



CRIMINAL JUSTICE COMMISSION

**TOOWOOMBA POLICE SERVICE
USERS SURVEY
DECEMBER 1993**

**SUMMARY OF FINDINGS
March 1994**

RESEARCH & CO-ORDINATION DIVISION

ACKNOWLEDGMENTS

This survey could not have been undertaken without the co-operation and assistance of the Southern Region of the Queensland Police Service. The Commission is particularly grateful to Senior Sergeant Brett Pointing, Regional Education and Training Officer for the Southern Region, who was responsible for arranging and overseeing the telephone survey.

The Commission also wishes to record its thanks to the police officers who acted as interviewers:

- Constable Leon Reinke
- Constable Drew Kearnan
- Constable Peta Comadira
- Constable Le-Anne Chalvatzis
- Constable Victor Tang

EXECUTIVE SUMMARY

This paper presents the results of a survey comparing citizens' assessments of the service provided by Beat Area Officers (BAOs) and general duties officers in the City of Toowoomba. In contrast to general duties officers, who work in pairs in motorised patrols, BAOs operate primarily alone, on foot, and almost exclusively within their designated beat areas.

The survey was undertaken as part of an evaluation of the Toowoomba Beat Policing Pilot Project – a joint project of the Criminal Justice Commission and the Queensland Police Service established in May 1993. The survey found that:

- There was broad satisfaction amongst Toowoomba service users with the service provided by general duties police. However, on most measures the BAOs were assessed more positively.
- Respondents in the BAO sample were more likely to have been informed of the estimated arrival time of the police.
- Service users were more likely to have received feedback and follow-up attendances from BAOs than from general duties police.
- The BAOs were seen as providing a more personalised service.
- A higher proportion of respondents in the BAO sample reported feeling reassured that the police would do something in response to their call.
- Citizen satisfaction with the response times of BAOs was similar to that for the mobile patrols. This finding is consistent with international studies showing that the key factor is not the speed of police response, but rather the certainty of police attendance.

In part, the superior performance of the BAOs is attributable to the individual qualities of the officers concerned. However, the format of the beat policing project is also an important consideration. Specifically, beat area policing:

- gives police a sense of ownership of, and responsibility for, the local community, thereby encouraging them to pay more attention to the concerns of residents
- enables members of urban communities to "put a face" to the Queensland Police Service by personalising the delivery of policing services
- can free police from a reactive service format, thereby enabling them to spend more time following-up the concerns of citizens
- provides police with more satisfying and challenging work, which encourages greater effort on their part.

The establishment of beat policing would appear to be one of the most worthwhile ways in which the Queensland Police Service can promote the concept of community policing. The research reported here shows that a properly designed beat policing project, coupled with careful selection of personnel, can make a real difference to the quality of service provided to the public by the police.

INTRODUCTION

This paper presents the results of a survey of police service users conducted in Toowoomba in December 1993. This survey forms one component of the evaluation of the *Toowoomba Beat Policing Pilot Project*. The survey was designed to:

- compare public assessments of the service provided by Beat Area Officers (BAOs) and general duties police
- collect basic socio-demographic information about the characteristics of police service users.

The paper is divided into the following sections:

- Background to the pilot project
- Selection of the beat and control areas
- Survey methodology
- Characteristics of service users
- Attitudes of respondents to police service delivery
- Summary of findings

BACKGROUND

In May 1993 the Southern Region of the Queensland Police Service (QPS) and the Criminal Justice Commission (CJC) established a community policing pilot project in Toowoomba.

The pilot project is a 'beat' policing initiative that has foot patrol at its core. Two 'beat' areas have been defined within the City of Toowoomba, each of which has been assigned to a BAO.

BAOs have primary responsibility for the delivery of policing services within their beat. BAOs mainly work alone, on foot, and almost exclusively within their designated beat areas. Each officer lives in his beat area in a house provided by the QPS. These residences have been designated as official police establishments.

The pilot project has been designed to run for two years. A detailed description of the project is contained in a document entitled *Beat Area Patrol: A Proposal for a Community Policing Pilot Programme in Toowoomba* (Criminal Justice Commission September 1992). The objectives of the project are included as an appendix to this report.

SELECTION OF THE PILOT BEAT AREAS AND CONTROL AREAS

The two beat areas were selected on the basis of an analysis of police calls for service data and census data in the Toowoomba Police Division. This analysis was conducted in early 1993 by the Research and Co-ordination Division of the CJC.

Criteria used in selecting the beat areas included the following:

- the areas had to be primarily residential, but contain a diversity of land use types, so that they adequately reflected a wide range of contemporary policing issues
- each area had to be small enough to be adequately policed by officers working mainly alone and on foot
- there had to be sufficient demand on police services to justify a full-time officer being located in the area.

To evaluate the pilot project, four 'control' areas were also defined. Two of the control areas are contiguous with the beat areas and two are located elsewhere in Toowoomba. These areas were identified using the same criteria employed to select the pilot beat areas.

The four control areas will continue to receive 'standard' police service via mobile patrol cars throughout the duration of the pilot project. Data will be collected from these areas for comparative purposes. The information obtained will be used to determine whether beat policing and conventional style policing differ in terms of their impact upon community attitudes to police service, crime reporting and the incidence of crime in the area.

SURVEY METHODOLOGY

Sample Selection

The survey was targeted at persons who had been the recipients of police service in the six months from the beginning of May 1993 (when the pilot project commenced) to the end of October 1993.

Two lists of police service recipients were generated from computer records of police calls for service received during this period. One list comprised citizens residing in beat areas — or just outside beat areas — who had been attended by a BAO. The other list comprised residents in the control areas who had been attended to by general duties officers attached to the Toowoomba Station.

For ethical and practical reasons, it was necessary to exclude certain categories of police service users from the survey sample. Excluded were:

- callers under the age of eighteen

- callers who had requested police service for another member of their household, or someone from their work environment
- calls for police attendance that related to mental health patients, drug overdoses and the like
- callers from a household where another member of that household had been arrested, or had otherwise been dealt with by the police as the result of a call for service.

An attempt was made to contact every service user in the two beat areas who met the sample selection criteria. Interviews were conducted with 91 (82%) of the 110 eligible service users. In the case of the control areas, random selection techniques were used to identify 100 interviewees. This group represented approximately one in every six persons in the control areas who had called the police in the six month study period.

Interview Procedures

Interviews were conducted by telephone, on the basis that this was the quickest and most cost-effective means of undertaking the survey. The interviews were conducted, for the most part, between 4pm and 7pm on weekdays. Interviewees were asked to direct their answers to the most recent occasion on which they had called the police.

The interviews were undertaken by police personnel drawn from outside the Toowoomba Police District. The decision to use police as interviewers was made primarily on cost grounds. It was also felt that police would be more likely to understand the types of procedures that would apply, and the situations that may arise, when police respond to citizens' calls for service.

The main drawback of using police to undertake the survey was that some interviewees might have been inhibited in their responses by the knowledge that the interviewer was a police officer.

To minimise the impact of this factor, the police interviewers:

- were drawn from Police Districts other than Toowoomba, to ensure that they did not have any specific knowledge of the calls for service which were the subject of survey, and had no vested interest in the beat policing pilot project
- were trained prior to the commencement of the survey to ensure that questions were asked in an appropriate and neutral manner
- were supervised throughout the interviewing process.

The results obtained in this survey should be considered in light of the results obtained in similar surveys conducted by non-police. As discussed below, a rough comparison can be made between the findings of this survey and those of an earlier survey of Toowoomba residents undertaken by non-police. The two surveys show similar levels of public

satisfaction with the service provided by police. This suggests that the use of police interviewers did not significantly distort the survey results. In any event, the primary purpose of the study was to *compare* assessments of BAOs and general duties police, rather than measure overall satisfaction levels. Given that the two samples were interviewed using identical procedures, the validity of the comparisons made in this report ought not to have been affected by the use of police officers as interviewers.

A Note about Statistical Significance

Unless otherwise indicated, the tables and figures comparing public assessments of BAOs and general duties police are all statistically significant at the .05 level using a standard chi-square test. This means that the differences between the results obtained in the beat area sample and the control sample are unlikely to have been the result of chance, or a product of the sampling techniques employed.

CHARACTERISTICS OF SERVICE USERS

The survey recorded basic information about the socio-demographic characteristics of respondents. These questions were designed to:

- build up a profile of police service users generally
- determine whether there were any significant differences between the BAO and control samples

The relevant results are summarised below.

Age of Survey Respondents

The median age of service users responding to the survey was 44.

There were some age differences between the two samples (Table 1). Of the respondents in the BAO sample, 74.1% were over 40, compared with 57.5% of those in the control sample. On the other hand, only 8.8% of the BAO sample were under 30, compared with 23% of the control sample. However, analysis of the data indicated that there was no consistent correlation between the age of callers and their assessment of the service provided by the police. Hence the different age profiles of the two samples do not affect the validity of the results presented here.

TABLE 1: AGES OF SURVEY RESPONDENTS

Age Group	Beat Areas	Control Areas	TOTAL
18-24	3 (3.3%)	12 (12.0%)	15 (7.9%)
25-29	5 (5.5%)	11 (11.0%)	16 (8.4%)
30-39	15 (16.4%)	19 (19.0%)	34 (17.8%)
40-54	35 (38.5%)	34 (34.0%)	69 (36.1%)
55 & over	31 (34.1%)	23 (23.0%)	54 (28.3%)
No response	2 (2.2%)	1 (1.0%)	3 (1.5%)
TOTAL	91 (100.0%)	100 (100.0%)	191 (100.0%)

Gender of Respondents

In both the BAO and the control areas slightly more than half of respondents were female (Table 2). Women are over-represented in the general population of Toowoomba. However, it is also possible that females were more likely to be at home at the times that the survey was conducted.

TABLE 2: GENDER OF RESPONDENTS

Gender	Beat Areas	Control Areas	TOTAL
Male	42 (46.2%)	42 (42.0%)	84 (44.0%)
Female	49 (53.8%)	58 (58.0%)	107 (56.0%)
TOTAL	91 (100.0%)	100 (100.0%)	191 (100.0%)

Reasons Why Respondents Called the Police

It would appear that there were no significant differences between the BAO and control samples in the types of calls made to the police. Most requests for police assistance by the two sample groups related to general disturbances (21%), followed by incidents of stealing (19.4%) and break-and-enters (19.4%). Complaints of vandalism (9.4%) and miscellaneous matters (9.4%) were the next most frequent reason for calling the police. Traffic related incidents made up 6.8% of all calls requesting police assistance. The complete results are in Table 3 below. Total requests for police assistance in Toowoomba during the same period are presented for comparison.

TABLE 3: NATURE OF RESPONDENTS' CALL TO THE POLICE

Nature of call	Beat Areas	Control Areas	SURVEY TOTAL	TOOWOOMBA TOTAL
Offences against the person	4 (4.4%)	5 (5%)	9 (4.7%)	213 (2.3%)
Stealing	21 (23.1%)	16 (16%)	37 (19.4%)	746 (8.1%)
Fraud	1 (1.1%)	2 (2%)	3 (1.6%)	49 (0.5%)
UUMV ¹	1 (1.1%)	6 (6%)	7 (3.7%)	199 (2.2%)
Break and Enter	14 (15.4%)	23 (23%)	37 (19.4%)	824 (9.0%)
Alarms/Insecure Premises	2 (2.2%)	--	2 (1.0%)	391 (4.3%)
Wilful Destruction	8 (8.8%)	10 (10%)	18 (9.4%)	523 (5.7%)
Traffic Incident	4 (4.4%)	9 (9%)	13 (6.8%)	1291 (14.0%)
Crisis	--	--	--	8 (0.09%)
Domestic Disturbances ²				200 (2.2%)
General Disturbances ³	18 (19.8%)	22 (22%)	40 (21.0%)	1813 (19.7%)
Emergency Assistance	5 (5.5%)	1 (1%)	6 (3.1%)	54 (0.6%)
Mental Health	--	--	--	56 (0.6%)
Escapee	--	1 (1%)	1 (0.5%)	3 (0.03%)
Miscellaneous ⁴	13 (14.3%)	5 (5%)	18 (9.4%)	2621 (28.5%)
Not specified	--	--	--	35 (0.4%)
TOTAL	91 (100%)	100 (100%)	191 (100%)	9200 (100%)

Notes: ¹ UUMV: Unlawful use of motor vehicle.

² Calls for police service in relation to domestic disturbances were excluded from this survey.

³ The category of 'General Disturbance' also covers complaints to police in relation to noise, prowlers and drunkenness.

⁴ Miscellaneous includes matters such as requests for information.

⁵ Calls for service data for Toowoomba as a whole were collected by the CJC as part of its ongoing evaluation of the Beat Policing Pilot Project. The data presented here are for the period May - October 1993.

Repeat Calls for Service

One of the primary objectives of the pilot project is for the BAOs to utilise problem-solving strategies to resolve problems occurring at 'repeat incident' addresses. The significance of repeat calls is highlighted by the fact that 44% of respondents indicated having called the police more than once in the preceding six month period. In 15% of cases, the respondent had called five or more times. One respondent in the control sample claimed to have called 40 times and a respondent in the BAO sample claimed to have made 20 calls.

ATTITUDES OF RESPONDENTS TO POLICE SERVICE DELIVERY

The primary aim of the survey was to compare citizens' assessments of the BAOs and general duties police.

The questions focussed on nine broad areas:

- ability to satisfy the public
- informing the community of estimated time of arrival
- providing a timely response
- providing a personalised service
- assisting the public
- improving public confidence in the police
- providing feedback to the public
- additional police service
- ability to empathise with community concerns

Ability to Satisfy the Public

Respondents were asked: overall, were you satisfied or dissatisfied with the way in which the police handled the incident?

The overwhelming majority of all respondents (88.2%) were satisfied with police efforts (Table 4). However, more respondents were satisfied with BAOs than was the case with general duties police. In the BAO sample, 94.4% of respondents were happy with the manner in which the BAOs handled their matters. By comparison, 82.5% of respondents in the control sample indicated that they were satisfied.

TABLE 4: PUBLIC SATISFACTION WITH SERVICE

	Beat Areas	Control Areas	TOTAL
Satisfied	85 (94.4%)	80 (82.5%)	165 (88.7%)
Dissatisfied	5 (5.6%)	16 (16.5%)	21 (11.3%)
TOTAL	90 (100%)	96 (100%)	186 (100%)

Note: Table excludes five respondents who did not recall or gave no responses.

Prior to the commencement of the Toowoomba Community Beat Pilot Project, a preliminary survey of beat and control areas was conducted. This survey, which covered 800 randomly selected households, asked questions on such issues as: rates of victimisation, rates of crime reporting, fear of crime, satisfaction with/attitudes towards the police, and impressions of the local community.

The survey identified 95 people who had reported one or more offences to the police in the preceding 12 months. Of these, 75 (79%) indicated that they were satisfied with the way the police handled the matter. This is very close to the proportion of the control sample which said that they were satisfied with the police. As noted above, these results suggest that the use of police interviewers for this study has not noticeably inflated the estimate of satisfaction levels.

Informing the Community of Estimated Time of Arrival

In any service-based occupation — and particularly one that makes 'house-calls' — it is generally considered important for the service providers (in this case the police) to inform the service recipients (the public) how long it will take for that service to arrive. Citizen satisfaction is a function of expectation, and expectation is a function of knowledge. If the police provide a reasonable estimate of their arrival time, then it is more likely that citizens' expectations of the police will accord with the level of service response that the police can realistically provide. In this way, citizen satisfaction with the police will increase.

Respondents in the BAO sample were considerably more likely to be told when the police would arrive than were respondents in the control sample (Figure 1). Notwithstanding this positive result, there is still scope for improvement given that half (49.3%) of the citizens in the BAO sample were not told how long it would take for a BAO to arrive. Citizen satisfaction with the BAOs could be further enhanced if this issue was addressed.

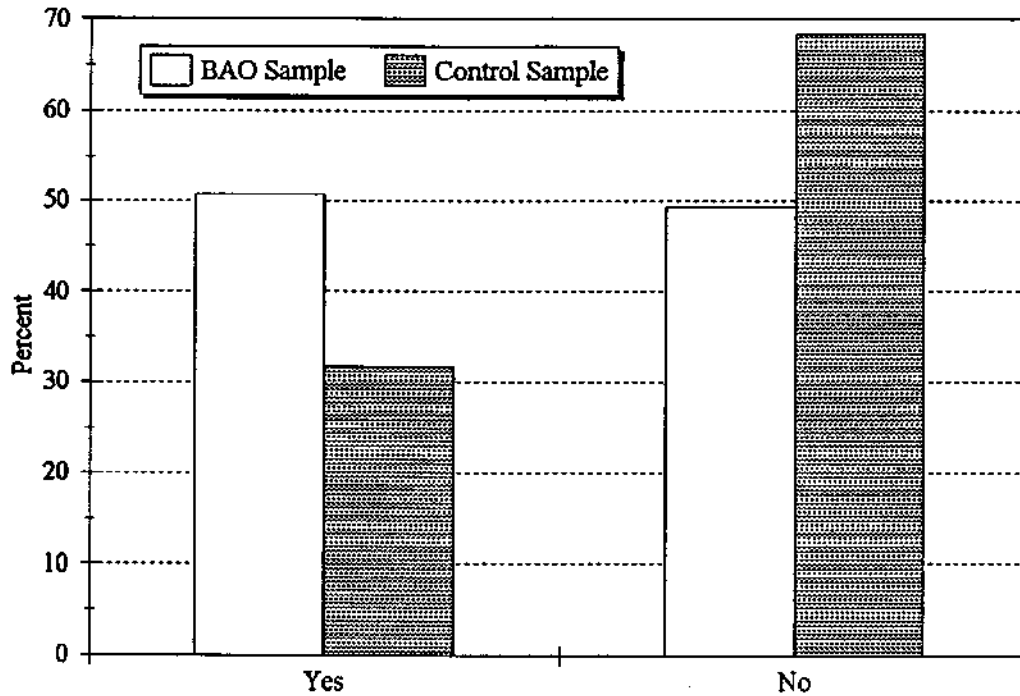


FIGURE 1: DID POLICE GIVE AN ESTIMATED TIME OF ARRIVAL?

Note: Figure excludes 33 cases where the respondent went to the station directly, three cases from the control sample where the police did not arrive at all and 10 'don't knows'.

Providing a Timely Response

BAOs generally work on foot. One of the issues about this method of patrol is whether the officers can respond to service demands quickly enough to satisfy citizens. Figure 2 shows that the BAOs performed extremely well on this measure, with 84.6% of respondents indicating that the BAO provided a timely response. This was a higher proportion than in the control sample.

This finding is important, as it tends to confirm the findings of other studies showing that citizen satisfaction with the police is a function of the certainty of police arrival and not of the speed of police response. Citizens are just as likely to be satisfied by a police service which promises a 35 minute response and fulfils its promise as they are by a police service which delivers a quicker response (Kelling *et al* 1974; Tien *et al.* 1978).

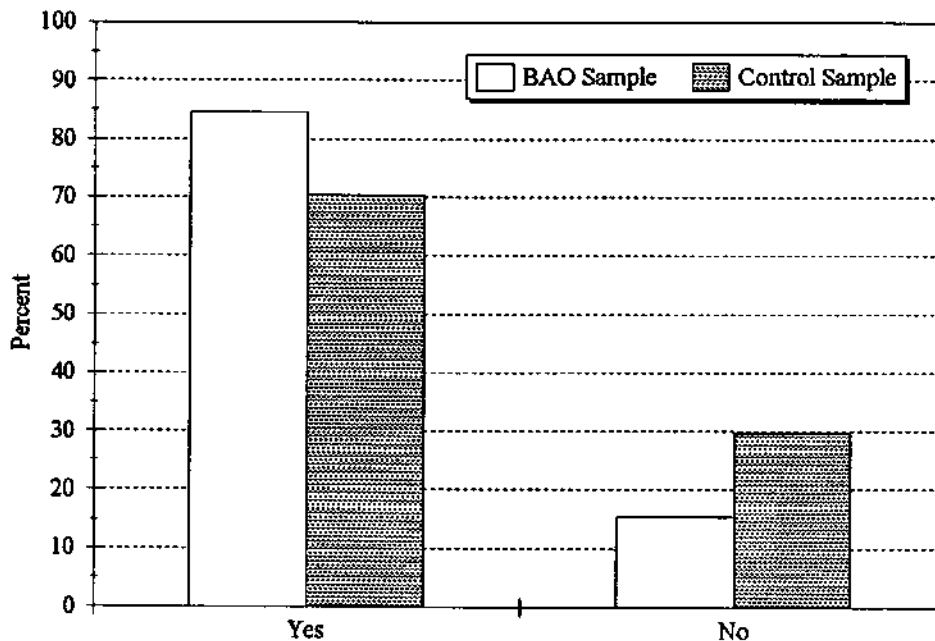


FIGURE 2: DID POLICE RESPOND QUICKLY ENOUGH?

Note: Figure excludes 33 cases where the respondent went directly to the police station, three cases where the police did not attend and six no responses.

Providing a Personalised Service

A substantially higher proportion of the BAO sample reported that they could recall the name of the officer who attended to their call (Table 5). This suggests that BAOs are providing a more personalised service than is the case with conventional general duties police. This may be due to one or both of the following factors:

- the BAOs made more of an impression on service users at the time than did the general duties police
- the BAOs may have been 'seen around' the community more often and therefore had a greater opportunity to become known to citizens.

TABLE 5: DO YOU RECALL THE NAME OF THE OFFICER?

	Beat Areas	Control Areas	TOTAL
Yes	49 (55.1%)	11 (12.0%)	60 (33.1%)
No	40 (44.9%)	81 (88.0%)	121 (66.9%)
TOTAL	89 (100.0%)	92 (100.0%)	181 (100.0%)

Note: Table excludes 10 respondents who did not recall or gave no response.

Assisting the Public

Respondents were asked whether, on the last occasion on which they called the police, they found them helpful or not helpful.

The great majority of respondents in the beat and control samples found police to be helpful. However, respondents were more likely to report favourably on the efforts of the BAOs than on the efforts of general duties police (Table 6).

Of those respondents who were able to recall, 97.8% of the BAO sample found the police to be helpful, compared with 86.7% of the control sample.

TABLE 6: HELPFULNESS OF POLICE

	Beat Areas	Control Areas	TOTAL
Helpful	89 (97.8%)	85 (86.7%)	174 (94.1%)
Not helpful	1 (1.1%)	10 (10.2%)	11 (5.9%)
TOTAL	90 (100.0%)	95 (100.0%)	185 (100.0%)

Note: Table excludes six respondents who did not recall or gave no response.

Improving Public Confidence in the Police

Citizens who had contact with BAOs were more likely to feel reassured that something would be done about their complaint or enquiry (Figure 3). In the BAO sample, 75.3% of respondents reported feeling confident that the police would do something. On the other hand, only slightly more than half (51.6%) of the control sample reported feeling confident of this.

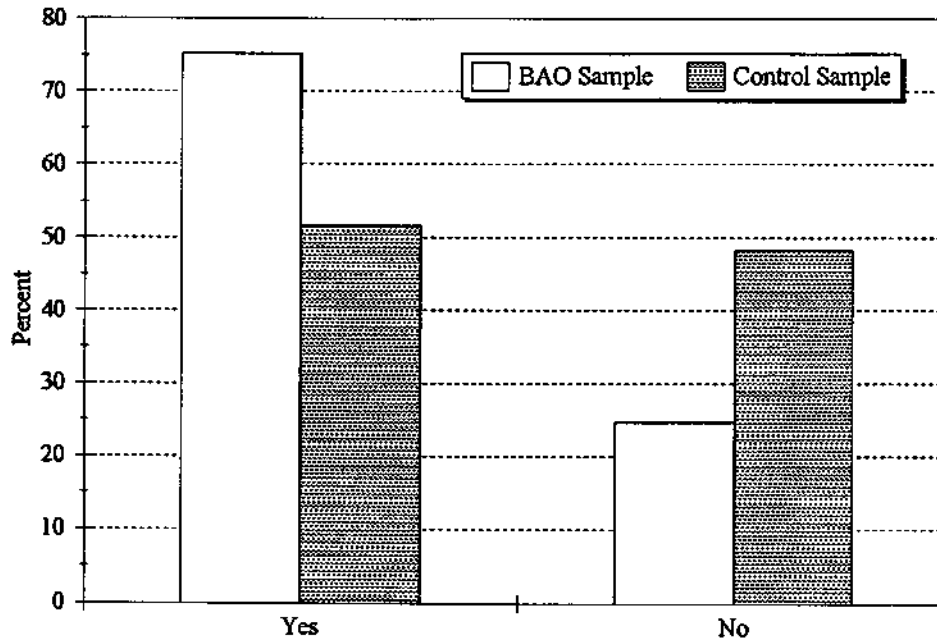


FIGURE 3: AFTER TALKING WITH THE POLICE, DID YOU THINK THAT THEY WOULD BE ABLE TO DO SOMETHING ABOUT THE INCIDENT?

Note: Figure excludes seven respondents who did not recall or gave no response.

Feedback to the Public

Keeping the public informed about police action is one means by which public trust and citizen satisfaction can be improved. Surveys conducted in other jurisdictions indicate that one of the primary reasons for citizen dissatisfaction with the police is a failure by the police to keep citizens sufficiently informed about progress in police investigations. Provision of feedback is also recognised as an important form of direct police accountability to the community.

Respondents in the BAO sample were considerably more likely to receive feedback from the BAOs telling them what action had been taken in response to their calls (Figure 4). In 43% of cases, the BAO had told the respondent what had happened or what had been done about their calls. On the other hand, only 24.5% of the control sample were given this type of feedback. Again though, there is still scope for improvement on the part of the BAOs. More than half (57%) of the BAO sample reported not being told what had eventually happened in response to their initial complaint.

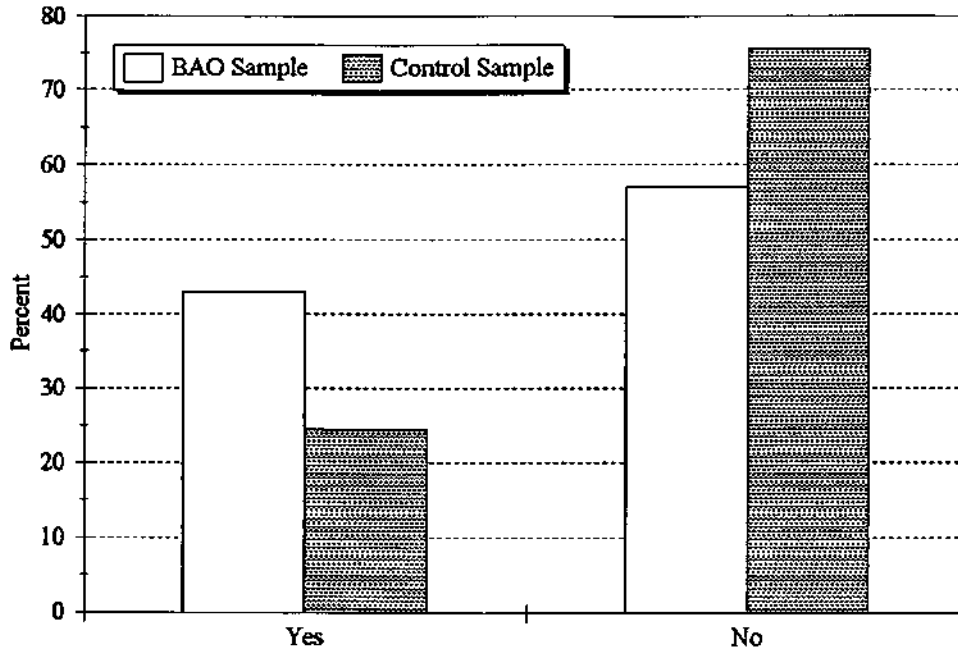


FIGURE 4: DID THE POLICE EVER TELL YOU WHAT EVENTUALLY HAPPENED?

Note: Figure excludes seven respondents who did not recall or gave no response.

Additional Police Service

The provision of additional police service after the initial contact is another useful indicator of the quality of police service. Of the BAO sample, 56.2% reported having subsequent contact with the police. On the other hand, only 38% of the control sample reported any subsequent police contact about that matter (Figure 5).

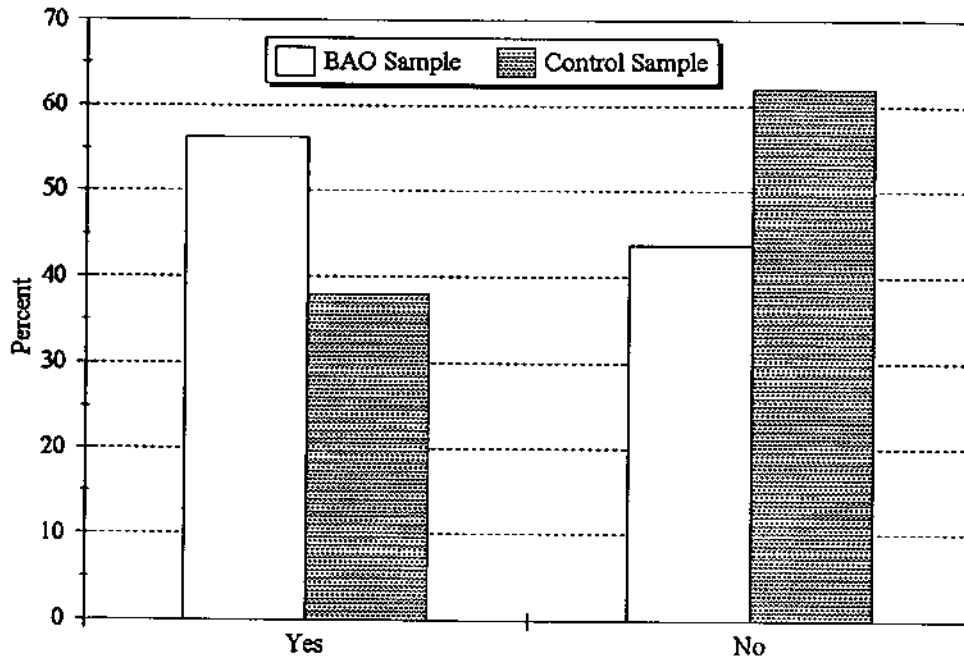


FIGURE 5: OTHER THAN YOUR CALL, DID YOU HAVE ANY OTHER CONTACT WITH THE POLICE ABOUT THIS INCIDENT?

Note: Figure excludes two cases where the respondent did not recall or gave no response.

One explanation of this finding is that BAOs are not tied to a reactive patrol format, and therefore have the time to provide citizens with extra service. It should be noted that nearly half (43.8%) of the BAO sample also did not receive additional police service. However, it may be that many of the calls for service attended to by police in Toowoomba, do not require follow-up contact between police and citizens; this is an issue that will need to be closely monitored in future surveys.

Ability to Empathise with Community Concerns

The survey results indicate that the ability of police officers in Toowoomba to understand the concerns of citizens was uniformly high. Overall, 90% of respondents gave a positive assessment of police in relation to this question. There was no statistically significant difference in the responses of the two samples.

PUBLIC AWARENESS OF THE BEAT POLICING PILOT PROJECT

The level of awareness of the beat policing pilot project among the BAO sample was very high (Figure 6). Awareness of the pilot project in non-pilot areas was also reasonably high.

These findings may reflect efforts by the BAOs to educate the public as to their role. Other relevant factors may include media publicity and word of mouth.

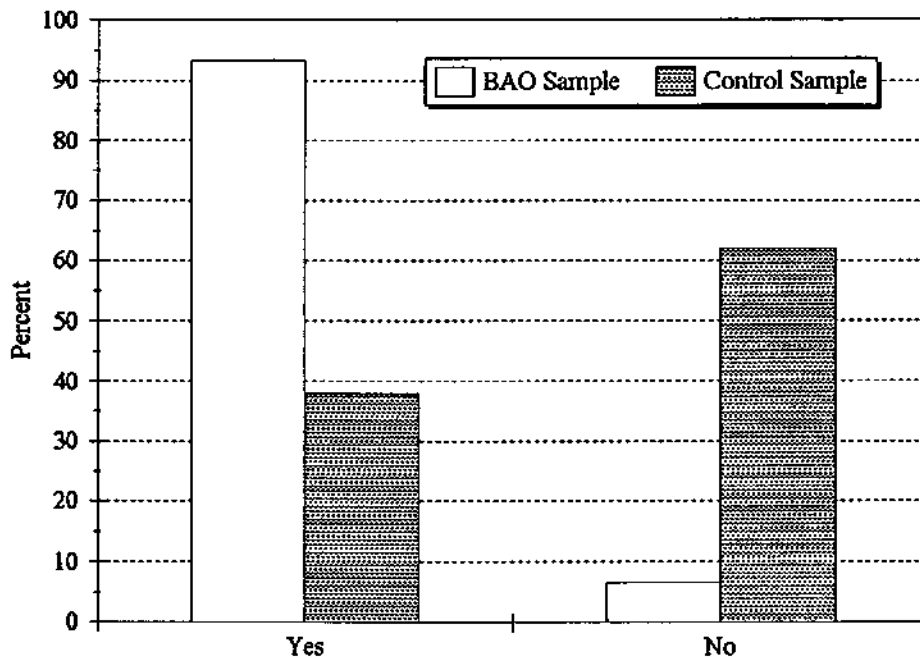


FIGURE 6: HAVE YOU HEARD OF THE BEAT POLICING PROJECT IN TOOWOOMBA?

CONTACTING BEAT POLICE

For beat policing to be a viable policing strategy, citizens must be able to access that service with relative ease.

The survey results indicate a willingness and desire on the part of citizens to contact their BAOs directly. However, a considerable number of respondents in the BAO sample (45.6%) have experienced a degree of difficulty in contacting their BAO (Table 7).

Possible reasons for this might include:

- BAOs have not adequately publicised their office hours
- the time that BAOs spend 'on the beat' takes them away from their office, making it more difficult to contact them by telephone
- citizens may feel uneasy about leaving messages on telephone answering machines.

Whatever the explanation, there is a need to put in place some mechanism or procedure that makes it easier for citizens to contact their BAOs. This issue will need to be closely monitored in future surveys.

TABLE 7: WAS IT DIFFICULT TO CONTACT THE BEAT POLICE OFFICER?

	Beat Areas
Yes	29 (31.9%)
No	41 (45.0%)
Had not tried to contact	20 (22.0%)
No response	1 (1.0%)
Total	91 (100.0%)

SUMMARY OF FINDINGS

The main findings of the survey are as follows:

- The overwhelming majority of police service users in both samples were satisfied with the police and found them to be helpful. However, significantly *more* respondents in the beat areas were satisfied with the service provided by the BAOs.
- A higher proportion of the BAO sample reported having been informed of the estimated arrival time of the police.
- Citizen satisfaction with the service response time of BAOs does not appear to differ from that provided by mobile patrols.
- It would appear that BAOs are providing a more 'personalised' service than are general duties police.
- Service users who had contact with BAOs were more likely to report feeling reassured that the police would do something about their call.
- Service users were more likely to receive feedback from BAOs. Relatedly, BAOs were more likely to provide additional follow-up service than were general duties police. It is probable that BAOs were able to do this because they are not tied to a reactive service format, and therefore do not face the same pressure to "get back on the road and do the next job".
- There was substantial public awareness in Toowoomba of the beat policing pilot initiative, especially amongst those in the BAO sample.
- A significant number of citizens in the beat areas reported some degree of difficulty (and consternation) at trying to access their BAO by telephone.

CONCLUSION

This survey has established that service users in Toowoomba have a very positive view of the BAOs. General duties police are also well regarded, but on virtually every measure the BAOs come out ahead, particularly in terms of the provision of information and follow-up support, and the capacity of the BAO to provide a personalised service.

In part, the superior performance of the BAOs is attributable to the individual qualities of the officers concerned. The BAOs have good interpersonal skills, considerable energy, and a clear understanding of what is entailed in community policing: indeed, it was precisely because they had these qualities that they were selected to become BAOs. However, the success of the project is not simply due to the personalities involved: the *format* of the beat policing project is also important (Goldstein 1990, p.164). Specifically, beat area policing:

- gives police a sense of ownership of, and responsibility for, the local community, thereby encouraging them to pay more attention to the concerns of residents
- enables members of urban communities to "put a face" to the Queensland Police Service by personalising the delivery of policing services
- can free police from a reactive service format, thereby allowing them to spend more time following-up the concerns of service users
- provides police with more satisfying and challenging work, which encourages greater effort on their part.

The establishment of beat policing is one of the most worthwhile ways in which the Queensland Police Service can promote the concept of community policing. The research reported here shows that a properly designed beat policing project, coupled with careful selection of personnel, can make a real difference to the quality of service provided to the public by police.

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APPENDIX A

Components of the Toowoomba Beat Policing Pilot Project

The Neighbourhood Beat Area

Title: Neighbourhood Beat Area (NBA)

Description: A designated policing area for which a single Beat Area Officer (BAO) takes on primary policing responsibility.

Goals:

- to provide a policing service that is community based, and directed at solving problems that are specific to the designated beat area
- to maintain order and harmony within the community.

Objectives of the Pilot Project

- to provide a policing service that is community based, and directed at solving problems that are specific to the designated beat area
- to give the community more say in defining problems and then devising and prioritising solutions to those problems
- to identify issues of concern for community members and to seek to address them
- to decentralise police response to calls for service in order to provide a more satisfactory service to the community and to facilitate follow-up action
- to give the beat officer primary responsibility for police work in his beat
- to teach the community how to utilise a finite resource more intelligently
- to reduce repeat calls for police service by providing appropriate initial response rather than a generic response
- to improve public satisfaction with the police, particularly for victims of crime
- to improve job satisfaction for police
- to increase the flow of information to the police in local areas
- to assist in solving community problems.



SERVICE USERS SURVEY 1993

Number

Area

NAME OF SERVICE USER: _____

TELEPHONE NUMBER: _____

DETAILS OF CALL: _____

RECORD OF TELEPHONE CALLS

Number of Calls	1	2	3
Date			
Time In			
Time Out			

APPOINTMENT TIMES (CALL BACKS)

	1	2	Comments
Date			
Time			

INTERVIEWER'S SCRIPT

Good Afternoon/Evening, My name is _____.

I'm a constable attached to Toowoomba Police and would like to speak to _____.

We're conducting a survey to evaluate the service provided by Toowoomba police. From our records we believe you may have had reason to call the police in the last six months. I would like to ask you some questions about that contact. It will only take about ten minutes, and anything you may tell me will be kept strictly confidential. Would you mind participating in this survey, your co-operation would be appreciated?

(If no, thank them for their time, terminate the interview, if yes, continue.)

For the purposes of this survey we are only interviewing adults. Are you over eighteen?

(If no, thank them for their time, terminate the interview, if yes, continue.)

I don't want to take too much of your time. Is it convenient for you to talk to me now?

(If yes, go to question one, if no, arrange another convenient time and telephone number etc. to complete interview. Pass to supervisor).

Q1 In the last six months, about how many times do you think you've called the police?

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Note: If the respondent cannot recall having called the police in the last six months, thank them for their time and terminate the interview.

If the respondent has called the police more than once say:

"I would like to talk to you about the most recent time you called the police."

Q2 What did you call the police about?

.....

.....

.....

Q3 Did the police tell you how long it would take for them to arrive?

Yes	1
No	2
No response	9

Q4 Did they come quickly enough?

Yes	1
No	2
No response	9

Q5 Do you recall the name(s) of the police who came to investigate?

Yes	1
No	2
No response	9

Q6 Overall, were the police helpful or not helpful?

Helpful	1
Not helpful	2
Don't recall	8
No response	9

Q7 Overall, were the police impolite or polite?

Polite	1
Impolite	2
Don't recall	8
No response	9

Q 8	After talking with the police, did you think they would be able to do something about the problem?	Yes	1
		No	2
		No response	9
Q 9	Were you told what action would be taken in response to your call?	Yes	1
		No	2
		Don't recall	8
		No response	9
Q 10	At the time, did you think the police understood how you felt about what happened?	Yes	1
		No	2
		No response	9
Q 11	Did you have any other contact with the police following the initial call?	Yes (<i>go to Q 12</i>)	1
		No (<i>go to Q 14</i>)	2
		No response (<i>go to Q 14</i>)	9
<i>(Complete Q 12 and Q 13 only if respondent says yes)</i>			
Q 12	Was this later contact with the <i>same</i> police officer or a different police officer?	The same officer	1
		A different officer	2
		No response	9
Q 13	Why did the police get back in contact with you?	
	<i>(Ask the respondent to specify the reason for the police follow up)</i>	
		
Q 14	Did the police ever tell you what eventually happened? <i>(Prompt: Did they find out who did it? Did they take action to fix the problem?)</i>	Yes	1
		No	2
		No response	9
Q 15	Overall, would you say you were satisfied or dissatisfied with the way in which the police handled the matter?	Satisfied (<i>go to Q 17</i>)	1
		Dissatisfied (<i>go to Q 16</i>)	2
		Don't recall (<i>go to Q 17</i>)	8
		No response (<i>go to Q 17</i>)	9

(Complete only if respondent was dissatisfied)

Q 16 Can you tell me why you were dissatisfied?

.....
.....
.....

Q 17 On the basis of your recent experience with the police, what could the Toowoomba Police do to improve their service?

(If necessary, probe for an answer)

.....
.....
.....

Q 18 Knowing what you know now, would you call the police again in similar circumstances?

Yes 1
No (If not, why not?) 2
Probe for answer

.....
.....
.....

No response 9

Q 19 Have you heard of the Beat Policing Project?

Yes 1
No 2
No response 9

(Note: Q 20, Q 21, Q 22 for beat area respondents only)

Q 20 Did a Beat Police Officer handle your call?

Yes 1
No 2
Don't recall 8
No response 9

Q 21 Have you tried to contact a Beat Officer directly?

Yes (go to Q 22) 1
No (go to Q 23) 2
No response (go to Q 23) 9

(Complete only if the respondent says yes.)

Q 22 Was it difficult to contact him?

Yes	1
No	2
No response	9

(Interviewer read: Finally just a few questions about you.)

Q 23 How old are you?

Years

(Enter 999 if respondent refuses to answer)

Q 24 Would you mind telling me your marital status?

(Circle most appropriate category)

Single	1
Married/Defacto	2
Divorced/Separated	3
Widowed	4
No reponse	9

Q 25 What is the highest level of education you have completed?

(Circle most appropriate category)

Less than secondary	1
Secondary	2
Post-secondary qualification	3
No response	9

Q 26 To what ethnic or racial group do you belong?

.....

Q 27 What is your current occupation?

.....

(Note: Interviewer to determine without asking)

Q 28 Gender

Male	1
Female	2

Thank you for your time and participation.
We appreciate you helping the Police Service in this way.

Interviewer: _____

