**Attachment 3**

**Debriefing Interview of IVR Respondents**

**Satisfaction with Police Service**

Now I would like to find out what you think about policing in this neighborhood.

Please tell me how much you agree or disagree with the following statements:

1. First, the police in this neighborhood are responsive to local issues. (Wouldyou say you strongly agree, agree,disagree, or strongly disagree?)

 Strongly agree 1

 Agree 2

 Disagree 3

 Strongly Disagree 4

2. The police are doing a good job in dealing with problems that really concern people in this neighborhood.

 Strongly agree 1

 Agree 2

 Disagree 3

 Strongly Disagree 4

3. The police are not doing a good job In preventing crime in this neighborhood. . . . .

 Strongly agree 1

 Agree 2

 Disagree 3

 Strongly Disagree 4

4. The police do a good job in responding to people in the neighborhood after they have been victims of crime.

 Strongly agree 1

 Agree 2

 Disagree 3

 Strongly Disagree 4

5. The police are not able to maintain order on the streets and sidewalks in the neighborhood.

 Strongly agree 1

 Agree 2

 Disagree 3

 Strongly Disagree 4

***If Reported a Crime during the interview continue. Otherwise, go to IVR debriefing questions***

6. Were the police informed or did they find out about this incident in any other way?

 Yes 1

 No 2 (Go to IVR Debriefing items)

7. How did the police find out about it?

 Respondent 1

 Someone else 2

8. Did the police come when they found out about the incident?

 Yes 1

 No 2 (Go to IVR Debriefing items)

9. How soon after the police found out did they respond? Was it within 5 minutes, within 10 minutes, an hour or longer?

 Within 5 minutes 1

 Within 10 minutes 2

 An hour or longer 3

**IVR Debriefing Questions**

**1. How Satisfied are you overall with the computerized questionnaire? On a scale of 1 to 5, where 5 means Very Satisfied, 1 means Very Dissatisfied, and 3 means neither Satisfied nor Dissatisfied.**

**2. (if score < 3) Please tell us what you disliked about the computerized questionnaire?**

 **Record Verbatim and Go to 4**

**3. (if score > 3) Please tell us what you liked about the computerized questionnaire.**

 **Record Verbatim**

**4. Were you able to fully understand the computer?**

**5. (if no) Please tell us what you did not understand.**

 **Record Verbatim**

**IF VOICE RECOGNITION**

**6. Was the computer able to fully understand you?**

**7. (if no) Please tell us what the computer did not understand**

 **Record Verbatim**

**IF TOUCH TONE**

**6. How easy or difficult was it to answer the questions using the buttons on your telephone? Please use a scale from 1 to 5, where 1 means Very Easy, 5 means Very Difficult and 3 means neither easy or difficult,**

**7. (if score > 3) Please tell us why you thought it was difficult.**

 **Record Verbatim**

**EVERYONE BACK HERE**

**8. Was there anything about the questionnaire that was confusing or frustrating?**

**9. (if yes) Please tell us what was confusing or frustrating.**

 **Record Verbatim**

**10. Did you have too much time, too little time, or just the right amount of time to answer the questions?**

**11. Please tell us your suggestions about improving the computerized questionnaire.**