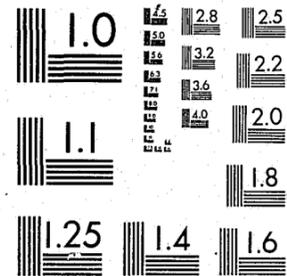


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Fremont, California Police Department

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**FREMONT
VICTIM
SERVICES
PROJECT**

77304
**FINAL
REPORT
SUPPLEMENT**

August, 1976

A Police Foundation Project

FREMONT VICTIM SERVICES PROJECT
FINAL REPORT SUPPLEMENT

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FREMONT VICTIM SERVICES PROJECT

FINAL REPORT SUPPLEMENT

INTRODUCTION

In late 1974, the Police Foundation awarded the Fremont Police Department a grant of \$57,745.00 to establish a model Victim Services Project. This project was initiated in January, 1975, and a variety of Victim Services programs were developed and implemented within the police department between that date and January 31, 1976. An explanation of the background of the project, the processes involved in program development, a detailed description of the programs implemented to meet project objectives and summary statistics describing program operations are contained in the Final Report on the Fremont Victim Services Project, dated January, 1976.

As explained on page 20 of that Final Report, the original Police Foundation proposal did not include a formal evaluation component, nor were there resources provided in the grant budget for such an evaluation. It was the intent of the Police Foundation to conduct a comprehensive, in-depth evaluation of a similar, but much larger Police Foundation-sponsored Victim Services project at the Sacramento Police Department. That project evaluation, designed and conducted by Arthur Young & Co. is currently in progress and a final evaluation report is forthcoming. Since the Sacramento Victim Services Project involves several program components which are similar to programs implemented in Fremont, it is anticipated that the evaluation of that project will produce data and findings which have an application to the Fremont Victim Services Project.

There are, however, differences between Fremont and Sacramento and their respective police departments which might have an impact on the implementation and effectiveness of similar programs. Further, there are certain Victim Services programs which have been developed in Fremont which are unique to this project. In addition, the City of Fremont and the police department were interested in the community response to the new services being provided. Therefore, it was decided that a limited "impact assessment" of the Fremont Victim Services Project would be conducted by project staff, utilizing unexpended funds from the original Police Foundation grant.

Apart from the very limited, open-ended survey of 25 victims and nine police officers conducted in Fremont in 1974, there was no specific data base developed prior to project implementation. Therefore, a truly comprehensive evaluation of the project, measuring change in attitudes and behavior of victims and officers, was not possible. Therefore, by necessity, the "evaluation" of the Fremont Victim Services Project was limited to an assessment of whether or not the major program components were actually working as intended, and of the current attitudes of victims and police officers toward the various programs and services.

To accomplish this assessment, two survey instruments were developed with the assistance of Arthur Young & Co. One survey was administered by phone to 200 people who had been the victims of burglary in Fremont in December, January or February, 1976. The victims surveyed were identified from police reports filed during those three months. Police department records section personnel were used, on overtime, to conduct the telephone interviews between March 8 and 13, 1976. The results of this survey are analyzed and summarized in Section II of this supplement.

The second survey was administered in April, 1976 to sworn department personnel, field service officers (civilian) and communications technicians (civilians). The survey forms were completed by the officer or technician and returned, through supervisors, to the project staff. The results of this survey are presented in Section III of this supplement.

Both surveys were computer processed through Arthur Young & Co. Consultants from that firm assisted in the analysis and interpretation of the data contained in the final computer printouts.

In addition to the surveys, a manual search of property records and files was conducted to collect data regarding the release of property. Section IV contains a discussion of these data.

Statistics regarding the follow-up letters, the activity of the Citizen Services Representative and the use of officer court time are routinely collected on an ongoing basis by project staff. Statistical tables on the follow-up letters and Citizen Services Representative program are contained in the Final Report - January, 1976, and are not repeated here. Data regarding the use of officer court time is contained in Section V.

Finally, at the time this final report supplement was being written, the booklet programs had been operational long enough to have produced a number of citizen evaluations (postage pre-paid mailers contained in the booklets and mailed to the Victim Services project by burglary victims and people involved in traffic accidents). These citizen evaluations are analyzed and summarized in Section VI of this supplement.

Those readers who, because of time constraints or a general aversion to statistical tables, are more interested in a concise summary of just what we learned from all this data collection, should turn to Section I, which contains a narrative, summary description of the project assessment, and recommendations.

I. SUMMARY AND RECOMMENDATIONS

A. SUMMARY OF FINDINGS

1. VICTIM SURVEY:

- Because of the lack of comparable, pre-project data, it is impossible to measure the impact of the victim services programs in changing the attitudes and behavior of victims and police officers. However, it is clear that the general attitude of victims toward the Fremont Police Department and the victim services programs is very positive.
- Of the 200 residential and commercial victims surveyed, most were English-speaking residential victims whose property had not been recovered, and who had not been victimized in the two years prior to being burglarized. Most of the commercial victims, however, had been victimized in the previous two years.
- With few exceptions, burglary victims in Fremont have a high opinion of and confidence in their police department. They are satisfied with the overall services provided by officers and perceive those officers with whom they have had contact to be understanding of their problems, fair, helpful and willing to spend adequate time with victims. Most victims surveyed rate their police department as either excellent or good and would report a similar crime to police in the future.
- When the reporting officer takes the time to explain to the victim the next steps the department will take in their case, the victim is more likely to be favorably impressed with that officer and the department as a whole.
- About half the victims remembered being given the burglary booklet by the reporting officer. The booklet is apparently being distributed to residential victims more often than to commercial victims. Of those victims receiving the booklet, most read it, and find it helpful, understandable and informative. Residential victims are more appreciative of the booklet than commercial victims.
- Most of those victims who remember getting a follow-up letter from the department are grateful and impressed by this effort by the department to let them know what has been done about their burglary. Of those who were negative about the letter, most objected to the fact that it was a form letter. Victims who get a follow-up letter from the department with information about the disposition of their case are more likely to rate the police department as excellent. This is true, regardless of the disposition of their case.

- About 1/3 of the burglary victims surveyed initiate contact with the department following their burglary for information about their case. The majority are satisfied with the handling of their requests for information.

- Whether or not their stolen property has been recovered and returned has a minimal effect on the attitude of residential victims toward the police department; they rate the department as good or excellent regardless of whether or not their property was recovered. The attitudes of commercial victims however, are definitely affected by the recovery of their property. Commercial victims are much more likely to have a neutral or negative attitude toward the police department if their property has not been recovered.

2. SURVEY OF POLICE DEPARTMENT EMPLOYEES:

- Of the 85 employees in the survey group, there were 69 sworn personnel, including supervisors and command staff, 9 Field Service Officers, and 7 Communications Technicians. This represents a 63% sampling of these groups. The employees surveyed were evenly distributed over day, swing and midnight shift, and most have at least some contact with burglary victims on a day to day basis.
- Police officers and others under-estimate the ratings they receive from victims. Victims have a much higher opinion of individual police officers and the department as a whole than department employees think they do. Communications Technicians are especially inclined to believe that victims have a more negative impression of the department than they really do.
- Most employees surveyed feel they have adequate knowledge of burglary prevention, investigative processes and sources of assistance in the department. A significant number, however, said they have less than adequate or no knowledge of court processes and sources of assistance in the community.

While most of those surveyed feel: (1) that it is necessary to provide this information; (2) that the benefit of the information is worth taking the time to provide; and (3) that victims appreciate the information, an average of only half of the employees say they sometimes or always provide this information to victims.

Detectives are more likely than other sworn and non-sworn personnel to take the time to explain things to victims. Compared to the rest of the department, 100% of the detectives believe they have adequate knowledge in all of these areas (except community resources) and a majority of the detectives say they provide this information to victims.

- Most of those employees in appropriate assignments say they give the burglary booklet to most victims. The major reason cited for the booklet not being distributed more consistently was the lack of a convenient place in the squad car to carry the booklet. Of those officers who say they never or seldom distribute the booklet, 100% say that it is not distributed because it is too much trouble or takes too much time.

A majority of sworn officers believe the burglary booklet provides victims with necessary information and improves police-community relations.

- Most patrol officers and all detectives refer citizens to the CSR for information and assistance, but they do not fully utilize the CSR as a resource for themselves. Detectives are much more likely than patrol officers to use the CSR as a resource for property release, case research, or information about community resources.

Officers believe the CSR is not used more often because of a lack of understanding of the role of the CSR. A significant number believe that contacting the CSR is a problem, and that many officers don't use the CSR because they would rather do these things themselves.

- A majority of officers feel they do not fully understand the procedures for releasing property from the field, and most believe this is a major reason that more officers don't use field release to return property to owners. The fear of releasing items they should not and jeopardizing prosecution of the case was cited as a significant reason for not using field release by those officers who say they attempt to release all the property they can. And those officers who are not releasing property believe that field release is not used because it takes too much time.

- Six months after the Victim Services Training Program, most officers still believe the training was worthwhile, and a majority say that, as a result of that training, they are more aware of victim concerns and provide victims with more information.

- Overall, day and swing shift officers are more likely to consistently make general use of the various victim services programs. They generally distribute the booklet, use the CSR for property release, and information and referral, and tell victims about the CSR, more often than officers on midnight shift.

Generally, the same group of officers who consistently distribute the booklets also consistently utilize the other services and assistance available through the victim services programs.

3. PROPERTY RELEASE PROGRAM

In the six months since implementation of the new property release procedures, there has been a steady decrease in the total amount of property being booked into the department, a steady increase in the number of items of property being returned to owners and a decrease in the length of time returned items were held by the department. There has also been a steady increase in the number of items of evidentiary value returned to owners.

Compared to the three-month period beginning in December, 1975, the number of items being released to owners in the field decreased in the three-month period from March - May, 1976.

4. POLICE OFFICER WITNESS-COURT TIME

Between November, 1975 and May, 1976, an average of 66% of those officers subpoenaed on overtime to municipal court (non-traffic cases) did not testify. As a result, the City of Fremont paid approximately \$15,055 in overtime to officers who simply appeared at court or sat in a courtroom for from five minutes to five hours without testifying.

As a result of a report on police officer witness court time compiled by the victim services staff, special programs are being developed to address this problem at the Fremont Municipal Court.

5. BOOKLET MAILERS - CITIZEN FEEDBACK

100% of those citizens completing and returning to the department the post pre-paid mailers from the burglary and traffic booklets, were satisfied with the services they received from the officer taking the report in their case. Their comments were unanimous in their praise and commendation of police officers with whom they had contact.

B. CONCLUSIONS AND RECOMMENDATIONS

The survey results and other data collected confirm the preliminary findings presented in the January, 1976 Final Report: The Fremont Victim Services Project achieved its first year objectives and the programs have been institutionalized within police department operations.

Through the follow-up letters and booklets, previously unavailable information is systematically conveyed to victims regarding police department and criminal justice system procedures and practices and the police department disposition of their case. In addition, through these programs, the victim is referred to an easily accessible, centralized contact point (the CSR) at the department for additional information and assistance.

Through the CSR program, in addition to information regarding case and property status, the citizen who turns to the police department for assistance with a non-police-emergency question or problem is provided with a resource within the police department and city for general information and direct referral to the broad range of public and private service agencies available in the community. Further, through this program, the role of the police dispatcher as a critical information link between police and victim has been enhanced and expanded.

Through the new procedures for releasing property to owners, fewer items are being booked into the department, the amount of property (evidentiary and non-evidentiary) being returned to owners has increased drastically, and the amount of time property is held by the department has been reduced.

Through the booklets, the CSR and the Victim Services training, the approach of police officers to burglary and traffic collision victims has become more standardized, officers have been provided with techniques and tools for demonstrating concern to victims and providing them with information, and the officer's concern for and understanding of the victim's problems have been reinforced and focused.

Finally, through the postage pre-paid mailers in the booklets, a novel means of obtaining feedback from victims regarding police services has been demonstrated and accepted by officers. Further, through these mailers, a method has been demonstrated for reinforcing officer concern for victims and providing officers with positive feedback regarding their performance from the citizens they serve.

The problems with the victim services programs revealed by this assessment relate to the extent to which these programs are being used by police officers. While it is clear that most officers are utilizing these programs at least some of the time, and while it is not expected that 100% of officers will utilize the victim services programs 100% of the time, the survey responses indicate that more officers would distribute the booklets, release property from the field, and utilize the CSR if the obstacles which they articulated through the survey were removed.

These obstacles regarding the CSR and property release programs and the provision of certain information to victims, relate to a lack of knowledge or understanding of the programs. And, regarding the booklet for burglary victims, the problem is one of logistics: the lack of a convenient place to carry the booklet on patrol.

Therefore, the following recommendations are offered to address these problems:

1. A FOLLOW-UP VICTIM SERVICES TRAINING MODULE SHOULD BE DEVELOPED FOR PRESENTATION IN THE SQUAD MEETINGS FOR EACH SHIFT. This roll-call training should incorporate the role and function of the CSR, and a detailed review of procedures for the release of property from the field and from the station. The training should be conducted by Victim Services staff.
2. THE REGULAR DEPARTMENT ROLL CALL TRAINING PROGRAM SHOULD BE EXPANDED TO INCORPORATE COURT PROCESSES AND SOURCES OF ASSISTANCE AVAILABLE TO CITIZENS THROUGH SOCIAL SERVICE AND PUBLIC SERVICE AGENCIES IN THE COMMUNITY.
3. THE COMMUNITY RESOURCES MANUAL DEVELOPED BY THE CSR SHOULD BE REDUCED TO A CONVENIENT SIZE AND MADE AVAILABLE TO PATROL OFFICERS. The CSR would be responsible for providing periodic, updated community resource information to officers.
4. A CONVENIENT, SAFE AND UNOBSTRUCTIVE DEVICE FOR STORAGE OF THE BURGLARY AND COLLISION BOOKLETS SHOULD BE PROVIDED IN THE SQUAD CARS.

II. VICTIM SURVEY (Please see Attachment A for sample.)

There were 2,429 reported burglaries in Fremont from January 1 to December 31, 1975; an average of 202 burglaries per month. The 200 burglary victims surveyed thus represent an 8.2% sampling of total reported burglaries for the calendar year 1975.

Of the 200 burglary victims included in this survey, 157, or 78.5% were residential burglary victims and 43, or 21.5% were non-residential (commercial or institutional). These figures closely parallel the total percentages for 1975 reflected by department statistical reports: 1,714 residential burglaries (71%) and 715 non-residential (29%). 98.5% of these victims spoke English; only one individual interviewed could not speak English well enough to complete the survey, and the language of this individual was Japanese. Approximately 62% of all the victims surveyed had not been the victim of a crime which they had reported in the two years prior to this burglary. It is significant to note, however, that while 70% of the residential victims had not been victimized in the past two years, the figure is reversed for commercial victims: 70% of commercial victims had been victimized. Stolen property had been recovered in only 15.1% of the cases (28 victims out of 185). Of these 28 victims, property had been returned to 24, or 85.7%.

A. SURVEY RESULTS BY FREQUENCY

The following section of this report describes the frequency of responses of surveyed victims to selected survey questions.

1. WOULD YOU ESTIMATE THE TIME IT TOOK THE OFFICER TO ARRIVE AT YOUR HOME (OR PLACE OF BUSINESS) FROM YOUR INITIAL CALL TO THE DEPARTMENT?

	ESTIMATED RESPONSE TIME						TOTALS
	0-15 min.	16-30 min.	31-45 min.	46-60 min.	1-2 hrs.	OVER 2 hrs	
NUMBER OF VICTIMS	77	52	14	11	14	4	172
PERCENTAGE OF TOTAL	44.8%	30.2%	8.1%	6.4%	8.1%	2.3%	100%

Twenty-five percent of the victims surveyed waited from 30 minutes to over two hours for a police officer to arrive to take a report of their burglary. However, an officer arrived within 15 minutes in 45% of the sampling. It appears that most burglary victims in Fremont can expect an officer to arrive within 30 minutes of their call to the department.

		YES	SOME WHAT	NOT VERY	NO	DON'T REMEMBER	TOTALS
2. DO YOU THINK THE OFFICER WAS UNDERSTANDING OF YOUR PROBLEM?	# OF VICTIMS	174	13	3	5	2	197
	% OF TOTAL	88.3	6.6	1.5	2.5	1.0	100%
3. DO YOU THINK THE OFFICER TREATED YOU FAIRLY?	# OF VICTIMS	182	10	1	1	3	197
	% OF TOTAL	92.4	5.1	0.5	0.5	1.5	100%
4. DO YOU THINK THE OFFICER SPENT ENOUGH TIME WITH YOU?	# OF VICTIMS	177	15	3	1	1	197
	% OF TOTAL	89.8	7.6	1.5	0.5	0.5	100%
5. DO YOU THINK THE OFFICER WAS HELPFUL?	# OF VICTIMS	142	42	7	4	2	197
	% OF TOTAL	72.1	21.3	3.6	2.0	1.0	100%
6. WERE YOU SATISFIED WITH THE OVERALL SERVICE PROVIDED BY THE OFFICER?	# OF VICTIMS	151	36	6	3	1	197
	% OF TOTAL	76.6	18.3	3.0	1.5	0.5	100%

Questions number 2-6 above, relate to the victim's perception of the officer who responded to the victim's call for service. The responses indicate that most burglary victims believe the officer was understanding, fair, helpful and spent "enough" time with them. As an average, 95% of victims are basically satisfied with the service provided by the reporting officer (76.6% definitely satisfied and 18.3% somewhat satisfied). There was no significant difference in the responses to these questions between residential and commercial victims.

7. BASED ON YOUR EXPERIENCE IN THIS CASE, HOW WOULD YOU RATE THE OVERALL LAW ENFORCEMENT EFFORT OF THE FREMONT POLICE DEPARTMENT?

	NO OPINION					TOTALS
	EXCELLENT	GOOD	AVERAGE	POOR	NO OPINION	
# OF VICTIMS	67	91	30	6	6	200
% OF TOTAL	33.5	45.5	15.0	3.0	3.0	100%

8. BASED ON YOUR EXPERIENCE IN THIS CASE, WOULD YOU REPORT A SIMILAR CRIME IF YOU ARE A VICTIM IN THE FUTURE?

	FOR INSURANCE ONLY				NO OPINION		TOTALS
	YES	PROBABLY	MAYBE	ONLY	NO	OPINION	
# OF VICTIMS	185	4	3	5	1	2	200
% OF TOTAL	92.5	2.0	1.5	2.5	0.5	1.0	100%

The tables above indicate that most burglary victims rate the Fremont Police Department as good or excellent (79% of total) and virtually all victims would rate their police department average or above (94%). Fremont burglary victims also demonstrate a high level of confidence in their police department. 92.5% would report a similar crime in the future. In a comparison of the ratings of residential and commercial victims, more commercial victims than residential victims rate their police department good or excellent; 87.5% compared to 76.4%. The responses to the eight questions above indicate that, with few exceptions, burglary victims in Fremont have a high opinion of their police department and the services provided. They perceive the police officers with whom they have had contact to be understanding, and fair and are satisfied with the amount of time being spent with them. Victims were slightly less satisfied with the helpfulness of the officer. Only 72% responded to the question about helpfulness with a definite yes, as compared to nearly 90% for fairness and understanding.

Without the benefit of a similar pre-project survey, it is hard to say to what extent these victim's positive feelings about the police department are related to the new services they have received through the Victim Services Project. The Stanford researchers who conducted the open-ended survey of 25 victims in 1974 concluded that "most of the citizens were impressed with the quality of service provided by the Fremont Police." The citizens interviewed emphasized the "officer's basic competence and professionalism" along with their "courteous, cooperative and helpful attitudes."

We suspect that in most middle-class communities such as Fremont, the residents are predisposed by socio-cultural conditioning to think well of their police department. Further, the police department in Fremont has actively strived, during several years prior to creation of the Victim Services Project, to project a public service-oriented, community-relations image.

We would anticipate, then, that in a community such as Fremont, where most citizens already hold their police department in high esteem, the effect of a special services program such as Victim Services would be at most, to improve the attitude of citizens who are victims from being generally satisfied with the police department to being very satisfied, or impressed with the police.

Beyond these questions regarding the general attitude of victims about the police department and individual officers with whom they have had contact, the victim survey was intended to measure the attitudes of victims about the various components of the Victim Services Project. The remainder of this section is devoted to a description of these responses.

9. DID THE PATROL OFFICER EXPLAIN THE NEXT STEPS THE DEPARTMENT WOULD TAKE IN YOUR CASE?

	YES	NO	DO NOT REMEMBER	TOTALS
# OF VICTIMS	135	41	20	196
% OF TOTAL	68.9	20.9	10.2	100%

10. IN YOUR OPINION WAS THE INFORMATION THAT THE PATROL OFFICER GAVE YOU

<u>USEFUL?</u>	YES	SOMEWHAT	NO	NO OPINION	TOTALS
# OF VICTIMS	91	30	13	1	135
% OF TOTAL	67.4	22.2	9.6	0.7	100%
<u>APPRECIATED?</u>					
# OF VICTIMS	118	15	1	1	135
% OF TOTAL	87.4	11.1	0.7	0.7	100%

Of those victims (69%) to whom the reporting officer explained what the department would do next, 89.6% found this information at least somewhat useful, and 87.4% were definitely appreciative of this information. The breakdown of question #9 into residential versus commercial reveals that the officer is more likely to take the time to explain this information to a residential victim than a commercial victim. 71.2% of residential victims were told what would happen next; 60.0% of commercial victims were briefed. There was, however, no difference in the figures for the two groups' assessments of the usefulness or value of this information; it is appreciated by all victims.

11. DID THE PATROL OFFICER GIVE YOU A BOOKLET ENTITLED "BURGLARY...WHAT HAPPENS NOW?"

	YES	NO	DO NOT REMEMBER	TOTALS
# OF VICTIMS	91	79	9	194
	12	25	3	
% OF TOTAL	46.9	51.3	6.1	100.0
	30.0	42.9	7.5	

12. DID YOU READ THE BOOKLET?

		YES		NO		DO NOT REMEMBER		TOTALS
# OF VICTIMS	Residential Commercial	80	68 12	12	12 0	3	3 0	95
% OF TOTAL	Residential Commercial	84.2	81.9 100.0	12.6	14.5 0	3.2	3.6 0	100%

13. IN YOUR OPINION, WAS THE CONTENT OF THE BOOKLET:

		YES	SOME-WHAT	NO	TOTAL
HELPFUL?	# OF VICTIMS	58	23	2	83
	% OF TOTAL	69.9	27.7	2.4	100%
UNDERSTANDABLE?	# OF VICTIMS	76	6	-	82
	% OF TOTAL	92.7	7.3	-	100%
INFORMATIVE?	# OF VICTIMS	70	12	-	82
	% OF TOTAL	85.4	14.6	-	100%

Only 46.9% of all the victims surveyed remember receiving the booklet for burglary victims from the reporting officer. It is clear, however, in looking at the separate figures for residential and commercial victims, that the officers are differentiating between the two kinds of victims, giving the booklet to residential victims more often than commercial victims. The booklet was given to 51.3% of residential victims and to 30% of commercial victims.

These figures reflect a problem, in view of the fact that, of those victims receiving the booklet, most read it (100% of commercial victims) and find it at least somewhat helpful, understandable and informative (an average of 99.2% overall). It is interesting to note, however, that the separate figures for commercial and residential victims indicate that residential victims are much more enthusiastic about the booklet than commercial victims: generally the residential victims found it definitely helpful (75%) and informative (89.7%), while only 50% of commercial victims found it helpful and 58.3% thought it was informative. Perhaps the lukewarm response of the commercial victim is related to the fact that 70% of them have been previously victimized and are already familiar with the information presented in the booklet.

14. DID YOU RECEIVE A LETTER FROM THE DEPARTMENT CONCERNING THE STATUS OF YOUR CASE?

		YES	NO	DO NOT REMEMBER	TOTALS
# OF VICTIMS		121	65	14	200
% OF TOTAL		60.5	32.5	7.0	100%

15. DISREGARDING YOUR FEELINGS ABOUT THE OUTCOME OF YOUR CASE, HOW DO YOU FEEL ABOUT THE LETTER YOU RECEIVED FROM THE DEPARTMENT ABOUT YOUR CASE?

		VERY APPRECIATIVE	MILDLY APPRECIATIVE	LETTER NOT NECESSARY	NO OPINION	TOTAL
# OF VICTIMS		64	44	9	2	119
% OF TOTAL		53.8	36.9	7.6	1.7	100%

While the survey results indicate that only 60.5% of victims received follow-up letters from the department, a review of departmental statistical records indicates that, in fact, a follow-up letter is actually sent to approximately 71% of all burglary victims. Of the 29% who are not sent a letter, 12.3% are victims of no-loss burglaries and 16.7% of burglary victims are already aware of the outcome of their case, either through personal contact from the department, or because the case is solved at the scene. Therefore, the letters are not applicable in approximately 29% of all burglaries.

The 10% discrepancy between the survey figures and departmental statistics may be partially accounted for by those victims who "don't remember" if they received a letter (7% of sample), and by the fact that we frequently interviewed the spouse of the person listed as the victim on the report. The letter is sent to the victim named in the report, and it is possible that the wife or husband might have read the letter and not shown it to their spouse.

Of those victims who remember getting the letter, 90.7% appreciated this effort by the department to let them know what had been done about their burglary. Of those who responded that they did not feel the letter was necessary (7.6%), many expressed a dislike for form letters in general; the information conveyed might be necessary, but in their opinion, the method of presentation was not.

16. HAVE YOU CONTACTED THE DEPARTMENT FOR INFORMATION ABOUT YOUR CASE?

	YES	NO	TOTALS
# OF VICTIMS	56	143	199
% OF TOTAL	28.1	71.9	100%

17. WHO DID YOU TALK TO?

	CITIZEN SERVICES				TOTALS
	DETECTIVE	REP.	SWITCHBOARD	OTHER	
# OF VICTIMS	19	10	4	19	22
% OF TOTAL	36.5	19.2	7.7	36.5	100%

18. HOW DO YOU FEEL ABOUT THE WAY THIS PERSON HANDLED YOUR REQUEST FOR INFORMATION?

	IMPRESSED	SATISFIED	NOT SATISFIED	NO OPINION	TOTALS
	# OF VICTIMS	18	25	7	
% OF TOTAL	32.7	45.5	12.7	9.1	100%

19. HAVE YOU EVER TALKED TO THE CSR?

	YES	NO/DO NOT REMEMBER	TOTALS
	# OF VICTIMS	21	
% OF TOTAL	10.6	89.4	100%

The responses to questions 16-19 reveal that very few of the victims in this sample (28%) have contacted the department for information about their cases, and that of those who do call for information, most talk to a detective, the police officer who took their report, or the communications technician working the desk. 10% of the total sample remember talking with the CSR. We suspect, from comments of the victims interviewed, that many who talked with the CSR do not recall that title, and therefore responded "don't remember" to question #19 and "other" to question #17.

20. HAS YOUR STOLEN PROPERTY BEEN RECOVERED?

	YES	NO	DON'T KNOW	TOTALS
# OF VICTIMS	28	153	4	185
% OF TOTAL	15.1%	82.7%	2.2%	100%

21. HAS YOUR RECOVERED PROPERTY BEEN RETURNED TO YOU?

	YES	NO	TOTALS
# OF VICTIMS	24	4	28
% OF TOTAL	85.7	14.3	100%

Of the 185 victims in this sample who had suffered a loss as a result of the burglary, property was recovered in only 28 cases, or 15% of the total. Of these 28 cases, recovered property had been returned to the victim in 85.7%, or 24 cases. Comparative data regarding the percentage of recovered property returned to victims prior to the Victim Services project are contained in Section IV of this report.

B. SURVEY RESULTS BY COMPARISON

Certain survey responses were cross-tabulated to determine the impact of certain victim services programs or procedures and other factors on the attitude and perceptions of victims toward the police department. Since, as indicated earlier, Fremont victims have such a generally high opinion of their police department, it was extremely difficult to measure the impact of any programs on victim attitudes. For example, when most victims in the sample already rate the department as good or excellent, whether or not they received the booklet or follow-up letter will show a limited impact on these ratings. In fact, it appears that, at most, some of the victim services programs serve to change the victim's rating of the department or officer from good, or satisfactory, to excellent.

Following is an explanation of those procedures or programs which seem to have some impact on the victim's assessment of the department.

1. When the reporting officer takes the time to explain to the victim the next steps the department will take in their case, the victim is more likely to rate the department as excellent and to be very satisfied with the officer's performance. Victims who were not provided this information tended to rate the department as average or good, and to be somewhat satisfied with the officer's performance.

HOW DO YOU RATE THE POLICE DEPARTMENT?

		EXCELLENT	GOOD	AVG.	POOR	NO OPINION	TOTALS
<u>DID THE OFFICER EXPLAIN THE NEXT STEPS?</u>	YES	40.7%	43.0%	13.3%	1.5%	1.5%	100%
	NO	19.5%	51.2%	19.5%	4.9%	4.9%	100%

WERE YOU SATISFIED WITH THE SERVICE PROVIDED BY THE OFFICER?

		YES	SOMEWHAT	NOT VERY	NO	TOTAL
		<u>DID THE OFFICER EXPLAIN THE NEXT STEPS?</u>	YES	83.0%	13.3%	3.0%
	NO	58.5%	36.6%	-	4.9%	100%

2. Victims in this sample who remember receiving a letter from the department regarding the status of their case were more likely to rate the department as excellent. Of the 121 victims who received the letter, 36.4% rated the department excellent, while 27.7% of the 65 victims not receiving the letter gave this rating.

		EXCELLENT	GOOD	AVG.	POOR	NO OPINION	TOTALS
		<u>DID YOU RECEIVE A LETTER ABOUT YOUR CASE FROM THE DEPT?</u>	YES	36.4%	47.9%	12.4%	1.7%
	NO	27.7%	43.1%	18.5%	6.2%	4.6%	100%

3. A comparison was made to determine if the victim's rating of the department and their opinion of the reporting police officer were affected by the recovery and return of their stolen property. The recovery of property seems generally to improve the victim's rating of the police department from good to excellent. However, while property recovery apparently has no impact on the residential victim's assessment of the quality of service provided by the reporting police officer, it does make a difference to the commercial victim.

Of those residential victims whose property was recovered, 68.4% indicated that they were definitely satisfied with the overall quality of service provided by the officer. However, 79.5% of those residential victims whose property was not recovered gave the officers this same high rating.

In contrast, looking at the responses of commercial victims, 87.5% whose property was recovered indicated a definite satisfaction with the reporting officer's performance, compared to 64.3% who did not have property recovered.

HOW DO YOU RATE THE POLICE DEPARTMENT?

		EXCELLENT	GOOD	AVG.	POOR	TOTALS*
		<u>HAS YOUR STOLEN PROPERTY BEEN RECOVERED?</u>	YES	46.4%	39.3%	3.6%
	NO	31.4%	47.1%	16.3%	2.6%	97.4%

* "No Opinion" responses were omitted.

Residential Victims:

WERE YOU SATISFIED WITH THE SERVICE PROVIDED BY THE OFFICER?

		YES	SOME-WHAT	NOT VERY	NO	TOTALS
		<u>HAS YOUR STOLEN PROPERTY BEEN RECOVERED?</u>	YES	68.4%	15.8%	5.3%
	NO	79.5%	18.9%	0.8%	0.8%	100%

Commercial Victims:

WERE YOU SATISFIED WITH THE SERVICE PROVIDED BY THE OFFICER?

		YES	SOME-WHAT	NOT VERY	NO	TOTALS
		<u>HAS YOUR STOLEN PROPERTY BEEN RECOVERED?</u>	YES	87.5%	12.5%	-
	NO	66.7%	25.9%	7.4%	-	100%

III. SURVEY OF DEPARTMENT PERSONNEL (Please see Attachment B for sample.)

At the time this survey was administered, the department consisted of 110 sworn police officers (ranging in rank from Chief of Police to Patrol Officer), 12 Field Service Officers (civilian paraprofessionals on patrol) and 14 Communications Technicians (civilians working radio dispatch and front desk), for a total of 136 in the target groups. These groups were selected for the survey from total department employees because they were most likely to have regular contact with burglary victims and therefore, would be in a position to utilize the various Victim Services Programs. Of the 136 employees in the target groups, 85, or a sampling of 62.7% returned completed surveys: 69 from sworn personnel (61.8% of all sworn personnel); 9 from Field Service Officers (75% of all F.S.O.'s); and 7 from Communications Technicians (50% of all Communications Technicians). Of the 69 sworn employees in the survey group, 48 were line patrol officers, 9 were police officers assigned to the Investigative Section as Detectives, and 12 were police officers at the supervisory or command level (9 Sergeants, 2 Lieutenants and 1 Captain).

Of the total sample, 39 or 45.9% work day shift (6:00 a.m. - 2:00 p.m.); 23 or 27.1% work swing shift (2:00 p.m. - 10:00 p.m.); 20, or 23.5% work midnights (10:00 p.m. - 6:00 a.m.); and 3, or 3.5% work two shifts a week on a regular basis.

62.4% of the department employees in this sample indicated that they often have contact with burglary victims, and 22.4% indicated they sometimes are in contact with these victims. 15.3% seldom or never have contact with burglary victims. This figure is to be expected, since 14.1% of the sample were supervisors or command level officers (Sergeants, Lieutenants and Captains), and some of the detectives responding are assigned specialized caseloads which do not include property crimes.

A. SURVEY RESULTS BY FREQUENCY

The following section describes the frequency of responses of surveyed department personnel to selected survey questions.

1. FROM OBSERVATIONS OF YOUR OWN ACTIONS AND THOSE OF YOUR FELLOW OFFICERS, DO YOU BELIEVE MOST BURGLARY VICTIMS ARE TREATED FAIRLY BY THE OFFICER TAKING THE REPORT?

89.4% of the respondents believe that victims are treated fairly most of the time by the officer taking the police report. 10.6% believe that the victim is only treated fairly sometimes, and there were none who feel the victim is seldom treated fairly.

2. DO YOU BELIEVE MOST BURGLARY VICTIMS THEMSELVES BELIEVE THEY ARE TREATED FAIRLY BY POLICE OFFICERS?

While most officers and technicians believe that victims are, in fact, treated fairly most of the time, they also believe that the victims themselves are not as likely to agree with that statement.

70.6% of the respondents believe that victims think they are treated fairly most of the time, 27.1% believe the victim will sometimes think they were treated fairly and 2.4% believe victims seldom see the officer as fair.

In fact, as indicated in Section II of this report, when burglary victims themselves were asked if they were treated fairly by the officers, 92.4% responded with a definite yes, and virtually none responded negatively to this question.

It appears that victims are more positive in their feelings about the officer than the officers believe them to be; and further, they are more likely than the officers themselves to rate the officer as fair.

3. DO YOU FEEL THAT YOU CURRENTLY HAVE ADEQUATE KNOWLEDGE TO ADVISE BURGLARY VICTIMS ON THE FOLLOWING?

	BURGLARY PREVENTION	INVESTIGATIVE PROCESSES	COURT PROCESSES	SOURCES OF ASSISTANCE IN DEPARTMENT	SOURCES OF ASSISTANCE IN COMMUNITY
ADEQUATE	78 (92.9%)	74 (87.1%)	63 (75%)	73 (85.9%)	38 (45.2%)
LESS THAN ADEQUATE	6 (7.1)	10 (11.8)	16 (19.0)	10 (11.8)	38 (45.2)
NO KNOWLEDGE	---	9 (1.2)	5 (6.0)	2 (2.4)	8 (9.5)

4. HOW OFTEN DO YOU PROVIDE BURGLARY VICTIMS WITH ADVICE IN THESE CATEGORIES?

ALWAYS OR ALMOST ALWAYS	47 (57.3%)	37 (45.1%)	15 (18.3%)	26 (31.7%)	10 (12.4%)
SOMETIMES	25 (30.5)	27 (32.9)	26 (31.7)	37 (45.1)	23 (28.4)
SELDOM	8 (9.8)	15 (18.3)	31 (37.8)	14 (17.1)	30 (37.0)
NEVER	2 (2.4)	3 (3.7)	10 (12.2)	5 (6.1)	18 (22.2)

5. DO YOU FEEL THE PROVISION OF INFORMATION IN THESE AREAS IS:

	NECESSARY FOR VICTIMS?	APPRECIATED BY VICTIMS?	WORTH TAKING TIME TO PROVIDE?
VERY	42 (50%)	41 (48.2%)	37 (44.0%)
SOMETIMES	40 (47.6)	40 (47.1)	44 (52.4)
NOT VERY	---	2 (2.4)	1 (1.2)
NO	2 (2.4)	2 (2.4)	2 (2.4)

The responses to questions 3-5 above, indicated that, generally, employees feel they have adequate knowledge regarding burglary prevention, investigative processes within the department, court procedures, and sources of assistance for the victim within the department. The one exception was in the area of sources of assistance for the victim in the community; a majority of those surveyed (54.7%) felt they had less than adequate or no knowledge in this area.

About half the employees surveyed believe that the provision of information in these five areas to victims is very necessary, very appreciated, and very worth taking the time to provide. An average of 96.4% of the respondents believed that it was at least sometimes necessary, appreciated by victims, and worth taking the time to provide.

However, when asked how often they actually do advise victims in these areas, an average of only 73% of the respondents say they provide victims with information in four of these areas sometimes or always.

Burglary prevention is the only type of information which about half of those surveyed (57.3%) always or almost always provide. About 12% seldom or never provide preventive information to victims.

Information about sources of assistance in the community is least likely to be provided (59.2% seldom or never provide it). This is most likely related to the large percentage who claim they have less than adequate or no knowledge in this area.

However, even though 87.1% of the respondents say they have adequate knowledge of investigative processes in the department, only 45.1% always or almost always provide victims with this information regarding their cases. An additional 32.9% will sometimes provide this information.

We know from the survey of victims that most victims appreciate receiving this information and find it useful (please see question #10 in Section II-A). Victims who are given this information are more likely to rate the department as excellent, and to be very satisfied with the

overall performance of the officer taking the report (please see Item #1 in Section II-B). Therefore, it seems there is a definite public relations benefit to taking an extra minute to explain to the victim what the department will do regarding their case.

While 75% of those surveyed believe they have adequate knowledge about court processes, only 18.3% of the respondents always or almost always provide this information to victims. Half of those surveyed seldom or never explain the court process to the victim. This could be related to the fact that the officer realizes that the chances are slim in most burglary cases that a responsible person will be apprehended and charged and that the victim will be involved in the court process.

76.8% of the respondents will sometimes or always provide victims with information about sources of assistance in the department. While it is not likely that all burglary victims will always have a need for further assistance from the department, it is expected that this information would sometimes be needed and these figures indicate that some victims who need this information are not getting it. (23.2% of those surveyed say they seldom or never provide it.)

The above figures reflect the total responses of all employees surveyed, including F.S.O.'s and Communications Technicians. Some significant differences appear when the responses for detectives and sworn personnel are looked at separately. The following tables reflect the level of knowledge which these two groups believe they have in the five selected categories, and how often they provide information in these categories to victims.

3.1 DO YOU FEEL YOU HAVE ADEQUATE KNOWLEDGE TO ADVISE VICTIMS IN THESE AREAS?

Detectives:

	BURGLARY PREVENTION	INVESTIGATIVE PROCESSES	COURT PROCESSES	SOURCES OF ASSISTANCE IN DEPARTMENT	SOURCES OF ASSISTANCE IN COMMUNITY
ADEQUATE	9 (100%)	9 (100%)	9 (100%)	9 (100%)	7 (77.8%)
LESS THAN ADEQUATE	---	---	---	---	2 (22.2)
NO KNOWLEDGE	---	---	---	---	---

Other Sworn Officers:

ADEQUATE	56 (94.9%)	56 (93.3%)	48 (81.4%)	53 (88.3%)	27 (45.8%)
LESS THAN ADEQUATE	3 (5.0)	4 (6.7)	9 (15.3)	6 (10.0)	27 (45.8)
NO KNOWLEDGE	---	---	2 (3.4)	1 (1.7)	5 (8.5)

4.1 HOW OFTEN DO YOU PROVIDE THIS INFORMATION TO VICTIMS?

Detectives:

	BURGLARY PREVENTION	INVESTI- GATIVE PROCESSES	COURT PROCESSES	SOURCES OF ASSISTANCE IN DEPARTMENT	SOURCES OF ASSISTANCE IN COMMUNITY
ALWAYS OR ALMOST ALWAYS	5 (62.5%)	6 (75.0%)	2 (25.0%)	2 (25.0%)	1 (12.5%)
SOMETIMES	3 (37.5)	2 (25.0)	6 (75.0)	6 (75.0)	5 (62.5)
SELDOM	---	---	---	---	2 (25.0)
NEVER	---	---	---	---	---

Other Sworn Officers:

ALWAYS OR ALMOST ALWAYS	37 (63.8%)	29 (50.0%)	12 (20.7%)	21 (36.2%)	8 (14.0%)
SOMETIMES	16 (27.6)	20 (34.5)	18 (31.0)	23 (39.7)	14 (24.6)
SELDOM	5 (8.6)	9 (15.5)	23 (39.7)	11 (19.0)	22 (38.6)
NEVER	---	---	5 (8.6)	3 (5.2)	13 (22.8)

It is interesting to note the responses of the detectives as compared to those for other sworn personnel and the total survey responses. 100% of the detectives feel they have adequate knowledge in every area except for sources of assistance in the community. (22.2% feel they have less than adequate knowledge in this area.) While the percentage of other sworn officers who believe they have adequate knowledge is also higher in each category than the figures for the total group, an average of 35.6% of this group believe they have less than adequate or no knowledge regarding court processes, sources of assistance in the department and sources of assistance in the community. This percentage appears significant enough to point out a need for training in each of these areas.

The detectives surveyed say they provide the victim with information in these five areas at least sometimes. The percentage of other sworn officers who provide this information at least sometimes, is slightly higher, on the average, than those for the total survey group, but significantly lower than the percentage of detectives. Patrol officers are more likely than non-sworn personnel to provide information about burglary prevention and investigative processes within the department.

The above figures indicate that the detective is more likely than other sworn and non-sworn personnel to take the time to explain things to the victim. It is interesting that in response to another survey question, 88.9% of the detectives believe they are sometimes indifferent with victims and only 11.1% say they are never indifferent compared to 65% of other sworn officers who say they are sometimes indifferent and 33.3% who say they are never indifferent. Perhaps not providing information to victims is not perceived as a sign of indifference by other sworn officers.

6. IF YOU ARE IN AN ASSIGNMENT WHERE YOU MAY DISTRIBUTE THE BOOKLET "BURGLARY...WHAT HAPPENS NOW?", HOW OFTEN DO YOU DISTRIBUTE IT?

	ALWAYS/ ALMOST ALWAYS	SOME- TIMES	SELDOM	NEVER	TOTALS IN APPROP. ASSIGN.
ALL EMPLOYEES SURVEYED	34 (61.8%)	16 (29.1%)	1 (1.8%)	4 (7.3%)	55 (100%)
DETECTIVES	1 (33.3)	2 (66.7)	-	-	3 (100%)
OTHER SWORN OFFICERS	31 (67.4)	11 (23.9)	-	4 (8.7)	46 (100%)

Most (91.3%) of those patrol officers in assignments where it is appropriate for them to do so, give the burglary booklet to victims sometimes or always. 31, or 67.4% indicated that they always or almost always distribute the booklet.

When asked their opinion about why the booklet is not always distributed, the major reason cited as the lack of a convenient place to store the booklet in the squad car. 76.8% of the sworn officers (non-detectives) believe this is at least sometimes a reason, with 42.9% of this group citing storage problems as a major reason. 72.7% of this group agree that the size of the booklet is seldom a reason for not giving it out, and 83.7% believe that the booklet content is also seldom a factor. 33.9% of these officers said that, at least sometimes, the booklet is not distributed because the officer thinks it is too much trouble or takes too much time.

7. WHAT DO YOU FEEL IS A BENEFIT OF DISTRIBUTING THE BOOKLETS TO VICTIMS?
(figures for sworn officers - patrol only)

	SAVES OFFICER TIME	IMPROVES POLICE-COMMUNITY RELATIONS	PROVIDES VICTIMS WITH NECESSARY INFORMATION
ALMOST ALWAYS	8 (13.6%)	26 (43.3%)	32 (53.3%)
SOMETIMES	28 (47.5)	30 (50.0)	28 (46.7)
SELDOM	16 (27.1)	4 (6.7)	---
NEVER	7 (11.9)	---	---

The primary benefit which the officers see in distributing the booklet is that it provides the victim with necessary information. The fact that it improves police-community relations is seen as a secondary benefit. While 39% of the officers feel that the booklet seldom or never saves officer time, a majority of the officers believe it saves them time sometimes or almost always.

8. DO YOU TELL VICTIMS AND OTHER CITIZENS ABOUT THE CSR?

	OFTEN	SOMETIMES	SELDOM	NEVER
ALL RESPONDANTS	40 (50.6%)	29 (36.7%)	7 (8.9%)	3 (3.8%)
DETECTIVES	5 (55.6)	4 (44.4)	---	---
PATROL OFFICERS	19 (40.4)	20 (42.6)	5 (10.6)	3 (6.4)

9. DO YOU USE THE CSR FOR CASE RESEARCH AND/OR INFORMATION ABOUT COMMUNITY RESOURCES?

ALL RESPONDANTS	12 (15.2)	27 (34.2)	26 (32.9)	14 (17.7)
DETECTIVES	2 (22.2)	5 (55.6)	2 (22.2)	---
PATROL OFFICERS	1 (2.1)	15 (31.9)	19 (40.2)	12 (25.5)

10. DO YOU USE THE CSR FOR PROPERTY RELEASE?

	OFTEN	SOMETIMES	SELDOM	NEVER
ALL RESPONDANTS	19 (24.1)	32 (40.5)	15 (19.0)	13 (16.5)
DETECTIVES	3 (33.3)	5 (55.6)	1 (11.1)	---
PATROL OFFICERS	8 (17.0)	21 (44.7)	9 (19.1)	9 (19.1)

11. IN YOUR OPINION, WHY DON'T OFFICERS UTILIZE THE CSR MORE?

	DON'T KNOW CSR ROLE	DON'T KNOW HOW TO CONTACT CSR	OFFICERS WANT TO DO IT THEMSELVES	OFFICERS DON'T BELIEVE IN CSR CONCEPT
VERY IMPORTANT REASON	20 (25.3%)	8 (10.1%)	7 (8.8%)	3 (3.8%)
MODERATELY IMPORTANT REASON	45 (57.0)	29 (36.7)	35 (43.8)	19 (24.1)
UNIMPORTANT REASON	14 (17.7)	42 (53.2)	38 (47.5)	57 (72.2)

Responses to questions 8-11 above indicate that, while most patrol officers (83%), and all detectives, tell citizens about the CSR sometimes or often, they are not as likely to use the CSR as a resource themselves for property release, case research, or information about community resources. It is clear that the detectives are much more likely than patrol officers to use the CSR for assistance in these areas. 66% of the patrol officers seldom or never use the CSR for research or information, and 38% seldom or never seek his assistance for property release.

When asked their opinion as to why the CSR was not used more often, the most frequently cited reason (82.3%) was that officers are not aware of just what the CSR does. Approximately 47% also felt that contacting the CSR was a problem and 53% believe that the officers' preference for doing these things by themselves prevent more extensive use of the CSR.

12. DO YOU FEEL YOU UNDERSTAND THE DEPARTMENT'S PROCEDURES ALLOWING FOR FIELD RELEASE OF PROPERTY?

	FULLY UNDERSTAND	UNDERSTAND REASONABLY WELL	DON'T UNDERSTAND
ALL RESPONDANTS	29 (36.7%)	44 (55.7%)	6 (7.6%)
DETECTIVES	5 (55.6)	4 (44.4)	---
OTHER SWORN OFFICERS	21 (36.2)	32 (55.2)	5 (8.6)

13. DO YOU FEEL YOU RELEASE ALL THE PROPERTY YOU CAN?

	YES	NO	NOT IN APPROPRIATE ASSIGNMENT
ALL RESPONDANTS	55 (72.4%)	9 (11.8%)	12 (15.8%)
DETECTIVES	7 (77.8)	1 (11.1)	1 (11.1)
OTHER SWORN OFFICERS	40 (70.2)	8 (14.0)	9 (15.8)

14. IN YOUR OPINION, WHY DON'T ALL OFFICERS FULLY UTILIZE THE FIELD RELEASE PROPERTY PROCEDURES? (Figures for all respondents.)

	TAKES TOO MUCH TIME	OFFICERS FEAR INCORRECT RELEASE	OFFICERS DON'T UNDERSTAND PROCEDURES
VERY IMPORTANT REASON	13 (17.6%)	25 (33.3%)	24 (32.4%)
MODERATELY IMPORTANT REASON	29 (39.2)	34 (45.3)	43 (58.1)
UNIMPORTANT REASON	32 (43.2)	16 (21.3)	7 (9.5)

While 86% of all those surveyed who are in appropriate assignments believe they release all the property they can, only 29 of the 79 respondents (36.7%) feel they fully understand the procedures for field release of property, and 91% of those surveyed agree that the field release procedures are not fully utilized because officers do not understand the procedures.

77% of the officers feel that the fear of releasing something they should not causes a reluctance to release property from the field. And over half of those surveyed think releasing property from the field takes too much time. Since the only other option is booking the property, we can assume that these officers believe field release takes more time than traditional booking of the property, therefore demonstrating that they in fact do not understand the correct field release procedures.

A statistical analysis of property actually released from the department since initiation of the new release procedures follows in Section IV on page .

15. SINCE THE VICTIM SERVICES TRAINING YOU RECEIVED:

	YES	NO
A. ARE YOU MORE AWARE OF THE CONCERNS OF BURGLARY VICTIMS?	52 (69.3%)	23 (30.7%)
B. DO YOU SPEND MORE TIME WITH VICTIMS?	31 (47.0)	35 (53.0)
C. DO YOU PROVIDE MORE INFORMATION TO VICTIMS?	52 (75.4)	17 (24.6)
D. DO YOU BELIEVE THE TRAINING WAS WORTHWHILE?	62 (90.0)	7 (10.1)

Of those who went through the Victim Services training program five months previous to answering this survey, 90% still believe the training was worthwhile. 75% of those surveyed provide more information to victims and 69% are more aware of victims' concerns since the training.

Although less than half say they spend more time with victims, this is to be expected, since in the five months since the training, the department has been experiencing a manpower shortage which has placed pressure on the officers to finish their details and get back to the street as soon as possible. Also, 12% of the officers felt, at the time of the training, that they were sensitive to the concerns of victims prior to the training.

B. SURVEY RESULTS BY COMPARISON

Responses to certain employee survey questions were cross-tabulated to determine the relationship between shift or assignment and utilization of victim services programs, and between certain attitudes or opinions and utilization of victim services programs.

Following is a description of those responses which appear to have a significant relationship to attitudes and behavior of officers.

1. UNIT ASSIGNED

Communications technicians are more likely than patrol officers or detectives to believe that victims do not feel they are treated fairly by officers. About half of the communications personnel surveyed believe victims seldom or sometimes think they are treated fairly. In fact, as discussed in Section II, 92% of the victims surveyed think they were treated fairly. Perhaps the cynicism of the Communications Technicians is related to the nature of the limited telephone contact which they have with the victim calling for service and the lack of direct feedback from victims.

DO VICTIMS BELIEVE THEY ARE TREATED FAIRLY?

	MOST OF THE TIME	SOMETIMES	SELDOM
COMMUNICATIONS	57.1%	28.6%	14.3%
PATROL	70.8	27.7	1.5
INVESTIGATION	75.0	25.0	---

UNIT ASSIGNED

2. BURGLARY BOOKLET DISTRIBUTION

There is no significant relationship between how often the officers distribute the booklet, and their opinion regarding why the booklet is not distributed by some officers. Most officers, whether or not they distribute the booklet themselves, and regardless of their shift assignment, agree that the major reason for lack of distribution is lack of storage space, and that the size and content are seldom factors. It is interesting to note, however, that of those officers who say they never distribute the booklet, 100% believe the booklet is not distributed because it is too much trouble or takes too much time.

No relationship could be defined between the officer's feelings about whether or not the booklet provides the victim with necessary information and how often the booklet is distributed, since officers agree that the booklet contains good information. However, of those officers who say they never distribute the booklet, 50% believe the booklet seldom improves police community relations; of those who always or sometimes distribute the booklet, 94% believe the booklet always or sometimes improves police community relations. Officers who always or almost always distribute the booklet are more likely to tell victims about the CSR and use the CSR themselves as a resource than those who seldom or never distribute the booklet. 91% of those who always give out the booklet also tell the victim about the CSR often

or sometimes. An average of 75% of those who seldom or never distribute the booklet also seldom or never tell the victim about the CSR, and 100% of this group seldom or never use the CSR for information or case research.

Generally, it appears to be the same group of officers (the majority of the department) who consistently distribute the booklet and make use of all victim services programs, and the same group of officers who seldom or never utilize these programs.

3. UTILIZATION OF THE CSR PROGRAM

Officers who seldom or never tell victims about the CSR are more likely to believe that not being aware of the CSR role is a major factor in officers not using the CSR.

OFFICERS DON'T USE CSR BECAUSE THEY DON'T KNOW WHAT HE DOES.

	VERY IMPORTANT REASON	MODERATELY IMPORTANT REASON	UNIMPORTANT REASON
OFTEN	12 (31.6%)	21 (55.3%)	5 (13.2%)
SOMETIMES	4 (14.3)	18 (64.3)	6 (21.4)
SELDOM	3 (42.9)	3 (42.9)	1 (14.3)
NEVER	1 (50.0)	0 -	1 (50.0)

DO YOU TELL VICTIMS ABOUT THE CSR?

However, as indicated in Item A-11, above, all respondents agree that lack of knowledge of the CSR role is the major factor in his not being used by more officers for any service. There were no significant relationships between the frequency of telling victims about the CSR and the other possible reasons for not using the CSR (not knowing how to contact CSR, preferring to do it themselves, or not believing in the CSR concept).

4. PROPERTY RELEASE

All officers agree that a lack of understanding of property release procedures is a major reason that more officers don't use field release. However, when the reasons cited for lack of field release were cross tabulated with the question regarding how often they release property, a major difference of opinion about the reasons for under-utilization of this process is apparent. Officers who say they release all the property they can are more likely than other officers to cite fear of incorrect release as a reason for reluctance to field release: (83.7% compared to 66.6%). Officers who are not releasing property as often believe that the field release process is not used because it takes too much time. 100% of this group see this as an important reason, compared to 51% of the property releasing group.

OFFICERS DON'T USE FIELD RELEASE MORE
BECAUSE THEY FEAR INCORRECT RELEASE

		VERY IMPORTANT REASON	MODERATELY IMPORTANT REASON	UNIMPORTANT REASON
<u>DO YOU RELEASE ALL THE PROPER- TY YOU CAN?</u>	YES	20 (36.4%)	26 (47.3%)	9 (16.4%)
	NO	3 (33.3)	3 (33.3)	3 (33.3)

OFFICERS DON'T USE FIELD RELEASE MORE
BECAUSE IT TAKES TOO MUCH TIME.

		VERY IMPORTANT REASON	MODERATELY IMPORTANT REASON	UNIMPORTANT REASON
<u>DO YOU RELEASE ALL THE PROPER- TY YOU CAN?</u>	YES	7 (13.0%)	21 (38.9%)	26 (48.1%)
	NO	6 (66.7)	3 (33.3)	---

Since the officers who are not making full use of the property release procedures should have the best insight into why they are not using them, we can assume that, beyond a lack of understanding of correct procedures, the belief that these new procedures take too much time is also a significant factor in the lack of field release.

IV. PROPERTY RELEASE PROGRAM

Victim Services Programs implemented in the first year of project operation included new procedures for releasing property, consistent with the project objective of "minimizing inconvenience to victims and reducing the amount of time property is held as evidence." (Please see pages 11-13 of the Final Report for details of the property program.) In addition to reducing the amount of time property is held, we expected that, if successful, the new program would result in a reduction of the number of items being booked into the Department, and a general increase in the number of items of property (items of evidentiary nature, in particular) being returned to the owner.

The following tables were compiled from an analysis of property room log sheets listing all items booked into the department, and of copies of completed property release forms. Property statistics for a three-month period prior to implementation of the new property procedures in November, 1975, were compared to statistics for the six months following the initiation of the new property release program.

As demonstrated by the following tables, there has been, in the six months since implementation of the new procedures, a steady decrease in the total amount of property being booked into the department (down an average of 28% since May-June, 1975); a steady increase in the number of items being returned to the owner (up 66% in March-May, 1976 over the previous three months); and a decrease in the length of time returned items were held by the department (down 50% in March-May, 1976, compared to the previous three months). There has also been a steady increase in the number of items of evidentiary value returned to the owner: the monthly average of 164 evidentiary items returned in March-May, 1976 represents an increase of 168% over the monthly average for December-February, 1976.

The confusion over field release procedures indicated in the officer survey (Section III of this report) is reflected in the fluctuating statistics for field release. 18% of all items released from December-February, 1976 were released from the field. This figure dropped to 5.6%, however, for the three-month period from March-May, 1976. Apparently, officers felt more confident of the new procedures in the period immediately following their initiation.

PROPERTY RELEASE - SUMMARY OF
MONTHLY AVERAGES

TABLE I	TOTAL ITEMS BOOKED	RETURNED TO OWNER				OWNERS RECEIVING PROPERTY	ITEMS RELEASED FROM STATION/%	ITEMS RELEASED FROM FIELD/%	TIME RETURNED ITEMS WERE HELD	
		TOTAL ITEMS	% OF ITEMS BOOKED	ITEMS OF EVIDENCIARY VALUE	% ITEMS OF EVIDENCIARY VALUE				TOTAL DAYS	AVG DAYS PER ITEM
MONTHLY AVG. MAY-JUNE 1975	224	156.3	70%	0.6	-0-	65.6	156.3 100%	-0-	3228	20.7
MONTHLY AVG. DEC 1975- FEB 1976	177	185.7	105%	61.3	33%	65.3	153 82%	32.6 18%	5056	27.2
CHANGE % of CHANGE	-47 -21%	+29.4 +19%	+35 +50%	+60.7 +10,117%			-3.3 -2%		+1828 +57%	+6.5 +31%
MONTHLY AVG MAR-MAY 1976	147	307.6	209%	.164	53.3%	74	290.3 94.7%	17.3 5.6%	4226	13.7
CHANGE FROM PRIOR 3MOS % OF CHANGE	-30 -17%	+121.9 +66%	+104 +99%	+102.7 +168%	+20.3 +62%	+8.7 +13%	+137.3 +90%	-15.3 -47%		-13.5 -50%

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*New property release policy implemented November 24, 1975

Citizen Services Representative role expanded to property return August, 1975

PROPERTY RELEASE - MONTHLY STATISTICS

TABLE II	TOTAL * ITEMS BOOKED	RETURNED TO OWNER				OWNERS RECEIVING PROPERTY	ITEMS RELEASED FROM STATION/%	ITEMS RELEASED FROM FIELD/%	TIME RETURNED ITEMS WERE HELD	
		TOTAL ITEMS	% OF ITEMS BOOKED	ITEMS OF EVIDENCIARY VALUE	% ITEMS OF EVIDENCIARY VALUE				TOTAL DAYS	AVG DAYS PER ITEM
MAY 1975	262	176	67%	-0-	-	63	176/100%	-0-	3614	20.5
JUNE 1975	208	164	79%	2	1%	74	164/100%	-0-	3787	23.1
JULY 1975	202	129	64%	-0-	-	60	129/100%	-0-	2283	17.7
DEC 1975	211	161	76%	53	33%	66	150/ 93%	11/ 7%	6065	37.7
JAN 1976	163	186	114%	81	44%	62	182/ 98%	4/ 2%	3743	20.1
FEB 1976	157	210	134%	50	24%	68	127/ 60%	83/40%	5360	25.5
MARCH 1976	168	433	258%	217	50%	84	408/ 94%	25/ 6%	5429	12.5
APRIL 1976	121	223	185%	135	61%	67	217/ 97%	6/ 3%	3816	17.1
MAY 1976	153	267	175%	140	52%	71	246/ 92%	21/ 8%	3432	12.9

Does not include contraband, narcotics, alcohol, items/fragments of strictly evidenciary nature

Several items of same classification are booked as one item; ie: jewelry, clothing, papers, etc.

V. POLICE OFFICER WITNESSES - COURT TIME

One of the Victim Services Programs, designed to provide witnesses with information about the court system, involved a new process for issuing civilian and police officer subpoenas at the municipal court level. (Please see pages 5-6 of the Final Report for a detailed program description.) As part of this program, a new and greatly simplified subpoena was developed for mailing to civilians and the formal subpoena for police officers was eliminated and replaced by an informal "subpoena request form" (please see Attachment C for sample).

The new police officer subpoena process was designed to reduce clerical work for the district attorney's office, and processing time for the police department. Both of these objectives have been achieved, as indicated in the Final Report. In addition, the new subpoena request form was intended to produce baseline statistics for the police department regarding the use of police officer court time.

The department was aware of problems in this area, related to the overtime being paid to many officers who were subpoenaed on off-duty time and yet not testifying. However, due to the lack of specific data, it was not possible to define the extent of the problem or to develop corrective programs which addressed the problem.

Under the data collection system developed by Victim Services staff, subpoena request forms involving overtime are attached to overtime pay requests, and are automatically forwarded by payroll to Victim Services for tabulation. Subpoenas issued for on-duty officers, not involving overtime, are forwarded directly to Victim Services by the officers. If the officer has neglected to check the box indicating whether or not he/she testified, they are contacted directly by Victim Services to complete the data.

An analysis of data collected between November, 1975 and May, 1976, indicates that, during this period, an average of 66% of those officers subpoenaed on overtime did not testify. This amounts to approximately \$15,055 in overtime paid by the department to officers for simply appearing at or sitting in a court room for from five minutes to five hours without testifying.

Detailed monthly statistics are presented in the following tables. It should be noted that the subpoenas included in the monthly statistics are those for preliminary examinations, jury trials, court trials, and 1538.5 hearings at the municipal court level. Traffic and superior court subpoenas were not included. While the statistics for overtime subpoenas are complete, we know that not all officers remember to forward on-duty subpoenas to Victim Services. Therefore, the statistics for on-duty subpoenas represent only a sampling of total on-duty subpoenas issued.

TABLE 3

COURT OVERTIME COSTS
FREMONT POLICE WITNESSES

	OVERTIME HOURS	OVERTIME PAID	AVG. HOURLY RATE
NOV. 1975	418	\$3132.12	\$7.49
DEC. 1975	383	2888.26	7.54
JAN. 1976	538	4041.58	7.51
FEB. 1976	392	3004.22	7.66
MAR. 1976	413	3347.11	8.10
APR. 1976	392	3108.67	8.59
MAY 1976	<u>410</u>	<u>3289.11</u>	<u>8.02</u>
	2946	\$22811.07	\$7.74

TABLE 4

SUBPOENA COUNT - POLICE WITNESSES

Summary of Monthly Totals
November, 1975 - May 1976

	Total Subpoena Request Forms Received	OVERTIME SUBPOENAS					ON-DUTY SUBPOENAS				
		Total Subpoenas Received Involving Overtime	Officer Testified	% of Total O.T. Subpoenas	Officer Did Not Testify	% of Total O.T. Subpoenas	Total Subpoenas Received For On-Duty Time	Officer Testified	% of Total On-Duty Subpoenas	Officer Did Not Testify	% of Total On-Duty Subpoenas
NOV 75	84	55	8	15%	47	85%	29	4	14%	25	86%
DEC 75	84	55	20	36%	35	64%	29	10	34%	19	66%
JAN 76	99	62	18	29%	44	71%	37	5	14%	32	86%
FEB 76	55	40	16	40%	24	60%	15	2	13%	13	85%
MAR 76	88	50	21	42%	29	58%	38	7	18%	31	82%
APR 76	76	48	16	33%	32	67%	28	1	4%	27	96%
MAY 76	75	42	20	48%	22	52%	33	3	9%	30	91%
TOTALS	561	352	119	34%	233	66%	209	32	15%	177	85%
MONTHLY AVERAGE	80.1	50.3	17		33.3		29.9	4.6		25.3	

5 Month Summary - JAN. 1976 - MAY 1976

TOTALS	393	242	91	38%	151	62%	151	18	12%	133	88%
MONTHLY AVG.	78.6	48.4	18.2		30.2		30.2	3.6		26.6	

A report on the use of officer court time, based upon these statistics was submitted by Victim Services to the police department administration in June, 1976. In response to the problems graphically documented by this report, a series of meetings has been initiated with representatives of the court system to address the problems identified and to begin the development of programs and procedures to reduce unnecessary officer court overtime. In addition, the expanded Fremont Victim/Witness Program recently funded by LEAA, to begin in January, 1977, includes a component to reduce unnecessary court time for police officer witnesses.

VI. BOOKLET MAILERS - CITIZEN FEEDBACK

As indicated on page 5 of the Final Report, both the booklet for burglary victims and the one for traffic collision victims contain a self-addressed, postage pre-paid mailer, soliciting the comments of the victim regarding the handling of their case by the police department. (Please see Attachments D & E for samples of the mailers.)

At the time the Final Report was written, in January, 1976, the burglary booklet had been available for distribution for only one and a half months, and the collision booklet had been out only a week. Therefore, there had not been enough time to adequately test this feedback system or draw conclusions from the very limited number of mailers returned to the project.

At the time this supplement was written, the burglary booklet had been distributed for six months, and the collision booklet for five months. Fourteen mailers were received from burglary victims between December 1, 1975 and May 31, 1976, representing a 1% sampling of the 1222 burglaries reported during that six-month period. We also received fourteen mailers from traffic collision victims between the end of January and May 31, 1976. There were 1052 total collisions reported between January 1 and May 31, 1976, of which, the fourteen mailers represent a 1% sample. However, officers seldom distribute the booklet at the scene of injury accidents due to the trauma the victim may be experiencing, and the priority concern of the officer to provide for emergency medical assistance. The fourteen mailers represent a 2% sampling of the 688 non-injury accidents reported during this five-month period.

Of the 28 mailers returned to the department by burglary and collision victims between December, 1975 and May 31, 1976, 28, or 100% represented favorable, positive comments, praising or commending the officer with whom the citizen had contact. A sampling of representative comments from the mailers is presented below:

1. Burglary Victims:

- . "(the officers) were prompt, friendly . . . investigated the report in the best way it could be handled."
- . "(the officer was) efficient and reassuring . . . very competent, knowledgeable, and friendly."
- . "efficient and personally concerned . . ."
- . "I have nothing but respect and thanks for the Fremont Police Force and the many other officers of the caliber of Officer Parker."
- . "prompt, very polite, most thorough and efficient, highly informative. Hope you have many more like him!"

- . "Officer Giaccolletto comes across as a humane person . . . very nice, very thorough, and very informative."
- . "the police officer . . . was, in our opinion, very special in every aspect. As a tax paying citizen, we are very glad to have him as one of our city's police officers."

2. Traffic Collision Victims:

- . "officer was polite, concerned . . . friendly."
- . ". . . courteous, efficient, helpful."
- . "Officers Utzig and Bolt were very alert, competent, and courteous. My sincere thanks and appreciation."
- . ". . . I had a visitor from Mexico with me in the car. He was amazed at your officer's skill and gentlemanly conduct."
- . "Officer Stilwell was very professional, very efficient . . . an excellent public servant."
- . "your officer was there so quickly and so concerned over my husband and son. I want to thank him . . . let him know how much we appreciate his concern . . ."

Several collision victims also commented favorably on the traffic booklet, having found it generally informative and useful.

The unanimously favorable, positive responses of collision victims is especially notable in view of the fact that in many collisions which involve only property damage, the officer does not take a police report.

The voluntary feedback from victims is consistent with and reinforces the results of the victim survey. Victims in Fremont believe they are treated with concern by professional, polite, efficient and thorough police officers.

Initially, Fremont Officers viewed the citizen feedback portion of the booklets with a great deal of apprehension. They feared that the mailers would become a vehicle for the extreme, negative, dissatisfied citizen to blow off steam about the police in general. Obviously, these fears have not been realized, and many officers are now routinely pointing out the mailer section of the booklet to victims.

Recognizing the limited opportunity which exists for patrol officers to receive positive feedback from the citizens they serve, Victim Services staff have, whenever possible from the information on the mailer, identified the reporting officer on the case and shared the victim's comments with the officer. In addition to letting the officer know that his/her extra efforts are appreciated, sharing the favorable feedback has also served to positively reinforce the distribution of the booklet by those officers.

ATTACHMENTS

- Survey of Burglary Victims A
- Survey of Department Personnel B
- Subpoena Request Form. C
- Postage Pre-paid Mailer - Burglary Booklet D
- Postage Pre-paid Mailer - Collision Booklet. E

QUESTIONNAIRE FOR BURGLARY VICTIM

FREMONT POLICE DEPARTMENT

Name _____ (Interviewer)
 Address _____
 Phone _____ (Date and Time of Interview)

Hello, my name is _____ and I'm calling from the Fremont Police Department regarding a burglary you reported on _____. Last week you should have received a letter from Fremont Police Chief Robert Wasserman saying that we would be calling you to ask your opinions regarding the Department's handling of your case. We were hoping you'd be willing to spend 10 minutes tonight answering a few questions about your burglary.

(Pause for response)

-
1. Were you the victim of this burglary?
 - a. Yes
 - b. No. (May I speak to the victim; if victim is not home or if this is the wrong number, no recollection, etc. thank person and terminate interview).
 2. Did a uniformed police officer come to your home (or place of business) to take a report?
 - a. Yes
 - b. No (Skip to #18)
 - c. Do not remember (Skip to #18)
 3. Would you estimate the amount of time it took for the officer to arrive at your house/place of business from your initial call to the Department?
 _____/_____/_____ minutes

4-8. I am going to ask you some questions now about the officer who contacted you.

(Write in letter)

	Yes	Somewhat	Not Very	No	Do Not Remember
4. Do you think the officer was understanding of your problem?	a	b	c	d	e

- | | <u>Yes</u> | <u>Somewhat</u> | <u>Not Very</u> | <u>No</u> | <u>Do Not Remember</u> |
|---|------------|-----------------|-----------------|-----------|------------------------|
| ___5. Do you think the officer treated you fairly? | a | b | c | d | e |
| ___6. Do you think the officer was helpful? | a | b | c | d | e |
| ___7. Do you think the officer spent sufficient time with you? | a | b | c | d | e |
| ___8. How good was the overall service provided by the officer? | a | b | c | d | e |

9. Did the Patrol Officer explain the next steps the Department would take in your case?

- a. Yes
- b. No (Skip to #13)
- c. Do not remember (Skip to #13)

10-12. In your opinion was the information that the patrol officer gave you:

(Write in letter)

- | | <u>Yes</u> | <u>Somewhat</u> | <u>No</u> | <u>No Opinion</u> |
|-------------------------------------|------------|-----------------|-----------|-------------------|
| ___10. Useful? | a | b | c | d |
| ___11. Appreciated? | a | b | c | d |
| ___12. Necessary for your purposes? | a | b | c | d |

13. Did the Patrol Officer give you a booklet titled "Burglary...What Happens Now?"

- a. Yes
- b. No (Skip to #16)
- c. Do not remember (Skip to #16)

14. Did you read the booklet?

- a. Yes
- b. No (Skip to #16)
- c. Do not remember (Skip to #16)

15-17. In your opinion, was the content of the booklet:

	<u>Yes</u>	<u>Somewhat</u>	<u>No</u>
___ 15. Helpful?	a	b	c
___ 16. Understandable?	a	b	c
___ 17. Informative?	a	b	c

18. Did you receive a letter from the Department concerning the status of your case?

- a. Yes
- b. No (Skip to #20)
- c. Can not remember (Skip to #20)

19. Disregarding your feelings about how your case was handled, how do you feel about the letter you received from the Department about your case?

- a. Mildly appreciative
- b. Very appreciative
- c. Did not think it was necessary
- d. Did not receive a letter
- e. No Opinion

20. Have you contacted the Department for information about your case?

- a. Yes
- b. No (Skip to #23)

21. Who did you talk to?

- a. Citizen Services Representative
- b. Detective
- c. Switchboard
- d. Other _____

22. How do you feel about the way this person handled your request?

- a. Favorably impressed
- b. Satisfied
- c. Not Satisfied
- d. No Opinion

23. Prior to this crime, were you a victim of any crime in the past two years that you have reported to the Fremont Police Department?

- a. Yes
- b. No
- c. Do not remember

24. Based on your experience in this case, how would you rate the overall law enforcement effort of the Fremont Police Department?

- a. Poor
- b. Average
- c. Good
- d. Excellent
- e. No opinion

25. Again, based on your experience in this case, would you report a similar crime in which you are the victim in the future?

- a. Yes
- b. Probably
- c. Maybe
- d. No
- e. Would report it for insurance purposes only
- f. No opinion

26. Have you ever talked to the Citizen Services Representative, at the Police Department?

- a. Yes
- b. No, or don't remember (Skip to #29)

27. Was your contact with the Citizen Services Representative regarding:

- a. property?
- b. the status of your case?
- c. a consumer complaint?
- d. a request for information about community services?
- e. Other _____

28. How did you find out about the Citizen Services Representative?
- the booklet for burglary victims
 - the letter about your case from the Department
 - the police officer who took your report
 - I didn't know about the CSR - the switchboard referred me when I called.
 - I didn't. The CSR called me.
 - other _____
29. Has any of your stolen property been recovered?
- Yes
 - No (Skip to #32)
 - Don't know (Skip to #32)
30. How were you notified of the recovery of your property?
- phone call from Citizen Services Representative
 - phone call from other Department employee
 - letter from Department
 - other _____
 - don't remember
31. Has your property been returned to you?
- yes
 - no

Thank you very much for your cooperation.

NOT TO BE ASKED

32. Type of victim
- Commercial
 - Residential
33. Language
- English
 - Spanish
 - Other

FREMONT POLICE DEPARTMENT
VICTIM SERVICES PROGRAM EVALUATION QUESTIONNAIRE

1. To which of the following units are you assigned:
- Administrative services division
 - Operations/Patrol
 - Communications section
 - Investigative section
 - Technical services division
2. Please check current rank:
- Lieutenant or above
 - Sergeant
 - Patrol officer
 - Detective
 - Non-sworn
3. Please indicate your current shift:
- Day
 - Swing
 - Midnight
 - Fourth platoon
4. In your present (or recent) assignment, do you come in contact with victims of burglary?
- Often
 - Sometimes
 - Seldom
 - Never

5. From observation of your own actions and those of your fellow officers, do you believe most burglary victims are treated fairly by the officer taking the report?

- a. Most of the time
- b. Sometimes
- c. Seldom

6. Do you believe most burglary victims themselves believe they are treated fairly by police officers?

- a. Most of the time
- b. Sometimes
- c. Seldom

7. Do you feel that you currently have adequate knowledge to advise burglary victims on the following:

	<u>Adequate</u>	<u>Less Than Adequate</u>	<u>No Knowledge</u>
a. Burglary Prevention	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Aspects of the investigation that will follow	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Court related requirements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Sources of assistance in the department	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Assistance available in the community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. How often do you provide burglary victims with advice in the following categories?

	<u>Always or Almost Always</u>	<u>Sometimes</u>	<u>Seldom</u>	<u>Never</u>
a. Burglary Prevention	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Aspects of the investigation that will follow	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Court related requirements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Source of assistance in the department	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Assistance available in the community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. Do you feel the provision of information in these areas is:

	<u>Very</u>	<u>Somewhat</u>	<u>Not very</u>	<u>No</u>
a. Necessary for victims	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Appreciated by victims	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Worth taking the time to provide	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10. Some victims say that officers are indifferent. In your case, do you feel you are?

- a. Often
- b. Sometimes
- c. Never

11. In your experience, which if any of the following do you think upsets burglary victims?

	<u>Often</u>	<u>Sometimes</u>	<u>Seldom</u>
a. Delayed arrival of officers at the scene	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Little or no follow-up contact by the Department	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Inadequate crime scene processing of evidence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Removal of evidentiary property	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Attitude of officer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Low rate of property recovery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. To what extent do the following negatively affect your attitude and job performance?

	<u>Often</u>	<u>Sometimes</u>	<u>Never</u>
a. Crime is a cold burglary	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Victim is extremely upset	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Victim is hostile	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. You have a backlog of calls	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Call is received near end of shift	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Victim is known to you because of frequent calls	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Victim is known to the Department as a suspect	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

13. If you are in an assignment where you may distribute the booklet, "Burglary - What Happens Now", how often do you distribute it?

- a. Always/almost always
- b. Sometimes
- c. Seldom
- d. Never
- e. Not in appropriate assignment

14. In your opinion, why is the booklet not always distributed (by you or other officers)

	<u>Major Reason</u>	<u>Sometimes a reason</u>	<u>Seldom a reason</u>	<u>Never a reason</u>
a. There is no convenient place in the squad car to store the booklet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. The size of the booklet is inconvenient	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Officers believe the content is of little value	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Officers think it is too much trouble or takes too much time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

15. Is it important to have a Spanish version of the booklet:

- a. Yes
- b. No

16. Which of the following do you feel is a benefit of distributing the booklets to victims?

	<u>Almost Always</u>	<u>Sometimes</u>	<u>Seldom</u>	<u>Never</u>
a. Saves officer time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Improves police-community relations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Provides victim with necessary information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

17. Concerning the Citizen Services Representative (CSR), please answer the following questions:

	<u>Often</u>	<u>Sometimes</u>	<u>Seldom</u>	<u>Never</u>
a. Do you tell victims and other citizens about the CSR?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Do you use the CSR for case research and/or information about community resources?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Do you use the CSR for property release?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

18. In your opinion why don't officers utilize the CSR more?

	<u>Very Important Reason</u>	<u>Moderately Important Reason</u>	<u>Unimportant Reason</u>
a. Not aware of what the CSR does?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Don't know how to contact the CSR?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Officers would rather do it themselves?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Officers don't believe in the CSR concept?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

19. Do you feel you understand the Department's procedures allowing for field release of property?

- a. Fully understand
- b. Understand reasonably well
- c. Don't understand

20. Do you feel you release all the property you can?

- a. Yes
- b. No
- c. Not applicable to my assignment

21. In your opinion why don't all officers fully utilize the field release property procedures?

	<u>Very Important Reason</u>	<u>Moderately Important Reason</u>	<u>Unimportant Reason</u>
a. Takes too much time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Officers are afraid they will release something they shouldn't	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Officers are not fully aware or don't understand the procedures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

22. Concerning our new subpoena process in which subpoenas are mailed to victims and witnesses and officers no longer serve one another, please indicate the level of benefits.

	<u>Important Benefit</u>	<u>Some Benefit</u>	<u>No Benefit</u>	<u>No opinion or unaware of process</u>
a. Information is more clearly presented	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Time is saved	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Scheduling for police witnesses is improved	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

23. Regarding the Victims Services training you received, please answer the following questions:

	<u>Yes</u>	<u>No</u>	<u>No opinion or not Applicable</u>
a. Are you more aware of the concerns of burglary victims?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Do you spend more time with victims?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Do you provide more information to victims?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Was the training worthwhile?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

24. Please comment on strengths or weaknesses of the training: _____

25. Other comments regarding the Victim Services Programs in general: _____

4. Do you have any suggestions for improving the Fremont Police Department's services?

¿Tiene Ud. algunas sugerencias para mejorar los servicios del Departamento de Policía de Fremont?

Name

Address

City & State

Zip

BUSINESS REPLY MAIL
NO POSTAGE STAMP NECESSARY IF MAILED IN THE UNITED STATES

VICTIM SERVICES PROJECT
FREMONT POLICE DEPARTMENT
ROOM 408
39710 CIVIC CENTER DRIVE
FREMONT, CALIFORNIA 94538

FIRST CLASS
PERMIT NO. 76
FREMONT, CALIF.



ATTACHMENT "E"

The Fremont Police Department wants to provide you with the finest possible service. Because of this, we are always reviewing our performance to determine ways we can improve.

As a traffic accident victim, you can help us look at our performance from another point of view.

We would appreciate it if you would take the time to let us know your feelings about the service you received from the Fremont Police Department, from the time you called to report the accident, to the last contact you had with an employee of the Department.

Please write your comments in the space below. After completing the form, please tear out the double page, fold, and mail. Postage has been pre-paid by the Department.

Thank you for your cooperation.

1. Did you read this whole booklet?
() Yes () No

2. Have you ever been the victim of a traffic accident before?
() Yes () No

3. How would you describe the services which you received from:

a. The person who answered the phone when you called the Department to report your accident?

b. The Officer who came to the scene of the accident?

c. Any other Department employee you have spoken with regarding your accident?

4. Do you have any suggestions for improving the Fremont Police Department's services?

END

Name _____
Address _____
City & State _____ Zip _____

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