Community Concerns and Desires:
Analysis of Grand Avenue TIPS Initiative
(June 2015)

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Survey

On June 25, 2015, the TIPS (Trust, Information, Programs, and Services) initiative was implemented around Grand Avenue and Chamberlain Street in Rochester, NY. The purpose of this initiative is to improve relations between the community and law enforcement as well as to investigate the community's feelings towards their neighborhood and local law enforcement. This report will analyze and discuss the findings of the collected surveys. In 2015 we have made some changes to the survey given at the TIPS events. In addition to asking residents about their concerns, satisfaction with local law enforcement, and perceptions of the community, we also asked questions relating to collective efficacy and involvement in neighborhood events or activities. We hope that adding these questions will give us a better insight into these neighborhoods and are testing these additions on a pilot basis.

Methodology

The TIPS initiative uses a survey to obtain information about residents' perceptions of their community. Groups of two or three volunteers are sent out with a law enforcement officer to administer the survey to preselected streets in the neighborhood. Each group was 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 verbally conduct the survey. Only the houses where adult residents who lived in the area responded and agreed to take the survey are included in the sample. Some respondents were also stopped on the street and asked to participate if they lived in the area.
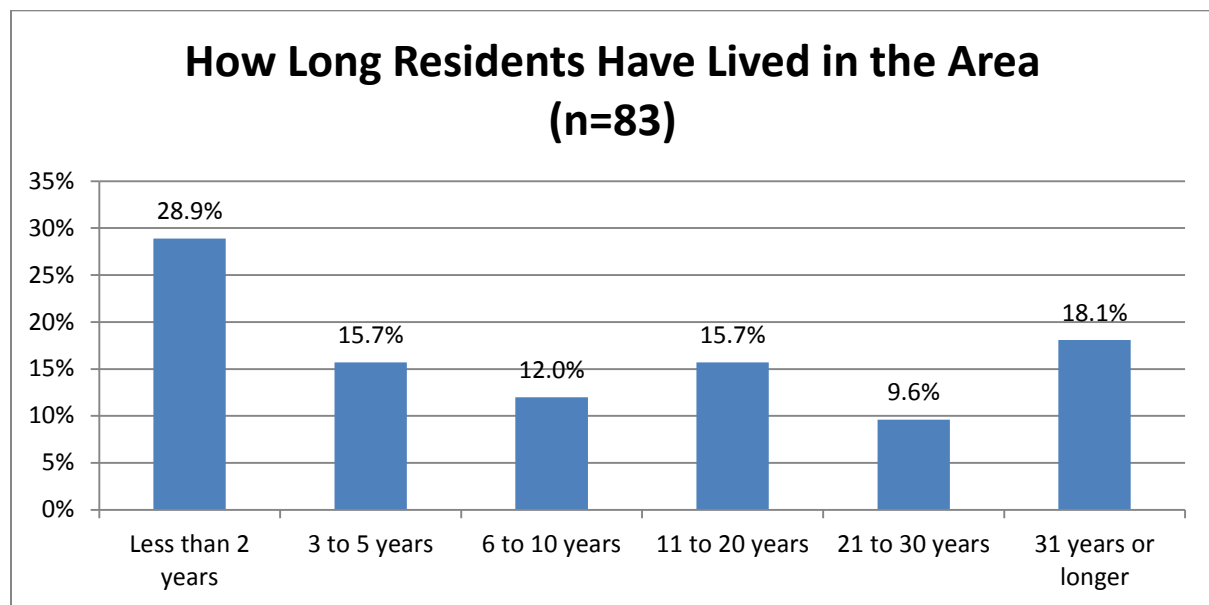
Because of this door-by-door sampling method, the resulting sample is not a random sample of the Grand Avenue community; therefore, the results should be interpreted cautiously. Despite this, the resulting analysis should give valuable insight into the various issues and overall feelings of the community.
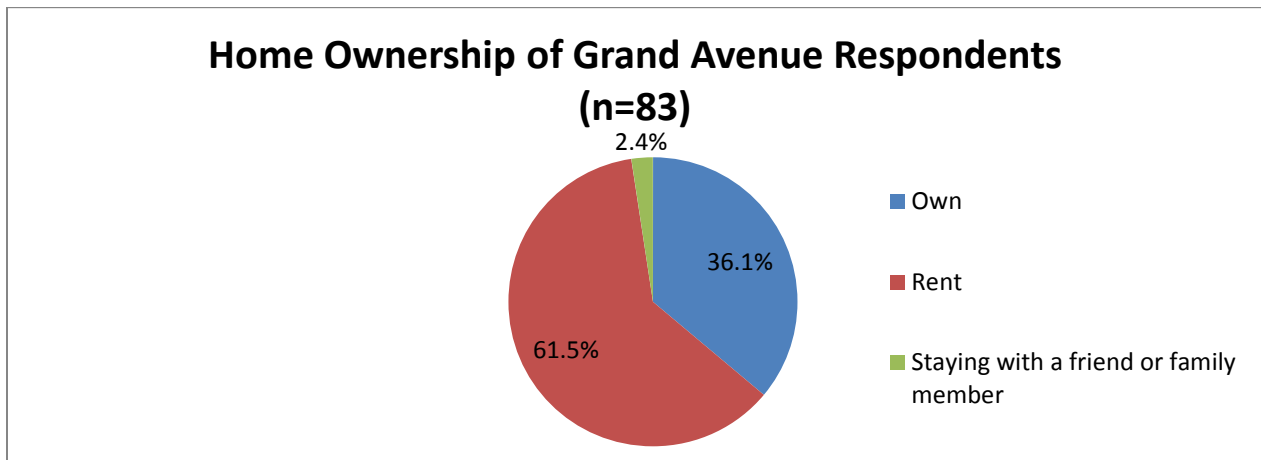
Data

A number of groups surveyed twelve streets in the Grand Avenue community. Due to the small number of surveys collected on each street, it is difficult to accurately compare among them. Therefore, the surveys collected from all streets will be pooled together for analysis. This group will be referred to as "the Grand Avenue community." A total of 83 surveys were collected from the neighborhood.

The first question asked residents how long they have lived in the Grand Avenue community. The chart below shows that 45% of those surveyed lived in the community five years or less.

How Long Residents Have Lived in the Area (n=83)

Category	Percentage
Less than 2 years	28.9%
3 to 5 years	15.7%
6 to 10 years	12.0%
11 to 20 years	15.7%
21 to 30 years	9.6%
31 years or longer	18.1%

Next we asked residents if they owned or rented the home that they were living in. Over half (61.5%) of people we surveyed said that they were renting their home.

Home Ownership of Grand Avenue Respondents (n=83)

2.4%

36.1%

61.5%

- Own
- Rent
- Staying with a friend or family member

The next question asked residents what they liked most about living in the Grand Avenue Community. Because it was an open-ended question, responses were categorized for analysis. Of the 65 people who responded to this question, 45% of them said that the community was quiet and/or peaceful most of the time. Others mentioned that they felt the people and the community were "nice." These two values were also the highest rated when we surveyed the community last year and were by far the most common community value in 2015. The other values are listed in the chart below.
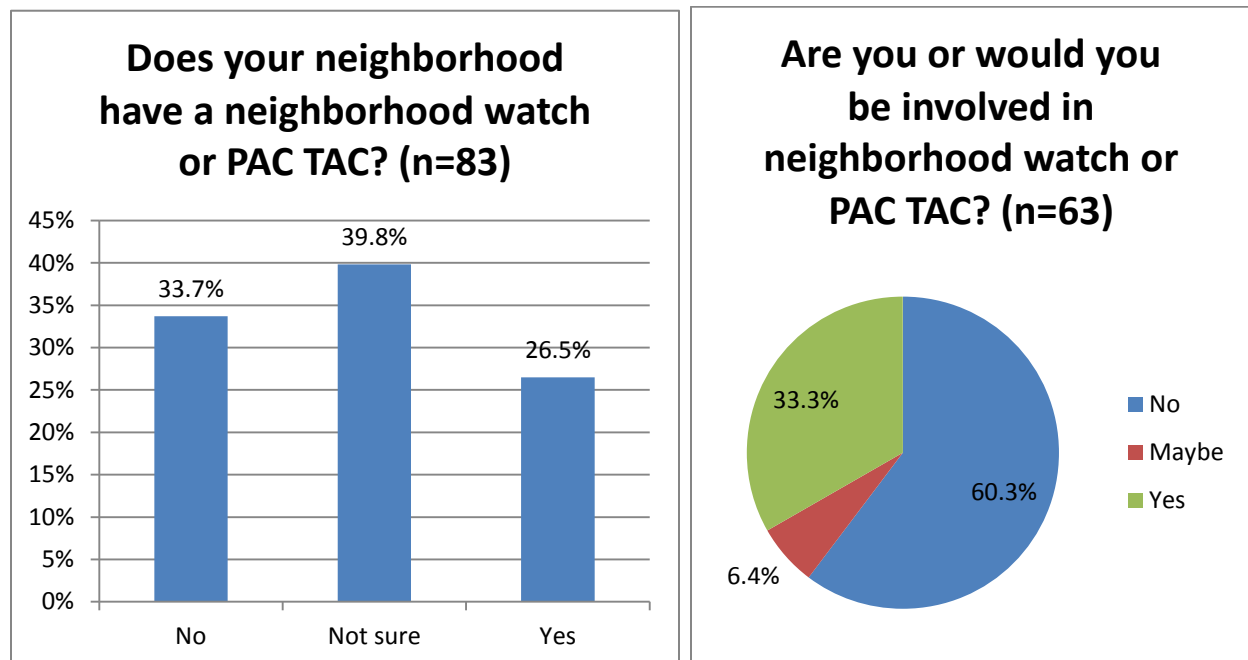
Grand Avenue Community Values (n=65)

|	Frequency	Percent
Quiet/Peaceful Most of the Time	29	44.6
Nice People/Community	19	29.2
Location	5	7.7
Park/Playground/Rec Center	3	4.6
Family/Friends	2	3.1
Safe	2	3.1
Culture Diversity	1	1.5
Nature (Trees, etc.)	1	1.5
Affordable	1	1.5
Active Community	1	1.5
Lots of Homeowners	1	1.5
Total	65	100.0

Involvement in the Community

The next question that was asked had to do with how aware residents were about certain services in their area. By adding this question to the survey for the first time in 2015, we were hoping to be able to gauge resident's awareness as well as their interest in being involved in services such as neighborhood watch, neighborhood events, and their neighborhood association.

When asked about neighborhood watch or PAC-TAC (Police and Citizens-Together Against Crime), almost three quarters (73.5%) of people surveyed said that they did not think or were not sure if they had either of these things in their community. The remaining quarter were aware of these programs operating in their community. When asking residents if they would be willing to be involved in either of these activities, the majority (60.3%) of people surveyed said that they would not. Many people who responded this way mentioned that they could not make the time commitment required. Others said that they had physical issues preventing them from being involved in these activities.


Does your neighborhood have a neighborhood watch or PAC TAC? (n=83)

No: 33.7% Not sure: 39.8% Yes: 26.5%

Are you or would you be involved in neighborhood watch or PAC TAC? (n=63)

No: 60.3% Maybe: 6.4% Yes: 33.3%

When asked about neighborhood events, an almost equal amount of people said that there were not neighborhood events (44.9%) as people who said there were neighborhood events (42.3%). Over half (57.8%) of people surveyed said that they would be willing to attend events in the neighborhood.

Does your neighborhood have events? (n=78)

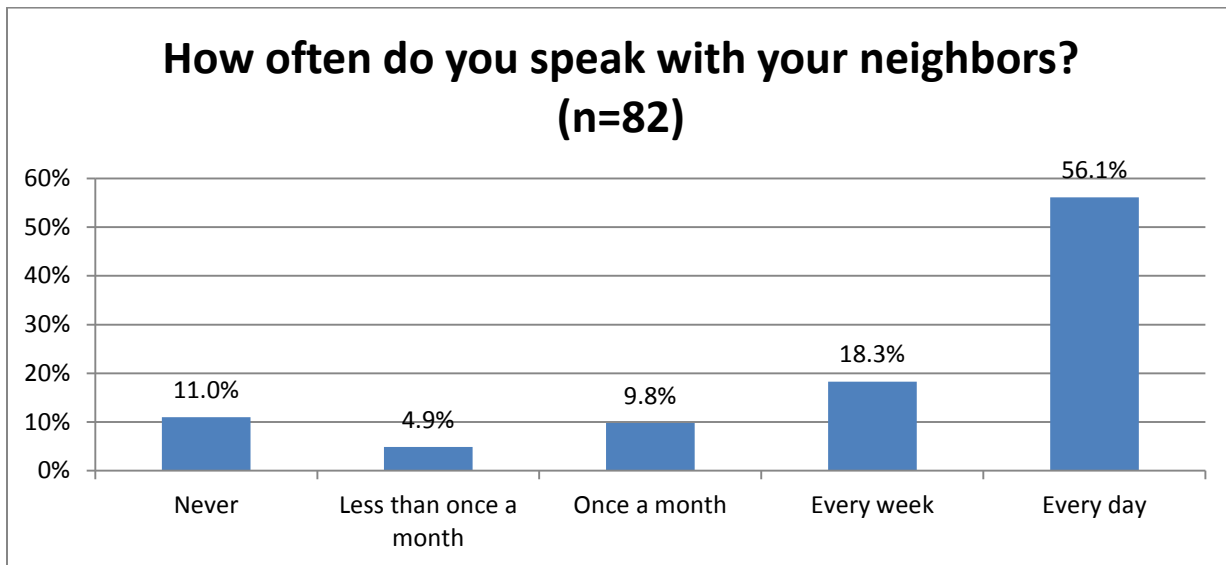Do you or would you attend events in your neighborhood? (n=83)
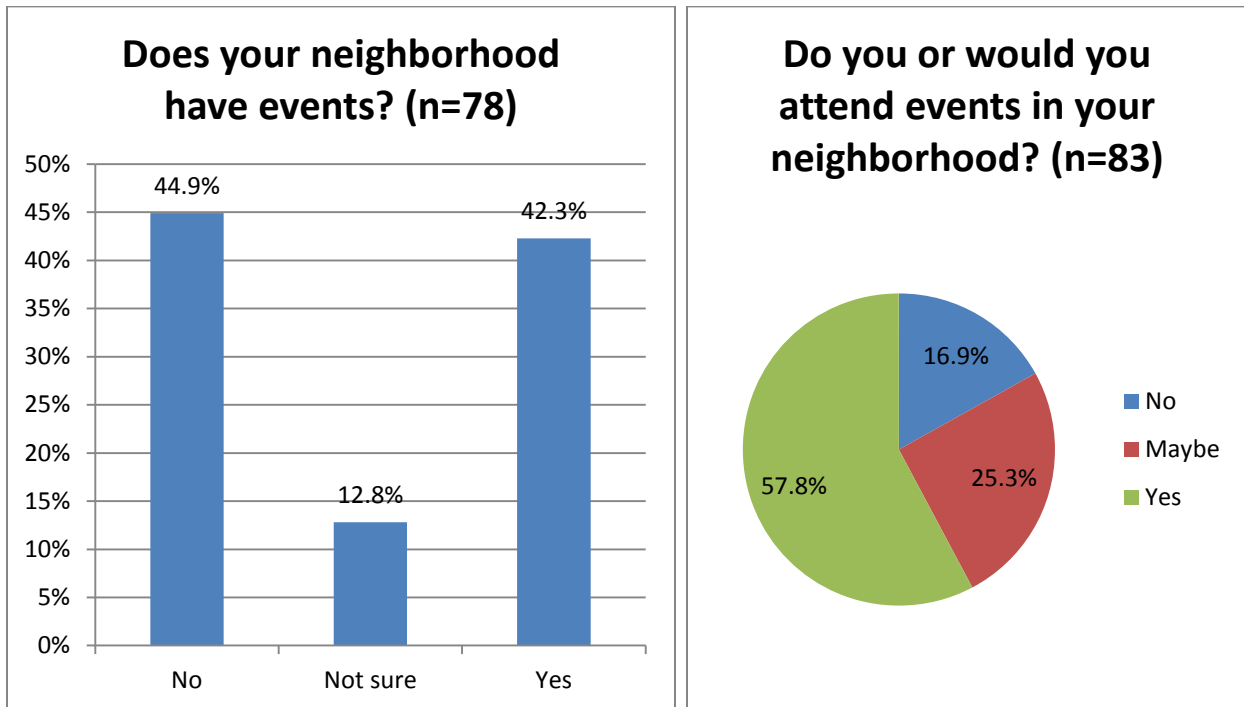
Next, we asked residents if they were involved in their neighborhood association or block club. The majority (88.5%) of people we surveyed said they were not and listed reasons such as being too busy or not being aware of it. Others said they were involved in their church instead.


Are you involved in your neighborhood association or block club? (n=78)
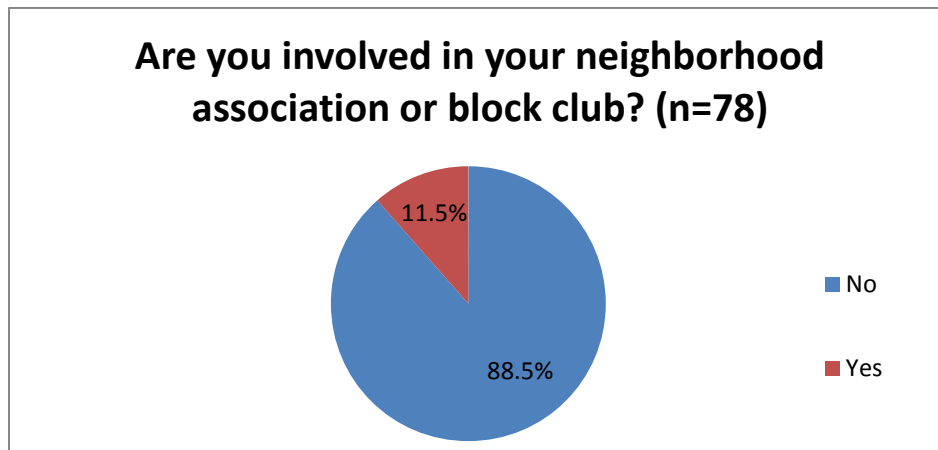
We also felt it was important to ask residents about their interactions with neighbors. We were hoping that by asking the following questions, we could find out if residents felt it was valuable to have relationships with their neighbors. Having strong relationships among neighbors can promote collective efficacy and informal social control in a community. We asked how often residents spoke with their neighbors, and a little over half (56.1%) said that they speak with their neighbors every day.

How often do you speak with your neighbors? (n=82)

Never	11.0%
Less than once a month	4.9%
Once a month	9.8%
Every week	18.3%
Every day	56.1%

We also asked how many different neighbors residents spoke to in order to get a sense of how close-knit the community is. It is interesting to see that 25.3% of respondents answered that they spoke with none of their neighbors, but only 11% of respondents said that they never spoke with their neighbors in the prior question. Nonetheless, almost a third of respondents spoke regularly with a small number of people in their community, while about one fifth were in regular contact with nine or more people.
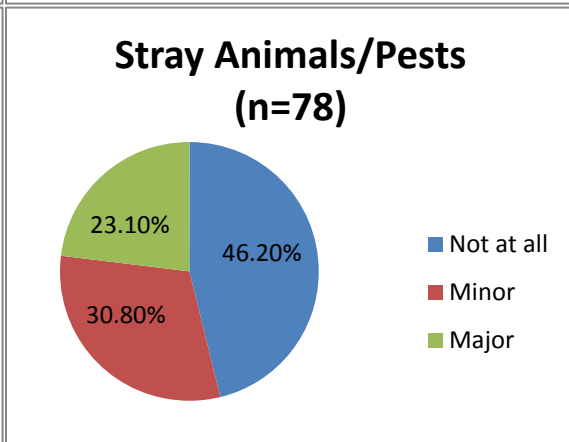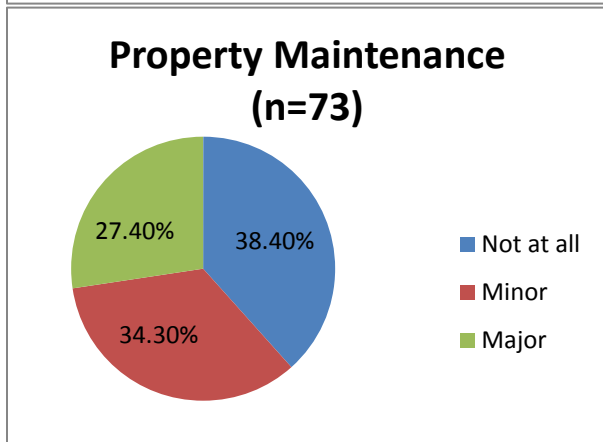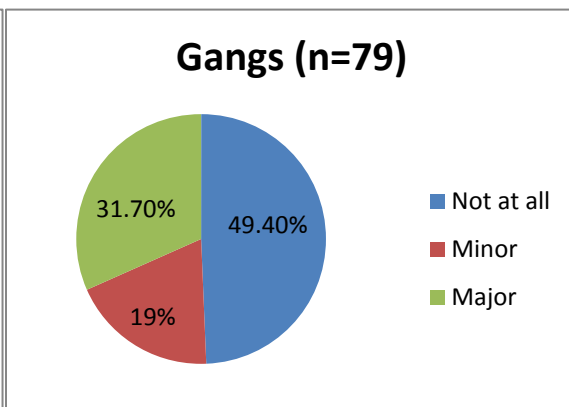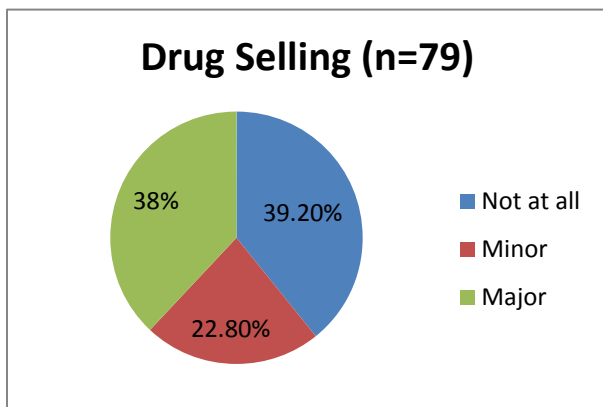
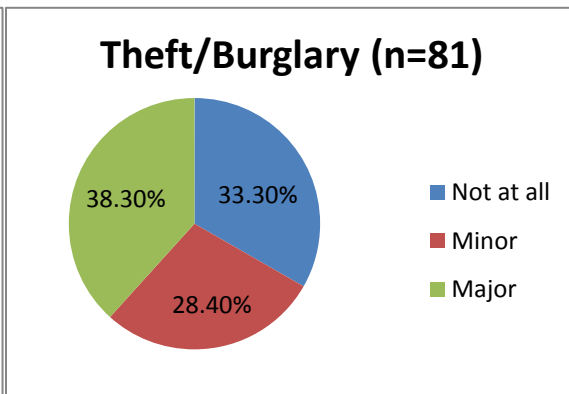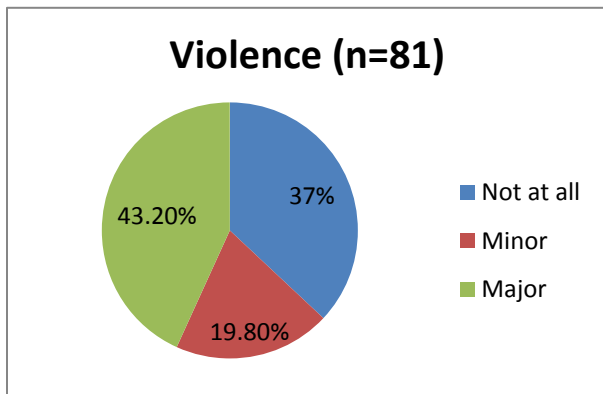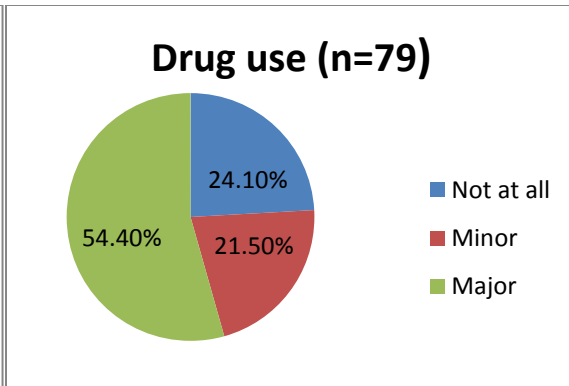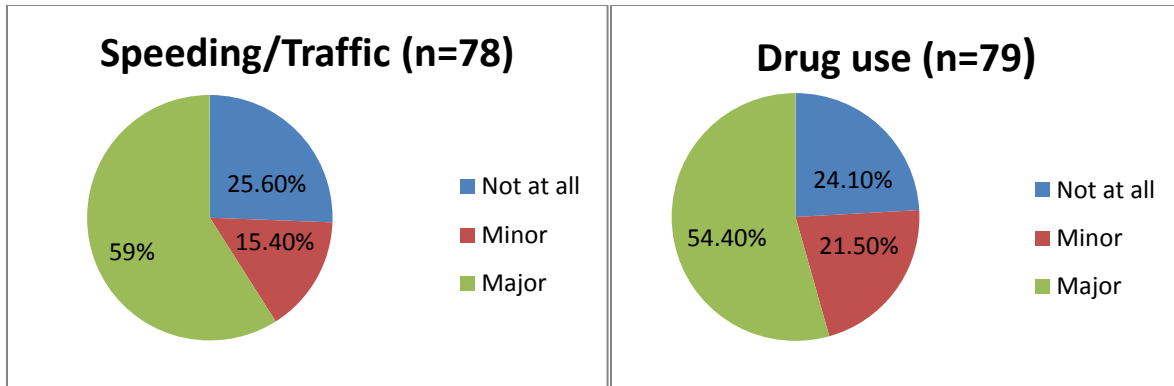**How many different neighbors do you speak with regularly? (n=83)**
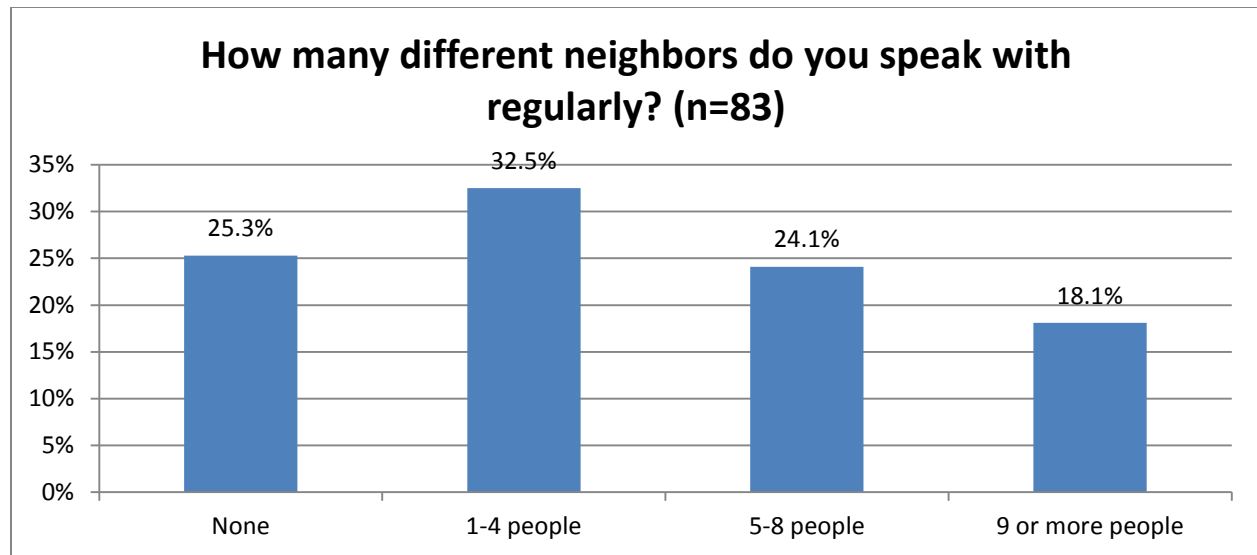
Community Concerns

Next, we asked residents about possible concerns they may have for their community. They rated these possible concerns as not at all a concern, a minor concern, or a major concern. In the previous TIPS survey, we asked residents what concerns they had in an open-ended format. We chose potential concerns based on several years' worth of open-ended responses. We felt that by having residents evaluate the degree of their concerns for each topic, we would get more valuable data as to what is really of concern to residents. We could also provide more useful comparisons across communities.

If you look at the charts below, you can see that respondents felt that drug *use* was more of a major concern than drug selling in the area. You can also see that speeding and traffic issues were a much bigger concern than all of the other concerns listed. Close to half of the respondents felt that gangs were not at all an issue in their neighborhood. Violence was a concern for nearly half of residents. Clearly, both crime and quality of life issues concern the residents of Grand and Chamberlain.

Speeding/Traffic (n=78)

- Not at all: 25.60%
- Minor: 15.40%
- Major: 59%

Drug use (n=79)

- Not at all: 24.10%
- Minor: 21.50%
- Major: 54.40%

Violence (n=81)

- Not at all: 37%
- Minor: 19.80%
- Major: 43.20%

Theft/Burglary (n=81)

- Not at all: 33.30%
- Minor: 28.40%
- Major: 38.30%

Drug Selling (n=79)

- Not at all: 39.20%
- Minor: 22.80%
- Major: 38%

Gangs (n=79)

- Not at all: 49.40%
- Minor: 19%
- Major: 31.70%

Property Maintenance (n=73)

- Not at all: 38.40%
- Minor: 34.30%
- Major: 27.40%

Stray Animals/Pests (n=78)

- Not at all: 46.20%
- Minor: 30.80%
- Major: 23.10%

As we have in the past, we asked residents if there was anything they would like to share with law enforcement. About half of respondents left a response; however none of these responses had to do with specific crimes or criminal behavior. Overall, the people who left responses wanted to let the police know that they were concerned about drug selling in the area as well as speeding; because of these things, they worry about their children's safety. Some people also mentioned that the noise in the area was getting "out of control."

Next, we asked residents if they felt comfortable reporting issues or suspicious behavior to police. The majority (81.5%) of respondents said they do feel comfortable reporting issues to the police. Still, some residents (18.5%)

Do You Feel Comfortable Reporting Issues to Police? (n=81)

No, 18.5%

Yes, 81.5%
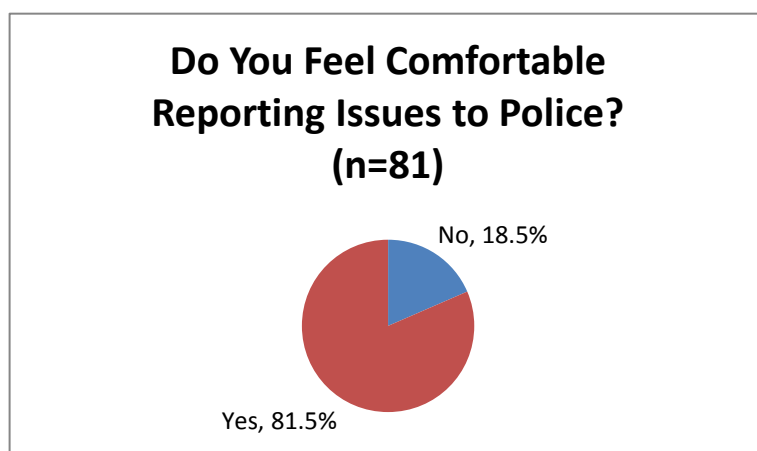
felt hesitant or simply did not feel comfortable enough to report concerns. When asked why they did not feel comfortable, most said that they did not feel safe and were afraid of retaliation from gangs or drug dealers. A few people mentioned that they did not feel that the police did anything about the issues reported and/or that their response time was too slow, so they did not feel it was worth reporting concerns. One respondent said that she tries to mind her business and stay out of those issues.

Earlier in 2015, Mayor Lovely Warren implemented a reorganization of the Rochester Police Department. Previously, the city was split into two sections patrolled by law enforcement (east and west). With the reorganization of the local police department into "five quadrants," with one goal being increased officer presence and knowledge of the communities they patrol and improved relationships with residents, we felt that it was important to ask respondents if they

knew any officers in the area by name or by sight. As the years go by, it will be interesting to see if these numbers change and if this change could be attributed to the reorganization. In the Grand Avenue community, a majority (67.1%) of respondents said that they did not know any police officers in their area.

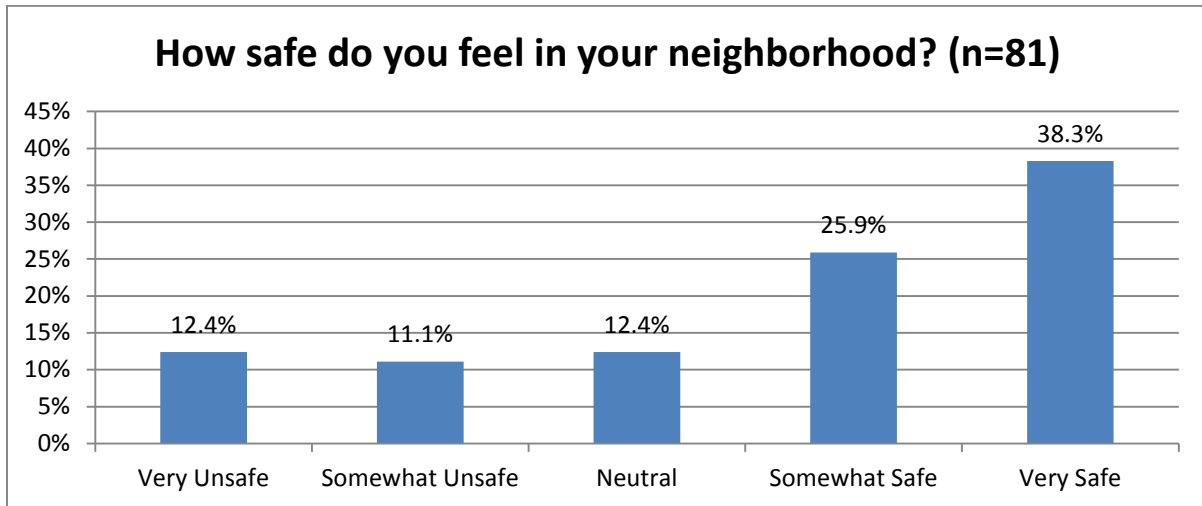### Do You Know Any Police Officers in Your Area by Name or by Sight? (n=79)
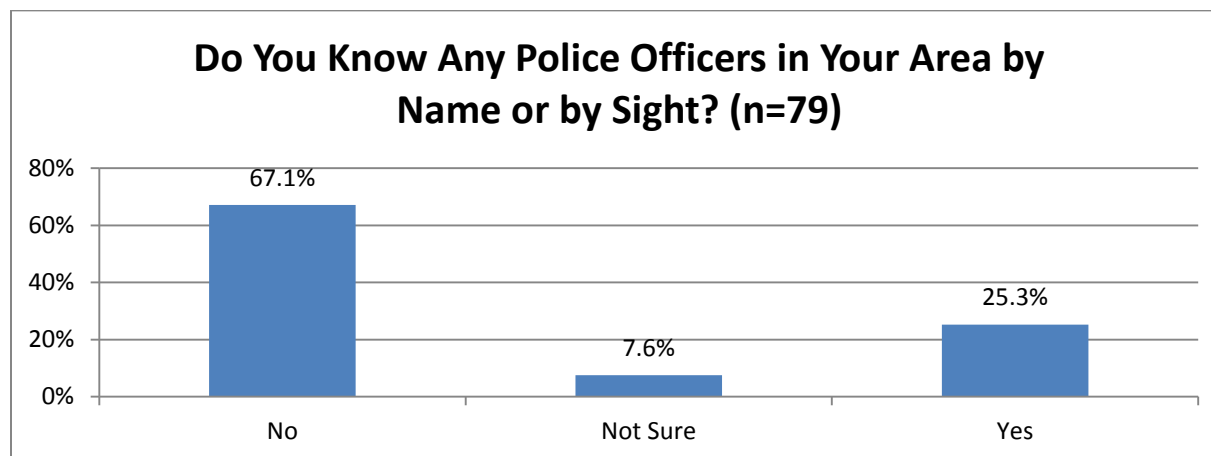
The next set of questions we asked had to do with the likelihood that residents would call the police in certain scenarios. By asking this question, we had hoped that we would see variation between the scenarios. Survey respondents seemed to be a little less likely to call the police if someone was selling drugs on a corner than for other scenarios (including if someone breaks into a neighbor's house, a fight broke out in front of your house, and if your house was burglarized). However, 60-80% of respondents felt that they were very likely to call the police in each of the scenarios.

In May, we asked residents of the Troup Street community what specific place or situation they felt the least safe. This month, we felt it was important to supplement this question with a question asking residents how safe they felt in their neighborhood, ranging from "very unsafe" to "very safe." In the Grand Avenue community, 64.2% of respondents feel somewhat safe or very safe in the neighborhood. When asked where they felt the least safe, the places mentioned the most were Parsells Avenue, Goodman, and Denver streets. Many people also

mentioned that they don't feel safe going out at night. While law enforcement may already have this knowledge, we felt it could be helpful for police and other service providers to know where residents know from everyday experience the problem spots are.

How safe do you feel in your neighborhood? (n=81)

Very Unsafe	Somewhat Unsafe	Neutral	Somewhat Safe	Very Safe
12.4%	11.1%	12.4%	25.9%	38.3%

Collective Efficacy

Many of the research questions added to this revised pilot survey are based on the concept of collective efficacy. Collective efficacy is the ability of members in the community to control the behaviors of other people in the same community. According to Sampson, Raudenbush, and Earls (1997) and Bandura (2000), higher perceived collective efficacy is related to decreased neighborhood violence, motivational commitment to group missions, resilience to adversity, and greater performance outcomes. We hope to measure the perceived collective efficacy in communities in order to see if there is a correlation between levels of perceived collective efficacy and the responses to the other survey questions we ask. We also hope to compare the levels of perceived collective efficacy across communities by collecting data over time through TIPS in order to understand the degree to which communities may differ
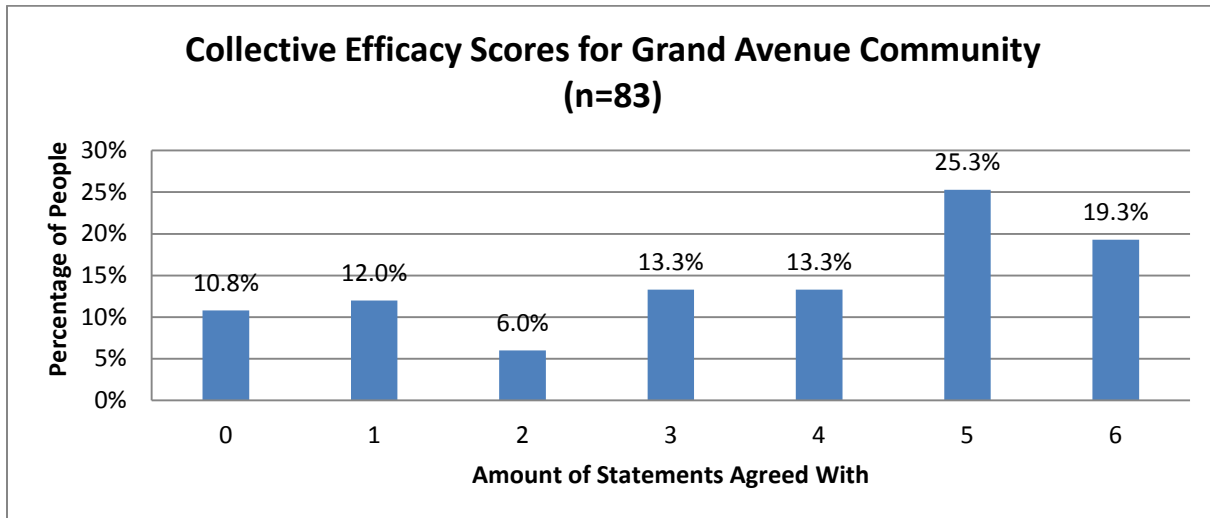
in their levels of ability to control behavior in their neighborhoods. This is an important

consideration for police, especially under a community policing model.

In order to measure the perceived collective efficacy in a community, we decided to use

the scale used by Sampson, Raudenbush, and Earls (1997) in their study of Chicago

neighborhoods. Unfortunately, the scale that they used was rather long, and because of the

spontaneous and verbal nature of T.I.P.S., we need to keep the survey relatively short. In May of

this year, we tested the entire scale at a T.I.P.S. event by having those who were willing to spend

a little more time with us respond to the statements on the collective efficacy scale by either

agreeing or disagreeing with each statement. We analyzed those responses and found that six of

the statements on the scale (out of the original ten used by Sampson et al.(1997)) seemed to be

predictive enough to safely use them separate from the rest of the scale while still getting an

acceptable measure. This month we added these six questions from the collective efficacy scale

to the TIPS survey. After analyzing the results from this month, we are planning to cut a few

more questions from this scale in the future in order to keep the T.I.P.S. survey at an appropriate

length.

When analyzing the answers, we were able to come up with a collective efficacy mean

"score" for the Grand Avenue community. A "score" was calculated for each survey respondent.

The highest score that a community could receive from any one respondent would be a "6,"

meaning that the respondent agreed with all six statements and that they perceived a very high

level of collective efficacy. The lowest score that a community could receive would be a "0,"

meaning that there is little to no perceived collective efficacy in the area and that the respondent

agreed with none of the statements. The mean score in the Grand Avenue community is 3.6

meaning that out of 6 scale statements, the average number of statements that respondents agreed

with was 3.6.

The chart below shows the distribution of individual respondent's scores. Approximately half of people agreed with five or six statements and felt there was a high degree of collective efficacy.

Collective Efficacy Scores for Grand Avenue Community (n=83)

Percentage of People

Amount of Statements Agreed With	Percentage
0	10.8%
1	12.0%
2	6.0%
3	13.3%
4	13.3%
5	25.3%
6	19.3%

Satisfaction with Law Enforcement

This month, we also added a table of statements regarding resident's feelings about the Rochester Police Department (RPD). Our hope is that by asking people how much they agree or disagree with these specific statements about the RPD, as opposed to simply asking about their general level of satisfaction, we will be able to more accurately measure a community's view on police. These responses should inform the RPD about the community's view on specific aspects of their performance and suggest ways to improve that are of most concern to residents.

As with the collective efficacy scale, we were able to come up with a "satisfaction with police mean score." The highest score that a community could receive would be a "6," meaning that there is very high satisfaction with police based on how many statements in the scale respondents agreed with. The lowest score that a community could receive would be a "0," meaning that there is little to no satisfaction with police in the area. The mean score in the Grand

Avenue community was 3.8, meaning that out of six scale statements, the average number of

statements that respondents agreed with was 3.8.

**Police Satisfaction Scores in Grand Avenue Community (n=83)**
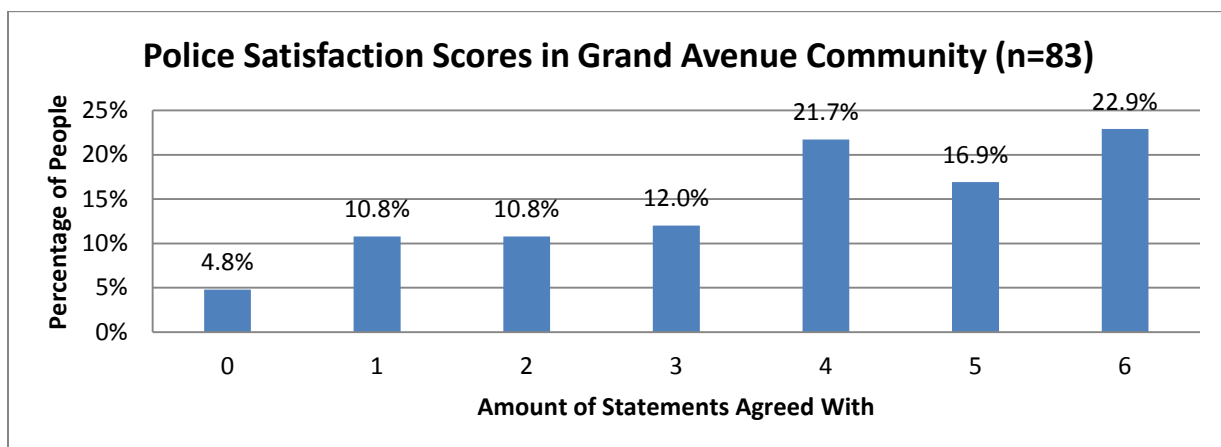
The chart below shows the six statements that were used to create the overall

"satisfaction score." A majority of respondents (84%) felt that police stopping people without

good reason is not a problem in the Grand Avenue community. Following close behind, 76% of

respondents felt that police use of excessive force is not an issue in their community. Over half

(65%) of respondents agreed that the RPD officers listen to what they have to say. A majority

(57%) of respondents also felt that the RPD does a good job preventing crime in the Grand

Avenue community. Residents are split on whether RPD response time is appropriate; 49% of

respondents felt that the response time is appropriate.

Percentage of Respondents who Agree with Police Satisfaction Statements	
Statement	**Agree**
The RPD does a good job preventing crime (n=74)	57%
RPD officers listen to what you have to say (n=74)	65%
Police use of excessive force (verbal or physical) is an issue in my neighborhood* (n=74)	24%
Police stopping people without good reason is a problem in my neighborhood* (n=75)	16%
RPD response time is appropriate (n=75)	49%
The police work with the community to solve problems that really matter to people in my neighborhood (n=72)	57%

* These statements were reverse coded since agreement to these statements would imply
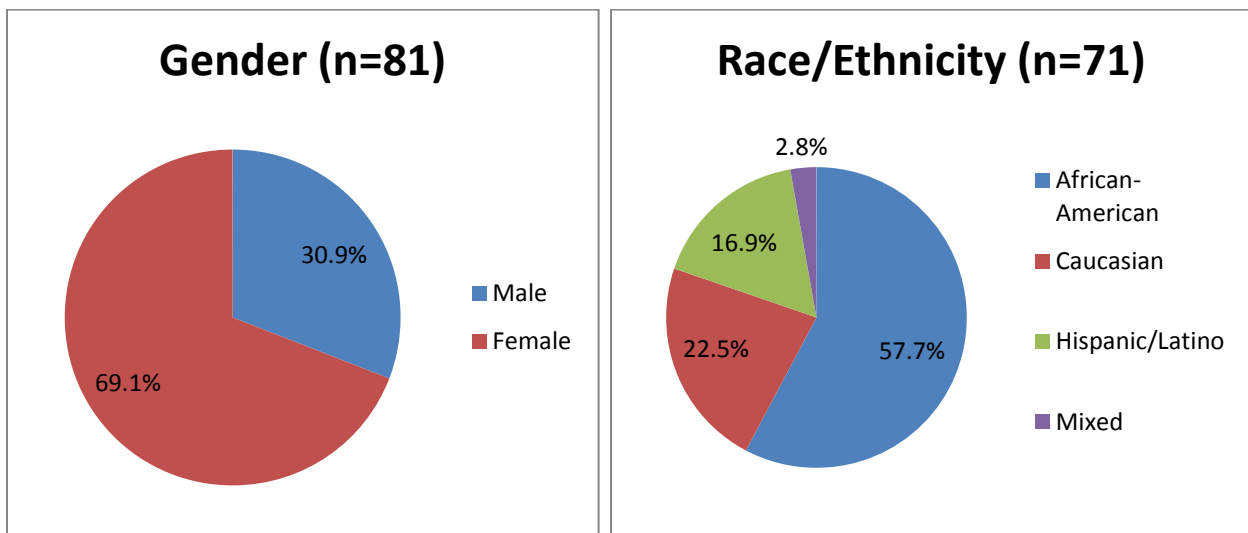dissatisfaction with the police

Finally, we asked residents if they felt the amount of police presence in the Grand Avenue community was too much, too little, or about right. Very few respondents (3.6%) felt that there was too much police presence; the majority felt that it was about right or too little.
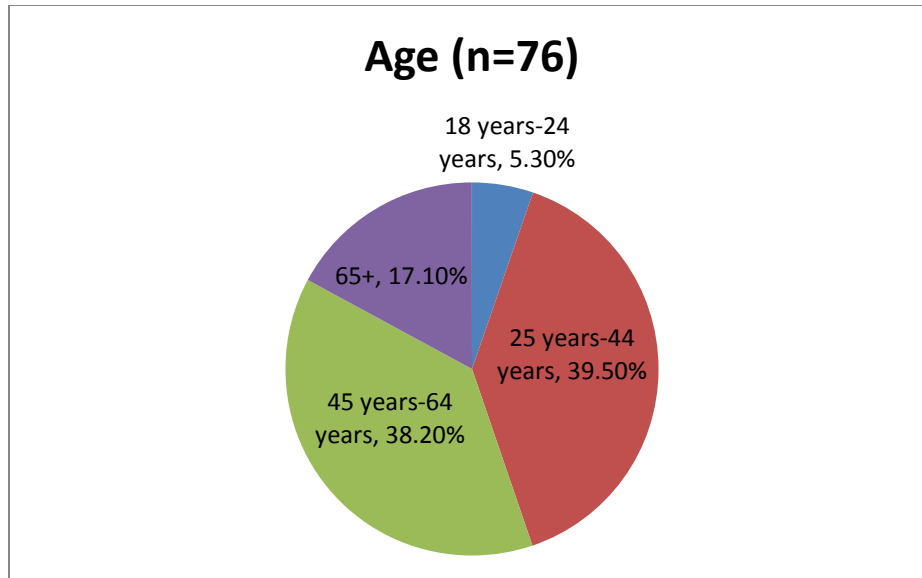
Amount of Police Presence in the Grand Avenue Community (n=82)

Category	Percentage
Too Little	41.5%
About Right	54.2%
Too Much	3.6%
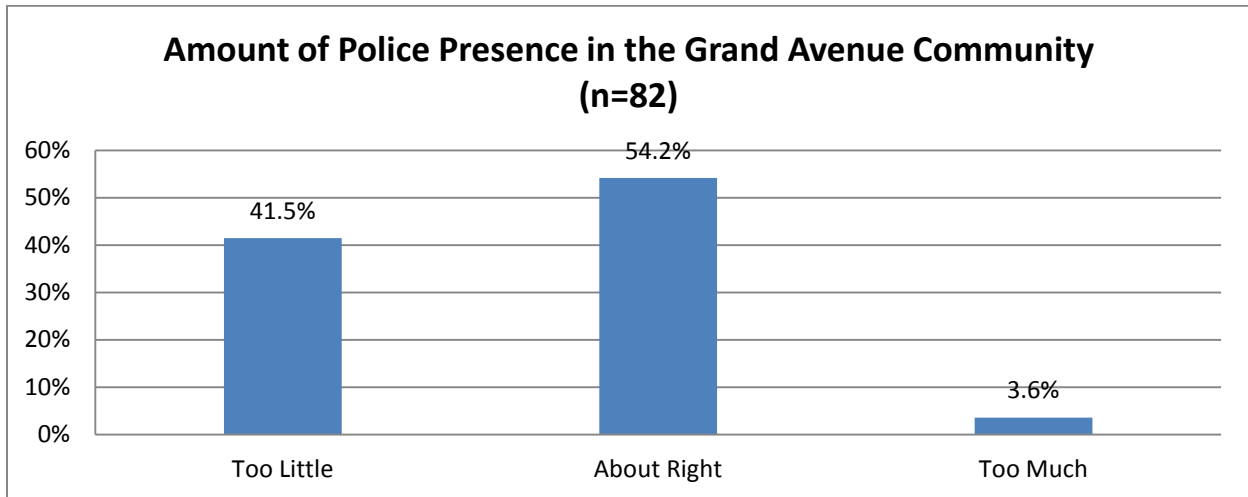
Demographics

As displayed in the chart below, a disproportionate number of survey respondents were female. Over half were African-American, and 16.9% were Hispanic/Latino (with race/ethnicity being one open-ended question so respondents could self-identify as appropriate). We were able to obtain responses from a wide age range of residents.

Gender (n=81)

Gender	Percentage
Male	30.9%
Female	69.1%

Race/Ethnicity (n=71)

Race/Ethnicity	Percentage
African-American	57.7%
Caucasian	22.5%
Hispanic/Latino	16.9%
Mixed	2.8%

Age (n=76)

18 years-24 years, 5.30%

65+, 17.10%

25 years-44 years, 39.50%

45 years-64 years, 38.20%

Correlations

Bivariate analysis is the analysis of the relationship between two variables. By using correlations, it is possible to examine subsets of the population surveyed and the relationship between variables. Correlations were calculated to determine the nature and significance of any observed relationships. However, it is important to mention that even if two variables are highly correlated, it does not mean that one is caused by the other.

We specifically looked at whether the collective efficacy scores were related to certain variables. For example, are homeowners in the area more likely to have higher perceived collective efficacy than those who rent? When we ran the correlation to answer this question, we found that they did not have any significant relationship to each other. We also found no significant relationship between residents who were involved in their neighborhood association and their perceived collective efficacy. We did find a moderate positive correlation between the number of neighbors residents spoke to regularly and their perceived collective efficacy.[1]

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[1] $r(81) = .34$, $p < 0.01$

Respondents who spoke to more neighbors on a regular basis tended to have a higher perceived collective efficacy. Similarly, we found a moderate positive correlation between the frequency of conversations residents had with their neighbors and their perceived collective efficacy.[2] Respondents who had conversations with their neighbors more frequently tended to have a higher perceived collective efficacy.

We also looked at whether the police satisfaction scores were related to certain variables. None of the variables we felt were of interest seemed to be highly correlated with police satisfaction scores, including gender, age, race, involvement in the community, frequency of conversations with neighbors, amount of neighbors spoken with on a regular basis, comfortability reporting issues to police, years lived in the neighborhood, familiarity with officers in the area, and homeowner status.

Policy Implications

We hope that some of this information can be of use to police and neighborhood groups working in this area. We specifically wonder what will be done about the concerns regarding drug use in the area (drug selling is not as much of a concern), and speeding traffic. Residents mentioned that they feel speed bumps and stop signs would help to improve the traffic issues. Other issues we felt should be addressed by police in the area include the hesitation to report by residents who were concerned about retaliation as well as residents who simply felt that the police would not take care of the issues adequately. We hope that people will begin to feel more comfortable reporting as they get to know the officers in their area; however it is important to work on other solutions to the issues listed above.

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[2] $r(80) = .41$, $p < 0.01$

Conclusion

In the Grand Avenue community, almost half of the people surveyed have lived in the area five years or less; over half of respondents are also renters. When asked what they valued about the community, the most common answer was that it was quiet or peaceful most of the time. This was also the most common answer last year when we surveyed the Grand Avenue community. Even though this was the most common answer, some people still mentioned that they had concerns about noise in the area. The major concerns in the area seem to be drug use (though not drug selling), speeding, and other traffic concerns.

It did seem that people in the Grand Avenue community valued interactions with their neighbors; many respondents said that they talked to at least a few of their neighbors regularly, and the majority said they spoke with their neighbors every day. A small number of people (18.5%) felt uncomfortable reporting issues or suspicious behavior to police. Those people said that they were worried about retaliation and/or that the police did not take care of the issues when they called for previously; thus they felt no reason to call in the future. A majority of the people surveyed (67.1%) did not know any police officers in the area by name or sight. We hope that this number will go down as the years go on now that the RPD has switched to the five section model. There were a number of respondents (38.3%) who felt very safe in the Grand Avenue community, but those who felt unsafe mentioned Parsells avenue, Goodman, and Denver streets as places they felt particularly unsafe.

The collective efficacy mean score for the Grand Avenue community is 3.6 out of 6. This means that, on average, respondents agreed with 3.6 collective efficacy statements out of a total of 6 statements. We ran correlations between perceived collective efficacy and other variables. Two of the variables we tested were moderately positively correlated. Those variables were the

number of neighbors respondents spoke to on a regular basis and the frequency in which they spoke to those neighbors.

The police satisfaction mean score was 3.8 out of 6. This means that, on average, respondents agreed with 3.8 statements having to do with police satisfaction out of 6 total statements. The statement that raised the most concern was "RPD response time is appropriate". Close to half (51%) of respondents disagreed with this statement. A little over half of the respondents (54.9%) felt that the amount of police presence in the area was "about right." When we ran correlations between the police satisfaction scores of residents and other variables of interest we found that none of those variables were highly correlated with police satisfaction in the Grand Avenue community. More discussions would need to be had with Chamberlain Street residents to understand the data from this survey more thoroughly.

References

Sampson, J. R., Raudenbush, W. S., & Earls, F. (1997). Neighborhoods and violent crime: A

   multilevel study of collective efficacy. *Science, 277,* 918-924.

Bandura, A. (2000). Exercise of human agency through collective efficacy. *Current Directions in

   Psychological Science, 9*(3), 75-78.