not planning on staying in the area are using their dissatisfaction with law enforcement as a factor in their decision; however, we are unable to know this for sure. People who tended to be dissatisfied with

law enforcement were also generally unhappy living in the neighborhood, as mentioned above. It would be interesting to know the reasons why residents are dissatisfied or satisfied as well as the reasons why residents are planning on moving out of the community.

		Likelihood of residents to be living in the area in two years			Total
		Not Likely	Unsure	Likely	
Satisfaction with Law Enforcement	Very Dissatisfied	14.3%	0.0%	9.3%	8.8%
	Dissatisfied	42.9%	25.0%	9.3%	17.5%
	Satisfied	35.7%	75.0%	48.1%	50.0%
	Very Satisfied	7.1	0.0%	33.3%	23.8%

Chi Squared = 17.854 (6), p<0.05; Contingency Coefficient = .427, p<0.05

There was a significant relationship between residents' overall perception of the community since last year and their satisfaction with law enforcement. Residents who felt that the community has improved or gotten better over the last year were more likely to report also feeling satisfied or very satisfied with law enforcement. Though we cannot say that one factor causes another, satisfaction with law enforcement in the past year may influence whether people felt the community improved. It would be interesting to know the reasons why respondents felt that the community improved or did not improve over the last year.

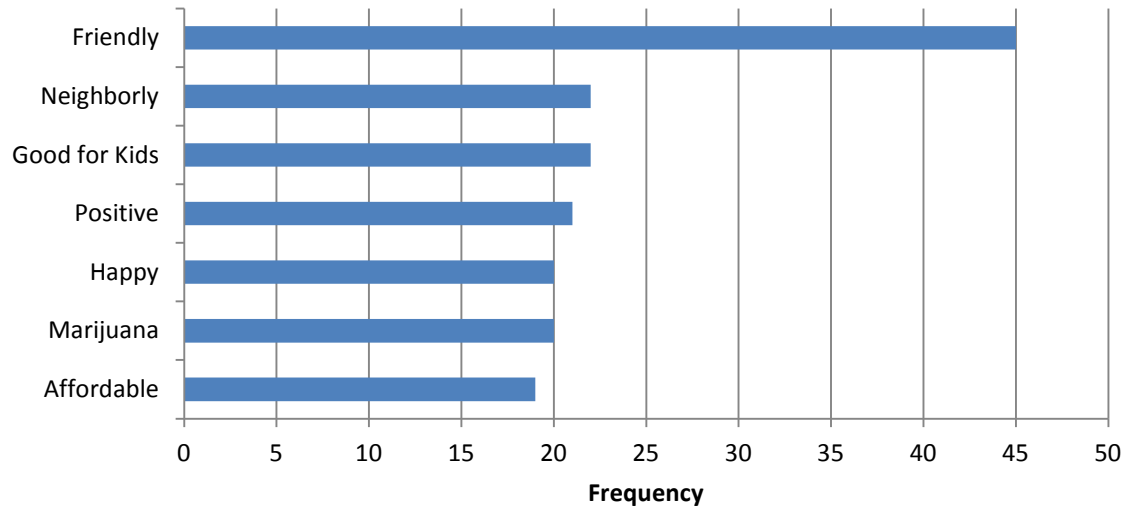
		Resident's overall perception of the community since last year			Total
		Worse	Stayed the Same	Better	
Satisfaction with Law Enforcement	Very Dissatisfied	14.3%	3.7%	11.4%	9.2%
	Dissatisfied	42.9%	25.9%	2.9%	18.4%
	Satisfied	28.6%	59.3%	45.7%	47.4%
	Very Satisfied	14.3%	11.1%	40.0%	25.0%

Chi Squared = 19.180 (6), p<0.05; Contingency Coefficient = .449, p<0.05

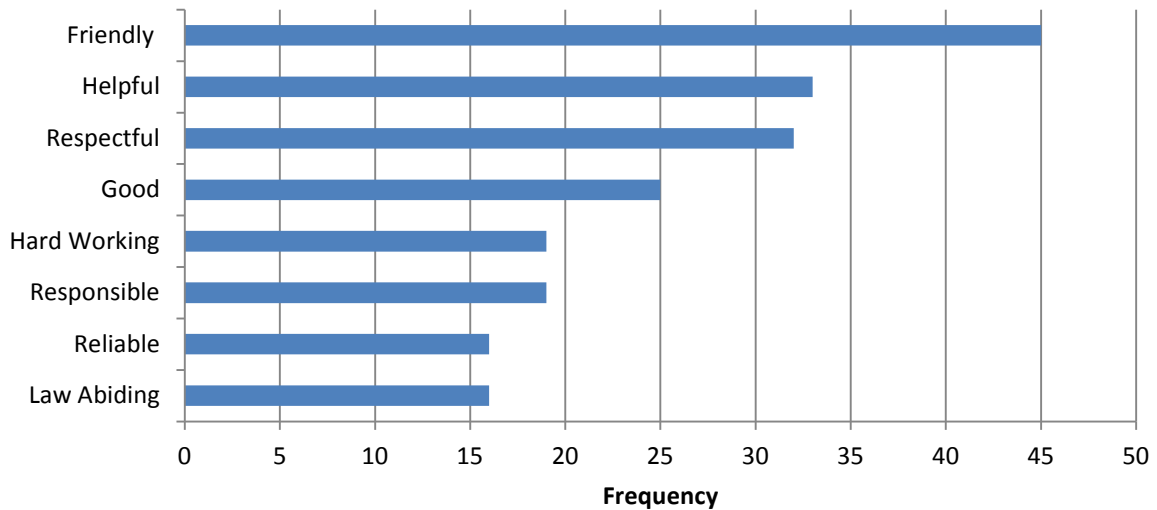
Adjective Checklists

The final portion of the survey asked respondents to circle all the words or phrases that describe their community and the people in it. Some examples of the words and phrases respondents could choose from were friendly, positive, exciting, full of strangers, dangerous, happy, good for kids, respectful, mean, responsible, and so on. The words chosen with the highest frequency are shown in the charts below. Overall, people chose positive words to describe their neighborhood and the people in their neighborhood, though some residents are worried about marijuana in the area.

Most Common Words Chosen to Describe the Chamberlain Street Community



Most Common Words Chosen to Describe the People in the Chamberlain Street Community



Conclusion

Overall, many people living in the Chamberlain Street community are happy or very happy with the community. Many people reported that it was quiet or peaceful most of the time, though a few also reported that the neighborhood could be noisy. Residents also mentioned that they enjoyed the people in the neighborhood as well as the location and accessibility to public transportation. A small number of survey respondents reported drugs, absentee landlords, and speeding or traffic as neighborhood concerns. In order to address these concerns, residents stated that all problems should be reported to the police and that members of the community should get involved in making the community a better place.

As far as the length of time residents have lived in the area, the Chamberlain Street community has a wide range. There are slightly more new residents in the area with mostly renters, but the bulk of all residents surveyed reported that it was likely that they would continue to live in the community in two years. Most people were satisfied with law enforcement in the area, and many also felt that the community has improved over the last year.

In the crosstab analysis, it was found that satisfaction with law enforcement and the perception of the community over the last year were related. It is possible that those who are satisfied with law enforcement in the area attribute that with the improvements made in the community. In order to find this out for sure, we would need to ask residents for the reasons why they feel the community has improved or not improved. In general, those who responded positively to one question tended to respond positively to others (satisfaction with law enforcement, their happiness living in the neighborhood, and whether the neighborhood improved).

Questions remain as to how the community can or already is organizing to address some of these issues around drugs and absentee landlords. It would be interesting to know how various community organizations in addition to law enforcement are targeting this area for prevention, deterrence, and social service efforts. It would be interesting to see how the many positive attributes of the neighborhood could be built upon to reach these goals. We would also like to explore what it is exactly that makes residents of Chamberlain Street either satisfied or unsatisfied with police services as well as what factors make residents feel that the community is improving or not improving. More discussions would need to be had with Chamberlain Street residents to understand the data from this survey more thoroughly.