

Casselberry Community Survey



2012

The background features a large, semi-transparent watermark of the Casselberry Police Department badge. The badge is circular with a gold border and contains the text 'CASSELBERRY POLICE' at the top and 'DEPARTMENT' at the bottom. In the center, there is a shield with a scale of justice and a sword, flanked by two stars. The text 'CASSELBERRY POLICE' is also visible in the center of the badge.

*The mission of the Casselberry Police Department
is to work in partnership with
the Community
to protect life and property, solve neighborhood
problems,
and enhance the quality of life in our City.*



**Report to the Casselberry Police
Department:
Results of the 2012 Casselberry
Community Survey**

**A collaboration between the Casselberry Police
Department and the University of Central Florida's
Department of Criminal Justice**

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Message from the Chief



In August of 2012, the Casselberry Police Department partnered with the University of Central Florida in conducting the Department's first ever community-wide resident survey. The development of the survey actually began in 2011 and over the course of several face-to-face meetings, numerous phone calls and emails, a high quality community survey was developed. The survey provided an essential community needs assessment which will assist the Department in developing a strategic plan, establishing performance measures, policy development, training and budgetary needs, and improving services.

As the Chief of Police, I am proud of the men and women of the Casselberry Police Department and the professionalism and high quality police services we provide to the community. However, the only way to truly measure the community's perception of the police department, the services we provide, and residents' overall quality of life concerns was through a formalized community survey. If the police department is to be successful and regarded as a premiere law enforcement agency, we must involve and solicit the input of the community in identifying what needs are not being met, determining appropriate solutions and applying a sufficient response.

The Casselberry Police Department is dedicated to providing the most professional service possible to the residents of our City. The survey was a means to gauge our effectiveness for what is being done right and an instrument to show what improvements need to be made. I welcome the results and look forward to working with the community to make our department better.

William F. McNeil
Chief of Police

Executive Summary

In 2012, the Casselberry Police Department, under the leadership of Chief William McNeil, collaborated with the University of Central Florida's Department of Criminal Justice to undertake a survey of Casselberry community residents. The goal of the survey was to assess residents' views about and experiences with Casselberry police in order to provide a broad-picture understanding of how satisfied the community is with their police force, and what the Casselberry Police Department can do to ensure that it is responsive to the needs and wishes of the community.

This report summarizes the main findings from the Casselberry Community Survey. The pages that follow contain several analyses, ranging from simple descriptives to more complex regression models, that offer a detailed and nuanced look into Casselberry residents' points of view. The key findings from this report are:

- Casselberry residents are, overall, supportive of and satisfied with the Casselberry Police Department. They rate the police highly on a number of dimensions, including both personal experiences with and general attitudes toward officers.
- The residents of Casselberry view their city as a low-crime, low-disorder, safe place to live. On average, they have good relationships with their neighbors and would take action if they noticed a problem occurring in their neighborhoods.
- White residents, those with higher incomes, and those who have lived in the city the longest were the most likely to have experienced face-to-face contact with Casselberry officers.
- Having called the police to report a crime or neighborhood problem was the most common reason for contact, followed by traffic stops as the second most common contact type.
- Some apparent racial differences surfaced in the analyses. These differences parallel those reported in past research on police–minority relations. Due to small sample sizes, though, solid conclusions cannot be drawn at this time. It is recommended that more information be collected about police–minority contacts and relationships in Casselberry.
- Casselberry residents place a premium on the quality of treatment they receive from officers during face-to-face encounters. Officers' respectfulness, fairness, and lack of bias were the strongest predictors of survey respondents' level of satisfaction with personal encounters. Each police–citizen interaction is an opportunity for Casselberry officers to ensure that the local community is satisfied with the services it receives from its police department.

In the pages that follow, these key findings are elaborated upon. Descriptive tables and statistical analyses appear in the text, methodological notes can be found at the end of the report, and the survey instrument is located in the back of the document. Throughout the report, policy implications are noted, as are areas where further research might be beneficial. Overall, this survey establishes a meaningful baseline for comparison against future surveys of this type.

Background: Reason for the Survey

Throughout most of the 20th century, police officers and departments were evaluated primarily on the basis of outputs such as arrest counts, citation counts, and crime clearance rates. An officer's job was to patrol his assigned beat randomly in an effort to deter offenders, and to remain in his car unless summoned to the scene of a crime, in which case the mandate stipulated that he respond quickly, gather facts and, hopefully, arrest the perpetrator. The crime victim's feelings, the officer's interpersonal skills, the extent to which environmental features of the neighborhood itself may have made the crime possible, and the overarching level of respect the community felt for its police were not matters pertinent to day-to-day operations.

The past three decades have seen a broadening of the role of police in society. Beginning in the late 1970s and early 1980s, police scholars and commentators put forth proposals for new policing models, different ways of thinking about the relationship between police and their communities, and an expansion of the types of neighborhood problems that are considered to be within the purview of departments' responsibilities. Advocates for broken windows policing, for instance, argued that disorderly persons and conditions invited offenders to ply their trade with minimal fear of police interference; these commentators pushed police to widen their focus to include nuisances like loitering youth, aggressive panhandlers, and gang graffiti. Backers of community policing, likewise, contended that police can reduce crime by connecting with the local citizenry on a personal level and targeting the problems that give rise to fear and diminished quality of life. Recently, the procedural justice model has been added to the ever-expanding toolkit of options for police reform. This framework rests on the observation that police are most effective when the community trusts them to enforce the law equitably and respectfully, as it is only when citizens believe in the moral authority and good intentions of the police that they cooperate with officers and obey the law.

Modern policing reflects both the old and the new mandates for police. With regard to the old, communities still expect police to enforce the law and respond to emergencies. In reference to the new, police leaders recognize the need to manage disorder, forge ties with community stakeholders, and help create safe, secure environments in which communities can

thrive. There is also increasing recognition of the importance of fairness in policing, with emphasis on gaining legitimacy through fair, respectful treatment on a person-to-person basis.

It is within this modern environment that Chief William McNeil of the Casselberry Police Department (CPD) decided to conduct a survey of Casselberry residents as a means of soliciting feedback on the CPD and on the quality of life in Casselberry. It is a truism of modern policing that a department's efforts must be tailored to the unique factors present within the community it serves. Chief McNeil saw a community survey as a way of obtaining information that could help him organize his department in the best way possible to meet local needs. The chief and the CPD's Police Support Services Manager, Karen Gilbert, approached the University of Central Florida's (UCF) Department of Criminal Justice and enlisted the assistance of Dr. Jacinta Gau, a policing researcher.

Survey Development Process and Sampling Method

Dr. Gau drew from the established body of scholarly knowledge about police–community relations to construct an initial survey questionnaire. Chief McNeil, Ms. Gilbert, and Dr. Gau then utilized an iterative process of adding and deleting items until a final version was agreed on. The ultimate product was an 8-page questionnaire with several item sets tapping multiple domains, including but not limited to residents' opinions about the CPD, assessments of the amount of disorder in their neighborhoods, perceptions of their social environments, and willingness to engage with the CPD in co-produced public safety efforts. Dr. Gau then obtained approval for the project from UCF's Institutional Review Board, as is required by federal law for any research involving human participants.

A random sample of 1,500 addresses, stratified by the populations and crime rates of the five zones into which the city is divided, was pulled from the CPD's dispatch database. Questionnaires and stamped, self-addressed envelopes were mailed to the selected addresses. Respondents were guaranteed anonymity and confidentiality. Anonymity means that respondents' names are unknown and no survey is traceable to the person who filled it out; confidentiality means that the raw data generated from the returned surveys is kept secure and is only accessible to Dr. Gau and authorized research assistants.

The mailing envelopes also contained post-card inserts inviting participants to enter a drawing for lunch with Chief McNeil; this invitation functioned as an incentive to encourage participation in the survey. Completed post cards were sent to the police department, and completed questionnaires were sent to UCF. Research assistants entered the data from these completed surveys into a statistical analysis software program. Reminder cards were mailed to all addresses approximately one week after the initial mailing. After approximately five weeks, a second wave of 1,084 questionnaires was sent to non-responding addresses. This second mailing was a subsample of non-respondents and was drawn based on response rates across the five zones so that those zones with lower response rates received more surveys on the second wave. In total, 268 completed questionnaires were received, representing an 18 percent response rate. This rate is lower than ideal, but it is well known that response rates for both mail and telephone surveys have been declining.

In a survey of a sample drawn from a larger population, the sample should reflect the aggregate race, gender, age, and socioeconomic composition of the community from which that sample is drawn. The level of match or mismatch between the sample and the population determines the extent to which findings from the sample can be generalized to the population. According to the 2010 U.S. Census, Casselberry contains 26,241 residents. Table 1 displays selected sociodemographic characteristics of the sample and of Casselberry, as per the census.

Table 1. Sample and Population Demographics

	Sample	Casselberry
Median Age	58.0	37.8
Gender		
Percent Female	63.4	51.6
Percent Male	36.6	48.4
Race		
Percent White, non-Hispanic	79.7	64.9
Percent Black	4.5	8.0
Percent Hispanic or Latino	10.2	22.6
Other Races	5.6	4.5
Socioeconomics		
Percent Living in Same House > 1yr.	93.6	85.8
Percent with a High School Diploma or Higher	95.1	87.0
Percent with a Bachelor's or Higher	36.0	22.6
Percent Homeowners	75.3	66.4
Median Household Income	32,500	43,864

As can be seen, the sample differs from the Casselberry population in some ways. In general, the sample is older, whiter, and more educated than the population, and contains an overrepresentation of women. This is not atypical for a mail survey of this nature; it has been noted in past research that older persons and those with relatively stable residency histories are more likely than younger, more mobile persons to respond to surveys. These differences are not radical or fatal to the survey; they simply suggest that the statistics presented in the report should be interpreted with a measure of caution. Additionally, and as will be explained in more detail later, the small number of racial minorities in the sample precludes firm generalizations from the sample to the population.

Results

Part 1. Public Opinion of and Experiences with Casselberry Police

Section 1: General Information

The first goal of the Casselberry Community Survey was to obtain general information about community residents' perceptions about current Casselberry Police Department activities and their preferences for future priorities. Over the past year, the CPD has attempted to increase the visibility of its officers in three ways: by creating a bicycle patrol program; by enhancing traffic enforcement; and by encouraging self-initiated, proactive activities among patrol officers. These three efforts are intended to give CPD officers a greater presence in the community as a means both of preventing crime and of demonstrating to citizens that the department is actively engaged in community life. The survey, therefore, contained questions intended to assess whether Casselberry residents have noticed changes in these three areas of operation during the past 6 months. Figure 1, below, shows the results.

Figure 1. Perceived Changes in past 6mos.

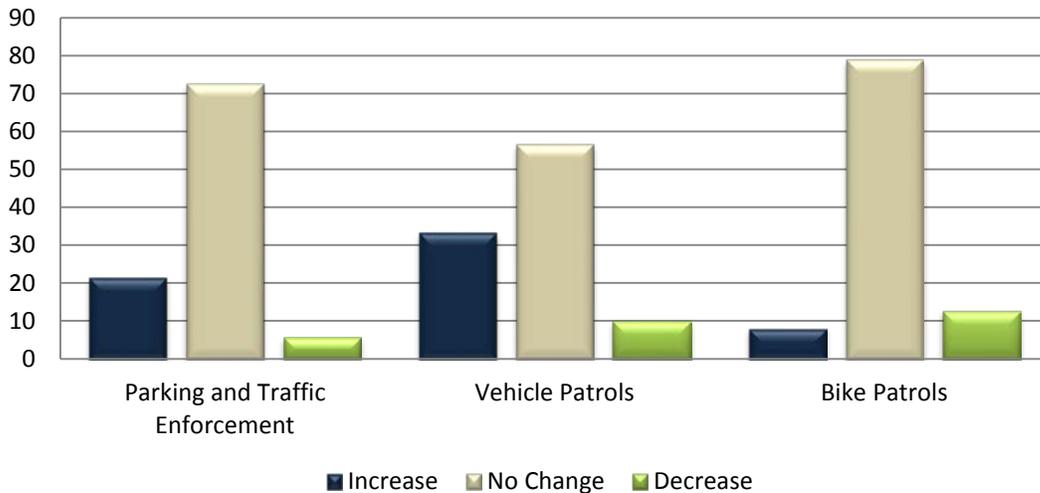
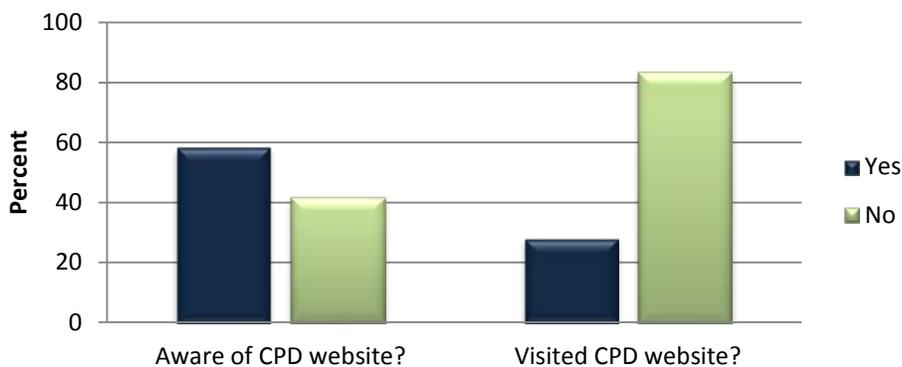


Figure 1 suggests that most Casselberry residents have not perceived a difference in traffic enforcement or patrols of either type during the past 6 months, and a small percentage even detected declines. Bike patrols, in particular, appear to have not captured the public's attention. On the other hand, more than 30 percent of respondents did believe that vehicle patrols had increased, and over 20 percent saw a rise in parking and traffic enforcement, so there is some recognition of the efforts the CPD is making. Perhaps a public information

campaign could enhance people’s awareness of the ways in which the CPD is attempting to exert a stronger presence in the community.

Another way that the CPD has sought to be responsive to the community is by maintaining a website that is informative and easy to use. The survey asked respondents whether they were aware of the CPD’s website and whether they had visited it. Figure 1 contains the results. Nearly 60 percent of respondents did know that the department maintains a website, but only 28 percent of those who were aware of the site had actually visited it.

Figure 2. The CPD Website



Finally, the Casselberry Police Department wanted to know what types of programs residents would most want to see the police focus on. Survey respondents were presented with a list of programs and strategies and were asked to rank their top three choices in terms of priority. The list included: high visibility of police officers; crime prevention programs; traffic enforcement; specialized services for the elderly; and community-based programs. Figures 2, 3, and 4 show the results for each rank.

In Figure 3, the number-one rankings are presented. By far, respondents expressed that high visibility of officers should be a top priority; this item received 54 percent of the number-one rankings (an alternative way to say this is that 45 percent of respondents ranked visibility as being top priority). Traffic enforcement received 17 percent of the number-one rankings (or 14 percent of respondents’ votes), indicating that this is a high priority to many persons in the community. Finally, 14 percent of number-one rankings went to crime prevention programs (12 percent of respondents thought this was the most important police activity).

Figure 3. Ranked as Number One

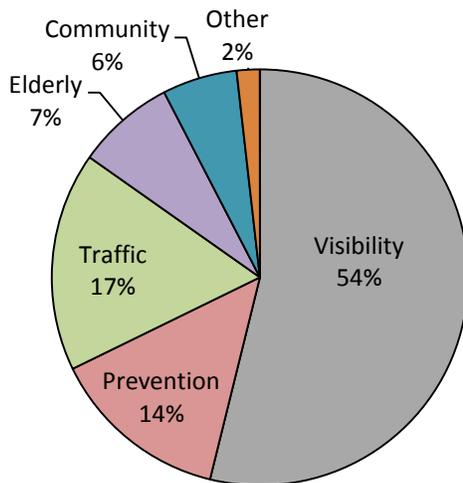


Figure 4. Ranked as Number Two

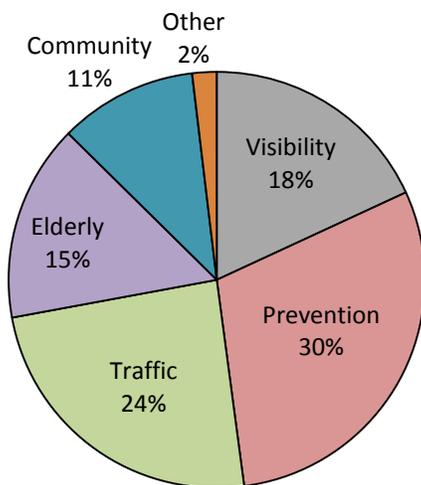
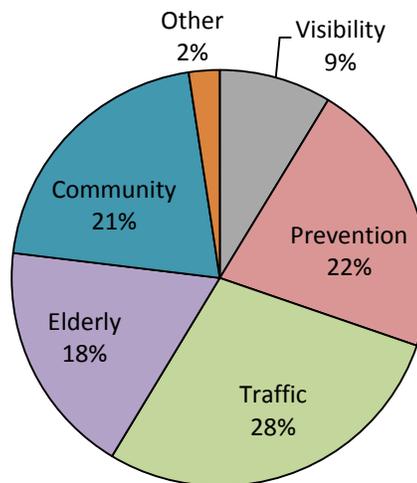


Figure 5. Ranked as Number Three



The results in Figure 3 comport well with the CPD’s current efforts. As described in the previous section, the CPD has been focusing on increasing officer visibility—through enhanced vehicle and bicycle patrols—and on traffic enforcement. Although the results in Figure 1, above, reveal widespread lack of awareness of the efforts that are underway, Figure 3 demonstrates that Casselberry police are doing what the community wants them to do. This underscores the need for the CPD to find ways to advertise their efforts; community residents might be pleased

to find out that the CPD's priorities are so closely related to their own thoughts about what police should focus on.

Figure 4 displays the distribution of activities that respondents ranked as being second-most important. The number-two rankings were more diverse than were the number-ones; crime prevention programs and traffic enforcement received 30 percent and 24 percent of votes, respectively. Just under one-fifth of rankings went to high visibility of officers, 15 percent went to special services for the elderly, and 11 percent were for community-based programs. The rankings for number-three priorities largely mirrored those for the second position.

A take-away point from Figures 3, 4, and 5 is that Casselberry residents, in general, express a preference for the types of strategies and services embodied within the standard model of policing; that is, they think that the police are most effective when they are highly visible and when they engage in traditional behaviors like traffic enforcement. Still, they seem to also see value in more modern concepts of policing, such as crime-prevention endeavors, community-based efforts, and programs providing specialized services to elderly persons.

Section 2: Procedural Justice and Police Legitimacy in Casselberry

Public opinion about police represents, in many respects, something of a conundrum. Most people have very few contacts with police officers throughout their lives, and most of the contacts that do take place (such as traffic stops) are typically brief and perfunctory. Despite this low prevalence of face-to-face contact, however, most people have some opinion—either positive or negative—about police. Research has shown that a large portion of the public receives information about police from family, friends, and the media; this vicariously received information can be the sole basis of attitude formation among those who have had little or no direct contact with police, or can supplement the effects of direct experience.

The Casselberry Community Survey contained a battery of items querying respondents about their opinions of Casselberry police officers. During the survey development process, the selection of the items for this section was guided by the research into the procedural justice model of police legitimacy. Procedural justice refers to the quality of treatment officers bestow upon citizens during face-to-face encounters, while legitimacy captures the extent to which

people feel that the police can be trusted and that it is the moral obligation of the citizenry to obey the police. Two other, related concepts are distributive justice and instrumental effectiveness. Distributive justice is a measure of the community’s sense that officers grant the same quality and quantity of services to citizens of all demographic backgrounds and socioeconomic characteristics. Instrumental effectiveness is an assessment of how well the police maintain law and order. Instrumental effectiveness complements procedural justice; together, they capture how well the police carry out their crime-control mandate while at the same time remain fair, respectful, and judicious in the exercise of their authority.

For purposes of the analysis, the individual survey items tapping into each of the above-mentioned concepts were summed to form scales.¹ Higher values on these scales are indicative of more positive attitudes toward police. Table 2 lists each scale’s range and mean.

Table 2. Attitudes toward Police

	Range	Mean
Procedural Justice	5 – 20	16.61
Police Legitimacy		
Trust	4 – 16	13.89
Obligation to Obey	5 – 12	9.88
Distributive Justice	2 – 8	6.64
Instrumental Effectiveness	2 – 8	6.85

Table 2 reveals that, overall, Casselberry residents think highly of their police. The procedural justice scale’s mean (16.61) was well above its midpoint (12.5) and even approached the maximum value of the scale. Respondents rated Casselberry police quite positively in terms of officers’ fairness, respectfulness, and impartial decision making. It seems that the community is pleased with the way officers treat people during face-to-face interactions.

The community also rated the Casselberry police highly on the two dimensions of legitimacy. Respondents expressed high levels of trust in officers, thinking them to be honest, to do their jobs well, and to protect people’s rights. They also endorsed a general obligation to obey Casselberry officers, believing that it is appropriate to accept officers’ decisions and comply with their commands, and that it would be difficult for anyone to justify disobedience. Trust and perceived obligation to obey are important components of police–community relations; trust in the benevolence and good intentions of officers’ motives moves people to

feel that officers possess legitimate authority and are worthy of compliance. The Casselberry Police Department seems to be successfully fostering these attitudes among community members.

Police also received positive ratings on distributive justice and instrumental effectiveness. The former finding suggests that the community believes that Casselberry officers provide equitable services to people of all races, ethnicities, and incomes. The high mean for instrumental effectiveness indicates that people think the police do a good job maintaining order and keeping the community safe from crime. This finding rounds out this set of results by showing that, overall, Casselberry residents appear to see Casselberry police as being both fair and effective; officers seem to be carrying out their jobs efficaciously while still being respectful toward people and mindful of their rights.

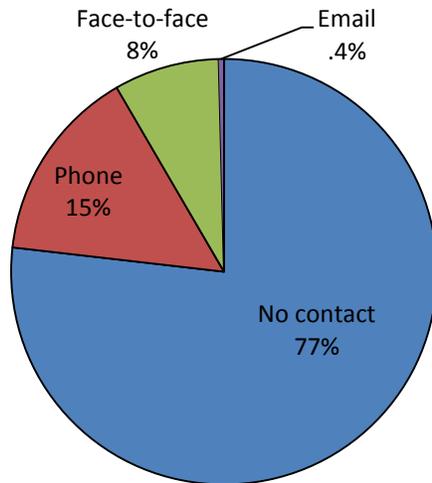
Section 3: Contacts with Casselberry Police Department Civilian Employees and Sworn Officers

A primary goal of this survey was to solicit feedback from residents who have had personal contacts with CPD employees. The questionnaire asked respondents whether they have had contact with non-sworn employees and, if so, whether they were satisfied with their experience. They were then asked whether they have had contact with sworn officers. Those who had experienced contact were asked several questions about the nature and quality of the encounter. Figures 6 and 7 show the prevalence of and levels of satisfaction with interactions involving non-sworn employees.

More than three-quarters of respondents wrote that they had not had any contacts with non-sworn CPD employees within the past year. Fifteen percent reported having phone contact, 8 percent said they had spoken with someone face-to-face, and only .4 percent had had only an email exchange. A small number (3.3 percent) reported having had more than one type of contact.

Among those who had interacted with a non-sworn employee, more than two-thirds reported being very satisfied with their encounter. Another quarter was satisfied. Just 8 percent

Figure 6. Contacts with Non-Sworn Personnel



rated their experience as somewhat dissatisfactory, and nobody rated the service as very dissatisfactory. It appears that contact between the public and non-sworn CPD employees is relatively rare, but that these non-sworn employees are providing good services to those residents who do call upon them.

Next, respondents were asked whether or not they had ever experienced a face-to-face contact with a sworn officer from the CPD. Emphasis was placed on face-to-face contacts as a means of helping to ensure that

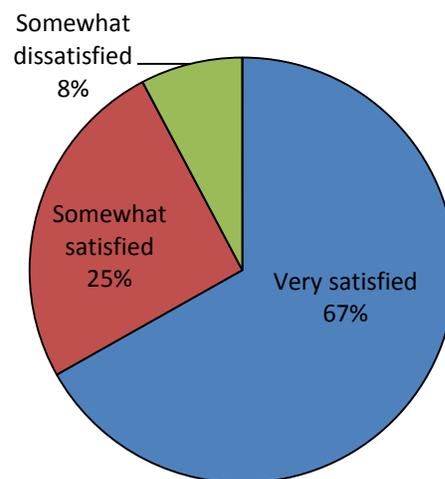
respondents would have an adequate basis upon which to form conclusions and opinions.

The results showed that 63 percent had had face-to-face contact with a Casselberry officer at some point. This percentage is high, one likely reason being that the question asked about lifetime prevalence of contacts. When

asked how long ago that contact

occurred, 34 percent said it had been within the past 6 months, 25 percent said that it had been between 6 months and 1 year ago, and 40 percent said that it had occurred more than 1 year

Figure 7. Satisfaction with Contacts



ago. In all, 37 percent of respondents had experienced a face-to-face contact with Casselberry officers within the past year.

For purposes of comparison and to give context to the following set of results regarding citizens’ face-to-face contacts with officers, the data from the Casselberry survey are compared to the 2008 Police–Public Contact Survey (PPCS). The PPCS is conducted by the Department of Justice’s Bureau of Justice Statistics. The sample is large and nationally representative, thus providing for a good comparison to the present results. There is a caveat, though: the PPCS queries respondents about their recent contacts with officers from *any* agency and restricts questions to contacts that took place within the previous 12 months, while the present survey narrowed the focus solely to contacts with Casselberry officers but allowed respondents to report on their most recent contact even if that contact occurred more than one year prior. This means that the two data sets are not directly comparable, but, nevertheless, the PPCS provides a rough benchmark against which to compare the Casselberry results. Table 3 displays basic descriptors of respondents’ interactions with officers.

Table 3. Police–Public Contacts

	Percentage	
	Casselberry	PPCS
Had Contact	63.7	16.9
If had Contact, Timing		
6mos.	34.3	all w/in past year
6mos. – 1yr.	25.3	
More than 1yr.	40.4	
Reason for Contact		
Traffic Stop	17.2	44.1
Reported Crime or Problem	35.0	20.9
Motor Vehicle Accident or Disabled Vehicle	8.0	12.2
Pedestrian Stop	.6	--
Suspect in an Investigation	1.8	2.5
Home or Business Alarm	1.2	--
Requested Information or Assistance	11.7	6.3
Investigation, not a Suspect	7.4	5.6
Officer-Initiated Friendly Contact	7.4	--
Attended Public Meeting hosted by CPD	2.5	--
Other	7.4	5.5
Arrested	.6	2.9
Force used or threatened	6.9	1.4
Among Stopped Drivers		
Ticketed for Traffic Violation	50.0	57.3
Legitimate Stop	82.1	84.5

Nearly two-thirds of Casselberry respondents said that they have had contact with CPD officers at some point in their lives. Most contacts (roughly 60 percent) were within the past year. If contact prevalence and timing is analyzed in a manner comparable to the PPCS, 36 percent of all respondents have had contact with CPD officers within the past year. This is higher than the rate reported among PPCS respondents, but may reflect a bias in that people who have had contact were more likely than those who had not to fill out and return surveys.

The most common contact type among Casselberry respondents was to have reported a crime or neighborhood problem, and the second most common was to have been involved in a traffic stop. This is the reverse of the national data, but that is likely a function of the fact that the PPCS asks about all police contacts, while the Casselberry survey was restricted to contacts with officers from that agency. In Casselberry, the third most common contact reason was requesting information or assistance. The remaining reasons were varied.

The Casselberry results regarding the most common reasons for officer–citizen contact have implications for effective, efficient public image management. First, they suggest that an efficient way for the Casselberry Police Department to maintain a positive reputation within the community is to emphasize the provision of high-quality service for citizens reporting crimes or problems. This is the modal contact reason, so it is one of the best channels through which the CPD can craft an image as a responsive and attentive agency.

Traffic stops, as the second most common contact type, are also an important source of the public’s information about the way that CPD officers treat members of the community. Good public relations depend in no small part upon officers being fair and polite, and explaining their decisions to motorists regarding reasons why they were stopped and, if applicable, why they received tickets. Officers appear to already be highly effective at this task; the results in Table 3 show that 82 percent of stopped drivers thought the officer had a legitimate reason for making the stop. When the sample is broken down by whether or not a traffic citation was issued (not shown in the table), 86 percent of those drivers not ticketed thought the stop had a legitimate basis, and 79 percent of those receiving tickets also thought so. It appears from this that the general community appears reasonably satisfied with the way that CPD officers enforce traffic laws.

Very small percentages of respondents reported having been arrested (less than 1 percent) or having had force used or threatened against them (roughly 7 percent). The higher use or threat of force in the Casselberry sample relative to the national estimate is a product of the two surveys' different timeframes; no incidents of force took place within 6 months prior to the survey, and a sizable portion occurred more than one year ago. If the numbers are calculated to reflect only those contacts that took place within the year prior to the survey, the rate drops to 3 percent.

To further the Casselberry Police Department's goal of obtaining feedback about the quality of services provided by officers and the nature of the interactions that take place between officers and citizens, the survey asked respondents to rate their face-to-face contacts on a variety of dimensions. Respondents were presented with several statements and were asked whether they agreed or disagreed with them. Table 4 shows the results.

Table 4. Quality of Contact

	Percentage			
	Strongly Agree	Agree Somewhat	Disagree Somewhat	Strongly Disagree
The officer treated me with respect	69.0	19.6	7.0	4.4
The officer treated me fairly	74.3	10.5	7.9	7.2
The officer made decisions based on facts, not on his/her opinions	63.1	23.5	8.1	5.4
The officer explained her/his actions and decisions to me	62.2	24.3	8.1	5.4
The officer took time to listen to what I had to say	62.7	21.5	10.8	5.1
The officer treated me poorly because of my race, age, gender, or other personal characteristic	6.5	4.6	7.8	81.0
The officer was courteous	66.7	23.3	5.0	5.0
The officer was helpful	58.9	24.1	9.5	7.6
The officer was knowledgeable	60.4	28.6	7.8	3.2
I was satisfied with the amount of time it took the officer to resolve the incident	61.8	23.0	7.9	7.2

Table 4 reveals that a large majority of respondents who have had face-to-face contact with CPD officers rate those interactions positively. In each category, a minimum of 80 percent of respondents agreed that officers were respectful, fair, and courteous; took time to listen; based their decisions on facts rather than whim; did not discriminate on the basis of race or other personal characteristics; and resolved the matter in a reasonable amount of time. It seems that, in general, Casselberry residents are content with the quality of interpersonal

interactions with officers. A final question in this portion of the survey asked respondents to rate their overall satisfaction with their encounters, and 79 percent were either satisfied or very satisfied with their experiences.

Despite the high ratings overall, though, not-insignificant portions of respondents reported being dissatisfied with the services they received. Between 10 percent and 17 percent expressed disagreement with statements pertaining to officers' courtesy, fairness, decision-making neutrality, knowledge, and lack of bias; likewise, 21 percent said they were dissatisfied with their overall experiences. While there is no way to identify the exact reasons for this dissatisfaction, some insight can be gleaned by breaking the sample down by race to find out if there are systematic differences across persons of different racial backgrounds. The following section compares across race in terms of general attitudes toward Casselberry police and experiences with individual officers.

Section 4: Cross-Race Comparisons in Attitudes about and Contacts with Casselberry Police

One of the most consistent findings in scholarly research on police–community relations is that racial minorities, as a group, rate police more negatively than do whites. While whites, blacks, and Latinos all tend to be supportive of police, that support is usually found to be noticeably lower among the latter two groups. The reasons for these differences vary, but largely revolve around racial profiling, disrespectful treatment of minorities based on their social and/or economic status, and the aggressive policing styles used in some poor, inner-city areas disproportionately populated by minorities. To determine whether race appears to be a factor in Casselberry residents' attitudes toward and experiences with CPD officers, the survey respondents were disaggregated by race to test for differences on key attitudinal and experiential dimensions. The analyses are limited to whites, blacks, and Hispanics due to the very small number of persons of other races.

The first set of analyses focused on the procedural justice and legitimacy scales (discussed in Section 2, above). The results are displayed in Table 5.

Table 5. Racial Comparisons in Attitudes toward Police

	Mean			
	All	White	Black	Hispanic
Procedural Justice	16.61	16.61	14.80	16.31
Police Legitimacy				
Trust	13.89	13.96	13.40	13.43
Obligation to Obey	9.88	9.99	8.86	9.83
Distributive Justice	6.64	6.77	5.63	6.07
Instrumental Effectiveness	6.85	6.86	6.50	7.04

There were some racial differences. Consistent with prior research findings, white respondents expressed the most positive views about police, black respondents expressed the least positive, and Hispanic respondents fell in between. None of the differences achieved statistical significance; however, the small number of minorities in the sample, coupled with some missing data on the attitudinal measures, made the black and Hispanic sample sizes too low for tests of significance to be fully trusted. It is therefore more important to focus on the absolute magnitudes of the differences between the group means.

Some apparent racial differences did emerge. Blacks rated police noticeably lower on procedural justice, perceived obligation to obey, and distributive justice relative to both of the other groups. This suggests that black residents of Casselberry may be more critical of Casselberry police relative to their fellow residents belonging to different racial groups. Focus groups, meetings with community stakeholders, and other means of soliciting information could help suggest ways that the CPD can address and alleviate the specific concerns expressed by this group.

Racially disparate rates and patterns of face-to-face interactions are potential sources of racial differentiation in attitudes toward police. To find out whether black, white, and Hispanic residents of Casselberry have systematically different experiences with CPD officers, the questions pertaining to personal experiences were analyzed separately for respondents of each race. Table 6 contains the results.

Table 6. Experiences with CPD Officers, by Race

	Percentage			
	All	White	Black	Hispanic
Any Contact	64.8	69.2	41.7	40.7
Timing of Contact				
6mos.	33.5	30.3	40.0	72.7
6mos. – 1yr.	25.9	27.5	20.0	9.1
More than 1yr.	40.5	42.3	40.0	18.2
Reason for Contact				
Traffic Stop	16.1	15.7	50.0	9.1
Reported Crime or Problem	33.5	35.7	0.0	18.2
Motor Vehicle Accident	7.7	7.9	0.0	9.1
Requested Information or Assistance	12.3	10.0	50.0	27.3
Investigation, not a Suspect	7.7	7.9	0.0	9.1
Officer-Initiated Friendly Contact	7.7	8.6	0.0	0.0
Other	15.0	14.2	0.0	27.3
Arrested	.6	.7	0.0	0.0
Force used or threatened	7.4	7.3	0.0	12.5
Among Stopped Drivers				
Ticketed for Traffic Violation	48.0	45.5	100.0	0.0
Ticket Fair	50.0	60.0	50.0	n/a
Legitimate Stop	80.0	86.4	50.0	0.0

Before discussing the results from Table 6, it should be stressed that the sample sizes among black and Hispanic respondents were very low; therefore, it is not possible to determine how well these results reflect the general experiences of black and Hispanic Casselberry residents. Caution is warranted in interpreting the survey results and in generalizing them to the population.

With that caveat in mind, Table 6 reveals some apparent differences across race in the quantity and timing of face-to-face contacts. Interestingly, white respondents were more likely than their non-white counterparts to report having ever had contact with Casselberry officers. While this finding may seem counterintuitive, further analysis showed that white respondents had, on average, lived in the city of Casselberry longer (16.4 years) than either black (9.6 years) or Hispanic (12.0 years) respondents had. These residency tenure differences may account for whites’ disproportionately high lifetime rate of contact. Another noteworthy finding from Table 6 is Hispanics’ relatively high rate of recent contact; a full 73 percent reported that their most recent contact with CPD officers had occurred within the past 6 months, as compared to 30

percent of whites and 40 percent of blacks. This finding was not due to Hispanics having more frequent contacts with police; to the contrary, Hispanics had fewer lifetime contacts with officers (mean = 5.6) than did whites (mean = 9.6) or blacks (mean = 6.8). Overall, then, these survey results suggest that Hispanic Casselberry residents have relatively few personal contacts with police, but for those who have had contact, the experience was quite recent.

Reasons for face-to-face contact also varied by race, with black respondents standing out as being disproportionately likely to report that the reason for their most recent contact was a traffic stop (50 percent, compared to 16 percent and 9 percent of whites and Hispanics, respectively). Again, small sample sizes preclude firm generalizations to the population, but this discrepancy does hint at a potential reason why blacks rated Casselberry police lower, on average, than did their non-black counterparts (see Table 5, above): black residents may be more likely to experience face-to-face contact in the form of traffic stops. In addition to traffic stops being an unpleasant experience for drivers of any race, they carry special significance for black drivers because of the specter of racial profiling. Nationwide, traffic stops are at the heart of the racial profiling debate, and allegations that they are sometimes racially motivated have given rise to the “driving while black” controversy. Further evidence that traffic stops may be a source of friction between the CPD and black community members comes from the fact that blacks were more likely than whites to receive traffic tickets, were less likely to think that the tickets were fair, and were sharply less likely to believe that the officers who pulled them over had legitimate reasons for doing so. Given how small the sample is, it is recommended that the CPD gather more information about traffic stops before deciding what, if any, corrective actions are required. This information might be derived from official data (e.g., rates of stops by race, types of stops by race) and from post-stop surveys mailed to motorists’ homes asking for their feedback.

It is also perhaps noteworthy that white respondents were the only ones who reported that an officer had initiated friendly contact with them. The Casselberry Police Department has been encouraging officers to engage in these amiable exchanges with community members, and the present results suggest that whites seem to be noticing this effort. Blacks and Hispanics, however, might not be benefitting from it. Additional outreach efforts may be

needed to ensure that all Casselberry residents have opportunities for positive face-time with CPD officers.

Finally, Table 7 displays the results for the quality of contact variables, as parsed by race. As before, small sample sizes among black and Hispanic respondents require that the results for these groups be interpreted cautiously. The following discussion is thus tentative.

Table 7. Quality of Contact, by Race

	Percentage					
	White		Black		Hispanic	
	Agree	Disagree	Agree	Disagree	Agree	Disagree
The officer treated me with respect	91.3	8.7	75.0	25.0	60.0	40.0
The officer treated me fairly	87.8	12.2	50.0	50.0	40.0	60.0
The officer made decisions based on facts, not on his/her opinions	87.5	12.5	75.0	25.0	80.0	20.0
The officer explained her/his actions and decisions to me	89.0	11.0	75.0	25.0	80.0	20.0
The officer took time to listen to what I had to say	84.7	15.3	75.0	25.0	80.0	20.0
The officer treated me poorly because of my race, age, gender, or other personal characteristic	9.1	90.9	50.0	50.0	30.0	70.0
The officer was courteous	92.0	8.0	75.0	25.0	70.0	30.0
The officer was helpful	83.9	16.1	75.0	25.0	70.0	30.0
The officer was knowledgeable	91.0	9.0	75.0	25.0	80.0	20.0
I was satisfied with the amount of time it took the officer to resolve the incident	85.5	14.5	100.0	0.0	70.0	30.0

As can be seen in the table, most respondents of all races thought that officers were courteous, respectful, knowledgeable, and fair. Racial differences are apparent, but no racial group was overwhelmingly negative. This is consistent with prior research—minority groups tend to be less supportive of police than whites are, but still do tend to express positive opinions overall.

Nonetheless, and also consistent with previous community-based surveys, blacks and Hispanics expressed some dissatisfaction with the way that officers acted toward them. In particular, both groups were split on how fairly they felt police treated them; 50 percent of blacks and 60 percent of Hispanics thought officers treated them unfairly. Just 60 percent of Hispanics and 75 percent of blacks, as opposed to 91 percent of whites, reported that officers treated them respectfully. Half of black respondents also thought they had been treated poorly on the basis of their gender, race, age, or other personal characteristic. Thirty percent of

Hispanics felt this way, while just 9 percent of whites did. In all, 80 percent of white respondents, 75 of black respondents, and 70 percent of Hispanic respondents were satisfied with their encounters.

In sum, the race-specific analyses presented in this section suggest that although Casselberry police enjoy fairly robust levels of support from citizens of all racial groups, the city nonetheless experiences some of the same police–minority frictions present in many communities across the nation. Some of this tension might be alleviated through several channels, including: community-policing strategies such as local meetings where minority residents can express their concerns directly to police; problem-oriented policing involving the systematic identification of issues that threaten the quality of life in areas predominantly populated by minorities; and the monitoring of officers’ traffic stop behavior to identify any tendency for officers to treat minority motorists differently than white drivers or, even if no systematic differences emerge in official statistics, to discern any reasons why minority drivers might feel discriminated against.

Results

Part 2. Crime, Disorder, and Quality of Life in Casselberry

Section 1: Social and Physical Disorder

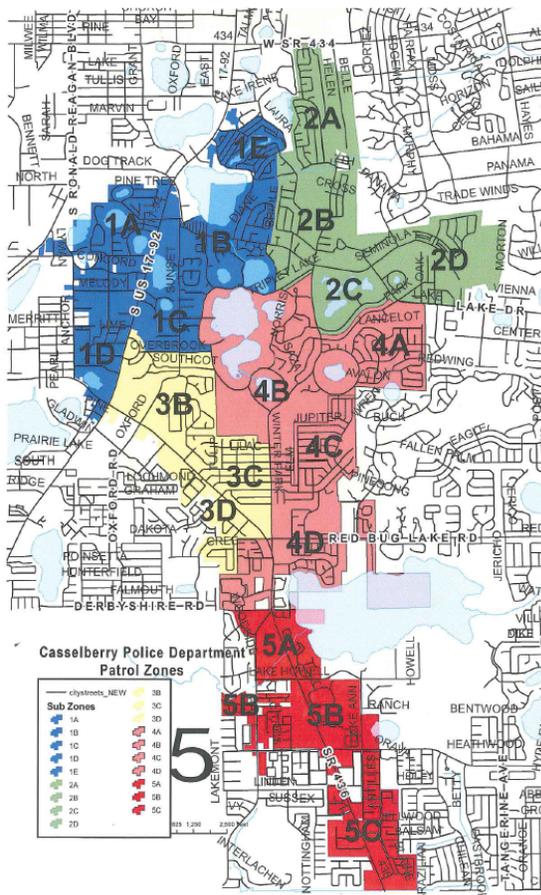
The survey asked respondents to assess the extent to which different types of social and physical disorder are problematic in their neighborhoods. The rationale for this area of questioning originates in the broken windows thesis, which posits that people’s fear of crime and perceptions of (un)safety arise not necessarily from crime itself but, rather, from disorderly behaviors and conditions. Disorder is significant because it is more common and more visible

than crime; therefore, disorder is a more meaningful barometer of neighborhood health.

Social disorder includes problematic behaviors such as youths being unruly, people loitering, and individuals displaying public intoxication. Physical disorder involves unpleasant conditions like graffiti, litter, and run-down homes or yards. The behaviors and conditions that constitute disorder can be crimes or ordinance or violations, but they can also be outside the reach of the law.

On the survey, the scale for each item was coded as 1 = *Not a problem*, 2 = *Somewhat of a problem*, 3 = *A problem*, and 4 = *A serious problem*. Average values closer to 1, then, suggest that a certain type of disorder is not too troublesome, while means closer to 4 are indicative of a neighborhood issue. To gain a sense of how the different areas of the city may differ in levels of

Figure 8. Casselberry’s Five Zones



disorder, the disorder means were broken down by zone. As Figure 8 shows, the city is divided into five zones. While these zones are larger than what is generally conceptualized as a “neighborhood,” between-zone comparisons offer reasonable approximations of the ways in which problems may vary across the different areas of the city. Table 8 offers the city-wide mean and that for each zone.

The results presented in Table 8 suggest that, overall, Casselberry residents report minimal problems with disorder in their neighborhoods of residence. The only means that exceeded 2 (the “somewhat of a problem” option) were for traffic problems and for people letting their homes or yards get run down, both in Zone 5. These results could be related to the high concentration of retail outlets in this zone; research has linked commercial land use with social and physical disarray in surrounding residential communities.

Table 8. Perceived Social and Physical Disorder

	Mean					
	City	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
Social Disorder						
People drinking or drunk in public	1.33*	1.13	1.56	1.49	1.07	1.31
Groups of teens or gangs hanging out harassing people	1.27	1.12	1.35	1.43	1.22	1.25
Drunk drivers	1.32 [†]	1.17	1.43	1.42	1.18	1.40
Homeless persons sleeping or loitering in public	1.31*	1.43	1.35	1.49	1.07	1.11
People making a lot of noise at night	1.52*	1.15	1.62	1.72	1.41	1.78
Vandalism	1.47	1.37	1.50	1.40	1.42	1.69
Parking violations	1.56	1.38	1.64	1.60	1.47	1.71
Traffic problems	1.92	1.68	1.93	1.98	1.98	2.19
Physical Disorder						
Garbage or litter	1.58	1.38	1.71	1.56	1.53	1.72
People letting their homes or yards get run down	1.84	1.72	1.85	1.91	1.77	2.03
Graffiti	1.21*	1.10	1.20	1.30	1.11	1.39

* p < .05 [†] p < .10

Analyses of variance (ANOVAs) were conducted to test for statistically significant differences in the zones’ means. Significant results are marked with asterisks. The ANOVAs revealed statistically significant differences on four items: people drinking or drunk in public; homeless persons sleeping or loitering in public; people making a lot of noise at night; and graffiti. The drunk drivers item was marginally significant, suggesting the possibility that this problem also varies across the zones in a meaningful way. No single zone stood out as having the consistently highest concentration of problems; it appears that each zone experiences specific problems that may or may not also be present in other zones. Again, though, these

differences are slight, and the main take-away from Table 8 is that residents find Casselberry to be a clean, orderly place to live.

Section 2: Crime and Fear of Crime

Crimes are not isolated events that impact only those unlucky few who become victims at some point in their lives; to the contrary, crime is a neighborhood- and community-level problem that negatively affects the families, friends, and neighbors of both victims and offenders. A high crime rate is a symbol that the informal (e.g., neighborhood networks) and formal (e.g., police) controls, which ordinarily sustain and regulate well-functioning neighborhoods, have broken down. Fear of crime arises not merely from the thought that one might fall victim to a criminal act but, also, from this sense of a loss of control. Widespread fear of crime can contribute to neighborhood decline if higher-income families move away, taking the tax base and local businesses with them, and leave the neighborhood impoverished and vulnerable. Fear, then, is a problem independent of crime itself, and one requiring a multifaceted effort on the part of police and other city services to prove to local residents that these controls are functional, effective, and responsive. To this end, the Casselberry Community Survey included items tapping into three crime-related domains: respondents' perceptions of the amount of crime in their neighborhoods; whether they have recently been the victim of a violent or property crime; and into how safe they feel living in Casselberry.

Table 9 displays the means for each of these items. The crime items were measured on the same 1 – 4 scale on which the disorder items were measured (see Section 1, above), where 1 = not a problem and 4 = a serious problem. The safety question was measured on a four-point scale asking respondents about their level of agreement with the statement “I feel safe living in the city of Casselberry,” where 1 = *Strongly disagree*, 2 = *disagree somewhat*, 3 = *Agree somewhat*, and 4 = *Strongly agree*. An ANOVA was conducted for each item to test for between-zone differences, and those means that did vary significantly are marked with asterisks.

Table 9. Perceived Crime and Safety

	Mean					
	City	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
Crime						
People buying, selling, or using illegal drugs	1.48*	1.23	1.71	1.48	1.33	1.56
People’s cars being broken into	1.37	1.33	1.33	1.44	1.28	1.57
Violent crimes, such as muggings or robberies	1.25 [†]	1.12	1.26	1.47	1.18	1.28
People’s homes being broken into	1.32	1.25	1.33	1.47	1.25	1.34
Domestic violence	1.28*	1.15	1.43	1.33	1.07	1.36
Perceived safety	3.26*	3.56	3.05	3.19	3.28	3.28

* p < .05 [†] p < .10

Overall, respondents reported that crime is minimal in Casselberry; most means were very close to 1, the “not a problem” response option. Only 7.2 percent of respondents (n = 19) had experienced a property crime in the past six months, and just 1.9 percent (n = 5) had been the victim of a violent offense. Perceived safety, likewise, was high, with all means greater than 3. It appears that Casselberry residents, on average, believe their city to be a safe, low-crime community, and that they have few personal experiences with victimization.

The ANOVAs testing for between-zone differences produced statistically significant results for two crime types and for safety. Respondents varied by zone in the extent to which they saw issues pertaining to illegal drugs and to domestic violence as being problematic. Violent crime achieved marginal statistical significance, as well. Perceived safety showed significant variance by zone. As with the ANOVA results presented for disorder in Section 1, above, the differences for crimes and safety are very small, and no zone stands out as consistently displaying the highest (or lowest) saturation of problems.

The conclusion from the crime and safety analyses is that Casselberry residents, in general, believe the city to be a low-crime, safe place to live. The means for crime were uniformly low, and the means for safety high, across all zones. No zone seems to experience atypically high levels of crime or safety problems, just as the preceding disorder analyses suggested that no zone stood out in terms of social or physical incivilities. It appears that the city of Casselberry offers a high standard of living in terms of the regulation of public behavior and prevention of problems.

Section 3: Neighborhood Social Cohesion and Informal Social Control

Criminological theory has a deeply entrenched tradition of viewing crime (and other social disorders) as an outgrowth of a breakdown in neighborhoods' and communities' capacity for self-regulation. Social disorganization theory, in particular, predicts that social cohesion (i.e., neighborhood ties and networks) and informal social control (i.e., neighborhood residents' willingness to intervene in local problems) can buffer a neighborhood against crime or, when these protective forces falter, make the community vulnerable to offenders. Social cohesion is conceptualized as the extent to which neighbors trust and rely upon one another, and whether they share the same values. Informal control revolves around residents' willingness to take action to correct problems that occur in the neighborhood. The key element of both concepts is that control over the public behavior of residents and visiting outsiders is exercised by the neighborhood itself with minimal reliance upon the police.

The Casselberry Community Survey contained one set of questions pertaining to social cohesion and two sets regarding informal social control. The informal control questions first asked respondents what they would do if they saw problems in their neighborhoods, and the second set asked them what their neighbors would do. Both of these elements of informal control are important, as social-psychological research has documented extensively that individual persons' behavior is influenced by their perceptions of what others would do in similar circumstances.

Social cohesion is analyzed first here. On the survey, social cohesion was measured by asking respondents how much they (dis)agreed (on a scale of 1 to 4) with statements such as whether their neighborhood is close-knit, whether they trust their neighbors, and whether people in their neighborhood share similar values. Because all of the items in the social cohesion set on the questionnaire tapped into different dimensions of social cohesion and correlated highly, they were summed to create a single index.¹ This index ranges from 5 to 20, with higher values reflective of greater cohesion. Table 10 displays mean levels of cohesion for the entire city and across each zone.

Table 10. Social Cohesion

	Mean					
	City	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
Social Cohesion Scale	14.58	16.09*	13.97	14.24	14.28	14.20

* p < .05

Table 10 reveals two things about social cohesion in Casselberry. First, it is moderate-to-high citywide. The scale ranges from 5 to 20, making 12.5 the midpoint; all of the means reported in Table 4 exceed this threshold, some of them by a substantial amount. Second, Zone 1's mean is statistically significantly greater than the other zones' means. These results suggest that the social fabric in Casselberry is strong, overall, and is particularly tight-knit among the residents of Zone 1.

Next, informal social control was analyzed. This concept was measured on the survey by asking respondents how (un)likely (on a scale of 1 = *very unlikely* to 4 = *very likely*) they are to engage in certain behaviors such as attending a block watch meeting, calling the police to report suspicious persons, telling rowdy groups of teens to go home, or attending a Citizen's Police Academy. Informal control is more nuanced than social cohesion is, so the items in the control section did not all combine to form a single scale; rather, control had multiple dimensions.

Three dimensions emerged with respect to what respondents reported they were likely to do. These dimensions were grouped and labeled as: control through neighborhood monitoring (5 items, range = 5 – 20); control through police–community partnerships (3 items, range = 3 – 12); and control through personal intervention (2 items, range = 2 – 8).² The dimension of neighborhood monitoring tapped into respondents' reported likelihood of keeping an eye on their neighborhood, picking up litter, and calling the police to report suspicious persons or other problems. The police–community partnership scale measured how likely respondents were to attend a block watch meeting, attend a town hall meeting hosted by the Casselberry Police Department, or attend a Citizen's Police Academy. Control through personal intervention represented the probability that respondents would break up a fight happening in the neighborhood or tell a rowdy group of teens to quiet down or go home. Table 11 shows the aggregate and by-zone means for each scale.

Table 11. Informal Social Control—What Respondents would do

	Mean					
	City	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
Neighborhood Monitoring	16.34	16.39	16.49	16.46	16.02	16.17
Police–Community Partnerships	7.78	7.72	7.76	7.61	7.87	8.06
Personal Intervention	4.57	4.61	4.81	4.33	4.61	4.17

There were no significant differences across zones on any of the three scales. What was most informative about this comparison was how much variation there was across the different types of control. Respondents uniformly reported a high probability that they would do things like keep an eye on their neighborhoods and call the police to report problems. This seems like a type of control that most people are willing to engage in as a means of protecting their neighborhoods from nuisances and from serious problems.

There was less enthusiasm, though, for engaging in co-productive activities with police; respondents were lukewarm about attending block watch or town hall meetings or Citizen’s Police Academies. It could be that respondents are not familiar with these activities and do not know the purposes of them, or that they feel they are too busy and would not have time. Research has shown that community policing can enhance people’s opinions of police and reduce their fear of crime; therefore, it might be worthwhile to find out how the Casselberry Police Department can engage citizens in activities of co-production, such as through wider advertisement of upcoming community events, more frequent events that take place at varying times to accommodate residents’ differing work schedules, and so on.

Finally, of the three control types, personal intervention ranked lowest. Respondents seemed reluctant, overall, to personally involve themselves in the rowdy or aggressive behavior of others. This reluctance makes sense in light of the more serious nature of these types of intervention, and the potential risks of physical harm associated with them.

The second set of informal control questions contained the same actions as those listed in the first set, but rather than asking respondents how likely they were to engage in each activity, this second set asked them to rate their neighbors’ likelihood. This concept is important because social-psychological research has demonstrated that people act in ways that they believe are consistent with accepted norms of social behavior. In the case of informal

social control, a person who has a desire to intervene in a neighborhood problem may refrain from doing so if he or she believes that others who live in the neighborhood would disapprove of or discourage such intervention. At the aggregate level, this leads to what is called “pluralistic ignorance,” a state of neighborhood-level paralysis where the majority of individuals do subscribe to the same set of social norms, yet nobody takes corrective action in the face of a problem because they all interpret each other’s inaction as evidence of apathy.

This set of items was measured on a scale of 1 (very unlikely) to 5 (very likely), with the midpoint of 3 = *not sure*. An initial inspection of the results showed that large portions of respondents reported that they do not know how likely their neighbors are to perform the listed activities—between one-fifth and one-half of respondents selected “not sure” for each. The implications of this for Casselberry Police Department policy will be discussed shortly.

Two dimensions emerged from this set of informal control items: local control and co-production; and personal intervention.³ The local control and co-production dimension contained activities such as attending block watch meetings, keeping an eye on the neighborhood, picking up litter, calling the police to report suspicious persons, and attending a Citizen’s Police Academy (8 items, range = 8 – 40). The personal intervention factor (2 items, range = 2 – 10) contained the items asking about the likelihood of telling rowdy groups of teens to quiet down or go home, and the likelihood of breaking up a fight in the neighborhood. Table 12 contains the means for each scale.

Table 12. Informal Social Control—What Respondents think their Neighbors would do

	Mean					
	City	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
Local Control and Co-Production	26.23	27.31	25.24	27.10	25.89	26.03
Personal Intervention	5.61	5.90	5.54	5.29	5.67	5.58

As with the first set of informal control items reported on above, there were no statistically significant differences across zones. All means hovered close to the scales’ midpoints, which again emphasized the aforementioned finding that respondents reported a widespread lack of knowledge about their neighbors. Nonetheless, some small differences between the two informal control scales can be discerned. With a range of 8 to 40, the midpoint of the local control and coproduction scale is 24. As can be seen in Table 12, all means

were greater than 24, suggesting a tendency for respondents to think that their neighbors would be at least somewhat likely to engage in these types of control. This contrasts to the results for the personal intervention scale—its midpoint is 6, and all of the means are less than this value, indicating that respondents generally perceived their neighbors as being somewhat unlikely to perform this particular control function.

The policy implications flowing from this set of results revolve around the fact that respondents themselves are generally willing to engage in informal social control to prevent and correct neighborhood problems, but they are not sure how likely their neighbors are to take similar actions. This mismatch between people's own norms for acceptable behavior and what they (mis)perceive their neighbors' norms to be can result in the aforementioned phenomenon of pluralistic ignorance, where neighborhood conduct norms go unenforced not because nobody subscribes to them but, rather, because everyone—while privately subscribing—thinks that their neighbors do not.

Possible ways of correcting this situation include distributing information to the community regarding their neighbors' willingness to take action to protect the area from criminal and otherwise-untoward behavior. Residents of Zone 1, for instance, can be told that 68 percent of their fellow zone dwellers would be likely or very likely to attend a local block watch meeting. People living in Zone 3 could be informed that 100 percent of their neighbors would probably call the police to report a suspicious person or a problem. In Zone 5, 77 percent of residents would pick up litter. Knowing that the majority of others in the area would take action could inspire individuals to be more active by instilling them with confidence that their neighbors approve and support activities that protect the area and keep it clean.

Results

Part 3. Predicting People's Attitudes about and Contacts with Casselberry Police

Parts 1 and 2 of this report offered descriptive statistics of survey respondents' answers to several questions pertaining to police, crime, disorder, and quality of life in Casselberry. Statistical tests were conducted to determine if significant differences existed between groups based on race or on zone of residence. The results presented in these two parts, then, provided a general picture of Casselberry residents' opinions, attitudes, and experiences.

Part 3 takes the analysis one step further. Rather than describing things about respondents, Part 3's analyses attempt to determine the personal and attitudinal characteristics that predict respondents' opinions of Casselberry police. This is accomplished through the use of a statistical technique called regression. A regression model contains one dependent variable and several independent variables, and the results of the analysis permit conclusions about which independent variables seem to relate to the dependent variable. One benefit of regression modeling is that it permits examination of individual independent variables while controlling for other possibly relevant predictors. This helps rule out alternative explanations for the relationship between an independent and dependent variable; in other words, it reduces the chance for findings to be spurious as a result of an unmeasured third variable.

Here, three dependent variables are considered: (a) General attitudes of CPD officers' fairness and respectfulness; (b) The likelihood of having had contact with CPD officers; and (c) Among those who have had contact, satisfaction with that contact. These analyses will offer insight into the correlates and predictors of both positive and negative attitudes toward Casselberry police.

Section 1: Predicting Attitudes toward Casselberry Police

The first area of inquiry is into the predictors of general attitudes about Casselberry officers' fairness, respectfulness, and trustworthiness; this scale is called *attitudes toward police*. The scales from Section 2 in Part 1 were used for this analysis. Due to high correlations between the procedural justice, trust, and distributive fairness scales, the three were combined to form a single measure tapping respondents' general beliefs about the quality of CPD officers.^{1,2}

Several independent variables were used as potential predictors of attitudes toward police. Demographic variables were the most obvious factors warranting inclusion; respondents' race, gender, age, homeownership status, length of residence in Casselberry, education level, and income were entered into the model. Other independent variables were chosen on the basis of prior research into the factors that predict people's attitudes toward police. One such factor is general attitudes toward law, society, and government. As representatives of the law and as local government employees, police are symbols of the larger social structure; therefore, people's beliefs about this overarching structure may impact the way they feel toward police. The survey contained items asking respondents about social matters such as whether they think laws protect everyone equally, whether wealthy individuals can act without fear of legal repercussions, and whether everyone has equal ability to move up the social ladder. These items were combined into a scale called *cynicism*, where higher values suggest more skepticism toward law and society.³ Three items on the survey measured how well respondents thought that local and city governments were performing their duties. These items were combined to form a *local government* scale, where higher values represent more positive attitudes.⁴ Finally, *crime and disorder* were considered. People's perceptions of police may be linked to their quality of life. People might interpret persistent crime and disorder problems as a sign that police are unresponsive to or incapable of controlling negative social behavior. This scale was formed by summing all of the disorder items listed in Table 8 in Section 1 of Part 2 and the crime types listed in Table 9 of the same section.

Table 13 shows the results of the regression model predicting *attitudes toward police*. The left column displays the independent variable, and the right column shows the standardized regression coefficient. Statistically significant variables are flagged with asterisks.

Table 13. Regression Model predicting *Attitudes toward Police*

Independent variable	Coefficient
Cynicism	-.346**
Local Government	.400**
Crime and Disorder	-.107
Race	
Black	-.144*
Hispanic	-.049
Other Non-White	.124
Homeowner	.041
Male	.048
Education	-.099
Income	.009
Length of Residence	-.002
Prior Contact	-.040

* p < .05 ** p < .01

The results in Table 13 are informative. Opinions of local government and cynicism about the law are the strongest and second-strongest predictors, respectively. Support for local government is significantly and positively related to support for Casselberry police; those with more positive attitudes toward other aspects of the Casselberry government are more supportive of Casselberry police, as well. To some extent, then, people’s attitudes toward Casselberry police are a function of their views about the effectiveness of local government, not merely police services. Similarly, cynicism is significantly and negatively related to attitudes toward Casselberry police; higher levels of cynical about law and society are associated with more negative attitudes about how respectful, fair, and impartial CPD officers are. This confirms that attitudes toward Casselberry officers are embedded within people’s larger views about the fairness and justice in society itself. In sum, then, people’s views about society, the law, and local government strongly impact the way they feel toward the police.

The only demographic variable that reached statistical significance was race. In Table 13, each non-white racial group is compared to the white group. The results reveal that black respondents were significantly less positive toward CPD officers than were their white counterparts, as demonstrated by the significant, negative coefficient. This confirms the descriptive finding from Section 4 of Part 1, above, where it was discovered that blacks had lower opinions of police, on average, as compared to other racial groups. The regression model

in Table 13, however, goes a step further by demonstrating that this racial divide apparent at the bivariate level is not the product of an unmeasured third variable. The regression results show that even controlling for cynicism and attitudes toward local government, black citizens have relatively negative views about the fairness and trustworthiness of Casselberry police.

While unfortunate, this finding has one benefit: Casselberry police might have the capacity to bolster their image among black residents, since these residents' views about the CPD are independent, at least to some extent, of their opinions about other agencies and issues. Had it turned out that blacks' views about local police were completely entangled with their attitudes toward the law in general or toward other elements of the local government, then the CPD would have a harder time with image enhancement. Since these individuals' views appear to be based on the police themselves, though, CPD can potentially boost its ratings by engaging in outreach to find out what, specifically, black residents are concerned about and how their opinions of Casselberry police might be improved.

Section 2: Likelihood of, and Satisfaction with, Encounters with Police

The previous section analyzed respondents' global assessments of police. The present section will focus on specific experiences with officers, and attitudes about those experiences. The first dependent variable will be *contact with CPD*. The goal of this regression model is to find out whether there are demographic variables that make contact with officers more or less likely to occur. The second dependent variable will be *satisfaction with encounters*, which will analyze only those respondents who reported having had contact with sworn CPD officers in an attempt to determine whether any demographic or attitudinal variables are linked to people's assessments of the face-to-face treatment they received from police.

Table 14 displays the results for the first model. This model largely confirms the conclusions drawn from the descriptive statistics in Section 4, Part 1. Non-whites are less likely than whites to have had contact with CPD officers, though the coefficient for Hispanics is the only one that reaches statistical significance. Persons with higher incomes and those who have lived in Casselberry longer are more likely to have had contact.

Table 14. Regression Model predicting *Contact with CPD Officers*

Independent variable	Coefficient
Race	
Black	-.927
Hispanic	-.928*
Other Non-White	-1.051
Homeowner	.043
Male	-.287
Education	.039
Income	.204*
Length of Residence	.002*

* p < .05

Thus, it appears that contact with CPD is more prevalent among whites, those with higher incomes, and those with greater residential stability. These results might be interpreted in conjunction with the numbers shown in Table 6 in Part 1, where it was found that whites were more likely than other racial groups to have called the police to report a crime or problem. Therefore, the greater prevalence of police–citizen contacts among whites might be a function of whites being more likely to notify police when they see something wrong in their neighborhood. This comports with prior research that suggests that minorities—particularly those residing in poorer neighborhoods—are often reluctant to call the police. The reasons typically revolve around a lack of trust in police, a feeling that certain problems are better solved within the family or neighborhood, or fear of retaliation by the parties involved in the problem. It is not possible to discern in the present study how applicable these previous findings are to the minority residents of Casselberry; it would be worthwhile to get a larger sample of persons of color and to ask both about recent experiences they have had and, indeed, any times that they perhaps could have called the police to make a report but decided not to.

The final regression model attempts to determine the predictors of respondents’ overall satisfaction with their encounters with CPD officers. The dependent variable is the survey item asking those who have had face-to-face contact with officers to report how satisfied they were with the interaction. The independent variables included in the analysis are demographic

characteristics, measures of the reason for the encounter, and the quality of contact as reported by respondents. Table 15 contains the results.

Table 15. Regression Model predicting *Satisfaction with Encounters*

Independent variable	Coefficient
Contact Reason	
Reported Crime or Problem	.061
Other	.073
Quality of Contact	.634***
Race	
Black	.015
Hispanic	.071
Other Non-White	-.005
Homeowner	-.099
Male	.094
Education	-.108
Income	.072
Length of Residence	.138

*** p < .001

The results in Table 15 show that the single most important predictor of respondents’ satisfaction with their face-to-face encounters was the quality of the treatment they received from officers. Neither demographic factors nor the reason for the encounter emerged as significant—people’s satisfaction with their personal interactions was driven by how fair, courteous, and unbiased the officers behaved.

This has important implications for CPD policy; namely, the CPD can enhance and maintain an upstanding reputation in the community by ensuring that its officers adhere to a policy of providing high-quality interpersonal treatment of citizens during encounters of all types. Even during unpleasant situations like traffic stops, citizens respond to officers’ respectfulness and to the transparency of their decisions. By monitoring the way they communicate with citizens, officers can enhance their—and, by extension, the CPD’s—image within the community.

Conclusion

This report summarized the main findings from the 2012 Casselberry Community Survey. The Casselberry Police Department, under the leadership of Chief McNeil, initiated this survey as a means of assessing Casselberry residents' views about the CPD and about the quality of life in the city of Casselberry. The findings contribute to an improved understanding of the community's attitudes, experiences, and preferences for the future. They also establish a baseline against which the results of future surveys of this sort can be compared.

Overall, the findings from this survey show that Casselberry residents view Casselberry police favorably. The Casselberry Police Department scored highly on a number of dimensions. Residents feel their city is a safe, orderly place to live, in part because of the efforts the CPD makes to enforce the law and maintain order. There is a strong sentiment that CPD officers are fair, respectful, and unbiased. While there are a few areas where more information is needed to fully examine some specific issues, the Casselberry community appears to be satisfied with and supportive of their local police.

Methodological Notes

Part 1

¹ All scale items were measured on a four-point response score where 1 = strongly disagree, 2 = disagree somewhat, 3 = agree somewhat, and 4 = strongly agree. The *procedural justice* scale comprised the items “Casselberry police... (a) treat people with respect; (b) treat people fairly; (c) take time to listen to people; (d) make decisions based on facts, not their own personal opinions; and (e) explain their decisions.” The *trust* scale was made up of the items “Casselberry police... (a) protect people’s basic rights; (b) are generally honest; (c) do their jobs well; and (d) can be trusted to do what’s good for my neighborhood.” The *obligation to obey* scale included: “When the Casselberry police issue a formal order, you should do what they say even if you disagree with it”; “You should accept Casselberry police officers’ decisions even if you think they’re wrong”; and “It would be hard to justify disobeying a Casselberry police officer.” *Instrumental effectiveness* was made up of two items: “Casselberry police do a good job... (a) keeping the community safe from crime; and (b) maintaining order.” *Distributive justice* comprised: “Casselberry police provide equal services to... (a) both wealthier and poorer people; and (b) people of all races and ethnicities.”

Part 2

¹ The *social cohesion* scale items were: I live in a close-knit neighborhood; People in my neighborhood can be trusted; People in my neighborhood are willing to help each other; People in my neighborhood share similar values; People in my neighborhood don’t get along very well (reverse coded).

² All “what would you do” informal control items asked respondents to rate, on a scale of 1 to 4 where 1 = very unlikely and 4 = very likely, how likely it is that they would engage in each of the listed activities. *Control through neighborhood monitoring* was made up of the items: Keep an eye on the neighborhood; Call the police if you saw something suspicious; Pick up litter; Call the police if you saw a suspicious person or event in your neighborhood; and Tell the police if you had information about a crime or suspected offender. *Control through police–community partnerships* comprised: Attend a meeting of a local block or neighborhood watch; Attend a community or town hall meeting hosted by the Casselberry Police Department; and Attend a Citizens’ Police Academy to learn more about the Casselberry police. Finally, *control through personal intervention* included: Tell a group of rowdy teens to quiet down or go home; and Break up a fight happening outside your or one of your neighbor’s homes.

All “what would your neighbors do” items mirrored those in the previous section pertaining to what respondents themselves would do. The only difference was that the response options ranged from 1 to 5, with 3 = not sure. The *local control and co-production* scale contained nearly all of the items, including: Attend a meeting of the local block or neighborhood watch; Keep an eye on the neighborhood; Call the police if they saw a suspicious person or event; Attend a community or town hall meeting hosted by the Casselberry Police Department; Tell the police if they had information about a crime or suspected offender; and Attend a Citizen’s Police Academy. The *control by personal intervention* scale contained the remaining two items: Tell a group of rowdy teens to quiet down or go home; and Break up a fight.

Part 3

¹ The *attitudes toward police* scale contained all items listed in Note 1 for Part 1, above, as being part of the *procedural justice*, *trust*, and *distributive fairness* scales.

² All scales used in the regression models had missing data that reduced the sample size; therefore, mean replacement was used to prevent the loss of substantial amounts of data. Scale means replaced missing values to account for respondents who did not answer all the questions in an item set. All models were run without mean replacement first, and then run with it—the results were nearly identical.

³ *Cynicism* was a sum of several items, all of which were measured on a four-point scale where 1 = strongly agree and 4 = strongly disagree. All items were coded (or recoded, as necessary) such that higher values represented more cynicism. Respondents rated their level of (dis)agreement with the following: Laws protect everybody equally; People with money and power can get away with anything; Politicians only care about getting re-elected; Most anybody can get ahead if they work hard; and Powerful people use laws to disadvantage powerless people.

⁴ Attitudes toward *local government* contained the following items, each of which asked respondents to rate how well each governmental entity was doing its job: Casselberry parks and general maintenance; the Seminole County court system; and the Casselberry city government. The response options were 1 = very poor, 2 = somewhat poor, 3 = somewhat good, and 4 = very good.



Dear Casselberry Community Member,

In an effort to provide excellent police service to the citizens of Casselberry, the Casselberry Police Department has partnered with researchers from the University of Central Florida to conduct a community survey. Your address was randomly selected for participation in this important research. We ask that the questionnaire be filled out by the person in the household who is at least 18 years old and has had the most recent birthday.

The Casselberry Police Department would like your input about the quality of work we do and the areas of public safety you think need to be addressed better. The enclosed survey will provide essential feedback about those issues. The survey will likely take about 10 minutes to complete. Your timely and honest responses to the survey will assist us in making future decisions on manpower allocation, training, community relations programs, along with enforcement and response procedures.

We know your time is valuable and we appreciate you taking the time to share your opinions. This survey is voluntary. Your responses are anonymous, meaning that there will be no way for you to be personally identified. The enclosed, postage-paid envelope will go directly to the University of Central Florida. The researchers will not know your identity; completed surveys will be kept track of using the ID number below. UCF research staff will analyze the data and provide a comprehensive report to the Casselberry Police Department. Results will be reported in summary format with everybody's responses combined. This research has been approved by the UCF Institutional Review Board to ensure it meets applicable standards for ethical research (approval code SBE-12-08535).

Our goal is to make the Casselberry Police Department an exemplary agency and to efficiently and effectively serve the needs of our community. Your input is vital to reaching that goal.

Please take a few minutes and complete the enclosed survey. If you have any questions or concerns, you may contact UCF research staff at CrimJusRsch@ucf.edu or (407) 823-2603. Este estudio también está disponible en español. Por favor llame al (407) 823-4131 si desea una versión en español.

Once again, THANK YOU in advance for your participation and for helping us improve the Casselberry Police Department.

Sincerely,

William F. McNeil
Chief of Police

Dr. Robert Langworthy
Chair, Department of Criminal Justice/Professor

Survey ID# _____

Please answer all of the questions in this survey. It is very important that everybody completing the survey provides honest, complete responses. We would appreciate you not skipping any questions, unless you are directed to do so. Thank you.

SECTION 1
This section asks some general opinion questions. Remember that your responses are anonymous.

1. Thinking about **your neighborhood**, how much of a problem are each of the following? Your **neighborhood** is the area within about a **15-minute walk from your home**. Please **CIRCLE** the number which corresponds with your response.

	Not a problem	Somewhat of a problem	A problem	A serious problem
a. People drinking or drunk in public	1	2	3	4
b. Groups of teens or gangs hanging out harassing people	1	2	3	4
c. People buying, selling, or using illegal drugs	1	2	3	4
d. Vandalism	1	2	3	4
e. Parking violations	1	2	3	4
f. Traffic problems (speeding, congestion, etc.)	1	2	3	4
g. Garbage or litter	1	2	3	4
h. People's cars being broken into or stolen	1	2	3	4
i. Violent crime, such as muggings or robberies	1	2	3	4
j. People's homes being broken into	1	2	3	4
k. Drunk drivers	1	2	3	4
l. People letting their homes or yards get run-down	1	2	3	4
m. Homeless persons sleeping or loitering in public	1	2	3	4
n. Domestic violence	1	2	3	4
o. Graffiti	1	2	3	4
p. People making a lot of noise at night	1	2	3	4
q. Other	1	2	3	4

2. From the following, please tell us what you believe is MOST IMPORTANT the Casselberry Police Department focus on in your neighborhood. Please select your top three choices, rating your top choice as "1", your middle as "2", and your third as "3".

- ___ High visibility of police officers (vehicle, foot, and/or bicycle patrol)
- ___ Crime prevention programs
- ___ Traffic Enforcement
- ___ Specialized services for the elderly
- ___ Community-based programs
- ___ Other: _____

3. During the past **6 months**, have you noticed changes in the following police activities in your **neighborhood**? Please **CIRCLE** the number which corresponds with your response.

	Big increase	Slight increase	No change	Slight decrease	Big decrease
a. Police enforcing parking and traffic laws	1	2	3	4	5
b. Police patrolling in vehicles	1	2	3	4	5
c. Police patrolling on bicycles	1	2	3	4	5

4. Are you aware the Casselberry Police Department has a website? () Yes () No

5. Have you visited the Casselberry Police Department website? () Yes () No

6a. In the past six months, have you been the victim of a property crime, such as your house or car being broken into? () Yes () No

6b. If yes, did you report it to police? () Yes () No

If no, why not?

7a. In the past six months, have you been the victim of a violent crime, such as someone threatening you physically or forcibly taking money from you? () Yes () No

7b. If yes, did you report it to police? () Yes () No

If no, why not?

8. How likely would **YOU** be to do each of the following? Please **CIRCLE** the number which corresponds with your response.

	Very unlikely	Unlikely	Likely	Very Likely
a. Attend a meeting of your local block or neighborhood watch	1	2	3	4
b. Keep an eye on your neighborhood, watching for strangers or suspicious activities	1	2	3	4
c. Call the police if you saw a suspicious person or event in your neighborhood	1	2	3	4
d. Pick up litter that you saw on sidewalks or in yards in your neighborhood	1	2	3	4
e. Call the police if you noticed a neighborhood problem, such as an abandoned car or a neighbor letting their property get very run down	1	2	3	4
f. Tell a rowdy group of teens hanging out in your neighborhood to quiet down or go home	1	2	3	4
g. Attend a community or town hall meeting hosted by the Casselberry Police Department	1	2	3	4
h. Tell the police if you had information about a crime or suspected offender	1	2	3	4
i. Break up a fight happening outside your or one of your neighbor's homes	1	2	3	4
j. Attend a Citizen's Police Academy to learn about the Casselberry police	1	2	3	4

9. How likely do you think **YOUR NEIGHBORS** would be to do each of the following? Please **CIRCLE** the number which corresponds with your response.

	Very unlikely	Unlikely	Not sure	Likely	Very likely
a. Attend a meeting of the local block or neighborhood watch	1	2	3	4	5
b. Keep an eye on the neighborhood, watching for strangers or suspicious activities	1	2	3	4	5
c. Call the police if they saw a suspicious person or event in the neighborhood	1	2	3	4	5
d. Pick up litter that they saw on sidewalks or in yards in your neighborhood	1	2	3	4	5
e. Call the police if they noticed a neighborhood problem, such as an abandoned car or a neighbor letting their property get very run down	1	2	3	4	5
f. Tell a rowdy group of teens hanging out in the neighborhood to quiet down or go home	1	2	3	4	5
g. Attend a community or town hall meeting hosted by the Casselberry Police Department	1	2	3	4	5
h. Tell the police if they had information about a crime or suspected offender	1	2	3	4	5
i. Break up a fight happening outside near their homes	1	2	3	4	5
j. Attend a Citizen's Police Academy to learn about the Casselberry police	1	2	3	4	5

	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied	Don't know/no experience
10. Overall, how satisfied are you with the Casselberry Police Department?	1	2	3	4	5
11. How satisfied are you with other city or county police agencies in the area?	1	2	3	4	5

12. Nationwide, it is believed by some people that some police officers stop motorists of certain racial groups because the officers believe that these groups are more likely than others to commit crime. This practice has been called "racial profiling." In general, how common do you think it is for police in this country to do this?

- Very common
- Somewhat common
- Somewhat uncommon
- Very uncommon

13. Have you ever felt that you were stopped by the police just because of your race or ethnicity? Please include any experiences you may have had with this, either in Casselberry or somewhere else. Yes No

14. Nationwide, it is believed by some people that some police officers give better help and services to wealthier people than to poorer ones. In general, how common do you think it is for police in this country to do this?

- Very common
- Somewhat common
- Somewhat uncommon
- Very uncommon

15. How much do you agree or disagree with each of the following? Please CIRCLE the number which corresponds with your response.

	Strongly disagree	Disagree somewhat	Agree somewhat	Strongly agree
a. I live in a close-knit neighborhood.	1	2	3	4
b. People in my neighborhood can be trusted.	1	2	3	4
c. People in my neighborhood are willing to help each other.	1	2	3	4
d. People in my neighborhood share similar values.	1	2	3	4
e. People in my neighborhood don't get along with each other very well.	1	2	3	4
f. I feel safe living in the city of Casselberry.	1	2	3	4

16. Please tell us how much you agree or disagree with each of the following statements. Please CIRCLE the number which corresponds with your response.

	Strongly disagree	Disagree somewhat	Agree somewhat	Strongly agree	Don't know
a. Casselberry police treat people with respect.	1	2	3	4	5
b. Casselberry police treat people fairly.	1	2	3	4	5
c. Casselberry police take time to listen to people.	1	2	3	4	5
d. Casselberry police make decisions based on facts and law, not on their personal opinions.	1	2	3	4	5
e. Casselberry police explain their decisions to people.	1	2	3	4	5
f. Casselberry police are often rude or discourteous.	1	2	3	4	5
g. Casselberry police do a good job keeping the community safe from crime.	1	2	3	4	5
h. Casselberry police do a good job at maintaining order.	1	2	3	4	5
i. When the Casselberry police issue a formal order, you should do what they say even if you disagree with it.	1	2	3	4	5
j. Casselberry police provide equal services to both wealthier and poorer people.	1	2	3	4	5
k. You should accept Casselberry police officers' decisions even if you think they're wrong.	1	2	3	4	5
l. Casselberry police protect people's basic rights.	1	2	3	4	5
m. Casselberry police often stop people for no reason.	1	2	3	4	5
n. It would be hard to justify disobeying a Casselberry police officer.	1	2	3	4	5
o. Casselberry police are generally honest.	1	2	3	4	5
p. Most Casselberry officers do their jobs well.	1	2	3	4	5
q. Casselberry police provide equal services to people of all races and ethnicities.	1	2	3	4	5
r. Casselberry police can be trusted to do what's good for my neighborhood.	1	2	3	4	5

s. If a Casselberry police officer did something wrong, I trust that the Casselberry Police Department would fix the problem.

1 2 3 4 5

17. Please rate how well each of the following people or agencies do at their jobs. Please CIRCLE the number which corresponds with your response.

	Very poor	Somewhat poor	Somewhat good	Very good	Don't know
a. Casselberry parks and general maintenance (sidewalks, streetlights, etc.) services	1	2	3	4	5
b. The Seminole County court system	1	2	3	4	5
c. The Casselberry City Government	1	2	3	4	5

18. We would like to know what you think about laws and politics in the United States. Please CIRCLE the number which corresponds with your response.

	Strongly disagree	Disagree somewhat	Agree somewhat	Strongly agree
a. Laws protect everybody equally, regardless of their race or how much money they have.	1	2	3	4
b. In this country, people with money and power can get away with just about anything.	1	2	3	4
c. Politicians care more about getting re-elected than about doing good things for the country.	1	2	3	4
d. In this country, most anybody can get ahead in life if they work hard enough.	1	2	3	4
e. Powerful people in this country use laws in a way that disadvantages the people who don't have power.	1	2	3	4

19. How frequently do you do each of the following? Please CIRCLE the number which corresponds with your response.

	Never	Rarely	Sometimes	Often
a. Litter	1	2	3	4
b. Drive more than 5mph over the speed limit	1	2	3	4
c. Park your car illegally	1	2	3	4
d. Let your driver's license or car tags expire before renewing them	1	2	3	4
e. Drink alcohol in places you're not supposed to	1	2	3	4
f. Make a lot of noise at night	1	2	3	4

20a. Within the past year, have you had an interaction with an employee of the Casselberry Police Department who was not a sworn police officer? This would include the people who help you file crime reports, who give you information when you call the Department's non-emergency phone number, and who provide you with records and documents.

- () I have not had contact
- () I spoke with someone over the phone
- () I spoke with someone face-to-face
- () I exchanged emails with someone

20b. If you have had contact with an employee other than a sworn police officer, how satisfied were you with the services you received?

- Very satisfied
- Somewhat satisfied
- Somewhat dissatisfied
- Very dissatisfied

SECTION 2

1. Have you ever had a personal (that is, face-to-face) contact with a police officer from the Casselberry Police Department? Please include only actual police officers, not other employees from the department.

- Yes No

If you **have** had a personal contact with a police officer from the Casselberry Police Department, please keep filling out this section. If you **have not** had personal contact, please skip to **SECTION 3** below.

2. If you have had a face-to-face contact with a Casselberry police officer, your **most recent** personal contact was:

- Within the past 6 months
- Between 6 months to 1 year ago
- More than 1 year ago

3. Your **most recent** contact with the Casselberry police officer was:

- In a public place
- In your home or place of business
- At the police station
- Other _____

4. Thinking about your **most recent face-to-face contact** with a Casselberry Police officer, the circumstances were:

- I was involved in a traffic stop
- I reported a crime or a neighborhood problem
- I was involved in a motor vehicle accident and the police came
- My vehicle was disabled and the police came to help
- A police officer stopped me while I was walking in a public area and started asking me questions, such as where I was going and if I would show my ID
- I was a suspect in an investigation the police were conducting
- My home or business alarm was activated
- I requested information or assistance
- The police contacted me about an investigation they were conducting, in which I was not a suspect but had witnessed or knew information about the event
- A police officer who was on patrol said hello to me and we talked for a bit
- I attended a public meeting or presentation hosted or attended by the police
- Other reason

5. At any point during this encounter, were you arrested? Yes No

6. At any point during this encounter, were you given a traffic ticket? Yes No

	Very unfair	Somewhat unfair	Somewhat fair	Very fair
7. If you <u>received a citation</u> during your most recent encounter with Casselberry police, how fair do you think this was?	1	2	3	4

8. If you <u>were arrested</u> during your most recent encounter with Casselberry police, how fair do you think this was?	1	2	3	4
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9. At any point during this encounter, did the police use or threaten to use force against you? () No () Yes

10. If you were stopped by a Casselberry police officer, either while you were in a vehicle or while you were walking, do you feel that the officer had a legitimate reason for stopping you? Stops while you were out walking would include those in which an officer might have asked to see your ID or questioned you such as wanting to know where you were going. () Yes () No

11. Please tell us how much you agree or disagree with each of the following statements regarding your **most recent face-to-face contact with a Casselberry police officer**. If more than one officer was present during the encounter, think about the officer with whom you had the most interaction. Please CIRCLE the number which corresponds with your response.

	Strongly disagree	Disagree somewhat	Agree somewhat	Strongly agree
a. The officer treated me with respect.	1	2	3	4
b. The officer didn't treat me fairly.	1	2	3	4
c. The officer made decisions on the basis of the facts of the situation, and not on her/his personal opinions.	1	2	3	4
d. The officer explained her/his actions and decisions to me.	1	2	3	4
e. The officer took the time to listen to what I had to say.	1	2	3	4
f. The officer treated me worse because of my race, age, gender, or other personal characteristic.	1	2	3	4
g. The officer was courteous.	1	2	3	4
h. The officer was helpful.	1	2	3	4
i. The officer was knowledgeable.	1	2	3	4
j. I was satisfied with the amount of time it took for the officer to resolve the incident.	1	2	3	4

	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied
12. OVERALL , how satisfied were you with this encounter with the Casselberry police officer(s)?	1	2	3	4

SECTION 3

In order to make sure we get information from all segments of the Casselberry community, we need to know a little bit about the people who fill out surveys. Your answers are anonymous. Results will be presented in summary format only.

1. How long have you lived in Casselberry? Please write in: _____ years, _____ months.
2. Do you own or rent your current home? Own Rent Other _____
3. What is your age? Please write in: _____ years.
4. Which best describes your race or ethnicity?
 - White/Caucasian
 - African-American/Black
 - Hispanic/Latino
 - Asian/Island/Pacific
 - Native American
 - Other, including biracial
5. What is your gender? Male Female Transgendered
6. What is the highest level of schooling that you have completed?
 - Went to school, but did not get a high school diploma or GED
 - High school diploma or GED
 - Took some college classes, did not earn a degree
 - Associate's (2-year) degree
 - Bachelor's (4-year) degree
 - Graduate coursework, did not earn a degree
 - Graduate degree
7. How many total contacts (such as traffic stops or calling the police for help) with police officers from any city, county, or state have you had over your life, not counting your friends, family, or coworkers who might be officers? _____ contacts
8. What is your approximate annual household income before taxes?

<input type="checkbox"/> \$9,999 or less	<input type="checkbox"/> \$55,000 – \$69,999
<input type="checkbox"/> \$10,000 – \$24,999	<input type="checkbox"/> \$70,000 – \$84,999
<input type="checkbox"/> \$25,000 – \$39,999	<input type="checkbox"/> \$85,000 or more
<input type="checkbox"/> \$40,000 – \$54,999	
9. Are you now or have you ever been employed as a police officer (either paid or reserve/auxiliary)? Yes No
10. Would you be willing to fill out another survey like this one in the future? Yes No
11. If you would like a copy of the results of this survey, please provide your email or mailing address: _____

Is there anything else you'd like to say about or to the Casselberry Police Department? If so, please write your thoughts in the space below. You may add additional pages if needed.