



City of Tempe Police Department Crime Analysis Unit



2005 Tempe Police Department Citizen Survey

INTRODUCTION

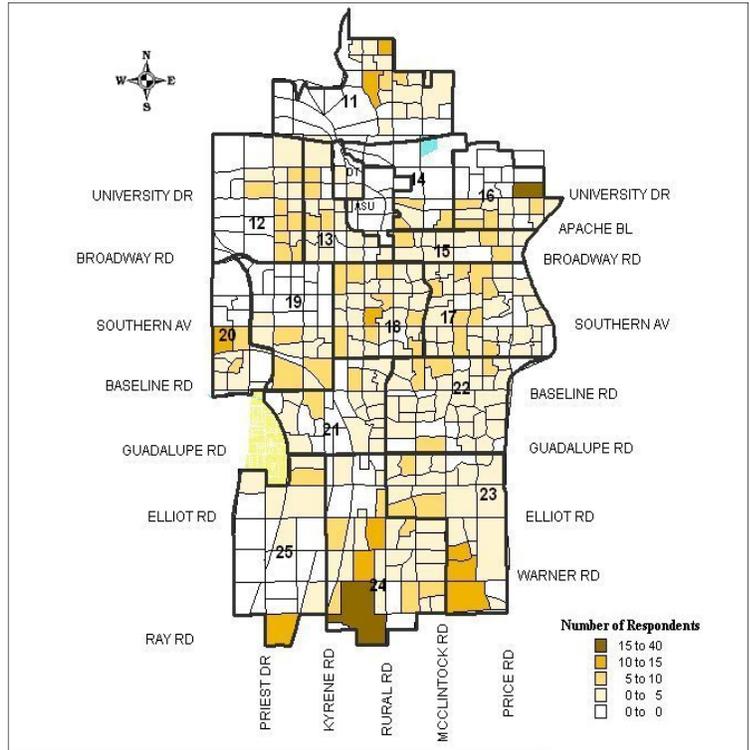
The Tempe Police Department Citizen Survey is a telephone survey of randomly selected Tempe residents. With help from Arizona State University student volunteers, the survey has been conducted annually since 1994. The Tempe Police Department Citizen Survey has been designed to assess the experiences and attitudes of the citizens of Tempe as they relate to police concerns including such issues as satisfaction with the Tempe Police Department, victimization and fear of crime, traffic safety, quality of life, community involvement and general crime concerns.

The data collection for the 2005 Tempe Police Department Citizen Survey occurred from October 24 - November 5, 2005. Approximately six thousand phone calls were made to City of Tempe residents. To remedy the under-representation of north Tempe in past Citizen Surveys, 4,000 of the approximately 6,000 phone numbers called were in north Tempe. Of the 2,475 citizens contacted, 1,035 eligible citizens (i.e., they had lived in Tempe for 6 months or more and they were 18 or older) agreed to complete the survey (a response rate of 41.8%). In order to accommodate the City of Tempe residents who only spoke Spanish, the survey was translated into Spanish and native Spanish speaking volunteers administered the translated survey. There were 33 Spanish surveys administered accounting for a little over 3% of the total number of surveys administered.

DEMOGRAPHIC CHARACTERISTICS

Fifty-six percent of the survey respondents were women, 76% owned their home, 28% had children under the age of 18 living in their home, and 33% worked in Tempe. The largest portion of respondents were between 48 and 57 years of age, and the average age of the citizens surveyed was fifty-two (see the survey age distribution chart below). Although the average length of time that the survey respondents had lived in Tempe was eighteen years, the mode (i.e., the most frequent response that survey respondents gave) was one year or less and 20 years. The median time (the value above and below which half the cases fall) respondents resided in Tempe was 15 years. The majority (80.8%) of the survey respondents were Caucasian, whereas 9.5% were of Hispanic or Latino origin, 1.7% were Asian, 2% were Black, 1.7% were Native American, 0.8% were Middle Eastern and 1.6% classified themselves as Other. The remainder of the survey respondents chose not to answer the question about their ethnicity. Only 11% of survey respondents reported being a student at a university, college or vocational school.

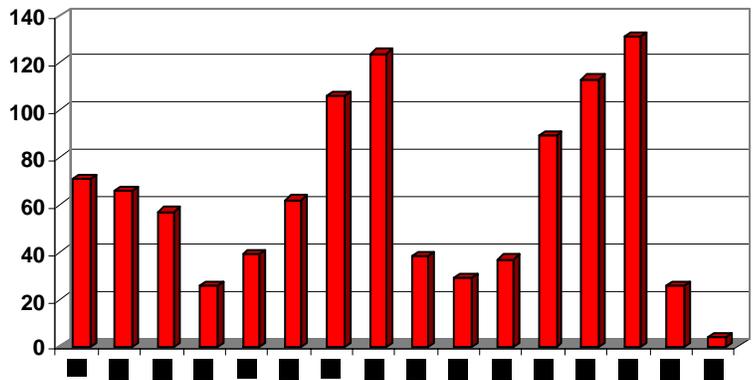
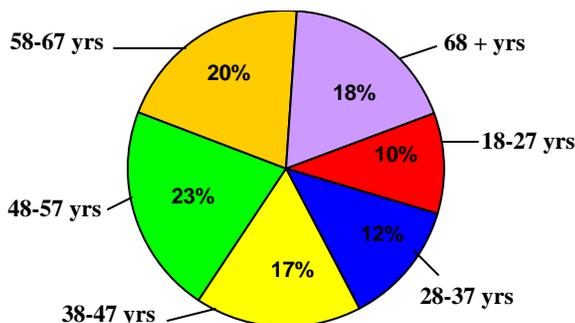
THEMATIC MAP OF CITIZEN SURVEY RESPONDENTS



GEOGRAPHIC CHARACTERISTICS

Each of the sixteen Tempe Police Department beats were represented by survey respondents. However, some beats were represented to a greater or lesser degree than others (see graph below). The police department uses Broadway road to divide Tempe into north and south segments. As seen in the map above, the highest concentration of respondents was in south Tempe (68% of survey respondents lived in south Tempe). There are several probable reasons for this. South Tempe tends to be more residential, whereas north Tempe tends to be more industrial. Additionally, the 2000 U.S. Census data indicated the largest area of population growth in Tempe has been in the south.

AGE OF SURVEY RESPONDENTS



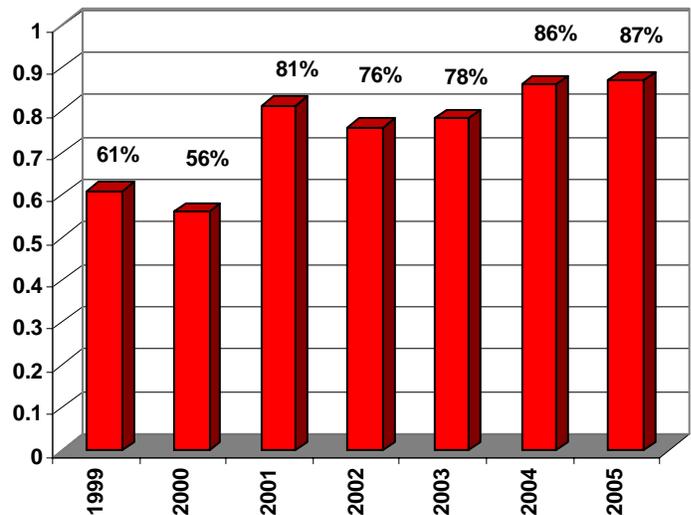
SATISFACTION WITH POLICE

Eighty-three percent of respondents reported having had contact with a Tempe Police officer. The top three reasons for their most recent contact included:

1. The citizen was a victim of a crime (34%)
2. The citizen was in violation of the law (9%)
3. A friendly meeting not related to any specific police matter (8%)

When asked to grade the officer(s) with whom they came into contact with regard to their professionalism, responsiveness, helpfulness, and respect, the majority of citizens gave the officer(s) an "A" (an average of 70% of citizens gave the officer(s) an A across the four questions). Eighty percent of the respondents said that the Tempe Police Department fairly enforces the law "some", "most", or "all" of the time and 71% said that the Tempe Police Department responds to citizens on an equal basis "some", "most", or "all" of the time. Moreover, 55% of respondents said that the amount of police patrol in their neighborhood meets or exceeds their expectations. Finally, 87% of respondents rated the quality of service provided by the Tempe Police Department as high or very high.

CITIZEN RATING OF THE QUALITY OF SERVICE PROVIDED BY THE POLICE AS HIGH OR VERY HIGH: 1999 - 2005

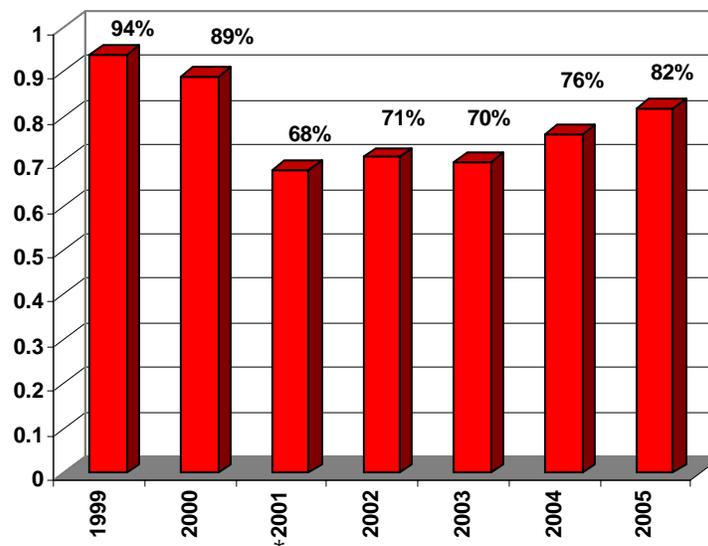


QUALITY OF LIFE

The majority of respondents rated the safety of their neighborhoods as safe or very safe (82%), felt that the likelihood of their home/property being damaged/burglarized was low or very low (55%), and felt that the likelihood of becoming a victim of a crime while walking in their neighborhood alone at night was low or very low (75%). Additionally, the overwhelming majority of respondents said that they knew their neighbors well or somewhat well (90%) and said that the likelihood of getting help from a neighbor if they had a problem was somewhat likely or very likely (93%). Citizens were also asked several questions regarding the characteristics of their neighborhood that were rated on a rating scale ranging from 1 to 10 where 1 = "not at all like your neighborhood" and 10 = "very like your neighborhood" (see the chart below for the average rating). As can be seen from the chart, the average ratings of the negative neighborhood characteristics were quite low.

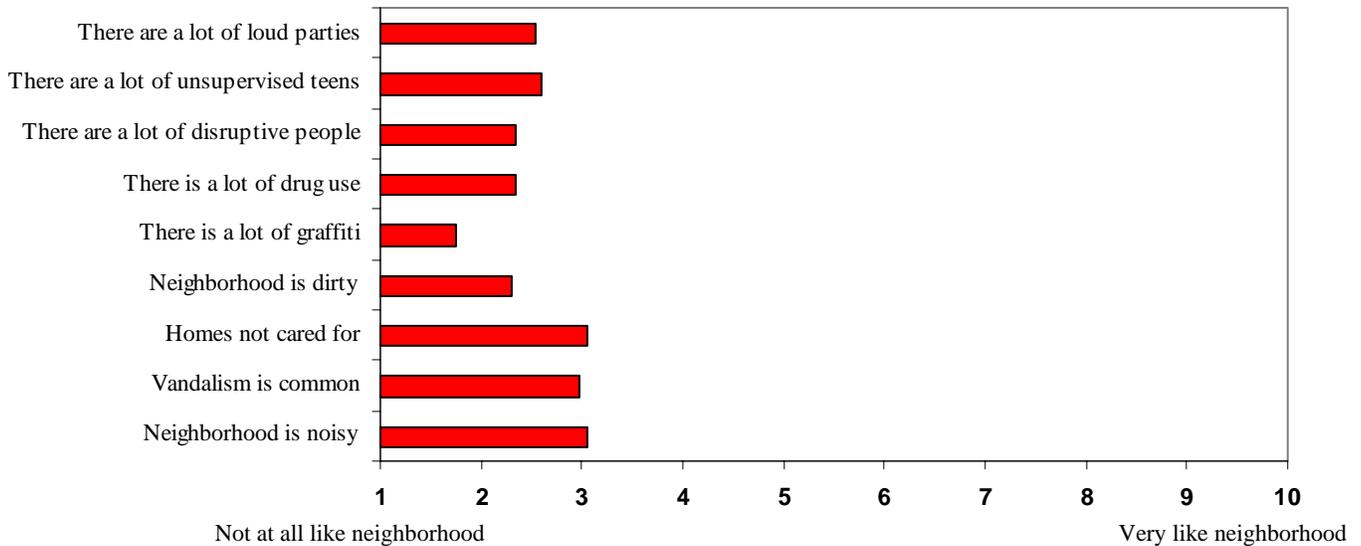
In this year's survey, the largest portion of respondents that specified a crime issue with their neighborhood indicated that theft or burglary was their number one concern. Other neighborhood crime concerns listed by a large portion of respondents included vandalism, issues related to traffic (e.g., people speeding through the neighborhood) and the use of drugs and alcohol (e.g., drinking and driving and underage drinking). The remainder of neighborhood concerns included such issues as violent crime, loud noise and parties, property damage, transients, and upkeep of the neighborhood. When asked who they felt was most responsible for solving their neighborhood concerns, the police, the community, or themselves, the largest portion of respondents indicated that the matter would be best solved by all three — the police, the community and themselves. The second largest portion of respondents thought the community was most responsible for solving their neighborhood concerns.

CITIZEN RATING OF THE SAFETY OF THEIR NEIGHBORHOOD AS SAFE OR VERY SAFE: 1999 - 2005



* The 2001 Citizen Survey was conducted in October 2001, immediately following the events of September 11, 2001.

AVERAGE RATING OF NEIGHBORHOOD ISSUES BY CITIZENS



VICTIMIZATION AND FEAR OF CRIME

Whereas 66% of respondents reported ever being a victim of a crime, 54% of respondents reported ever being a victim of a crime in Tempe. This is an increase from the 2004 survey where 48% of citizens reported ever being a victim of a crime in Tempe.

In this years' survey, the overwhelming majority of respondents that indicated that they had been victimized in Tempe reported that they had been the victim of theft or a burglary (63%). Theft was the most prevalent crime that respondents' reported.

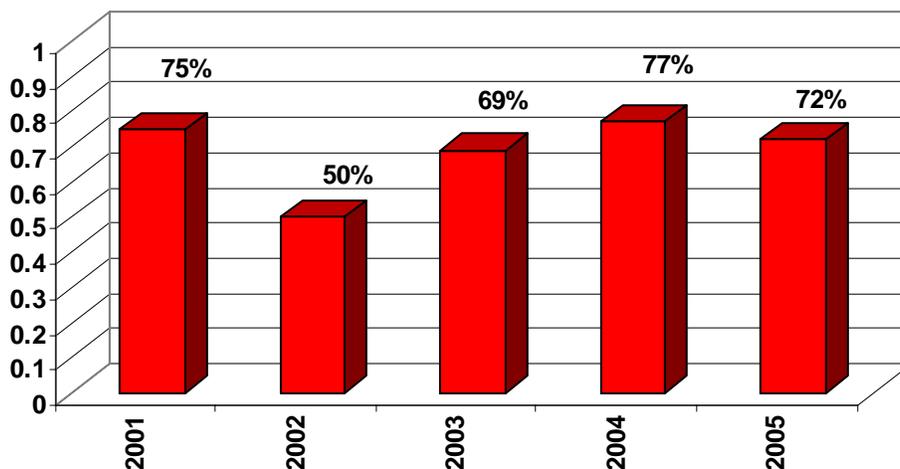
With respect to persons crimes versus property crimes, 71% of respondents who had been the victim of a crime in Tempe indicated that they had been the victim of a property crime. In comparison, 3% of respondents who had been the victim of a crime in Tempe indicated that they had been the victim of a persons crime. The remaining respondents either did not want to state the nature of the crime or it could not be established whether the crime they stated was a persons or property crime. The most commonly reported property crime was theft and the most commonly reported persons crime was robbery.

Nine percent of respondents that had been a victim of a crime in Tempe had not reported the crime to the police. The largest proportion of these citizens indicated that they felt the value of the items involved were too insignificant to be reported.

Only 25% of respondents indicated that the amount of crime in Tempe was serious or very serious. Moreover, 72% of respondents stated that they had a low or very low fear of being the victim of a crime in Tempe. See the chart below for the changes in the survey respondents' ratings of fear of being the victim of a crime in Tempe across the years.

Only 13% of citizens indicated that they had not gone somewhere in Tempe because they thought it would be unsafe. Thirty-seven percent of citizens thought there were unsafe areas in the city. The top unsafe areas as indicated by respondents included downtown Tempe and the area in and around Arizona State University. Respondents also thought the areas near and around Apache Blvd were unsafe. Of the areas specified as unsafe, 76% were north of Broadway Rd.

CITIZEN RATING OF THE FEAR OF BEING A VICTIM OF A CRIME IN TEMPE AS LOW OR VERY LOW: 2001 - 2005



TRAFFIC SAFETY

Seventy-four percent of survey respondents indicated that they thought that photo radar enforcement was an effective method of reducing traffic accidents. Red light photo enforcement was more popular as 87% of respondents felt that red light photo enforcement was an effective method of reducing traffic accidents. Only 16% of survey respondents reported that they have ever received a traffic ticket in Tempe that was the result of photo radar or red light photo enforcement. Interestingly, the majority of those respondents who had received a traffic ticket that was the result of photo radar or red light photo enforcement indicated that they thought that photo radar and red light photo enforcement was effective in reducing traffic accidents in Tempe.

LOUD PARTIES

Sixty-one percent of survey respondents indicated that they were aware of Tempe's loud party ordinance and 55% of these citizens indicated that they thought the enforcement of the loud party ordinance was effective in reducing loud parties. Forty-nine percent of the citizens who were aware of the loud party ordinance stated that they would like to see even more enforcement of the loud party ordinance in Tempe. Interestingly, citizens who wanted more enforcement of the loud party ordinance reported that their neighborhoods had a lot of loud parties to a greater extent than those who did not want to see more enforcement of the ordinance.

COMMUNITY INVOLVEMENT

Thirty-five percent of survey respondents indicated that they were members of a neighborhood organization (e.g., neighborhood block watch). However, 38% of survey respondents who were not currently a member of any neighborhood organization expressed an interest in joining one in the future.

Of the 1,035 citizens surveyed, only 29% of them were aware that the Tempe police department has a civilian review mechanism and 7% knew of the process to have a complaint against an officer reviewed. Interestingly, 81% of survey respondents indicated that they support civilian involvement in the review of complaints against Tempe police officers.

GENERAL CITIZEN CONCERNS

When citizens were asked what was the most important crime concern in Tempe the largest portion of respondents who replied (46%) stated that theft and burglary were the most important crime concerns. This is unchanged from the 2004 citizen survey, where 46% of survey respondents stated their paramount crime concern in Tempe is theft and burglary. Other crime concerns listed by a large portion of respondents included violent crime (16%); issues related to drugs or alcohol (12%), such as drunk driving or underage drinking; and, traffic related issues (8%). Seventeen percent of survey respondents could not think of a single crime concern in Tempe.

Survey respondents were also given the opportunity to list any additional comments they had that were not addressed in the survey. The largest portion of respondents who had additional comments were concerned about traffic issues, such as speeding and red light running. Others wanted more speed bumps or more enforcement of traffic laws in their neighborhoods. The second largest portion of respondents with additional comments wanted to see more patrol and police visibility in their neighborhoods, as well as the hiring of more police officers in general.



This report and additional statistics are available on the internet at <http://www.tempe.gov/cau>

For questions or comments about this report contact Theresa Wong (theresa_wong@tempe.gov)



2005 Tempe Police Department Citizen Survey

North Tempe Summary



INTRODUCTION

The Tempe Police Department Citizen Survey is a telephone survey of randomly selected Tempe residents. With help from Arizona State University student volunteers, the survey has been conducted annually since 1994. The Citizen Survey has been designed to assess the experiences and attitudes of the citizens of Tempe as they relate to police concerns including such issues as satisfaction with the Tempe Police Department, victimization and fear of crime, traffic safety, quality of life, community involvement and general crime concerns.

The data collection for the 2005 Tempe Police Department Citizen Survey occurred during a two-week period in the fall. Approximately 6,000 phone calls were made to City of Tempe residents and 2,475 citizens were contacted that were eligible to participate in the survey (i.e., they had lived in Tempe for 6 months or more and they were 18 or older). Of those contacted, 1,035 citizens agreed to complete the survey (a response rate of 41.8%). The police department uses Broadway Road to divide Tempe into north and south segments. In accordance with this, the data reported here reflect the survey responses of the 325 citizens who live in north Tempe (i.e., citizens who live north of Broadway Road).

CHARACTERISTICS OF NORTH TEMPE RESPONDENTS

- 54% Female
- 36% Work in Tempe
- 57% Own Their Home
- Median Age = 47 years
- 19% Are College Students
- Average Time Living in Tempe = 17 years
- 27% Have children under 18 living with them
- 43% Have a Bachelors Degree or Higher Degree
- 71% Caucasian, 18% Hispanic or Latino Origin, 1% Black, 3% Native American, 3% Asian, 1% Middle Eastern, and 3% Other

SUMMARY OF RESPONSES

Quality of Life: The majority of respondents (85%) indicated that they knew their neighbors somewhat or very well and 88% thought they could get help from a neighbor if a problem arose. Citizens also rated their neighborhood on several characteristics using a scale from 1 (not at all like my neighborhood) to 10 (a lot like my neighborhood) (see Figure 1).

Satisfaction with TPD: Eighty-seven percent of citizens reported having had contact with a TPD officer and the reason most citizens gave for the contact was that the citizen had been the victim of a crime. An average of 67% of citizens rated the officer(s) they had contact with an "A" for professionalism, responsiveness, helpfulness, and respect (see Figure 2 for quality of service ratings by beat). Moreover, 60% of respondents said that the amount of police patrol in their neighborhood meets or exceeds their expectations (see Figure 3 for reactions to patrol cars).

Victimization and Fear of Crime: Fifty-nine percent of citizens reported ever being a victim of a crime in Tempe. The majority of citizens reported a low or very low likelihood of becoming the victim of a crime while walking alone in their neighborhood at night (see Figure 4 for neighborhood concerns). Fifty percent of citizens indicated there was a low or very low likelihood of their home/property becoming damaged or burglarized. Additionally, the majority of citizens reported a low or very low fear of becoming a victim of a crime in Tempe (see Figure 5 for fear of being a victim by beat).

Figure 1. Average Ratings of Neighborhood Characteristics



Figure 2. Ratings of Quality of Service Provided by the Police Department as High or Very High: North Tempe



Figure 3. Reactions to Seeing a Patrol Car in the Neighborhood

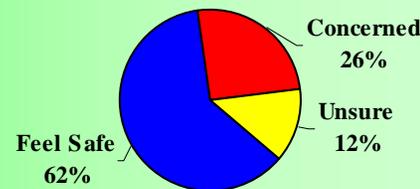


Figure 4. The Most Important Issue Concerning the Neighborhood

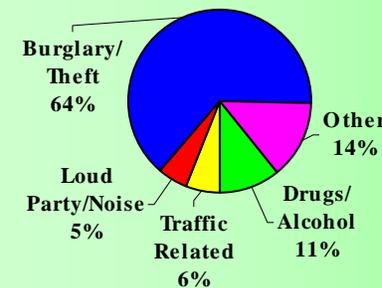
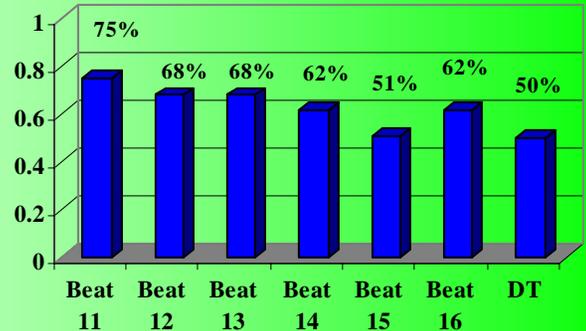


Figure 5. Ratings of Fear of Being a Victim of Crime in Tempe as Low or Very Low: North Tempe





2005 Tempe Police Department Citizen Survey

South Tempe Summary



INTRODUCTION

The Tempe Police Department Citizen Survey is a telephone survey of randomly selected Tempe residents. With help from Arizona State University student volunteers, the survey has been conducted annually since 1994. The Citizen Survey has been designed to assess the experiences and attitudes of the citizens of Tempe as they relate to police concerns including such issues as satisfaction with the Tempe Police Department, victimization and fear of crime, traffic safety, quality of life, community involvement and general crime concerns.

The data collection for the 2005 Tempe Police Department Citizen Survey occurred during a two-week period in the fall. Approximately 6,000 phone calls were made to City of Tempe residents and 2,475 citizens were contacted that were eligible to participate in the survey (i.e., they had lived in Tempe for 6 months or more and they were 18 or older). Of those contacted, 1,035 citizens agreed to complete the survey (a response rate of 41.8%). The police department uses Broadway Road to divide Tempe into north and south segments. In accordance with this, the data reported here reflect the survey responses of the 693 citizens who live in south Tempe (i.e., citizens who live south of Broadway Road).

CHARACTERISTICS OF SOUTH TEMPE RESPONDENTS

- 57% Female
- 31% Work in Tempe
- 85% Own Their Home
- Median Age = 53 years
- 8% Are College Students
- Average Time Living in Tempe = 18 years
- 29% Have children under 18 living with them
- 57% Have a Bachelors Degree or Higher Degree
- 85% Caucasian, 6% Hispanic or Latino Origin, 3% Black, 1% Native American, 1% Asian, 1% Middle Eastern, and 1% Other*
 - * The remainder refused to answer ethnicity question

SUMMARY OF RESPONSES

Quality of Life: The majority of respondents (93%) indicated that they knew their neighbors somewhat or very well and 95% thought they could get help from a neighbor if a problem arose. Citizens also rated their neighborhood on several characteristics using a scale from 1 (not at all like my neighborhood) to 10 (a lot like my neighborhood) (see Figure 1).

Satisfaction with TPD: Eighty-four percent of citizens reported having had contact with a TPD officer and the reason most citizens gave for the contact was that the citizen had been the victim of a crime. An average of 71% of citizens rated the officer(s) they had contact with an "A" for professionalism, responsiveness, helpfulness, and respect (see Figure 2 for quality of service ratings by beat). Moreover, 53% of respondents said that the amount of police patrol in their neighborhood meets or exceeds their expectations (see Figure 3 for reactions to patrol cars).

Victimization and Fear of Crime: Fifty-one percent of citizens reported ever being a victim of a crime in Tempe. The majority of citizens reported a low or very low likelihood of becoming the victim of a crime while walking alone in their neighborhood at night (see Figure 4 for neighborhood concerns). Similarly, 58% of citizens indicated there was a low or very low likelihood of their home/property becoming damaged or burglarized. Additionally, the majority of citizens reported a low or very low fear of becoming a victim of a crime in Tempe (see Figure 5 for fear of being a victim by beat).

Figure 1. Average Ratings of Neighborhood Characteristics



Figure 2. Ratings of Quality of Service Provided by the Police Department as High or Very High: South Tempe

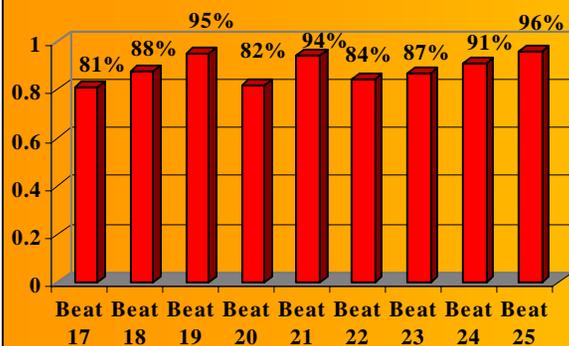


Figure 3. Reactions to Seeing a Patrol Car in the Neighborhood

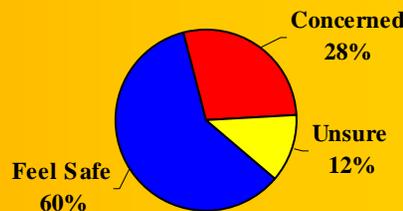


Figure 4. The Most Important Issue Concerning the Neighborhood

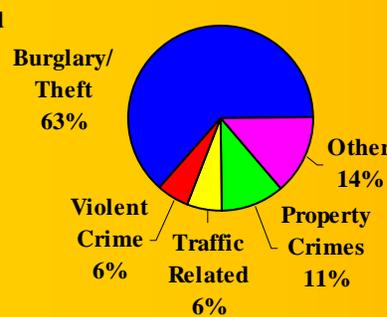


Figure 5. Ratings of Fear of Being a Victim of Crime in Tempe as Low or Very Low: South Tempe

