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AN EVALUATION OF EFFORTS TO STRENGTHEN POLICE-RESIDENT RELATIONS IN EL CENTRO, CALIFORNIA: A FINAL REPORT

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September 20, 1998

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EXECUTIVE SUMMARY

In 1996, the El Centro Police Department (ECPD) formed a research partnership with San Diego State University to study ways of improving police-resident relations throughout El Centro's neighborhoods. The study was prompted by the ECPD's decision to implement a community-oriented policing philosophy in its neighborhood policing operations and concerns that El Centro police officers be able to work with an increasingly bilingual and culturally diverse population for community policing be effective in reducing crime. The study was guided by two main objectives: (1) to learn more about how language and culture may affect the implementation of community-oriented policing in El Centro, and (2) to experiment with strategies for strengthening police-resident relations. This report describes the research conducted and presents findings and recommendations from the partnership's efforts.

The study is based primarily on face-to-face interviews with a random sample of 600 El Centro residents. Pretest and posttest interviews were conducted one year apart with a panel of residents before and after the ECPD implemented a strategy to improve police-resident relations in one of the city's four main policing beats. The interview data were used to evaluate the effects of the department's strategy on trust in police, willingness to work with police, familiarity with police, and police performance. Much of the research was also devoted to identifying barriers to improving police-resident relations and examining the influence of residents' social and cultural characteristics on attitudes toward police.

Study Highlights

Many of the findings from the study are summarized below. They are highlighted in three

areas: (1) social and cultural characteristics of El Centro residents, (2) resident perceptions of police, and (3) the effects of the El Centro Police Department's intervention in the Northeast beat.

Social and Cultural Characteristics of Residents

- The ethnic composition of El Centro is influenced greatly by its proximity to Mexico. Most residents interviewed were Mexican/ Mexican American (67%); 20 percent were Anglo/ White. The remainder consisted primarily of African Americans and Asians. Forty percent of residents indicated they were born in Mexico and 67 percent said their families originated from Mexico.
- While most residents (66%) said they could speak English, a third indicated they could speak Spanish only, or preferred to speak Spanish only. Of the English-speakers, 42 percent said they were bilingual. Forty-one percent of the interviews were conducted in Spanish.
- There are marked differences in resident social and cultural characteristics across the policing beats of El Centro that need to be taken into account when assigning officers to beats and designing productive community-based policing strategies. Most pronounced are the differences between the Northeast and Southeast beats. Whereas, the Northeast beat is primarily Mexican/ Mexican American (88%), Spanish-speaking (53%), lower income (median household incomes between \$10,000 to \$20,000), and less educated (48% have not completed high school), the Southeast beat is mixed (41 % Anglo and 40% Mexican/ Mexican American), primarily English-speaking (67%), middle income (median household incomes between \$40,000 to \$50,000), and more educated (only 9% have not completed high school). Officers need to be aware of such differences and their implications for building effective working relationships with the community.

Resident Perceptions of Police

- Most residents expressed favorable attitudes about El Centro police. Almost three-quarters said they thought officers were honest, fair, courteous and helpful when dealing with people in their neighborhoods. Over 80 percent said they were willing to talk with police officers on the street, report crimes, allow officers to visit their homes so they could get to know them and their families, and to attend neighborhood meetings with police officers. In contrast to these positive feelings about El Centro police, 29 percent felt officers were intimidating when dealing with people in the neighborhood and 46 percent were not sure officers would tell the truth when testifying in court.
- Generally, residents gave the El Centro Police Department high marks for its overall performance in preventing crime. Sixty-one percent rated its performance as “good” or “very good”, while only 9 percent rated it “poor” or “very poor”.
- Most residents (71%) indicated they do not know the police officers, by face or name, who patrol their neighborhoods.
- Residents said they saw police most often as they drove through their neighborhoods in patrol cars (80%), or as they stopped motorists (43%). Few reported seeing officers on foot in their neighborhoods, either walking about (16%) or talking with other residents (22%).
- Most residents (79%) thought something needed to be done to improve police-resident relations in neighborhoods. The most frequent recommendations for improving relations were (1) to increase communication between police and residents so that residents could get to know officers and to learn more about the citizen’s role in community policing, (2) to hold meetings with police to discuss crime-related problems, (3) to have police patrol more often, particularly on foot and at night, and (4) to increase police visibility by walking neighborhoods, talking to residents, and patrolling on bicycles.
- Residents most frequently cited “some police not being bilingual” (57%) and “police being too busy to get to know residents” (59%) as moderate to very serious obstacles to

improving police-resident relations. Many also felt that residents' previous experiences with U.S. border policing authorities (35%) and experiences with Mexican police (22%) posed moderate to very serious obstacles for improved relations.

- There were noticeable differences in resident perceptions of police across the four main policing beats. Generally, residents in the beats on the eastside of El Centro were somewhat less trusting of police and less willing to work with them, especially when it came to reporting crimes. These residents also reported seeing police in their neighborhoods more frequently and tended to give police lower performance ratings than did residents in other beats. In addition, proportionately more eastside residents thought the lack of bilingual police posed a very serious obstacle to improving police-resident relations.
- Ethnicity, language, and acculturation were found to be significant modifiers of resident attitudes toward police and resident perceptions of obstacles to improved police-resident relations. Compared with Anglos, Mexicans/ Mexican Americans and other minorities tended to be less trusting of police and less willing to work with them, particularly with respect to reporting crimes. Spanish-speakers and bilinguals were also less likely to trust police than were English speakers. Ethnicity, language preference and acculturation (i.e. adaptation to American culture) were all found to shape resident perceptions of obstacles to better police-resident relations. This was especially true for obstacles related to police bilingualism, past experiences with U.S. border authorities, and past experiences with Mexican police. For Spanish speakers, Mexicans/ Mexican Americans, and less acculturated Mexican/ Mexican Americans, these problems were seen as more serious than for other groups.

The Project Intervention

- During 1997, the El Centro Police Department experimented with a strategy for improving police-resident relations in the Northeast beat of the city. Elements of the strategy included establishing a community center and youth programming, a police sub-station in the new community center, officers permanently assigned to the beat, public meetings with police,

and "knock and talks" in neighborhoods using bilingual officers. A quasi-experimental design was used to evaluate the experimental strategy. Results of the evaluation indicated that the strategy increased residents' familiarity with police officers working in the experimental beat and improved residents' ratings of police performance. Calls for service also declined. However, no evidence was found that residents were more trusting of police or more willing to work with them than before the intervention.

Recommendations

Based on the study findings and discussions with El Centro PD executive staff, the following recommendations are suggested to further improve police-resident relations and support the implementation of community-oriented policing.

- The department should take measures to increase police officers' knowledge of the community and its residents, particularly in the beat areas to which officers are assigned. Information pertaining to social, economic and cultural characteristics can be helpful in understanding crime-related issues and problems in the community, as well as helpful in identifying solutions for ameliorating them.
- Because the study provides convincing evidence that ethnic and other cultural characteristics influence how El Centro residents view police officers and their willingness to work with them, the department should consider making diversity and human relations training available to all police officers. In the training, special emphasis should be given to examining the implications of cultural characteristics for community policing and identifying mechanisms for eliminating impediments to good police-resident relations in the community.
- The study indicates language is a serious impediment for some residents in the community and can undermine successful police-resident relations. The department should ensure that mechanisms are available for non-Spanish speaking officers to become bilingual. The

department might consider a tuition remission program for officers attending language courses, "in-house" language training, making self-help language materials available to officers, or other options like providing incentive pay to those learning Spanish, as opposed to giving it to only those who are bilingual.

- The department should continue to promote activities that reduce the social distance between police and residents. As in most cities across the country, the prevailing interaction between residents and police is residents seeing officers drive by in patrol cars. The study suggests that efforts such as community meetings and "knock and talks" can enhance residents' familiarity with police and improve perceptions of police performance. Such consequences foster the development of successful police-resident partnerships for reducing crime and for improving the quality of life in neighborhoods.
- Residents need to know that police need interaction with them for community policing to be effective. The department should clarify expectations of residents under community policing and let residents know what is needed of them.

These and other findings and recommendations are discussed in greater detail in the report.

This first section describes the purpose of the study and the specific research issues examined through the research partnership. The second outlines the methodology used to develop El Centro's strategy for building better police-resident working relationships and to evaluate its impact in the Northeast beat. Sections three and four present the results of analyzing the interview and departmental data and summarize the study's findings. The concluding section discusses recommendations for enhancing police-resident relationships and supporting the community policing philosophy in El Centro.

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An Evaluation of Efforts to Strengthen Police-Resident Relations in El Centro, California

I. Introduction

In 1996 the City of El Centro began to implement a community-oriented policing philosophy in its neighborhood policing operations. Like other cities attempting to implement community policing, El Centro faced the problem of building better working relationships between police officers and neighborhood residents in order to make community policing an effective strategy for reducing crime. A serious concern among city police officials was that El Centro's growing immigrant and bilingual population might complicate efforts to introduce community policing successfully. As in many cities throughout California and the Southwest, the demographic and cultural characteristics of El Centro's population had changed markedly over the past thirty years. What was once a relatively homogenous Anglo, English-speaking community had become primarily a Hispanic, Spanish-speaking one. Much of El Centro's residential and commercial population was now comprised of recent immigrants and seasonal agricultural workers from Mexico, as well as shoppers and visitors from the Mexican border state of Baja Norte. Increasingly police officers found themselves in situations where they needed to communicate with people who spoke only Spanish, or preferred to speak Spanish, and who had limited exposure to local laws, customs, and police. Police officials believed these and other factors could make many residents reluctant to trust or cooperate with local police and, thereby, frustrate the implementation of community policing. To address such concerns, the El Centro Police Department decided to form a research partnership with San Diego State University. Among the research partnership's primary objectives were to learn more about how language and culture might affect the introduction of community policing in

El Centro and to experiment with strategies for strengthening police-resident cooperation, particularly among the more language-disabled segments of the local population. This report presents findings from the research partners' efforts.

The remainder of this section describes the community of El Centro and its approach to community policing. It also describes the specific purposes of the study and the research issues examined through the partnership between the El Centro Police Department and San Diego State University. The second section outlines the methodology used to develop El Centro's strategy for building better police-resident working relationships and for evaluating the strategy's impact in El Centro neighborhoods. Sections three and four present the evaluation results and summarize the study's findings. A concluding section discusses recommendations for enhancing police-resident relationships and introducing the community policing philosophy in El Centro.

El Centro, a Bilingual Border Community

The City of El Centro is located thirteen miles north of the United States-Mexico border in the Imperial Valley. Just south of the border lies Mexicali in the Mexicali Valley and the State of Baja Norte. Populations on both sides of the border have grown quite dramatically over the past three decades. The greater metropolitan area of Mexicali is estimated to be well over 1.25 million persons. El Centro's population is officially listed as 36,450, but has a daytime population of 60,000 to 90,000 persons because of the daily flow of traffic across the border. Imperial County, the county where El Centro is located, consistently has the highest

unemployment rate in the State of California and also has a very large at-risk youth population. It is also a major route for smuggling drugs and illegal aliens into the United States.

Whereas the Imperial Valley was principally populated by English-speaking Anglos prior to the 1970s, it is now populated primarily by Spanish-speaking Hispanics. The same holds true for the City of El Centro which is now approximately 70 percent Hispanic (Mexican), 25 percent White (Anglo), 4 percent African-American and about one percent Asian-American. It is estimated that 50 percent of El Centro's citizenry is bilingual in Spanish-English, 20 to 30 percent is Spanish-speaking only, and 20 to 30 percent is English-speaking only. While police officer racial / ethnic characteristics closely approximate those for the community in general, percentage-wise there are slightly fewer Hispanics on the force. Importantly, several officers are not bilingual including about a half dozen Mexican-American officers who speak only English.

The principal newspaper in the community is in English, but Mexican newspapers and local Spanish newspapers are also widely available. There are, however, more Spanish language radio stations and local television stations available than there are English language ones.

Community-Oriented Policing in El Centro

The El Centro Police Department (ECPD) has a total of 49 sworn officers and is a full service police agency. At the beginning of 1995, the ECPD started implementing community-oriented policing according to a five-year plan. There were a number of components to the plan including (1) education of all police officers and support personnel as well as other municipal

employees, (2) division of the city into specific beat areas and sub-beat areas, (3) establishment of citizen contact procedures and the development of a review procedure, (4) establishment of police substations, and (5) implementation of a public education campaign. Initially, the police department divided the city into four primary beat areas that followed major roadways running north-south (Eighth Street) and east-west (Main Street). In this report they are referred to as the Northwest (NW), Northeast (NE), Southeast (SE), and Southwest (SW) beats. A map of the city can be found in Appendix A. Within each of these beats were four sub-beat areas. The five-year plan called for assignment of officers to beats and sub-beats on a permanent basis. However, budget and manpower shortfalls prevented this from occurring except in the study's Northeast experimental beat area. In 1997 beat area boundaries were changed to reflect better the geography of neighborhoods in the southwest and southeast sections of the city.

Before the partnership study began in January 1996 there had been some experimentation with strategies for improving relations between residents and police in El Centro's neighborhoods. The ECPD had established police sub-stations in the two northern beat areas of the city and started a Police Athletic League (PAL) that was designed to involve youth in positive activities, particularly sports like soccer and bowling. Enormously popular with children and their parents, the PAL program was first tried in the northwest beat area, largely at the initiative of a singularly committed officer who worked the northwest beat sub-station. The department also initiated a citywide Citizens' Police Academy to enhance residents' understanding of police and policing in the community. The department was also planning to experiment with Neighborhood Watch programs in selected neighborhoods. All of these

initiatives were greeted with support by residents and resident groups including the clergy, realtors, schools, service clubs, and the media.

Purpose of the Study

The partnership study was guided by two goals. The first was to explore the range of problems posed by Spanish language and Mexican-American culture for community policing in El Centro. This knowledge was to help the partnership team identify strategies for building police-resident trust and cooperation that were sensitive to potential language and cultural barriers found in El Centro's communities. The second goal was to experiment with these strategies in two of the city's four main community policing beats to learn more about what might promote better police-resident relations in El Centro's bilingual and multi-cultural neighborhoods.

A central assumption underlying most approaches to community policing is that a "partnership" between citizens and the police must be formed if community policing is to be effective in reducing crime. In theory, community policing seeks to change the perceptions of citizens about the police and the perceptions of police about citizens so as to build a trusting and cooperative working relationship between these groups. In some cases, research suggests community policing has been successful in building such relationships. In Britain, for example, contact police patrols were found to increase public confidence in police significantly (Bennet, 1991). Nonetheless, many researchers express skepticism about the extent to which such partnership building actually occurs or is successful in community policing. Buerger (1995), for example, suggests that while police departments often make

honest attempts to implement community policing, the reality is"...community policing by and large remains a unilateral action on the part of the police." Others point to a host of factors that undermine the police-citizen partnership relationship including a long-standing history of poor relations between police and certain segments of city populations (particularly the poor), fear of police, mutual distrust, and a lack of education about the role of the citizen under community policing (Sadd and Grinc, 1995). They also question the assumption that citizens might actually want to have closer contact with the police, much less work actively with them in community policing.

Among the variables affecting police-citizen relations that have not been given much consideration in the implementation of community policing are language and culture. Indeed, studies in areas other than criminal justice offer evidence that such variables may significantly affect the attitudes and behaviors of Hispanic residents, particularly recent immigrants. For example, studies of Hispanic acculturation (i.e., the process of learning and behavioral adaptation that takes place as individuals are exposed to a new culture) suggest that acculturation significantly influences social deviance, alcoholism, and drug use (Padilla et al., 1979 Marin et al, 1989), political and social attitudes (Alva, 1985), and the use of health services by Hispanics (Marks et al, 1987). Given the nature of El Centro's population, the influence of such variables on police-resident relations was of great interest to the ECPD and, thus, formed an important focus of the research partnership's efforts.

Specific Research Issues

To pursue the goals of the partnership study, a number of more specific research objectives and

issues were outlined by the partnership team. These centered on three areas. First, police officials wanted to know more about the residents in El Centro's neighborhoods including their language preferences, experience with police, willingness to cooperate with police, as well as the obstacles residents thought prevented them from working more closely with police. Second, anticipating ECPD's subsequent development and introduction of an experimental strategy to enhance police-citizen cooperation, officials wanted to know if the strategy they put in place had any positive effect on police-resident relations and crime. Finally, officials wanted to know more about how language, ethnicity, and acculturation might affect resident attitudes toward police, cooperation, and the success of the experimental strategy. The specific questions posed for the study were as follows:

- (1) Who are the people in El Centro's neighborhoods and how do they see their neighborhoods?
- (2) How do residents view police and their performance?
- (3) What is the state of trust and cooperation between residents and police in El Centro (before introducing the study intervention)?
- (4) What forces do residents see undermining their ability to work more closely with El Centro police?

(5) Were residents aware of the experimental strategy being put in place to improve police-resident relations?

(6) Did the experimental strategy make any difference?

(7) Do language, ethnicity and acculturation affect how residents view police, their willingness to work with El Centro police, or how residents assess the results of the experimental strategy?

The ECPD was optimistic that answers to these questions would provide directions for building better working relationships between El C Centro police and residents and, thereby, support its efforts to introduce community policing. The research methodology used to address the questions posed and the resultant research findings and recommendations are presented in the sections that follow. *

II. Methodology

The partnership project was conducted in three phases between January 1996 and January 1998. Phase one employed focus group sessions with persons in the community to identify issues, particularly language and cultural issues, related to building cooperation and trust between police and residents. Phase two was devoted to formulating an experimental strategy for improving police-resident relations using the information gathered in phase one, as well as information gathered through interviews with El Centro residents. Finally, the third phase of the project concentrated on implementing and assessing the impact of the experimental strategy on police-resident relationships in selected beat areas. Interviews were conducted with a panel of 600 residents prior to, and one year after introduction of the experimental strategy. The panel data were used not only to evaluate the experimental strategy, but also to understand better the beat areas to which ECPD officers would eventually be assigned. The three phases are described in greater detail below.

Phase 1: Focus Group Sessions

Because there was no knowledge available concerning how El Centro residents felt about working with police or how they thought police-resident relationships might be improved, the partnership team decided to solicit resident input through focus group sessions. Information derived from the focus group sessions was to help the project team identify potential problems surrounding police-resident cooperation as well as strategies for enhancing police-resident relationships that were supportive of the community policing philosophy. During the spring of 1996 three focus group sessions (1/2 day each) were held with community leaders and neighborhood residents in two of the four main beat areas of El Centro. The sessions were

structured to stimulate discussion and gather information from neighborhood knowledgeable about the nature of the relationship between residents and police in neighborhoods; barriers to better police-resident working relations; and the influence of Spanish language and Mexican cultural characteristics (e.g., prior experiences with law enforcement, simpatia, familialism, machismo) on resident attitudes toward police and willingness to cooperate with police. Participants were also asked to suggest ways to improve police-resident trust and cooperation in their neighborhoods. The protocol used to guide the focus group sessions can be found in **Appendix B.**

In the early months of the project, the partnership team tentatively selected the northeastern and southeastern beat areas of the city to receive the experimental treatment and the northwestern and southwestern beat areas to serve as control sites. Accordingly, focus group sessions were held in neighborhoods in the northwest and southeast beat areas. To encourage openness, the sessions were held in public meeting rooms (i.e., conference rooms in an elementary school and a community arts center, and a recreation center of a mobile home park). University faculty served as facilitators and no ECPD officers attended the meetings. Participants were selected from lists of persons who were identified as either being active in neighborhood organizations and activities or as antagonists of the ECPD. The university researchers contacted participants for the sessions, which ultimately ranged in size from 6 to 12 persons.

The focus group sessions produced a wealth of information about why many El Centro residents did not work more closely with police as well as numerous suggestions for promoting

better working relationships. In the opinion of participants, the following problematic circumstances contributed to poor working relationships:

- **Residents Don't Know Police**

Many residents see El Centro police in their neighborhoods, but they don't really know them. Participants felt police are locked into an authority role that puts a "brick wall" between residents and police and discourages social interaction. They also feel officers get out of their cars only when there is a problem in the neighborhood. There are no opportunities for residents to talk with police on a regular basis.

- **Police Don't Know Residents**

Police do not try to get to know residents or the neighborhoods because they are too busy. Consequently, many officers do not know the neighborhoods or people who live in them. Moreover, some do not understand Hispanic culture and because of this can misinterpret attitudes and behaviors of people, especially youth. For example, Hispanic youth may not look officers in the eye when confronted because of culturally ingrained deference to authority. Yet some officers may interpret lack of eye contact as being evasive or lying.

- **Residents Fear Police**

Some residents fear the police. In some cases this is because of bad experiences with police in Mexico or bad experiences with US Customs, Immigration or Border Patrol officers. Also, some families avoid interaction with police because someone is living with them who is in the U.S. illegally. For these and similar reasons, residents may not be eager to report crimes occurring in their neighborhoods or to draw attention to themselves from police.

- **Residents Don't Respect Police**

Many residents fear police more than they respect them. In some cases, some Hispanic residents see Hispanic police officers as "Uncle Toms" or "traitors to their race" because they do not relate to them as fellow Hispanics.

- **Residents Feel Intimidated by Police**

Some feel the police officer's badge and uniform intimidate residents. Police officers seem to adopt an attitude that discourages communication with residents. With the badge officers "get an attitude" toward regular people. They don't treat residents as persons.

- **Language**

Many residents can't relate to police officers because of language. Large numbers of residents speak only Spanish and some police are not bilingual. "Even though El Centro is only 12 miles from the border, some cops don't speak Spanish."

Participants also suggested the following strategies for building better police-resident relationships would be supportive of community policing:

- **Increase Non-Threatening Interactions With Residents**

Get officers out of their cars. Have them walk the neighborhood and talk to people personally. They could knock on doors and introduce themselves and let residents know what's going on. Wave to persons when driving by and shake hands with kids in the neighborhoods. The ECPD could even have picnics in neighborhoods to get to know residents better.

- **Educate Community Members About Community Policing**

Residents don't know anything about community policing or what role they are supposed to play under this approach. Police should let residents know what to do. They might distribute pamphlets in the neighborhoods about resident and police roles under community policing.

- **Work With Youth**

Police should spend more time with youth in the community. The PAL program is a good example of the type of programs that will establish good relationships between police and young people. Officers should also meet with students in the schools to talk about youth crime problems and establish a better rapport with young people.

- **Improve Police-Resident Communication**

Police should talk with residents more often to let them know what's going on in neighborhoods and learn what residents are concerned about. It would be helpful to hold regular meetings with residents. Also, police should be encouraged to learn conversational Spanish to communicate better with non-English speaking Hispanics. *

Phase 2: Specifying Strategies For Enhancing Police-Resident Cooperation

The second phase was devoted to formulating an experimental strategy to improve police-resident relations in El Centro neighborhoods and finalizing selection of the beat areas where the strategy would be implemented. This effort relied on information generated through the focus group sessions, data from a survey of an area probability sample of El Centro households, and the knowledge and experience of ECPD executive staff.

A household survey of 600 El Centro households was conducted from late November 1996 to early January 1997. Face-to-face interviews were conducted with adult residents (18 years or older) in each of the four main beat areas of the city to gather more representative data on the issues and opinions that emerged from the focus group sessions and to gather pre-test data for assessing the effects of the experimental strategy. The interview data were also gathered to learn more about El Centro residents and neighborhoods that would help the ECPD in its efforts to introduce community policing.

The interview sample was stratified over the four main beat areas (i.e., the northwest quadrant, northeast quadrant, southeast quadrant, and southwest quadrant) such that 150 households were sampled in each main beat area. Within each main beat area, the sample was proportionately stratified across ECPD reporting unit areas according to the relative proportion of residences in each reporting unit. Household addresses were then randomly selected from the Polk City' Directory (1995) of residences and businesses for cities in the Imperial Valley. Bilingual interviewers were trained in procedures for conducting the interview, identifying the appropriate respondent, and the replacement of households when interviews could not be obtained from sampled households.

The interview questionnaire was prepared in English and Spanish. A linguist translated the English version to Spanish and four bilingual translators independently *back-translated* (Marin & Marin, 1991: 90) the Spanish version to English (two translators), and the English version to Spanish (two translators). The translation results were used to finalize the interview protocols

in both languages. This helped to ensure equivalency of the interview forms and to ensure the Spanish version was couched in the idiom of Spanish speakers in the border region. The pre-test English version can be found in Appendix C and the pre-test Spanish version can be found in Appendix D.

The interview questionnaire included items concerning (1) crime in El Centro neighborhoods, (2) attitudes toward police officers including willingness to cooperate with police officers and trust in police, (3) knowledge of police activities in the neighborhood, (4) opinions about obstacles and approaches to improving police-resident relations, and (5) demographic characteristics of residents including race /ethnicity, gender, age, education, income, language preferences, and country of origin. It also asked respondents if they would be willing to be interviewed again on these items during the next year.

Results of the interviews (presented in the next section of the report) and the focus group sessions were used by the partnership team to formulate the experimental strategy. The experimental strategy decided upon consisted of several components including development of a police substation/ community center, the expansion of Police Athletic League (PAL) activities for youth, assignment of police officers to the experimental site, bilingual team-police patrols, a bike patrol, a bilingual "knock and talk" effort, and regular meetings between police officers and residents in the experimental site.

Eventually, the partnership team decided that the northeast beat area of El Centro would be the sole experimental site. After assessing demographic data on neighborhoods in the four main beat areas of El Centro, the southwest beat area was ruled out as an experimental or control site

because of wide differences from other city beats in terms of resident education, income, language use, ethnicity and other characteristics. Most compelling in the decision to select the northeast beat area was the availability of a facility where the experimental strategy could be based. In the months preceding discussions of the strategy, a local benefactor donated a bowling alley in the northeast quadrant of El Centro to the Police Athletic League. The plan was to convert the bowling alley into a PAL-run community center where youth activities could be expanded and other components of the proposed strategy could be located closer to residents and their neighborhoods.

Phase 3: Assessing The Effects Of the Experimental Beat Strategy On Police-Resident Relations

The third phase of the project involved implementing and evaluating the community-tailored strategy for improving police-resident relations, especially police-resident trust and cooperation.

The experimental strategy was implemented in the northeast beat area of the city during calendar year 1997. In the spring, the bowling alley was converted for use as a community center and renamed the El Centro PAL Ryerson Youth Center. The executive director of the Police Athletic League, an ECPD officer, was based in the Center to work with the community. Departing from existing ECPD patrol practices, two other bilingual officers, one Anglo and one Mexican-American, were assigned specifically to work the northeast beat area. Seven community meetings were held with residents during the year to introduce officers assigned to the area, discuss crime problems, and explain ECPD's efforts to move toward community-

oriented policing. The police officers assigned to the area conducted "knock and talks" at residents' homes to introduce themselves and let residents know they could contact them about problems in the neighborhood. The two officers assigned to the beat estimate they visited about 25 percent of the households in the beat during the year. Although neighborhood bike patrols were part of the original strategy, they were not implemented during 1997. Officers were reluctant to start bike patrols during the hot, 120 degree summer weather, and planned to try them during the coming winter months. Youth programs were greatly expanded during the year and made available through the new community center. These included soccer camp, martial arts, cooking classes, arts and crafts, and a free bowling night. The Center and its programs were advertised widely in English and Spanish in the local newspaper. In addition, the executive director of PAL planned to establish a neighborhood watch program.

A quasi-experimental comparison group design, depicted in Figure 1 below, guided the evaluation portion of the study. Pre-test interviews were conducted with 150 residents in each of the four main beat areas before strategy implementation (completed in the second phase described above). Post-test interviews were then conducted with the same 600 households one year after strategy implementation. The post-test interviews focussed on the same questions posed in the earlier survey of households, but included additional items concerning knowledge of experimental strategy components. Bilingual interviewers were instructed to make every effort to conduct the post-test interview with the same household respondent interviewed one year earlier. When this was not possible, they were to interview an adult resident from the same household. English and Spanish versions of the post-test interview questionnaire can be found in Appendix E and Appendix F.

FIGURE 1: QUASI-EXPERIMENTAL STUDY DESIGN

Experimental Group-Control Group Design

| | | | |
|------------------|-------|---|-------|
| (Northeast Beat) | Y_b | X | Y_a |
|------------------|-------|---|-------|

| | | | |
|---------------|-------|----------|-------|
| (Other Beats) | Y_b | $\sim X$ | Y_a |
|---------------|-------|----------|-------|

| | |
|----------|---|
| Y_b | Pre-test interviews (150 in each beat) focusing on knowledge of community policing, police contacts, attitudes toward police including cooperation and trust, and cultural characteristics. |
| X | Implementation of community-tailored strategy for improving police-resident cooperation and trust. |
| $\sim X$ | No implementation of strategy. |
| Y_a | Post-test interviews (150 in each beat) focusing on knowledge of community policing, police contacts, attitudes toward police including cooperation and trust, and knowledge of experimental strategy components. |

The panel interview data, as well as ECPD crime data, were analyzed to assess the effects of the experimental strategy on the major dependent variables of the study which included measures of perceptions of ECPD police, police visibility, resident trust in police, and resident willingness to cooperate with police. These evaluation results, along with the results of other analyses performed for the study are presented in the following section of the report.

III. Results of Analysis

In this section of the report we examine the questions and issues posed in the introduction using data gathered from two face-to-face surveys of El Centro households and data gathered from official police records. First, we examine the characteristics of El Centro neighborhoods and residents to learn more about the nature of the beats where community-oriented policing is being introduced. Then, we examine resident perceptions of El Centro police, particularly with respect to police visibility, trust and cooperation. We also examine the influence of ethnicity, acculturation and language on these attitudes. Resident perceptions of police provide the primary basis for evaluating the effects of the experimental strategy. In the evaluation, resident perceptions of police before implementation of the experimental strategy are compared with resident perceptions of police after implementation. Additional comparisons of perceptions are made between experimental and control beats. Finally, comparisons are made for experimental and control beats using official ECPD data on calls for service.

The first survey of residents was conducted between late November 1996 and January 1997. The second, follow-up survey was conducted between late November 1997 and January 1998. Interviews were conducted with adult residents in 600 households in the first survey, and interviews were completed with 538 of the same households in the second survey. The panel sample was primarily female (58%), Mexican/Mexican American (67%), and, on average, between 36 and 45 years old (the median age group). Most respondents said they could speak and read English (66%). Of these, 42 percent indicated they were English-Spanish bilingual. Slightly more than a third said they preferred to speak Spanish or could speak Spanish

only (34%). Respondents reported living in their neighborhoods from one to forty years. On average, they lived there for about eleven years. Fifty-nine percent of the interviews were conducted in English and 41 percent in Spanish.

Who Are The People In El Centro's Neighborhoods And How Do They See Their Neighborhoods?

In order to understand better the four main beat areas of El Centro, interviewers asked a number of questions about residents, their families and their neighborhoods. Specifically, they asked for information on ethnicity, language preference, income, education, place of birth, family origin, and years in the neighborhood. Data for these items were analyzed by El Centro's four primary community policing beats (i.e., the Northwest, Northeast, Southeast, and Southwest beats). The results are summarized in Table 1 below.

The table demonstrates marked differences among beat areas with respect to almost all demographic variables. This is particularly true for the Southwest beat of El Centro where respondents differ markedly from residents in the other beat areas with respect to ethnicity, language preference, birth place, family country of origin, income and education. In contrast to respondents in other beats, Southwest residents are predominantly White and minority, English speaking, U.S. born, and their families come from the U.S. or countries other than Mexico. They also are more educated and make substantially higher incomes than other resident groups. More than three-quarters have attended college, compared with 26 percent to 36 percent of other residents in the sample. Their median household income is \$40,000 to \$50,000 per year compared with \$ 10,000 to \$ 30,000 per year in the other beats.

TABLE 1: RESIDENT DEMOGRAPHIC CHARACTERISTICS BY BEAT AREAS (November, 1996 – January, 1997)

| Characteristic | (n) | Percent | NW | NE | SE | SW |
|------------------------------|-------|---------|-------|-------|---------|-------|
| Ethnicity** | | | | | | |
| Mexican/ Mexican American | (402) | 67 % | 61% | 88% | 81% | 40% |
| White/ Anglo | (116) | 20 | 19 | 5 | 13 | 41 |
| Other | (78) | 13 | 20 | 7 | 6 | 19 |
| Language Preference** | | | | | | |
| Spanish | (204) | 34% | 37% | 53% | 40% | 7% |
| English | (228) | 38 | 41 | 23 | 22 | 67 |
| Either Spanish or English | (166) | 28 | 22 | 24 | 38 | 26 |
| Place of Birth** | | | | | | |
| Mexico | (237) | 40% | 45% | 47% | 52% | 15% |
| U.S. | (352) | 59 | 53 | 52 | 47 | 83 |
| Other | (7) | 1 | 2 | 1 | 1 | 2 |
| Family Origin** | | | | | | |
| Mexico | (383) | 67% | 77% | 77% | 70% | 44% |
| Other | (192) | 33 | 23 | 23 | 30 | 56 |
| Income** | | | | | | |
| Under \$ 10,000 | (66) | 15% | 13% | 25% | 16% | 2% |
| \$ 10,000 - \$ 20,000 | (131) | 29 | 30 | 42 | 31 | 11 |
| \$ 20,001- \$ 30,000 | (71) | 16 | 19 | 18 | 15 | 11 |
| \$ 30,001- \$ 40,000 | (57) | 12 | 17 | 11 | 14 | 8 |
| \$ 40,001- \$ 50,000 | (47) | 10 | 12 | 2 | 7 | 22 |
| \$ 50,001- \$ 60,000 | (30) | 7 | 4 | 2 | 9 | 13 |
| more than \$ 60,000 | (49) | 11 | 5 | - | 8 | 33 |
| Education** | | | | | | |
| Less than high school | (203) | 35% | 38% | 48% | 43% | 9% |
| High school graduate | (137) | 23 | 26 | 26 | 23 | 18 |
| Some college | (176) | 30 | 26 | 20 | 27 | 46 |
| College graduate | (42) | 7 | 9 | 3 | 5 | 11 |
| Post graduate | (31) | 5 | 1 | 3 | 1 | 16 |
| Years in Neighborhood | | | | | | |
| (mean) | (592) | 11.2 ys | 9.3ys | 14 ys | 12.3 ys | 9.3ys |

* unless otherwise indicated.

** X² significant @p< .01.

Table 2 provides capsule demographic characterizations of the four beat areas. As the table shows, the Northeast beat (the experimental beat) stands in marked contrast to the Southwest beat. It has the greatest proportion of residents who are Mexican/Mexican American (88%), who prefer to speak Spanish, and whose families originate from Mexico. Of all four groups of respondents, those from the Northeast beat are the least educated and have the lowest incomes.

Most similar to the experimental beat is the Southeast beat. The Southeast is heavily Mexican/Mexican American and a substantial proportion of respondents prefers to speak Spanish. Like the Northeast beat, nearly half of the residents were born in Mexico and most of their families immigrated to the U.S. from there as well. Incomes are only slightly higher than those of respondents in the Northeast beat and educational levels are comparable. On average, respondents in both the Southeast and Northeast beats reported living in their respective neighborhoods about three to four years longer than did residents in the two western beats.

Of the four beats, the Northwest is perhaps the most culturally and demographically mixed. While a large proportion of residents is Mexican-Mexican American (61%), there are also substantial proportions of non-Hispanic Whites and minorities. It is second to the Southwest beat in numbers of residents who speak English. Yet in terms of income and education, it is more comparable to the Northeast and Southeast beats than it is to the Southwest beat.

Residents were also asked about crime, safety, and the people in their neighborhoods. As **Table 3** shows, there was little disagreement across the four beats with regard to resident

TABLE 2: SUMMARY OF RESIDENT DEMOGRAPHICS BY BEAT AREAS

| | NORTHWEST (132-150) | NORTHEAST (123-150) |
|------------------------------|----------------------------|----------------------------|
| Ethnicity: Mex./Mex. Amer. | 61% | 88% |
| Language Pref: Spanish | 37% | 53% |
| Place of Birth: Mexico | 45% | 47% |
| Family Origin: Mexico | 77% | 77% |
| Income (median) | \$20-\$30,000 | \$10-\$20,000 |
| Education beyond HS | 36% | 26% |
| Years in Neighborhood (mean) | 9.32 yrs | 13.96 yrs |

| | SOUTHWEST (130-150) | SOUTHEAST (115-150) |
|------------------------------|----------------------------|----------------------------|
| Ethnicity: Mex./Mex. Amer. | 40% | 81% |
| Language Pref: Spanish | 7% | 40% |
| Place of Birth: Mexico | 15% | 52% |
| Family Origin: Mexico | 44% | 70% |
| Income (median) | \$40-\$50,000 | \$20-\$30,000 |
| Education beyond HS | 73% | 33% |
| Years in Neighborhood (mean) | 9.27 yrs | 12.29 yrs |

**TABLE 3: RESIDENT PERCEPTIONS OF NEIGHBORHOODS
BY BEAT AREAS (November, 1996 – January, 1997)**

| Variable | (n) | Percent | NW | NE | SE | SW |
|---|------------|----------------|-----------|-----------|-----------|-----------|
| Neighborhood over past year:* | | | | | | |
| Become better place to live | (84) | 15 % | 20% | 17% | 11% | 10% |
| About the same | (363) | 63 | 61 | 56 | 62 | 75 |
| Gotten worse | (125) | 22 | 19 | 27 | 27 | 15 |
| Crime in neighborhood over past year: | | | | | | |
| Increased | (147) | 32% | 31% | 37% | 38% | 24% |
| About the same | (234) | 52 | 49 | 49 | 46 | 64 |
| Decreased | (71) | 16 | 21 | 14 | 16 | 12 |
| Feel safe alone at night in neighborhood?* | | | | | | |
| Somewhat/ very safe | (432) | 78% | 90% | 53% | 82% | 88% |
| Somewhat/ very unsafe | (120) | 12 | 10 | 47 | 18 | 12 |
| People in Neighborhood: | | | | | | |
| Help each other | (325) | 62% | 58% | 58% | 62% | 69% |
| Go their own way | (201) | 38 | 42 | 42 | 38 | 31 |
| Easy to Identify Strangers? | | | | | | |
| Yes | (470) | 85% | 84% | 88% | 86% | 82% |
| No | (83) | 15 | 16 | 12 | 14 | 18 |

* X² significant @ p < .01

perceptions of crime and people in their neighborhoods. Most thought that crime had remained about the same over the last year (52%), that people in the neighborhood generally tried to help each other (62%), and that it was easy to identify strangers (85%). More variation was found in resident views of neighborhood conditions and safety. Although most residents thought conditions in their neighborhood had remained about the same over the last year (63%), many also thought things had worsened (22%). The largest percentages of those seeing worsening conditions were in the Northeast (27%) and Southeast (27%) beats. Most striking, however, was the variation in perceptions of safety. While the majority of residents in all beats said they felt safe alone at night in their neighborhoods (78%), almost half (47%) of those in the experimental Northeast beat said they felt unsafe being outside alone at night.

Resident perceptions of their neighborhoods are summarized in Table 4. For the most part, resident perceptions in the Northeast experimental beat are most similar to those of residents in the Southeast beat. The exception is residents' perceptions of safety, which appear to be unique to the experimental beat area.

How Do Residents View Police?

Police and residents must be willing to interact and work together if community policing is to be successful. To learn more about how residents saw these relationships in El Centro, respondents were asked a series of eight questions concerning their attitudes toward police and their awareness of El Centro police in their neighborhoods. Their responses are summarized in Table 5 by the four beat areas.

**TABLE 4: SUMMARY OF RESIDENT PERCEPTIONS OF NEIGHBORHOODS BY BEAT
AREAS (November, 1996 - January, 1997)**

NORTHWEST (111-148)

| | |
|------------------------------------|-----|
| Neighborhood gotten worse. | 19% |
| Crime increased over past year | 31% |
| Feel very/somewhat unsafe at night | 11% |
| People go their own way | 42% |
| Can't identify strangers easily | 16% |

NORTHEAST (110-139)

| |
|-----|
| 27% |
| 37% |
| 47% |
| 42% |
| 12% |

SOUTHWEST (112-144)

| | |
|------------------------------------|-----|
| Neighborhood gotten worse. | 15% |
| Crime increased over past year | 24% |
| Feel very/somewhat unsafe at night | 12% |
| People go their own way | 31% |
| Can't identify strangers easily | 18% |

SOUTHEAST (112-142)

| |
|-----|
| 27% |
| 38% |
| 18% |
| 38% |
| 14% |

**TABLE 5: RESIDENT VIEWS OF POLICE IN NEIGHBORHOODS
BY BEAT AREAS
(November, 1996 – January, 1997)**

| Characteristic | (n) | Percent | NW | NE | SE | SW |
|--|------------|----------------|-----------|-----------|-----------|-----------|
| Do you feel nervous or comfortable around police? * | | | | | | |
| Nervous | (48) | 8% | 5% | 11% | 10% | 9% |
| Neither | (130) | 23 | 24 | 34 | 29 | 6 |
| Comfortable | (389) | 69 | 71 | 55 | 62 | 85 |
| Are people in the neighborhood eager or hesitant to work with police? * | | | | | | |
| Eager | (261) | 60% | 62% | 45% | 64% | 68% |
| Hesitant | (173) | 40 | 38 | 55 | 36 | 32 |
| During last couple of weeks have you seen in your neighborhood an officer : | | | | | | |
| Walking or standing around? * | | | | | | |
| Yes | (95) | 16% | 15% | 16% | 23% | 9% |
| No | (498) | 84 | 85 | 84 | 77 | 91 |
| Talking to people? * | | | | | | |
| Yes | (127) | 22% | 19% | 28% | 26% | 13% |
| No | (464) | 78 | 81 | 72 | 74 | 87 |
| Stop someone in their car? * | | | | | | |
| Yes | (254) | 43% | 44% | 62% | 40% | 25% |
| No | (339) | 57 | 56 | 38 | 60 | 75 |
| Driving by in a patrol car? * | | | | | | |
| Yes | (476) | 80% | 81% | 89% | 84% | 67% |
| No | (117) | 20 | 19 | 11 | 16 | 33 |
| Do you know the officers who patrol your neighborhood? * | | | | | | |
| By name | (67) | 11% | 10% | 7% | 19% | 8% |
| By face | (110) | 18 | 21 | 26 | 21 | 5 |
| Not at all | (420) | 71 | 69 | 67 | 59 | 87 |
| How would you rate the performance of the El Centro Police Department? * | | | | | | |
| Good/ very good | (344) | 61% | 65% | 45% | 62% | 73% |
| Fair | (167) | 30 | 28 | 42 | 27 | 21 |
| Poor/ very poor | (51) | 9 | 7 | 13 | 11 | 6 |

* X² significant @ p<.01

As the table shows, most respondents said they are comfortable being around police (69%) and think that people in the neighborhood area willing to work with them (60%). However, there is significant variation in these views across beats. This variation is most pronounced in the Northeast and Southwest beats. Respondents in the Northeast beat are less likely to be comfortable with police (only 55% comfortable) or want to work with them (45%), whereas respondents in the Southwest are much more likely to be comfortable with police (85%) and inclined to work with them (68%).

Residents were asked four questions concerning how visible police were in their neighborhood during the last couple of weeks. Most (80%) said they had seen a police officer driving by in a patrol car. Substantially fewer (43%) said they saw officers stopping violators in cars. Still fewer remembered seeing officers talking with people in the neighborhood (22%) or walking or standing around in the neighborhood (16%). Again, there was variation in resident responses by police beats. Police were least visible to the public in the Southwest beat and most visible in the Northeast and Southeast beats.

Apart from whether residents saw police in their neighborhoods, they were also asked if they knew officers assigned to their neighborhood by face, name or not at all. Seventy percent said they did not know officers working their neighborhood. Residents in the Southwest beat were the least likely to know officers. Only 13 percent of Southwest residents knew officers, while about a third of residents in each the other beats said they did (NW 31%; NE 34%; SE 40 %).

As shown in Table 5, respondents generally gave high marks to the El Centro Police Department for their overall performance in preventing crime. Sixty-one percent rated ECPD's performance good or very good, while only 9 percent rated it poor or very poor. Performance ratings tended to mirror resident feelings about police and police visibility in neighborhoods. Residents in beats where people tended to be more comfortable with police and eager to work with them (e.g., the Southwest beat) tended to rate ECPD's performance higher than did residents in beats where people were less comfortable with police and less eager to work with them (e.g., the Northeast beat). On the other hand, police visibility or presence in neighborhoods was inversely related to ECPD performance ratings. For example, respondents in the Southwest beat gave the police department the highest ratings but were least likely to have observed officers in their neighborhood or to know them. In the Northeast beat, where performance ratings were lowest, police were the most likely to be seen and more likely to be known by residents.

What is the State of Trust and Cooperation Between Residents and Police?

Trust and cooperation between police and residents are necessary ingredients for effective problem solving under community-oriented policing. Table 6 and Table 7 present data for respondent perceptions of trust in El Centro police (e.g., Do residents trust police to be honest when dealing with people in the neighborhood?) and residents' willingness to interact and work with ECPD officers (e.g., Are residents willing to report crimes committed in the neighborhood?).

As Table 6 indicates, for the most part, residents express very favorable attitudes toward ECPD officers. Roughly three-quarters or more of respondents think officers are honest, fair, courteous and helpful when dealing with people in their neighborhoods. Nonetheless, 46 percent are not certain ECPD officers would tell the truth when testifying in court. And, many (29%) think officers intimidate people in the neighborhood. As with many other variables in the study, measures of trust in police varied by police beats. Generally, more favorable views of police are expressed by residents in the west side beats and less positive views by residents in the east side beats. Of the four beats, Southwestern residents tend to be the most trusting of police, whereas, residents in the Northeast and Southeast beats are the least trusting of police.

Residents were also interviewed about their willingness to interact and work with police.

Table 7 indicates the vast majority of respondents are willing to socialize and work with ECPD officers. Most are willing to talk to officers on the street (87% to 95%), report crimes (89% to 91%), allow officers to visit their homes to get to know them and their families (84%), attend neighborhood meetings with police officers (81%), and serve on police task forces (60%). Substantially fewer, however, are willing to serve as volunteers with the police department (41%). Again, there are appreciable differences in these attitudes across police beats. As a group, residents in the eastern beats of the city are less willing to interact and work with police officers than are residents in the western beats. For example, Northeast respondents are the least inclined to socialize with police on the street and to report crimes. In contrast, Southwest respondents are the least willing to attend meetings with police officers to solve crime problems in the neighborhood, serve on task forces, or work as volunteers with the department.

TABLE 6: RESIDENT TRUST IN POLICE BY BEAT AREAS
(November, 1996 – January, 1997)

| Trust Characteristic | (n) | Percent | NW | NE | SE | SW |
|---|-------|---------|-----|-----|-----|-----|
| Police are usually <i>honest</i> when dealing with people in the neighborhood. * | | | | | | |
| Agree/ strongly agree | (441) | 74% | 79% | 67% | 70% | 79% |
| Uncertain | (104) | 17 | 14 | 24 | 17 | 14 |
| Disagree/ strongly disagree | (53) | 9 | 7 | 9 | 13 | 7 |
| Police are usually <i>fair</i> when dealing with people in the neighborhood. | | | | | | |
| Agree/ strongly agree | (446) | 75% | 77% | 72% | 68% | 81% |
| Uncertain | (85) | 14 | 10 | 18 | 19 | 10 |
| Disagree/ strongly disagree | (67) | 11 | 13 | 10 | 13 | 9 |
| Police are usually <i>courteous</i> when dealing with people in the neighborhood. | | | | | | |
| Agree/ strongly agree | (476) | 80% | 82% | 79% | 76% | 81% |
| Uncertain | (73) | 12 | 9 | 12 | 15 | 13 |
| Disagree/ strongly disagree | (50) | 8 | 9 | 9 | 9 | 6 |
| Police are usually <i>intimidating</i> when dealing with people in the neighborhood. * | | | | | | |
| Agree/ strongly agree | (176) | 29% | 31% | 37% | 26% | 22% |
| Uncertain | (114) | 19 | 23 | 25 | 19 | 9 |
| Disagree/ strongly disagree | (309) | 52 | 46 | 38 | 55 | 69 |
| Police are usually <i>helpful</i> when dealing with people in the neighborhood. * | | | | | | |
| Agree/ strongly agree | (501) | 84% | 87% | 79% | 82% | 86% |
| Uncertain | (62) | 10 | 6 | 16 | 9 | 11 |
| Disagree/ strongly disagree | (36) | 6 | 7 | 5 | 9 | 3 |
| EC Police would tell the truth when testifying in court. * | | | | | | |
| Agree/ strongly agree | (323) | 54% | 56% | 54% | 40% | 65% |
| Uncertain | (208) | 35 | 32 | 35 | 44 | 27 |
| Disagree/ strongly disagree | (69) | 11 | 12 | 11 | 15 | 8 |

*X² significant @ p< .01

**TABLE 7: RESIDENT WILLINGNESS TO INTERACT AND WORK
WITH POLICE BY BEAT AREAS
(November, 1996 – January, 1997)**

| Willingness Characteristic | (n) | Percent | NW | NE | SE | SW |
|---|------------|----------------|-----------|-----------|-----------|-----------|
| Would you say hello to a police officer on the street? * | | | | | | |
| Yes | (562) | 95% | 98% | 90% | 94% | 98% |
| No | (29) | 5 | 2 | 10 | 6 | 2 |
| Would you stop to talk to a police officer on the street? * | | | | | | |
| Yes | (499) | 87% | 92% | 78% | 87% | 92% |
| No | (72) | 13 | 8 | 22 | 13 | 8 |
| Would you report a crime to police? * | | | | | | |
| Yes | (538) | 91% | 95% | 80% | 91% | 99% |
| No | (52) | 9 | 5 | 20 | 9 | 1 |
| Would you report a crime to police even if committed by a neighbor? * | | | | | | |
| Yes | (509) | 89% | 95% | 74% | 89% | 98% |
| No | (61) | 11 | 5 | 26 | 11 | 2 |
| Would you allow a police officer to visit your home to get to know your family better? | | | | | | |
| Yes | (453) | 84% | 86% | 80% | 84% | 84% |
| No | (88) | 16 | 14 | 20 | 16 | 16 |
| Would you attend neighborhood meetings with police to talk about crime problems? * | | | | | | |
| Yes | (459) | 81% | 88% | 77% | 73% | 86% |
| No | (108) | 19 | 12 | 23 | 27 | 14 |
| Would you serve on a task force with police to help solve crime problems? | | | | | | |
| Yes | (332) | 60% | 65% | 59% | 55% | 62% |
| No | (218) | 40 | 35 | 41 | 45 | 38 |
| Would you work for the police department as a volunteer? | | | | | | |
| Yes | (229) | 41% | 48% | 38% | 37% | 41% |
| No | (333) | 59 | 52 | 62 | 63 | 59 |

*X² significant @ p<.01

What Factors Do Residents Say Undermine Working Relationships With Police in El Centro?

An important objective of the pretest interviews was to gather data from residents that could be used in formulating a strategy for improving police-resident relations in the experimental beat. Accordingly, residents were asked if they thought there was a need to improve police-resident relations in their neighborhoods and to rank the seriousness of six potential barriers to improving relations which had been identified previously in the focus group sessions. These included:

- Many police are not bilingual
- Police are too busy to get to know residents
- Some residents are frightened because of past experiences with U.S. Customs or the Border Patrol
- Some residents don't trust El Centro police because of past experiences with police in Mexico
- Residents have no opportunity to talk with residents regularly
- Police don't understand people in the neighborhood

Specifically, respondents were asked, "Do you think something needs to be done to improve the working relationship between police and the people in your neighborhood," and then to rate the seriousness of the six barriers. Responses to these items are presented in **Table 8** by the four police beats.

**TABLE 8: RESIDENTS' PERCEPTIONS OF BARRIERS TO
IMPROVING POLICE-RESIDENT RELATIONS BY BEAT AREAS
(November, 1996 – January, 1997)**

| | (n) | Percent | NW | NE | SE | SW |
|---|-------|---------|-----|-----|-----|-----|
| Something needs to be done to improve police-resident relations in neighborhood? * | | | | | | |
| Yes | (397) | 79% | 82% | 86% | 85% | 60% |
| No | (108) | 21 | 18 | 14 | 15 | 40 |
| Many police are not bilingual. * | | | | | | |
| Very serious problem | (122) | 22% | 13% | 28% | 30% | 16% |
| Moderate problem | (202) | 35 | 44 | 30 | 32 | 37 |
| Slight problem | (112) | 20 | 24 | 28 | 14 | 13 |
| Not at all a problem | (128) | 23 | 19 | 14 | 24 | 34 |
| Police are too busy to take time to get to know residents. * | | | | | | |
| Very serious problem | (105) | 20% | 10% | 21% | 26% | 22% |
| Moderate problem | (211) | 39 | 50 | 39 | 37 | 32 |
| Slight problem | (114) | 21 | 20 | 27 | 13 | 25 |
| Not at all a problem | (105) | 20 | 20 | 13 | 24 | 21 |
| Some residents frightened because of past experience with Customs, Border Patrol, etc. * | | | | | | |
| Very serious problem | (88) | 17% | 19% | 14% | 23% | 9% |
| Moderate problem | (98) | 18 | 19 | 30 | 16 | 9 |
| Slight problem | (101) | 19 | 25 | 30 | 8 | 14 |
| Not at all a problem | (245) | 46 | 37 | 26 | 54 | 68 |
| Some residents don't trust EC police because of experience with police in Mexico. * | | | | | | |
| Very serious problem | (53) | 10% | 15% | 11% | 11% | 5% |
| Moderate problem | (60) | 12 | 15 | 16 | 9 | 6 |
| Slight problem | (111) | 21 | 24 | 38 | 11 | 14 |
| Not at all a problem | (296) | 57 | 46 | 35 | 69 | 75 |
| Residents have no opportunity to talk with police regularly. * | | | | | | |
| Very serious problem | (87) | 15% | 11% | 13% | 22% | 15% |
| Moderate problem | (197) | 35 | 46 | 38 | 26 | 30 |
| Slight problem | (126) | 22 | 22 | 28 | 16 | 23 |
| Not at all a problem | (155) | 27 | 21 | 21 | 36 | 32 |
| Police don't understand people in the neighborhood. * | | | | | | |
| Very serious problem | (71) | 13% | 13% | 14% | 18% | 7% |
| Moderate problem | (140) | 25 | 38 | 36 | 16 | 11 |
| Slight problem | (115) | 21 | 20 | 28 | 14 | 21 |
| Not at all a problem | (223) | 41 | 29 | 22 | 51 | 61 |

* X² significant @ p < .01

As the table shows, most residents (79%) thought something needed to be done to improve police-resident relations in their neighborhoods. Those in the Northeast beats were the most likely to see a need for something to be done with police-resident relations, while those in the Southwest beat were the least likely to see a need. Overall, respondents ranked "El Centro police not being bilingual" and "police being too busy to get to know residents" as the most serious obstacles to improving relations. These were followed by "residents having no opportunity to talk with police regularly" and "some residents being frightened of police because of their experiences with US Customs, Border Patrol, or Immigration authorities." Fewer thought "resident lack of trust because of past experiences with Mexican police" or "police not understanding people in the neighborhood" posed very serious or moderate problems for existing resident-police relations. Importantly, there were differences in these perceptions across police beats. While "police not being bilingual" was ranked at least a moderate problem by more than half of residents in all beats, it was seen as a particularly serious problem on the east side of El Centro (i.e., in the Northeast and Southeast beats) where the Mexican/Mexican American population is most concentrated. Problems arising from experiences with Mexican police or US border authorities appeared to be more pervasive in these more ethnically Hispanic beats as well. In contrast, there is considerable consistency across beats with respect to concerns that "police are too busy to get to know residents" and that "residents have no opportunity to talk with police regularly."

After rating the six specific barriers, residents were then asked "What, in particular, do you think should be done to improve the relationship between police and people working in your neighborhood?" Resident responses, summarized in Table 9, suggested a strong desire on the

TABLE 9: WHAT DO YOU THINK NEEDS TO BE DONE TO IMPROVE THE RELATIONSHIP BETWEEN POLICE AND RESIDENTS?

| Strategy | Percent* | NW | NE | SE | SW |
|---|-----------------|-------------|-------------|-------------|-------------|
| More Communication Between police and residents to get to know each other better; learn citizen's role; educate public; to lose fear of reporting crime; to explore cultural and economic differences; to change public's perception of police. | 41 % (146) | 47% (35) | 61% (49) | 36% (36) | 26% (26) |
| Hold Meetings Between Residents and Police To get to know police; to ask residents for their opinions; to meet police officers in my area; for crime prevention; to get to know family; to visit homes; to have residents explain problems. | 18% (62) | 13% (10) | 19% (15) | 17% (17) | 20% (20) |
| Police Should Patrol More Often Use foot patrols; patrol the schools, especially when they get out; patrol more at night; faster too. | 14% (49) | 13% (10) | 5% (4) | 9% (9) | 26% (26) |
| Police Should Become More Visible Police should walk around; talk to residents on street; in the trailer park; let us see them more often; on bikes. | 10% (34) | 13% (10) | 3% (2) | 11% (12) | 10% (10) |
| More Police In Neighborhood | 6% (24) | 7% (5) | 4% (3) | 11% (11) | 5% (5) |
| Establish Neighborhood Watch Programs | 4% (15) | 1% (1) | 1% (1) | 7% (7) | 6% (6) |
| More Education / Training for Officers | 4% (15) | 4% (3) | 3% (2) | 5% (5) | 5% (5) |
| Need more Bilingual Officers | 3% (10) | 1% (1) | 5% (4) | 4% (4) | 1% (1) |

* Percent of 355 comments offered by respondents.

part of residents to increase communication with police officers so they could get to know police officers better, become more familiar with the resident's role under community-oriented policing, and become less fearful about reporting crime. Many respondents thought it would be useful to hold public meetings with police and to have police patrol neighborhoods more often, especially on foot or bikes. The strategies most frequently advocated by those in the ethnically Hispanic, lower income beats on the east side of El Centro centered around increased communication and meetings between residents and police. While residents in the more affluent and less Hispanic Southwest beat also advocated increased communication and meetings with police, they were just as vocal about the need to increase police patrols in their neighborhoods.

In a separate questionnaire item, residents were asked if they thought police officers should be able to speak both English and Spanish in order to work effectively with people in the neighborhood. Citywide, more than 85 percent of residents thought ECPD officers should be bilingual. As one might expect, the strongest support for bilingual officers came from those beats where Spanish was the preferred language of most residents.

Do Ethnicity, Language and Acculturation Affect Resident Views of Police?

The research team was very interested in knowing whether residents' ethnicity, language and acculturation influence the ways residents see El Centro police, specifically, whether such factors affect residents' trust in police and their willingness to work with them. To examine these propositions, a scale of acculturation was constructed using four variables from the survey questionnaire: *respondent place of birth* (Mexico/ other Hispanic country=1; US=2),

family country of origin (Mexico/ other Hispanic country=1; US=2), *language preference for reading and speaking in public* (Spanish=1; Bilingual=2, English=3), and *language preference at home* (Spanish=1; Bilingual=2, English=3). The acculturation scale, which could range from 4 to 10, was recoded into three categories measuring low acculturation (scores = 4), medium acculturation (scores= 5 or 6), and high acculturation (scores above 6). This roughly divided the sample of Hispanic respondents into three groups of equal size.

One-way analysis of variance (ANOVA) and tabular analysis were used to assess the effects of ethnicity, language and acculturation on three sets of variables: *trust in police*, *willingness to work with police*, and *barriers to improving police-resident relations*. For purposes of the ANOVA, additive indices were constructed out of the six questionnaire items measuring *trust in police* and the eight questionnaire items measuring *willingness to work with police*. The results of the tabular analysis for all three dependent variables (i.e., *trust in police*, *willingness to work with police*, and *barriers to improving police-resident relations*) are summarized in Table 10, Table 11, and Table 12.

ANOVA results revealed significant differences in resident attitudes toward police and in the ways residents perceive obstacles to improving police-resident relations. Examination of the effects of ethnicity on *trust in police* ($F=13.13$; $p<.000$) and on *willingness to work with police* ($F=4.56$; $p=.011$), indicated Hispanic and other minorities tend to be both less trusting of police and less willing to work with them than Anglo residents. These patterns can be seen more clearly in Table 10, which summarizes the percentage responses from Mexicans/ Mexican Americans, Anglos, and Others to specific questionnaire items. As the table shows,

**TABLE 10: RESIDENT ATTITUDES TOWARD POLICE AND
BARRIERS TO IMPROVING POLICE-RESIDENT
RELATIONS BY ETHNICITY
(November, 1996-January, 1997)**

| Variable | Mexican/ Mexican American | Anglo | Other | X² Signif^r |
|---|--|--------------|--------------|---|
| Trust in Police ** | (401) | (116) | (82) | |
| Police are usually honest | 72 % | 83% | 74% | NS |
| Police are usually fair | 72 | 90 | 68 | .005 |
| Police are usually courteous | 79 | 87 | 73 | .051 |
| Police are usually intimidating | 34 | 15 | 32 | .000 |
| Police are usually helpful | 83 | 91 | 74 | .014 |
| Police would tell truth in court | 48 | 77 | 51 | .000 |
| Willingness to Work with Police *** | (396) | (116) | (78) | |
| Would report crime to police | 88 % | 98% | 95% | .002 |
| Report crime by neighbor | 86 | 98 | 95 | .000 |
| Work as volunteer | 41 | 38 | 43 | NS |
| Attend neighborhood meetings | 79 | 88 | 81 | NS |
| Serve on task force | 60 | 61 | 61 | NS |
| Talk to officer on street | 87 | 94 | 82 | .030 |
| Say hello to officer on street | 94 | 100 | 91 | .012 |
| Allow officer to visit home | 82 | 90 | 82 | NS |
| Barriers to Improving Relations **** | (385) | (106) | (73) | |
| Police are not bilingual | 62 % | 43% | 56% | .000 |
| Too busy to know residents | 61 | 50 | 65 | NS |
| Experience - border police | 37 | 17 | 49 | .000 |
| Experience - Mexican police | 22 | 15 | 29 | .000 |
| No oppty to talk with police | 51 | 47 | 52 | NS |
| Police don't understand people | 43 | 27 | 32 | .001 |

- * Significance level for entire table which is not shown.
- ** Percent of those saying "agree" or "strongly agree".
- *** Percent of those saying "yes".
- **** Percent of those saying "very serious" or "moderate" problem.

compared with Anglos, smaller percentages of minorities think El Centro police are fair, courteous, and helpful when dealing with people in their neighborhoods. They are also less likely to think officers will tell the truth when testifying in court and more likely to think police are intimidating. Generally speaking, Mexicans/Mexican Americans and other minorities are also less inclined to work with police officers. Especially noteworthy is that Mexicans/Mexican Americans are less likely to report crimes in their neighborhoods to El Centro police.

Ethnic differences were also apparent for ANOVAs analyzing the effects of ethnicity on barriers to improving police-resident relations. Mexican/Mexican Americans ratings of five of the six barriers were found to be significantly different from the ratings of Anglos.

Mexican/Mexican American residents were significantly more likely to think police-resident relations are hampered by police lacking bilingual skills, police being too busy to spend time getting to know residents, residents' experiences with US border authorities, residents' experiences with Mexican police, and by police not understanding people in their neighborhoods.

Analysis of the influence of language preference on the same variables produced somewhat similar results. Using one-way ANOVA, significant differences were found for *trust in police* ($F=6.54$; $p=.003$) and *perceptions of barriers to improving police-resident relations* (F values significant at $p=.000$ for 5 of 6 barriers), but not for *willingness to work with police* ($F=1.03$; $p=.356$). Generally, Spanish-speaking residents and bilingual residents were less likely than English-speaking residents to trust police and Spanish-speaking residents tended to rate

potential barriers to improving police-resident relations as more serious problems than did English speakers. These patterns can be seen in greater detail in Table 11.

The influence of acculturation on *trust in police*, *willingness to work with police*, and *perceptions of barriers to improving police-resident relations* was examined using analysis of variance for Mexican/ Mexican American respondents only (n=402). Results showed no significant effects either for the trust scale ($F = .59$; $p = .554$) or for the scale measuring willingness to work with police ($F = .15$; $p = .857$). On the other hand, acculturation effects were found to be significant for five of the six barriers to improving police-resident relations. Mexican/ Mexican American residents who were the least acculturated to American society were more likely to view problems to improving police-resident relations as being more serious compared with more acculturated Mexican/ Mexican American residents. This was especially true for problems pertaining to police biligualism ($F = 24.00$; $p = .000$), previous experiences with border policing authorities ($F = 18.00$; $p = .000$), and previous experiences with Mexican police ($F = 9.79$; $p = .000$). These patterns can be seen in greater detail in the responses summarized in Table 12. While the data show no appreciable differences in resident attitudes toward police by acculturation level, they do indicate Mexican/ Mexican American residents hold markedly different views of the seriousness of potential obstacles to improving police-resident relations. The least acculturated Mexican/ Mexican Americans (i.e., those whose families came from Mexico or another Hispanic country, who were born in Mexico, and who tended to read and speak Spanish in public and at home) were the most likely to think the lack of bilingual police, resident experiences with U.S. border policing authorities, and resident experiences with Mexican police might make it more difficult for people in the neighborhood

**TABLE 11: RESIDENT ATTITUDES TOWARD POLICE AND
BARRIERS TO IMPROVING POLICE-RESIDENT
RELATIONS BY LANGUAGE PREFERENCE
(November, 1996-January, 1997)**

| Variable | Spanish | Bilingual | English | X ² Signif' |
|---|-----------|-----------|-----------|---------------------------|
| Trust in Police ** | (204) | (116) | (230) | |
| Police are usually honest | 75 % | 68% | 77% | .020 |
| Police are usually fair | 74 | 68 | 80 | .023 |
| Police are usually courteous | 82 | 74 | 82 | NS |
| Police are usually intimidating | 30 | 37 | 23 | .000 |
| Police are usually helpful | 86 | 78 | 84 | NS |
| Police would tell truth in court | 44 | 51 | 64 | .000 |
| Willingness to Work with Police *** | (199) | (163) | (219) | |
| Would report crime to police | 86 % | 90% | 96% | .020 |
| Report crime by neighbor | 84 | 88 | 95 | .001 |
| Work as volunteer | 40 | 44 | 40 | NS |
| Attend neighborhood meetings | 82 | 75 | 84 | NS |
| Serve on task force | 63 | 63 | 56 | NS |
| Talk to officer on street | 90 | 85 | 87 | NS |
| Say hello to officer on street | 94 | 94 | 97 | NS |
| Allow officer to visit home | 86 | 78 | 86 | NS |
| Barriers to Improving Relations **** | (195) | (158) | (211) | |
| Police are not bilingual | 75 % | 46% | 50% | .000 |
| Too busy to know residents | 66 | 56 | 53 | NS |
| Experience - border police | 49 | 33 | 22 | .000 |
| Experience - Mexican police | 29 | 18 | 16 | .001 |
| No oppty to talk with police | 55 | 40 | 53 | .005 |
| Police don't understand people | 50 | 32 | 32 | .000 |

- * Significance level for entire table which is not shown.
 ** Percent of those saying "agree" or "strongly agree".
 *** Percent of those saying "yes".
 **** Percent of those saying "very serious" or "moderate" problem.

**TABLE 12: MEXICAN/ MEXICAN AMERICAN ATTITUDES
TOWARD POLICE AND BARRIERS TO IMPROVING
POLICE-RESIDENT RELATIONS BY ACCULTURATION LEVEL
(November, 1996-January, 1997)**

| Variable |Acculturation Level..... | | | X ² Signif' |
|---|-------------------------------|--------|-------|---------------------------|
| | Low | Medium | High | |
| Trust in Police ** | (151) | (137) | (113) | |
| Police are usually honest | 72 % | 70% | 74% | NS |
| Police are usually fair | 74 | 68 | 73 | NS |
| Police are usually courteous | 80 | 80 | 74 | NS |
| Police are usually intimidating | 34 | 33 | 33 | .001 |
| Police are usually helpful | 86 | 80 | 85 | NS |
| Police would tell truth in court | 45 | 45 | 53 | NS |
| | | | | |
| Willingness to Work with Police *** | (146) | (137) | (107) | |
| Would report crime to police | 85 % | 87% | 96% | .020 |
| Report crime by neighbor | 81 | 85 | 93 | .033 |
| Work as volunteer | 38 | 42 | 43 | NS |
| Attend neighborhood meetings | 82 | 78 | 76 | NS |
| Serve on task force | 59 | 64 | 55 | NS |
| Talk to officer on street | 87 | 86 | 85 | NS |
| Say hello to officer on street | 94 | 93 | 96 | NS |
| Allow officer to visit home | 89 | 77 | 81 | .032 |
| | | | | |
| Barriers to Improving Relations **** | (144) | (133) | (108) | |
| Police are not bilingual | 78 % | 57% | 46% | .000 |
| Too busy to know residents | 69 | 59 | 52 | NS |
| Experience - border police | 51 | 36 | 18 | .000 |
| Experience - Mexican police | 30 | 21 | 12 | .000 |
| No oppty to talk with police | 57 | 48 | 47 | NS |
| Police don't understand people | 53 | 35 | 37 | .018 |

- * Significance level for entire table which is not shown.
- ** Percent of those saying "agree" or "strongly agree".
- *** Percent of those saying "yes".
- **** Percent of those saying "very serious" or "moderate" problem.

to work closely with police. This trend was consistent across all three levels of acculturation examined and all potential barriers to improving police-resident relations.

Were Residents Aware of the Project Intervention?

As a prelude to evaluating the effects of the project intervention on attitudes toward police, residents were queried about their awareness of the project intervention in the follow-up interview conducted between November, 1997 and January, 1998. Their responses are presented in **Table 13** for the four beat areas.

More than half of respondents in the experimental beat (i.e., the Northeast beat) were aware of the new community center in their neighborhood (51%), athletic programs being run by the Police Athletic League (63%), and the existence of police-sponsored neighborhood watch programs (50%). Considering respondents in all beats, Northeast respondents were the most likely to be aware of new community programming by the ECPD (45%) and to have a household member who actually visited the new community center (29%). In addition, many Northeast residents knew of the public meetings held by the police (35%), arts and crafts programs at the center (34%), and the free bowling night (25%). Very few, however, said they had seen officers on bicycles patrolling the neighborhood (10%) or remembered an officer stopping by their house to introduce themselves (6%).

Discussions with ECPD staff revealed that no bicycle patrols had been conducted during the study period because of unusually high temperatures in the valley. Why so few residents reported being contacted by police officers assigned to the beat is less clear.

**TABLE 13: RESIDENT KNOWLEDGE OF INTERVENTION
ELEMENTS BY BEAT AREAS
(November, 1997 – January, 1998)**

| Elements | (n) | Percent | NW | NE | SE | SW |
|---|------------|----------------|-----------|-----------|-----------|-----------|
| Aware of any new ECPD programs during last year? * | | | | | | |
| Yes | (130) | 26% | 33% | 45% | 26% | 5% |
| No | (364) | 74 | 67 | 55 | 74 | 95 |
| Aware of new Community Center? | | | | | | |
| Yes | (320) | 60% | 58% | 51% | 67% | 66% |
| No | (211) | 40 | 42 | 49 | 33 | 34 |
| Household member visited Center? * | | | | | | |
| Yes | (64) | 16% | 10% | 29% | 20% | 6% |
| No | (347) | 84 | 90 | 71 | 80 | 94 |
| Aware of athletic programs? * | | | | | | |
| Yes | (367) | 67% | 83% | 63% | 73% | 48% |
| No | (184) | 33 | 17 | 37 | 27 | 52 |
| Aware of public meetings? * | | | | | | |
| Yes | (157) | 30% | 64% | 35% | 5% | 9% |
| No | (368) | 70 | 36 | 65 | 95 | 91 |
| Aware of neighborhood watch programs? * | | | | | | |
| Yes | (219) | 40% | 64% | 50% | 36% | 10% |
| No | (330) | 60 | 36 | 50 | 64 | 90 |
| Aware of cooking classes for youth? * | | | | | | |
| Yes | (100) | 19% | 49% | 9% | 5% | 8% |
| No | (428) | 81 | 51 | 91 | 95 | 92 |
| Aware of free bowling night? * | | | | | | |
| Yes | (139) | 27% | 59% | 25% | 5% | 12% |
| No | (382) | 73 | 41 | 75 | 95 | 88 |
| Aware of arts and crafts? * | | | | | | |
| Yes | (161) | 30% | 64% | 34% | 9% | 10% |
| No | (368) | 70 | 36 | 66 | 91 | 90 |
| Know where to get info from police? * | | | | | | |
| Yes | (153) | 31% | 39% | 30% | 42% | 11% |
| No | (348) | 69 | 61 | 70 | 58 | 89 |
| Seen officers on bicycle? * | | | | | | |
| Yes | (41) | 7% | 16% | 10% | 1% | 2% |
| No | (523) | 93 | 84 | 90 | 99 | 98 |
| Officer stop by your house? * | | | | | | |
| Yes | (101) | 19% | 52% | 6% | 5% | 9% |
| No | (424) | 81 | 48 | 94 | 95 | 91 |

* X² significant @ p<.01

Apart from these findings, Table 13 indicates that residents in other beats, particularly the Northwest beat, were as aware of elements of the project intervention as Northeast residents were. This can be explained, at least partially, by the citywide publicity surrounding the opening of the community center and periodic newspaper advertisements announcing programs and activities. The large percentages of Northwest residents who are familiar with aspects of the intervention is somewhat understandable given that the PAL program was first established in the northwest part of the city in the years immediately before the project. Moreover, the executive director of PAL (an ECPD police officer) resided in the Northwest beat and was actively involved in efforts to establish Neighborhood Watch programs there. Two community meetings were held to establish Neighborhood Watch programs during the study. Although the strong police presence in the Northwest beat prior to, and during the study period may account for some of the responses given by Northwest residents, it is still somewhat difficult to explain the high percentage of Northwest residents (51%) reporting police officers visiting their homes to do "knock and talks".

Did the Project Intervention Make Any Difference?

Changes in resident attitudes toward police were examined between November, 1986² and January, 1988 to determine whether the community center and other intervention activities made any difference in resident perceptions of police in the Northeast "experimental" beat. The evaluation focussed on changes in six variables from the panel survey: *trust in police* (additive scale of 6 items scored from 6 to 30), *willingness to work with police* (additive scale of 8 items scored from 0 to 8), *comfort level with police* (one item, ordinal scale ranging from 1 to 3), *police presence in the neighborhood* (additive scale of 4 items scored from 0 to 4), *resident recognition of police* (one item, ordinal scale ranging from 1 to 3), and residents'

ratings of *ECPD performance* in the neighborhood (Likert scale). It also examined changes in calls for service using data gathered from ECPD records.

Table 14 presents the results of paired comparisons for the six survey variables before and after twelve months of project intervention. The analysis reveals five significant changes in resident perceptions of police in the Northeast beat. Three of these are in the expected direction and two are not. On one hand, Northeast residents are aware of greater police presence in their neighborhoods and are much more familiar with the faces of officers who patrol their neighborhoods. Residents also give the ECPD higher marks for their crime prevention efforts in the Northeast beat in the second year. On the other hand, they say they are somewhat less willing to work and interact with police officers than they were the year before and that they are less comfortable being around police officers. Apart from this, the analysis indicates no significant change in residents' trust in police. Responses to the specific questionnaire items used to create the scales that were analyzed in the paired comparisons can be found in **Table 15**, **Table 16** and **Table 17** below. The tables present Northeast residents' responses to both the pre and post test interviews.

Paired comparisons were also made for the same six variables in the Southeast beat to determine more convincingly whether the project intervention was a major influence behind some of the changes detected in the Northeast beat. Data from the pre-test survey of residents indicated that Northeast and Southeast beats were the most comparable beats of the four in terms of resident demographics and other characteristics. If the same sorts of changes that took

**TABLE 14: RESIDENT ATTITUDES TOWARD POLICE IN THE
NORTHEAST BEAT AREA BEFORE AND AFTER
INTERVENTION: RESULTS OF PAIRED COMPARISONS ***

| Variables | (n) | Mean | T Value for Paired Comparisons | Two-Tailed Significance | Interpretation Of Change |
|----------------------------|------------|-------------|---|------------------------------------|-------------------------------------|
| Trust in Police 1996-97 | 122 | 21.50 | .796 | NS | No Change in Trust |
| Trust in Police 1997-98 | 122 | 21.80 | | | |
| Work with Police 1996-97 | 124 | 5.10 | 4.000 | .000 | Decrease in Willingness |
| Work with Police 1997-98 | 124 | 4.05 | | | |
| Comfortable-Police 1996-97 | 85 | 2.44 | 2.968 | .004 | Decrease in Comfort |
| Comfortable-Police 1997-98 | 85 | 2.18 | | | |
| Police Presence 1996-97 | 124 | 1.85 | 2.438 | .017 | Increase in Presence |
| Police Presence 1997-98 | 124 | 2.21 | | | |
| Know Police 1996-97 | 123 | 2.58 | 2.449 | .016 | Increase in Recognition |
| Know Police 1997-98 | 123 | 2.39 | | | |
| ECPD Performance 1996-97 | 114 | 2.65 | 3.359 | .001 | Increase in Perf. Rating |
| ECPD Performance 1997-98 | 114 | 2.31 | | | |

* Only for pre and post interviews conducted with same households.

**TABLE 15: RESIDENT TRUST IN POLICE IN THE NORTHEAST
BEAT BEFORE AND AFTER INTERVENTION ***

| Trust Characteristic | November, 1996-January, 1997 | | November, 1997-January, 1998 | |
|---|------------------------------|---------|------------------------------|---------|
| | (n) | Percent | (n) | Percent |
| Police are usually <i>honest</i> when dealing with people in the neighborhood. | | | | |
| Agree/ strongly agree | (80) | 65% | (98) | 79% |
| Uncertain | (32) | 26 | (16) | 13 |
| Disagree/ strongly disagree | (11) | 9 | (10) | 8 |
| Police are usually <i>fair</i> when dealing with people in the neighborhood. | | | | |
| Agree/ strongly agree | (88) | 71% | (89) | 72% |
| Uncertain | (24) | 29 | (23) | 18 |
| Disagree/ strongly disagree | (12) | 10 | (12) | 10 |
| Police are usually <i>courteous</i> when dealing with people in the neighborhood. | | | | |
| Agree/ strongly agree | (96) | 77% | (93) | 75% |
| Uncertain | (16) | 13 | (18) | 15 |
| Disagree/ strongly disagree | (12) | 10 | (13) | 10 |
| Police are usually <i>intimidating</i> when dealing with people in the neighborhood. | | | | |
| Agree/ strongly agree | (47) | 38% | (33) | 27% |
| Uncertain | (32) | 26 | (44) | 35 |
| Disagree/ strongly disagree | (45) | 36 | (47) | 38 |
| Police are usually <i>helpful</i> when dealing with people in the neighborhood. | | | | |
| Agree/ strongly agree | (98) | 79% | (97) | 79% |
| Uncertain | (21) | 17 | (18) | 15 |
| Disagree/ strongly disagree | (5) | 4 | (8) | 6 |
| EC Police <i>would tell the truth</i> when testifying in court. | | | | |
| Agree/ strongly agree | (68) | 55% | (61) | 49% |
| Uncertain | (42) | 34 | (46) | 37 |
| Disagree/ strongly disagree | (14) | 11 | (17) | 14 |

* Only for pre and post interviews with same households.

**TABLE 16: RESIDENT WILLINGNESS TO INTERACT AND
WORK WITH POLICE IN THE NORTHEAST BEAT AREA
BEFORE AND AFTER INTERVENTION ***

| Willingness Characteristic | November, 1996-January, 1997 | | November, 1997-January, 1998 | |
|---|------------------------------|---------|------------------------------|---------|
| | (n) | Percent | (n) | Percent |
| Would you say hello to a police officer on the street? | | | | |
| Yes | (106) | 90% | (105) | 89% |
| No | (12) | 10 | (13) | 11 |
| Would you stop to talk to a police officer on the street? | | | | |
| Yes | (87) | 78% | (77) | 75% |
| No | (24) | 22 | (26) | 25 |
| Would you report a crime to police? | | | | |
| Yes | (94) | 78% | (101) | 86% |
| No | (26) | 22 | (17) | 14 |
| Would you report a crime to police even if committed by a neighbor? | | | | |
| Yes | (78) | 72% | (54) | 48% |
| No | (31) | 28 | (58) | 52 |
| Would you allow a police officer to visit your home to get to know your family better? | | | | |
| Yes | (80) | 78% | (45) | 68% |
| No | (22) | 22 | (21) | 32 |
| Would you attend neighborhood meetings with police to talk about crime problems? | | | | |
| Yes | (82) | 76% | (53) | 60% |
| No | (26) | 24 | (35) | 40 |
| Would you serve on a task force with police to help solve crime problems? | | | | |
| Yes | (60) | 58% | (39) | 48% |
| No | (43) | 42 | (43) | 52 |
| Would you work for the police department as a volunteer? | | | | |
| Yes | (45) | 41% | (28) | 28% |
| No | (66) | 59 | (72) | 72 |

* Only for pre and post interviews conducted with same households.

**TABLE 17: RESIDENT VIEWS OF POLICE IN THE NORTHEAST
BEAT AREA BEFORE AND AFTER INTERVENTION ***

| Characteristic | November, 1996-January, 1997 | | November, 1997-January, 1998 | |
|--|------------------------------|---------|------------------------------|---------|
| | (n) | Percent | (n) | Percent |
| Do you feel nervous or comfortable around police? | | | | |
| Nervous | (12) | 11% | (4) | 4% |
| Neither | (40) | 38 | (70) | 74 |
| Comfortable | (53) | 51 | (21) | 22 |
| During last couple of weeks have you seen in your neighborhood an officer : | | | | |
| Walking or standing around? | | | | |
| Yes | (20) | 12% | (17) | 15% |
| No | (100) | 87 | (94) | 85 |
| Talking to people? | | | | |
| Yes | (34) | 24% | (48) | 41% |
| No | (87) | 76 | (70) | 59 |
| Stop someone in their car? | | | | |
| Yes | (78) | 63% | (91) | 76% |
| No | (44) | 37 | (29) | 24 |
| Driving by in a patrol car? | | | | |
| Yes | (107) | 88% | (113) | 93% |
| No | (15) | 12 | (9) | 7 |
| Do you know the officers who patrol your neighborhood? | | | | |
| By name | (9) | 7% | (4) | 3% |
| By face | (34) | 28 | (66) | 53 |
| Not at all | (80) | 65 | (54) | 44 |
| How would you rate the performance of the El Centro Police Department? | | | | |
| Good/ very good | (53) | 45% | (13) | 59% |
| Fair | (49) | 42 | (59) | 39 |
| Poor/ very poor | (15) | 13 | (47) | 2 |

* Only for pre and post interviews with same households.

place in the Northeast beat also occurred in the Southeast beat, then it would appear unlikely that the project intervention accounted for the changes observed in attitudes toward police.

Table 18 presents the results of the paired comparisons for the Southeast beat. The table shows significant changes in four of the six variables. Two of these changes are the same as those found in the Northeast beat: Southeast residents indicate a decrease in comfort level around police and report an increased police presence in Southeast neighborhoods. The other two significant changes differ from findings in the Northeast beat. Whereas in the Northeast residents did not change their attitudes about trusting police and reported less willingness to work with them, Southeast residents report they are both more inclined to trust police and to work with them than they were the previous year. Finally, contrasting with the perceptions of Northwest residents, Southeast residents report no significant changes in recognition of police officers working the area or in their ratings of ECPD's performance with respect to preventing crime.

Based on the paired comparisons, did the project intervention seem to have any effect on the attitudes of Northeast residents? The results are, at best, mixed. While we do find Northeast residents reporting statistically significant increases in the presence of police, familiarity with the officers assigned to the beat, and ratings of police performance, we find no positive effects on residents' trust in police, residents' willingness to work with police, or residents' comfort level with police. In other words, as a result of the project, it appears many Northeast residents are aware of more police presence in the beat area, have come to know the officers patrolling the area better, and even think the ECPD is doing a better job of combating crime. However,

**TABLE 18: RESIDENT ATTITUDES TOWARD POLICE IN THE
SOUTHEAST BEAT (CONTROL SITE) BEFORE AND AFTER
INTERVENTION: RESULTS OF PAIRED COMPARISONS ***

| Variables | (n) | Mean | T Value for Paired Comparisons | Two-Tailed Significance | Interpretation Of Change |
|----------------------------|------------|-------------|---------------------------------------|--------------------------------|---------------------------------|
| Trust in Police 1996-97 | 130 | 21.83 | 5.243 | .000 | Increase in Trust |
| Trust in Police 1997-98 | 130 | 24.33 | | | |
| Work with Police 1996-97 | 134 | 6.00 | 3.075 | .003 | Increase in Willingness |
| Work with Police 1997-98 | 134 | 6.58 | | | |
| Comfortable-Police 1996-97 | 128 | 2.57 | 2.234 | .027 | Decrease in Comfort |
| Comfortable-Police 1997-98 | 128 | 2.39 | | | |
| Police Presence 1996-97 | 134 | 1.67 | 3.584 | .000 | Increase in Presence |
| Police Presence 1997-98 | 134 | 2.11 | | | |
| Know Police 1996-97 | 134 | 2.38 | .090 | NS | No Change in Recognition |
| Know Police 1997-98 | 134 | 2.37 | | | |
| ECPD Performance 1996-97 | 120 | 2.35 | 1.798 | NS | No Change in Perf. Rating |
| ECPD Performance 1997-98 | 120 | 2.19 | | | |

* Only for pre and post interviews with same household.

they are no more trusting of police officers, or more willing to work with them, than they were before the intervention. Paired comparisons in the Southeast beat further suggest that Southeast residents are as likely as Northeast residents to report increased police presence in their neighborhoods. Therefore, the only effects that might actually be attributed to the project intervention are those pertaining to familiarity with police officers working the beat and improved perceptions of ECPD performance.

Finally, trends in "calls for service" were examined to determine if appreciable changes had occurred in the experimental or control beat areas. If the experimental strategy was effective, ECPD staff theorized that the department might experience a reduction in the number of calls for service from residents in the experimental beat. Because of the community center and officers assigned to the beat, residents might be more inclined to work with officers at the neighborhood level to address crime-related problems rather than call in to the department. Table 19 summarizes official ECPD data for calls for service from calendar year 1994 through calendar year 1997. Indeed, the data indicate that calls for service in the experimental beat declined during the study period (a 4% decrease between 1996 and 1997). Looking at prior years, however, the recent decline appears to be part of a longer-term decline in calls for service in the Northeast beat. In the three years preceding the project intervention, calls for service had declined by more than 18 percent. Nevertheless, the trend in the Northeast beat contrasts markedly with trends in the other three beats. Specifically, over the four years examined, the Northeast beat is the only beat to experience a monotonic decline in calls for service. In the other beats, calls for service tended to fluctuate over the years and then increase (from 1% to 3%) during the year of the project intervention. While not conclusive, these data

TABLE 19: EL CENTRO POLICE DEPARTMENT CALLS FOR SERVICE BY BEAT: 1994 THROUGH 1997

| Beat | Year | | | |
|--------------|---------------|---------------|---------------|---------------|
| | 1994 | 1995 | 1996 | 1997 |
| Southwest | 6,861 | 6,967 | 6,613 | 6,671 |
| Northwest | 11,014 | 11,276 | 10,962 | 11,187 |
| Northeast | 3,917 | 3,688 | 3,331 | 3,207 |
| Southeast | 9,393 | 9,285 | 9,393 | 9,633 |
| Total | 31,185 | 31,216 | 30,299 | 30,698 |

are consistent with the expectations of ECPD staff and offer some evidence that the experimental strategy may have had a desirable effect on residents' calls for service in the Northeast beat.

IV. Findings And Conclusions

Several conclusions can be drawn from the study that have a bearing on policing and strengthening police-resident relations in El Centro.

- **First, there are important social and cultural differences across El Centro's police beats that should be taken into account when assigning officers to beats and designing community-based policing strategies.**

The study shows, from beat to beat, there are appreciable variations in the ethnic composition, language preferences, acculturation, education, and income of El Centro residents. For example, police officers working the East Side of the city are very likely to encounter residents with minimal or no English language skills who have immigrated to the United States from Mexico. Many of these residents have low incomes and limited education. It is unlikely they are as familiar with American laws, customs and police practices as other more acculturated residents such as those found in the Southwest beat. Some may be apprehensive about police given their previous experiences with Mexican police or their experiences with border policing authorities. Officers assigned to beats need to become familiar with the social and cultural characteristics of these constituencies, particularly those characteristics that may hinder or facilitate communication, if officers expect to build successful working relationships that foster effective community-oriented policing. At a minimum, officers should be sensitive to the need to communicate in English and Spanish when dealing with people on the street and conducting community meetings in certain neighborhoods. Ideally, all officers should be bilingual in English and Spanish, at least enough so to converse with all El Centro residents and to handle emergency situations that arise in the course of performing duties. According to the study

results, more than a third of El Centro's population speaks only Spanish. In some beats, like the Northeast, most residents speak only Spanish. Given these circumstances, it is not surprising that 85 percent of residents interviewed think all police officers need to be bilingual to work effectively in El Centro neighborhoods.

- **Few residents know the police officers who patrol their neighborhoods.**

Finding effective solutions to crime problems at the community level requires that residents know the police officers who work in their neighborhoods so that residents feel comfortable contacting and working with them. Results of the pretest survey reveal that few El Centro residents know the police officers working in their neighborhoods. Over 70 percent of those interviewed said they did not know, by name or face, any of the officers patrolling their neighborhood. For most residents, contacts with police were from afar. Typically, residents saw officers as they drove through the neighborhood in their patrol cars or when they stopped a motorist for a traffic violation. Very few said they saw officers talking with local residents or walking through neighborhoods.

- **Most residents have favorable attitudes toward police and are willing to work with them.**

Despite their lack of familiarity with officers patrolling their neighborhoods, most residents say they feel comfortable around El Centro police and are eager to work with them. The vast majority indicates they trust police, would report crimes to them, would allow them to visit their homes, and would be willing to attend neighborhood meetings to discuss crime-related

problems. Most (60%) also give El Centro police officers high marks for doing a good job of preventing crime in El Centro's communities.

Although, in general, these attitudes promise to provide fertile ground for developing productive partnerships between police and residents in El Centro, they are not held evenly throughout the city's police beats. Residents in some of the city's more Hispanic beat areas are somewhat less likely to think police are honest or would tell the truth when testifying in court, and are somewhat more likely to see police as intimidating. In the Northeast beat, residents are less likely than residents in other beats to report crimes or to attend neighborhood meetings with police. Officers assigned to these beats may find some residents initially a bit skeptical of police and somewhat less willing to interact with them.

- While most residents think there is a need to improve police-resident relations, they have different opinions about the obstacles to better relations.

Nearly 80 percent of residents interviewed feel something needs to be done to improve the relationship between police and people in El Centro's neighborhoods. However, there is substantial variation by police beats as to what residents think accounts for the lack of better relations. Again, these differences tend to follow differences in the social and cultural characteristics of police beats. Most notable are differences between the culturally mixed Southwest beat and the more Hispanic beats. For example, while most Northeast residents think many people in the community may be frightened of El Centro police or don't trust them because of previous experiences with U.S. border authorities or the Mexican police, most Southwest residents do not think this is a problem at all. Similarly, almost all residents in the

Northeast beat think the lack of bilingual police officers is an obstacle to better police-resident relations, while nearly a third of Southwest residents don't see this posing problems for residents.

There is somewhat greater agreement across beats that "police being too busy to get to know residents" and "residents having no opportunities to talk with police regularly" present obstacles to improved police-resident relations.

- **Residents want more communication with police.**

Regardless of beat, residents most frequently recommend increasing communication between police in order to improve police-resident relations. They emphasize the need to get to know police officers better and the need to learn more about the resident's role in community-oriented policing. Many advocate regular community meetings with police where they can socialize with the officers working their neighborhood and tell officers about crime problems.

- **Ethnicity, language and acculturation are significant modifiers of residents' attitudes toward police and police-resident relationships.**

The study indicates that ethnicity and language are important factors shaping residents' perceptions of police, as well as their perceptions of obstacles to improving police-resident relations. Mexican/ Mexican Americans and other minorities tend to be both less trusting of police and less willing to work with them. Most striking is that, compared with Anglos, Mexican/ Mexican Americans and minorities are more likely to see police as intimidating and less likely tell the truth when testifying in court. Mexicans/ Mexican Americans are also

somewhat less inclined to report crimes to police than are Anglos or other minorities.

Similarly, Spanish-speaking and bilingual residents are less likely than English speakers to trust police and to report crimes to police. Both ethnicity and language also appear to affect residents' perceptions of impediments to better police-resident relations. Compared with Anglos or English-speakers, minorities (including Mexicans/ Mexican Americans) and Spanish-speakers are more likely to see the lack of bilingual police, residents' prior experiences with Mexican police, and residents' prior experiences with U.S. border authorities as problems that make it difficult for people to work with police.

Acculturation (i.e., adaptation to American culture) also appears to shape the ways that residents see barriers to improving police-resident relations. Mexican/ Mexican Americans who are less acculturated to American society are much more likely to feel that problems related to police bilingualism, experiences with border policing authorities, and experiences with Mexican police pose serious obstacles to working with police than are more acculturated Mexican/ Mexican Americans.

Officers need to be cognizant of these influences, particularly in as much as they may detract from better police-resident relations and may hinder resident participation in community-oriented policing activities.

- **Finally, the project intervention seems to have improved residents' knowledge of the police officers who work in their neighborhoods and improved residents' ratings of police performance. However, there is no evidence that the intervention changed**

residents' attitudes toward trusting police or improved their willingness to work with them.

Despite the lack of strong intervention effects on some resident attitudes toward police, the results of the evaluation are encouraging. The experimental strategy made more residents familiar with ECPD officers and improved their perceptions of ECPD's performance in the Northeast beat. It may also have led to a reduction in resident calls for service during the study period. On these grounds alone, the results suggest the strategy contributed greatly to better police-resident relations in the experimental beat.

Furthermore, the lack of intervention effects on residents' trust in police and willingness to work with police may not be all that surprising. The pretest survey data indicate that most Northeast residents already held favorable impressions of police before the intervention was put in place. On most items used to measure trust in police and willingness to work with police, two-thirds to 90 percent of Northeast residents expressed favorable attitudes.

Additionally, attitudes about police may be deep-seated among residents, particularly among those who harbor negative feelings about police. It may not be possible to change such attitudes in as brief a period as was allowed during the study period, regardless of the intensity of the intervention. Given these circumstances, it may be unreasonable to expect the project intervention to produce significant and positive changes in residents' feelings about trusting police or their willingness to work with them.

V. Recommendations

Based on the study findings and conclusions presented in the preceding sections, we offer several recommendations for enhancing police-resident relations and supporting the implementation of community-oriented policing in El Centro.

- **Increase Police Officer Knowledge of the Community and Residents**

Building effective working relationships between residents and police demands an understanding of the community and the people living in the community. For most officers, such knowledge comes from years of policing experience and official crime records, not from any systematic assessment of socioeconomic or cultural aspects of the community that might be helpful in explaining crime-related conditions in neighborhoods or suggesting alternatives for ameliorating them.

As El Centro continues to move toward community-oriented policing, efforts should be made to increase police officers' knowledge of community characteristics, especially other than crime, in the beats and sub-beats to which they are assigned. The departmental research unit could support this, for example, by preparing and maintaining current informational files and databases on the community and beats that would be made available to officers working in the community. Among the information that may be most useful in this respect are periodic surveys of residents about community problems and issues, names of community and social organizations in the area, names of local leaders who are likely to support meetings between residents and police, possible public meeting sites, after school programs for youth, history of

officers' efforts to establish relationships with residents in the community, as well as current demographic data on residents such as ethnicity, language preferences, and education.

Neighborhood information can also be conveyed to officers at roll call or through workshops or training sessions for community policing.

- **Offer Diversity and Human Relations Training**

In particular, police officers need to be aware of ethnic and cultural characteristics of residents that may hinder good working relationships in the community. This study shows quite convincingly that variables like ethnicity, language, and acculturation play an important role in how El Centro residents view police officers and affect their willingness to work with police. Efforts should be made to familiarize officers with the implications of this diversity for policing in El Centro and to suggest strategies for lessening its undesirable effects. To support community-oriented policing, diversity and human relations training should be required of all officers. In the training, special attention should be given to issues and problems pertaining to Mexican American culture and to dealing with less acculturated segments of El Centro's population.

- **Provide Additional Incentives and Options for Bilingualism**

Clearly, language is a potential impediment to establishing successful police-resident relations in El Centro neighborhoods. While the El Centro Police Department provides incentive pay to officers who are currently Spanish-English bilingual, there are no mechanisms in place to ensure that non-Spanish speaking officers also become bilingual. The department should

provide Spanish language options to officers who are not Spanish-English bilingual. Some possible alternatives include (1) providing intensive in-house classes in Spanish that enable officers to both function in typical law enforcement situations and to converse with people in the community, (2) offering tuition remission to officers who enroll in Spanish language courses at local educational institutions, or (3) making self-teaching materials available to officers. The department might also consider making English language classes available to non-English speaking residents through programming at the new community center or other police sub-stations.

- **Continue to Promote Police Officer Contacts with the Public**

This study also suggests increased police contact with residents, through such means as community center programming and community meetings, can increase residents' familiarity with police and enhance resident perceptions of police performance. The department should continue to pursue activities that place residents in closer contact with police officers in non-threatening circumstances. It is clear from the study that "patrol cars driving through neighborhoods" is the prevailing mode of contact between officers and residents. The ECPD should take additional measures to get officers out of their patrol cars and out of a strictly enforcement mode when in the community. Bike patrols should be implemented and "knock and talks" continued, but implemented and monitored in a more systematic way than was possible in the present study. "Knock and talks" may be improved by educating officers more completely about the objectives of such encounters and training them in methods of non-threatening interaction. Moreover, measures should be taken to team up passive "door knockers" with officers who are more comfortable interacting with people in the neighborhood.

- **Additional Research**

The research presented here provides useful, even unique, information about El Centro's residents and neighborhoods as well as the impact of ECPD's efforts to improve police-resident relations in the Northeast beat. Additional research is still needed to ascertain the effectiveness of specific strategy components like "knock and talks" and bicycle patrols. Needed just as much, however, is research on the attitudes of El Centro police officers, particularly with respect to their willingness to work more closely with people in the community and to engage in proactive "problem-solving" policing, as opposed to reactive "enforcement mode" policing. Ultimately, the success of community-oriented policing in El Centro will hinge on the quality of the working relationship between residents and police. While this research reveals much about what may enhance or retard police-resident relations from the perspective of residents, much less is known about the police side of the equation.

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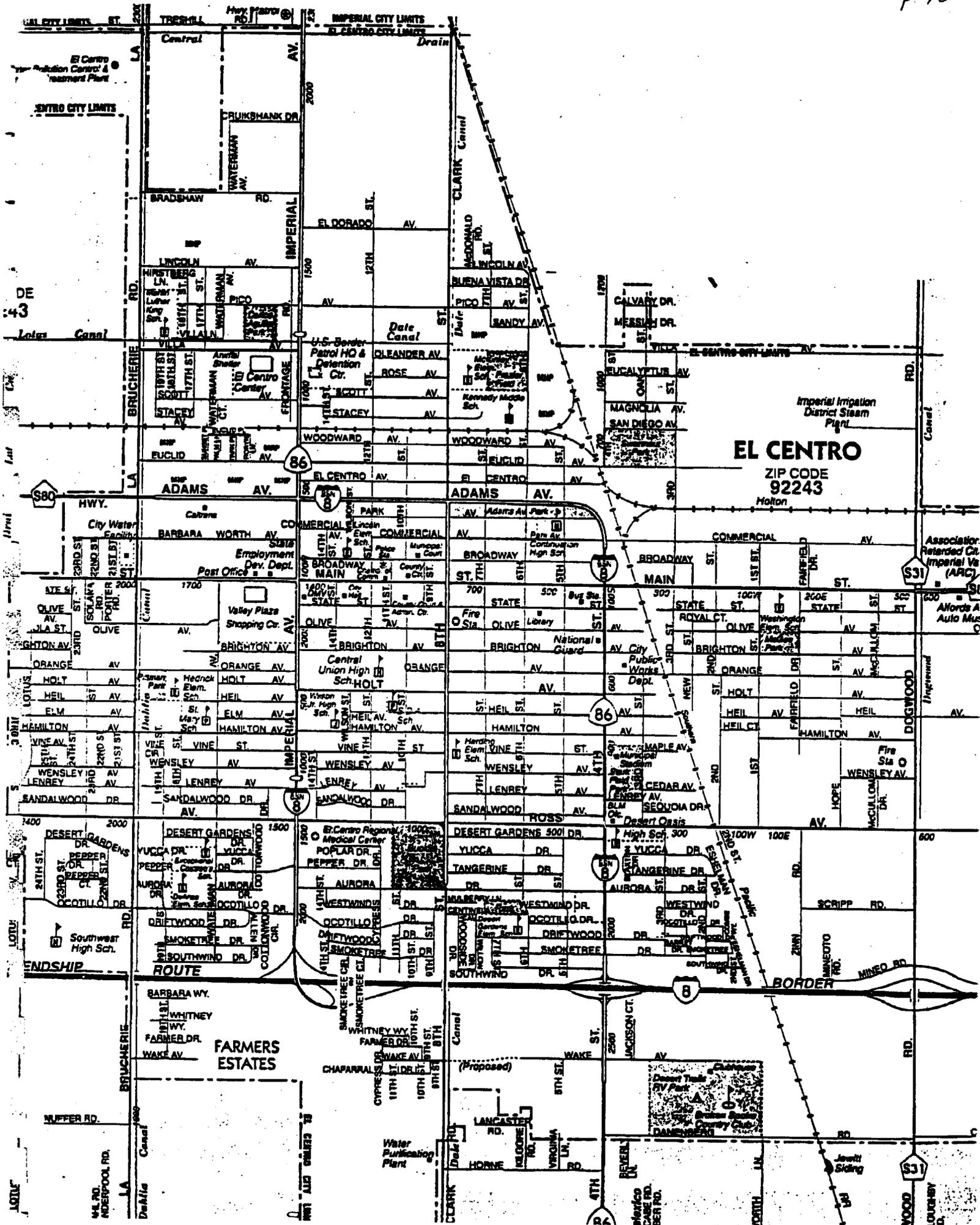
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VII. APPENDICES

- A. Street Map of City of El Centro - 1996**
- B. Protocol Used to Guide Focus Group Sessions**
- C. Interview Questionnaire – Pre-test, English Version**
- D. Interview Questionnaire – Pre-test, Spanish Version**
- E. Interview Questionnaire – Post-test, English Version**
- F. Interview Questionnaire – Post-test, Spanish Version**

APPENDIX A

Street Map of City of El Centro



APPENDIX B

Protocol Used to Guide Focus Group Sessions

**QUESTION ROUTE FOR FOCUS GROUP MEETINGS CONCERNING
COOPERATION AND TRUST BETWEEN RESIDENTS AND POLICE IN
NEIGHBORHOODS**

I. INTRODUCTORY COMMENTS

Purpose: Improve trust and cooperation between neighborhood residents and the police who patrol their neighborhoods.

ECPD is moving to *community policing* since Jan 1995 . This approach to policing is based on the assumption that residents are willing to work with police in addressing crime problems.

Our plan: talk with residents like you
(1) to identify the reasons people in neighborhoods may not be working more closely with police and
(2) to identify ways to improve the working relationship between them
(3) test out the most promising strategies for doing this.

Project supported by grant from the Dept. of Justice

II. INTRODUCTORY QUESTION:

1. Do you think that crime in your neighborhood has crime gotten better, worse or stayed about the same over the past year?

III. POLICE IN YOUR NEIGHBORHOOD (let's talk about)

2. Do you think the police have a good idea of what the concerns and problems of residents are in your neighborhood?
3. How well do you think residents in your neighborhood know the police officers who work in the neighborhood?
4. Do you know the names of any of the police officers who work in your neighborhood?

IV. TRUST AND COOPERATION BETWEEN RESIDENTS AND POLICE

5. Tell us how you see the relationship between police and residents in your neighborhood. Do you see evidence of residents working with police to solve problems?
6. Do you see any evidence of police getting input from residents about their concerns and problems in the neighborhood?

7. In what ways, if any, do residents help police solve crimes in your neighborhood?
8. Do you think people in the neighborhood are eager to work with police in solving crime problems or are they hesitant to become involved with the police? Why?
9. In general, do you think residents in the neighborhood feel that the police treat all residents the same, regardless of ethnicity?

V. BARRIERS TO TRUST AND COOPERATION

10. What are some of the reasons that residents do not have a better working relationship with police in the neighborhood?

[after answer, hand out list]

11. As I read through the list, feel free to comment as to how you think these affect the working relationship between residents in your neighborhood and police.

many police are not bilingual many residents speak only Spanish

police are too busy to spend time getting to know residents

some residents don't trust the police because of their previous experiences with police in Mexico

some residents are uncomfortable with police because of their experiences with US Customs, Border Patrol, or Immigration authorities

residents have no opportunities to talk with police on a regular basis

police simply do not understand the people in the neighborhood

VI. SOLUTIONS: HOW TO IMPROVE TRUST AND COOPERATION?

12. What do you think could be done to improve trust and cooperation between police and residents in your neighborhood?

[after answer, hand out list]

13. As I read through the list, feel free to comment as to whether you think any of these might work in your neighborhood.

have block parties / fiestas with police and residents

police occasionally knock on residents' doors and talk casually

police learn basic Spanish to communicate with non-English speaking residents

police patrol neighborhood on foot to get to know residents on first name basis

police hold formal monthly meetings with residents

organize community block clubs or Neighborhood Watch groups that meet with police regularly

have police radio talk shows in Spanish and English where residents can call in

have police organize athletic programs for youths

VII. SUMMARY AND CONCLUSION

14. Let's summarize the key points of our discussion. (Summary of responses to questions #12, 13, 14, 15)

15. Does this summary sound complete? Are there any changes or additions?

16. The goals of our effort are to:

(1) to identify the reasons people in neighborhoods may not be working more closely with police and

(2) to identify ways to improve the working relationship between them

Have we missed anything?

17. Do you have any advice for us as how to build a better working relationship between residents and police?

Thanks

APPENDIX C

Interview Questionnaire – Pre-test, English Version

SURVEY OF ATTITUDES TOWARD POLICE IN EL CENTRO NEIGHBORHOODS

INTERVIEWER INSTRUCTIONS

HELLO, My name is _____ I am a student at San Diego State University conducting a survey of people's attitudes toward police and policing in El Centro. The survey is being done in cooperation with the El Centro Police Department and San Diego State University. The survey is voluntary and all information you provide will be kept confidential. May I take a few minutes of your time to ask you a few questions? The survey takes about 15 minutes.

Location Address:

ID #

BEAT AREA:

I. CRIME IN YOUR NEIGHBORHOOD

FIRST, I WOULD LIKE TO ASK YOU A FEW QUESTIONS ABOUT YOUR NEIGHBORHOOD.

1. In the past year would you say your neighborhood has *become a better place to live, gotten worse, or stayed about the same?*

better 1
gotten worse..... 2
about the same..... 3
don't know..... 8

2. In the past year, has the amount of crime in your neighborhood *increased, stayed about the same, or decreased?*

increased..... 1
stayed about the same..... 2
decreased..... 3
no crime to begin with..... 4
don't know..... 8

3. Do you feel safe being outside alone at night in your neighborhood?

very safe..... 1
somewhat safe..... 2
somewhat unsafe..... 3
very unsafe..... 4
I don't go out at night..... 5
don't know..... 8

4. How would you rate the overall performance of the El Centro Police in preventing crime in your neighborhood ?

very good..... 1
good..... 2
fair..... 3
poor..... 4
very poor..... 5
don't know..... 8

II. ATTITUDES TOWARD POLICE

NOW I WOULD LIKE TO ASK SEVERAL QUESTIONS ABOUT YOUR ATTITUDES TOWARD POLICE IN YOUR NEIGHBORHOOD.

| | <u>Yes</u> | <u>No</u> | <u>Don't Know</u> |
|--|------------|-----------|-------------------|
| 5. Would you report a crime committed in your neighborhood to a police officer? | 1 | 2 | 8 |
| 6. Would you report a crime committed in your neighborhood to a police officer <u>even</u> if the crime was committed by a neighbor? | 1 | 2 | 8 |
| 7. Would you consider working for the police department as a volunteer ? | 1 | 2 | 8 |
| 8. Would you attend meetings in your neighborhood to talk with police officers about problems in your neighborhood? | 1 | 2 | 8 |
| 9. Would you serve on a task force to work with police to solve crime problems in your neighborhood? | 1 | 2 | 8 |
| 10. Would you stop to ask for advice or talk with a police officer if you saw him walking on the street in your neighborhood? | 1 | 2 | 8 |
| 11. Would you say "hello" or "good morning" to a police officer if you saw him walking on the street in your neighborhood? | 1 | 2 | 8 |

| | <u>Yes</u> | <u>No</u> | <u>Don't Know</u> |
|--|------------|-----------|-------------------|
| 12. Would you allow a police officer to visit your home to get to know you and your family better? | 1 | 2 | 8 |

13. Do you feel nervous or comfortable around police officers?

| | |
|---|---|
| <i>nervous</i> | 1 |
| <i>neither nervous or comfortable</i> | 2 |
| <i>comfortable</i> | 3 |
| <i>uncertain / don't know</i> | 8 |

14. Do you think people in your neighborhood are *eager to work* with the police in solving crime problems, or are they *hesitant to become involved* with them?

| | |
|---|---|
| <i>eager to work with them</i> | 1 |
| <i>hesitant to work with them</i> | 2 |
| <i>uncertain / don't know</i> | 8 |

15. About how much time would you be willing to invest in support of helping police in your neighborhood?

| | |
|---------------------------------------|---|
| <i>none</i> | 1 |
| <i>an hour per month</i> | 2 |
| <i>an hour per week</i> | 3 |
| <i>more than an hour a week</i> | 4 |
| <i>uncertain / don't know</i> | 8 |

16. Are you interested in meeting with your neighborhood's police officer?

| | |
|-----------------------------------|---|
| <i>yes</i> | 1 |
| <i>no</i> | 2 |
| <i>uncertain/don't know</i> | 8 |

17. Now I'm going to read several statements about police in general and police in your neighborhood. Please tell me if you *strongly agree*, *agree*, *disagree*, or *strongly disagree* with each statement.

| | Strongly Agree | Agree | Uncertain | Disagree | Strongly Disagree |
|---|----------------|-------|-----------|----------|-------------------|
| a. I think El Centro police officers are usually <i>honest</i> when dealing with people in my neighborhood? | 5 | 4 | 3 | 2 | 1 |

| | Strongly Agree | Agree | Uncertain | Disagree | Strongly Disagree |
|---|-------------------|-------|-----------|----------|----------------------|
| b. I think El Centro police officers are usually <i>fair</i> when dealing with people in my neighborhood? | 5 | 4 | 3 | 2 | 1 |
| c. I think El Centro police officers are usually <i>courteous</i> when dealing with people in my neighborhood? | 5 | 4 | 3 | 2 | 1 |
| d. I think El Centro police officers are usually <i>intimidating</i> when dealing with people in my neighborhood? | 5 | 4 | 3 | 2 | 1 |
| e. I think El Centro police officers are usually <i>helpful</i> when dealing with people in my neighborhood? | 5 | 4 | 3 | 2 | 1 |
| f. I think most El Centro police officers would <i>tell the truth</i> when testifying in court. | 5 | 4 | 3 | 2 | 1 |

III. POLICE IN YOUR NEIGHBORHOOD

NEXT I'D LIKE TO ASK YOU A FEW QUESTIONS ABOUT THE POLICE OFFICERS WHO PATROL YOUR NEIGHBORHOOD.

18. During the last couple of weeks have you seen (repeat as necessary):

| | <u>Yes</u> | <u>No</u> | <u>Don't Know</u> |
|---|------------|-----------|-----------------------|
| (a) A police officer walking around or standing while on patrol in your neighborhood? | 1 | 2 | 8 |
| (b) A police officer talking to people on the street in your neighborhood? | 1 | 2 | 8 |
| (c) A police officer stop someone in their car in your neighborhood? | 1 | 2 | 8 |
| (d) A police car driving through your neighborhood? | 1 | 2 | 8 |

19. In your neighborhood, are you more likely to see a police officer now, than you were last year at this time?

more likely now. 1
less likely now...... 2
about the same as before...... 3
don't know 8

20. Do you know the police officers who patrol your neighborhood by *name*, *face*, or *not at all*?

by name 1
by face...... 2
not at all...... 3

21(a) Do you know of anyplace in your neighborhood where you can go to get information from El Centro Police and talk to them about neighborhood crime problems?

Yes...... 1
No 2
Don't Know ...8

(b) If Answer is YES, ask where?

22. To your knowledge, have there been any new programs or activities started by the El Centro police department in your neighborhood in the past year?

Yes...... 1
No 2
Don't Know ...8

If YES, please briefly describe this program or activity?

23. Do you think police officers should be able to speak both Spanish and English to work effectively with people in your neighborhood?

Yes..... 1
 No 2
 Don't Know ...8

IV. IMPROVING POLICE-RESIDENT RELATIONS IN YOUR NEIGHBORHOOD

24. Do you think that something needs to be done to improve the relationship between police and the people in your neighborhood?

Yes..... 1
 No 2
 Don't Know ...8

25. I'm going to read you a brief list of things that might make it difficult for people in your neighborhood to work closely with police officers. Please tell me if you think any of these things are problems that make it difficult for people to work with police in your neighborhood. Tell me if they are *very serious problems, moderate problems, slight problems, or not problems at all.*

| | Very Serious Problem | Moderate Problem | Slight Problem | Not At All A Problem | Don't Know |
|--|----------------------|------------------|----------------|----------------------|------------|
| (a) many El Centro police are not bilingual in English and Spanish | 1 | 2 | 3 | 4 | 8 |
| (b) police are too busy to spend time getting to know residents..... | 1 | 2 | 3 | 4 | 8 |
| (c) some residents are frightened of police because of their experiences with US Customs, Border Patrol, or Immigration authorities..... | 1 | 2 | 3 | 4 | 8 |
| (d) some residents don't trust El Centro police because of their previous experiences with police in Mexico..... | 1 | 2 | 3 | 4 | 8 |
| (e) residents have no opportunity to talk with police on a regular basis..... | 1 | 2 | 3 | 4 | 8 |
| (f) police don't understand the people in the neighborhood..... | 1 | 2 | 3 | 4 | 8 |

26. What, in particular, do you think should be done to improve the relationship between police and the people in your neighborhood?

V. BACKGROUND INFORMATION

LASTLY, I WOULD LIKE TO ASK YOU A FEW QUESTIONS ABOUT YOU AND YOUR NEIGHBORHOOD THAT WILL HELP US INTERPRET THE SURVEY RESULTS

27. In some neighborhoods people do things together and help each other. In other neighborhoods people mostly go their own way. In general, what kind of neighborhood would you say yours is.....one where people mostly help each other or one where people go their own way?

help each other 1
go their own way..... 2
uncertain / don't know..... 8

28. Is it easy to identify strangers in your neighborhood?

Yes..... 1
No 2
Don't Know ...8

29. About how long have you lived in the neighborhood?

years _____ *months* _____

30. In the El Centro area both Spanish and English are spoken. In general, what language do you read and speak?

Only Spanish 1
Spanish Better than English..... 2
Both Equally 3
English Better than Spanish..... 4
Only English 5

31. What language do you usually speak at home?

- Only Spanish* 1
- Spanish more than English*..... 2
- Both equally* 3
- English more than Spanish*..... 4
- Only English* 5

32. What is your ethnicity?

- African American* 1
- Asian American*..... 2
- Caucasian / white/ Anglo*..... 3
- Mexican-American* 4
- Mexican* 5
- Other* _____ 6

33. The families of the majority of people in the United States come from other countries. Where does your family come from?

(DO NOT READ ALTERNATIVES If more than one is mentioned, ask for the country that most of the people in his/her family come from or that the respondent feels closer to)

- Mexico* 1
- Spain*..... 2
- Cuba*..... 3
- Central America (Guatemala, El Salvador, Nicaragua, Honduras, Panama, Costa Rica, etc.)*..... 4
- Puerto Rico*..... 5
- Other (specify)* _____ 6

34. Where were you born?

- Mexico* 1
- United States* 2
- Other (specify)* _____

35. How old are you?

| | |
|---------------------|---|
| 18-25 | 1 |
| 26-35 | 2 |
| 36-45 | 3 |
| 46-55 | 4 |
| 56-65 | 5 |
| over 65 years | 6 |
| refused | 8 |

36. Gender:

| | |
|-------------|---|
| male | 1 |
| female..... | 2 |

37. What is the highest level of formal education you've completed?

| | |
|------------------------------|---|
| less than high school..... | 1 |
| high school grad / GED..... | 2 |
| some college or AA degree... | 3 |
| college graduate | 4 |
| post graduate | 5 |
| refused | 8 |

38. Approximately what is your family income?

| | |
|----------------------------|---|
| under \$ 10,000..... | 1 |
| \$10,000 - \$ 20,000 | 2 |
| \$20,001 - \$ 30,000 | 3 |
| \$30,001 - \$ 40,000 | 4 |
| \$40,001 - \$ 50,000 | 5 |
| \$50,001 - \$ 60,000 | 6 |
| more than \$ 60,000 | 7 |
| refused | 8 |

VI. WILLINGNESS TO BE INTERVIEWED

39. In the spring we may want to interview you again to see if anything has changed in your neighborhood or in the way you view the police. May we please interview you again next year?

- OK to reinterview..... 1
- Maybe 2
- No / Refuse..... 8

If OK to interview in the spring: **COULD I JUST GET YOUR FIRST NAME SO WE'LL KNOW WHO TO ASK FOR IF WE CONDUCT A FOLLOWUP SURVEY IN THE SPRING OF NEXT YEAR?**

FIRST NAME: _____

(politely end the interview)

THANK YOU FOR YOUR HELP WITH THE SURVEY

INTERVIEW STOPS

TO BE COMPLETED BY INTERVIEWER IMMEDIATELY FOLLOWING THE INTERVIEW

Rate the respondents willingness to be interviewed:

| | | | | | | | | | |
|------------|---|---|---|---|---|---|---|---------|----|
| Not At All | | | | | | | | Very | |
| Willing | | | | | | | | Willing | |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

Interviewer Name (print) _____

I certify that I followed the rules and procedures in conducting the interview.

Interviewer signature: _____

APPENDIX D

Interview Questionnaire – Pre-test, Spanish Version

ENCUESTA PARA CONOCER LA OPINION DE LA COMUNIDAD DE EL CENTRO
HACIA EL DEPARTAMENTO DE POLICIA.

INSTRUCCIONES PARA EL ENTREVISTADOR

Hola, Me llamo _____ . Soy estudiante de la Universidad Estatal de San Diego la cual esta llevando a cabo una encuesta sobre la opinion de los habitantes hacia la policia y el patrullaje en la ciudad de El Centro. La encuesta se esta realizando con la cooperacion del Departamento de Policia de El Centro y la Universidad Estatal de San Diego. La encuesta es voluntaria y toda la informacion sera confidencial. ¿Puedo disponer de un poco de su tiempo para hacerle unas preguntas?

Domicilio del lugar:

ID#

ZONA DE VIGILANCIA:

I. DELINCUENCIA EN EL AREA DONDE USTED VIVE

ANTES QUE NADA, ME GUSTARIA HACERLE ALGUNAS PREGUNTAS ACERCA DEL NIVEL DELICTIVO EN SU COMUNIDAD.

1. ¿Durante el año pasado, considera usted que su comunidad se convirtió en un lugar mejor para vivir, empeoró, o casi no cambio?

mejoro.....1
empeoró.....2
casi no cambio.....3
no sé.....8

2. ¿Durante el año pasado, aumento el número de delitos en su comunidad, hubo la misma cantidad, disminuyeron, o no hubo delitos?

aumento.....1
hubo la misma cantidad2
disminuyeron3
no hubo delitos.....4
no sé.....5

3. ¿Se siente seguro en su comunidad por las noches estando sólo y afuera de su casa?

- muy seguro.....1
- algo seguro.....2
- algo inseguro.....3
- muy inseguro.....4
- no ando afuera de noche.....5
- no sé.....6

4. ¿Hablando de la prevención del delito en su comunidad, cómo calificaría usted el desempeño general del departamento de policía de El Centro ?

- muy bueno.....1
- bueno.....2
- regular.....3
- malo.....4
- muy malo.....5
- no sé6

II. CUAL ES SU OPINION DE LA POLICIA

AHORA ME GUSTARIA HACERLE ALGUNAS PREGUNTAS ACERCA DE SUS OPINIONES RESPECTO A LA POLICIA EN SU COMUNIDAD.

| | <u>Si</u> | <u>No</u> | <u>No sé</u> |
|--|-----------|-----------|--------------|
| 5. ¿Denunciaría un delito cometido en el área en que vive a un oficial de policía? | 1 | 2 | 6 |
| 6. ¿Denunciaría un delito cometido en su comunidad a un oficial de policía aunque lo hubiera cometido un vecino? | 1 | 2 | 6 |
| 7. ¿Consideraría trabajar en el departamento de policía como voluntario o como policía de reserva? | 1 | 2 | 6 |
| 8. ¿Asistiría a las reuniones en su comunidad para platicar con los oficiales de policía sobre los problemas en el área en que vive? | 1 | 2 | 6 |
| 9. ¿Tomaría parte en algún grupo para colaborar con la policía en la solución de los problemas de la delincuencia en su comunidad? | 1 | 2 | 6 |
| 10. ¿Se detendría a pedir un consejo o a platicar con un policía si lo ve caminando por las calles de su comunidad? | 1 | 2 | 6 |
| 11. ¿Saludaría o le daría los "buenos días" a un policía si lo ve caminando por las calles de su comunidad? | 1 | 2 | 6 |

b. Considero que los policías de El Centro por lo general son justos cuando tratan con las personas de mi comunidad.

| completamente de acuerdo | de acuerdo | no sé | en desacuerdo | completamente en desacuerdo |
|--------------------------|------------|-------|---------------|-----------------------------|
| 5 | 4 | 3 | 2 | 1 |

c. Considero que los policías de El Centro por lo general son amables cuando tratan con las personas de mi comunidad.

| completamente de acuerdo | de acuerdo | no sé | en desacuerdo | completamente en desacuerdo |
|--------------------------|------------|-------|---------------|-----------------------------|
| 5 | 4 | 3 | 2 | 1 |

d. Considero que los policías de El Centro por lo general intimidan cuando tratan con las personas de mi comunidad.

| completamente de acuerdo | de acuerdo | no sé | en desacuerdo | completamente en desacuerdo |
|--------------------------|------------|-------|---------------|-----------------------------|
| 5 | 4 | 3 | 2 | 1 |

e. Considero que los policías de El Centro son generalmente serviciales cuando tratan con las personas de mi comunidad.

| completamente de acuerdo | de acuerdo | no sé | en desacuerdo | completamente en desacuerdo |
|--------------------------|------------|-------|---------------|-----------------------------|
| 5 | 4 | 3 | 2 | 1 |

f. Considero que la mayoría de los policías de El Centro dicen la verdad cuando testifican en la corte.

| completamente de acuerdo | de acuerdo | no sé | en desacuerdo | completamente en desacuerdo |
|--------------------------|------------|-------|---------------|-----------------------------|
| 5 | 4 | 3 | 2 | 1 |

III. LA POLICIA EN SU COMUNIDAD

A CONTINUACION ME GUSTARIA HACERLE ALGUNAS PREGUNTAS ACERCA DE LOS OFICIALES DE POLICIA QUE PATRULLAN SU COMUNIDAD.

18. ¿Durante las últimas dos semanas ha visto (repita tantas veces como sea necesario):

| | <u>Si</u> | <u>No</u> | <u>No sé</u> |
|--|-----------|-----------|--------------|
| (a) algún oficial de policía caminando o parado durante sus horas de servicio en su comunidad? | 1 | 2 | 8 |
| (b) algún oficial de policía platicando con las personas en las calles de su comunidad? | 1 | 2 | 8 |
| (c) algún oficial de policía detener a algún automovilista en su comunidad? | 1 | 2 | 8 |
| (d) pasar alguna patrulla de policía por su comunidad? | 1 | 2 | 8 |

19. ¿Hoy en día hay mayor probabilidad de ver a un policía en su comunidad que hace un año?

ahora hay mayor probabilidad..1
 ahora hay menos probabilidad..2
 casi igual que antes.....3
 no sé.....8

20. ¿ Conoce usted a los policías que patrullan su comunidad por su nombre, por su cara, o no los conoce?

por su nombre.....1
 por su cara.....2
 no los conozco.....3

21. (a) ¿Conoce algún lugar en su comunidad donde pueda obtener información del departamento de policía de El Centro y platicar sobre los problemas de delincuencia de su comunidad?

si.....1
 no.....2
 no sé.....8

(b) (Si el entrevistado responde SI, pregunte donde?)

22. ¿Ha tenido conocimiento de que el departamento de policía de El Centro haya iniciado algunas actividades o nuevos programas en su comunidad durante el año pasado?

si.....1
no.....2
no sé.....8

(Si el entrevistado responde SI, por favor pídale que describa brevemente el programa o la actividad?)

23. ¿Considera que los oficiales de policía deberían de hablar inglés y español para que trabajen con mejores resultados con las personas de su comunidad?

si.....1
no.....2
no sé.....8

IV. MEJORAMIENTO DE LAS RELACIONES DE LOS HABITANTES CON EL CUERPO DE POLICIA EN SU COMUNIDAD.

24. ¿Considera que se debe hacer algo para mejorar la relación entre la policía y los habitantes de su comunidad?

si.....1
no.....2
no sé.....8

25. Voy a leerle una breve lista de cosas que pudieran dificultar el que los habitantes de su comunidad trabajen conjuntamente con los de policías. Por favor diga que tan serio considera usted qué es cada problema para los residentes de su comunidad.

(a) muchos policías de El Centro no son bilingües en inglés y español.

| Problema Muy Serio | Problema Moderado | Problema Menor | No es Problema | No sé |
|--------------------|-------------------|----------------|----------------|-------|
| 1 | 2 | 3 | 4 | 8 |

(b) los policías están demasiado ocupados para utilizar su

tiempo para conocer a los residentes.

| Problema Muy Serio | Problema Moderado | Problema Menor | No es Problema | No sé |
|-----------------------|----------------------|-------------------|-------------------|-------|
| 1 | 2 | 3 | 4 | 5 |

(c) algunas personas se sienten incómodas con la policia debido a sus experiencias previas con los oficiales de aduana, la patrulla fronteriza, o las autoridades de inmigración.

| Problema Muy Serio | Problema Moderado | Problema Menor | No es Problema |
|-----------------------|----------------------|-------------------|-------------------|
| 1 | 2 | 3 | 4 |

(d) algunas personas no confian en la policia de El Centro debido a sus experiencias previas con la policia mexicana.

| Problema Muy Serio | Problema Moderado | Problema Menor | No es Problema |
|-----------------------|----------------------|-------------------|-------------------|
| 1 | 2 | 3 | 4 |

(e) las personas no tienen oportunidad de platicar frecuentemente con la policia.

| Problema Muy Serio | Problema Moderado | Problema Menor | No es Problema |
|-----------------------|----------------------|-------------------|-------------------|
| 1 | 2 | 3 | 4 |

(f) la policia no comprende a los habitantes de la comunidad.

| Problema Muy Serio | Problema Moderado | Problema Menor | No es Problema |
|-----------------------|----------------------|-------------------|-------------------|
| 1 | 2 | 3 | 4 |

26. ¿Qué considera que se debe hacer para mejorar la relación entre la policia y los habitantes de su comunidad?

V. INFORMACION DE APOYO

POR ULTIMO, ME GUSTARIA HACERLE UNAS PREGUNTAS ACERCA DE USTED Y DE SU COMUNIDAD PARA QUE NOS AYUDE A INTERPRETAR LOS RESULTADOS DE LA ENCUESTA.

27. En algunas comunidades las personas se agrupan para hacer las cosas juntos y se ayudan unos a otros. En otras comunidades las personas acostumbran hacer las cosas de manera independiente. En general, como diría usted que es la comunidad en que vive.....es una comunidad donde las personas generalmente se ayudan unas a otras o es una comunidad en la cual las personas trabajan de manera independiente?

se ayudan unos a otros.....1
trabajan de manera independiente...2
no estoy seguro /No sé.....8

28. ¿Es fácil identificar a los extraños en su comunidad?

si.....1
no.....2
no sé.....8

29. ¿Cuál es el tiempo aproximado que tiene viviendo en su comunidad?

años _____ meses _____

30. En la ciudad de El Centro, y en sus alrededores, se habla tanto español como inglés. Por lo general, ¿cual es el idioma que usted más usa para hablar y para leer?

unicamente español.....1
más español que inglés.....2
los dos por igual.....3
más inglés que español.....4
unicamente inglés.....5

31. ¿Qué idioma es el que mas usa en su casa?

unicamente español.....1
más español que inglés.....2
los dos por igual.....3
más inglés que español.....4
unicamente inglés.....5

32. ¿Cuál es su raza/grupo étnico?

afroamericano.....1
asiaticoamericano.....2
caucásico/blanco/anglosajón...3
mexico-americano.....4
mexicano.....5
otro _____ 6

33. Las familias de la mayoría de las habitantes de los Estados Unidos provienen de otros países. ¿De dónde viene su familia?

(NO LEA LAS OPCIONES, en caso de que se mencione más de una opción, pregunte cuál es el país del cuál proviene la mayoría de su familia o cuál es el país con el que el entrevistado se siente más indentificado)

México.....1
 España.....2
 Cuba.....3
 Centro América (Guatemala, El Salvador,
 Nicaragua, Honduras, Panamá, Costa Rica, etc.)
4
 Puerto Rico.....5
 otro (especifique cual) _____ 6

34. ¿Dónde nació?

México.....1
 Estados Unidos.....2
 otro (especifique cual) _____ 6

35. ¿Cuántos años tiene?

18-25.....1
 26-35.....2
 36-45.....3
 46-55.....4
 56-65.....5
 más de 65 años.....6
 no quiso contestar.....8

36. Sexo

masculino.....1
 femenino.....2

37. ¿Cuál es el grado máximo de estudios que usted terminó?

no terminó la preparatoria....1
 terminó la preparatoria/GED...2
 el colegio o un diploma AA...3
 terminó el colegio.....4
 terminó el posgrado.....5
 no quiso contestar.....8

38. ¿Cuánto es el ingreso familiar aproximado?

menos de \$ 10,000.....1
 \$ 10,000 - \$ 20,000.....2
 \$ 20,001 - \$ 30,000.....3
 \$ 30,001 - \$ 40,000.....4
 \$ 40,001 - \$ 50,000.....5

APPENDIX E

Interview Questionnaire – Post-test, English Version

\$ 50,001 - \$ 60,000.....6
 más de \$ 60,000.....7
 no quiso contestar.....8

VI. DISPOSICION DEL INTREVISTADO

39. Nos gustaria poder entrevistarlo nuevamente en la primavera, para conocer si ha habido algún cambio en su comunidad o en su opinión acerca de la policía. ¿Podieramos entrevistar de nuevo en la Primavera ?

aceptó.....1
 Tal vez.....2
 No / se negó8

Si acepta contestar la entrevista en la primavera:

¿PODRIA DARME SU NOMBRE PARA SABER POR QUIEN PREGUNTAR EN CASO DE QUE SE REALICE UNA SEGUNDA ENCUESTA EN LA PRIMAVERA?

NOMBRE: _____

(de manera amable de por terminada la entrevista)

MUCHAS GRACIAS POR COLABORAR A LA REALIZACION DE ESTA ENTREVISTA.

 SE TERMINA LA ENTREVISTA

ESTA SECCION SERA LLENADA POR EL ENTREVISTADOR INMEDIATAMENTE DESPUES DE LA ENTREVISTA

Grado de diponibilidad de la persona a ser entrevistada:

| | | | | | | | | | |
|----------------|---|---|---|---|---|---|---|---|----------------|
| Ninguna | | | | | | | | | Mucha |
| Disponibilidad | | | | | | | | | Disponibilidad |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

Nombre del entrevistador _____
 (use letra de molde)

Doy mi palabra de que he seguido todas la reglas y los procedimientos al conducir esta entrevista.

Firma del entrevistador: _____

FOLLOW-UP SURVEY OF ATTITUDES TOWARD POLICE IN EL CENTRO NEIGHBORHOODS

INTERVIEWER INSTRUCTIONS

HELLO, My name is _____ I am a student at San Diego State University conducting a followup survey of people's attitudes toward police and policing in El Centro. We did a similar survey one year ago and someone from your house was interviewed. The survey is being done in cooperation with the El Centro Police Department and San Diego State. The survey is voluntary and all information you provide will be kept confidential. May I take a few minutes of your time to ask you a few questions? The survey takes about 10 minutes to complete.

Location Address:

ID #

BEAT AREA: NE SE SW NW

I. CRIME IN YOUR NEIGHBORHOOD

FIRST, I WOULD LIKE TO ASK YOU A FEW QUESTIONS ABOUT YOUR NEIGHBORHOOD.

1. In the past year would you say your neighborhood has *become a better place to live, gotten worse, or stayed about the same?*

better 1
gotten worse..... 2
about the same..... 3
don't know..... 8

2. In the past year , has the amount of crime in your neighborhood *increased, stayed about the same, or decreased?*

increased..... 1
stayed about the same..... 2
decreased..... 3
no crime to begin with..... 4
don't know..... 8

3. Do you feel safe being outside alone at night in your neighborhood?

- very safe*..... 1
- somewhat safe*..... 2
- somewhat unsafe*..... 3
- very unsafe*..... 4
- I don't go out at night*..... 5
- don't know*..... 8

II. ATTITUDES TOWARD POLICE

NOW I WOULD LIKE TO ASK SEVERAL QUESTIONS ABOUT POLICE IN YOUR NEIGHBORHOOD.

4. How would you rate the overall performance of the El Centro Police in preventing crime in your neighborhood during the last year?

- very good*..... 1
- good*..... 2
- fair*..... 3
- poor*..... 4
- very poor*..... 5
- don't know*..... 8

| | <u>Yes</u> | <u>No</u> | <u>Don't Know</u> |
|---|------------|-----------|-------------------|
| 5. Do you think police have done a better job of fighting crime in your neighborhood than they did the previous year? | 1 | 2 | 8 |
| 6. Do you think police have done a better job of getting to know the people in your neighborhood than they did the previous year? | 1 | 2 | 8 |
| 7. Do you think communication between the police and people in your neighborhood has improve during the past year? | 1 | 2 | 8 |

8. In your neighborhood, are you more likely to see a police officer now, than you were last year?

- more likely now.* 1
- less likely now*..... 2
- about the same as before*..... 3
- don't know* 8

9. During the last year, have you become *more nervous* or *more comfortable* around police officers, or do you feel about the same?

| | |
|-------------------------------------|---|
| <i>more nervous</i> | 1 |
| <i>feel about the same</i> | 2 |
| <i>more comfortable</i> | 3 |
| <i>uncertain / don't know</i> | 8 |

10. Do you think people in your neighborhood have become *more eager to work* with the police in solving crime problems than they were before, or have they become *more hesitant to work* with them? Or do you think things are about the same as before?

| | |
|--|---|
| <i>more eager to work with them</i> | 1 |
| <i>more hesitant to work with them</i> | 2 |
| <i>about the same</i> | 3 |
| <i>uncertain / don't know</i> | 8 |

11. Now I'm going to read several statements about police in general and police in your neighborhood. Please tell me if you *strongly agree*, *agree*, *disagree*, or *strongly disagree* with each statement.

| | Strongly Agree | Agree | Uncertain | Disagree | Strongly Disagree |
|--|-------------------|-------|-----------|----------|----------------------|
| a. El Centro police officers are usually <i>honest</i> when dealing with people in your neighborhood. | 5 | 4 | 3 | 2 | 1 |
| b. El Centro police officers are usually <i>fair</i> when dealing with people in your neighborhood. | 5 | 4 | 3 | 2 | 1 |
| c. El Centro police officers are usually <i>courteous</i> when dealing with people in your neighborhood. | 5 | 4 | 3 | 2 | 1 |
| d. El Centro police officers usually <i>bully</i> people when dealing with them in your neighborhood. | 5 | 4 | 3 | 2 | 1 |
| e. El Centro police officers are usually <i>helpful</i> when dealing with people in your neighborhood. | 5 | 4 | 3 | 2 | 1 |
| f. El Centro police officers would <i>tell the truth</i> when testifying in court. | 5 | 4 | 3 | 2 | 1 |
| | 3 | | | | |

12. Now I'm going to read several questions about how much contact you prefer to have with police:

| | <u>Yes</u> | <u>No</u> | <u>Don't Know</u> |
|--|------------|-----------|-------------------|
| a. Would you report a crime committed in your neighborhood to a police officer? | 1 | 2 | 8 |
| b. Would you report a crime committed in your neighborhood to a police officer <u>even</u> if the crime was committed by a neighbor? | 1 | 2 | 8 |
| c. Would you consider working for the police department as a volunteer ? | 1- | 2 | 8 |
| d. Would you attend meetings in your neighborhood to talk with police officers about problems in your neighborhood? | 1 | 2 | 8 |
| e. Would you serve on a task force to work with police to solve crime problems in your neighborhood? | 1 | 2 | 8 |
| f. Would you stop to ask for advice or talk with a police officer if you saw him walking on the street in your neighborhood? | 1 | 2 | 8 |
| g. Would you say "hello" to a police officer if you saw him walking on the street in your neighborhood? | 1 | 2 | 8 |
| h. Would you allow a police officer to visit your home to get to know you and your family better? | 1 | 2 | 8 |

III. POLICE AND POLICE ACTIVITIES IN YOUR NEIGHBORHOOD
 NEXT I'D LIKE TO ASK YOU A FEW QUESTIONS ABOUT THE POLICE OFFICERS WHO PATROL YOUR NEIGHBORHOOD.

13. During the last couple of months, have you seen (repeat as necessary):

| | <u>Yes</u> | <u>No</u> | <u>Don't Know</u> |
|---|------------|-----------|-------------------|
| (a) A police officer walking around or standing while on patrol in your neighborhood? | 1 | 2 | 8 |

| | <u>Yes</u> | <u>No</u> | <u>Don't Know</u> |
|---|------------|-----------|-------------------|
| (b) A police officer talking to people on the street in your neighborhood? | 1 | 2 | 8 |
| (c) A police officer stop someone in their car in your neighborhood? | 1 | 2 | 8 |
| (d) A police officer patrolling your neighborhood on bicycle? | 1 | 2 | 8 |
| (e) A police car driving through your neighborhood? | 1 | 2 | 8 |
| (f) Has a police officer stopped by your house to let you know that he or she works in your neighborhood? | 1 | 2 | 8 |

14. Do you know any of the police officers who patrol your neighborhood (by *name*, *face*, or *not at all*)?

by name 1
by face..... 2
not at all..... 3

15a. Do you know of any place in your neighborhood where you can go to get information from El Centro Police or talk to them about neighborhood crime problems?

Yes..... 1
No 2
Don't Know ...8

b. If Answer is YES, ask where?

16. To your knowledge, have there been any new programs or activities started by the El Centro police department in your neighborhood in the past year?

Yes..... 1
No 2
Don't Know ...8

If YES, please briefly describe this program or activity?

17 a. Do you know there is a youth community center on 4th Street run by the Police Athletic League? (Called the El Centro PAL Ryerson Youth Center)

Yes..... 1
No 2
Don't Know ...8

b. (If YES to A), Have you or anyone in your house gone to the center?

Yes..... 1
No 2
Don't Know ...8

c. (If YES to A), are there any programs you would like to see offered at the Center that are currently not available? Please briefly describe these programs?

18. Over the past year have you heard about any of the following police- sponsored activities in your neighborhood?

| | <u>Yes</u> | <u>No</u> | <u>Don't Know</u> |
|---|------------|-----------|-------------------|
| (a) <u>Athletic programs</u> for youths (e.g., summer soccer camp, martial arts program)? | 1 | 2 | 8 |
| (b) <u>public meetings</u> held by police to discuss crime problems in your neighborhood? | 1 | 2 | 8 |
| (c) neighborhood watch programs? | 1 | 2 | 8 |
| (d) cooking classes for youths at the community center? | 1 | 2 | 8 |
| (e) free bowling night at the community center? | 1 | 2 | 8 |
| (f) arts and crafts at the community center? | 1 | 2 | 8 |

IV. IMPROVING POLICE-RESIDENT RELATIONS IN YOUR NEIGHBORHOOD

19. Do you think that something still needs to be done to improve the relationship between police and the people in your neighborhood?

Yes..... 1
 No 2
 Don't Know ...8

If YES, please tell me what you think should be done?

[INTERVIEWER: IF THE PERSON BEING INTERVIEWED IS THE SAME PERSON INTERVIEWED LAST YEAR, SKIP SECTION V BELOW AND POLITELY END THE INTERVIEW.]

CHECK THE APPROPRIATE LINE:

_____ Same Respondent as interviewed last time [END INTERVIEW]

_____ New Respondent, but same household [CONTINUE INTERVIEW]

_____ New Respondent and new household [CONTINUE INTERVIEW]

V. BACKGROUND INFORMATION

LASTLY, I WOULD LIKE TO ASK YOU A FEW QUESTIONS ABOUT YOU AND YOUR NEIGHBORHOOD THAT WILL HELP US INTERPRET THE SURVEY RESULTS

20. About how long have you lived in the neighborhood?

years _____ months _____

21. In the El Centro area both Spanish and English are spoken. In general, what language do you read and speak?

- Only Spanish* 1
- Spanish Better than English*..... 2
- Both Equally* 3
- English Better than Spanish*..... 4
- Only English* 5

22. What language do you usually speak at home?

- Only Spanish* 1
- Spanish more than English*..... 2
- Both equally* 3
- English more than Spanish*..... 4
- Only English* 5

23. What is your ethnicity?

| | |
|---------------------------------------|---|
| <i>African American</i> | 1 |
| <i>Asian American</i> | 2 |
| <i>Caucasian / white/ Anglo</i> | 3 |
| <i>Mexican-American</i> | 4 |
| <i>Mexican</i> | 5 |
| <i>Other</i> | 6 |

24. Where were you born?

| | |
|----------------------------|---|
| <i>Mexico</i> | 1 |
| <i>United States</i> | 2 |
| <i>Other (specify)</i> | |

25. How old are you?

| | |
|---------------------|---|
| 18-25 | 1 |
| 26-35 | 2 |
| 36-45 | 3 |
| 46-55 | 4 |
| 56-65 | 5 |
| over 65 years | 6 |
| refused | 8 |

26. Gender:

| | |
|-------------|---|
| male | 1 |
| female..... | 2 |

27. What is the highest level of formal education you've completed?

| | |
|------------------------------|---|
| less than high school..... | 1 |
| high school grad / GED..... | 2 |
| some college or AA degree... | 3 |
| college graduate | 4 |
| post graduate | 5 |
| refused | 8 |

28. Approximately what is your family income?

- under \$ 10,000..... 1
- \$10,000 - \$ 20,0002
- \$20,001 - \$ 30,0003
- \$30,001 - \$ 40,0004
- \$40,001 - \$ 50,0005
- \$50,001 - \$ 60,0006
- more than \$ 60,0007
- refused 8

INTERVIEW STOPS

(politely end the interview)

THANK YOU FOR YOUR HELP WITH THE SURVEY

VI. INTERVIEW INFORMATION

TO BE COMPLETED BY INTERVIEWER IMMEDIATELY FOLLOWING THE INTERVIEW

FIRST NAME OF PERSON INTERVIEWED:

Rate the respondents willingness to be interviewed:

| | | | | | | | | | | |
|-----------------------|---|---|---|---|---|---|---|---|----|-----------------|
| Not At All Willing | | | | | | | | | | Very Willing |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | |

Interviewer Name (print) _____

I certify that I followed the rules and procedures in conducting the interview.

Interviewer signature: _____

APPENDIX F

Interview Questionnaire – Post-test, Spanish Version

SEGUIMIENTO DE ENCUESTA PARA CONOCER LA OPINION DE LA COMUNIDAD DE EL CENTRO HACIA EL DEPARTAMENTO DE POLICIA

INSTRUCCIONES PARA EL ENTREVISTADOR

Hola, me llamo _____. Soy estudiante de la Universidad Estatal de San Diego la cual está llevando a cabo un seguimiento de encuesta sobre la opinión de los residentes hacia la policía y patrullaje en la ciudad de El Centro. Realizamos una encuesta similar el año pasado y alguien de su hogar fue entrevistado. La encuesta se está llevando a cabo con la cooperación del Departamento de Policía de El Centro y la Universidad Estatal de San Diego. La encuesta es voluntaria y toda la información será confidencial. ¿Puedo disponer de 10 minutos de su tiempo para hacerle algunas preguntas?

Domicilio del lugar:

ID#

Zona de vigilancia: NE SE SW NW

I. DELINCUENCIA EN EL AREA DONDE USTED VIVE

Antes que nada, me gustaría hacerle algunas preguntas acerca del nivel delictivo en su comunidad.

1.- ¿De acuerdo al año pasado, considera usted que su comunidad se convirtió en un lugar mejor para vivir, empeoró o casi no cambió?

mejoró.....1
empeoró.....2
casi no cambió.....3
no sé.....8

2.- ¿De acuerdo al año pasado, aumentó el número de delitos en su comunidad, hubo la misma cantidad, disminuyó o no hubo delitos?

aumentó.....1
hubo la misma cantidad.....2
disminuyeron.....3
no hubo delitos.....4
no sé.....8

3.- ¿Se siente seguro en su comunidad por las noches estando sólo y afuera de su casa?

- muy seguro..... 1
- algo seguro..... 2
- algo inseguro..... 3
- muy inseguro..... 4
- no ando afuera de noche..... 5
- no sé..... 8

II. CUAL ES SU OPINION DE LA POLICIA

Ahora me gustaría hacerle algunas preguntas acerca de sus opiniones respecto a la policia en su comunidad.

4.- ¿Hablando de la prevención del delito en su comunidad, cómo calificaría usted el desempeño general de Departamento de Policía de El Centro durante el año pasado?

- muy bueno..... 1
- bueno..... 2
- regular..... 3
- malo..... 4
- muy malo..... 5
- no sé..... 8

5.- ¿Piensa usted que la policia ha hecho mejor trabajo para combatir el delito en su comunidad que el año anterior?

- | <u>Si</u> | <u>No</u> | <u>No sé</u> |
|-----------|-----------|--------------|
| 1 | 2 | 8 |

6.- ¿Durante el año pasado, piensa usted que la policia ha hecho un mejor esfuerzo por conocer a los residentes de su comunidad?

- | | | |
|---|---|---|
| 1 | 2 | 8 |
|---|---|---|

7.- ¿Durante el año pasado, piensa usted que la comunicación entre la policia y la población en su comunidad ha mejorado?

- | | | |
|---|---|---|
| 1 | 2 | 8 |
|---|---|---|

8.- ¿Hoy en día hay mayor probabilidad de ver un policia en su comunidad que hace un año?

- ahora hay mayor probabilidad.. 1
- ahora hay menos probabilidad.. 2
- casi igual que antes..... 3
- no sé..... 8

9.- ¿De acuerdo al año pasado, se ha vuelto más nervioso o más cómodo estando cerca de un policía o le da igual?

más nervioso.....1
 le da igual.....2
 más cómodo.....3
 no estoy seguro/ no sé.....8

10.- ¿Usted considera que las personas de su comunidad están más dispuestas que antes a colaborar con la policía en la solución de los problemas de delincuencia, o están más indecisas a colaborar con ella, o las cosas son igual que antes?

más dispuestas a colaborar con la policía.....1
 más indecisas de colaborar con la policía.....2
 le da igual.....3
 no estoy seguro/ no sé.....8

11.- Ahora voy a leerle algo sobre la policía en general y de la policía de su comunidad. Por favor, dígame si usted está: completamente de acuerdo, de acuerdo, en desacuerdo o completamente en desacuerdo con cada una de las opiniones.

| | Completamente de acuerdo | de acuerdo | no sé | en desacuerdo | completamente en desacuerdo |
|---|-----------------------------|------------|-------|---------------|--------------------------------|
| a. Considero que los policías de El Centro por lo general son honestos cuando tratan con las personas de mi comunidad. | 5 | 4 | 3 | 2 | 1 |
| b. Considero que los policías de El Centro por lo general son justos cuando tratan con las personas de mi comunidad. | 5 | 4 | 3 | 2 | 1 |
| c. Considero que los policías de El Centro por lo general son amables cuando tratan con las personas de mi comunidad. | 5 | 4 | 3 | 2 | 1 |
| d. Considero que los policías de El Centro por lo general son despotas cuando tratan con gente de mi comunidad. | 5 | 4 | 3 | 2 | 1 |
| e. Considero que los policías de El Centro por generalmente son serviciales cuando tratan con las personas de mi comunidad. | 5 | 4 | 3 | 2 | 1 |
| f. Considero que la mayoría de los policías de El Centro dicen la verdad cuando testifican en corte. | 5 | 4 | 3 | 2 | 1 |

(3)

12.- Ahora me gustaría hacerle algunas preguntas acerca de que tanto contacto prefiere con la policía de su comunidad.

| | <u>Si</u> | <u>No</u> | <u>No sé</u> |
|--|-----------|-----------|--------------|
| a. ¿Denunciaría un delito cometido en el área en que vive a un oficial de policía? | 1 | 2 | 8 |
| b. ¿Denunciaría un delito cometido en su comunidad a un oficial de policía aunque lo hubiera cometido un vecino. | 1 | 2 | 8 |
| c. ¿Consideraría trabajar en el departamento de policía como voluntario o como policía de reserva? | 1 | 2 | 8 |
| d. ¿Asistiría a las reuniones en su comunidad para platicar con los oficiales de policía sobre los problemas en el área en que vive? | 1 | 2 | 8 |
| e. ¿Tomaría parte en algún grupo para colaborar con la policía en la solución de los problemas de delincuencia en su comunidad? | 1 | 2 | 8 |
| f. ¿Se detendría a pedir un consejo o a platicar con un policía si lo ve caminando por las calles de su comunidad? | 1 | 2 | 8 |
| g. ¿Saludaría o le daría los "buenos días" a un policía si lo ve caminando por las calles de su comunidad? | 1 | 2 | 8 |
| h. ¿Permitiría que un oficial de policía visitara su hogar para conocerlo mejor a usted y a su familia? | 1 | 2 | 8 |

III. OFICIALES DE POLICIA Y SUS ACTIVIDADES EN SU COMUNIDAD

A continuación me gustaría hacerle algunas preguntas acerca de los oficiales de policía que patrullan su comunidad.

13. ¿Durante los dos últimos meses ha visto
(Repita tantas veces como sea necesario):

| | <u>Si</u> | <u>No</u> | <u>No sé</u> |
|--|-----------|-----------|--------------|
| a. ¿algún oficial de policía caminando o parado durante sus horas de servicio en su comunidad? | 1 | 2 | 8 |

| | <u>Si</u> | <u>No</u> | <u>No sé</u> |
|--|-----------|-----------|--------------|
| b. ¿algún oficial de policía platicando con las personas en las calles de su comunidad? | 1 | 2 | 8 |
| c. ¿algún oficial de policía detener a algún automovilista en su comunidad? | 1 | 2 | 8 |
| d. ¿algún policía patrullando su comunidad en bicicleta? | 1 | 2 | 8 |
| e. ¿pasar alguna patrulla de policía por su comunidad? | 1 | 2 | 8 |
| f. ¿algún policía haberse detenido por su casa para darle a conocer que trabaja en su comunidad? | 1 | 2 | 8 |

14.- ¿Conoce usted a los policías que patrullan su comunidad por su nombre, por su cara o no los conoce?

por su nombre.....1
por su cara.....2
no los conozco.....3

15a.- ¿Conoce algún lugar en su comunidad donde pueda obtener información del Departamento de Policía de El Centro y platicar sobre los problemas de delincuencia de su comunidad?

si.....1
no.....2
no sé.....8

b. Si el entrevistado responde SI, pregunte ¿dónde?

16.- ¿De su conocimiento, sabe de algún nuevo programa o actividad emprendida por el Departamento de Policía de El Centro el año pasado?

si.....1
no.....2
no sé.....8

Si el entrevistado responde SI, pídale que describa brevemente este programa o actividad.

17a.- ¿Sabía que hay un centro comunitario juvenil por la Calle Cuarta administrado por la Liga Atlética de Policía llamado El Centro PAL Ryerson Youth Center?

si.....1
no.....2
no sé.....8

b. Si la respuesta es SI, entonces pregunte si alguien de su casa a ido a este centro comunitario.

si.....1
no.....2
no sé.....8

c. Si la respuesta a la pregunta 17a fue SI, entonces también pregunte si al entrevistado le gustaría ver algún programa ofrecido en en centro comunitario que no está comunmente disponible. Por favor pídale que describa brevemente este o estos programas.

18.- ¿Respecto al año pasado, ha usted escuchado acerca de algún tipo de actividad patrocinada por la policía de El Centro en su comunidad?

| | <u>Si</u> | <u>No</u> | <u>No sé</u> |
|--|-----------|-----------|--------------|
| a. ¿Programas deportivos o atléticos para jóvenes (fútbol, acampar, artes marciales, etc.)? | 1 | 2 | 8 |
| b. ¿Reuniones públicas llevadas a cabo por la policía para discutir problemas de delincuencia en su comunidad? | 1 | 2 | 8 |
| c. ¿Programas de vigilancia de los vecinos? (Neighborhood watch programs) | 1 | 2 | 8 |
| d. ¿Clases de cocina para jóvenes? | 1 | 2 | 8 |
| e. ¿Noche libre de bolos (boliche) en el centro comunitario? | 1 | 2 | 8 |
| f. ¿Artes y artesanías en el centro comunitario? | 1 | 2 | 8 |

IV. MEJORAMIENTO DE LAS RELACIONES ENTRE LOS RESIDENTES Y LA POLICIA EN SU COMUNIDAD

19.- ¿Considera que se debe hacer algo para mejorar la relación entre la policía y los residentes de su comunidad?

si.....1
no.....2
no sé.....8

Si la respuesta fue SI, entonces dígame como debe ser implementada.

(INTERVIEWER: IF THE PERSON BEING INTERVIEWED IS THE SAME PERSON INTERVIEWED LAST YEAR SKIP SECTION V BELOW AND POLITELY END THE INTERVIEWED.)

CHECK THE APPROPRIATE LINE:

_____ Same Respondent as interviewed last time [END INTERVIEWED]

_____ New Respondent, but same household [CONTINUE INTERVIEWED]

_____ New Respondent and new household [CONTINUE INTERVIEWED]

V. INFORMACION DE APOYO

Por último, me gustaría hacerle algunas preguntas acerca de usted y de su comunidad para que nos ayude a interpretar los resultados de la encuesta.

20.- ¿Cuál es el tiempo aproximado que tiene viviendo en su comunidad?

años _____ meses _____

21.- ¿En la ciudad de El Centro y en sus alrededores, se habla tanto español como inglés. Por lo general, ¿cuál es el idioma que usted más usa para hablar y para leer?

unicamente español.....1
más español que inglés.....2
los dos por igual.....3
más inglés que español.....4
unicamente inglés.....5

22.- ¿Qué idioma es el que más usa en su casa?

unicamente español.....1
más español que inglés.....2
los dos por igual.....3
más inglés que español.....4
unicamente inglés.....5

23.- ¿Cuál es su grupo étnico?

| | |
|-------------------------------|---|
| afro-americano..... | 1 |
| asioamericano..... | 2 |
| caucasico /blanco/ anglo..... | 3 |
| mexico-americano..... | 4 |
| mexicano..... | 5 |
| otro..... | 6 |

24.- ¿Dónde nació?

| | |
|-------------------------|---|
| México..... | 1 |
| Estados Unidos..... | 2 |
| Otro (especifique)..... | 6 |

25.- ¿Qué edad tiene?

| | |
|-------------------------|---|
| 18-25..... | 1 |
| 26-35..... | 2 |
| 36-45..... | 3 |
| 46-55..... | 4 |
| 56-65..... | 5 |
| más de 65..... | 6 |
| no quizo contestar..... | 8 |

26.- Sexo:

| | |
|----------------|---|
| masculino..... | 1 |
| femenino..... | 2 |

27.- ¿Cuál es el grado máximo de estudios que usted terminó?

| | |
|-------------------------------------|---|
| no terminó la preparatoria..... | 1 |
| terminó la preparatoria / GED | 2 |
| colegio o un diploma AA | 3 |
| terminó colegio | 4 |
| terminó postgrado..... | 5 |
| no quizo contestar | 8 |

28.- ¿Cuánto es el ingreso familiar aproximado?

- menos de \$10,0001
- \$10,000 - \$20,0002
- \$20,001 - \$30,0003
- \$30,001 - \$40,0004
- \$40,001 - \$50,0005
- \$50,001 - \$60,0006
- más de \$60,0007
- no quizo contestar8

INTERVIEW STOPS

(politely end the interview)

THANK YOU FOR YOUR HELP WITH THE SURVEY

VI. INTERVIEW INFORMATION

To be completed by interviewer immediately following the interview

First name of person interviewed:

Rate the respondents willingness to be interviewed:

| | | | | | | | | | |
|------------|---|---|---|---|---|---|---|---|---------|
| Not At All | | | | | | | | | Very |
| Willing | | | | | | | | | Willing |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

Interviewer Name: (print) _____

I certify that I followed the rules and procedures in conducting the interview.

Interviewer signature