

**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.**