

**Community Concerns and Desires: Analysis of  
Norton Village TIPS Compared to TIPS Average  
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On July 28<sup>th</sup>, 2016, the TIPS (Trust, Information, Programs, and Services) initiative was held at the Norton Village Rec Center in Rochester, New York. The main goal of this initiative is to improve relations between the community and law enforcement through face-to-face interaction, as well as community building events that takes place during the initiative which include a barbecue, activities for children, and services. Surveys developed by CPSI were administered in approximately twenty-seven different street segments surrounding Norton Village. Collecting quantitative data about the community's concerns, perceptions of police practices, demographics, as well as feelings of safety and social cohesion of the neighborhood help us better understand the perspective of the residents. In addition, we added questions regarding the awareness of Rochester Police Department's (RPD) implementation of body-worn cameras as well as questions about their usage.

### **Methodology**

Approximately twenty-seven groups of one to three volunteers and a law enforcement officer were sent out to the various street segments selected in the Norton Village neighborhood. Each group was given brief instructions to knock on every door in their street segment and verbally administer the survey developed by CPSI to those who agree to participate. All the survey participants were 18 years of age or older and lived in the area that was surveyed.

It is important to note that because the survey respondents were not selected randomly, there is likely some bias in the results (i.e., only those home when the survey was conducted can take it), and the results from this study cannot be generalized to the population at large.

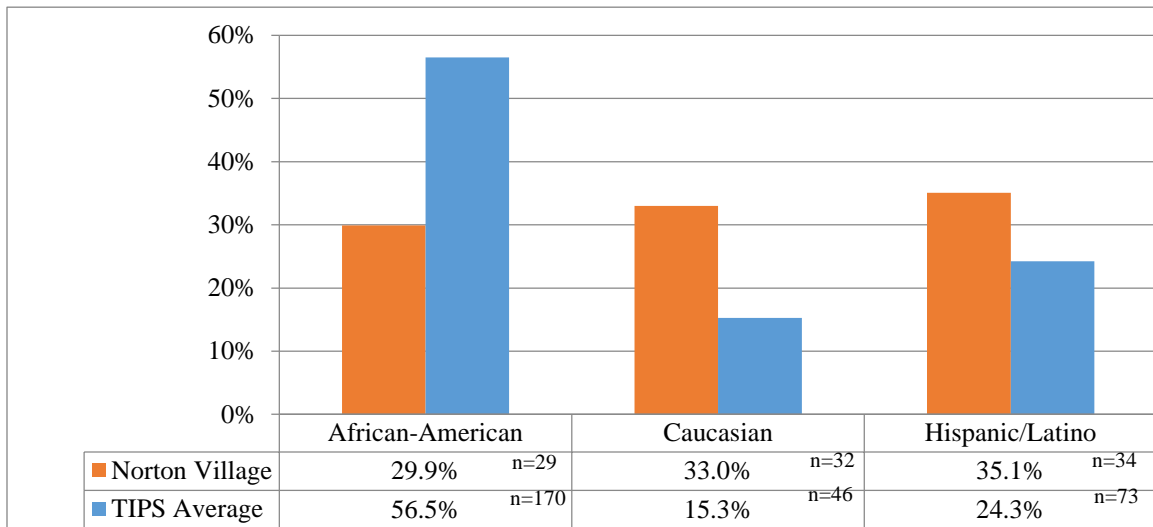
Within this paper we also included average percentage responses from the previous 2015 TIPS locations. These four locations are: Troup Street, Grand Avenue and Chamberlain Street, Avenue D and Conkey Street, and Carter and Norton Streets. This will give a reference point and provide comparisons to the average 2015 TIPS neighborhood.

## **Demographics**

### **Ethnicity**

From the 107 individuals who took TIPS surveys, 97 answered questions in regards to ethnicity. In the Norton Village community, respondents who were surveyed are primarily Hispanic/Latino (35.1%). Caucasian was the second largest ethnic population with 33%, and African American was the third largest ethnic population with 29.9% (See Figure 1). In comparison, 2015 TIPS averages had a substantially larger African American population (56.5%) and substantially less Caucasian (15.3%) and Hispanic populations (24.3% - See Figure 1).

Figure 1: Norton Village TIPS Respondents Ethnicity (N=97) versus 2015 TIPS Average (N=301)

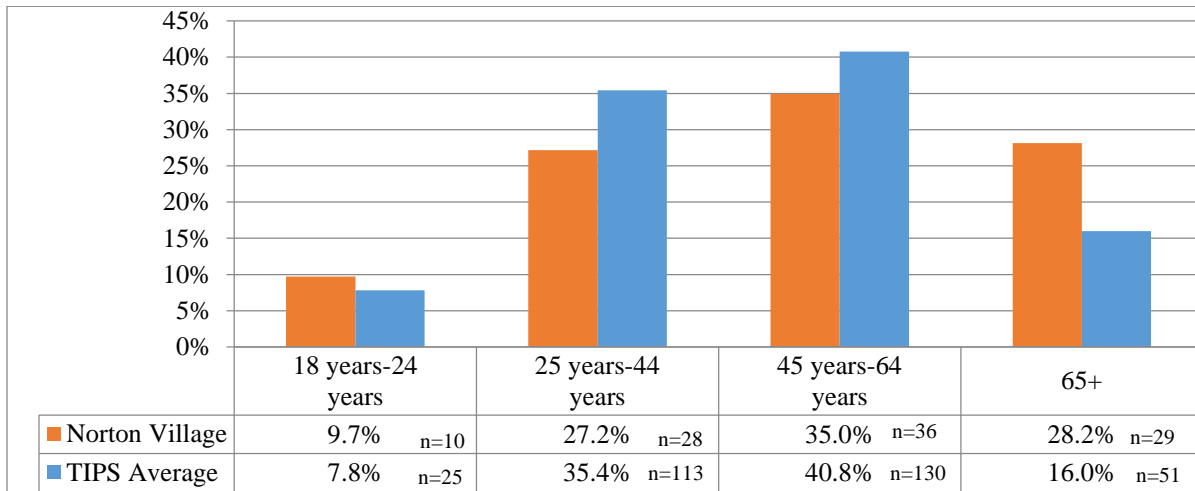


Note: Due to the limited responses from participants identifying with other ethnicities, they were not included in this chart. Therefore percentages will not add up to 100% for the 2015 TIPS Average or Norton Village.

### Age

Most of the respondents surveyed were in the 45-64-year-old range (35%). The second largest age group of respondents was 65+ years old (28.2% - See Figure 2).

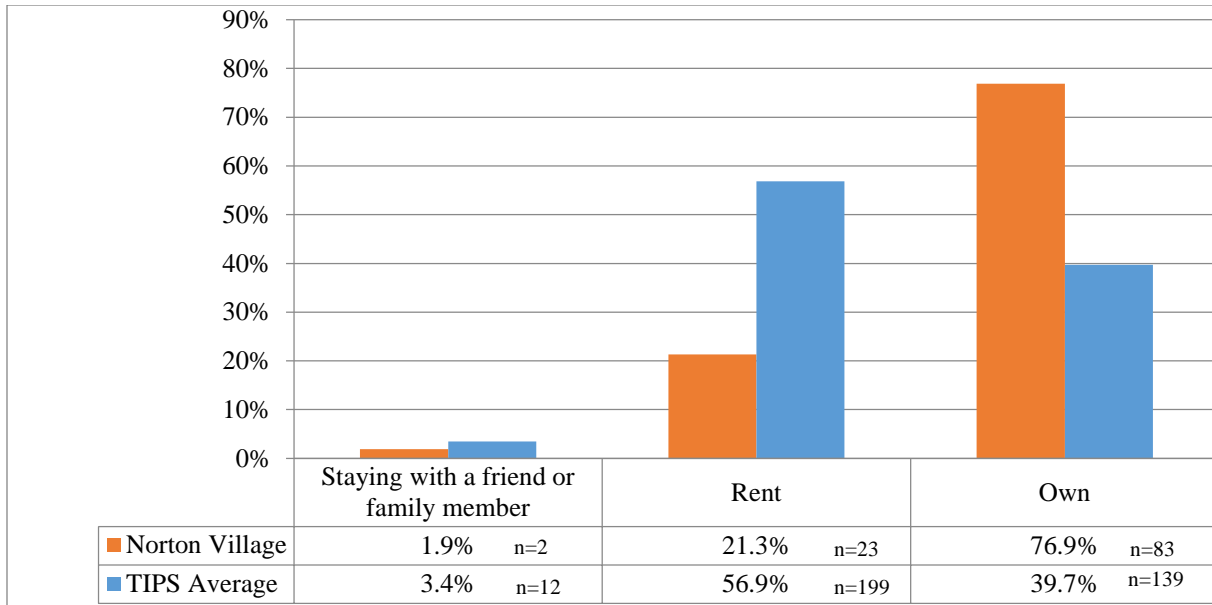
Figure 2: Norton Village TIPS Respondents Age (N=103) versus 2015 TIPS Average (N=319)



### Homeownership and Social Cohesion

Homeowners represented the largest group of respondents who participated in the survey (76.9%) and 21.3% rented their residences (See Figure 3). Homeownership in Norton Village is substantially higher than the 2015 TIPS average homeownership (39.7% - See Figure 3).

Figure 3: Residential Status of 2016 Norton Village TIPS Respondents (N=108) versus (N=350) 2015 TIPS Average



We also measured the social cohesion of the neighborhood. Items on the survey that measure social cohesion include: “How often do you speak to your neighbors,” and “How many different neighbors do you speak to regularly?” Norton Village participants reported speaking to fewer people than the 2015 TIPS average, and also reported speaking to their neighbors less frequently, which represented less social cohesion than the 2015 TIPS average (See Figures 4 and 5).

Figure 4: How Many Different Neighbors 2016 Norton Village Participants (N=98) Speak To Versus 2015 TIPS Average (N=239)

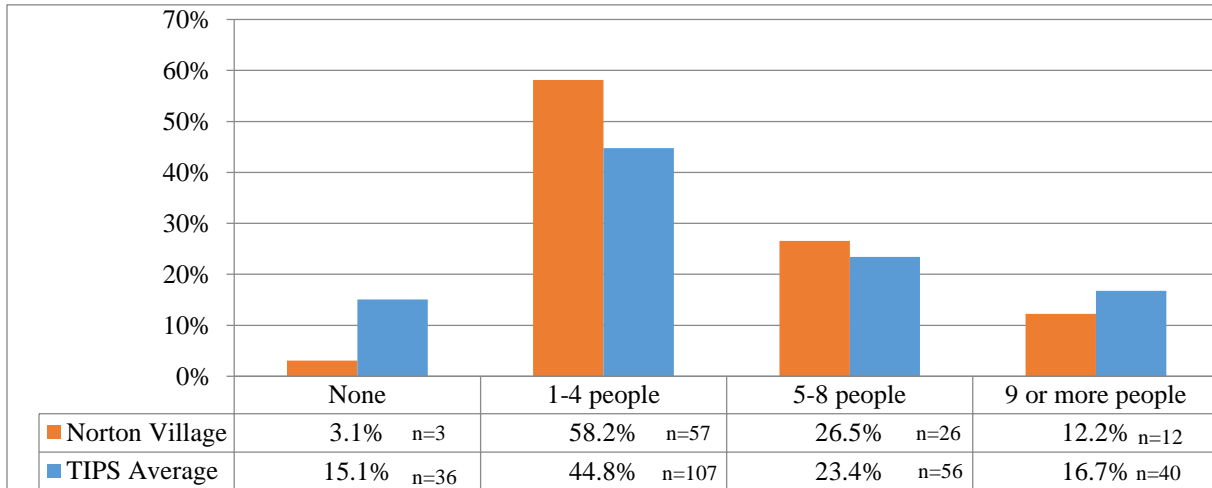
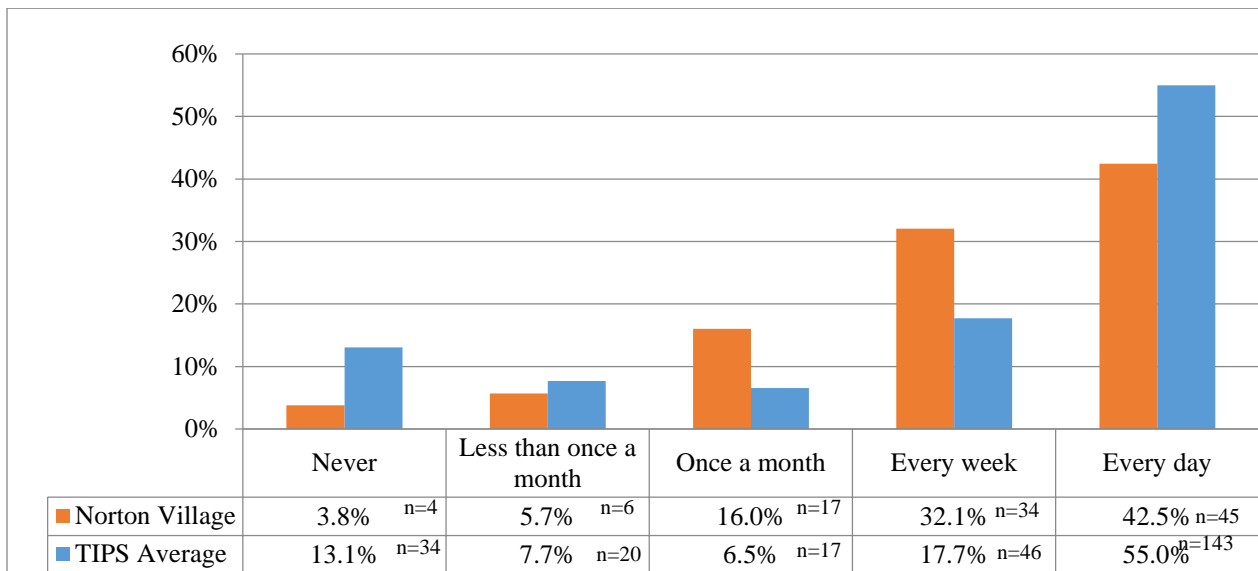


Figure 5: How Often 2016 Norton Village Respondents Speak To Their Neighbors (N=106) Versus 2015 TIPS Average (N=260)



## Community Concerns

We asked participants a variety of questions about their level of concern for specific issues that may occur within their neighborhood. Respondents were given a choice to respond to a concern question with: “not at all,” “minor concern,” or “major concern.” Overall, the largest concerns for the Norton Village neighborhood were speeding and theft/burglary. When compared to the 2015 TIPS average, Norton Village respondents identified fewer issues as being a major concern (See Table 1).

*Table 1: Norton Village Major Community Concerns versus 2015 TIPS Average*

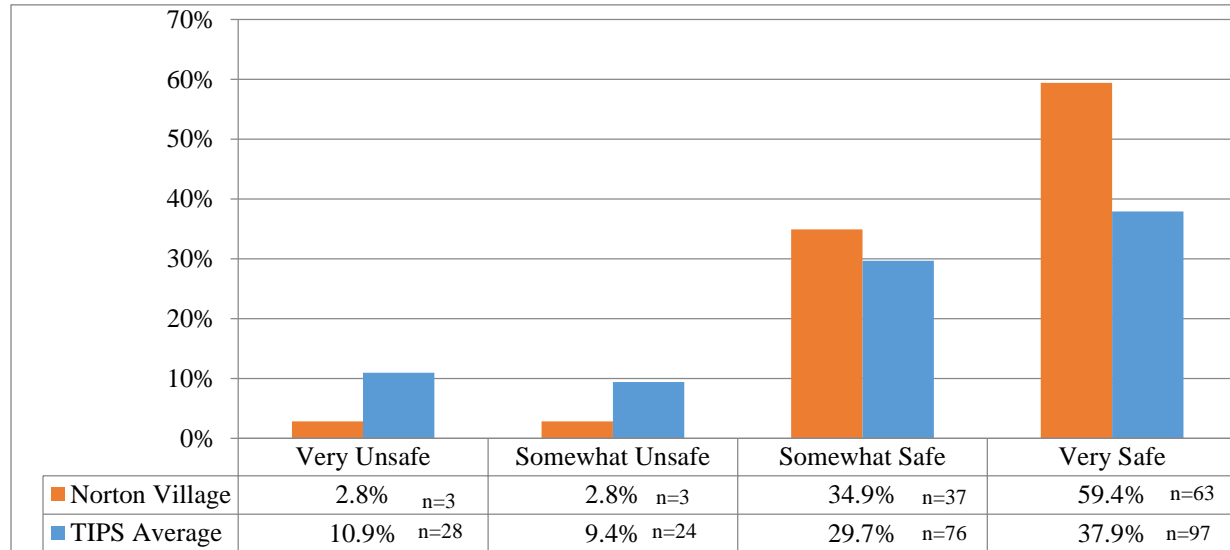
Concern	Norton Village		2015 TIPS Average	
	N	% (n)	N	% (n)
Speeding	N=106	29.2% (n=31)	N=253	54.5% (n=138)
Theft/Burglary	N=105	24.8% (n=26)	N=254	35.4% (n=90)
Drug Use	N=104	13.5% (n=14)	N=250	50.0% (n=125)
Drug Selling	N=105	13.3% (n=14)	N=252	44.0% (n=111)
Violence	N=106	9.4% (n=10)	N=255	38.8% (n=99)
Property Maintenance	N=102	7.8% (n=8)	N=237	25.3% (n=60)
Stray Animals/Pests	N=106	7.5% (n=8)	N=251	20.3% (n=51)
Gangs	N=106	5.7% (n=6)	N=249	31.3% (n=78)

### Feelings of Safety

We also asked participants how safe they felt in their neighborhood. The majority of participants felt very safe in their neighborhood (59.4%) followed by somewhat safe (34.9%); very few felt unsafe in Norton Village. Norton Village participants reported feeling substantially safer than the 2015 TIPS average (See Figure 6).



Figure 6: How Safe Norton Village TIPS Residents Feel (N=106) versus 2015 TIPS Average (N=256).



Note: The response of “neutral” feeling of safety was omitted as it was only included in the Grand Avenue and Chamberlain Street survey. Therefore, the 2015 TIPS Average will not total 100%.

### Collective Efficacy

A portion of our survey asked questions related to the concept of “collective efficacy” (p. 919). Collective efficacy is a term coined by Sampson, Raudenbush, and Earls (1997) in their study of Chicago neighborhoods.<sup>1</sup> We used three of the questions, shown in Table 2, from a survey developed by Sampson et al. (1997) to measure the collective efficacy of Norton Village neighborhoods. Higher collective efficacy is associated with decreased neighborhood violence, motivational commitment to group missions, and resilience to adversity.<sup>2</sup> Respondents were asked whether they “strongly agreed,” “agreed,” “disagreed,” or “strongly disagreed” with a

<sup>1</sup> Sampson, J. R., Raudenbush, W. S., & Earls, F. (1997). Neighborhoods and violent crime: A multilevel study of collective efficacy. *Science*, 277, 918-924

<sup>2</sup> Bandura, A. (2000). Exercise of human agency through collective efficacy. *Current Directions in Psychological Science*, 9(3), 75-78

collective efficacy question. For the purpose of this table we coded responses of strongly agree and agree into “agreement,” as well as responses of strongly disagree and disagree into “disagreement.” Furthermore, we compiled the coded responses into a scale in which “agreement” to a question was counted as a point into the scale, in which the highest score is “3” and the lowest score is “0.” Norton Village residents agreed substantially more to these questions in comparison to the 2015 TIPS average (See Table 2).

*Table 2: Percentage of Norton Village Respondents Who Agree with Collective Efficacy Questions versus 2015 TIPS Average*

Statement	Norton Village		2015 TIPS Average	
	People around here are willing to help neighbors.	N=101	94.1% (n=95)	N=259
People in this neighborhood share the same values.	N=92	87.0% (n=80)	N=253	58.1% (n=147)
I could count on my neighbors to intervene if a fight broke out in front of my house.	N=97	79.4% (n=77)	N=256	65.2% (n=167)

Overall, Norton Village’s mean score for collective efficacy was 2.61, which is substantially higher than the 2015 TIPS average of 2.03.

### **Law Enforcement Satisfaction**

As with the collective efficacy scale questions, the Rochester Police Satisfaction questions were developed with similar criteria. Individuals were able to respond to the questions with: strongly agree, agree, disagree or strongly disagree. For the purpose of this table as well as the Rochester Police Department Satisfaction scale, strongly agree and agree were coded into “agreement,” similarly, strongly disagree and disagree were coded into “disagreement.”

Agreement to questions were counted as points towards our “RPD Scale,” with exception to the last two questions in the table which were reverse coded, where agreement would imply dissatisfaction. The lowest score on the RPD scale would be a “0” with the highest being a “6.”

*Table 3: Percentage of Norton Village Respondents Who Agree With Police Satisfaction Statements vs. 2015 TIPS Average*

<b>Statement</b>	<b>Norton Village</b>		<b>2015 TIPS Average</b>	
The RPD does a good job preventing crime.	N=96	89.6% (n=86)	N=261	71.3% (n=186)
RPD officers listen to what you have to say.	N=94	89.4% (n=84)	N=258	76.7% (n=198)
The police work with the community to solve problems that really matter to people in my neighborhood.	N=89	88.8% (n=79)	N=252	75.0% (n=282)
RPD response time is appropriate	N=92	84.8% (n=78)	N=255	63.5% (n=162)
Police stopping people without good reason is a problem in my neighborhood.	N=96	14.6% (n=14)	N=233	30.5% (n=71)
Police use of excessive force (verbal or physical) is an issue in my neighborhood.	N=92	13.0% (n=12)	N=235	33.2% (n=78)

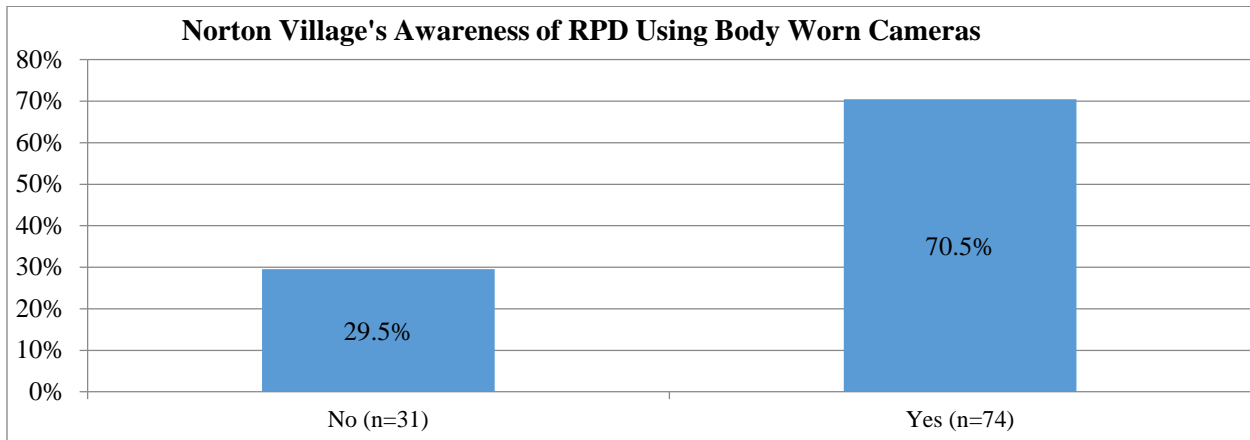
In general, Norton Village respondents perceived the RPD practices much better than the 2015 TIPS average. The largest difference was that Norton Village respondents perceived unwarranted stopping and excessive force by police to not be an issue, while the majority of the 2015 TIPS average respondents did (See Table 3). Overall, Norton Village’s mean Rochester Police Satisfaction was 5.34, substantially higher than the TIPS average of 4.22.

### **Body Worn Cameras**

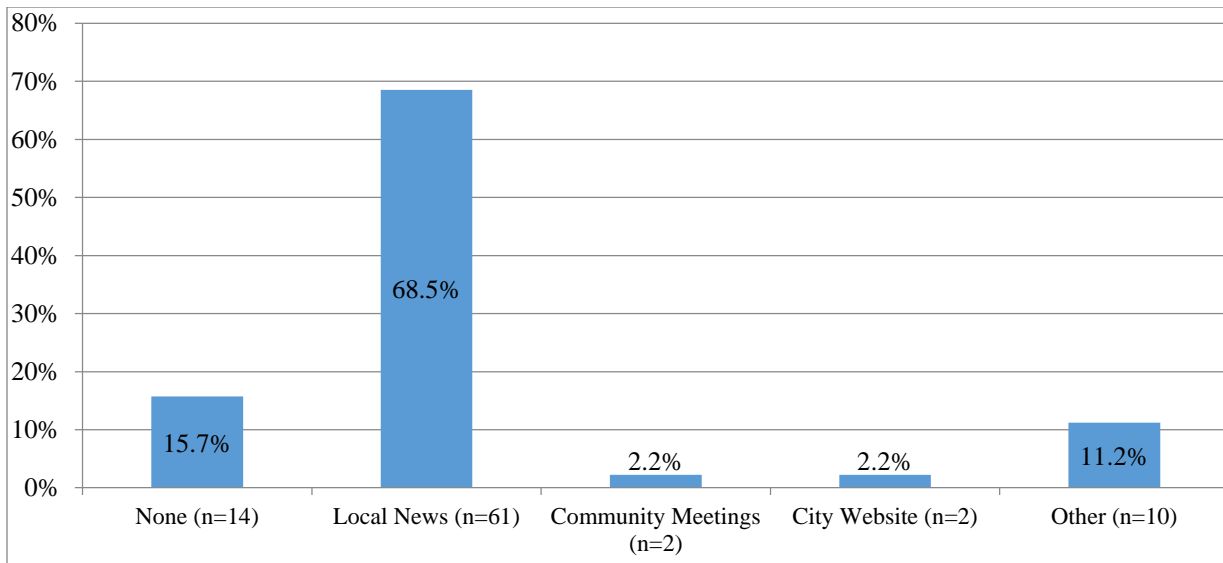
Our newest survey revision included questions about respondents’ awareness and feelings towards RPD’s implementation of body worn cameras. This item was not asked in the 2015 TIPS. “Body worn cameras” are cameras worn by police on their uniform. The videos record incidents before, during, and after an incident.

The first question asked respondents if they were aware RPD was using body cameras. Approximately 70% of the respondents surveyed were aware that the RPD was using body worn cameras (See Figure 7), and the majority of those reported finding out about the body worn cameras from the local news (See Figure 8).

*Figure 7: Norton Village's Awareness of RPD Using Body Worn Cameras (N=105)*

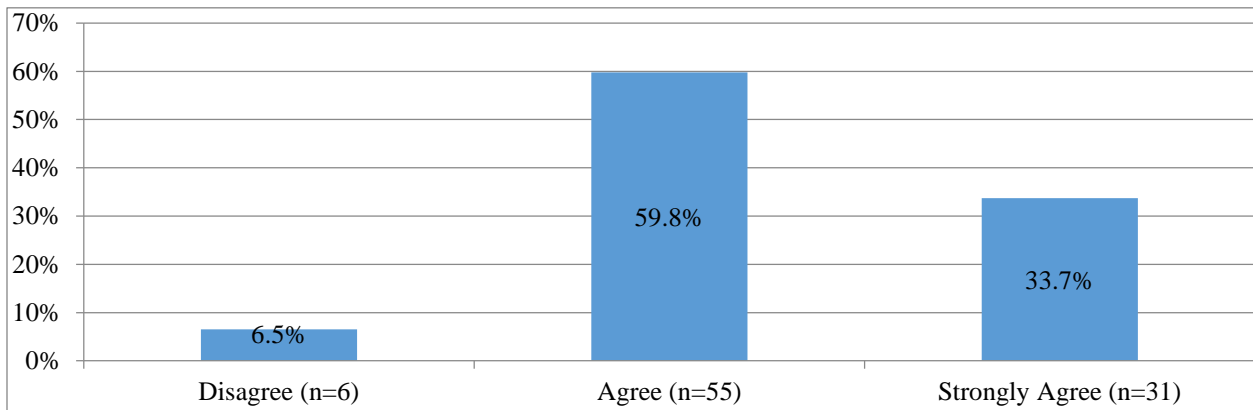


*Figure 8: Norton Village's Sources Used to Find Out About Body Cameras (N=89)*

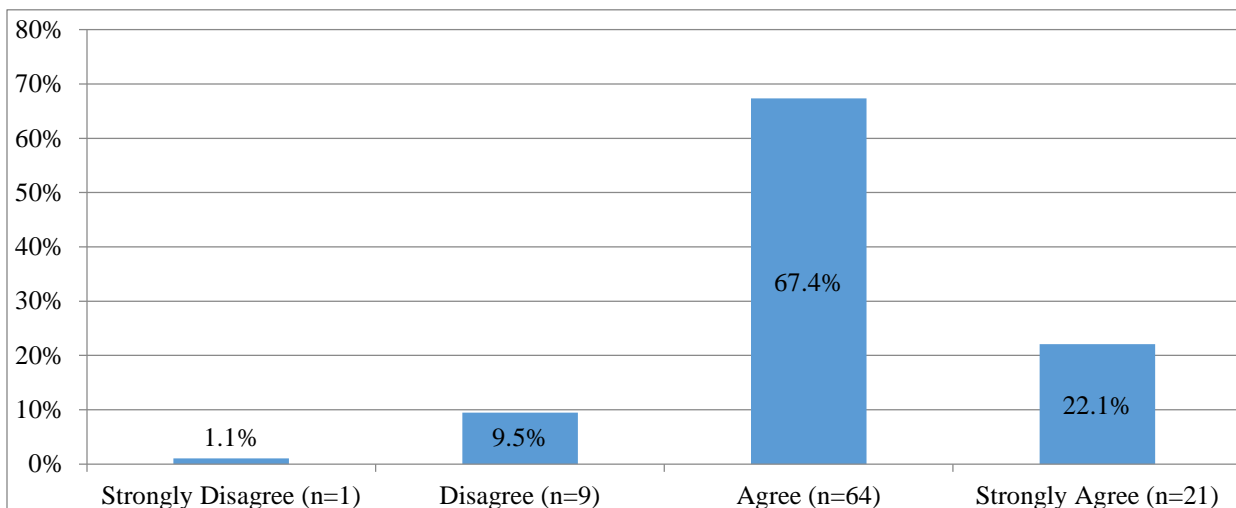


Overall, the majority of respondents felt that body worn cameras will improve their community's relationship with the RPD (See Figure 9). Approximately 93% agreed or strongly agreed, and roughly 6% disagreed. Furthermore, approximately 90% of respondents agreed or strongly agreed that RPD will use footage fairly and impartially. Roughly 10% disagreed, or strongly disagreed (See Figure 10).

*Figure 9: Norton Village's Perception That Body Worn Cameras Will Improve the Community's Relationship With RPD (N=92)*



*Figure 10: Norton Village's Perception That RPD Will Use Body Worn Camera Footage Fairly and Impartially (N=95)*



## **Conclusion**

In conclusion, Norton Village respondents were ethnically diverse and older demographically. Overall, they shared substantially less concern for their neighborhood in terms of drug usage, drug dealing, gangs, property maintenance, stray animals, and violence and were mostly concerned about speeding and burglary. Norton Village respondents scored highly in collective efficacy and thought highly of the RPD in comparison to 2015 TIPS averages. Additionally, respondents were aware that the RPD was using body worn cameras and felt highly about their usage.

Most of the individuals that were surveyed were of an older demographic, which may not accurately represent the demographic make-up of the neighborhood and could potentially skew the results from the data. In order to collect data that reflects a more accurate representation of the neighborhood, we recommend that the survey portion of the TIPS initiative event be held after 5:00 pm.

Secondly, many individuals expressed concerns that were very specific to their streets, namely burglary concerns. These streets have experienced frequent break-ins and as a consequence residents were very concerned about burglary. A suggestion to the residents in those areas would be to collaborate and form a street watch that meets occasionally to share these concerns amongst each other and the RPD to better prevent future break-ins.