

Anchorage Community Survey: Community Satisfaction with Police Performance

To measure satisfaction with police performance, we asked the question "In general, how good a job are the police doing to keep order on the streets and sidewalks in this neighborhood these days?" We elicited answers along the three-point scale—*very good*, *good*, *not good*. The map indicates that, overall, police performance is viewed favorably. The responses, when geo-coded, show most of the municipality evaluating police performance in response to this particular question as *good*.

When the map is viewed in conjunction with the table, it can be seen that in most colored areas the average of the responses fell between *good* and *very good*, with no area showing an average below *good*. Further, no area exhibits a median below 2.0, or *good*.

The three-point scale used for responses to the one question does not permit a highly detailed picture of attitudes; rather, it shows a solid level of satisfaction, with little variation across the city—as captured in responses to this one particular question. While the literature generally supports the conclusion that the public tends to be satisfied with police service, it is generally not the case that satisfaction is this geographically uniform.

A more in-depth look at satisfaction with police performance might measure satisfaction on a more refined scale and correlate satisfaction responses with actual police contacts as well as with various respondent demographics and figures on calls for service. For example, the literature generally shows that majority populations rate police better than minority populations; those without direct police contact higher than those with; and older respondents more favorably than younger.

These maps and the accompanying data will be available on the Justice Center website (www.uaa.alaska.edu/just) later this fall. Prior to the posting, additional technical information about the data can be obtained by phone at (907) 786-4885.

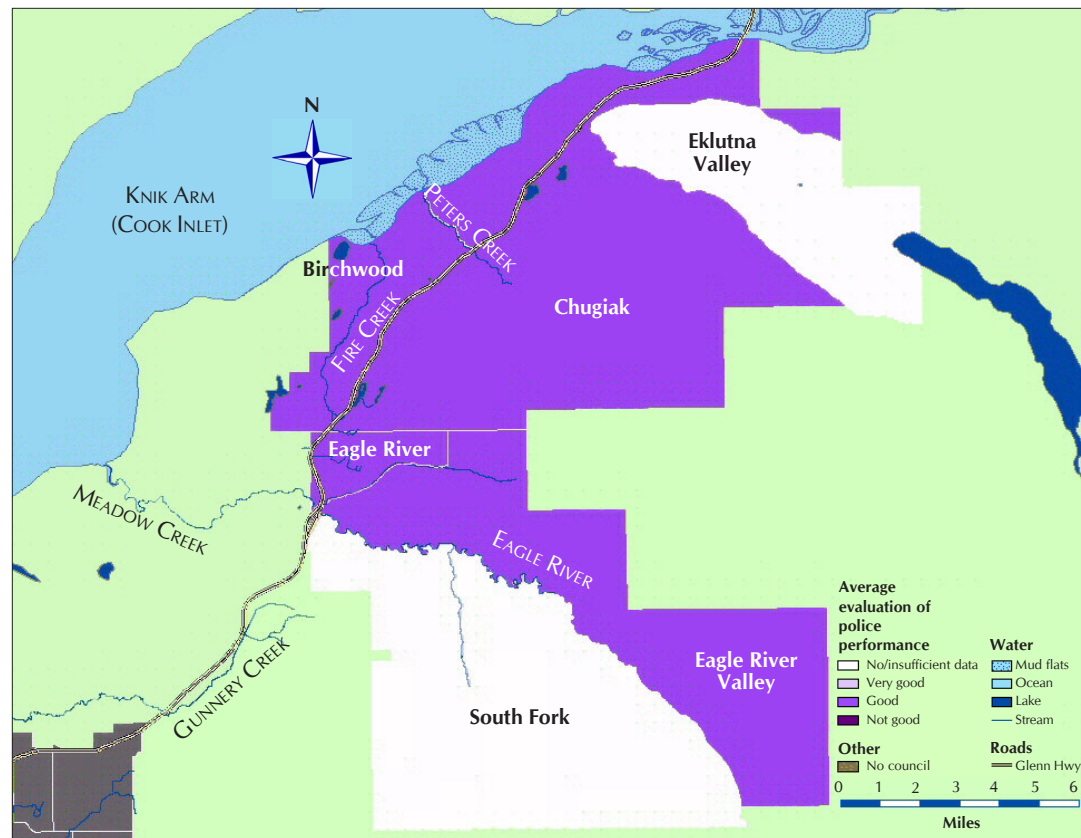


Figure 1. Chugiak/Eagle River

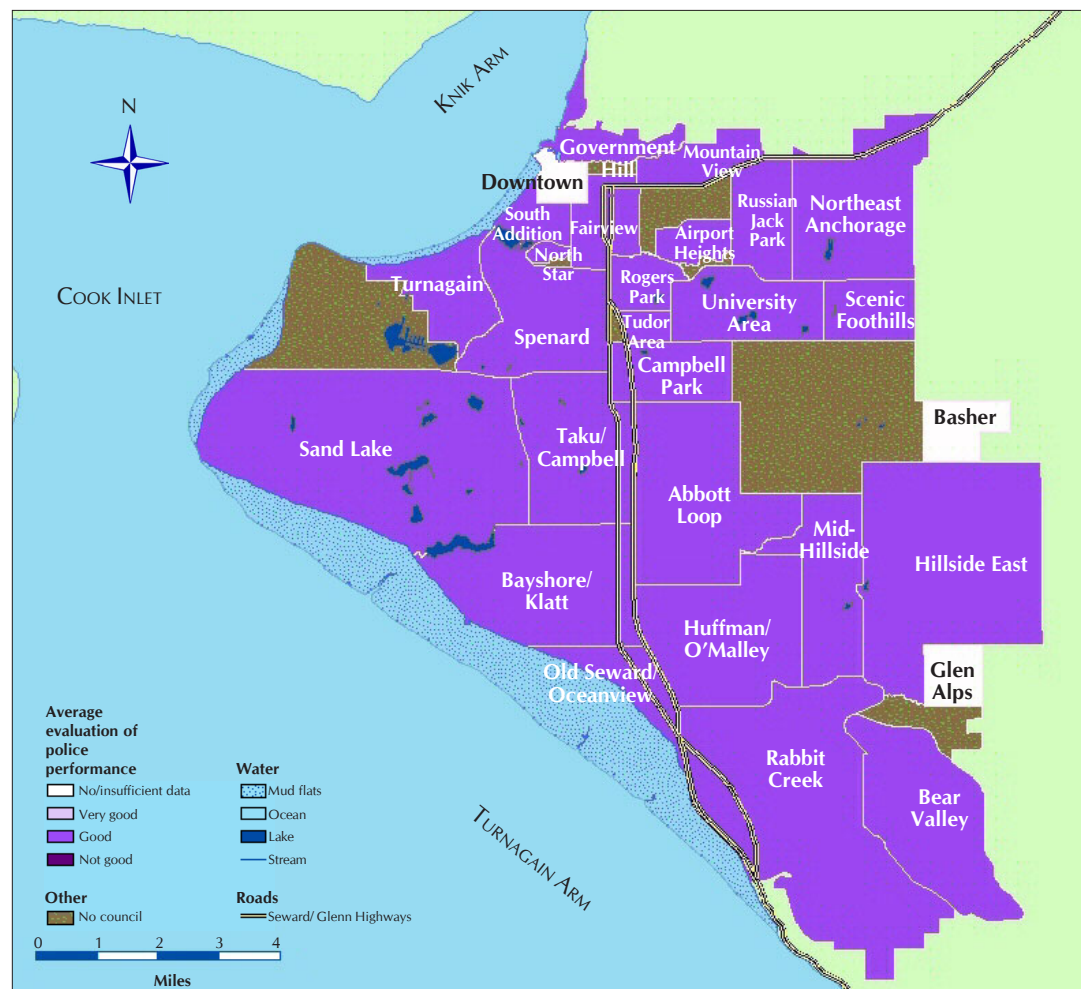


Figure 2. Anchorage

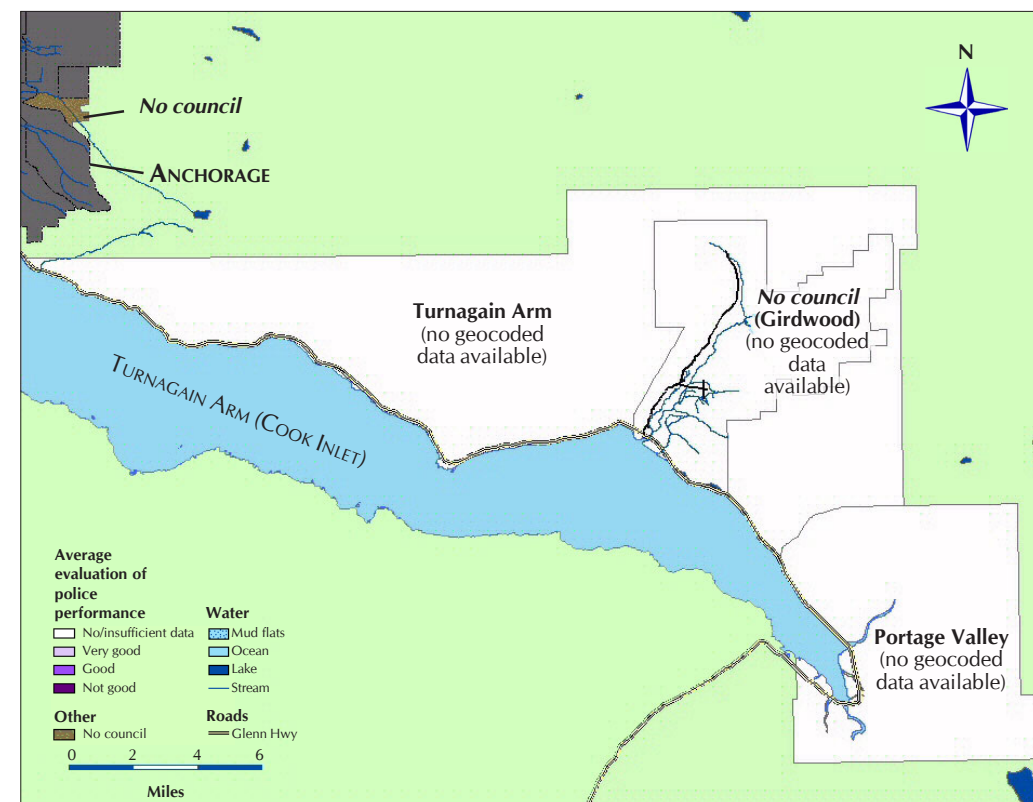


Figure 3. Turnagain Arm/Girdwood/Portage

Police Performance

"In general, how good of a job are the police doing to keep order on the streets and sidewalks in the neighborhood these days?"

Higher rating indicates higher level of dissatisfaction.

1 = Very good job; 2 = Good job; 3 = Not a good job

Area	Respondents	Rating		
		Mean	Median	Standard deviation
City totals	1,917	1.67	2.0	0.62
Non-geocoded respondents	582	1.63	2.0	0.63
Community councils				
1 Chugiak	26	1.67	2.0	0.70
2 Eklutna Valley	0	--	--	--
3 Birchwood	10	1.60	1.5	0.70
4 Eagle River Valley	66	1.56	2.0	0.56
5 Eagle River	26	1.76	2.0	0.52
6 South Fork	4	1.00	1.0	0.00
7 Government Hill	7	1.43	1.0	0.53
8 Northeast Anchorage	132	1.55	2.0	0.56
9 Mountain View	28	1.77	2.0	0.65
10 Downtown	3	1.67	2.0	0.58
11 South Addition	44	1.49	1.0	0.51
12 Russian Jack Park	45	1.91	2.0	0.65
15 Fairview	50	1.84	2.0	0.70
16 Turnagain	54	1.72	2.0	0.60
17 Airport Heights	39	1.75	2.0	0.60
18 Spenard	81	1.74	2.0	0.59
19 North Star	6	1.50	1.5	0.58
22 Rogers Park	17	1.73	2.0	0.46
24 University Area	55	1.69	2.0	0.64
25 Scenic Foothills	58	1.56	2.0	0.60
27 Tudor Area	16	1.43	1.0	0.65
29 Campbell Park	38	1.61	1.0	0.73
30 Sand Lake	119	1.62	2.0	0.59
31 Taku/Campbell	68	1.84	2.0	0.58
32 Basher	2	2.50	2.5	0.71
33 Abbott Loop	101	1.76	2.0	0.71
34 Hillside East	24	1.85	2.0	0.67
35 Mid Hillside	22	1.82	2.0	0.64
36 Bayshore/Klatt	68	1.66	2.0	0.62
37 Huffman/O'Malley	64	1.60	2.0	0.59
38 Glen Alps	1	1.00	1.0	0.00
39 Old Seward/Oceanview	32	1.71	2.0	0.66
40 Rabbit Creek	24	1.82	2.0	0.59
42 Bear Valley	5	2.00	2.0	0.71
43 Turnagain Arm	0	--	--	--
45 Portage Valley	0	--	--	--

Numerical breaking points for map colors:

No data or fewer than 5 respondents (white) Rating = 0	Very good (light purple) Rating = .00001-1.00000	Good (mid-purple) Rating = 1.00001-2.00000	Not good (dark purple) Rating = 2.00001-3.00000
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