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Anchorage Community Indicators

What follows is the first offering in a Justice Center public education project designed to provide information about various aspects

of Anchorage. We have used data from a telephone survey conducted in late spring 2003 to present a descriptive mapping of Anchorage residents' attitudes toward five issues: police performance, emergency medical services, public transportation, snow removal and schools.

older. Over 1900 individuals participated. Of this number, 70 percent provided enough information to permit geocoding responses according to residence location. Each map reflects the average response of residents by community council area.

The maps present the mean (average) response to each question for each group of respondents in a particular area. For a more nuanced picture of responses, we have also

The survey sampled residents of Anchorage who were 18 years old or

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Figure 1. Satisfaction with Police Performance, Eagle River

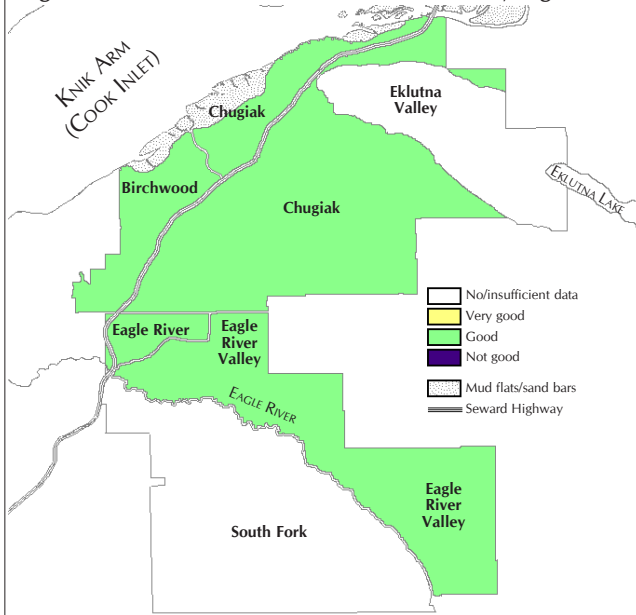


Figure 2. Satisfaction with Police Performance, Anchorage

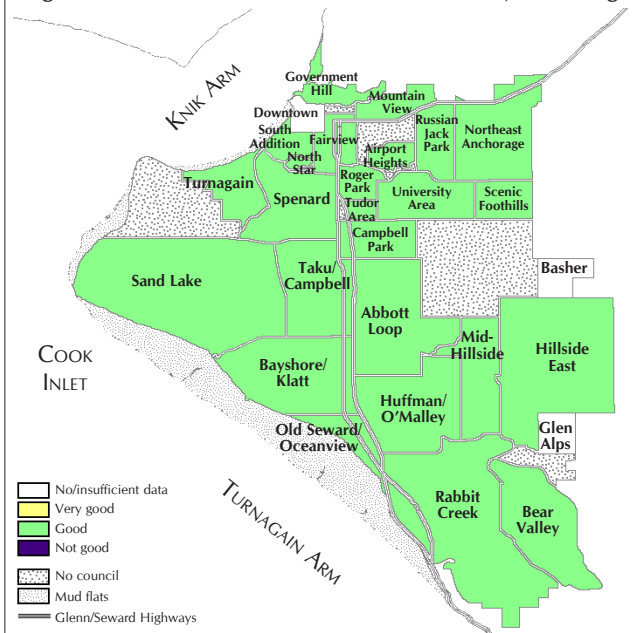


Table 1. Satisfaction with Police Performance
"In general, how good of a job are the police doing to keep order on the streets and sidewalks in the neighborhood these days?"
 Higher number indicates higher level of dissatisfaction.
 1 = Very good job; 2 = Good job; 3 = Not a good job

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	---	---	---

A Further Perspective on Satisfaction with Policing

Matthew Giblin

Editor's note—The following article also discusses aspects of community satisfaction with policing, using data from an earlier survey.

A telephone survey conducted by the Justice Center in spring 2002 revealed widespread satisfaction with policing in Anchorage. In particular, those survey participants who perceived a police presence in their neighborhood and those who perceived the police as involved in community policing registered very solid levels of satisfaction. Further, the general level of satisfaction expressed was somewhat higher than that registered from 12 other municipalities participating in a similar study conducted by the Bureau of Justice Statistics. This is the third article in a series describing the data from the Justice Center survey.

The AACVS survey was administered over the telephone to one individual in each of the randomly selected households in Anchorage. In all, 781 residents participated in the AACVS, for a cooperation rate of 60 percent. (Additional information about the research methodology can be found in the Winter 2003 issue of the *Alaska Justice Forum* or in the full report currently available through the Justice Center.)

In the following summary, AACVS findings are compared at various points to findings from a similar victimization survey conducted in 1998 in 12 other U.S. cities. Comparisons are only presented when the questions from the two surveys are similar. Although the instrument used in each study

was largely the same, several key differences in methodological approaches should be noted. First, the 12-city study findings were for all household members age 16 years and older, while the AACVS is an adult (18 and older) victimization survey. Second, the 12-city study was conducted in 1998, four years before the administration of the AACVS. Comparisons should be made with care, since firm conclusions are not possible.

Contact with Police

Respondents to the AACVS were asked whether they had any contact with the local police during the 12 months preceding the interview. Nearly half of all respondents (49.3%) indicated that they had contact with the police for one reason or another. Reasons for contact involve circumstances such as experiencing a traffic stop/traffic violation, calling to report a crime, providing information to police, working with the police to resolve a problem, and having a casual conversation with a police officer. The likelihood of contact was approximately the same regardless of the respondent's demographic characteristics. Age was the only characteristic where contact significantly varied. While approximately 52.4 percent of the 603 respondents between the ages of 18 and 54 had contact, only 37.4 percent of the 163 respondents over the age of 55 had any contact during the previous 12 months.

Police Activities

Researchers asked respondents a number of questions regarding police activities in

Table 1. Resident Perception of Level of Police Presence in Neighborhood

Question: In the past 12 months, have you observed any increases or decreases in police officer presence in your neighborhood or did the number stay the same?

	AACVS ¹		12-City Study ²
	N	%	
Increase	87	11 %	23 %
Decrease	36	5	5
No change	520	69	68
Never see police in my neighborhood	114	15	5

¹ Respondents answering "I don't know" excluded.
² Ns not available for 12-City Study.

their neighborhood. They were asked to judge whether the level of police presence in their neighborhood had changed during the previous year. Table 1 shows that most respondents (68.7%) reported no change in the level of police presence, while a smaller proportion reported either an increase (11.5%) or a decrease (4.8%) in presence. Approximately 15 percent (15.1%) indicated that they never see police in their neighborhood.

In comparison of the AACVS findings to the 12-city study, two things stand out. First, the results of the two surveys are quite similar when it comes to the percent of residents observing no change or a decrease in police presence. Second, a greater percentage of Anchorage residents reported never seeing police in their neighborhood (15% compared to 5% in the 12-city study), and a smaller percentage reported an increase in police

Table 2. Residents Who Observed Police Activities, by Type of Activity

Question: In the past 12 months, which of the following activities have you seen police doing [in the neighborhood]?

Percent of residents who said they saw police:

	Talking w/ residents		Talking w/ business owners		Attending community meetings		Facilitating prevention activities		Involved w/ kids		Opening substation/information centers		Doing other activities	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Anchorage ¹	214	32 %	32	5 %	48	7 %	65	10 %	124	19 %	66	10 %	158	24 %
12-City Study total ²	—	37 %	—	24 %	—	22 %	—	27 %	—	30 %	—	19 %	—	26 %
Chicago	—	41	—	29	—	34	—	30	—	31	—	13	—	22
Kansas City	—	35	—	14	—	22	—	26	—	37	—	13	—	23
Knoxville	—	25	—	17	—	17	—	24	—	37	—	18	—	24
Los Angeles	—	34	—	17	—	20	—	23	—	32	—	25	—	24
Madison	—	34	—	12	—	16	—	19	—	31	—	18	—	25
New York	—	38	—	30	—	19	—	29	—	26	—	13	—	29
San Diego	—	36	—	18	—	19	—	24	—	34	—	31	—	25
Savannah	—	35	—	16	—	24	—	34	—	39	—	32	—	23
Spokane	—	29	—	9	—	21	—	28	—	43	—	58	—	19
Springfield	—	44	—	29	—	27	—	32	—	44	—	30	—	31
Tucson	—	34	—	12	—	19	—	25	—	33	—	27	—	24
Washington, D.C.	—	42	—	29	—	33	—	32	—	28	—	27	—	29

¹ Does not include 114 residents who indicated they never saw police in the neighborhood.

² Ns not available for 12-City Study.

presence (11.5% compared to 23%).

Respondents were asked to indicate the types of activities they saw the police engaging in within their neighborhood during the preceding year (except for the 114 residents who reported never seeing police in their neighborhood). The results are presented in Table 2. The responses included: talking with residents (32.1%), getting involved with kids (18.6%), opening substations (9.9%), facilitating crime watch/prevention activities (9.7%), attending community meetings (7.2%), and talking with businesses (4.8%). Nearly a quarter of respondents (23.7%) reported seeing police doing *other* activities— most commonly, patrol. In each case, the percentages are

below the percentages from the 12-city study. However, a large share of respondents in Anchorage (37.2%) indicated that they had not seen police engaging in any activities, despite the fact that they were able to comment on the level of police presence in the neighborhood.

Interviewers asked respondents to specify whether the local police department was doing community policing. A definition of community policing was provided to the respondent: "Community policing involves police officers working with the community to address the causes of crime in an effort to reduce the problems themselves and the associated fear, through a wide range of activities." About 1 in 5 residents (20.7%) said

that their local department was doing community policing and another 6.9 percent indicated that the department was doing community policing *somewhat*. About half (51.7%) of AACVS respondents stated that their department was not doing community policing. The remaining respondents did not know or refused to answer.

Of the 216 residents who said that their department was doing community policing (*yes* or *somewhat*), most knew that the police were doing so because they saw police actually engaging in activities such as attending community meetings, working with businesses, increasing foot/vehicle/bike patrols, increasing presence in high-crime areas, increasing traffic stops, running youth programs, and conducting crime prevention activities.

Additional questions were directed at the other 565 respondents – those who indicated that the police were not doing community policing, who didn't know, or who refused to answer. Asked whether they wished the police were doing community policing, 56 percent of these respondents (n=317) answered positively. These 317 respondents were then asked about the types of activities they wished police would engage in. The most common response was for police to

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Table 3. Resident Satisfaction with Local Police¹

Question: In general, how satisfied are you with the police who serve your neighborhood? Are you very satisfied, satisfied, dissatisfied, or very dissatisfied?

Row percentages.

	Total respondents	Mean rating ²	Dissatisfied		Satisfied	
			Very dissatisfied	Dissatisfied	Satisfied	Very satisfied
All respondents	718	3.11	1.8 %	9.5 %	64.8 %	24.0 %
Sex						
Male	282	3.12	0.7 %	11.0 %	63.5 %	24.8 %
Female	435	3.10	2.5	8.5	65.7	23.2
Refused	1	4.00	0.0	0.0	0.0	100.0
Race						
White	552	3.12	1.6 %	9.2 %	64.7 %	24.5 %
African-American	37	3.11	2.7	13.5	54.1	29.7
AK Native/Am. Indian	46	3.20	2.2	8.7	56.5	32.6
Asian/Pacific Islander	18	2.94	0.0	16.7	72.2	11.1
Other	19	3.05	0.0	15.8	63.2	21.1
Multi-racial	25	3.08	0.0	4.0	84.0	12.0
Don't know	1	3.00	0.0	0.0	100.0	0.0
Refused	19	2.84	10.5	5.3	73.7	10.5
Hispanic origin						
Hispanic	36	3.11	0.0 %	11.1 %	66.7 %	22.2 %
Non-Hispanic	668	3.11	1.6	9.6	64.5	24.3
Don't know	1	3.00	0.0	0.0	100.0	0.0
Refused	13	2.85	15.4	0.0	69.2	15.4
Age						
18-19	30	2.90	6.7 %	10.0 %	70.0 %	13.3 %
20-24	55	3.18	1.8	3.6	69.1	25.5
25-34	152	3.02	2.0	13.2	65.8	19.1
35-44	166	3.08	3.0	10.2	62.7	24.1
45-54	155	3.18	0.6	6.5	67.1	25.8
55-64	97	3.13	1.0	11.3	60.8	26.8
65+	49	3.27	0.0	6.1	61.2	32.7
Don't know	0	--	--	--	--	--
Refused	14	3.07	0.0	14.3	64.3	21.4
Household income						
Less than \$10,000	16	3.13	6.3 %	6.3 %	56.3 %	31.3 %
\$10,000-\$19,999	41	3.00	4.9	12.2	61.0	22.0
\$20,000-\$29,999	67	3.03	3.0	6.0	76.1	14.9
\$30,000-\$39,999	65	3.14	1.5	10.8	60.0	27.7
\$40,000-\$49,999	73	3.14	0.0	12.3	61.6	26.0
\$50,000-\$59,999	76	3.16	1.3	7.9	64.5	26.3
\$60,000-\$69,999	48	3.13	2.1	8.3	64.6	25.0
\$70,000 or more	202	3.12	1.0	10.4	63.9	24.8
Don't know	26	2.92	7.7	11.5	61.5	19.2
Refused	104	3.13	1.0	7.7	68.3	23.1

¹ Excludes respondents answering don't know/refuse to question about satisfaction (n=63) and one respondent for whom race information was missing from the race/fear cross-tabulations.

² Mean ratings are based on a four-point scale ranging from very dissatisfied (1) to very satisfied (4). Higher mean ratings indicate greater satisfaction.



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increase the number of officers (43.5% of those wishing department did community policing). Other responses included having the police work with the community (30.6%), work with children (17.4%), conduct home security checks (9.1%), assign same officers to the neighborhood (6.6%), and clean up the streets (5.4%). Nearly 35 percent (34.7%) of respondents wished police were doing some other activity: enforcing speed limits, being more visible, or attending community meetings.

Satisfaction with Police Serving Neighborhood

As is the case in most studies of public satisfaction with the police, residents of the municipality revealed a high level of satisfaction with the police who serve their neighborhood. Of the 781 respondents to the AACVS, 22 percent were *very satisfied* with the local police while another 59.5 percent were *satisfied*. Only about 10 percent of respondents (n=81) indicated that they were *dissatisfied* or *very dissatisfied* with the police. An additional 63 respondents did not know, had no opinion, or refused to provide an answer to the question.

Of the 718 respondents who expressed satisfaction or dissatisfaction, nearly 89 percent (n=637) indicated that they were *satisfied* or *very satisfied* with the police serving their neighborhood. This figure is somewhat higher than the 85 percent of residents *satisfied* or *very satisfied* in the 12-city study. In that research, the percentage of residents expressing satisfaction (including *very satisfied*) ranged from 78 percent in Washington, D.C. to 97 percent in Madison, Wisconsin.

Table 3 presents the results on satisfaction with police according to demographic characteristics. While modest variations exist, there were no significant differences found with regard to sex, race, Hispanic origin, age, or income.

Although survey respondents were generally quite supportive of the police, their level of satisfaction does vary depending upon factors associated with the local police department. Citizen satisfaction is related to perceived changes in the level of police presence in their neighborhood during the preceding year. As evident in Table 4, residents reporting that police presence in their neighborhood remained the same or increased during the preceding year were significantly more satisfied with the police than were residents who reported a decrease in police presence or who indicated that they never see police in their area. In fact, the satisfaction with police scores for residents noticing an increase in police presence were three-fifths of a point higher than scores for respondents who saw a decrease in police presence.

Table 4. Level of Satisfaction with Police, by Respondent's Perception of Level of Police Presence¹

Question: In the past 12 months, have you observed any increases or decreases in police officer presence in your neighborhood or did the number stay the same?
Question: In general, how satisfied are you with the police who serve your neighborhood? Are you very satisfied, satisfied, dissatisfied, or very dissatisfied?

Row percentages.

Change in level of presence	Total respondents	Mean rating ²	Dissatisfied		Satisfied	
			Very dissatisfied	Dissatisfied	Satisfied	Very satisfied
Increased	83	3.28	1.2 %	7.2 %	54.2 %	37.3 %
Decreased	34	2.68	5.9	29.4	55.9	8.8
No change	489	3.14	1.4	7.4	66.9	24.3
Never see police in neighborhood	94	2.94	3.2	14.9	67.0	14.9
Don't know	18	3.17	0.0	11.1	61.1	27.8

¹ Respondent answers *don't know/no opinion* or *refuse* (n=63) to satisfaction question excluded.
² Mean ratings are based on 4-point satisfaction scale. Differences are significant (p<.001).

Table 5. Satisfaction with Police, by Respondent Knowledge of Community Policing and Perception of Community Policing in Local Department¹

Question: Are you familiar with the term 'community policing'?
Question: Community policing involves police officers working with the community to address the causes of crime in an effort to reduce the problems themselves and the associated fear, through a wide range of activities. Based on the definition, do you think the police in your neighborhood practice community policing?
Question: In general, how satisfied are you with the police who serve your neighborhood? Are you very satisfied, satisfied, dissatisfied, or very dissatisfied?

Row percentages.

	Total respondents	Mean rating ²	Dissatisfied		Satisfied	
			Very dissatisfied	Dissatisfied	Satisfied	Very satisfied
Familiar with community policing?						
Yes	333	3.14	1.5 %	9.9 %	62.2 %	26.4 %
No	375	3.09	2.1	8.8	67.2	21.9
Don't know	10	3.00	0.0	20.0	60.0	20.0
Are local police doing community policing?³						
Yes	157	3.36	0.6 %	2.5 %	56.7 %	40.1 %
No	372	2.98	3.2	13.4	65.3	18.0
Somewhat	49	3.00	0.0	20.4	59.2	20.4
Don't know	140	3.20	0.0	2.9	74.3	22.9

¹ Respondent answers *don't know/no opinion* or *refuse* (n=63) to satisfaction question excluded.
² Mean ratings are based on 4-point satisfaction scale (1 = *very dissatisfied*, 4 = *very satisfied*).
³ Differences significant (p<.001).

Overall, whether respondents believed that their local police department was in fact *doing* community policing was related to satisfaction (Table 5). Respondents indicating that their neighborhood police department was doing community policing were more satisfied with the police than those respondents who indicated that the police were not doing community policing or were only *somewhat* doing community policing. The satisfaction scores differed by nearly two-fifths of a point on the four-point satisfaction scale.

This article has presented findings related to public satisfaction with the police and perceptions and awareness of police

activities in Anchorage. Overall, respondents were strongly satisfied with local police. Those who observed police in their neighborhood and have not noticed a decline in police presence and those who felt that the police and community worked together tended to be more satisfied than other respondents.

A future *Forum* article will examine the spatial (geographic) variation in some of the findings of the 2002 survey.

Matthew Giblin is an Assistant Professor of Criminal Justice at York College of Pennsylvania. From 2000 to 2002, he was a research associate with the Justice Center.

Indicators

(continued from page 1)

included data tables for each question. These tables present not just the means but also the medians and standard deviations for responses in the community council areas.

We have chosen to show the results from the survey according to community council areas because the areas are readily recognized referents. We need to note, however, that this is a framework for presentation that we chose after conducting the survey. The telephone survey itself was not designed to be geographically representative of individual community council areas; hence, some areas were very under-sampled. (Also, these maps reflect community council areas in summer 2003. Boundaries have since

been slightly changed.)

The maps do not display results from those areas where the number of geocoded responses was under five—Downtown, South Fork, Basher, and Glen Alps. The data tables accompanying each map, however, do contain figures for these areas. Also—for the areas of Eklutna Valley, Turnagain Arm, Portage Valley and Girdwood (where there was no community council at the time the maps were created) no responses geocoded—that is, while these areas probably did contain survey participants, the data associated with residence location were not sufficient for precise mapping.

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, with most community council areas colored as good. When the map is viewed in conjunction with the data table, it can be seen that in most colored areas the average (mean) 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.

Research has shown that, in general, the public tends to be satisfied with police performance, but the satisfaction levels registered are rarely this geographically uniform. The three-point scale used for this question in this survey did not permit a finely detailed picture of attitudes. Permitting evaluation across a wider scale would probably uncover more nuances in public attitudes—some of which might have a geographic association.

A deeper look might also correlate attitudes with actual police contacts as well as with respondent demographics and calls for service—things this survey did not do. Other research conducted elsewhere has shown

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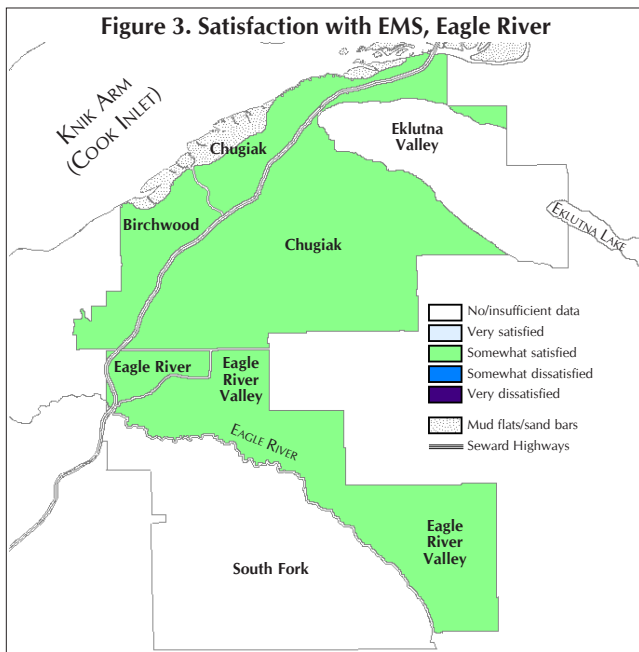


Figure 3. Satisfaction with EMS, Eagle River

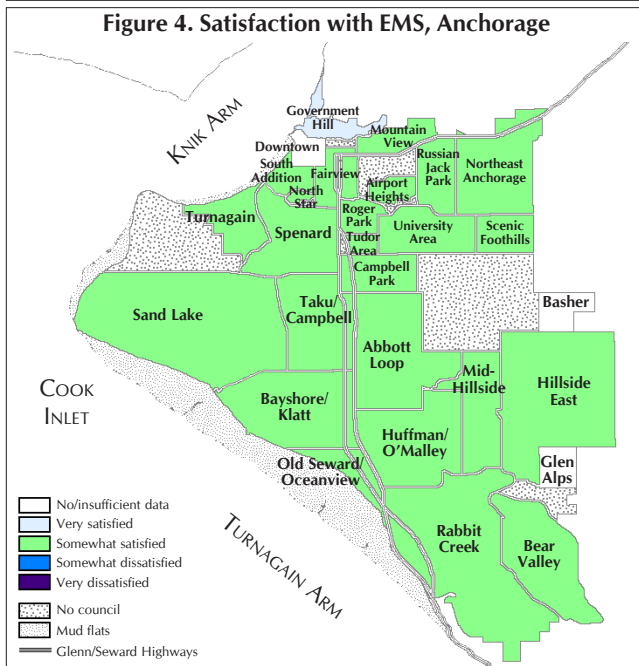


Figure 4. Satisfaction with EMS, Anchorage

Table 2. Satisfaction with Emergency Medical Services
 "In general, how satisfied are you with emergency medical services in your neighborhood?"

Higher number indicates higher level of dissatisfaction: 1 = Very satisfied; 2 = Somewhat satisfied; 3 = Somewhat dissatisfied; 4 = Very dissatisfied.

Area	Respondents	Rating		
		Mean	Median	Standard deviation
City totals	1,917	1.43	1.0	0.62
Non-geocoded respondents	582	1.39	1.0	0.58
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2 Eklutna Valley	0	---	---	---
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4 Eagle River Valley	66	1.72	1.0	0.93
5 Eagle River	26	1.63	2.0	0.60
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7 Government Hill	7	1.00	1.0	0.00
8 Northeast Anchorage	132	1.36	1.0	0.52
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11 South Addition	44	1.22	1.0	0.52
12 Russian Jack Park	45	1.50	1.0	0.71
15 Fairview	50	1.85	2.0	0.85
16 Turnagain	54	1.50	1.0	0.63
17 Airport Heights	39	1.35	1.0	0.49
18 Spenard	81	1.50	1.0	0.65
19 North Star	6	1.50	1.5	0.58
22 Rogers Park	17	1.25	1.0	0.45
24 University Area	55	1.48	1.0	0.63
25 Scenic Foothills	58	1.37	1.0	0.57
27 Tudor Area	16	1.42	1.0	0.67
29 Campbell Park	38	1.24	1.0	0.44
30 Sand Lake	119	1.35	1.0	0.54
31 Taku/Campbell	68	1.53	1.0	0.72
32 Basher	2	2.00	2.0	1.41
33 Abbott Loop	101	1.40	1.0	0.55
34 Hillside East	24	1.50	1.5	0.52
35 Mid-Hillside	22	1.67	2.0	0.49
36 Bayshore/Klatt	68	1.25	1.0	0.47
37 Huffman/O'Malley	64	1.37	1.0	0.56
38 Glen Alps	1	1.00	1.0	---
39 Old Seward/Oceanview	32	1.46	1.0	0.71
40 Rabbit Creek	24	1.79	2.0	0.98
42 Bear Valley	5	1.67	2.0	0.58
43 Turnagain Arm	0	---	---	---
45 Portage Valley	0	---	---	---

Indicators
(continued from page 5)

that, in general, minority populations are less favorable toward police, as are younger respondents and those with direct contact. Whether Anchorage respondents would exhibit these patterns is unknown. (Another article in this issue of the *Forum*, "A Further Perspective on Satisfaction with Policing," based on results from an earlier survey, provides a somewhat more detailed look at attitudes toward policing.)

Satisfaction with Emergency Medical Services

To elicit attitudes toward emergency medical services, we asked the question, "In

general, how satisfied are you with emergency medical services in your neighborhood?" Responses were given along a four-point scale: *very satisfied*, *somewhat satisfied*, *somewhat dissatisfied*, *very dissatisfied*. Responses revealed widespread satisfaction with services. All community council areas with sufficient numbers of respondents to be colored expressed satisfaction averaging between *very satisfied* and *somewhat satisfied*.

The map and its associated data do not provide any comment on the actual delivery of services. A more extensive study might examine what relation exists between experience of service and attitudes and possible relationships grounded in demographics. One interesting point is that this survey was conducted after the intense media attention

given to police and emergency services responses in the wake of the murder of Glenn Godfrey and the attack on his wife in summer 2002.

Satisfaction with Public Transportation

Our data reveal that there is much less satisfaction with public transportation in the municipality than with the police or EMS. As the map and table show, the average response in over half the community council areas indicates a level of dissatisfaction. These areas included neighborhoods as diverse as Eagle River Valley, Mountain View, Sand Lake and Mid-Hillside, which differ with regard to average income level, housing types and other demographics.

When the map is viewed in conjunction with the table it can be seen that the level of dissatisfaction is most extreme in Rogers Park, Hillside East, Mid-Hillside, Huffman/O'Malley and Rabbit Creek.

A further study might explore patterns of public transportation use: Did respondents use buses? When? For what purposes? It might also be helpful to look at those community council areas expressing higher levels of satisfaction to learn what underlies the differences.

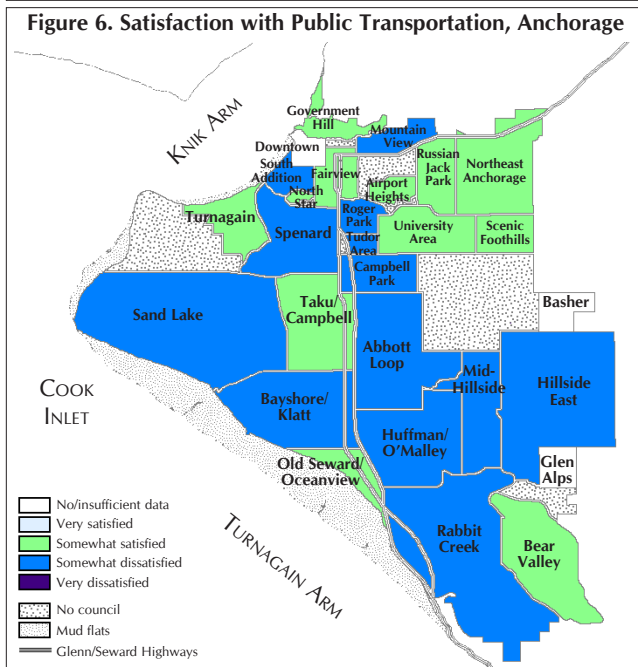
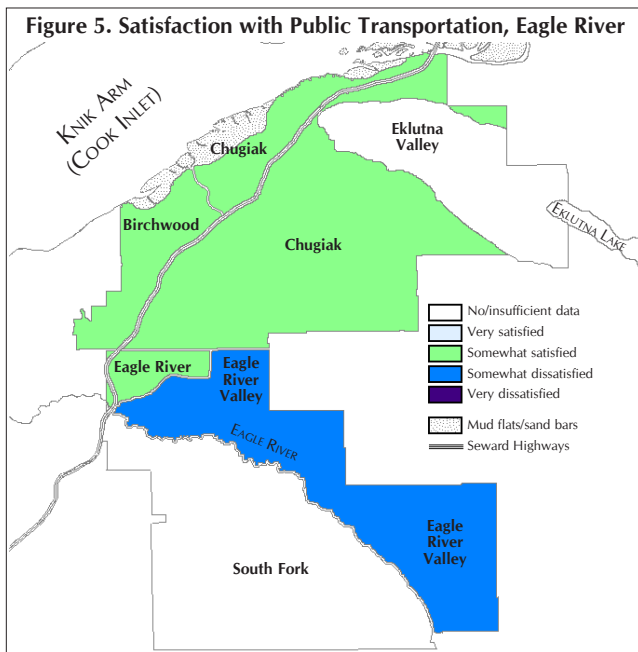


Table 3. Satisfaction with Public Transportation
"How satisfied are you with the availability of public transportation?"
 Higher number indicates higher level of dissatisfaction: 1 = Very satisfied; 2 = Somewhat satisfied; 3 = Somewhat dissatisfied; 4 = Very dissatisfied.

Area	Respondents	Rating		
		Mean	Median	Standard deviation
City totals	1,917	2.08	2.0	0.99
Non-geocoded respondents	582	2.09	2.0	1.01
Community councils				
1 Chugiak	26	2.00	2.0	1.10
2 Eklutna Valley	0	---	---	---
3 Birchwood	10	1.88	2.0	0.64
4 Eagle River Valley	66	2.10	2.0	0.93
5 Eagle River	26	1.80	2.0	0.71
6 South Fork	4	1.00	1.0	0.00
7 Government Hill	7	1.29	1.0	0.49
8 Northeast Anchorage	132	1.89	2.0	0.91
9 Mountain View	28	2.04	2.0	0.82
10 Downtown	3	3.00	3.0	1.41
11 South Addition	44	2.13	2.0	1.01
12 Russian Jack Park	45	1.92	2.0	1.01
15 Fairview	50	2.00	2.0	0.90
16 Turnagain	54	2.00	2.0	0.91
17 Airport Heights	39	1.92	2.0	1.05
18 Spenard	81	2.09	2.0	1.04
19 North Star	6	2.00	2.0	1.10
22 Rogers Park	17	2.83	3.0	1.03
24 University Area	55	2.00	2.0	0.92
25 Scenic Foothills	58	1.57	1.0	0.76
27 Tudor Area	16	2.23	2.0	1.24
29 Campbell Park	38	2.24	2.0	1.03
30 Sand Lake	119	2.35	2.0	1.12
31 Taku/Campbell	68	1.88	2.0	0.78
32 Basher	2	3.00	3.0	1.41
33 Abbott Loop	101	2.03	2.0	0.95
34 Hillside East	24	2.58	3.0	1.02
35 Mid-Hillside	22	2.65	3.0	1.11
36 Bayshore/Klatt	68	2.10	2.0	1.03
37 Huffman/O'Malley	64	2.52	2.0	0.99
38 Glen Alps	1	2.00	2.0	---
39 Old Seward/Oceanview	32	1.87	2.0	0.86
40 Rabbit Creek	24	2.48	2.0	1.16
42 Bear Valley	5	2.00	2.0	0.71
43 Turnagain Arm	0	---	---	---
45 Portage Valley	0	---	---	---

Satisfaction with Snow Removal

Survey participants registered a middling level of satisfaction with snow removal throughout the municipality, with community council areas in the central and northeast parts of the city (Taku/Campbell, Spenard, Northstar, Fairview, Airport Heights, Mountain View, Russian Jack, Northeast Anchorage and Government Hill) indicating some dissatisfaction.

As with the other questions, the survey did not probe for reasons that would explain the different levels of satisfaction. To gain a fuller understanding, it would be helpful to know what residents focus on with regard to snow removal: Timing? Streets? Sidewalks? Child safety? Are attitudes related to wealth, housing density, traffic concentration, actual

service delivery? This survey was conducted following a winter in which the snowfall was relatively light. A winter with more snow might affect resident attitudes.

Satisfaction with Schools

The final map presented here exhibits the average level of satisfaction with Anchorage schools as expressed in the community council areas. For most areas, the average response fell in the mid-range between the extremes of *poor* and *excellent*, but residents in several areas gave the schools a higher average rating—Mid-Hillside, Bear Valley, Rogers Park, Government Hill, Eagle River Valley and Birchwood.

As with the other issues considered here, this map is only broadly descriptive, but it

does suggest other questions that might be asked on a very complex topic. Further study might focus on discerning what underlies attitudes in the

areas exhibiting higher levels of satisfaction: Is there a relationship to household income? Educational level of the adults in the household? School test scores? Similar questions could be used to probe for what underlies attitudes in areas expressing more dissatisfaction—as shown by the *median* scores in the data table. Some of the areas show appreciably more dissatisfaction as indicated by the median—Taku/Campbell, Northstar, Spenard, Fairview, Russian Jack, Northeast, Abbott Loop, Tudor, and Campbell Park.

These first maps from the Anchorage Community Indicators project are broadly descriptive of general resident opinions about certain aspects of community life. By providing a visual interpretation of the quantitative survey results, they provoke additional questions—some of which have

Please see *Indicators*, page 8

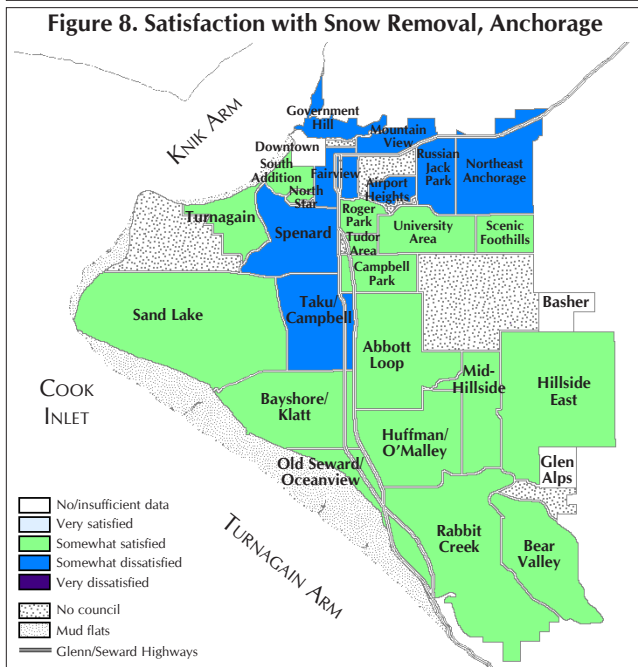
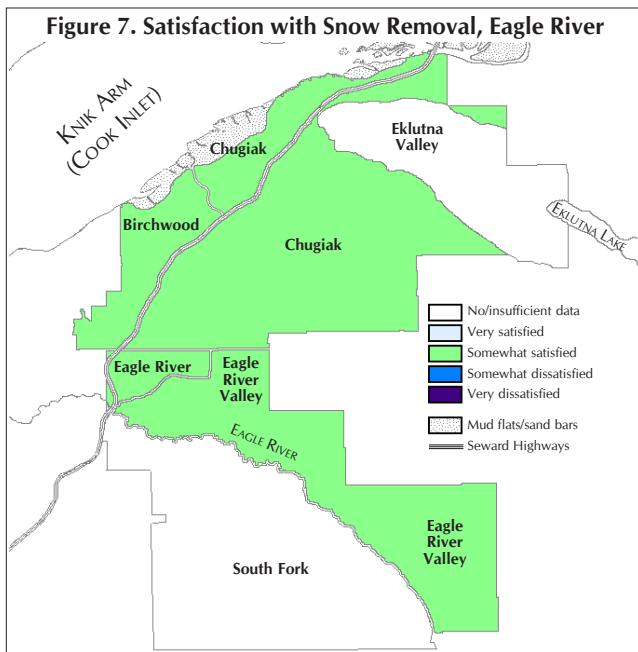


Table 4. Satisfaction with Snow Removal

"How satisfied are you with the level of snow removal service?"

Higher number indicates higher level of dissatisfaction: 1 = Very satisfied; 2 = Somewhat satisfied; 3 = Somewhat dissatisfied; 4 = Very dissatisfied.

Area	Respondents	Rating		
		Mean	Median	Standard deviation
City totals	1,917	1.94	2.0	0.90
Non-geocoded respondents	582	1.39	1.0	0.58
Community councils				
1 Chugiak	26	1.89	2.0	0.99
2 Eklutna Valley	0	---	---	---
3 Birchwood	10	1.44	1.0	0.88
4 Eagle River Valley	66	1.73	2.0	0.84
5 Eagle River	26	1.88	2.0	0.78
6 South Fork	4	1.25	1.0	0.50
7 Government Hill	7	2.43	2.0	0.79
8 Northeast Anchorage	132	2.16	2.0	0.96
9 Mountain View	28	2.50	2.0	1.07
10 Downtown	3	1.67	2.0	0.58
11 South Addition	44	1.93	2.0	0.86
12 Russian Jack Park	45	2.09	2.0	1.07
15 Fairview	50	2.10	2.0	0.92
16 Turnagain	54	1.96	2.0	0.89
17 Airport Heights	39	2.29	2.0	0.98
18 Spenard	81	2.04	2.0	0.85
19 North Star	6	2.00	2.0	1.23
22 Rogers Park	17	1.53	1.0	0.62
24 University Area	55	1.94	2.0	0.82
25 Scenic Foothills	58	1.91	2.0	0.84
27 Tudor Area	16	1.94	2.0	0.68
29 Campbell Park	38	1.94	2.0	0.89
30 Sand Lake	119	1.89	2.0	0.92
31 Taku/Campbell	68	2.18	2.0	1.03
32 Basher	2	3.00	3.0	1.41
33 Abbott Loop	101	1.77	2.0	0.86
34 Hillside East	24	1.61	2.0	0.66
35 Mid-Hillside	22	1.80	2.0	0.77
36 Bayshore/Klatt	68	1.97	2.0	0.78
37 Huffman/O'Malley	64	1.85	2.0	0.83
38 Glen Alps	1	1.00	1.0	---
39 Old Seward/Oceanview	32	1.94	2.0	0.88
40 Rabbit Creek	24	1.87	2.0	0.92
42 Bear Valley	5	2.00	2.0	0.71
43 Turnagain Arm	0	---	---	---
45 Portage Valley	0	---	---	---

Indicators
(continued from page 7)

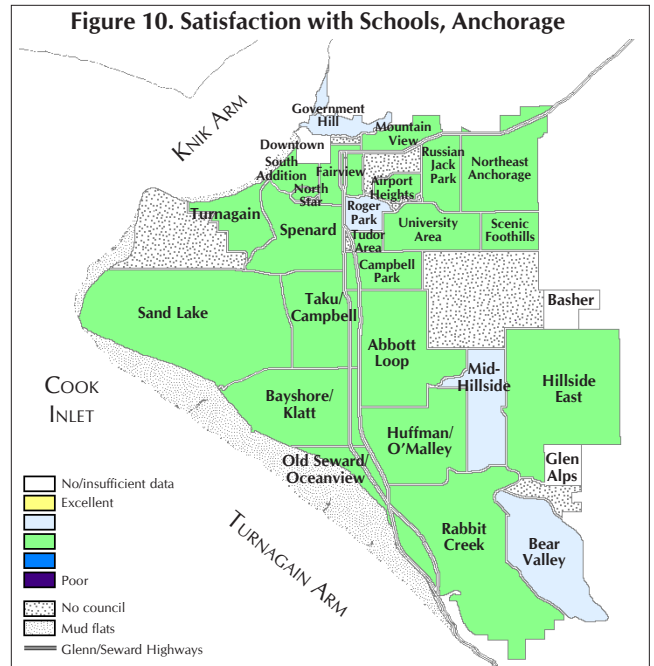
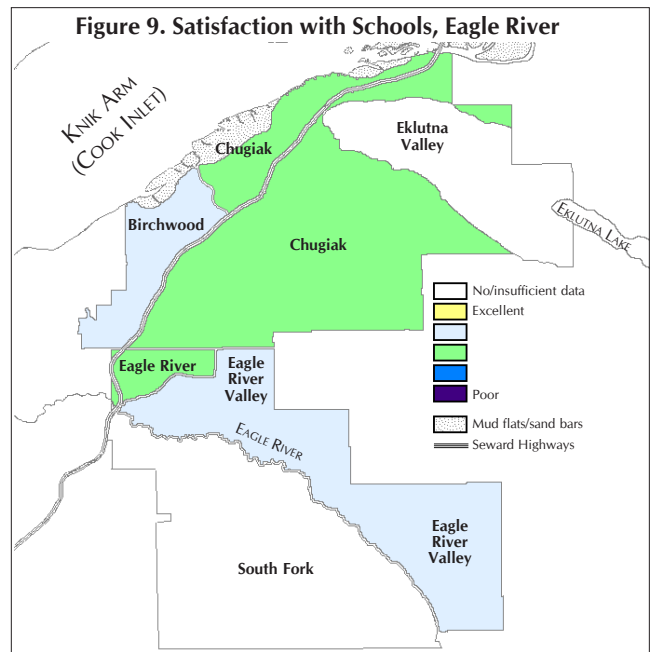
been mentioned here—and suggest further lines of inquiry to refine these first insights.

The Justice Center will continue to incorporate this type of spatial analysis in the Community Indicators project.

Table 5. Satisfaction with Schools

Anchorage residents' evaluations of schools.
Higher number indicates higher level of dissatisfaction.
Scale in this table ranges from 1 = excellent to 3 = poor.

Area	Respondents	Rating		
		Mean	Median	Standard deviation
City totals	1,917	2.26	2.0	0.97
Non-geocoded respondents	582	2.28	2.0	1.00
Community councils				
1 Chugiak	26	2.30	2.0	1.30
2 Eklutna Valley	0	---	---	---
3 Birchwood	10	2.00	2.0	0.93
4 Eagle River Valley	66	2.02	2.0	1.01
5 Eagle River	26	2.40	2.0	0.99
6 South Fork	4	2.25	2.5	0.96
7 Government Hill	7	1.50	1.5	0.55
8 Northeast Anchorage	132	2.66	3.0	1.02
9 Mountain View	28	2.46	2.0	1.22
10 Downtown	3	2.00	2.0	1.00
11 South Addition	44	2.09	2.0	1.08
12 Russian Jack Park	45	2.80	3.0	1.27
15 Fairview	50	2.57	3.0	0.97
16 Turnagain	54	2.46	2.0	0.84
17 Airport Heights	39	2.41	2.0	1.16
18 Spenard	81	2.74	3.0	1.08
19 North Star	6	2.67	3.0	1.03
22 Rogers Park	17	2.00	2.0	1.03
24 University Area	55	2.40	2.0	1.00
25 Scenic Foothills	58	2.27	2.0	0.87
27 Tudor Area	16	2.75	3.0	1.06
29 Campbell Park	38	2.71	3.0	0.94
30 Sand Lake	119	2.21	2.0	1.06
31 Taku/Campbell	68	2.65	3.0	1.10
32 Basher	2	2.00	2.0	1.41
33 Abbott Loop	101	2.65	3.0	1.11
34 Hillside East	24	2.38	2.0	1.09
35 Mid-Hillside	22	1.94	2.0	0.73
36 Bayshore/Klatt	68	2.29	2.0	0.87
37 Huffman/O'Malley	64	2.31	2.0	1.06
38 Glen Alps	1	1.00	1.0	---
39 Old Seward/Oceanview	32	2.46	2.0	1.11
40 Rabbit Creek	24	2.45	2.0	1.26
42 Bear Valley	5	2.00	2.0	1.00
43 Turnagain Arm	0	---	---	---
45 Portage Valley	0	---	---	---



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Justice Center
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