

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. (Would you 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.**