

**REFLECTIONS ON THE
COMMUNITY POLICING INITIATIVE IN
THE NORTH END OF MIDDLETOWN**

**PERSPECTIVES FROM
NORTH END RESIDENTS AND
MIDDLETOWN POLICE OFFICERS**

**A report created for the North End Action Team
by Wesleyan University students
in the Community Research Seminar**

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I. Acknowledgments

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II. Executive Summary

Introduction

This study was conducted by a team of student researchers at Wesleyan University on behalf of the North End Action Team (NEAT) to assess how Middletown Police officers and North End community members regard each other, what barriers exist to community policing work in the North End, and what ideas both residents and police have to address those barriers. The entire report is available at the Center for Community Partnerships (167 High Street), the NEAT office (33 Ferry Street), and Russell Library (123 Broad Street).

Methodology

We gathered information from 105 North End resident surveys, resident comments, 41 Middletown police surveys, and 12 Middletown police interviews.

Key Findings

- Residents and Police agree that drug dealing, drug use, and loitering are the biggest problems in the North End.
- Resident and police perceptions of each other varied; however, approximately half of residents and a majority of police surveyed agreed that resident-police relations were positive.
- Many factors create barriers to community policing. These barriers include:
 - An understaffed Middletown Police Department
 - Strict union contracts that create inflexible hours
 - Training in traditional (as opposed to community) policing
 - Lack of police involvement in community organizations
 - Lack of officers living in Middletown and specifically the North End
 - Some officers lack trust in residents or have negative views of them
 - Some residents lack trust in police officers or have negative views of them
 - The racial demographics of the police department are inconsistent with neighborhood racial demographics as well as residents' demand for a more racially diverse police force.
 - Residents misunderstanding the process of policing and what can be accomplished from an anonymous tip

- We suggest that efforts be made to further strengthen police/resident relations in four ways:
 - *Police and residents should have increased and consistent and reliable contact with one another.*
Popular ideas among both residents and police officers to address this include: holding set “**police office hours**” when residents can approach officers with concerns, using a **police substation**, having **workshops or discussions** about each others’ roles and responsibilities, having more police **patrol on foot or on bicycle**, and **redistributing the tip line magnets** so that more residents can report crimes.
 - *Police and residents should rally together over issues that they agree are essential to the quality-of-life of the community.*
Both police officers and residents expressed concern for the children in the North End and supported the establishment of a **police mentoring program** as well as the effort to **create a park** in the neighborhood.
 - *Middletown Police Department should consider implementing a new philosophy of hiring officers to further incorporate a community-policing model.*
We highly recommend hiring officers who live in Middletown as well as hiring a more diverse police force.
 - *Police and residents should strengthen their relationship by having fun!*
Police and residents should work together outside of the context of “fighting crime.” We believe that **sports tournaments** or public social events (e.g., a **picnic on Main St.**) can help to create a genuine friendship between police and residents.

Conclusion

We believe that there is potential for police and residents to further collaborate around a community policing model in the North End. However, structural and attitudinal barriers must be addressed in order to create true change. Additionally, community policing will only work with the support of other community members and agencies, such as business owners, landlords and city agencies.

III. Purpose of Research

The Wesleyan University research team, consisting of Kevin Baker, Ilana Cohn, Kristy Mercado, and Maggie White, worked with the North End Action Team (NEAT) to assess how Middletown Police officers and North End community members regard each other. The following report examines each group's understanding of what community policing involves and what attitudes and ideas create barriers to the community policing model. More specifically, the report evaluates if and how these attitudes affect the implementation of a community policing philosophy by the police department and North End residents. Finally, the report gives suggestions for how NEAT, the Middletown Police Department and residents can participate in projects within the community policing paradigm, based on support from both community members and police officers who participated in the study.

IV. Literature Review

According to the Office of Community Oriented Policing Services, a division of the Department of Justice, community policing is defined as “a policing philosophy designed to reduce crime and disorder in communities by fostering trust, respect, and collaboration between police officers and citizens” (Nicholl, 24). In community policing, officers do not just come in and arrest people; instead, they work with everyone to create lasting change. Residents are expected to work to address some of the negative behaviors in the community, and cannot solely rely on the police to maintain the quality of life in the neighborhood. For example, residents might make use of a tip line to report illegal behavior as well as participate in community projects incorporated into community policing. Residents might organize in community groups to address neighborhood problems of crime, disorder, and other issues concerning the welfare of children and families in the area. Thus the residents must have a significant role for this model to work.

In *Community Policing, Community Justice, and Restorative Justice*, Caroline G. Nicholl states that the “police’s job is not only about enforcement, but also about helping to create a safer policing society in the context of democracy” (12). Nicholl goes on to say that the starting point of community policing is to have a *common understanding* between police and residents of what activities (including both crime control and promoting social order) would help the neighborhood and hence support democracy by involving both police and residents. Among the keys to community policing, according to Nicholl, are general public support for the police, police accountability to the community, and organizational change within the police department (11-19).

Pro-active, as opposed to reactive, policing is a major key in establishing positive community policing (*Virginia Community Policing Institute*, 6-8). In the past, focusing on crime has often prevented police departments from addressing the disorderly behavior that has decreased the quality of life of a neighborhood (Kelling and Coles, 17). The Office of Community Oriented Policing Services puts an emphasis on pro-active crime control, partnership building, and recognition by police that problems other than crime are important to residents (Nicholl, 24).

The 1998 *Sacramento County Sheriff's Department Community Policing Transition Plan* explains several ways in which the community policing philosophy can be translated into action. The report identifies six principles of community policing:

- Community policing emphasizes the importance of *partnerships* both within the department and with community members and agencies. In Sacramento, the Sheriff's Department decided that the officers should be "an integral part of the community with open, ongoing and constructive communication toward the solution of problems with all segments of the community, including other governmental agencies" (Sacramento, 49).
- The principle of mutual *accountability* is important because it gives both police and residents a greater sense of responsibility for themselves and each other.
- Community policing stresses the act of *empowerment* for both officers and residents. Officers must receive greater autonomy in their work. Additionally, the policing method must encourage residents to take action to improve their condition and build up their community.
- *Problem-solving* strategies must recognize causation, not just symptoms of crime.
- A *service orientation* behind community policing states that the police must serve the community in the sense that they are the police's customers.
- Community policing stresses *risk taking*. By empowering beat officers to make more decisions, the Department must take risks and recognize that employees make honest mistakes (Sacramento, 49-52).

A philosophy stressing the aforementioned principles will only be successful if it is incorporated into every aspect of policing.

Support for community policing is based on the perceived benefits of the model, which include improved communication, trust, a focus on clear goals, efficiency, effectiveness, and more citizen engagement (Nicholl, 27). Cities such as Baltimore, San Francisco and Seattle have successfully implemented community policing (Kelling and Coles, 194-235). These cities provide useful models that can be made local and relevant to diverse neighborhoods across the United States, including the North End of Middletown. The issues of panhandling, loitering, drinking in public, drug use, and prostitution discussed in relation to these cities are also persistent problems in the North End (Kelling and Coles, 17).

Common problems with implementing a community policing paradigm have arisen in Middletown, such as limits to what police can accomplish and the resistance to changing traditional models. However, NEAT and the Police Department were able to

agree on a Ten Point Plan for Community Policing in July 2003.¹ Both this plan and community policing in general focus on the particular issues facing the community (Nicholl, 24). Thus, Middletown's Ten Point Plan tailors the basic ideas of community policing to the specific context of Middletown's North End.

¹ See the 10 Point Plan for Community Policing in Appendix A.

V. Methodology

Our first contact with the Middletown Police Department was with Deputy Chief of Police Phil Pessina, who had been working in collaboration with NEAT and community organizer, Lydia Brewster, on the community policing initiative in the North End.² In our initial meeting, we interviewed Deputy Chief Pessina, Sergeant Rick Siena, and Captain Christopher Barrow, Commanding Officer of the Detective Division, to obtain information on how community policing is currently being implemented in Middletown. Deputy Chief Pessina also shared with us suggestions for our survey of North End residents and information that he would be interested in learning from our research.

We decided to interview current North End police officers so that we could get a more in-depth perspective on their work. Additionally, since police assignments change every 112 days, and we had no record of who had worked in the North End beyond the current schedule, we thought it relevant to survey the entire department to get the perspective of officers who may have worked in the North End in the past. Deputy Chief Pessina was receptive to both of these strategies for obtaining information from the Middletown Police Department.

At our request, Sergeant Siena compiled a list of fifteen officers who currently work in the North End. From this list, Sergeant Siena created an interview schedule, with appointments for us to meet with North End officers for a fifteen-to-twenty minute interview at the beginning or end of each officer's shift. Out of the fifteen appointments, we were able to complete twelve interviews. The interviews were held in a small, private room near the entrance to the Police Department, and most interviews were tape-recorded (given the consent of the officer). Although the four members of our research team conducted interviews with the North End officers at different times, we all worked from the same list of general questions on the relationship between police and the North End, crime in the neighborhood, community policing and obstacles to its implementation, and ideas for improvement in police work and police-community relations.³

Sergeant Siena also drafted a memo, distributed to the entire police department, notifying them of our project and of the survey questionnaire that they would soon be receiving. We dropped off ninety-one envelopes at the department labeled with the

² See Appendix B for map of North End

³ See Appendix C for a copy of our interview questions.

officers' names (using names from a list of all Middletown police officers that Deputy Chief Pessina had given us); each envelope contained a survey, consent form, and information sheet on our project.⁴ We relied on Sergeant Siena to distribute these envelopes to the officers. We also left a locked box at the police department, to be kept in the front office, where the officers could deposit their completed surveys. At the top of the survey, we stressed that the officers' names would not be associated with their responses; the security box was similarly meant to provide officers with the confidence that no individual at the department would be able to view their responses. The key to the box remained with our research team. After the two-week period that we had allotted the police to return the questionnaires, we picked up the box, and we were pleased to find an unexpectedly high return of forty-one surveys.

The following comparison of police demographics from our survey with demographics from the police department as a whole has helped us assess whether the officers who returned our survey were representative of the department. Upon analysis, we found that the ethnicity distribution of the group we surveyed and the police personnel as a whole are almost identical.

Table 1. Ethnicity of the Police Department

		Frequency (from our survey)	Percent (from our survey)	Frequency (from police records)	Percent (from police records)
Ethnicity	Latino	1	3.8%	6	5.4%
	Non-Latino				
	White	23	88.5%	98	87.5%
	African American	1	3.8%	6	5.4%
	Other	1	3.8%	2	1.8%
	Total	26	100%	112	100%

The low response to our survey from minorities is therefore representative of the low number of non-white people in the police department as a whole. Additionally, although 41 people returned surveys, only 26 responded to the question about ethnicity; thus, we can only analyze the ethnicity of a small portion of the police department.

There is a discrepancy in the gender breakdown between the group we surveyed and the police force. This is most likely due to the fact that 14 respondents did not circle their gender at all. Due to the low number of female officers, it is possible that some

⁴ See Appendix D for a copy of the police survey, consent form, and information sheet.

female respondents were worried that their responses could be tracked back to them through process of elimination of the other female officers.

Table 2. Gender of the Police Department

		Frequency (from our survey)	Percent (from our survey)	Frequency (from police records)	Percent (from police records)
Gender	Male	25	92.6%	93	83%
	Female	2	7.4%	19	17%
	Total	27	100%	112	100%

The other half of our survey explored the perspectives of North End community members and involved surveying 105 North End residents. Although we had initially planned to also contact business owners, landlords, and stakeholders (e.g., Wesleyan University), the time frame of the project unfortunately did not allow for that. Thus, the information that we have obtained from the North End is almost entirely from residents, the group that we had identified as most relevant to this project.⁵ We decided to survey residents, rather than interview them, in order to hear a greater number of voices from the community on these issues. We also recorded comments residents made as they filled out the survey. The questions that we asked residents were very similar to the questions we asked the police officers, though the residents' survey has some additional questions on residents' perceptions of the police.⁶ In creating two surveys with similar questions, we hoped to facilitate our analysis of the level of trust between the two groups, each group's thoughts on their respective roles in community policing, and programs or projects that they would be responsive to seeing in the North End.

At Ms. Brewster's suggestion, we surveyed residents east of Main Street on Ferry Street, Green Street, Rapallo Avenue, and St. John Street, and west of Main Street on Pearl Street, Liberty Street, Spring Street, Clinton Avenue, and Grand Street up to High Street. Ms. Brewster provided us with a list of households in that area that NEAT volunteers had assembled by going door-to-door and recording addresses. In order to create a scientific, systematic survey, we randomly selected every fourth house or apartment from the initial list of approximately 400 households on the designated streets (each apartment within a building was taken as one household). By working from an established list and randomly selecting households, we hoped to obtain data

⁵ Although most residents we surveyed rent their living space, a few residents that we surveyed own the property that they live in.

⁶ See Appendix E for the residents' survey, consent form, and information sheet. The materials were also available to the residents in Spanish.

representative of the neighborhoods as a whole. Our protocol was to return to a unit where no one answered the door twice before moving to the next unit on the master list.

When we began surveying, we quickly found that there were problems with the list of households that we were using. Often, we found multiple apartments within a home that had been recorded—and therefore counted in our systematic sample—as one household. We therefore decided to count any household within the designated address as valid for our survey, even though we knew that this might under-represent a particular street with many multiple-family homes. We discovered as well that some properties were missing from the list; in one egregious case, an entire block on Pearl St. had not been included, and we added those houses to our list. In a few situations, homes at the end of a street or that seemed hidden from view were not on our list, but we decided that they were not so numerous as to warrant adding to our study. Another problem was that many apartment buildings did not have doorbells, and it was therefore impossible to contact their inhabitants. In the end, we ended up knocking on almost every door within the neighborhood due to the apartment buildings that we couldn’t enter and because of the number of “no answers” that we received. This made the survey fairly representative of the chosen streets, but compromised the scientific quality of the sample.

We have used information from the Census 2000 to compare with the demographics of our survey. In so doing, we hoped to see if the individuals we surveyed are collectively representative of the neighborhood. In areas where we find that our survey demographics are not representative of the Census 2000, we will discuss possible reasons for it.

Because the random nature of the survey was lost, there may be some biases in our research. For example, only 40% of our sample was male, probably due to the fact that women were often home with their children on the afternoons and weekends when we came by, whereas men less frequently came to the door.

Table 3. Gender of the North End Neighborhood

		Percent (from our survey)	Percent (from the Census 2000)
Gender	Male	40	49.8
	Female	60	50.2
	Total	100	100

A methodological problem surfaced from our decision not to work from the list of households that NEAT gave us. Although we attempted to spread out the houses that we

surveyed throughout a block, sometimes we over-represented an area of that block, or even surveyed a few households in the same apartment building. Because the problems of the North End are so specific to different pockets of the neighborhood, over-representing certain parts of particular streets may have affected our understanding of the issues. Nevertheless, it is unclear if this created a bias in the research.

Additionally, there is a great divide between east and west of Main Street. Because the list that we were using did not always show the density of the households (i.e., many apartments within one building) on Ferry and Green Streets and Rapallo Avenue which would have merited more surveys from that area, a greater majority of our surveys than appropriate are from west of Main Street. Thus, our perceptions of the North End's problems as a whole are also influenced by that bias.

We also made a change to our surveying technique, specifically the consent forms, after we had some experience in the neighborhood. In our first few days of conducting resident surveys, we noticed the anxiety that residents showed as soon as we mentioned that they had to sign their name to the consent form (even though we assured them that their identity would remain anonymous). Because of this problem, we decided to give residents the option of signing their name, initialing, or simply marking an "x" to show consent. After this option was added, we found that more people were willing to take part in the survey.

A final difficulty we experienced early in the surveying process was communication with non-English speakers. The North End of Middletown has historically had a large number of Italian immigrants, and it is also currently home to a significant Latino population. When we came upon our first Spanish-dominant household, we conducted the survey orally in Spanish, translating the questions from English to Spanish for the participant. After this experience, we created a Spanish survey to avoid the need for constant translation. Although we knocked on a few of doors of older Italian families that did not speak English, we did not translate our survey into Italian because we lack fluency in Italian. While we recognized that we were excluding the non-English-speaking Italians of the neighborhood, we thought that this would not have a significant effect on the representative views of the North End population, since as the Italian population declines, the Latino population in the neighborhood is growing rapidly. As the comparison below with the census demographics shows, we surveyed a greater number of Latinos than may be representative of the neighborhood. Nevertheless,

because we wanted to see how racial or cultural barriers may play into the relationship between the residents and the police, we were comfortable with this over-representation.

The results from our survey and the census information for the blocks we surveyed show the following ethnic breakdown:

Table 4. Ethnicity of the North End neighborhood

		Percent (from our survey)	Percent (from the Census 2000)
Ethnicity	Non-Latino White	61	64
	Black or African American	16	22
	Latino	18	12
	Asian or Asian American	1	4
	Mixed	13	5
	Total	100	100

Our results show relatively the same number of whites in the neighborhood, but significant differences in the non-white populations.⁷ The percentage of surveys from African Americans in the neighborhood is lower than the percentage of African Americans in the census. Our numbers may give a higher percentage of Latinos in the neighborhood because we explicitly sought out Spanish speakers to add to the diversity of our survey. Not only did we translate our survey into Spanish, but we also made a point to return to the homes of Spanish speakers (if they told us that they couldn't fill out the survey at that time), whereas we did not always do the same for English speakers.

We also surveyed a significantly higher percentage of people of mixed ethnicity than found in the census. Although the reason for this is not certain, it may be due to the fact that the demographics section of the survey was somewhat confusing. Up to that point, the survey had asked for reflections on the neighborhood in general, but the section on demographics asked for personal information without outright noting that change.⁸ When we were administering the survey, people often asked us if they should respond with information about themselves or about the neighborhood as a whole. The high number of people who circled mixed for ethnicity on our survey may in part reflect that confusion. Another reason for the difference may be because the option to identify as more than one ethnicity was offered for the first time on the 2000 census. It is possible that part of the mixed ethnicity community had checked off only one of their multiple

⁷ It is recognized that demographic comparisons are not expected to match up perfectly, especially when dealing with a relatively small pool of people.

⁸ The survey reads: "Ethnicity" and then gives choices, rather than asking "What is your ethnicity?" We did this to conserve space on the page, but realized later that it made the question somewhat confusing.

ethnicities as they had done in the past, due to habit or lack of knowledge that the 2000 census had adopted mixed ethnicity options.

Finally, there is great transience in the North End in general. Twenty-six percent of the people we surveyed had lived in the North End less than a year and over half had lived there five years or less. It has been nearly five years since the census was conducted and therefore we have found many new residents that were not living in the neighborhood at the time of the census. Thus, the fact that our demographics do not match perfectly with the census data may be representative of the transient nature of the neighborhood as much as problems in our methodology.

VI. About the Middletown Police Department

The Middletown Police Department (MPD), headed by Chief J. Edward Brymer and Deputy Chief Phillip Pessina, is made up of 91 full-time officers and 24 civilian officers. Under normal circumstances, there are 101 full-time police officers working in the department, making the present force seriously understaffed. Pessina attributes the current shortage in officers to a series of recent retirements and to officers being called up for military service.

Every officer works on a 112-day shift system. At the end of that time, the officer puts in a bid for a place and a time of day where s/he would like to be placed for his/her next assignment. Middletown is divided into six districts, and an officer is assigned to any one of those areas based on his or preference and the needs of the department. The North End of Middletown falls into District 1, which is the smallest subdivision of the city. Despite its relatively small size, District 1 has the most officers working at any given time because of its history of crime and its location surrounding the downtown area. The daily time schedule for officers is based on a set schedule of three different eight-hour shifts: 8 am to 4 pm, 4 pm to 12 am, or 12 am to 8 am.

The Middletown Police Department's policy is to try to keep the officers working consistently in the same district and at the same time for longer than just the 112-day period. According to Pessina, maintaining some consistency in the shifts is best for the family life and mental health of the officer, as well as the police's work in that particular district of the city. Sometimes, however, officers may have to change their shift time to a different eight-hour block, but there is still an attempt to keep the officer in the same district. Nevertheless, even though an officer might be assigned to one district, s/he might be moved to work in another on a certain day because of a shortage of officers in that area. The current staffing shortage in the Middletown Police Department lends itself to the movement of officers across districts.

A strict union contract defines the work of police officers in Middletown. The 112-day shift, eight-hour workday, and district assignments are all part of this contract and are immutable. This strict contract and traditionally structured police work schedule creates one barrier to the flexible model of community policing.

Police officers work in Middletown in a variety of ways. Working as a beat officer generally means that the officer is on foot around the neighborhood. The city also

has a downtown bike patrol that spends time in the North End, particularly in the summer. Despite the possibilities for working on foot, bike, or motorcycle, officers assigned to a particular district often work from their police cruisers.

About fifteen officers work in the North End. Some of these officers have a beat there, others are on bike patrol in the downtown area, and still others regularly cover absent or vacationing North End officers' shifts. The number of officers who work in the North End is therefore varied based on one's definition of the neighborhood and the officers' work schedules. Inclusion in our list to interview was based on the broadest interpretation of "working in" the North End.

VII. Police Views of Community Policing

The “Ten Point Plan for a Community/Police Partnership in the North End” adopted by the city of Middletown in November 2003 lays out a set of guidelines for the police and North End community members to address crime and disorder in the neighborhood, based on the principles of community policing.⁹ Our report was intended in part to get a sense of police leadership’s and beat officers’ understanding of what community policing and the Ten Point Plan entail. A lack of knowledge or understanding of these points would certainly be a barrier to their implementation.

In both our interviews of North End officers and our surveys of all officers in the department, we never referred explicitly to community policing, but attempted to determine the officers’ feelings about non-traditional policing without describing the philosophy or labeling the activities for the officers. Nevertheless, seven of the twelve officers interviewed expressed familiarity with non-traditional policing ideas, even if they did not specifically use the phrase “community policing.” Additionally, two officers explicitly referred to the idea of community policing in their interviews. Knowledge of the ideas behind community policing seems common among at least some among officers in the Middletown Police Department.

Deputy Chief Pessina described community policing in Middletown as a “philosophy,” rather than a program, noting that “we are all community policing officers,” rather than this being the job of a particular group in a particular neighborhood. Emphasizing the importance of a positive relationship between officers and community members, Pessina remarked that in general, “We want officers who want to work in the community.” Taking Pessina’s comments to be descriptive of the department’s ideology, it would seem that officers in the North End and the city in general would be expected to place great importance on their relationship with residents and stakeholders as part of their approach to problems of crime or disorder.

Although Pessina stated that the department is not a reactive force, he has also described its main role as responding to criminal activity around the city. However, the police force should not be alone in dealing with these issues. According to Pessina, residents are of great importance in addressing these problems: “They have to have a primary role because we cannot do this job alone. We need the citizens’ help ... because

⁹ See Appendix A for a copy of the Ten Point Plan.

they solve the problems, we don't." Not only did Pessina give great importance to the residents' role, but he also sees the neighborhood as theirs and the ultimate commitment to its upkeep as part of the residents' role. This partnership between community members and police in dealing with the neighborhood's problems is in line with the principles established in the Ten Point Plan.

Pessina asserted that the residents' calls to report crimes or give tips on illegal activity are their main contribution to policing efforts. Noting the importance of these calls, Pessina remarked that they have been useful in pinpointing criminal activity in the North End. Pessina noted how the lines of communication have been made clearer between the police and residents, as called for in the Ten Point Plan, through the creation of an anonymous tip line. The tip line, separate from the police department's main line, is a number where residents can leave voice messages reporting criminal activity. The tip line is one extra avenue that residents can use to notify the police of problems in the neighborhood without having to give any personal information.

In addition to the phone calls, Pessina mentioned the importance of community meetings as a place where information could be shared between residents, stakeholders, and police officers. Pessina encouraged Sergeant Siena to attend the meetings along with all officers that are assigned to the North End during that shift. A Community Policing and Code Enforcement Committee also meets monthly, with representatives of different city agencies and members of the North End community coming together to try to implement the Ten Point Plan. The establishment of a police substation in the North End, an idea that the Committee generated, is another way that Pessina saw the police department and the community working towards the visible presence of the police in the North End and the actualization of the Ten Point Plan.

Pessina was open to the idea of having members of the police force participate in non-traditional activities. For example, he described past non-traditional projects such as the neighborhood Clean Sweep, handing out safety information to residents in public places, and working in the Ferry Street Garden. Pessina's desire to consistently assign officers to the North End, even though shifts change every 112 days, fits well with the goals outlined in the Ten Point Plan. However, Pessina stood by the daily work schedule that the union contract provides for police officers. Thus, Pessina seemed to support the role that non-traditional policing plays in the community policing philosophy, but within certain practical limits.

Officers in the Middletown Police Department provided a mixture of responses to ideas suggested for non-traditional policing. One officer who was surveyed wrote, “most progressive police departments have evolved beyond ‘community policing.’ They have taken what worked in community policing and meshed it with focusing on crime trends and patterns. You identify the crimes and the area, then you stop it.” This officer seemed to have a good sense not only of the ideas involved in community policing, but also in the way that community policing would realistically function in the North End.

The only officer who was interviewed who brought up the idea of community policing on his own emphasized the importance of outreach to the community. The officer stated that bike patrol and working with children at Homeroom (an after-school program) are positive ways to become involved in the community. Additionally, the officer placed importance on local sensitivity, stating that “quality of life issues [are] different by block. There are not black and white answers for community policing.” Although no other officer used the words “community policing,” almost all of the officers interviewed brought up the importance of making connections with residents and business owners in the North End, showing that many officers are either consciously or unconsciously advocating the ideas of community policing as part of their work. One officer added that a positive, trusting relationship between the police officers and the residents would allow the police to “actually get to the root” of the neighborhood’s problems.

Police officers’ knowledge of community policing indeed seems to be more a familiarity with certain non-traditional activities than a general understanding of the community policing philosophy. One officer who was surveyed gave a lengthy commentary on community policing in the Middletown Police Department:

Officers in this city are trained a certain way. We aren’t geared toward community policing efforts. We are taught to be traditional. Ride around, respond to calls, and not actually get to the root of why certain crimes occur. In our defense, we respond to a lot of calls. Sometimes an officer doesn’t have time to be Officer Friendly. However, there is down time. Visit the schools, businesses, residents, etc. Let people know that you’re interested in what’s going on.

In this person’s opinion, the problem is that the officers learn in the police academy that their role is to respond to reported crimes. In contrast, this officer expressed the belief that members of the police force should be taught the importance of getting to know the community. From this officer’s account, it appears as though the police academy’s

traditional training is a barrier to community policing. Another officer wrote in a survey that there needs to be more education on the theories, practices, and implementation of community policing. Other officers that we interviewed also commented on the behavior of some officers that does not coincide with community policing. Some of the older officers that we talked to and surveyed claimed that the younger officers do not know how to handle the neighborhood. For example, one officer thought that the newer officers wanted to show off more. If officers were trained with the theory of community policing in mind then maybe the new officers would work better in the North End from the start.

Nobody solely faulted the police academy or police leadership for defining the officers' role as primarily responsive. One officer pointed out that many officers see their job as beginning and ending at a certain hour every day. This perspective that they are just doing a job creates some distance between the residents and the officers. Additionally, maintaining a distance from residents also makes some officers feel stronger and more authoritative. Nevertheless, this officer points out that the members of the police force must get rid of this attitude, or they will be unable to work on the neighborhood's problems. Ending on a positive note, the officer claims: "If this changes, in my opinion, more crimes will be solved, there will be positive changes in the neighborhood, and the groundwork will be laid [sic] for new officers that get hired to work differently toward long term changes."

VIII. Perceptions of Crime and Disorder in the North End

We implemented three methods of gathering information about crime and disorder in the North End. The survey asked residents to determine whether certain crimes and disorders (including quality of life issues) are a small problem, big problem, or not a problem at all. The issues addressed were drug dealing, drug use, loitering, abandoned cars, graffiti, panhandling, dumping trash, prostitution, public drunkenness and a negative non-resident presence in the neighborhood. In addition, residents offered verbal comments addressing other problems in the neighborhood. Police offered their perception of crime and disorder in the North End during the interviews and surveys as well.

Drug dealing and **drug use** surfaced as the biggest problems from the residents' survey, residents' comments, and police interviews. Our survey shows that 69.8% of residents surveyed identified drug dealing as a big problem, and 66.3% identified drug use as a big problem. Only 13.5% of participants said that drug dealing, and 15.8% of participants said that drug use, were not problems at all. Additionally, 63.1% of residents named drugs (dealing or use) as the largest problem in the neighborhood, while no other problem was mentioned by more than 8% of those surveyed.

Similarly, almost all (13 of 14) of the police officers interviewed believe that drug dealing and drug use are the biggest problems in the North End. Two officers stated that drugs are the root of all problems in the neighborhood. They claimed that crimes such as robbery and prostitution are often committed for drug-money, assaults are almost always drug related, and the negative non-residence presence is created by the large quantity of out-of-towners coming to buy drugs.

Through the police interviews, some officers connected drug related crimes and disorders to the urban setting of the community, which creates an ideal environment for drugs. A common belief among these officers was that the city-like alleyways and tall buildings created secretive areas for drug deals.

Loitering was also considered a big problem by just over half of the residents, and only 13.1% said it was not a problem at all. "Kids don't have anywhere to go in the summer. There are no pools, sprinklers, or parks here", one resident said. This resident connected this and the fact that there are few jobs available to kids with the pattern of

them turning to drug dealing. Another resident commented that the kids play across the street from drug dealers, making them vulnerable to fall in with that crowd.

Police officers had similar opinions to residents on the issue of loitering. One officer, who identified loitering as a huge problem, explained that the loitering problem is heightened because people who live in the North End have few options of places to hang out near their homes, due to the urban setting. “Kids don’t have a yard but want to hang out,” said another officer, stressing the connection of the urban structures to the loitering problems in the North End. The problems related to the lack of space also extend to people making noise, playing loud music and blocking the street and driveways.

Some police officers associated specific groups of people such as drug and alcohol addicts, psychiatric patients, and people from the soup kitchen with loitering and **panhandling**. Panhandling was also considered a problem (small or big) by 80.8% of residents. It seems to be a less serious problem, however; of those who consider it a problem, more people viewed panhandling as a small problem than a big problem.

Many residents and police officers repeated that the neighborhood’s problems are caused greatly by people from outside of the neighborhood hanging out in the streets and behaving in disruptive ways. Both a **negative non-resident presence** and **public drunkenness** in the neighborhood were a problem for a majority of residents surveyed (69.8% and 71.6%, respectively). Of those participants, about half believed the problems were small problems and half believed they were big problems. Only 30% of participants said negative non-resident presence and public drunkenness were not problems at all.

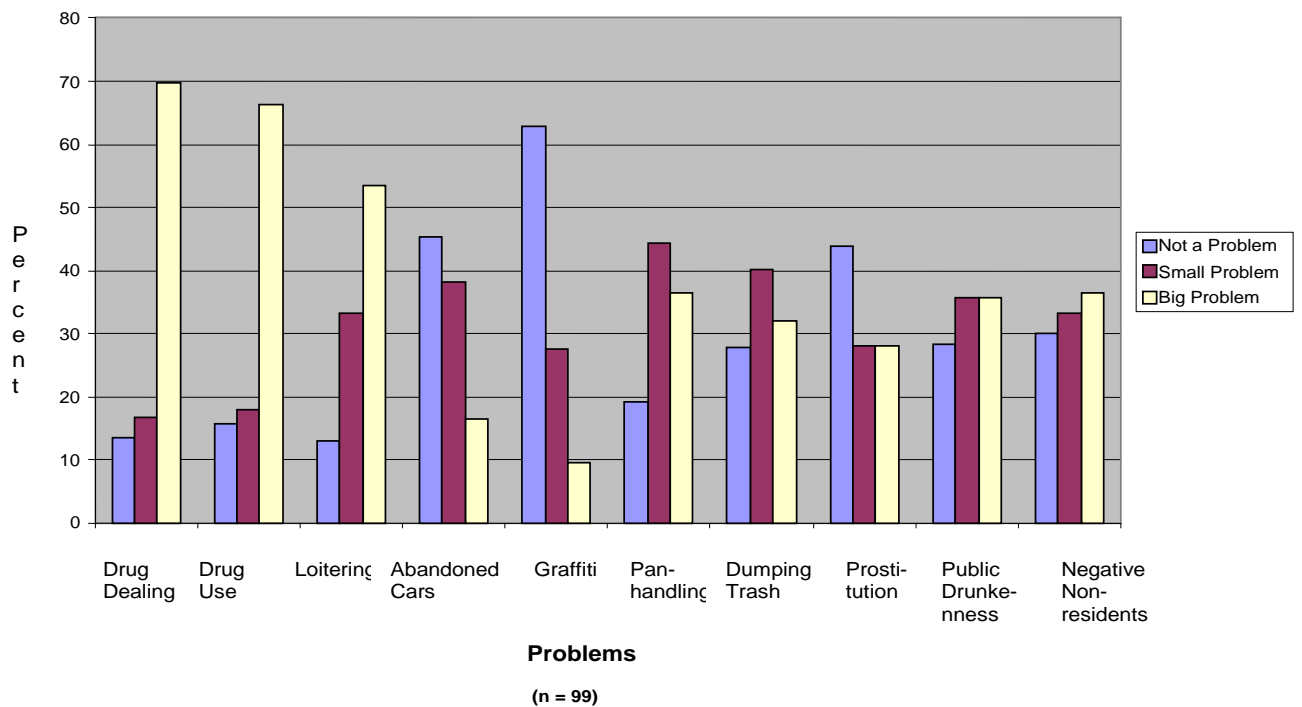
Issues about the physical appearance of the North End were considered problems by many residents, but not nearly as often or as seriously as the behavioral problems above. The percent of respondents who judged **dumping trash, abandoned cars or graffiti** as a big problem ranged from 10 to 31%; more than 40% said abandoned cars were not a problems at all, and more than 60% said the same of graffiti. The only behavioral issue to be similarly rated as a lesser problem was **prostitution**, which only 25% rated as a big problem and over 40% rated as no problem at all.

People identified different problems depending on which part of the neighborhood they lived. For example, many residents on Ferry Street and Green Street identified drug activity, loitering, prostitution and a negative non-resident presence as the biggest problems in their neighborhood. One resident explained that most of the people that hang out on Ferry Street, buying drugs and creating problems, don’t actually live there. Most residents on Ferry and Green Streets, and Rapallo Avenue stressed the presence of drugs

in the neighborhood and some even listed names and addresses of drug dealers on their street.

Likewise, one officer explained that quality of life issues are different on each block. Six of the officers interviewed pointed to Ferry and Green Streets and Rapallo Avenue as particularly problematic areas, specifically in reference to the North End’s drug problem. Additionally, whereas many residents on Ferry and Green Streets and Rapallo Avenue emphasized the drug dealing/drug use problems, residents on other streets in the North End emphasized different kinds of problems such as loud noise late at night, abandoned cars and speeding. However, problems such as drugs and loitering were frequently mentioned, regardless of where we were.

Graph 1. Residents' Perceptions of Problems in the North End



A few officers told us that the problems in the North End, including drug activity, are no different than the problems in any other neighborhood. Those officers believe that the North End has negative associations with the public because there is more negative press about the North End and there is more visible crime and disorder. However, they believe that in truth the North End is “not that bad.” These officers argued that although drugs are more in the open in the North End, they are equally as abundant in other parts of the city.

IX. Resident and Police Perceptions of Each Other

Mixed feelings between the residents and the police surfaced during the course of our surveys and interviews. Overall, a small majority of both the residents and the police viewed each other in a positive light. Many others expressed neutral feelings about each other, while some people spoke out strongly against members of the other group. Since individuals within each group have had unique experiences and interactions that have shaped their perceptions of each other, it is to be expected that the residents and the police expressed a variety of feelings about each other.

Even though the police see their relationship with the residents as generally positive, the good-to-fair feelings of the police about their relationship with the North End indicates an area that the community policing initiative could improve. The chart below shows that about half of the police officers surveyed believe that the relationship between the police department and North End as a whole is “good.”

Table 5. Evaluate the MPD's relationship with the North End

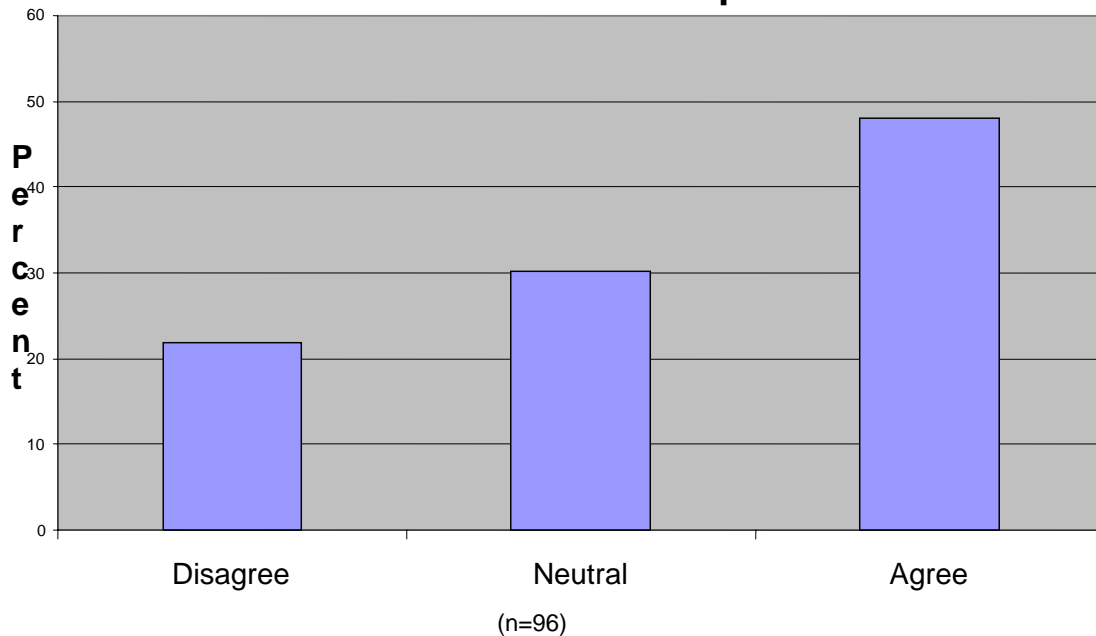
	Frequency	Valid Percent
Excellent	3	7.7
Good	21	53.8
Fair	13	33.3
Poor	2	5.1
Total	39	100.0

Additionally, 73.2% of police surveyed said that they would work in the North End in the future. Still, as the above chart shows, one third of police officers responded that the relationship between the North End and the police is only “fair.” The police commented at length on the negative presence of people who do not live in the North End, but hang out in the streets and behave in disruptive ways. Currently, everyday interactions between the police officers and people who live or spend time in the North End are not always conducive to cooperative community policing work.

Similarly, the residents responded with mixed feelings about the police, highlighting the mutual ambivalence between these groups. Residents were asked if they found the police to be helpful, approachable, knowledgeable about the neighborhood, responsive/timely about addressing problems, trustworthy, and respectful. Approximately 50% of participants either agreed or strongly agreed that police fit all the categories mentioned above, about 30% of participants chose “neutral” for each

characteristic, and approximately 20% of participants either disagreed or strongly disagreed with the list of characteristics. The graph below, displaying whether residents believe police are respectful, is a model for all the characteristics that we inquired about.

Graph 2. Do you Agree/Disagree that Police in the North End are Respectful?



Although these data highlight the generally positive feelings of the residents towards the police, they also point out that 50% of residents were either neutral or disagreed with the list of characteristics. Many residents explained that they had not had any problems with the police and believed that the survey questions regarding their views of police did not apply to them. However, some residents and police expressed very strong general opinions against each other.

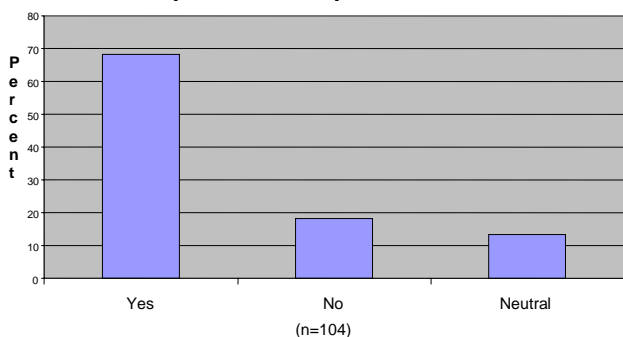
Trust and respect lie at the basis of any relationship, and both the police and the residents commented that they are particularly important to the maintenance of a positive association between the two groups. The residents often spoke about the importance of a level of comfort around the police and the officers' approachability. Because the community policing philosophy depends on an agreement based in the mutual trust and respect held between the police and other community members, these issues also formed the basis of the questions we asked residents and police about their perceptions of each other. In the course of our conversations with residents and police officers, we found that respect, trust, and approachability were all important concerns in the establishment of a community policing initiative.

Both the residents and the police recognized the importance of mutual respect between the groups. Many residents commented that unlike the older police officers who are seen as more respectful, younger officers often have negative attitudes, are arrogant and like to show off their authority. On the other hand, some police officers believe that residents, particularly youth, don't respect or appreciate police officers. One officer complained, "It is impossible to talk to these kids, they don't have any respect."

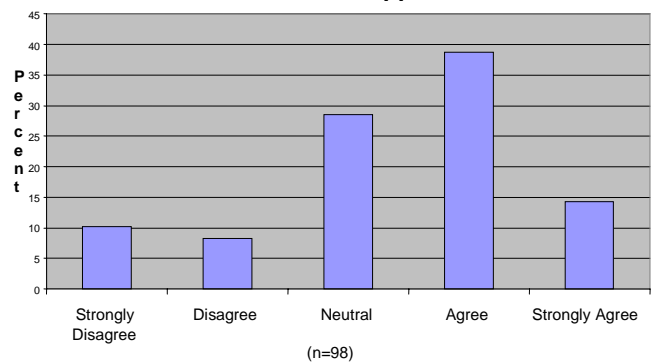
Residents and police were also conscious that without trust, policing cannot be effective. Although most officers interviewed did not say that resident distrust of the police is a current problem in the neighborhood, the officers were conscious of the problems that distrust creates: 80.5% agreed or strongly agreed that residents' lack of trust for the police would have a negative effect on their work. On the other hand, only 46.3% of officers surveyed think that police distrust of residents would have a medium or large negative effect on their work. Thus, the police believe that the residents need to have more trust in the officers than vice versa.

Mixed feelings about their mutual respect and trust may characterize the relationship between the residents and the police, but the two parties continue to interact on a regular basis in a fairly positive manner. For example, more residents agree than disagree that officers are approachable, and 68.3% feel comfortable approaching an officer in uniform (See graphs below). Some participants even referenced particular police officers who they were friendly with.

Graph 3. Do you feel comfortable having a conversation in person with a police officer in uniform?



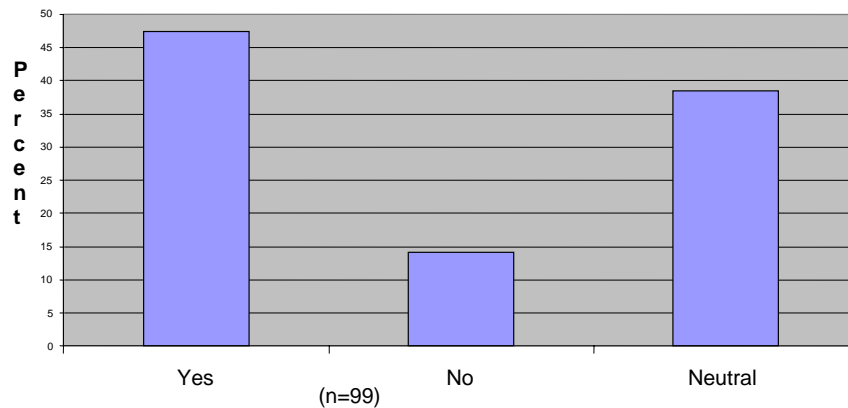
Graph 4. Do you agree/disagree that police in the North End are Approachable?



Still, a significant percent (46.2%) of residents are neutral or do not believe that officers are approachable. All officers realize that approachability is a key factor in their relationship with the residents, but some said they must present a tough exterior to some people and an approachable exterior to others. The mixed feelings of the residents about officers' approachability may reflect this variance in behavior.

While the residents and the police view their relationship in a variety of ways, both groups were hesitant to point to racial or ethnic tension as the cause of any issues between them. Many residents were ambivalent or unsure about whether race had an effect on police work. The percentage of neutral responses to a question on the benefit of racial diversity in the police force was double the response to other questions. Some of the white residents and a few minority residents used a color-blind rationale to explain why they chose “neutral.” For example, one resident explained, “I don’t care if they [the police] are white, black, or pink, as long as they’re doing their job.” Other residents expressed similar thoughts. In contrast, some residents felt they have been racially profiled and discriminated against. One resident complained “they bother me because I am not white.” Just under half of residents agreed that a more diverse police force would improve effectiveness of police work in the neighborhood (See the table below).

Graph 4. Would Police work be more effective in the neighborhood if a more racially diverse police force worked in the North End?



While the residents’ attitude is mixed, most officers do not see racial tension as a barrier to police work in the North End. During the interviews, some officers thought there was tension between the residents and police, but no officers mentioned race or class as contributing to this tension. The police surveys showed a somewhat different response: 55% of officers surveyed thought that racial tension had some type of negative effect on police work in the North End, while 45% of officers thought that racial tensions had no affect on police work (See the table below).

Table 6. Is police work negatively affected by racial tension in the North End?

	Frequency	Valid Percent
No, there is no effect	18	45.0
Yes, there is a small negative effect	13	32.5
Yes, there is a medium negative effect	4	10.0
Yes, there is a large negative effect	5	12.5
Total	40	100.0

Only one police officer strongly agreed that there is not enough minority representation in the police force to reflect the abundance of minority citizens in the North End. The ethnic makeup of the residents and the police may well play a major role in their divergent opinions of the role of race in the relationship between the two groups.

In the police survey, we asked questions about language barriers to get at the ethnic and linguistic differences between the officers and the residents. A significant majority, 82.5% of officers, responded that a language barrier does not interfere with police work. Therefore, while a significant number of officers recognized the negative role of racial tensions on police work, they did not see language as causing a similar ethnic or linguistic divide between themselves and the residents.

X. Roles of Community Members

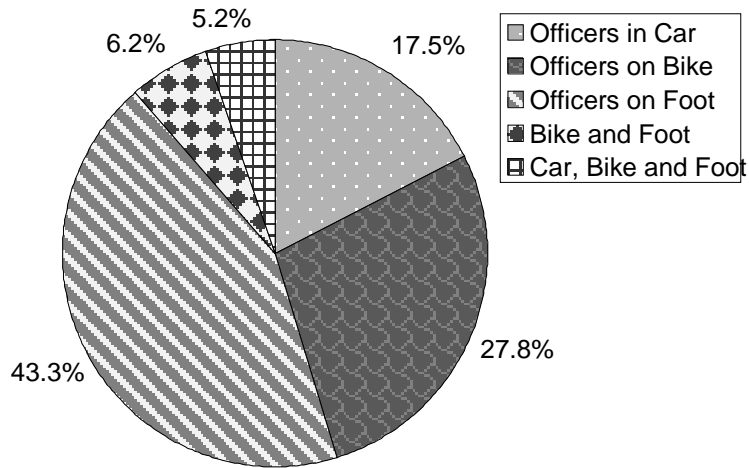
The Ten Point Plan for Community Policing lays out the roles that the police officers, residents, and other community members should play in the North End. Based on the responses from interviews and surveys, the crucial elements of the Plan that stand out most from the residents' and police's feedback are: the **partnership** between the community members in addressing crime and disorder, the **open and accessible communication** between the residents and the police, and the development of certain key characteristics of police work, such as its **consistency, visibility, and accessibility**. The importance of these elements of the Plan to the residents and the police will guide the following analysis of the roles of the residents, the police, the landlords, the criminal justice system, and various municipal and community agencies in their implementation of the community policing initiative.

The Role of the Police

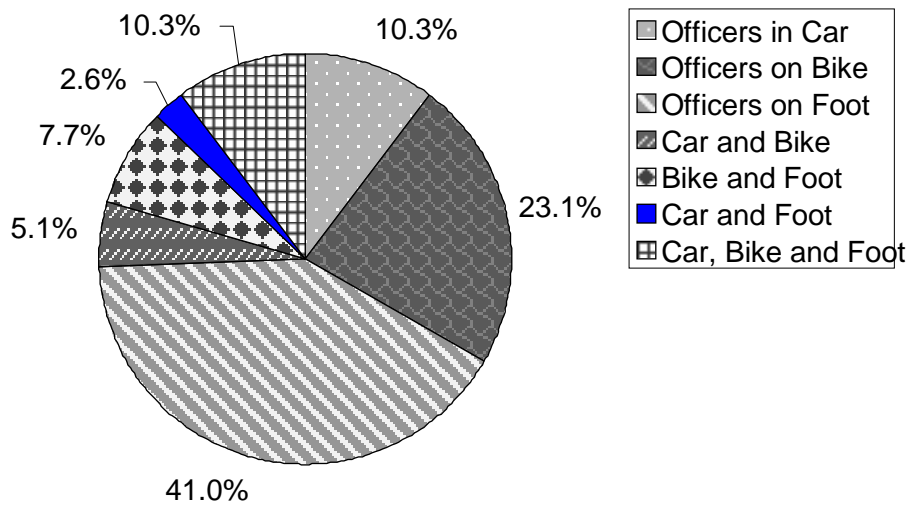
The importance of accessible, visible work by the police force was a constant comment from the residents surveyed. Likewise, most officers recognized the importance of being accessible to residents, even if their perceptions of their availability and approachability varied. The perceived importance of visible police work is underscored by the response of over fifty percent of both the residents and the police that footwork is the most effective way to solve problems in the North End. Additionally, it should be noted that a higher majority of police officers than residents chose "officers on foot" as their response. The fact that those individuals who would be walking the beat themselves selected "officers on foot" further emphasizes the support among the police for this type of work. The graphs that follow illustrate that point in more detail.¹⁰

¹⁰ The respondents were encouraged to choose one response to this question, rather than a combination of the three options. In so doing, we hoped to find the top priority for methods of police work. Nevertheless, some people selected more than one answer. Usually, we were with the residents when they filled out the surveys, so we often explained that they ought to select only one option. On the other hand, the police officers filled out the survey on their own, and the survey did not say explicitly that we wanted just one response, so more police officers than residents selected multiple answers to this question.

Graph 5. Resident responses to: Which of these do you think is the most effective way to solve problems in the neighborhood? (n = 97)



Graph 6. Police responses to: Which of these do you think is the most effective way to solve problems in the North End? (n = 39)



Residents of Ferry and Green Streets and Rapallo Avenue in particular commented on the importance of police officers working on foot. Residents added that the police need to actively walk around the neighborhood when they are on the beat, rather than remaining stationary during their shifts. Some residents explained their choice with the observation that drug activity was easy to cover up from officers in cars, because as soon as a patrol car was spotted down the street, drug offenders were able to leave the area quickly and avoid the officers. To remedy this situation, some residents suggested having more undercover officers patrolling on foot.

Residents also saw officers on foot as a means of establishing a positive, visible police presence in the neighborhood. These residents commented that more officers on foot or bike would strengthen relationships between the residents and the police, and they would also serve as a positive image for the neighborhood's children. Police officers also emphasized how they enjoy talking to business owners and residents as they walk the beat, and how that creates a positive relationship between the police force and the community.

Police presence in the neighborhood seems to be appreciated by the majority of residents, though only within the framework of certain traditional elements of the police's identity. For example, we asked residents if police work would be more effective if the officers spent more time in the neighborhood outside of their work shifts. Twenty-five percent of participants responded that the idea would not work, the highest percentage in the series of questions on what would make police work more effective. Having the police work in plainclothes was not an idea seen as particularly feasible by the police either, often because the officers thought there were not enough people in the department to cover the traditional shifts and the non-traditional work. Structural constraints also present a challenge to the idea of police officers spending more time in the neighborhood. The set schedule for police shifts, strictly enforced by the union, presents a barrier to having officers spend more time in the neighborhood.¹¹ Thus, the police and residents' views of how officers should work, as well as these structural constraints, lend support to the more traditional presence of police officers in the North End.

Although non-traditional policing strategies, such as policing on foot, are seen as a positive move amongst a majority of both the residents and the police, the current state of the understaffed police department is a significant barrier that prevents the feasibility of such actions. The low number of police officers on the force was also a concern for some residents, who felt that there wasn't a strong, consistent police presence in the neighborhood. On many nights they are working at the minimum numbers of on-duty officers across Middletown. While residents may think that they are just not doing a good job, the reality is that the police department does not have enough manpower at this

¹¹ Time due, a system approved by the police union to pay officers for their work outside of their shift, may present a way to involve the officers in more communal activities and programs. In this system, officers request approval for their participation in a particular program and are paid for the time they spend on that activity. The time that the officers have worked on the activity is deducted from their weekly schedule, so that in the end they work the same number of hours during the given week.

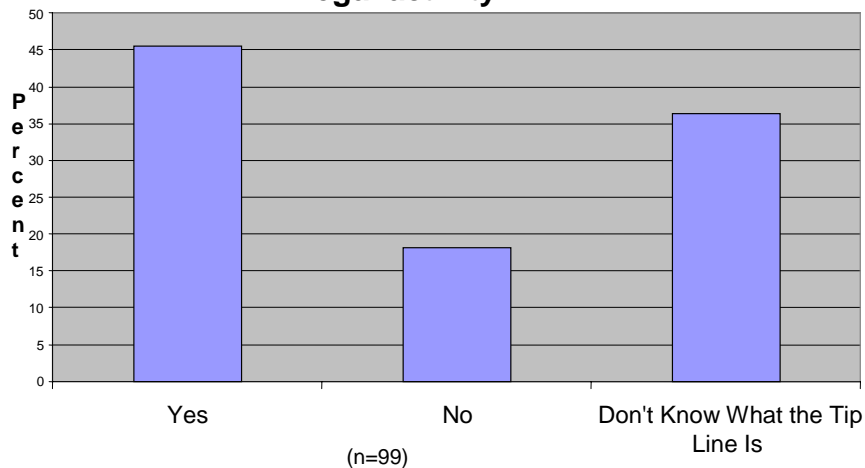
time to patrol as much as they and some residents would like. This is a considerable barrier to anything that the police department wants to do.

The Role of the Residents

Both the residents and the police identified the open communication between the two groups as key to addressing crime and disorder in the North End. In particular, the residents and the police discussed the importance of the residents' role in reporting crimes. An overwhelming 72% of residents agreed that if residents were to call the police more to report crimes, police work would improve.

The police also saw residents reporting crimes as a great aid to their work. Almost all (92.7%) of police officers found a small, medium, or large negative effect on their work by residents not reporting crimes, with a majority, 53.7% of officers, responding that residents not reporting crimes has a large negative effect on their work. During interviews with the officers, some said that they thought the residents don't call as much as they should, while others disagreed. One officer commented that he thought the residents would not call the police until immediately confronted with a problem. The reliance of the police on the residents to challenge problems of crime in the North End is overwhelming.

Graph 7. Would you use the tip line to report illegal activity?



Although anonymous tips are very important to the police department, the officers interviewed were quick to point out that an anonymous tip is not enough to make an arrest. Legally, the officers are not able to make an arrest on an anonymous tip, because an identified witness's comments are required as proof. Nevertheless, despite the

police's frustration at the limited use of most anonymous tips, no officer negated the importance of the residents' phone calls. The perceived benefits of continued communication between the residents and the police, and the small tips that residents can provide anonymously, are positive aspects of the use of the tip line.

The great majority of residents also see the positive aspects of calling the police as outweighing any negative repercussions. Not only would 74.3% of people call the police main line to report a crime, but 62.2% of those individuals have called the police in the past. Of those who said they would not call the police, the most common responses were "Don't think it would do any good," "Don't want to get involved," and "Fear of revenge." The variety of responses people gave for not calling the main line shows that their relationships with other residents, as well as the police, influences whether or not they will report crimes. Sometimes, the residents' fears of the perceived response in the neighborhood prevented them from reporting crime, while at other times, the residents did not recognize either responsiveness or efficacy in the police's work.

In contrast to the high number of people who would call the police main line, only 45% of residents said that they would call the tip line. Many other residents had never heard of the tip line; in fact, half of the people who responded negatively to this question said that they would not use the tip line because they did not know the number. Considering that one of the main reasons why residents would not call the police was from fear of revenge, a greater push for the residents to use the anonymous tip line might increase their reporting of crimes. A more comprehensive publication of the tip line number is therefore needed; perhaps another distribution of magnets with the tip line number would be helpful in keeping this line of communication open between residents and the police.

The Role of the Landlords

The shared responsibility between all members of the North End community in addressing the neighborhood's problems is at the heart of the Ten Point Plan. The community policing philosophy calls for landlords and business owners, in addition to residents, to take part in the regeneration of the neighborhood. From the police survey, 78% of the officers said that landlords not maintaining their buildings has a large negative effect in the North End. Clearly, the police perceive the landlords as having a significant role in the upkeep of the neighborhood.

Although the police see the landlords as significantly impacting on the community, the ways in which the landlords ought to function in the community policing paradigm are uncertain. For example, three officers interviewed faulted the many absentee landlords for bringing in “undesirable” tenants. Despite the responsibility given to these landlords for their tenants, these officers view the immediate problems in the neighborhood as caused by the residents, leaving the specific role of the landlords in the neighborhood somewhat hazy.

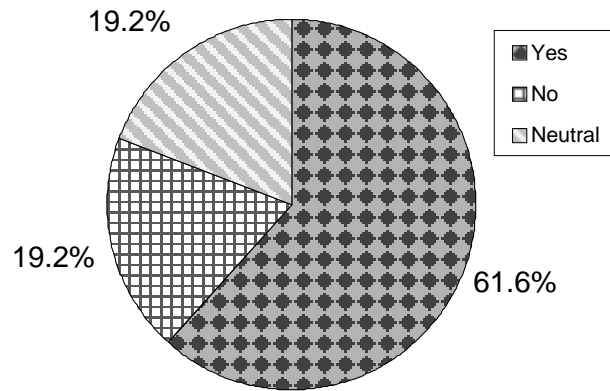
The Role of the Criminal Justice System

Although the police complained of the impotence of the criminal justice system, the officers identified it as a crucial way to address crime in the neighborhood. Three of the officers interviewed stressed the court system’s weak prosecution against people who have been charged with crimes. Popular belief among these officers was that a drug dealer, once arrested, was usually back on the streets “by the weekend.” Similarly, four officers complained of the drug and alcohol addicts and mental patients who end up back on the North End’s streets, creating a disorderly presence and becoming involved in criminal activity. In contrast to a complete reliance on the criminal justice system, the Ten Point Plan recognizes the importance of intervention strategies to prevent crime on a deeper level. Nevertheless, most officers stressed the importance of the criminal justice system, even though they were skeptical of the courts’ effectiveness in solving problems.

The Role of Other Community and Municipal Agencies

Both the residents and the police see the need for police officers to act collaboratively to address problems of crime and disorder in the neighborhood. The residents responded with a 61.6% majority that police work would be more effective if the police were involved in neighborhood organizations and activities. A majority (55.0%) of police officers rated that working with neighborhood organizations had no negative effect on their work, and only 7 officers (17.5%) responded that this partnership had a medium or large negative effect. While this information from the police does not necessarily show their support for collaboration with neighborhood organizations, it does show that most police officers are not opposed to the idea. Coupled with the residents’ support of this cooperative work, it would seem that greater collaboration between the police and neighborhood organizations would be possible in the North End.

Graph 8. Resident responses to: Would police work be more effective if the police were involved in neighborhood organizations? (n=99)



The idea of partnerships is important to the police, not only with neighborhood organizations, but also with other municipal and community agencies. Such organizations might include the city's Department of Public Works or the Community Health Center. In the police survey, 65.8% of the officers said that other city agencies not paying enough attention to neighborhood issues causes a medium or large negative effect in the North End. Thus, the police largely see the need for collaborative work across the various departments and agencies working in the city, as the Ten Point Plan calls for them to do.

XI. Views of Community Policing Ideas

Both the police and the resident surveys sought to assess how the two groups would respond to the implementation of certain non-traditional policing activities in the North End.¹² We also asked police officers if they would personally participate in the given activities. Following a comparison of the data generated by the two surveys, we found that the residents and the police responded most favorably to the same types of ideas: police accessibility and police work with children. Furthermore, we found that the police had a high police interest in being personally involved in the ideas that the residents favored most. The discussion below centers around the ideas that were most favorably received by the residents and the police. We then briefly present information on the ideas that the groups responded to less positively. Please see the graphs that follow for responses to all of the non-traditional policing ideas.

Police Accessibility

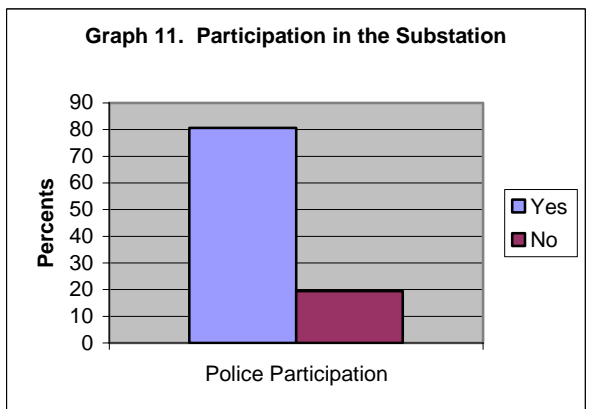
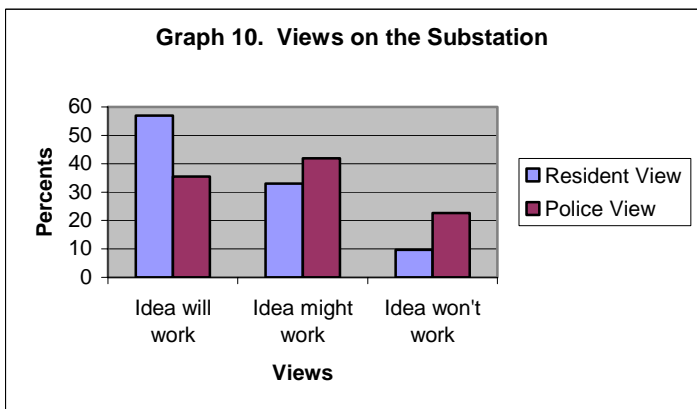
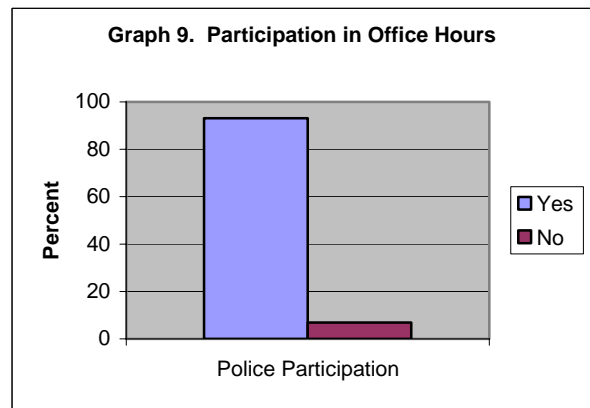
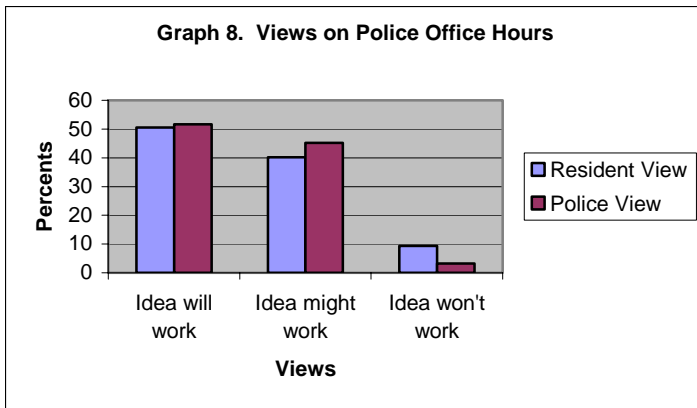
Ideas that would bring the police into more frequent and reliable contact with the residents were the most highly favored suggestions by both residents and police. The highest response by both groups was to the idea of **police office hours**, a set time during the day when residents could come by to discuss problems or issues with an officer. Of the residents, 90.7% thought that this idea might or would work in the neighborhood. An overwhelming 96.8% of police officers thought the idea might or would work, and 93.1% of officers would personally be willing to participate in the program.

The second most highly favored idea by the residents was the **police substation** in the North End, with 90.3% of residents responding that the idea might or would work. The police reaction to the substation was slightly lower (but still quite high), with 77.4% responding that the idea might or would work. Some officers expressed hesitation towards supporting the substation due to belief that non-residents in the neighborhood would have negative reactions to it. One officer expressed the belief that people who live

¹² The ideas offered were: the police mentoring neighborhood children, the police having a plot in the community garden, the police reading to children in after-school programs, the presence of a substation in the North End shared by the police and the North End Action Team, a baseball or basketball tournament with the North End residents playing against the Middletown police, a baseball or basketball tournament with the North End residents and the Middletown police playing on the same team, the police distributing safety information throughout the North End, the police holding officer hours where they could be available for residents to talk to them. These ideas were generated from suggestions from leadership in the Middletown Police Department, Ms. Brewster at NEAT, and literature on community policing

in the neighborhood would receive the substation well, but the drug dealers who hang around in the neighborhood won't want it there. Despite any wary feelings towards the idea of a substation, however, 80.6% of the police officers stated that they would personally be willing to work in the local stationhouse.

The strong support for these ideas stand out even more when compared to the residents' response to current police approachability. Of all of the suggested characteristics of the police officers (respectful, trustworthy, etc.), the highest percentage of residents responded that they "strongly disagree" with the idea that police are approachable in the neighborhood. The implementation of officer hours or a substation might well alleviate some of this perceived distance between the residents and the officers.



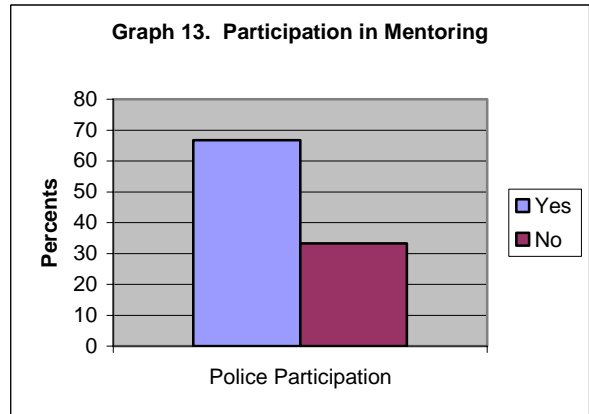
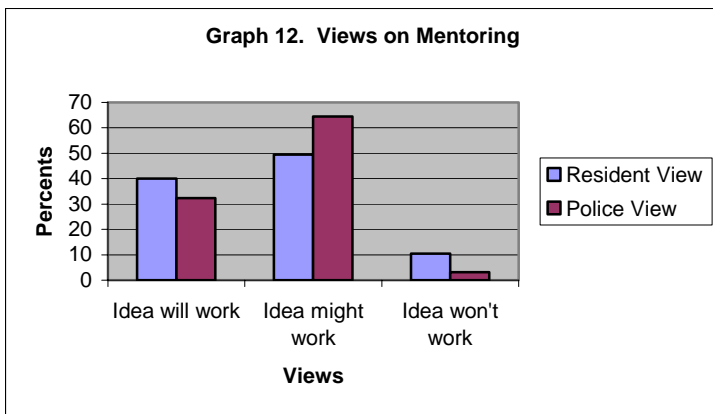
Police Work with Children

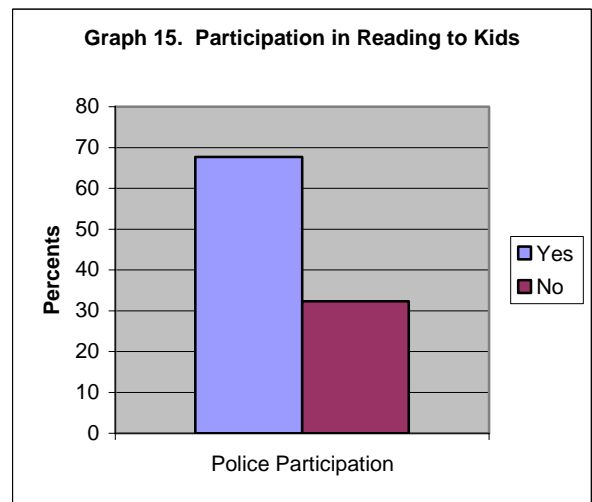
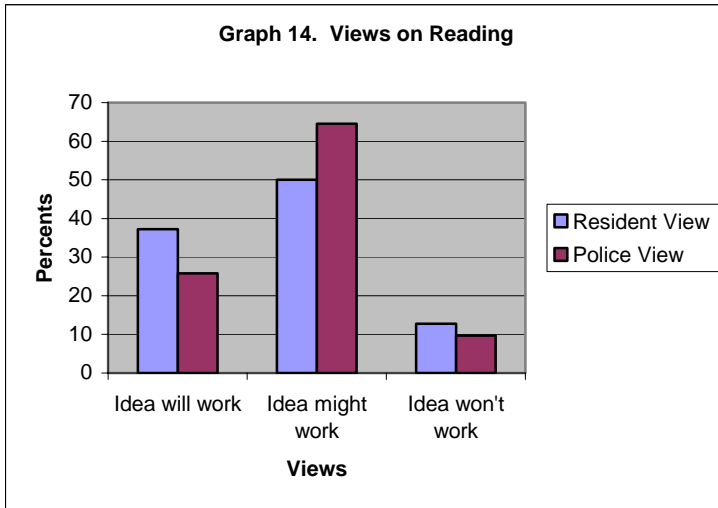
Activities that involve police working with children were also strongly supported by the residents and the police. **Mentoring** received a high response of 89.5% from the residents as an idea that might or would work in the neighborhood. Police response to

mentoring was even higher, with an extraordinary 96.8% of officers responding that they thought the idea might or would work (although a significantly lower 66.7% would personally be willing to participate).

The idea of **police reading to children at after school programs** received a slightly lower response from residents, with 87.2% of residents expressing that the idea might or would work in the North End. Again, police support for the program was slightly higher than the residents’ response, with percentages very similar to their response to mentoring: ninety percent of officers thought that reading to children might or would work, while 67.7% of officers would personally participate in this program.

The high police officer response to ideas involving children shows that they see these non-traditional activities as a positive and enjoyable way to interact with the North End community. In fact, one officer commented in an interview that he doubts many officers will participate in activities that do not involve children. The favorable resident response to these ideas also shows that they see the police having a positive and desirable influence on their children and the community as a whole. Additionally, many residents said that they hoped to have more activities for kids in the neighborhood. If officers worked more with teenagers and younger children, these residents reported, the neighborhood in general would benefit.





Other Ideas

The police responded favorably to a number of non-traditional ideas. For example, 77.4% of the police responded that the idea of a **sports tournament with residents and officers playing on the same teams** might or would work (83.5% of residents also noted that the idea might or would work). In contrast, the idea of **police officers working in the neighborhood garden** received the least favorable response from both the residents and the police (71.5% of the residents and only 38.7% of the police think it would or might work). The ideas that received the most positive support from the police and the residents were not always the ones that fit most closely with the police's traditional role and responsibilities, but were often the activities perceived as most enjoyable.

Comparison of Police and Resident Responses

With the exception of the office hours and the ideas that involve children, all of the police's responses were lower than the residents'. Residents may have been excited at the novelty of some of these ideas and therefore given them high approval. In contrast, the police officers were previously familiar with ideas of non-traditional policing, perhaps causing them to give a more reasoned or even skeptical response to some of these ideas. Of the ideas most favorable to the residents and the police, the substation drew the greatest difference in response (about 90% of residents to 77% of officers). The police may have responded less positively to the substation because the North End previously had a substation on Main Street that was closed because it did not work well in the neighborhood. Additionally, some police members may have heard of a substation

trailer that was recently erected in a nearby town and was burned down within hours of opening by that community. Nevertheless, considering the uncertainty that some officers expressed in interviews toward the merits of non-traditional policing, the fact that the police responded to almost every idea with over 50% approval is a hopeful sign for the future of community policing.

New Ideas from Residents and Police

Our survey allowed the residents and police officers to add ideas of their own that might benefit the North End community. The most recurring comments that we heard were concerns from parents and other community members who were worried about the safety of neighborhood children. Fast cars are much more dangerous in the North End than they may be in other residential areas because there is no place for children to play in the neighborhood other than on sidewalks and on the side of roads. Ideas from the residents included putting in speed bumps or stop signs to slow the traffic.

To help get children off the streets, many residents hoped that the city would demolish an unused building and construct a park and/or a neighborhood pool. Feedback from the police officers also suggested the need for a park. Some of the police officers thought that a park in the neighborhood would be a great place for kids to play, and one officer had hopes of a pool where North End teenagers might work as lifeguards. The common suggestion by both the residents and the police for a park is particularly powerful because it was not on our list of ideas, but arose spontaneously from both groups. The loitering problem of adults as well as children in the neighborhood is caused by people not having yards to hang out in, according to some officers. A park would lower the amount of loitering by providing an open, relaxed place to hang around.

Lastly, the residents were all asked if they would be “interested in participating in a group conversation on public safety that would include residents, police, organizations, and others.” Over half (54.0%) of residents said that they would be interested in being a part of this focus group, showing their willingness to commit themselves to the neighborhood’s regeneration. The number is even more impressive given that only 11.7% of respondents have attended a NEAT meeting in the past, suggesting a fairly low level of involvement in the neighborhood. Many residents are apparently willing to invest themselves in the improvement of the North End.

XII. Conclusion

Barriers to Community Policing

Both residents and police contribute to the barriers to effective community policing in the North End, which we have outlined throughout this report. The police department is making strides in the right direction but there are still barriers to the community policing model in Middletown. Additionally, there are some barriers that are outside the department's and the residents' hands. Some of the barriers to community policing include:

- An understaffed Middletown Police Department
 - *The Police Department is understaffed at this time, making it difficult to start new community policing programs. (See Section V)*
- Strict union contracts that create inflexible hours
 - *The union contract has a structured and definite design for police officers work hours and days. This limits the amount of extra time that can be put in by officers. (See Sections V and X)*
- Training in traditional (as opposed to community) policing at the police academy
 - *The traditional training that the new officers are still receiving does not prepare them for the community policing plan that the Middletown Police Department and NEAT have agreed upon. (See Section VI)*
- Lack of police involvement in community organizations
 - *More police involvement in the neighborhood is integral to community policing. (See Section X)*
- Lack of officers living in Middletown and specifically the North End
 - *Hiring officers who live in Middletown or are willing to relocate to Middletown unites the officers' home and work communities. In so doing, the department makes more connections to the community, an essential part of community policing. (More discussion follows in the remainder of the conclusion.)*
- Some officers lack trust in residents or have negative views of them
 - *During our discussions with the police officers, some people expressed negative views of North End residents, impeding the development of trust in the collaborative efforts between residents and police. (See Section IX)*

- Some residents lack trust in police officers or have negative views of them
 - *During our discussions with the residents, some people shared negative views of the police, preventing the development of trust and collaborative work in the community policing initiative. (See Section IX)*
- The racial demographics of the police department are inconsistent with residents' demand for a more racially diverse police force.
 - *Despite the fact that a majority of police officers said that racial tension does not interfere with police work, nearly half of residents believe that having a more racially diverse police force would improve police work. Minorities in particular expressed the desire for a more racially diverse police force, which is significant considering the few minorities on the police force.*
- Residents misunderstanding the process of policing and what can be accomplished from an anonymous tip
 - *The tips are very important to the Middletown Police Department; however, officers cannot make an arrest solely on evidence from an anonymous tip. Many residents do not understand this process and police work in general, making trust and cooperation between the residents and the police difficult.*

Basis for Change: Positive Aspects of Police/Resident Relationship

Despite the barriers listed above, we strongly believe that police/resident relations as they stand now have the potential to be strengthened through a community-policing model. As noted in Section IX, most police have positive perceptions of their relationship with North End residents. On a similar note, many residents agreed that Middletown police have valuable character traits. The challenge now is finding ways to change the negative perceptions based on distrust that some residents and police have of each other.

Our Suggestions

We suggest that efforts be made to further-strengthen police/resident relations in four ways:

First, police and residents should have increased consistent and reliable contact with one another. Many officers interviewed noted the importance of establishing such a consistent police presence in the North End, which would both facilitate police work and

develop a positive rapport with the community. Ideas such as holding “**police office hours**” and using the **police substation** as a safe-space to discuss relevant issues can be used as a tool to overcome barriers created by some residents’ negative perception of police responsiveness as well as some officers’ lack of approachability. Furthermore, the police substation and office hours would allow the residents to take a greater role in dealing with community problems. Considering that almost three quarters of residents responded that they will call the police main line to report a crime, residents seem willing to work with the police to improve the neighborhood. The substation and office hours would make the residents’ participation in police work more feasible.

As part of the community policing initiative, the Middletown Police Department and NEAT are already in the process of establishing a North End police substation. The Sacramento Plan (refer to Section III, Literature Review) states that a decentralized police station should deal with local issues of domestic violence, gangs, burglary, theft, and robbery (92). While the Middletown Police Department may be too small to have a substation in the North End with these capacities, it could give officers more autonomy in their work than they presently have, in so doing empowering the officers who are most familiar with the residents. In addition, residents would gain more confidence in police and police work through the establishment of a substation that encourages police and residents to work together. The current design calls for housing both police and NEAT offices, which would facilitate the collaboration between the two groups. The fact that the police and NEAT are working together already toward implementing a police substation in the North End bodes well for the realization of the principles of partnership, accountability, empowerment, and service orientation.

The police department or NEAT might also consider holding **workshops or discussions** that bring residents and police together over issues of safety and change in the neighborhood. Such sessions would increase police knowledge of the neighborhood as well as inform residents about the restrictions of police work and the role of police officers in the community. If police and residents are more aware of each others’ difficulties and responsibilities, they will be more understanding of each other’s actions and be more apt to work together. In addition, we hope that formal discussions/workshops will inspire further personal conversations between residents and police.

Having more officers **patrol on foot or on bicycle** is an important way to create a more consistent, frequent and reliable police presence in the North End. A majority of

residents and police believed that officers patrolling on foot or bicycle is the most effective way to conduct police work in the North End. We believe that this could be a successful way to address problems of approachability and distrust between the two groups.

Because communication is so important to any good relationship, we stress the various methods of communication between police and residents as a means to strengthen the police/resident relations. Aside from the substation, office hours and formal discussions, mentioned previously, are an important way to do this is for residents to report crimes via the tip line. However, since a majority of residents do not know the tip line phone number, we suggest that the MPD and/or NEAT **redistribute tip line magnets** or informational sheets with all the necessary police phone numbers. Police and NEAT should also make it very clear to residents that although their phone calls are essential to functional police work, their tips are not strong enough evidence to make an arrest and they should be patient with the police force, which is doing its best.

Second, police and residents should rally together over issues that they agree are essential to the quality-of-life of the community. There is strong, mutual concern from both residents and police for the children in the North End. We believe that this mutual concern is a starting place for better community/policing relations and higher implementation of community-policing activities. Implementing activities such as a **police mentoring program** in the North End or police working with residents to pressure the city to **create a park** for the children are ways that residents and police can foster a relationship based on trust and helpfulness.

Third, we suggest that the Middletown Police Department consider implementing a new philosophy of hiring officers to further incorporate a community-policing model. An often-heard statement from the police officers interviewed was that after working eight hours they just want to go home and spend time with their family. They do not feel as though they can volunteer extra time in the North End. We completely understand this and we agree that officers should spend time with their families. For this reason, we highly recommend finding ways to get more officers living in Middletown, specifically in the North End, so that the place where they are involved with their family and their community is also their place of work. One possible way to do this is to give preference to Middletown residents when hiring new officers. Incentives could possibly be given to officers who live in Middletown or the North End.

If the officers live in the North End, they will be more available to other residents and community policing would come more naturally.

We suggest that this focus on a new philosophy of hiring officers should expand to include an effort to create a more diverse police force. Although officers mostly do not think that racial tension exists between the police department and the North End residents, many residents think that a more racially diverse police force would make police work more effective in the North End. We agree and suggest that the police department attempt to hire more women, African Americans, Asian Americans, Latinos and other underrepresented groups.

*Lastly, we recommend that police and residents strengthen their relationship by **having fun!*** Police and residents should work together outside of the context of “fighting crime.” We believe that **sports tournaments** or public social events (e.g., a **picnic on Main St.**) can help to create a genuine friendship between police and residents.

In general, we believe that there is potential for police and residents to further collaborate around a community policing model in the North End. However, structural and attitudinal barriers must be addressed in order to create true change. Additionally, community policing will only work with the support of other community members and agencies, like business owners, landlords and city agencies. The future of the quality of life in the North End rests on the success of this work.

XIII. Appendices

Appendix A – Ten Point Plan

A Ten Point Plan for a Community/Police Partnership in the North End

The Plan:

Guiding Principles:

Committee members agreed that the following characteristics would form the foundation of the report on which recommendations would be made to city officials.

1. Police will attend and participate in neighborhood meetings. Community members will seek to inform and engage officers in a community/police dialogue on issues that impact upon the quality of life in the North End.
2. It will be the police Department's Community Policing expectation in staffing consideration to encourage members assigned to the North End to provide proactive community services, educational programming and intervention strategies.
3. Police and community members will seek to develop a shared vision of the characteristics common to a model of community policing. Some of the characteristics discussed were:
 - Consistency with assigned police officers
 - Visibility – at least some time on foot or bicycle
 - Accessibility – a plan in place to assure accessibility
 - Interaction with the community particularly with youth
4. Police/Community Communication will work both ways:
 - Lines of communication are clear for both emergency and non-emergency events
 - Both police and key community members are easily accessible to each other
 - Possible mechanisms to address any communication problems will be the Community Policing Subcommittee or NEAT.
5. The community members and police partnership will work together to address all negative activities, including illicit drug activities, that may impact on the quality of life in the North End.
6. Community/Police/municipal agencies will work together to address environmental and quality of life violations in the North End.
 - Continue to identify abandoned motor vehicles and remove them
 - Debris will be brought to the attention of the Public Works Department for removal
 - Lighting deficiencies will be addressed through environmental design

7. All parties will actively seek to maintain a preventative attitude and environment
 - Healthy, helping relationships will be established
 - Strengthen police and community relationship within the North End community.
 - Representatives from all segments of the community will be encouraged to participate in community planning and representation
 - Seek involvement from all Middletown constituency groups to assure that all stakeholders are brought to the discussion table.

8. Mechanisms will be in place to solve problems in a timely manner
 - *Mediation strategies in place*
 - *Standing committee of neighborhood residents and police department representatives will provide guidance and support for the plan.*

9. Shared commitment at all levels, all stakeholders publicly buy-in
 - At municipal/police department levels
 - At community/neighborhood levels

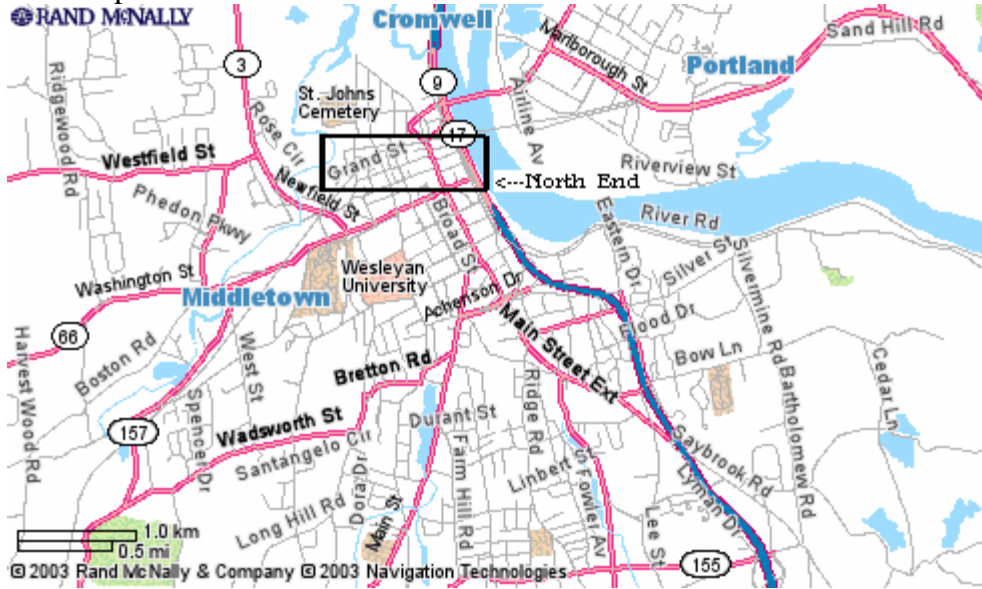
10. A collaborative mutual educational program will be developed that will include both police sponsored training of community members and community trainings for police officers.

Possible topics:

Drugs/addiction
Community resources
Home security
Mentoring
Mental health issues
Understanding the law
Child safety
Basic interpersonal strategies
Mediation/conflict resolution
Dealing effectively with an emergency

Appendix B – Maps of North End

This Map of Middletown shows where the North End is in relation to the rest of the town:



Map from randmcnally.com at:

http://www.randmcnally.com/rmc/directions/dirGetMap.jsp?BV_SessionID=@@@@1641430603.1083864597@@@@&BV_EngineID=cccacdlghdmfhfcgenchjdfiidfjg.0&cmtty=0

This is a more detailed map of the North End, roughly the black box in the above map:



Map from randmcnally.com at:

http://www.randmcnally.com/rmc/directions/dirGetMap.jsp?BV_SessionID=@@@@1641430603.1083864597@@@@&BV_EngineID=cccacdlghdmfhfcgenchjdfiidfjg.0&cmtty=0

Appendix C – Police Department Interview

CONSENT FORM FOR PARTICIPATION IN A RESEARCH PROJECT ON NORTH END-POLICE RELATIONS

The form below requests your consent to take part in a research project regarding the relationship between the North End community and the Middletown Police Department. The research has been commissioned by the North End Action Team (NEAT) and will be used by both NEAT and the Police Department to evaluate and improve police activity in the neighborhood.

The information that you share will help us better understand how members of the North End community view current policing efforts. Additionally, your input will help us gauge the types of programs North End residents and stakeholders would be receptive to seeing implemented in this neighborhood.

Your contribution to the research will be as a participant in one interview. The interview should take about 20 minutes to answer.

You are free to decide whether or not to take part in this project. If you do choose to participate, you may decide to stop at any time, for any reason.

Your answers will remain completely anonymous. We will never put your name on the survey form or connect your name in any way with your responses. The researchers will keep the completed forms. After some time, these files will be erased.

If you would like to know more about this project, or to get in touch with us for any reason, feel free to call research team member Ilana Cohn at [phone removed], or email at [email removed.] You may also contact Wesleyan professor Rob Rosenthal who is overseeing this project at [phone and email removed.]

We respect and appreciate your help! Thank you.

“I do hereby give my consent to participate in this research project regarding the relationship between the North End community and the Middletown Police Department.”

Signature: _____ Date: _____

Interview Questions

So, how long have you been working in the NE? What's the best and worst thing about the neighborhood?

What do you think about the relationship between the police and the NE?

Are certain areas more problematic? Which ones? Why do you think that is?

-What are the different tensions between police and different groups? (Do differences in race, class affect the relationship? How?)

Do you think that residents see you as approachable?

What factors might make you and other police more approachable?

-Have there been problems in the past with communication?

Actual Crime

What factors do you think contribute to crime in the North End?

-What are the biggest problems in the north end?

-What about loitering/dumping trash/public drunkenness/panhandling? Are these serious problems?

CP + Obstacles to policing

What is the role of residents?

--Do residents report crime enough?

-if no, Why not?

-How can residents participate in policing? Tipline? Mainline?

-What is the role of the sub-station? How can it be useful/detrimental to the police's relationship to residents?

-What is the role of other city agencies in bringing order in the NE?

-Does police responsibility extend outside of your shift? (in terms of involvement, presence) If not, should it? Is that even an option for you?

Ideas

What activities have the police participated in in the NE? Which ones were successful? Why?

What types of activities could you see yourself and fellow officers participate in the NE?

Interview Information Sheet

You have been asked to participate in a research project on the relationship between the North End community and the Middletown Police Department. The research has been commissioned by the North End Action Team (NEAT) and will be used by both NEAT and the Police Department to evaluate and improve police activity in the neighborhood.

The research aims to assess how Middletown Police officers and North End community members regard each other. Additionally, it will evaluate how these attitudes affect the implementation of the “10 Point Community Policing Plan” adopted by the North End community last year.

Your participation in this research is voluntary. If you do choose to participate, you may decide to stop at any time, for any reason.

You may receive a copy of any consent form that you sign by calling Professor Rob Rosenthal in the Sociology Department at Wesleyan University, [phone number removed] or by email, [email removed.]

If you have any questions about this research, feel free to call research team member and Wesleyan student, Ilana Cohn at [phone number removed], or email, [email removed.]

If you have any questions regarding your rights as a participant in this research, contact Professor Rob Rosenthal [phone number and email removed.]

Appendix D – Police Department Survey

CONSENT FORM FOR PARTICIPATION IN A RESEARCH PROJECT ON NORTH END-POLICE RELATIONS

The form below requests your consent to take part in a research project regarding the relationship between the North End community and the Middletown Police Department. The research has been commissioned by the North End Action Team (NEAT) and will be used by both NEAT and the Police Department to evaluate and improve police activity in the neighborhood.

The research aims to assess how Middletown Police officers view their role in the North End and to gauge the types of programs that Middletown Police officers would be receptive to seeing implemented in the North End.

Your contribution to the research will be as a participant in one survey. The survey should take about 10 minutes to answer.

You are free to decide whether or not to take part in this project. If you do choose to participate, you may decide to stop at any time, for any reason.

Your answers will remain completely anonymous. You will drop the completed surveys in the lock box provided by the research team. We will never put your name on the survey form or connect your name in any way with your responses. The researchers will keep the completed forms. After some time, these files will be erased.

If you would like to know more about this project, or to get in touch with us for any reason, feel free to call research team member Ilana Cohn at [phone removed], or email at [email removed.] You may also contact Wesleyan professor Rob Rosenthal who is overseeing this project at [phone and email removed.]

We respect and appreciate your help! Thank you.

“By checking the below box, I do hereby give my consent to participate in this research project regarding the relationship between the North End community and the Middletown Police Department.”

Date ___/___/_____

Please return this sheet, along with the completed survey to the locked box located at the Police Department front desk by March 22nd. The “Police Survey Information Sheet” is yours to keep. Thanks!

Middletown Police Department Survey

We are conducting a survey on North End-Middletown Police Department relations. Please help us by answering the questions below. All of your answers will remain *completely confidential*. Please return the survey with your consent form to the lock box located in the police department lobby by March 22nd.

Have you ever worked in the North End? Yes No

If you did work in the North End:

Would you work there again? Yes No

Do you want to work in the North End in the future? Yes No

Which of these do you think is most effective in solving problems in the North End?

Officers in car Officers on bike Officers on foot

Would you feel comfortable patrolling on foot or bike in the North End?

Yes No

Please choose one of the responses below to evaluate the Middletown Police Department's relationship with the North End community:

Excellent Good Fair Poor

Please rate if you feel the situations below might negatively affect police work in the North End. Use the given scale to mark the appropriate number next to each option.

1	2	3	4
No affect	Small negative affect	Medium negative affect	Large negative affect

- _____ Landlords do not maintain buildings
- _____ Business owners do not maintain their property
- _____ Other city agencies do not pay enough attention to neighborhood issues
- _____ There are not enough social services provided to Middletown residents
- _____ Working with neighborhood organizations gets in the way of crime fighting
- _____ There are not enough police officers in Middletown
- _____ Residents are not cooperative with police
- _____ Residents do not trust police
- _____ Police do not trust residents
- _____ Residents are not willing to call police and report crimes
- _____ Business owners are not willing to call police and report crimes
- _____ Police are not involved in neighborhood organizations
- _____ Racial tensions exist between police and residents
- _____ Language barriers between residents and police
- _____ OTHER _____

Through this survey, we hope to find neighborhood-based activities or programs that police officers would participate in. Please rate if you feel the following situations would work by marking the appropriate number next to each situation. Additionally, circle Yes or No if you personally would participate in a program like this. (This is not binding in any way; we just want to find out what may work.)

1	2	3
Idea will work	Idea might work	Idea won't work

_____ **A police officer mentoring neighborhood children**

YES I would participate NO I would not participate

_____ **Police officers having a plot in a neighborhood garden**

YES I would participate NO I would not participate

_____ **Police officers reading to students at after school programs**

YES I would participate NO I would not participate

_____ **A police substation that would house both a neighborhood organization's office and a police office**

YES I would participate NO I would not participate

_____ **A neighborhood basketball/softball tournament with police officers playing on teams against residents**

YES I would participate NO I would not participate

_____ **A neighborhood basketball/softball tournament with police officers playing on teams alongside residents**

YES I would participate NO I would not participate

_____ **Police giving out safety information in public places, such as a grocery store**

YES I would participate NO I would not participate

_____ **A time during the day when police would be in the neighborhood and available for residents to talk to and raise concerns**

YES I would participate NO I would not participate

Do you have any ideas that you would add to this list as possible activities that both the community and the police officers would take part in?

Ethnicity: Latino Asian American non-Latino white
 African American Mixed Other _____

Age: <25 25-34 35-44 45-54 55-64 >65

Gender: Male Female

ADDITIONAL COMMENTS (Thanks!)

Police Survey Information Sheet

You have been asked to participate in a research project on the relationship between the North End community and the Middletown Police Department. The research has been commissioned by the North End Action Team (NEAT) and will be used by both NEAT and the Police Department to evaluate and improve police activity in the neighborhood.

The research aims to assess how Middletown Police officers view their role in the North End and to gauge the types of programs that Middletown Police officers would be receptive to seeing implemented in the North End.

Your participation in this survey will be as a participant in one survey. The survey should take about 10 minutes to answer.

Your participation in this research is voluntary. If you do choose to participate, you may decide to stop at any time, for any reason.

You may receive a copy of any consent form that you sign by calling Professor Rob Rosenthal in the Sociology Department at Wesleyan University, [phone removed] or by email, [email removed.]

Your answers will remain completely anonymous. You will drop the completed surveys in the lock box provided by the research team. We will never put your name on the survey form or connect your name in any way with your responses. The researchers will keep the completed forms. After some time, these files will be erased.

If you have any questions about this research, feel free to call research team member and Wesleyan student, Ilana Cohn at [phone and email removed.]

If you have any questions regarding your rights as a participant in this research, contact Professor Rob Rosenthal at [phone and email removed.]

Appendix E – Resident Survey

CONSENT FORM FOR PARTICIPATION IN A RESEARCH PROJECT ON NORTH END-POLICE RELATIONS

The form below requests your consent to take part in a research project regarding the relationship between the North End community and the Middletown Police Department. The research has been commissioned by the North End Action Team (NEAT) and will be used by both NEAT and the Police Department to evaluate and improve police activity in the neighborhood.

The information that you share will help us better understand how members of the North End community view current policing efforts. Additionally, your input will help us gauge the types of programs North End residents and stakeholders would be receptive to seeing implemented in this neighborhood.

Your contribution to the research will be as a participant in one survey. The survey should take about 20 minutes to answer.

You are free to decide whether or not to take part in this project. If you do choose to participate, you may decide to stop at any time, for any reason.

Your answers will remain completely anonymous. We will never put your name on the survey form or connect your name in any way with your responses. The researchers will keep the completed forms. After some time, these files will be erased.

If you would like to know more about this project, or to get in touch with us for any reason, feel free to call research team member Ilana Cohn at [phone removed], or email [email removed.] You may also contact Wesleyan professor Rob Rosenthal who is overseeing this project at [phone and email removed.]

We respect and appreciate your help! Thank you.

“I do hereby give my consent to participate in this research project regarding the relationship between the North End community and the Middletown Police Department.”

Signature: _____ Date: _____

1	2	3
Not a Problem	Small Problem	Big Problem

Please use the above scale to rate if you think these issues are a problem in the neighborhood:

Drug Dealing:		
1	2	3
Drug Use		
1	2	3
Loitering		
1	2	3
Abandoned cars		
1	2	3
Graffiti		
1	2	3
People asking for money on the street		
1	2	3
Dumping Trash		
1	2	3
Prostitution		
1	2	3
Public Drunkenness		
1	2	3
Negative non-resident presence		
1	2	3

Of these crimes, which do you think is the biggest problem in the neighborhood?

Would you use the tip line to report illegal activity?

Yes No Don't know what tip line is

If you would not call the tip line about these issues, would it be because:

- Too busy
- Fear of revenge
- Don't want to get involved
- Don't think it would do any good
- Too Complicated
- Don't know the number
- Other: _____

Would you call the police main line to report illegal activity?

Yes

No

If you would not call the police about these issues, would it be because:

Too busy

Fear of revenge

Don't want to get involved

Don't think it would do any good

Too Complicated

Don't know the number

Other:_____

Have you ever reported illegal activity to the police?

Yes

No

N/A

If you have called the police, were you satisfied with your response?

Yes

No

1	2	3
Idea won't work	Idea might work	Idea will work

Part of the hope of this survey is to find activities or programs that would help create a better relationship between the police department and the North End. Please tell us if you think these ideas will work or not, using the above scale:

A police officer mentoring neighborhood children	1	2	3
A police officer mentoring your child/children	1	2	3
Police officers having a plot in the neighborhood garden	1	2	3
Police officers reading to students at after school programs	1	2	3
A police substation that would have organization offices and police offices together in the North End	1	2	3
A neighborhood basketball/softball tournament with police officers playing on teams against residents	1	2	3
A neighborhood basketball/softball tournament with police officers playing on teams alongside residents	1	2	3
Police giving out safety information in public places, such as a grocery store	1	2	3
A time during the day when police would be in the neighborhood and available for residents to talk to and raise concerns	1	2	3

Do you have any ideas that you would add to this list as possible activities that both the community and the police officers would take part in?

Would you be interested in participating in a group conversation on public safety that would include residents, police, organizations, and others?

Yes

No

The purpose of this survey is to understand how police can better respond to neighborhood problems. By filling out the information below, we hope to have a better sense of the diversity of the North End neighborhood.

Ethnicity: Latino
Asian American
non-Latino white
African American
Mixed
Other_____

Age: <25
25-34
35-44
45-54
55-64
>65

Gender: Male
Female

How long have you lived in the North End?
I don't live in N.E.
<1 month
1 month-6 months
6 months-1 year
1 year-5 years
>5 years

Do you have children living in your household? Yes No

Have you heard of the North End Action Team (NEAT)? Yes No

Have you attended a NEAT meeting? Yes No

ADDITIONAL COMMENTS (Use the back of this sheet if you need more space.) -Thanks!

Interview Information Sheet

You have been asked to participate in a research project on the relationship between the North End community and the Middletown Police Department. The research has been commissioned by the North End Action Team (NEAT) and will be used by both NEAT and the Police Department to evaluate and improve police activity in the neighborhood.

The research aims to assess how Middletown Police officers and North End community members regard each other. Additionally, it will evaluate how these attitudes affect the implementation of the “10 Point Community Policing Plan” adopted by the North End community last year.

Your participation in this research is voluntary. If you do choose to participate, you may decide to stop at any time, for any reason.

You may receive a copy of any consent form that you sign by calling Professor Rob Rosenthal in the Sociology Department at Wesleyan University, [phone removed] or by email, [email removed.]

If you have any questions about this research, feel free to call research team member and Wesleyan student, Ilana Cohn at [phone removed], or email, [email removed.]

If you have any questions regarding your rights as a participant in this research, contact Professor Rob Rosenthal at [phone and email removed.]

The North End Action Team (NEAT), which has commissioned this research, is a neighborhood organization located at 33 Ferry St. NEAT has united the diverse voices of North End residents and business/property owners in its work towards improving the quality of life in the North End. Programs include the North End Housing Initiative, a mentoring program, the Ferry Street Community Garden, and the Green Street Arts Center.

For more information on NEAT, please contact Lydia Brewster at [phone removed.] Monthly meetings are held the second Wednesday of every month at 6:30 pm at Liberty Commons (corner of Liberty and Main) and all are encouraged to attend.

