AMPLIFYING NEIGHBORHOOD VOICES:
COMMUNITY PERCEPTIONS OF PUBLIC SAFETY (CPPS) SURVEY

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Executive Summary

Amplifying Neighborhood Voices: Community Perceptions of Public Safety (CPPS) Survey is an independent collaboration between CCSU's Institute for the Study of Crime and Justice (ISCJ) and the Center for Community Engagement and Social Research (CCESR). Our collaborative mission is to empower various communities in Connecticut to address the challenges of critical public policy issues concerning public safety and criminal justice reform. For our initial venture, we worked with New Britain's North-Oak Neighborhood Revitalization Zone (NRZ). With the NRZ's assistance and other community organizations, we sought to administer the survey to a representative sample of adults in the North-Oak neighborhood. The following report provides results from the administration of the *Community Perception of Public Safety (CPPS)* survey between September 2022 and June 2023 throughout the North-Oak neighborhood.

Survey Development and Data Collection Procedures

The purpose of the CPPS survey was to understand residents' perceptions of public safety and their local police department. It was created using items from prior efforts to assess citizen perceptions of public safety along with input from several organizations within the North-Oak neighborhood. Survey questions asked residents about their sociodemographic and living situations, experiences and assessment of the New Britain Police Department (NBPD), and perceptions of public safety and police enforcement.

The CPPS survey was designed to be administered using electronic and paper formats to accommodate a range of survey administration contexts. Efforts were made by research team members to recruit participants by: (1) attending various community and school events, (2) distributing postcard mailers, (3) posting flyers in neighborhood businesses and town buildings, and (4) distributing survey packets to residents of three large apartment complexes. Our selection of events/locations was intended to increase variability in the demographics of our sample and facilitate a representative sample of the North-Oak neighborhood population. Data collection began in September of 2022 and concluded June of 2023.

Description of Survey Respondents

Our efforts yielded 128 usable surveys from a range of demographic backgrounds. The sample included respondents from all age groups, with the largest percentage falling between 25 and 34 years old (33%). More than half the respondents were female (64%). The largest racial/ethnic group was Hispanic, Latino, or Spanish (57%), followed by White (21%), and Black (16%). Less than half (42%) of the respondents had completed at least a high school education. Many respondents (44%) had lived in New Britain for 20 or more years and more than half (56%) lived in a place they or their family rents.

Key Findings

Overall, residents have a generally favorable view of the NBPD in terms of physical presence in the neighborhood and job performance. However, there is a desire for NBPD to increase their engagement with the community and enforcement of some crimes. An examination of responses by demographic category (race/ethnicity, age, gender) did reveal a few noteworthy differences.

Experience with New Britain Police Department*.* The majority of respondents were either satisfied with the visibility of police in the community or wanted more visibility. Although the overall responses were positive, there were some differences by race/ethnicity and age. Older residents (65 and older) want to see the police a little more often while the youngest residents (18 to 34) would like to see the police a little less often. Additionally, although the perception of the visibility of police in the neighborhood is similar across ethnic groups, Black residents do not rate interactions with police as positively as other racial/ethnic groups. There were no differences by gender.

Performance of the New Britain Police Department*.* Overall, residents have a favorable opinion of the performance of NBPD. The department was rated most highly on responsiveness to emergencies, resident calls, availability, and solving crimes. The items that were rated lower pertained to community engagement, such as relationships with people in the neighborhood, building trust with the neighborhood, communication with the public, and involving the neighborhood in crime prevention efforts.

Perception of Public Safety and Enforcement*.* Although there were some criminal offenses that were endorsed as more of a problem than others (e.g., drug offenses, DUIs, crimes against public order, theft, violent crime), the problems deemed of greater concern were traffic-related offenses (e.g., distracted driving, speeding).

Recommendations

Based on the survey responses, we provide several recommendations to address these perceptions. First, future attempts to survey community residents should continue to utilize a variety of methods and strategies to recruit more people to complete the survey.

Second, Black residents generally wanted to see the police less often and their interactions with police officers were more negative than other residents. The survey questions did not allow us to better understand these perceptions. We recommend that neighborhood groups and the New Britain Police Department host activities where the officers can engage with the residents in a less formal manner to gain an understanding of what may contribute to these different perceptions.

Third, one area of public safety that was raised by residents was street-level crime such as drug offenses and traffic offenses. These crimes are often targeted by police departments on a short-term basis where police make these crimes a priority to address immediate concerns. However, these crimes quickly decrease but are quick to return after the police department stops prioritizing them. We believe that increasing police visibility using alternatives to routine motor patrols in the North-Oak neighborhood will decrease these crimes on an ongoing basis as well as improve perceptions of the police.

Fourth, the lowest ratings that residents gave the New Britain Police Department related to community engagement. While the police department does attempt to reach out to North-Oak residents and share information, we recommend that community groups, police department leadership, representatives of the Mayor's Office, and other community leaders/elected officials establish more ongoing two-way information-sharing processes.

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Overview

Amplifying Neighborhood Voices: Community Perceptions of Public Safety (CPPS) Survey is an independent collaboration between CCSU's Institute for the Study of Crime and Justice (ISCJ) and the Center for Community Engagement and Social Research (CCESR). Our collaborative mission is to empower various communities in Connecticut to address the challenges of critical public policy issues concerning public safety and criminal justice reform. On a state and national level, numerous initiatives have emerged in recent years aimed at reforming police and improving police-community relations. Insufficient attention, however, has been given to collecting reliable, representative, and longitudinal data about community perceptions of the police and public safety. Our goal was to create a survey that could fill this void and help communities identify areas for improvement regarding public safety and police-community relations. To help ensure successful data collection and use of the survey results, we aimed to establish collaborative relationships with community groups. For our initial venture, we worked with New Britain's North-Oak Neighborhood Revitalization Zone (NRZ). With the NRZ's assistance and other community organizations, we sought to administer the survey to a representative sample of adults in the North-Oak neighborhood.

The following report provides results from the administration of the Community Perception of Public Safety (CPPS) survey between September 2022 and June 2023 throughout the North-Oak neighborhood. The survey results hopefully will inform future efforts to address citizen concerns about public safety and police response and provide a general understanding of police-community relations.

Background

During the summer of 2022, representatives of CCSU ISCJ and CCESR met with multiple North-Oak stakeholders to discuss whether assessing the neighborhood's perception of public safety would be of value to the neighborhood. The consensus view was that North-Oak is an under-served community that would benefit from an effort to capture the community's voice regarding multiple issues, including public safety. The stakeholders valued an initiative that would not only assess the sentiment and needs of a neighborhood but also support the dissemination of results to the City of New Britain and its police department. This initiative would help ensure public safety administration is aligned with community needs. Once the CCSU team confirmed with the stakeholders that the survey would be useful, the team met with additional people who have deep knowledge of the neighborhood. These individuals provided valuable information regarding how to successfully administer the survey to residents of the North-Oak neighborhood (see Study Method section for more details) and informed the choice of questions, wording, language versions, location, and mode of administration.

Literature Review

Our efforts to understand residents' perceptions of public safety and to facilitate police-community relations was guided by existing literature. We first summarize research on citizen perceptions of the police and then we discuss two studies that directly informed the development of our *Community Perceptions of Public Safety (CPPS) Survey.*

Residents' perception of fairness and trust in their police department predicts satisfaction with the police (Hamm et al., 2017). This level of satisfaction and trust in police affects residents' feeling of safety and their willingness to report crimes and cooperate with police when they are investigating crimes (Bolger et al., 2020).

Schafer et al. (2003) examined citizens' perceptions of police services and found the type of interaction between citizens and police matters. Those who have negative or involuntary interactions with police are less likely to be satisfied with police. However, voluntary experiences, such as those that may occur via community policing, often increase satisfaction with the police. The perception of neighborhood crime was a better predictor of police satisfaction than the actual crime rates of the neighborhood. Weitzer and Tuch (2005) also found that perception of crime was important. In their study of the determinants of public satisfaction with police, a perception of serious crime in a neighborhood predicted lower rates of satisfaction with police. They also found that confidence in police increased when citizens perceived that crime control was effective in their neighborhood. This outcome was observed across all demographic groups.

In a survey administered to five neighborhoods in the same city, Wentz and Schlimgen (2012) found the citizen perception of police contact was the most powerful predictor of police satisfaction, even more so than the level of crime and disorder in the neighborhood. This perception does not have to be based on personal experiences. An item assessing a citizen's perception of contact between police and other citizens in their neighborhood was a more powerful predictor of satisfaction with police than a citizen's own personal contact. In fact, of all variables studied, this item was the most significant predictor of citizen perception of police. Negative indirect experiences with police caused decreased satisfaction in most participants. The authors also found that perceived safety was more influential on the perception of police than actual crime and level of disorder in the neighborhood. The authors concluded that citizen perception is powerful and that community-oriented policing, where citizens and police work together as allies, "is crucial to improving the perception of police" (Wentz & Schlimgen, 2012, p. 130).

Prior Efforts to Assess Citizen Perception of Public Safety

Two initiatives informed the development and administration of the CPPS survey: Seattle Police Department's *Micro Community Policing Plans* (Helfgott, et al., 2018) and *Community Attitudes Regarding Public Safety* that was administered in the city of Bend, Oregon (Stewart & Henning, 2021).

Community Attitudes Regarding Public Safety. The city of Bend and its police department first collaborated with Portland State University in 2017 on the development and administration of the community attitudes survey. The initial survey aimed to inform the police department's

five-year strategic plan. The 2021 survey is the third administration in six years. The 2021 survey was designed to provide updated data that can inform the new leadership of the police department (Stewart & Henning, 2021). The survey was administered to residents of Bend, Oregon and contained questions that assessed the following resident perceptions:

- Trust in the local police
- Fairness in how police treat residents
- Success in managing local public safety
- Success in engaging and communicating with the community
- Feelings of personal safety
- Which public safety issues are of greatest concern to the residents.

Ten thousand surveys were administered in 2020-21, resulting in 1,884 completed surveys. Bend had a population of 100,421 at the time. The report provides recommendations to the city leadership and its police department on how to address the concerns indicated in the report. Repeat administration allows the city and police department to track trends and any change in resident perceptions.

Seattle Public Safety Survey. The Seattle Public Safety Survey was developed for the purpose of providing the Seattle Police Department with a tool that could be used annually to collect data on community members' perceptions of micro-community-level crime and public safety (Helfgott, et al. 2018). Micro-communities were areas identified as distinct neighborhoods by the police and the community.

The instrument was designed specifically for the SPD MCPP initiative based on a review of the literature on community surveys of crime perceptions, crime victimization, fear of crime, police legitimacy, and social disorganization. The survey questions solicit responses regarding demographics, perceptions of law enforcement trust and legitimacy, crime victimization experiences and police interaction, and levels of collective efficacy in the community at the micro-community level, including fear of crime victimization, levels of social disorganization, and community-identified top public safety concerns. The survey was administered twice during the 2015–2017 implementation evaluation and data collection period (in October and November 2015 and 2016) and yielded 7,286 and 8,521 usable surveys, respectively.

Study Method

Survey Development

The purpose of the survey was to understand residents' perceptions of public safety and their local police department (see Appendix A for the full survey). The first section of the survey collected sociodemographic information about the respondents. This section included basic demographic information (e.g., age, race, ethnicity, education) and information about their living situation (e.g., street of residence, who they live with, etc.). The second section asked about residents' experience with the New Britain Police Department, including visibility, personal interactions with the police, and their performance on 11 dimensions (e.g., solving crime, responding to calls promptly, addressing specific neighborhood concerns, building trust with the community). The third section included questions about residents' perceptions of public safety and police enforcement. The questions addressed criminal offenses (e.g., larceny-theft, violent crimes, drug offenses) and traffic offenses (e.g., running red lights, speeding in school zones, driving under the influence). Two final open-ended questions allowed respondents to communicate any additional concerns related to public safety. Neighborhood stakeholders reviewed an initial version of the survey for appropriateness and utility at a luncheon. Their feedback informed the final edits. As noted above, the survey development was informed by the Seattle Police Department's Micro Community Policing Plans and Bend, Oregon's Community Attitudes toward Public Safety.

Data Collection Procedures

The survey was designed to be administered using flexible formats (e.g., electronic, paper) to accommodate a range of survey administration contexts. The electronic version was created using the Qualtrics survey platform and administered via laptops and tablet devices. It was used during survey administration at community events (e.g., school open house, coat drive) and for recruitment flyers. The paper version mirrored the electronic version and was used to distribute survey packets widely to residents of apartment complexes. All survey materials were available in English, Spanish, and Arabic based on the most frequently spoken languages in the community.

Efforts were made to recruit participants via several methods. First, research team members attended various community events and invited individuals to participate in the survey using either a verbal or written recruitment script (see Appendix B). Second, we distributed postcard mailers to residents in the North-Oak neighborhood and posted flyers in neighborhood businesses and town buildings (see Appendix C). Third, we distributed survey packets to residents of three large apartment complexes. A cover sheet was attached to each survey packet (see Appendix D). If individuals agreed to participate, they were provided an Informed Consent Statement (see Appendix E) that provided further details about the survey, including the nature of the questions and their right to decline or withdraw participation. Individuals were offered the chance to enter a raffle for one of ten $50 Amazon gift cards as an incentive to participate. Contact information for the raffle was kept in a separate database from the survey responses.

Data collection began in September of 2022 and concluded June of 2023. Our selection of events/locations was intended to increase variability in the demographics of our sample and facilitate a representative sample of the North-Oak neighborhood population. For example, our samples included parents of elementary school children, participants in a church coat drive, and residents of a large apartment complex that served an older, predominantly Spanish-speaking population.

Figure 1 displays the boundaries of the North / Oak Neighborhood Revitalization Zone or the "North-Oak Neighborhood." The North-Oak Neighborhood is identified in amber (yellow and orange). Figure 2 identifies the two United States Census Tracts that comprise the North-Oak Neighborhood.

Figure 1. *Map of the North-Oak Neighborhood (North/Oak NRZ)*
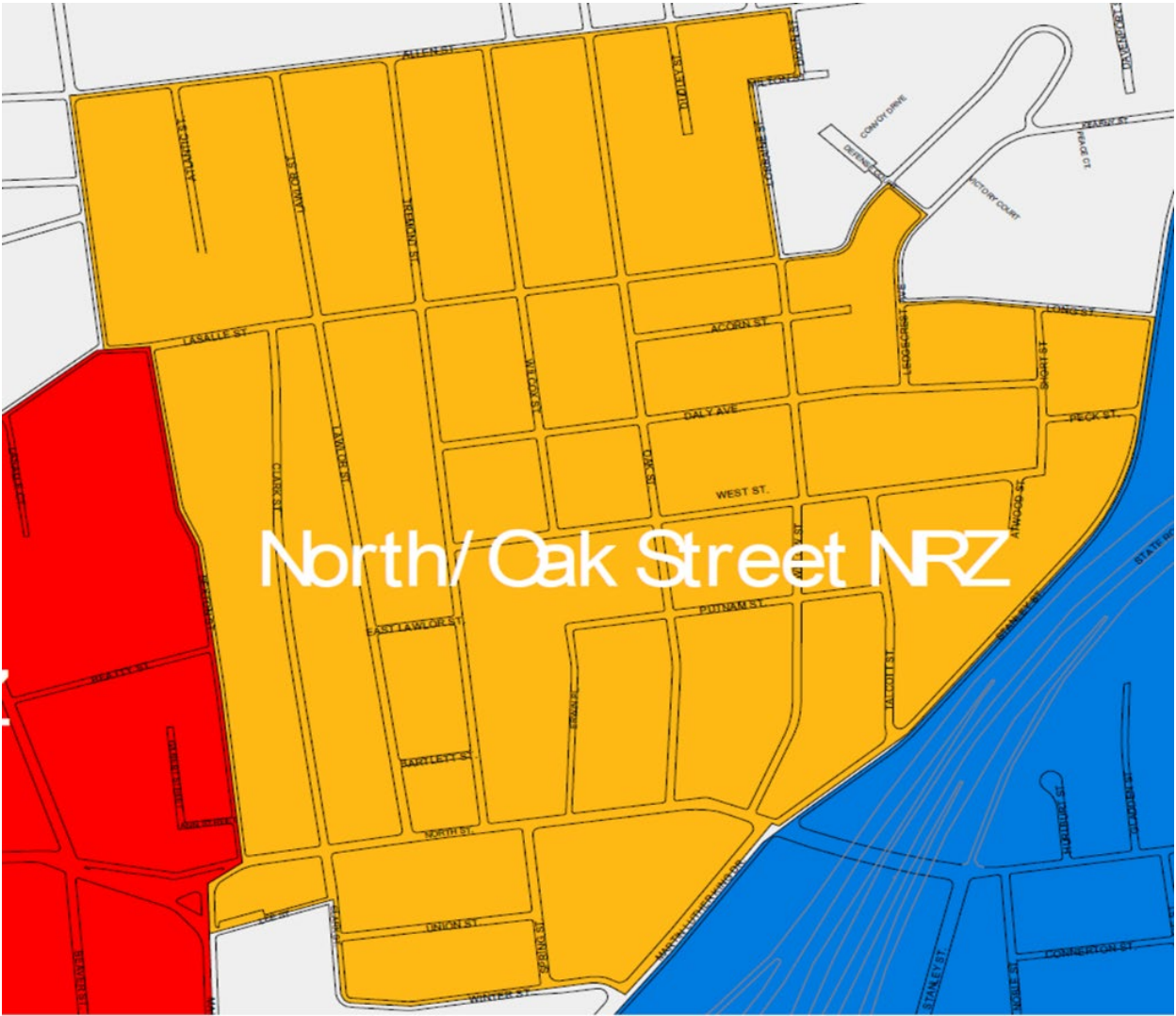
Figure 2. *U.S. Census Tracts Included in the North/Oak NRZ*

Sample Characteristics

We obtained a total of 128 usable surveys. The sample size varied by question since participants could skip questions, and some questions allowed individuals to choose multiple response options.

Demographics. We asked several basic demographic questions (e.g., age, race/ethnicity, education) to help describe the sample and assess its representativeness relative to the population of the North-Oak neighborhood. For comparison, we have provided a summary of the demographics of census tracts 4161 and 4162 below.

Census tract 4161[1]:

- Population: 4,955, including 3,418 Adults and 1,797 households
- Median Age: 30.7
- Gender: 2,380 Male (48.0%), 2,575 Female (52.0%)

[1] Source: https://censusreporter.org/profiles/14000US09003416100-census-tract-4161-hartford-ct/

- Race & Ethnicity: 3,007 Hispanic or Latino (60.7%), 1,806 White alone (36.4%), 554 Black of African American alone (11.2%), 75 Asian alone (1.5%), 142 two or more races (2.9%)
- Median Household Income: $36,219
- Poverty rate: 30.3%
- Employment Rate: 46.4%
- Housing: 78% of occupied units are renter occupied, 81% of units are multi-units
- Education: 63.8% high school grad or higher, 7.4% bachelor's degree or higher
- Language: Population 5+: 27.2% speak only English,72.8% speak a language other than English (Spanish speaking: 18-64: 36%, 65+:1.4%)

Census Tract 4162[2]:

- Population: 3,025 including 2,026 Adults and 1,298 households
- Median Age: 28.9 (67.4% are 18+)
- Gender: 1,419 Male (46.9%), 1,606 Female (53.1%)
- Race & Ethnicity: 2,113 Hispanic or Latino (69.9%), 435 White alone (14.4%), 362 Black or African American alone (12%), 26 Asian alone (.9%), 76 two or more races (2.5%)
- Median Household Income: $31,020
- Poverty: 27.1% persons below the poverty line
- Housing: 91% of occupied units are renters, 88% of units are multi-unity
- Education: 68.1% high school grad or higher, 8% bachelor's degree or higher
- Language (5+ years old): English only: 46%, Speak a language other than English: 54% (Spanish speaking: 18-64: 36.9%, 65+: 2.4%)

Age. As shown in Figure 3, the largest percentage of respondents were 25 to 34 years old (33%), with reasonable distribution among the remaining age groups, with the exception of 75 years old and older, which only made up 4% of the sample. Although we had reasonable representation in all age groups, we combined respondents into three groups (18-34, 35-64, 65 and older) to facilitate further analysis and interpretation.

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[2] Source: https://censusreporter.org/profiles/14000US09003416200-census-tract-4162-hartford-ct/

Figure 3. *Age of Survey Respondents*
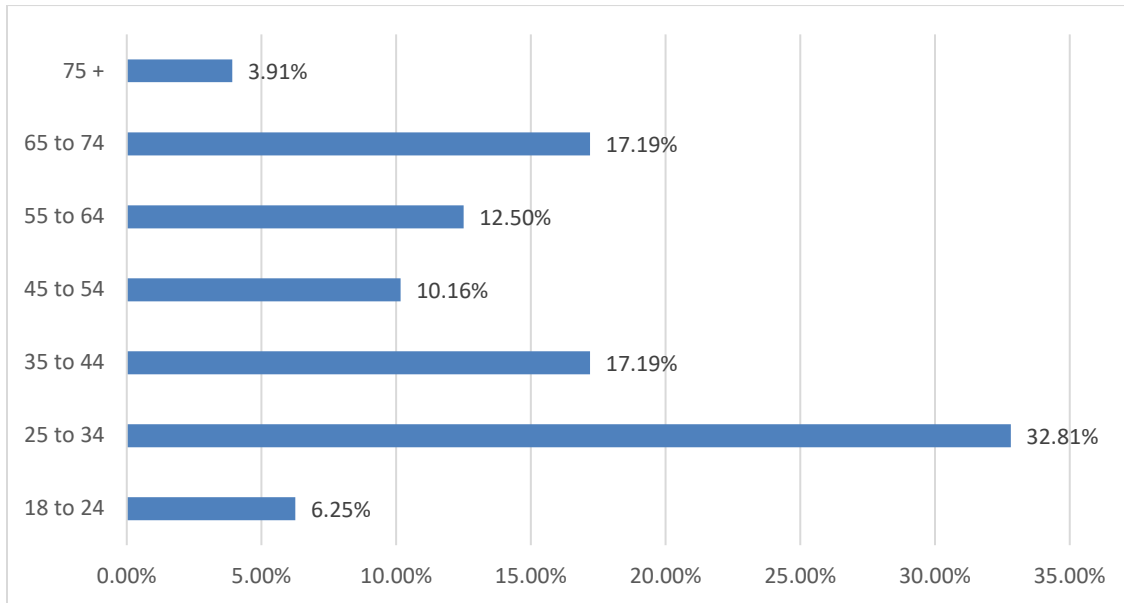
Gender. The majority of respondents (64%) identified as female, 31% as male, with the remainder identifying as non-binary or preferred not to say (see Figure 4). Since the two latter categories consisted of a small percentage of respondents, we focused subsequent analyses on comparing male and female respondents.

Figure 4. *Gender of Survey Respondents*
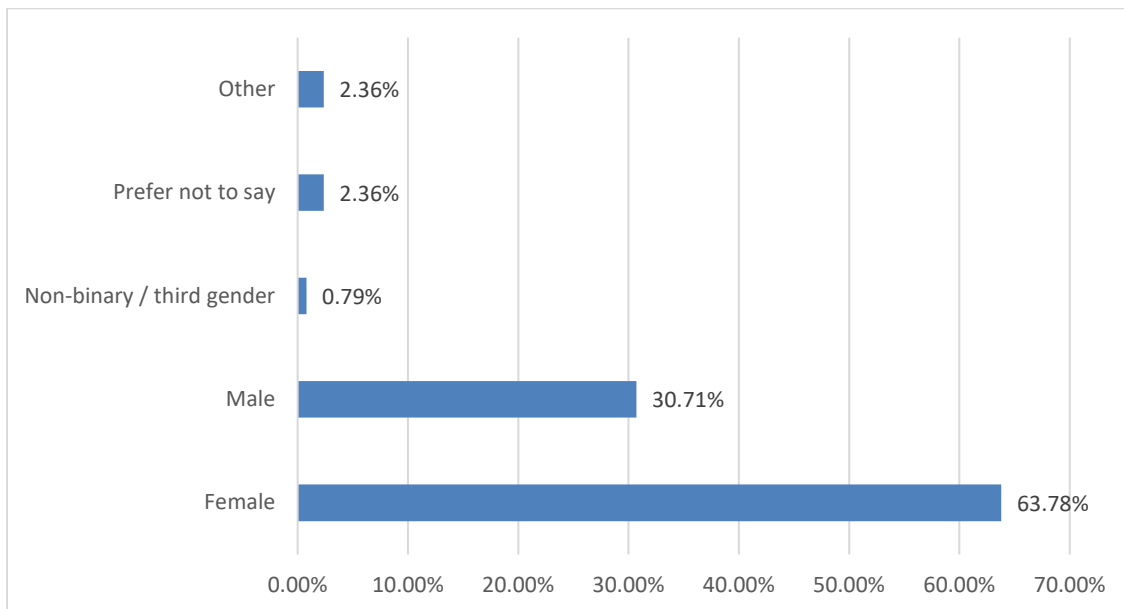
Race/ethnicity. The majority of respondents identified as Hispanic, Latino, or Spanish (57%) followed by Caucasian/White (21%) and African American/Black (16%), with the remaining categories represented by less than 3% of the sample each (see Figure 5). To

facilitate comparisons of responses based on race/ethnicity, we reassigned respondents to one of four groups (White, Black, Hispanic, or Other). Since respondents were allowed to select multiple racial/ethnic categories, anyone who selected Black/African American as one of their options was assigned to the category Black, and anyone who selected Hispanic/Latino/Spanish was assigned to the category Hispanic. Due to a small percentage (<5%) of respondents falling into the Other category, we omitted them from further analyses

Figure 5. *Race/Ethnicity of Survey Respondents*
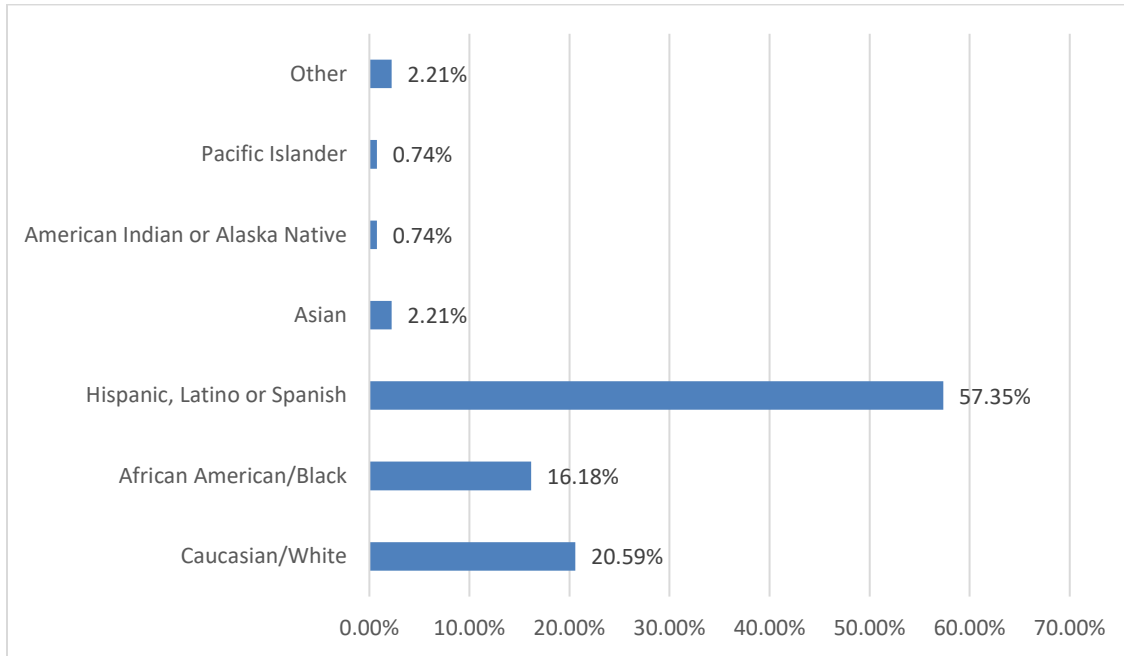
Primary language. As shown in Figure 6, most respondents identified English as their primary language (64%) followed by Spanish (28%).

Figure 6. *Primary Language of Survey Respondents*

Bar chart showing:
- Other: 4.76%
- Polish: 2.72%
- Arabic: 0.68%
- Spanish: 27.89%
- English: 63.95%
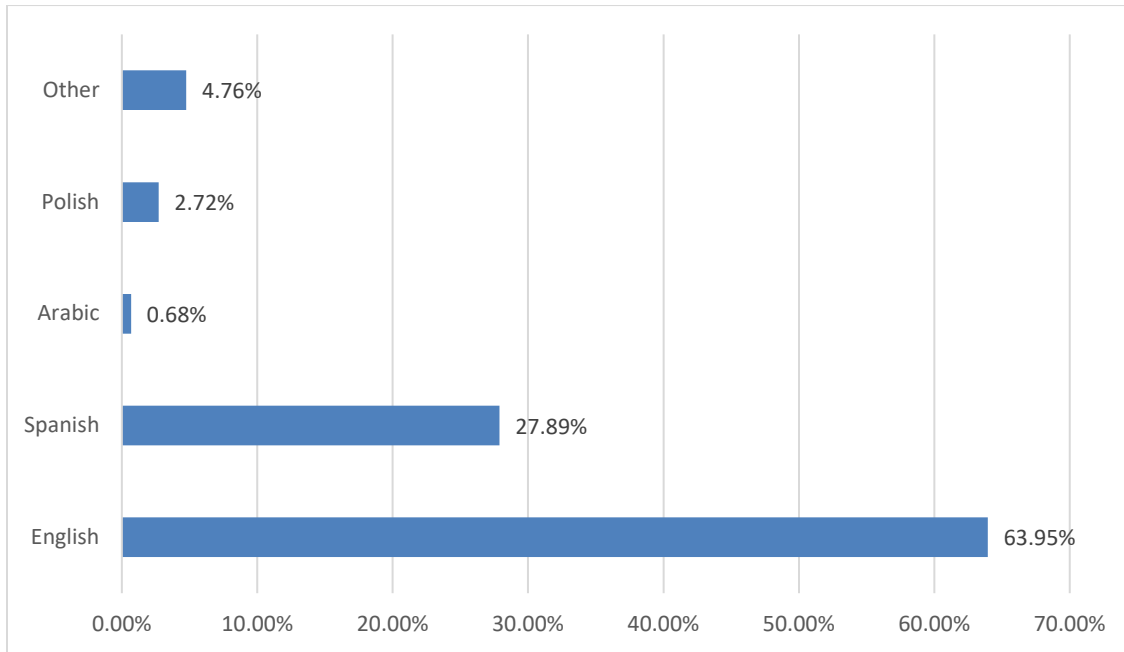
Education. The most significant percentage of respondents had completed high school or equivalent (42%), followed by 26% who had completed some college (see Figure 7).

Figure 7. *Education Level of Survey Respondents*

Bar chart showing:
- Graduate degree: 7.14%
- Bachelor's degree: 5.56%
- Associate's degree: 6.35%
- Some college: 26.19%
- High school or equivalent: 42.06%
- Less than high school: 12.70%
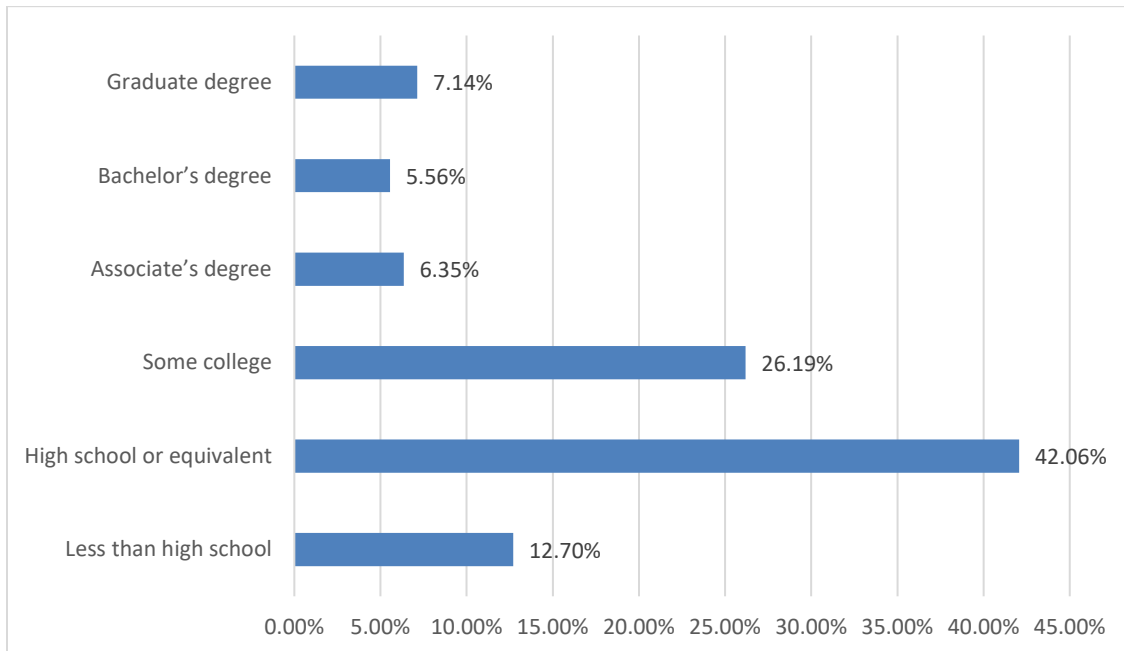
Political affiliation. As shown in Figure 8, the most frequent answer was Democrat (39%), followed by Independent (38%). The remaining respondents identified as either Other (13%) or Republican (10%).

Figure 8. *Political Affiliation of Survey Respondents*
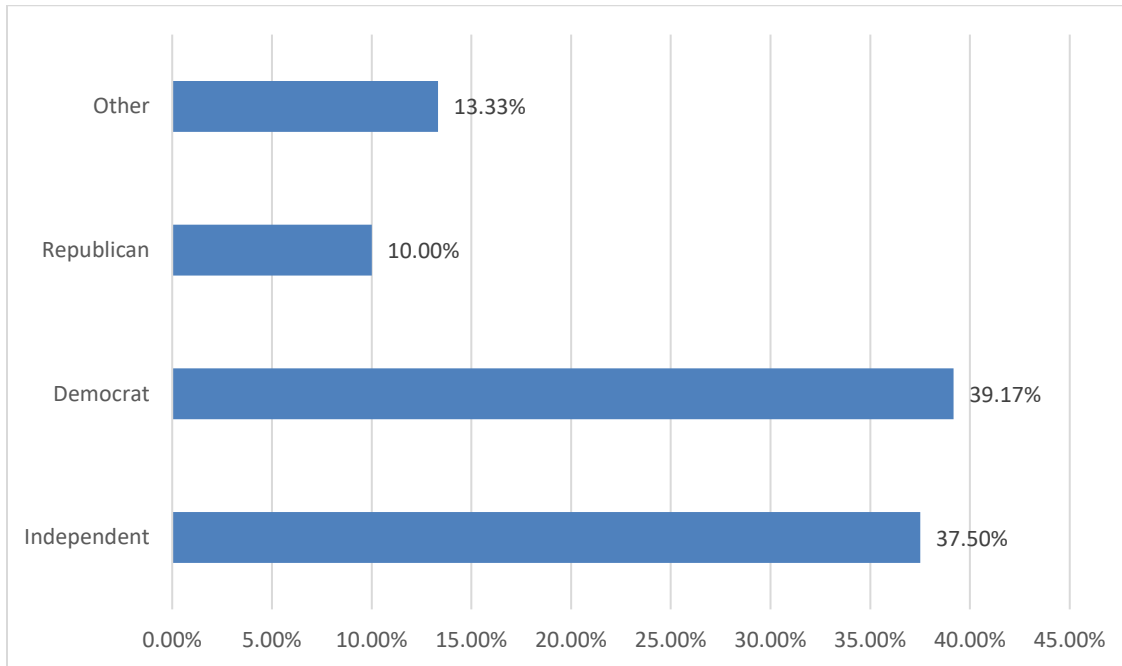
Living situation. We asked several questions to understand residents' living situation (e.g., how long they have lived in New Britain, who they live with, whether they rent or own).

Live/Work in New Britain. The majority of the respondents lived in New Britain (71%) or lived and worked in New Britain (28%) (see Figure 9). When asked how long they have lived in New Britain, the most frequent response was 20 or more years (44%), followed by less than five years (25%) (see Figure 10).

Figure 9. *Whether Respondents Live or Work in New Britain*
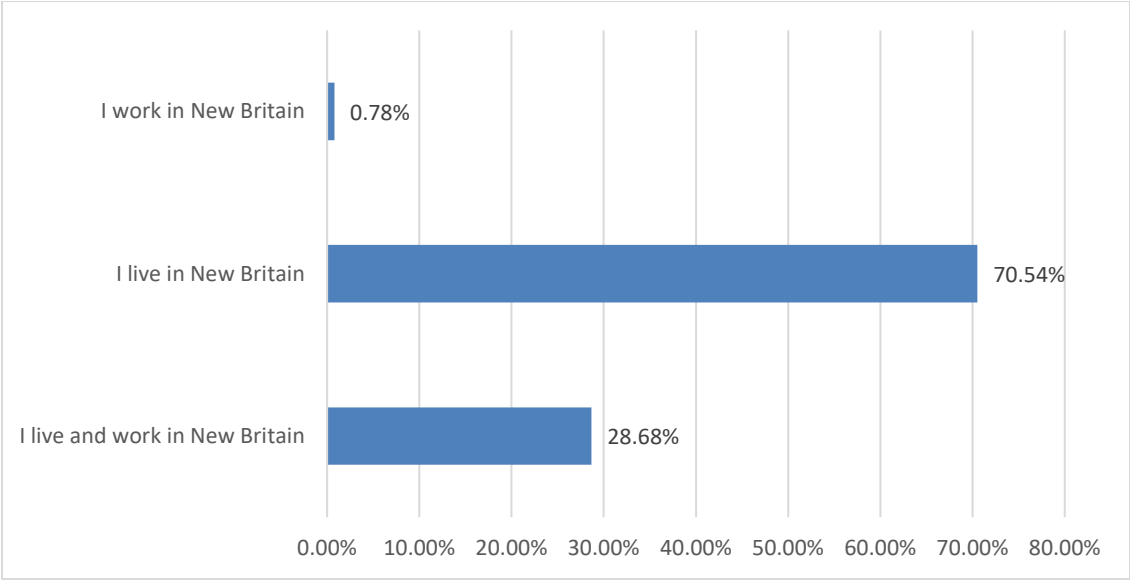
Figure 10. *Amount of Time Lived in New Britain*
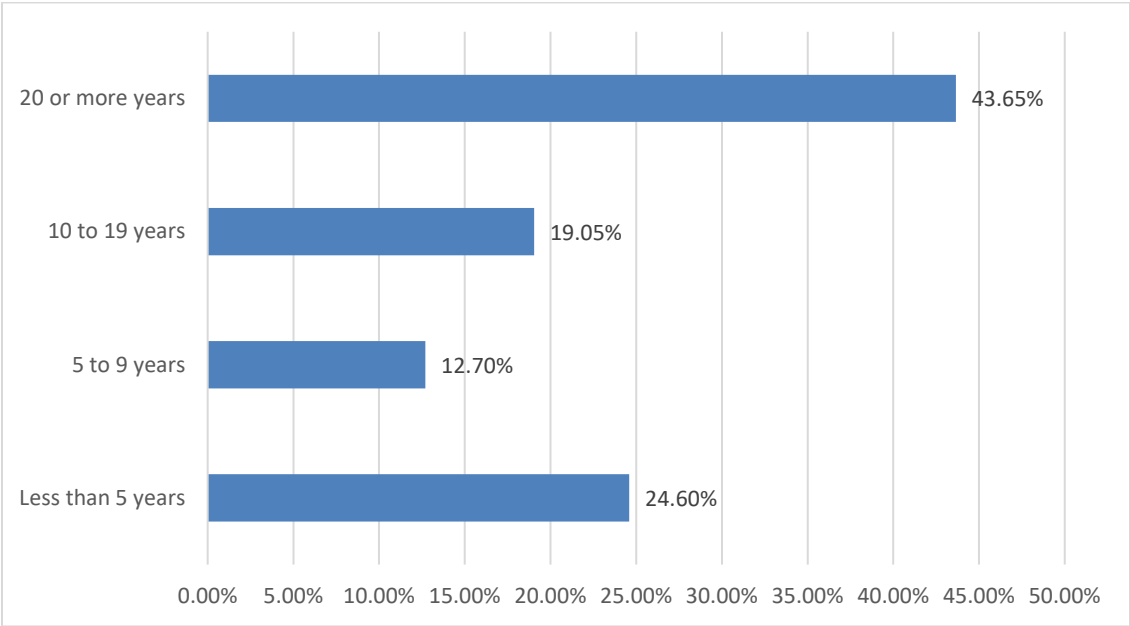
Type of residence. As shown in Figure 11, the most frequent response was they live in a place they or their family rents (56%), followed by a place they or their family owns (25%).

Figure 11. *Type of Residence*
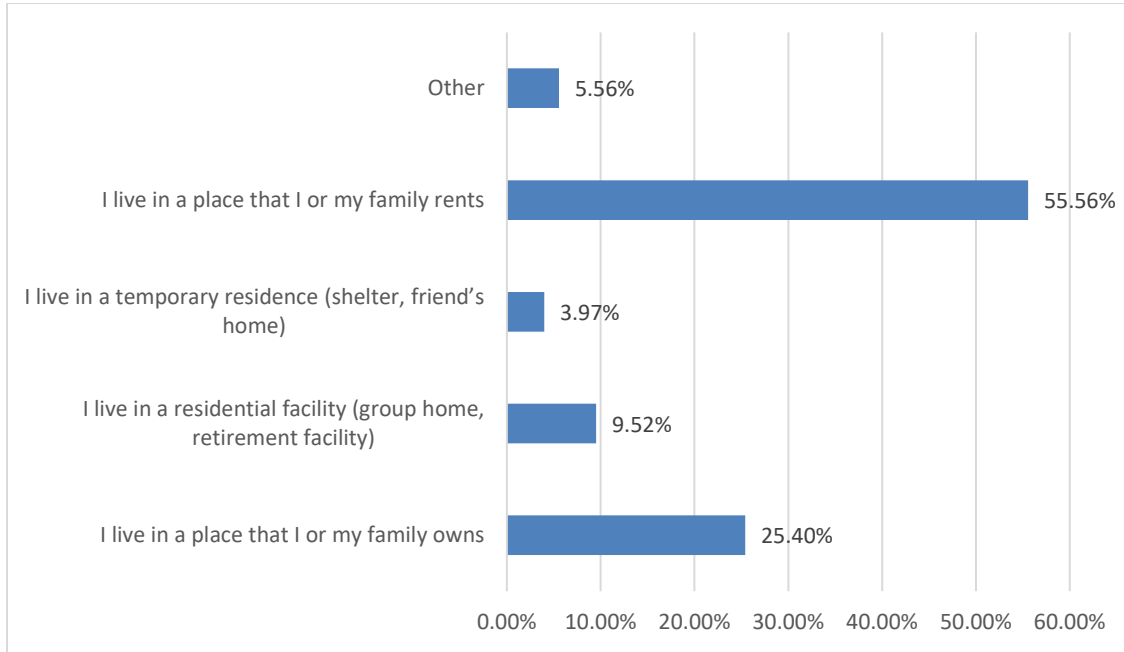
Living arrangement. The most frequent living arrangements were living alone (27%), living with young children (25%), and living with significant other (22%) (see Figure 12).

Figure 12. *Living Arrangement*
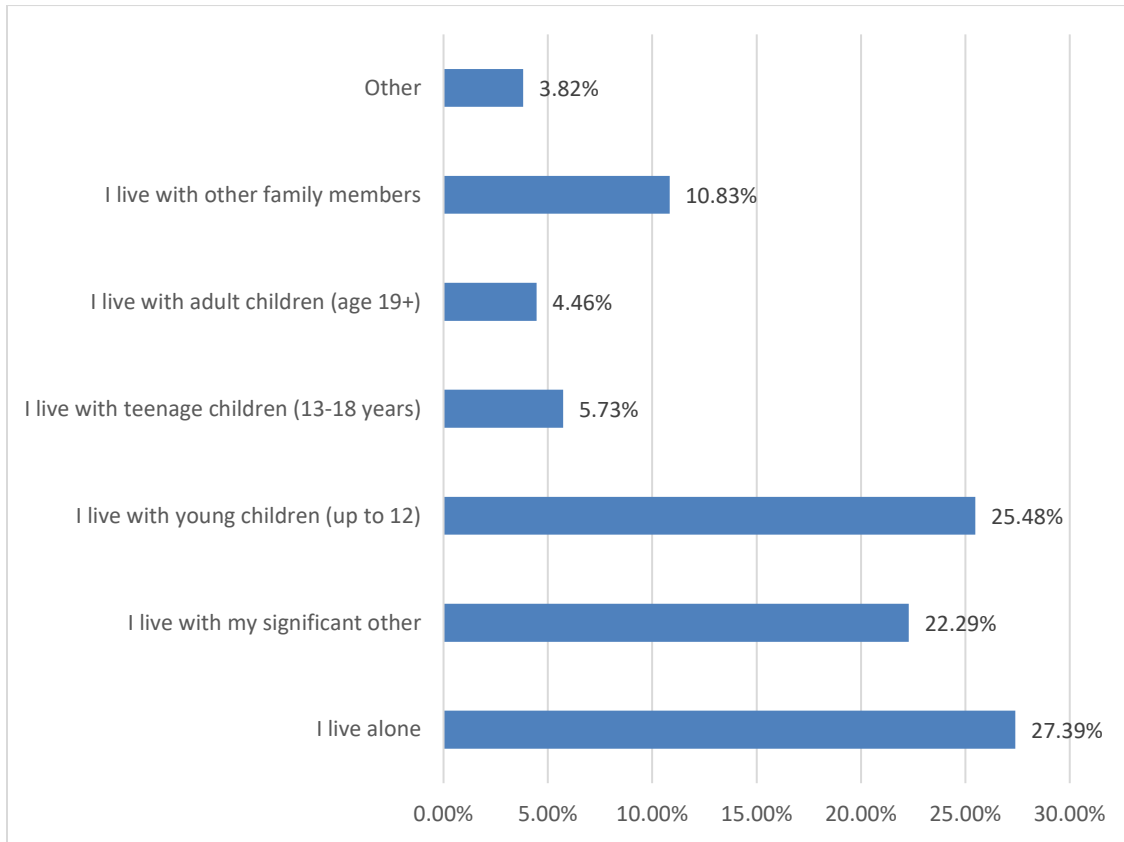
Street location. Figure 13 exhibits the geographical scope of the survey administration aggregated to the street level. Respondents were asked to identify the street where they live or work. Streets with less than two respondents were excluded from analyses to maintain confidentiality. As a result, those streets are not included in the heat map. A warmer temperature (red) indicates more respondents from that street (compared to the other streets surveyed). Conversely, cooler temperatures (green) indicate fewer respondents from those streets.

Figure 13. *Full Heat Map of Responses by Frequency at the Street-Level*
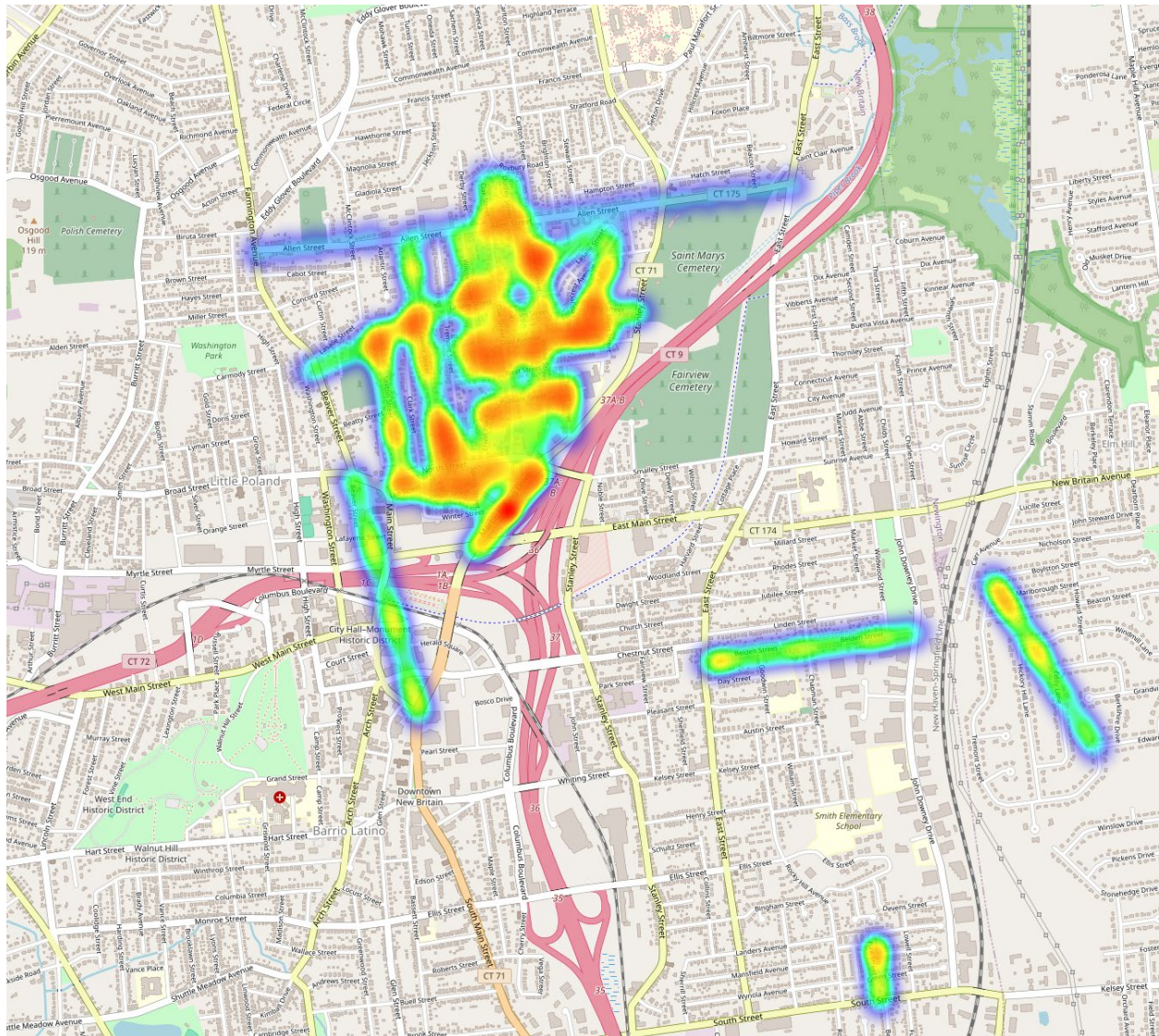
Note. Points on the map are *geonodes* and do not indicate a specific street address. Streets were mapped using interpolation. The latitude and longitude of the beginning and end of each street were manually identified to define the boundaries of each street. Evenly spaced *interpolate* points were identified to render the visual heat highlighting of the street. For example, Allen Street has the second most respondents of any street. However, due to its length in comparison to the other streets, the interpolated geonodes (points) appear cooler than more saturated areas of response.

Figure 14 provides a zoomed-in view of the central survey locations, exhibiting the intensity of respondents from the project's focus— North Oak Neighborhood. As shown in Figures 13 and 14, it is clear that more respondents live or work on Martin Luther King Drive (twenty-one respondents, 16.41%) than any of the other streets reported. This is explained by the administration of the survey to an apartment complex on Martin Luther King Drive. The closest second was Allen Street with seven respondents (5.47%), followed by Willow, Oak, Putnam, and

Lawlor Streets—each with six respondents (4.69%). The remaining streets with two to five respondents are shown in Table 1.

Figure 14. *Heat Map of Main Survey Area*
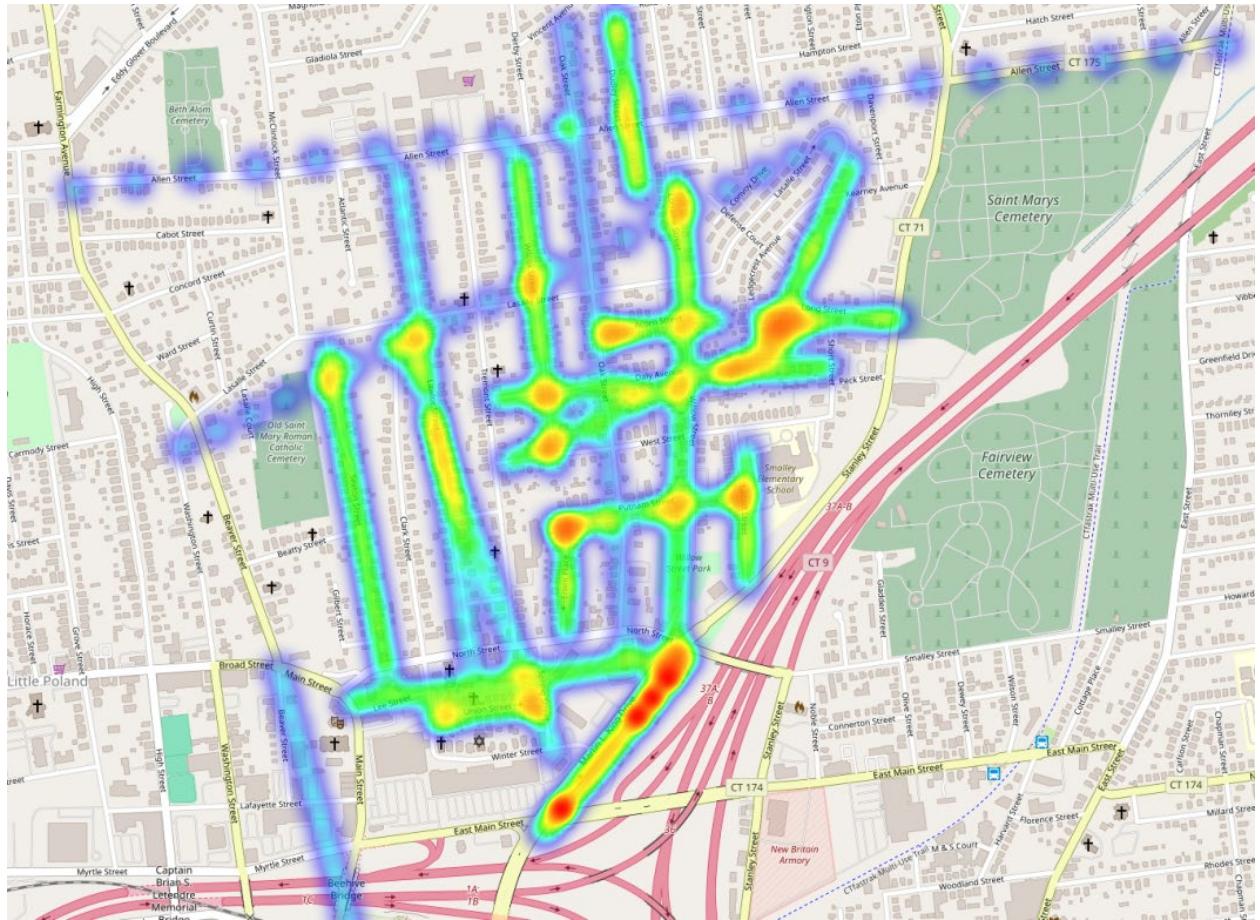
Note. See Note in Figure 11 for heat mapping interpretation.

Table 1. *Streets Where Respondents Live or Work*

Street	Count	Percentage (%)
Martin Luther King Drive	21	16.41
Allen Street	7	5.47
Willow Street	6	4.69
Oak Street	6	4.69
Putnam Street	6	4.69
Lawlor Street	6	4.69
North Street	5	3.91
Lasalle Street	5	3.91
Erwin Place	4	3.12
West Street	4	3.12
Long Street	4	3.12
Tremont Street	4	3.12
Talcott Street	3	2.34
Main Street	3	2.34
Wilcox Street	2	1.56
Union Street	2	1.56
Belden Street	2	1.56
Pike Street	2	1.56
Clark Street	2	1.56
Lorraine Street	2	1.56
Ledgecrest Avenue	2	1.56
Dudley Street	2	1.56
Daly Avenue	2	1.56
Acorn Street	2	1.56
Sexton Street	2	1.56
Other streets with less than two responses	22	17.19

Findings

The following results are organized into three main sections: (1) residents' experiences with the New Britain Police Department, (2) residents' ratings of the New Britain Police Department on several aspects of performance, and (3) residents' concerns regarding criminal and traffic offenses along with their desired level of enforcement of each offense category. Within each section, we also explore potential differences in responses based on age, gender, and race/ethnicity.

Experience with New Britain Police Department

Respondents were asked how often they see police in the neighborhood and how often they would like to see them. They also were asked about their own interactions with the police and how they felt about those interactions.

Visibility of police. Respondents were asked how many times in the past year they saw the police in the neighborhood. As shown in Figure 15, the most frequent response was every day or almost every day (22%), followed by several times a year (18%) and several times a month (17%).

Figure 15. *Police Visibility*
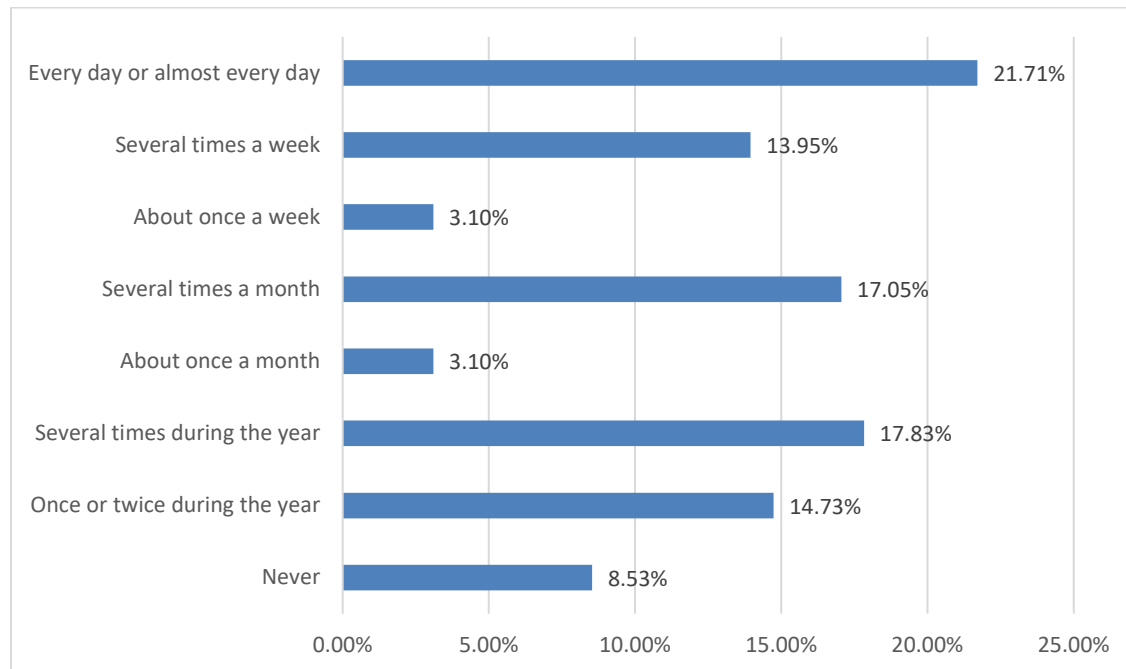
Preferred visibility. Respondents were asked how often they would like to see police officers in the coming year (see Figure 16). The most frequent response was they wanted to see police about the same amount (39%) followed by much more often (18%) and a little more often (18%).

Figure 16. *Preferred Police Visibility*
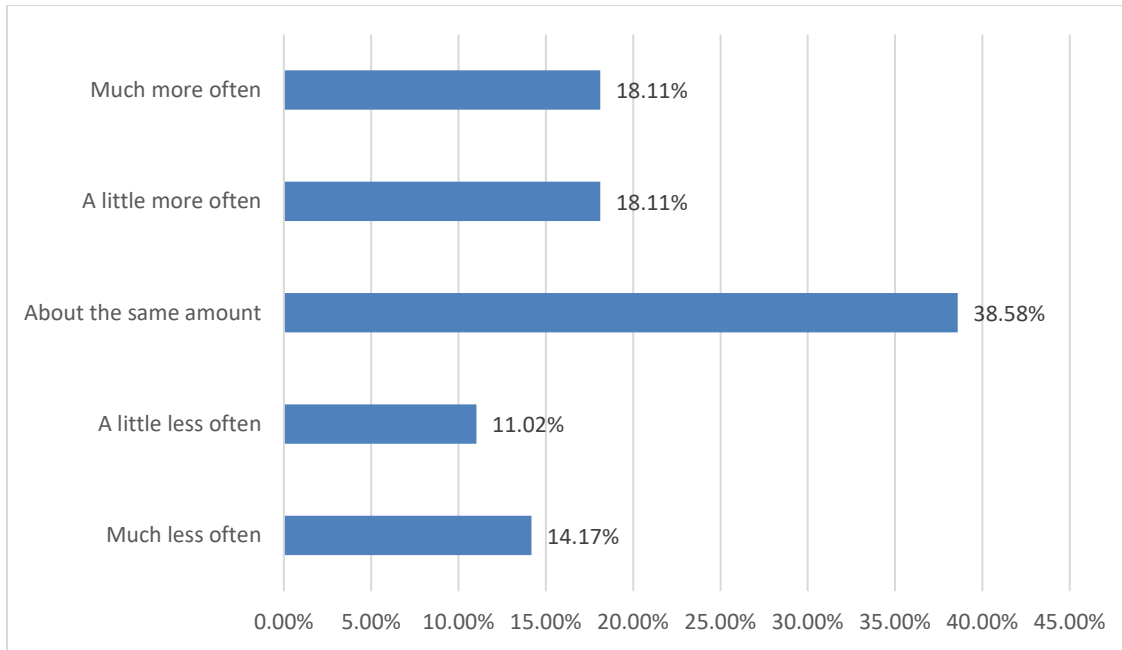
Frequency and ratings of police interactions. Respondents were asked how often they had interacted with police in the past year. As shown in Figure 17, the majority indicated they never interacted with the police (53%) followed by 1-2 times (36%). Of those who interacted with the police, 48% characterized their interaction as very positive followed by 24% who indicated that the interaction was neither positive nor negative (see Figure 18). Only 11% rated their interactions as either somewhat or very negative. Respondents were given the option to specify what made their interaction positive or negative. A total of 17 responses were received, with 5 classified as clearly negative, 5 as clearly positive, and 7 as neither negative or positive, or unclear.

Examples of negative comments include:

- "Some do not have tact when talking to citizens, they inspire fear, not respect. They like to harass quiet citizens enjoying recreational areas. They must improve and avoid that. That is not right."
- "When police is being call for some time to help on the neighborhood or I feel ignore or they take too long on respond by the time they arrive problems have disappeared."
- "They came into my home and tased and arrested me."
- "Made my wife feel as though she was at fault for an accident. When she was NOT."

Examples of positive comments include:

- "Police's work is the most dangerous in employment."
- "They are friendly and understanding to our situation and try their best to help."
- "I got into a minor accident and they were upon to help settle the problem; I was very satisfied with the lady"

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- "The policemen/women are always very nice and respectful."

Examples of comments that are neither positive or negative include:

- "They solved my problem but a couple of them they did not solve the problem."
- "Thankfully every interaction I've had was good but I have seen some unfair things that would be nice to see improve."
- "They Work With The North Oak NRZ"

Figure 17. *Frequency of Interactions with Police in the Past Year*
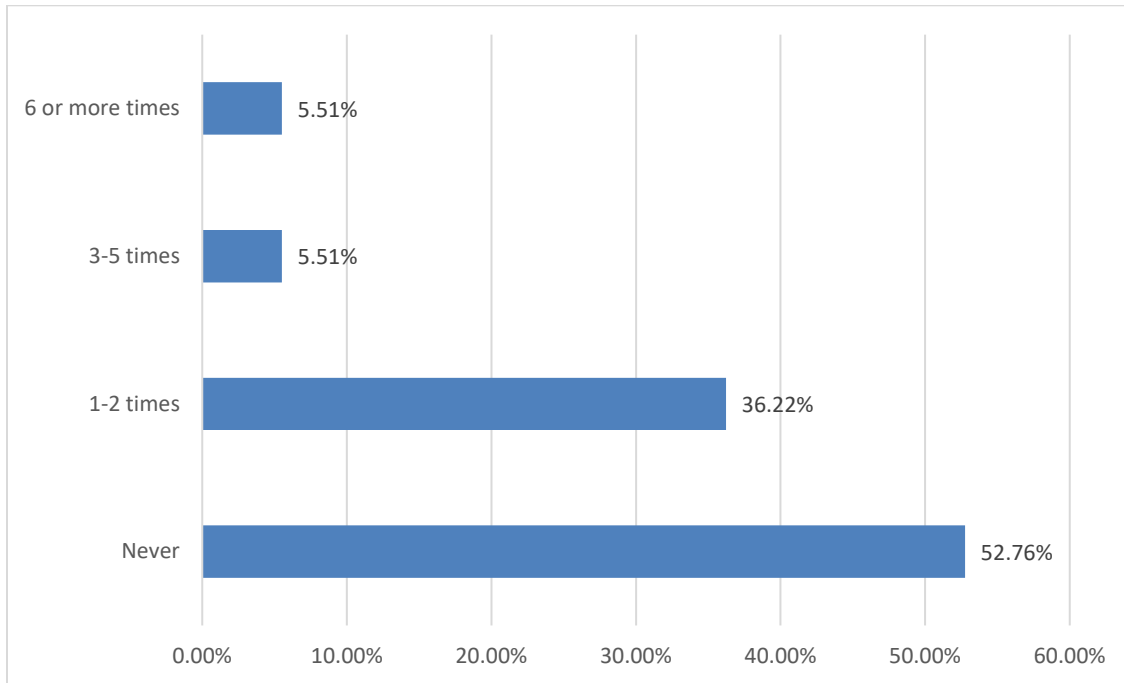
Figure 18. *Ratings of Interactions with Police*
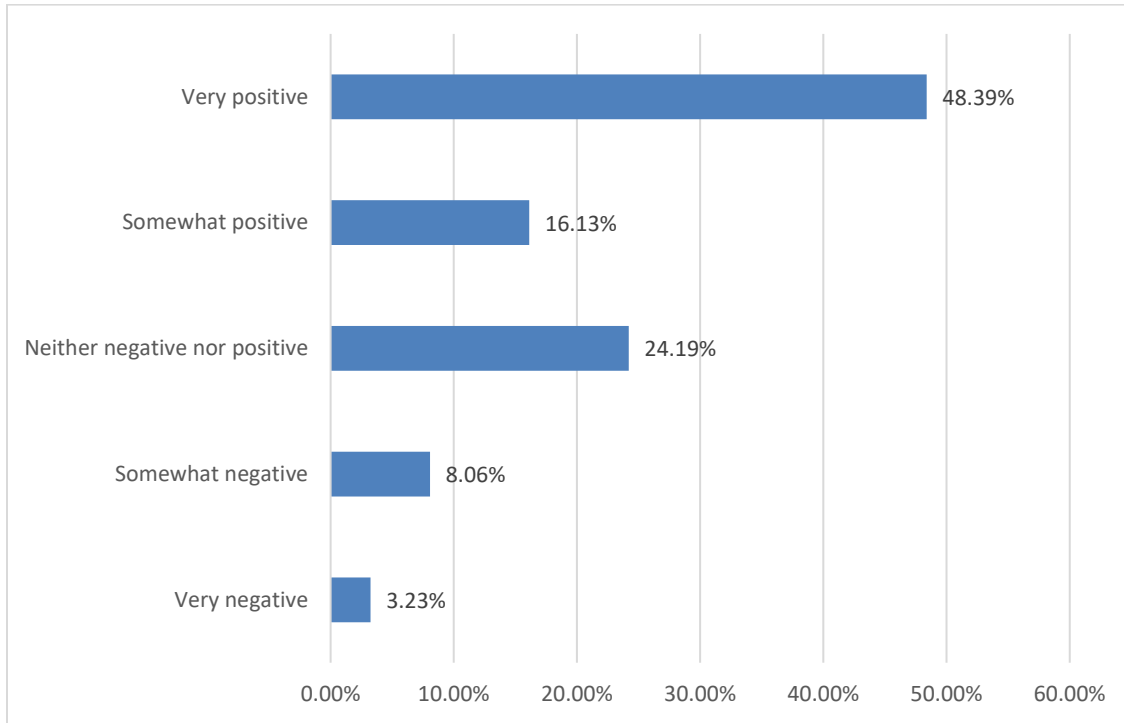
Demographic differences in experience. We compared respondents' answers to the above questions according to age, racial/ethnic group, and gender. The only significant difference based on age group pertained to Preferred Visibility (see Table 2). The findings indicate older residents express interest in seeing the police a little more often while youngest citizens indicate a preference is seeing the police a little less often. Significant racial/ethnic differences were found in Preferred Visibility and Rating of Police Interaction, which was only provided by those who indicated they had a personal interaction with the police (see Table 3). Specifically, Black residents, on average, preferred to see the police a little less frequently while White residents, on average, preferred to see the police a little more frequently. For those respondents who reported having had an interaction with the police, Black residents, on average, rated their interaction as neither negative or positive while White and Hispanic residents, on average, rated their interaction as somewhat positive. Lastly, there were no significant differences in experience based on respondent's gender (see Table 4).

Table 2. *Ratings of Experience with Police by Age Group*

Variable	n	18 to 34		35 to 64		65 or older		F	h^2
		Mean	SD	Mean	SD	Mean	SD		
Police Visibility	125	4.90	2.43	4.94	2.51	4.42	2.48	0.42	0.01
Preferred Visibility	123	2.73	1.19	3.20	1.30	3.88	1.03	7.27**	0.11
Frequency of Police Interactions	123	1.80	0.82	1.56	0.84	1.48	0.82	1.58	0.03
Rating of Police Interactions	60	3.90	1.27	3.95	1.12	4.44	0.88	0.47	0.03

*p<.05; **p<.01; ***p<.001

Table 3. *Ratings of Experience with Police by Racial/Ethnic Group*

Variable	n	White		Black		Hispanic		F	h^2
		Mean	SD	Mean	SD	Mean	SD		
Police Visibility	121	5.00	2.06	4.86	2.52	4.84	2.56	0.04	0.00
Preferred Visibility	120	3.96	0.95	2.57	1.33	3.09	1.18	8.42***	0.12
Frequency of Police Interactions	120	1.82	1.05	1.71	0.85	1.54	0.72	1.20	0.02
Rating of Police Interactions	56	4.08	1.04	3.09	1.14	4.30	1.02	5.59**	0.17

*p<.05; **p<.01; ***p<.001

Table 4. *Ratings of Experience with Police by Gender*

Variable	n	Male		Female		t	d
		Mean	SD	Mean	SD		
Police Visibility	119	4.85	2.52	4.90	2.44	-0.11	-0.02
Preferred Visibility	119	2.95	1.26	3.18	1.26	-0.92	-0.18
Frequency of Police Interactions	118	1.76	0.91	1.56	0.76	1.25	0.25
Rating of Police Interactions	56	3.86	1.15	4.00	1.24	-0.43	-0.12

*p<.05; **p<.01; ***p<.001

Performance of the New Britain Police Department

Respondents were asked to rate the performance of the New Britain Police Department in several areas on a scale from Very Poor to Very Good. Participants also had the option to indicate "Don't Know" if they did not feel they could rate a performance area. The percentage of respondents who indicated "Don't Know" varied across areas, ranging from 10% who did not know how to rate the police department's performance at keeping the neighborhood free from

disorder to 24% who did not know how to rate how well the police department involves the neighborhood in crime prevention efforts.

Highest ratings. Of those who rated performance, the police department was rated as most effective in responding to emergencies, responding to calls promptly, and being available when needed (see Table 5). The average ratings were close to 4, meaning they viewed the police department's performance in these areas as good.

Lowest ratings. Respondents rated the police department lowest in the following areas: involving the neighborhood in crime prevention, communicating with the public, and building trust with the neighborhood. However, it is important to note that the average ratings on these areas were over 3, indicating that for even the lowest rated dimensions, the ratings were between fair and good.

Table 5. *Ratings of Police Performance Areas Ranked (1=Very Poor; 5=Very Good)*

Performance Area	N	Mean	SD
Responding to emergencies	109	3.94	1.01
Responding to calls promptly	108	3.89	0.96
Being available when they are needed	112	3.86	1.01
Solving crime	98	3.74	1.05
Reducing traffic crashes	104	3.71	1.01
Preventing crime	110	3.69	1.08
Addressing the specific concerns of residents in my neighborhood	101	3.63	1.11
Keeping my neighborhood free from disorder (e.g., litter, graffiti, loitering, public intoxication)	114	3.56	1.18
Developing relationships with people in my neighborhood	99	3.52	1.20
Building trust with my neighborhood	101	3.51	1.15
Communicating with the public (e.g., website, emails, public meetings)	100	3.51	1.21
Involving my neighborhood in crime prevention efforts	97	3.45	1.16

Demographic differences in ratings. We compared ratings of police performance based on age, racial/ethnic group, and gender. Summaries of theses analyses can be found in Table 6-8. There were racial/ethnic differences in ratings on the dimensions "Solving Crime" and "Responding to Emergencies" with Black residents rating performance lower than White or Hispanic residents on these two items. However, after correcting for possible Type 1 error due to running multiple comparisons with the same variables, these differences were no longer statistically significant. No significant group differences in performance ratings were observed based on age or gender.

Table 6. *Ratings of Police Performance by Age Group*

Performance Area	n	18 to 34		35 to 64		65 or older		*F*	*h²*
		Mean	SD	Mean	SD	Mean	SD		
Preventing crime	109	3.45	1.23	3.73	0.87	4.04	1.08	2.38	0.04
Solving crime	97	3.51	1.14	3.80	0.87	4.10	1.09	2.27	0.05
Reducing traffic crashes	103	3.67	0.95	3.58	1.03	4.06	1.06	1.45	0.03
Responding to emergencies	107	3.77	1.11	4.02	0.80	4.05	1.20	0.87	0.02
Responding to calls promptly	105	3.79	0.97	3.84	0.92	4.26	0.99	1.75	0.03
Being available when they are needed	109	3.75	1.04	3.84	0.95	4.15	1.09	1.08	0.02
Keeping my neighborhood free from disorder	112	3.48	1.21	3.51	1.16	3.74	1.21	0.39	0.01
Addressing the specific concerns of residents in my neighborhood	100	3.46	1.14	3.74	0.96	3.68	1.34	0.66	0.01
Developing relationships with people in my neighborhood	98	3.23	1.25	3.67	0.95	3.75	1.53	1.85	0.04
Building trust with my neighborhood	100	3.29	1.27	3.60	1.00	3.68	1.20	1.06	0.02
Involving my neighborhood in crime prevention efforts	96	3.37	1.20	3.50	0.95	3.47	1.46	0.14	0.00
Communicating with the public	99	3.34	1.22	3.58	1.15	3.65	1.31	0.58	0.01

*p<.05; **p<.01; ***p<.001

Table 7. *Ratings of Police Performance by Racial/Ethnic Group*

Performance Area	n	White		Black		Hispanic		*F*	*h²*
		Mean	SD	Mean	SD	Mean	SD		
Preventing crime	105	4.00	0.87	3.18	1.01	3.76	1.14	2.99	0.06
Solving crime	93	4.11	1.05	3.07	0.96	3.85	1.01	4.83*	0.10
Reducing traffic crashes	99	3.61	1.04	3.44	0.89	3.80	1.03	0.92	0.02
Responding to emergencies	104	4.05	0.83	3.35	1.22	4.06	0.97	3.62*	0.07
Responding to calls promptly	102	3.82	1.01	3.75	0.77	3.97	1.00	0.42	0.01
Being available when they are needed	106	4.00	0.94	3.59	1.12	3.91	1.02	0.86	0.02
Keeping my neighborhood free from disorder	108	3.38	1.40	3.35	1.11	3.67	1.15	0.79	0.01
Addressing the specific concerns of residents in my neighborhood	96	3.74	1.24	3.25	1.14	3.69	1.07	0.87	0.02
Developing relationships with people in my neighborhood	95	3.44	1.38	3.14	1.17	3.62	1.17	0.92	0.02
Building trust with my neighborhood	97	3.40	1.19	3.13	1.25	3.65	1.13	1.30	0.03
Involving my neighborhood in crime prevention efforts	93	3.06	1.06	3.40	1.06	3.58	1.19	1.31	0.03
Communicating with the public	95	3.53	1.37	3.13	1.13	3.57	1.20	0.79	0.02

*p<.05; **p<.01; ***p<.001

Note. The two significant differences were no longer significant after applying Bonferroni's correction for Type 1 error, which increases when running multiple comparisons involving the same variables.

Table 8. *Ratings of Police Performance by Gender*

Performance Area	n	Male		Female		t	d
		Mean	SD	Mean	SD		
Preventing crime	103	3.66	1.00	3.70	1.13	-0.21	-0.04
Solving crime	91	3.64	0.99	3.79	1.08	-0.63	-0.14
Reducing traffic crashes	97	3.71	0.90	3.68	1.04	0.13	0.03
Responding to emergencies	101	3.81	1.01	3.99	1.01	-0.82	-0.18
Responding to calls promptly	99	3.63	0.89	3.99	0.98	-1.69	-0.37
Being available when they are needed	103	3.67	1.14	3.94	0.96	-1.28	-0.27
Keeping my neighborhood free from disorder	105	3.43	1.31	3.61	1.12	-0.76	-0.16
Addressing the specific concerns of residents in my neighborhood	94	3.66	1.10	3.60	1.12	0.25	0.05
Developing relationships with people in my neighborhood	93	3.67	1.03	3.40	1.28	1.01	0.22
Building trust with my neighborhood	94	3.66	1.00	3.39	1.21	1.08	0.24
Involving my neighborhood in crime prevention efforts	91	3.37	1.10	3.46	1.18	-0.36	-0.08
Communicating with the public	93	3.57	1.07	3.41	1.28	0.57	0.13

*p<.05; **p<.01; ***p<.001

Perceptions of Public Safety and Enforcement

The last set of questions asked respondents about their concerns regarding public safety, including criminal and traffic offenses. We first asked where they obtain information about crime. The most frequent responses included local TV news, local internet news sites, New Britain Police Department's Facebook page, and word of mouth (see Figure 19). Other sources mentioned included living around schools and parks, YouTube, the internet, Iglesia, and employment at the NBSAO.

Figure 19. *Source Used to Obtain Crime Information*
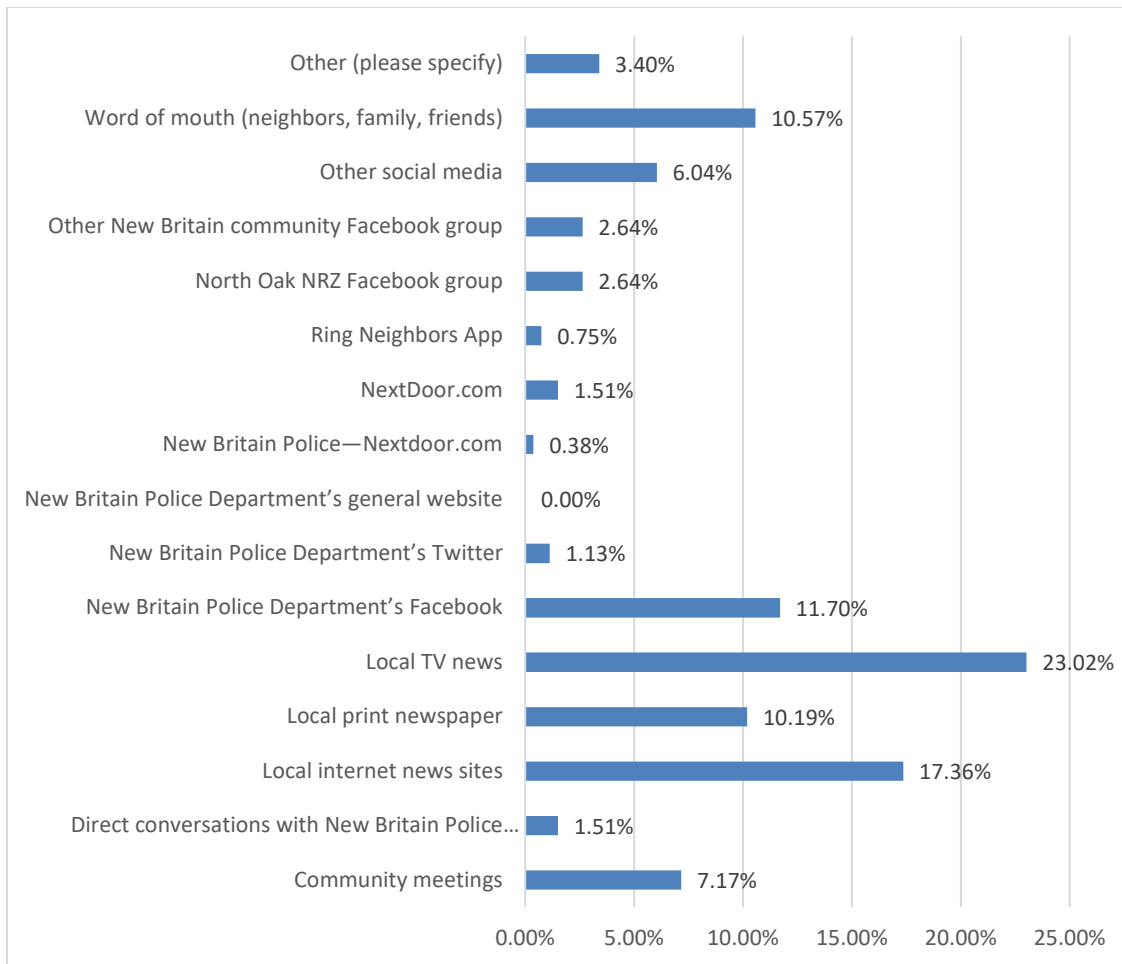
Concerns about criminal offenses. Respondents were asked to indicate to what extent they considered different criminal offenses to be a problem in their neighborhood. A notable percentage indicated that they did not know whether the specific crime was a problem. The percentage of respondents who indicated "Don't Know" varied across offenses, ranging from 23% for larceny-theft and public order crimes to 40% for environmental or animal-related crimes.

Biggest concerns. Of those who evaluated the severity of the crimes, drug offenses were rated most problematic, followed by DUIs and public disorder offenses (see Table 9).

Smallest concerns. Residents expressed the least concerns for hate crimes, environmental or animal-related crimes, and fraud crimes (see Table 9). It is important to note that no average rating exceeded 3.0 meaning that no offense was considered a major problem by respondents as a whole.

Table 9. *Ratings of Criminal Offenses Ranked (1=Not a Problem;4=Major Problem)*

Offense Type	N	Mean	SD
Drug offenses	86	2.84	1.20
Driving under the influence (DUI)	81	2.65	1.24
Crimes against public order	93	2.60	1.21
Larceny-theft	93	2.55	1.14
Violent crimes	90	2.49	1.18
Other alcohol offenses	81	2.47	1.18
Burglary-trespassing	85	2.46	1.13
Property damage	87	2.45	1.16
Vice crimes	79	2.25	1.18
Crimes involving fraud or deception	73	2.18	1.23
Sexual crimes	71	2.17	1.21
Environmental or animal-related crimes	72	2.14	1.25
Hate crimes	78	2.09	1.16

Level of enforcement preferred. Residents were asked whether police should increase or decrease enforcement of these crimes. Again, a notable percentage (27% to 38%) indicated that they did not know. Of those respondents who expressed an opinion, the areas where they would most like to see increased enforcement were drug offense, violent crimes, and property damage (see Table 10).

Table 10. *Desired Enforcement of Criminal Offenses Ranked*

Offense Type	Decrease Enforcement	Keep the Same	Increase Enforcement
Drug offenses	5.13%	16.24%	52.14%
Violent crimes	5.08%	16.10%	45.76%
Property damage	6.96%	21.74%	43.48%
Crimes against public order	5.08%	23.73%	41.53%
Driving under the influence	6.78%	23.73%	41.53%
Sexual crimes	6.09%	17.39%	40.00%
Burglary-trespassing	5.88%	22.69%	38.66%
Larceny-theft	5.00%	27.50%	36.67%
Vice crimes	7.76%	18.97%	35.34%
Other alcohol offenses	6.90%	25.86%	35.34%
Environmental or animal-related crimes	11.40%	20.18%	34.21%
Hate crimes	7.83%	26.96%	32.17%
Crimes involving fraud or deception	9.32%	22.03%	31.36%

Demographic differences in ratings. Analyses of possible differences in concerns about criminal offense revealed virtually no differences (see Tables 11 through 13). There were no differences in perceptions of crime based on age or race/ethnicity. There was one significant difference between males and females in how they view Driving Under the Influence (DUI), with females rating this offense as more of a concern than males. However, after correcting for possible Type 1 error, this difference was no longer statistically significant.

Table 11. *Ratings of Criminal Offenses by Age Group*

Offense Type	n	18 to 34		35 to 64		65 or older		*F*	*h²*
		Mean	SD	Mean	SD	Mean	SD		
Larceny-theft	92	2.47	1.20	2.58	1.06	2.75	1.18	0.34	0.01
Burglary-trespassing	84	2.50	1.18	2.41	1.08	2.58	1.16	0.12	0.00
Violent crimes	89	2.56	1.21	2.55	1.13	2.27	1.28	0.37	0.01
Sexual crimes	70	2.38	1.23	1.96	1.11	2.10	1.37	0.92	0.03
Property damage	85	2.44	1.18	2.50	1.11	2.45	1.37	0.02	0.00
Hate crimes	77	2.03	1.14	2.19	1.22	2.08	1.16	0.16	0.00
Crimes involving fraud or deception	71	2.18	1.21	2.36	1.25	1.70	1.25	1.05	0.03
Vice crimes	76	2.32	1.25	2.16	1.10	2.36	1.36	0.19	0.01
Crimes against public order	91	2.36	1.20	2.69	1.22	3.00	1.15	1.71	0.04
Drug offenses	84	2.56	1.26	3.00	1.08	3.31	1.18	2.33	0.05
Driving under the influence (DUI)	80	2.51	1.22	2.67	1.24	3.17	1.19	1.27	0.03
Other alcohol offenses	79	2.44	1.18	2.52	1.21	2.58	1.24	0.07	0.00
Environmental or animal-related crimes	71	2.06	1.17	2.14	1.30	2.50	1.43	0.47	0.01

*p<.05; **p<.01; ***p<.001

Table 12. *Ratings of Criminal Offenses by Racial/Ethnic Group*

Offense Type	n	White		Black		Hispanic		F	h²
		Mean	SD	Mean	SD	Mean	SD		
Larceny-theft	89	2.44	1.20	2.40	1.24	2.64	1.12	0.38	0.01
Burglary-trespassing	81	2.40	1.18	2.43	1.28	2.50	1.11	0.05	0.00
Violent crimes	86	2.25	1.18	3.00	1.13	2.47	1.17	1.49	0.03
Sexual crimes	68	1.77	1.17	2.83	1.27	2.14	1.17	2.63	0.07
Property damage	82	2.43	1.22	2.46	1.33	2.47	1.12	0.01	0.00
Hate crimes	75	1.79	1.12	2.54	1.33	2.08	1.13	1.44	0.04
Crimes involving fraud or deception	70	1.82	1.25	2.75	1.29	2.15	1.20	1.80	0.05
Vice crimes	75	1.83	1.11	2.40	1.24	2.35	1.19	1.01	0.03
Crimes against public order	89	2.75	1.29	2.46	1.39	2.62	1.15	0.20	0.00
Drug offenses	82	3.36	1.15	3.00	1.04	2.70	1.22	1.85	0.04
Driving under the influence (DUI)	77	2.83	1.19	2.85	1.28	2.60	1.24	0.33	0.01
Other alcohol offenses	77	2.43	1.16	2.69	1.32	2.46	1.18	0.22	0.01
Environmental or animal-related crimes	69	2.53	1.36	2.50	1.45	1.93	1.13	1.86	0.05

*p<.05; **p<.01; ***p<.001

Table 13. *Ratings of Criminal Offenses by Gender*

Offense Type	n	Male		Female		t	d
		Mean	SD	Mean	SD		
Larceny-theft	88	2.33	1.18	2.64	1.10	-1.20	-0.27
Burglary-trespassing	81	2.19	1.18	2.59	1.09	-1.54	-0.36
Violent crimes	84	2.21	1.23	2.63	1.14	-1.52	-0.35
Sexual crimes	68	1.80	1.12	2.40	1.20	-2.02	-0.51
Property damage	82	2.21	1.08	2.60	1.18	-1.47	-0.34
Hate crimes	75	1.93	1.07	2.19	1.20	-0.94	-0.23
Crimes involving fraud or deception	70	1.95	1.25	2.31	1.22	-1.13	-0.29
Vice crimes	75	2.12	1.17	2.36	1.21	-0.82	-0.20
Crimes against public order	88	2.47	1.22	2.66	1.18	-0.73	-0.16
Drug offenses	80	2.70	1.20	2.89	1.20	-0.64	-0.15
Driving under the influence (DUI)	75	2.20	1.19	2.90	1.20	-2.39*	-0.59
Other alcohol offenses	77	2.20	1.19	2.62	1.16	-1.46	-0.36
Environmental or animal-related crimes	70	1.87	1.14	2.32	1.29	-1.42	-0.36

*p<.05; **p<.01; ***p<.001

Note. After applying Bonferroni's correction for Type 1 error, the one significant difference was no longer significant.

Concerns about traffic offenses. Respondents were asked to indicate to what extent they considered different traffic offenses to be a problem in their neighborhood. Although there were still a notable number of respondents who indicated that they did not know (15 to 28%) if the specific offense was a problem in the neighborhood, there were more respondents who answered questions about traffic offenses compared to criminal offenses.

Biggest concerns. The traffic offenses that residents rated as most concerning included distracted driving, speeding on city streets, and speeding in residential areas (see Table 14).

Smallest concerns. The items that were rated lowest were not wearing a seatbelt, failure to yield at intersections, and tailgating (see Table 14). Interesting, all but two average ratings were 3.0 or higher indicating that traffic offenses are considered more serious problems compared to criminal offenses by residents of the North-Oak Neighborhood.

Table 14. *Ratings of Traffic Offenses Ranked (1=Not a Problem; 4=Major Problem)*

Traffic Offense	N	Mean	SD
Distracted driving	94	3.27	1.059
Speeding on City streets	91	3.26	1.052
Speeding in Residential areas	97	3.23	1.056
Speeding in School zones	90	3.11	1.106
Driving under the influence (DUI)	84	3.10	1.013
Running red lights; stop signs	98	3.07	1.048
Vehicles ignoring the pedestrian right of way	95	3.03	1.125
Tailgating; following too closely	87	3.01	1.084
Failure to yield at intersections; circles	92	2.95	1.103
Not wearing a seatbelt	83	2.93	1.068

Level of enforcement preferred. The areas where residents would most like to see an increase in enforcement were speeding on residential streets, distracted driving, and running red lights (see Table 15).

Table 15. *Desired Enforcement of Traffic Offenses Ranked*

Traffic Offense	Decrease Enforcement	Keep the Same	Increase Enforcement
Speeding in Residential areas	5.26%	18.42%	61.40%
Distracted driving	5.17%	18.97%	59.48%
Running red lights; stop signs	5.22%	20.00%	59.13%
Speeding on City streets	5.26%	17.54%	58.77%
Speeding in School zones	5.31%	17.70%	57.52%
Vehicles ignoring the pedestrian right of way	6.14%	23.68%	55.26%
Failure to yield at intersections; circles	6.19%	22.12%	54.87%
Driving under the influence (DUI)	7.02%	20.18%	51.75%
Tailgating; following too closely	6.96%	27.83%	45.22%
Not wearing a seatbelt	6.19%	28.32%	43.36%

Demographic differences in ratings. Analyses of possible differences in concerns about traffic offense revealed more notable findings (see Tables 16 through 18). First, there were significant differences in ratings on several items across age groups. In particular, older residents expressed more concern about the following traffic offenses: running red lights/stop signs, failure to yield at intersections/circles, distracted driving (e.g., phone calls, texting),

speeding in residential areas, speeding on city streets, and driving under the influence (DUI). After correcting for possible Type 1 error, only speeding on city streets remained statistically significant.

Second, there were significant differences in ratings based on race/ethnicity for several traffic offenses. Black residents expressed the least concern about running red lights/stop signs, speeding in residential areas, and speeding on city streets while White residents expressed the most concern on these items. Additionally, Black residents expressed the lowest level of concern about vehicles ignoring the pedestrian right of way and Hispanic residents expressed the highest level of concern. After correcting for possible Type 1 error, the only traffic offense that still exhibited significant differences based on race/ethnicity was speeding in residential areas. Lastly, there were no differences in perceptions of traffic offenses between males and female.

Table 16. *Ratings of Traffic Offenses by Age Group*

Traffic Offense	n	18 to 34		35 to 64		65 or older		*F*	*h²*
		Mean	SD	Mean	SD	Mean	SD		
Running red lights; stop signs	95	2.89	1.17	3.08	0.96	3.63	0.68	3.46*	0.07
Failure to yield at intersections; circles	90	2.74	1.20	2.92	1.02	3.59	0.80	3.74*	0.08
Distracted driving (e.g., phone calls, texting)	91	2.97	1.19	3.39	0.97	3.81	0.40	4.23*	0.09
Not wearing a seatbelt	82	2.82	1.09	3.03	1.01	3.08	1.12	0.43	0.01
Speeding in Residential areas	94	3.00	1.19	3.25	1.03	3.79	0.42	3.78*	0.08
Speeding in School zones	89	2.94	1.17	3.18	1.01	3.47	1.06	1.29	0.03
Speeding on City streets	90	2.89	1.22	3.42	0.94	3.82	0.39	5.65**	0.11
Driving under the influence (DUI)	83	2.81	1.12	3.26	0.95	3.58	0.51	3.51*	0.08
Tailgating; following too closely	86	2.81	1.21	3.06	0.98	3.44	0.89	1.95	0.04
Vehicles ignoring the pedestrian right of way	93	2.87	1.17	3.11	1.09	3.42	0.90	1.67	0.04

*p<.05; **p<.01; ***p<.001

Note. After applying Bonferroni's correction for Type 1 error, only Speeding on City streets is still considered significantly different.

Table 17. *Ratings of Traffic Offenses by Racial/Ethnic Group*

Traffic Offense	n	White		Black		Hispanic		F	h²
		Mean	SD	Mean	SD	Mean	SD		
Running red lights; stop signs	93	3.33	0.86	2.36	1.22	3.19	0.98	4.73*	0.10
Failure to yield at intersections; circles	88	3.20	0.95	2.40	1.18	3.02	1.08	2.62	0.06
Distracted driving (e.g., phone calls, texting)	89	3.58	0.77	2.86	1.35	3.30	1.03	1.97	0.04
Not wearing a seatbelt	80	2.79	1.12	2.62	1.04	3.06	1.05	1.08	0.03
Speeding in Residential areas	92	3.57	0.75	2.43	1.22	3.33	1.01	6.13**	0.12
Speeding in School zones	86	3.18	1.13	2.46	1.13	3.25	1.05	2.86	0.06
Speeding on City streets	87	3.67	0.77	2.69	1.32	3.27	1.04	3.35*	0.07
Driving under the influence (DUI)	80	3.38	0.87	2.75	1.14	3.11	1.03	1.21	0.03
Tailgating; following too closely	83	3.06	1.00	2.38	1.12	3.13	1.09	2.57	0.06
Vehicles ignoring the pedestrian right of way	90	3.05	0.95	2.40	1.35	3.22	1.03	3.43*	0.07

*p<.05; **p<.01; ***p<.001

Note. After applying Bonferroni's correction for Type 1 error, only Speeding on City streets is still considered significantly different.

Table 18. *Ratings of Traffic Offenses by Gender*

Traffic Offense	n	Male		Female		t	d
		Mean	SD	Mean	SD		
Running red lights; stop signs	93	2.97	1.14	3.18	0.98	-0.92	-0.20
Failure to yield at intersections; circles	88	2.93	1.08	2.98	1.12	-0.20	-0.04
Distracted driving (e.g., phone calls, texting)	89	3.19	1.21	3.35	0.98	-0.70	-0.16
Not wearing a seatbelt	80	2.81	1.20	3.02	1.00	-0.83	-0.20
Speeding in Residential areas	91	3.28	1.10	3.23	1.03	0.21	0.05
Speeding in School zones	86	3.04	1.23	3.16	1.04	-0.47	-0.11
Speeding on City streets	87	3.25	1.17	3.27	1.01	-0.09	-0.02
Driving under the influence (DUI)	80	2.88	1.15	3.23	0.95	-1.44	-0.35
Tailgating; following too closely	83	2.89	1.22	3.05	1.03	-0.64	-0.15
Vehicles ignoring the pedestrian right of way	90	3.10	1.14	3.05	1.09	0.22	0.05

*p<.05; **p<.01; ***p<.001
Note. After applying Bonferroni's correction for Type 1 error, the one significant difference was no longer significant.

Other concerns. Participants were given two open-ended questions designed to capture any additional concerns about criminal or traffic offenses or general concerns about their neighborhood that might not be captured by the survey questions. In regard to additional criminal or traffic offense concerns, there were 13 responses. Of those 13, 6 represented traffic concerns, 3 represented concerns with criminal offending, and 4 did not fit a particular issue or category and were labeled "other" (see examples below).

Examples of traffic-related comments include:

- "Something should be done with the gangs of motorcycle and ATV's illegally taking over the streets!"
- "Speeding traffic on residential streets where children live and play."
- "Many crosswalks in new Britain don't work, this is an issue for the blind."
- "When there is parked cars on my street there is usually accidents by drunk drivers hitting parked cars and leaving the scene."

Examples of crime-related comments include:

- "A lot of drug addicts in our neighborhood."
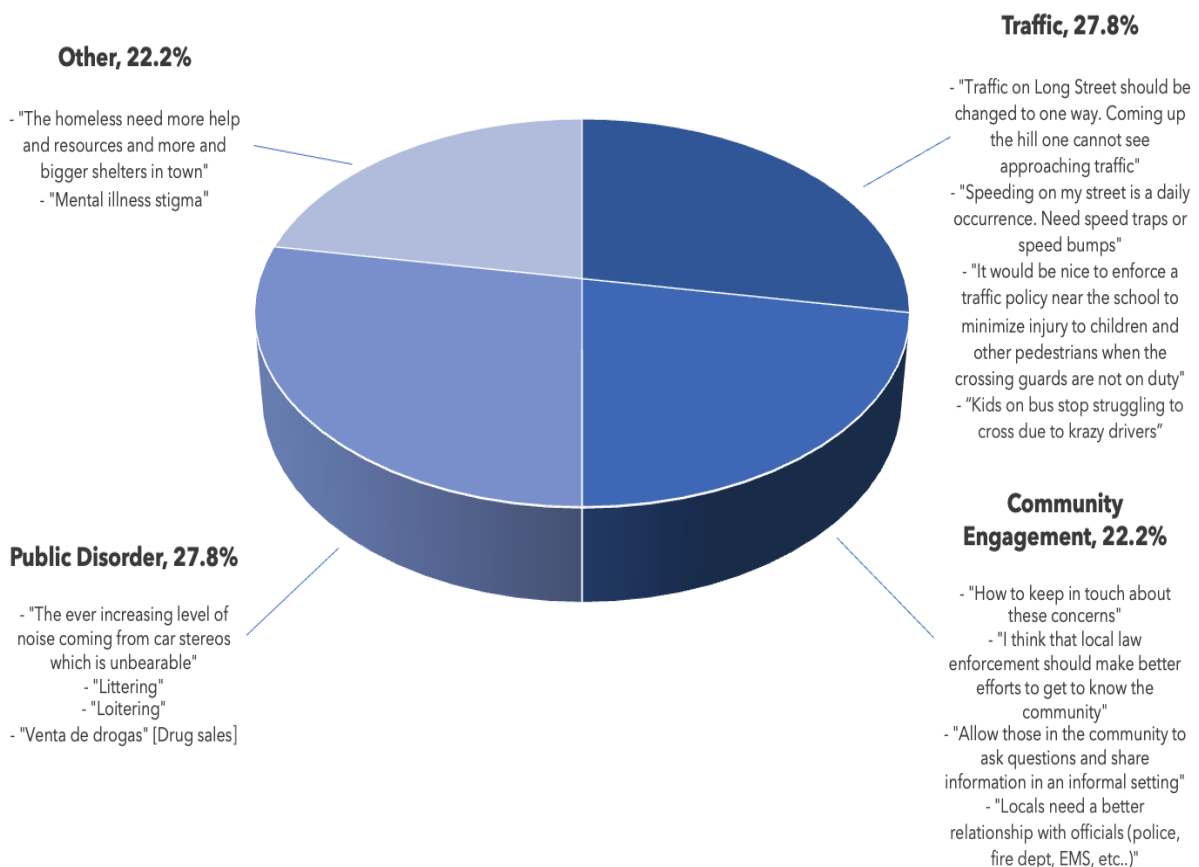- "Sex offenders at shelters."

Examples of other comments:

- "North St needs help!!! "
- "None for now, if those listed should be worked more on i think we will have more better and peaceful society."
- "You mentioned many subjects in booklet. I have nothing further to share but thank-you! Bless you, live safely and care. Have a good day."

There were 19 responses to the question: "What other concerns about your neighborhood do you want us to know?" These were collated into four categories: Traffic, Community Engagement, Public Disorder, and Other (see Figure 20).

Figure 20. *Other Neighborhood Concerns*

What other concerns about your neighborhood do you want us to know?

Traffic, 27.8%

- "Traffic on Long Street should be changed to one way. Coming up the hill one cannot see approaching traffic"
- "Speeding on my street is a daily occurrence. Need speed traps or speed bumps"
- "It would be nice to enforce a traffic policy near the school to minimize injury to children and other pedestrians when the crossing guards are not on duty"
- "Kids on bus stop struggling to cross due to krazy drivers"

Other, 22.2%

- "The homeless need more help and resources and more and bigger shelters in town"
- "Mental illness stigma"

Public Disorder, 27.8%

- "The ever increasing level of noise coming from car stereos which is unbearable"
- "Littering"
- "Loitering"
- "Venta de drogas" [Drug sales]

Community Engagement, 22.2%

- "How to keep in touch about these concerns"
- "I think that local law enforcement should make better efforts to get to know the community"
- "Allow those in the community to ask questions and share information in an informal setting"
- "Locals need a better relationship with officials (police, fire dept, EMS, etc..)"

Conclusions

This section will highlight key findings, discuss limitations, provide guidance for future data collection, and offer recommendations based on key issues that emerge from the results.

Key Findings

Overall, residents have a generally favorable view of the New Britain Police Department in terms of physical presence in the neighborhood and job performance. However, there is a desire for NBPD to increase their engagement with the community and enforcement of some crimes. An examination of responses by demographic category (race/ethnicity, age, gender) did reveal a few noteworthy differences.

Experience with New Britain Police Department. Experience with New Britain Police Department was assessed by questions that queried actual and desired visibility of police in the neighborhood, frequency of interactions with police, and the quality of those interactions (very negative to very positive). The majority of respondents were either satisfied with the visibility of police in the community or wanted more visibility. Residents who reported experiences with the police tended to rate those interactions as positive or neutral (neither positive or negative). Although the overall responses were positive, there are some differences by race/ethnicity and age. The results suggest that older residents (65 and older) want to see the police a little more often while the youngest residents (18 to 34) would like to see the police a little less often. Although the perception of how often police are seen (police visibility) was similar across race/ethnicity, Black residents did not rate their interactions with police as positively as the White or Hispanic residents and were more likely to report wanting to see police officers less often in the neighborhood than White and Hispanic residents. These results suggest that although the perception of the visibility of police in the neighborhood is similar across ethnic groups, Black residents do not experience those interactions as positively as other racial/ethnic groups. There were no differences by gender.

Performance of the New Britain Police Department. Overall, residents have a favorable opinion of the performance of NBPD. They were rated most highly on responsiveness to emergencies, resident calls, availability, and solving crimes. The items that were rated lower had to do with community engagement (relationships with people in the neighborhood, building trust with the neighborhood, communication with the public, and involving the neighborhood in crime prevention efforts). The ratings of these community engagement items were not low (all above 3.4 on a 5 point scale) but were lower than other ratings of performance.

Black residents endorsed lower ratings for "Solving Crime" and "Responding to Emergencies" than White and Hispanic residents, even though follow-up analyses rendered these differences as statistically insignificant. There were no differences by age or gender.

Perception of Public Safety and Enforcement. These survey items captured neighborhood perception of criminal offenses and traffic offenses. Although there were some criminal offenses that were endorsed as more of a problem than others (e.g., drug offenses, DUIs, crimes against public order, theft, violent crime), the problems deemed of greater concern were traffic-related offenses (e.g., distracted driving, speeding). The before-mentioned criminal offenses were each rated as being a minor to moderate problem, while 8 of the 10 traffic offenses were rated as a moderate problem. Of the criminal offenses, Drug offenses were rated as the biggest problem (2.84 average rating) and was the only criminal offense where over 50% of respondents wanted an increase in enforcement. All 10 of the traffic offenses were deemed a bigger problem than drug offenses (above 3.0), and all but two traffic offenses had over 50% of participants requesting increased enforcement of violations. The only significant difference by race/ethnicity was Black residents expressed less concern about speeding in residential areas. There were no significant gender differences. These results support conversations with residents during neighborhood meetings and survey administrations where multiple residents stated traffic-related offenses were their biggest concern. This is also reflected in the responses to an open-ended question about other concerns, as summarized in Figure 20.

Limitations

As is the case with all research, this study is not without limitations. The target of this study was the North Oak Neighborhood of New Britain. This neighborhood is bounded by Martin Luther King Drive, Stanley Street, Lorraine Street, and Dixon Street to the East; Allen Street and Long Street to the North; Sexton Street to the East; and Lee and Winter Street to the South (See Figures 1 and 2). This geographical area encompasses United States Census Tracts #4161 and #4162. Per the 2020 Decennial Census, Tract #4161 is the home to approximately 3,418 adults and #4162 to about 2,026 adults. As a result, this study sought to capture a representative sample of roughly 5,444 adults.

This survey concluded with 128 valid responses, which is about 2.35% of the North/Oak area's population. Since the goal of this research is to define and describe patterns of issues and perceptions related to public safety in the North-Oak area, the sample size is consistent with estimates of precision within +/- 10% points (Israel, 1992); however, this estimate assumes that the sample was randomly drawn and probabilistic in nature. In the circumstances of the present study, this would require that all 5,444 adults had the same chance of being selected to participate. However, this assumption is rarely, if ever, achievable in survey research.

Logistical realities prevented us from seeking a truly random and probabilistic sample. Instead, we utilized a non-probability convenience sampling strategy to meet respondents in the community where they were accessible. As mentioned in the introductory sections of this report, survey administration occurred during well-attended events at local schools and churches. Survey administrators also visited largely populated apartment complexes in the target area to access elderly and Spanish-speaking populations. While this effort provided a diverse and inclusive sample, it is inevitably subject to a certain degree of error. There also is potential for self-selection bias in that those who chose to participate may not be representative of the entire North-Oak population. Not only did participants choose to

complete the survey, but they were also present (upon various survey administrations) at communal events. Their presence at these events might be indicative of personal traits or characteristics that differ from individuals who would not typically be present at such events.

While we made great efforts to offer survey materials in the majority of primary languages spoken in the survey area (English, Spanish, and Arabic), there are many other spoken languages in the area for which translations were not available (for example, New Britain is also known for its Polish-speaking population). Although this limitation warrants consideration, Census profiles indicate that the overwhelming majority of residents speak English or Spanish, followed by Arabic.

These limitations are typical of community survey research and do not diminish the potential value of information gained from the surveys. The findings in this report regarding public safety perceptions are novel. Police reports, administrative reports, and other forms of secondary data fail to capture the nuance and complexity of public perception. Absent this effort, public safety officials have far more noise than a signal to diagnose and respond to the community's true needs. We hope, at a minimum, that the information in this report is the start of an informed dialogue between public safety services and the North-Oak Neighborhood.

Recommendations

This project sought to provide insight into community perceptions of public safety and of the New Britain Police Department for residents of the North-Oak neighborhood. Based on the survey responses, we provide several recommendations to improve these perceptions.

First, we believe the survey was successful in providing a voice to North-Oak residents but there were limitations in the number of people participating in the survey. Therefore, we recommend that future attempts to survey community residents continue to utilize a variety of methods and strategies to recruit more people to complete the survey. These strategies should include community groups, the Mayor's Office, schools, the police department, and other public entities.

Second, residents were generally satisfied with how often they saw police officers in their neighborhood as well as their interactions with the New Britain Police Department. However, Black residents generally wanted to see the police less often, and their interactions with police officers were more negative than other residents. Unfortunately, the survey questions did not allow us to better understand these perceptions. We recommend that community groups and the police department have more open discussions to better understand these issues.

It is not uncommon for people to have more negative perceptions of the police if their only contacts are crime or law enforcement-related. To address these concerns, we recommend that neighborhood groups and the New Britain Police Department host activities where the officers can engage with the residents in a less formal manner. These activities can include police officers and line-level supervisors who are commonly assigned to the North Oak neighborhood. Also, the New Britain Police Department should consider other forms of police patrol (e.g., bicycle and foot patrols) where police officers will more regularly interact with residents outside of responding to routine calls for service.

One area of public safety that was raised by residents was street-level crime such as drug offenses and traffic offenses. These crimes are often targeted by police departments on a short-term basis where police make these crimes a priority to address immediate concerns. However, these crimes quickly decrease but are quick to return after the police department stops prioritizing them. We believe that increasing police visibility using alternatives to routine motor patrols in the North-Oak neighborhood will decrease these crimes on an ongoing basis as well as improve perceptions of the police.

Finally, the lowest ratings that residents gave the New Britain Police Department related to community engagement (i.e., building trust with the neighborhood, communication with the public, and involving the neighborhood in crime prevention efforts). While the police department does attempt to reach out to North-Oak residents and share information, there appears to be a lack of dialogue and resident input. The most successful police-community partnerships center on an open dialogue and shared problem-solving. Typically, police departments provide crime-related information to the community and do not seek it's input and feedback in developing strategies to address resident concerns. We recommend that community groups, police department leadership, representatives of the Mayor's Office, and other community leaders/elected officials establish more ongoing two-way information-sharing processes.

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Appendix A. Amplifying Neighborhood Voices: Community Perceptions of Public Safety (CPPS) Survey

General Instructions. Please put an X or check next to the option that best represents your answer. You may use a pen or pencil to mark your answers. When you are finished, please place your survey in the large yellow envelope labeled "CPPS Survey," seal the envelope, and return to the main office. Thank you!

1. Do you live or work in New Britain?
   - ○ I live and work in New Britain
   - ○ I live in New Britain
   - ○ I work in New Britain
   - ○ I neither live nor work in New Britain

2. How long have you lived in New Britain?
   - ○ Not applicable
   - ○ Less than 5 years
   - ○ 5 to 9 years
   - ○ 10 to 19 years
   - ○ 20 or more years

3. How long have you worked in New Britain?
   - ○ Not applicable
   - ○ Less than 5 years
   - ○ 5 to 9 years
   - ○ 10 to 19 years
   - ○ 20 or more years

4. Please select the name of the street that you live or work on, or the one closest to where you live or work. If you both live and work in New Britain, please choose the location where you are more likely to interact with the police. Think about this location as you complete the rest of the survey.

- Acorn Street
- Allen Street
- Atlantic Street
- Ann Street
- Atwood Street
- Bartlett Street
- Beatty Street
- Beatty Street
- Beaver Street
- Brighton Street
- Clark Street
- Daly Avenue
- Davenport Street
- Dudley Street
- East Lawlor Street

- Erwin Place
- Eton Place
- Gilbert Street
- Hampton Street
- Lasalle Street
- Lawlor Street
- Ledgecrest Avenue
- Lee Street
- Long Street
- Lorraine Street
- Main Street
- Martin Luther King Drive
- McClintock Street
- North Street
- Other (Please fill in)_____

- Oak Street
- Peck Street
- Putnam Street
- Sexton Street
- Short Street
- Spring Street
- Stanley Street
- Talcott Street
- Tremont Street
- Union Street
- West Street
- Wilcox Street
- Willow Street
- Winter Street

General Demographics. The following questions ask you to provide us with some personal information to help us ensure that our sample represents all people in the neighborhood and to understand differences in people's experiences and perceptions. We will never disclose information about individual responses. We hope that you will answer but if you do not feel comfortable answering any of the questions, you may skip them.

5. What is your age?
   ○ 18 to 24
   ○ 25 to 34
   ○ 35 to 44
   ○ 45 to 54
   ○ 55 to 64
   ○ 65 to 74
   ○ 75 +

6. Which racial/ethnic group(s) do you identify with? (select all that apply)
   ○ Caucasian/White
   ○ African American/Black
   ○ Hispanic, Latino or Spanish
   ○ Asian
   ○ American Indian or Alaska Native
   ○ Pacific Islander
   ○ Other (please specify)_____

7. What is your primary language (language spoken at home)?
   ○ English
   ○ Spanish
   ○ Arabic
   ○ Polish
   ○ Other _____

8. Which gender do you identify with?
   ○ Female
   ○ Male
   ○ Non-binary / third gender
   ○ Prefer not to say
   ○ Other _____

9. What is your highest level of education?
   ○ Less than high school
   ○ High school diploma or equivalent (e.g., GED)
   ○ Some college
   ○ Associate's degree
   ○ Bachelor's degree
   ○ Graduate degree

10. Select the response that best describes where you currently live:
- ○ I live in a place that I or my family owns
- ○ I live in a place that I or my family rents
- ○ I live in a residential facility (group home, retirement facility)
- ○ I live in a temporary residence (shelter, friend's home)
- ○ Other _____

11. Please indicate who you currently live with (select all that apply):
- ○ I live alone
- ○ I live with my significant other (partner, spouse)
- ○ I live with young children (age birth to 12 years)
- ○ I live with teenage children (age 13-18 years)
- ○ I live with adult children (age 19+)
- ○ I live with other family members (e.g., siblings, aunts, uncles, parents, grandparents)
- ○ Other _____

12. Which of the following best describes your political affiliation?
- ○ Independent
- ○ Democrat
- ○ Republican
- ○ Other _____

Experience with New Britain Police Department. The following questions ask about your experience with the New Britain Police Department. If any questions make you feel uncomfortable, you may skip them. However, we hope you will consider answering all of them so that we can better understand everyone's experiences, good or bad.

13. How often in the past year did you see a New Britain police officer in your neighborhood?
- ○ Never
- ○ Once or twice during the year
- ○ Several times during the year
- ○ About once a month
- ○ Several times a month
- ○ About once a week
- ○ Several times a week
- ○ Every day or almost every day

14. For the coming year, how often would you like to see New Britain police officers in your neighborhood?
- ○ Much less often
- ○ A little less often
- ○ About the same amount
- ○ A little more often
- ○ Much more often

15. How many times have you interacted with a New Britain police officer in the past year?
- ○ Never (skip to question 18)
- ○ 1-2 times
- ○ 3-5 times
- ○ 6 or more times

16. Overall, how would you describe your interaction(s) with New Britain police officers?
- ○ Very negative
- ○ Somewhat negative
- ○ Neither negative nor positive
- ○ Somewhat positive
- ○ Very positive

17. Please feel free to explain what made your interaction(s) negative or positive.

_____

18. Please evaluate the New Britain Police Department's performance over the past year on the following activities.

	Very Poor	Poor	Fair	Good	Very Good	Don't Know
Preventing crime	■	■	■	■	■	■
Solving crime	■	■	■	■	■	■
Reducing traffic crashes	■	■	■	■	■	■
Responding to emergencies	■	■	■	■	■	■
Responding to calls promptly	■	■	■	■	■	■
Being available when they are needed	■	■	■	■	■	■
Keeping my neighborhood free from disorder (e.g., litter, graffiti, loitering, public intoxication)	■	■	■	■	■	■
Addressing the specific concerns of residents in my neighborhood	■	■	■	■	■	■
Developing relationships with people in my neighborhood	■	■	■	■	■	■
Building trust with my neighborhood	■	■	■	■	■	■
Involving my neighborhood in crime prevention efforts	■	■	■	■	■	■
Communicating with the public (e.g., website, emails, public meetings)	■	■	■	■	■	■

Perceptions of Public Safety and Enforcement. The following questions ask about your perceptions of crime and traffic violations in your neighborhood and how you would like the police to address those issues.

19. In the past year, which of the following sources have you used to obtain information about crime in New Britain? (select all that apply)
- ○ Community meetings
- ○ Direct conversations with New Britain Police Department employee(s)
- ○ Local internet news sites
- ○ Local print newspaper
- ○ Local TV news
- ○ New Britain Police Department's Facebook
- ○ New Britain Police Department's Twitter
- ○ New Britain Police Department's general website
- ○ New Britain Police—Nextdoor.com
- ○ NextDoor.com
- ○ Ring Neighbors App
- ○ North Oak NRZ Facebook group
- ○ Other New Britain community Facebook group
- ○ Other social media
- ○ Word of mouth (neighbors, family, friends)
- ○ Other (please specify) _____

20. Indicate to what extent you think each of the following CRIMINAL OFFENSES has been a problem in your neighborhood over the past year.

	Not a problem	Minor problem	Moderate problem	Major problem	Don't Know
Larceny-theft (e.g., shoplifting, motor vehicle theft)	▪	▪	▪	▪	▪
Burglary-trespassing (unlawful presence on private property)	▪	▪	▪	▪	▪
Violent crimes (e.g., assault, robbery, stalking)	▪	▪	▪	▪	▪
Sexual crimes (e.g., rape, sexual abuse)	▪	▪	▪	▪	▪
Property damage (e.g., graffiti, vandalism, arson)	▪	▪	▪	▪	▪
Hate crimes (motivated by a person's race, color, disability, religion, national origin, sexual orientation, or gender identity)	▪	▪	▪	▪	▪
Crimes involving fraud or deception (e.g., computer scam, forgery, identity theft)	▪	▪	▪	▪	▪
Vice crimes (e.g., gambling, prostitution, pornography)	▪	▪	▪	▪	▪
Crimes against public order (e.g., noise, disorderly conduct, harassment)	▪	▪	▪	▪	▪

	Not a problem	Minor problem	Moderate problem	Major problem	Don't Know
Drug offenses (e.g., manufacturing, distributing, possession, or use of drugs like meth, heroin, or cocaine)	■	■	■	■	■
Driving under the influence (DUI) of alcohol or other drugs	■	■	■	■	■
Other alcohol offenses (e.g., drinking in public, use by minors)	■	■	■	■	■
Environmental or animal-related crimes (e.g., illegal dumping, illegal hunting, animal abuse)	■	■	■	■	■

21. Indicate the extent to which the New Britain Police Department should focus its enforcement efforts on each of the following CRIMINAL OFFENSES in your neighborhood.

	Decrease Enforcement	Keep Enforcement the Same	Increase Enforcement	Don't Know
Larceny-theft (e.g., shoplifting, motor vehicle theft)	■	■	■	■
Burglary-trespassing (unlawful presence on private property)	■	■	■	■
Violent crimes (e.g., assault, robbery, stalking)	■	■	■	■
Sexual crimes (e.g., rape, sexual abuse)	■	■	■	■
Property damage (e.g., graffiti, vandalism, arson)	■	■	■	■
Hate crimes (motivated by a person's race, color, disability, religion, national origin, sexual orientation, or gender identity)	■	■	■	■
Crimes involving fraud or deception (e.g., computer scam, forgery, identity theft)	■	■	■	■
Vice crimes (e.g., gambling, prostitution, pornography)	■	■	■	■
Crimes against public order (e.g., noise, disorderly conduct, harassment)	■	■	■	■
Drug offenses (e.g., manufacturing, distributing, possession, or use of drugs like meth, heroin, or cocaine)	■	■	■	■
Driving under the influence (DUI) of alcohol or other drugs	■	■	■	■
Other alcohol offenses (e.g., drinking in public, use by minors)	■	■	■	■
Environmental or animal-related crimes (e.g., illegal dumping, illegal hunting, animal abuse)	■	■	■	■

22. Indicate to what extent you think each of the following TRAFFIC OFFENSES has been a problem in your neighborhood over the past year.

	Not a problem	Minor problem	Moderate problem	Major problem	Don't Know
Running red lights; stop signs	▪	▪	▪	▪	▪
Failure to yield at intersections; circles	▪	▪	▪	▪	▪
Distracted driving (e.g., phone calls, texting)	▪	▪	▪	▪	▪
Not wearing a seatbelt	▪	▪	▪	▪	▪
Speeding in Residential areas	▪	▪	▪	▪	▪
Speeding in School zones	▪	▪	▪	▪	▪
Speeding on City streets	▪	▪	▪	▪	▪
Driving under the influence (DUI)	▪	▪	▪	▪	▪
Tailgating; following too closely	▪	▪	▪	▪	▪
Vehicles ignoring the pedestrian right of way	▪	▪	▪	▪	▪

23. Indicate the extent to which the New Britain Police Department should focus its enforcement efforts on the following TRAFFIC OFFENSES in your neighborhood.

	Decrease Enforcement	Keep Enforcement the Same	Increase Enforcement	Don't Know
Running red lights; stop signs	▪	▪	▪	▪
Failure to yield at intersections; circles	▪	▪	▪	▪
Distracted driving (e.g., phone calls, texting)	▪	▪	▪	▪
Not wearing a seatbelt	▪	▪	▪	▪
Speeding in Residential areas	▪	▪	▪	▪
Speeding in School zones	▪	▪	▪	▪
Speeding on City streets	▪	▪	▪	▪
Driving under the influence (DUI)	▪	▪	▪	▪
Tailgating; following too closely	▪	▪	▪	▪
Vehicles ignoring the pedestrian right of way	▪	▪	▪	▪

24. Please feel free to share any other criminal or traffic offense concerns here:

25. What other concerns about your neighborhood do you want us to know?

Thank you for your participation!

If you are interested in entering a raffle for one of ten $50 Amazon gift cards, please fill out your information on the form inside the small white envelope labeled "Raffle Form," seal and place with your competed survey inside the large envelope.

This study has been reviewed and approved by the CCSU IRB (Protocol #10094).

Appendix B. Recruitment Script

Amplifying Neighborhood Voices:
Community Perceptions of Public Safety (CPPS) Survey

Brief Recruitment Script

"Hello, my name is Dr. Reginald Simmons of CCSU. We are helping North-Oak NRZ understand how North-Oak residents feel about public safety in their neighborhood. The information will be used by the NRZ and other stakeholders to inform the police department and other entities what North-Oak wants when it comes to public safety. The survey will take about 10 minutes and you can complete it using this iPad. At the end, you can choose to enter a raffle for a $50 dollar Amazon gift card. Your answers are completely confidential."

The survey can be completed using one of our iPads or your personal device using QR code below. Select your preferred language at the top right.

North-Oak

YOUR VOICE MATTERS.
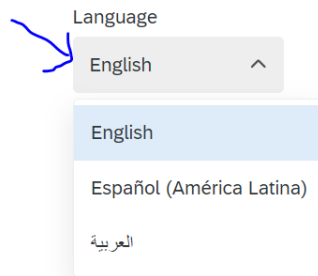
¿Qué tan seguro es su vecindario?

- Comparta sus opiniones sobre la seguridad pública

- Complete una encuesta en línea de 10 minutos

- Todas las respuestas individuales se mantienen confidenciales.

- Hallazgos utilizados para informar iniciativas vecinales

- Oportunidad de ganar 1 de 10 tarjetas de regalo de Amazon de $50

How safe is your neighborhood?

- Share your opinions on public safety

- Complete a 10-minute online survey

- All individual responses are kept confidential

- Findings used to inform neighborhood initiatives

- Chance to win 1 of 10 $50 Amazon gift cards

Scan here ➙

Amplifying Neighborhood Voices: Community Perceptions of Public Safety Survey sponsored by:

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CONNECTICUT STATE UNIVERSITY

Appendix D: Survey Packet Cover Sheet

Amplifying Neighborhood Voices: Community Perceptions of Public Safety Survey	**Amplificando las Voces de los Vecindarios: Encuesta de Percepciones de la Comunidad sobre la Seguridad Pública**

NORTH-OAK

YOUR VOICE MATTERS!

Share your opinions on public safety

- Complete a 10-minute survey (enclosed)
- Individual responses will be kept confidential
- Findings will inform neighborhood initiatives
- Enter for a chance to win a $50 Amazon gift card

NORTH-OAK

¡TU VOZ IMPORTA!

Comparta sus opiniones sobre la seguridad pública

- Complete una encuesta de 10 minutos
- Las respuestas individuales se mantendrán confidenciales
- Los hallazgos informarán las iniciativas vecinales
- Participa para tener la oportunidad de ganar una tarjeta de regalo de Amazon de $50

Survey enclosed or complete online – just scan the QR code

Encuesta adjunta o complete en línea: simplemente escanee el código QR

CENTRAL CONNECTICUT STATE UNIVERSITY **CCESR** CENTRAL CONNECTICUT STATE UNIVERSITY **ISCJ** Institute for the Study of Crime & Justice

This study has been reviewed and approved by the CCSU IRB (Protocol #10094).

Appendix E. Informed Consent Form

Amplifying Neighborhood Voices: Community Perceptions of Public Safety (CPPS) Survey

Informed Consent Statement

Central Connecticut State University's (CCSU) Center for Community Engagement and Social Research (CCESR) and Institute for the Study of Crime and Justice (ISCJ) are seeking your participation in a brief survey of your views about public safety in your neighborhood. Your participation in this survey is completely voluntary. Before agreeing to be part of this study, please read the following information carefully.

What will I be asked to do? Your participation will involve completing a 10-minute survey that includes questions about your perceptions on neighborhood public safety and the police department. Specific questions will address your interactions with police interactions and views on crime and traffic offenses. We also ask you to provide some basic information about yourself to help us make sure that our sample is representative of the people in your neighborhood.

Are there any risks associated with my participation? The survey questions ask you about your perceptions and experiences. It is possible that answering questions about your experiences with crime victimization or police contact may bring up negative feelings. If this happens, you are welcome to take a break or stop answering the survey. Our goal is to understand your experiences so we hope you are willing to share your feelings with us. If you experience extreme discomfort, we encourage you to contact the CT InfoLine #211, which provides "up-to-date information on agencies and programs, make referrals to appropriate community resources and intervene in crises, including suicide prevention." https://portal.ct.gov/DCP/Common-Elements/Consumer-Facts-and-Contacts/InfoLine

Will my responses be confidential? Your responses will be completely confidential. We will be collecting some personal information about you (e.g., age, race/ethnicity, living situation) in order to ensure that our sample represents the neighborhood and to understand differences in people's perceptions and experiences. However, we will never share any individual responses in any reporting of the results. Additionally, the responses will be stored in a secure, password protected file only accessible by members of our research team.

What are the benefits of participation? There are no direct benefits to you for participating but we expect the knowledge gained from the surveys will benefit the community. Our goal is to share the information obtained from this survey to help advance public safety and police accountability. We will use the information to identify strengths and weaknesses in police-community relations and to generate proposals for addressing areas with room for improvement in your community.

[continued on other side]

Will I be compensated for participating? While there is no direct compensation or reward for participating, you will be given the option to provide your contact information to be included in a raffle for a chance to win one of ten $50 Amazon gift cards. This information will be collected and stored separately from your survey responses.

What if I do not want to participate? Your participation is completely voluntary. You may refuse to participate in this research. There will be no consequences of you choose not to participate. If you begin the survey, you may skip questions or, at any time, stop participating completing the survey.

What if I have questions about the survey or my participation? If you have further questions about this research project or your participation, please contact the Principal Investigator, **Dr. Reginald Simmons at 860-832-3134 or simmonsred@ccsu.edu**. If you have questions about your rights as a research participant or if you have a research-related complaint, please contact the **CCSU Institutional Review Board at irb@ccsu.edu**.

The above information has been provided so you know what to expect if you participate in this study. Your consent will be indicated by completing and returning the enclosed survey.

This study has been reviewed and approved by the CCSU IRB (Protocol #10094).