



MARICOPA ASSOCIATION OF GOVERNMENTS DOMESTIC VIOLENCE PROTOCOL EVALUATION PROJECT

Survey of Domestic Violence Victims' Experience with Law Enforcement

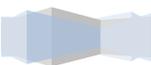
The purpose of this survey was to assess the perception of the victims regarding implementation of the Protocol Model per the actions of officers on the scene of a domestic violence incident. The following data is based on the responses of 39 victims in Maricopa County. A number of options for gathering victims' perspectives on the impact of the regional protocol model and their satisfaction with the criminal justice system was explored. The decision was made to develop and conduct a small-scale survey. The survey will provide a snapshot of victims' perspectives. The goal is to glean information from the survey findings to inform development of a large-scale survey to be proposed as part of next year's work.

Executive Summary

The following data is based on the responses of 39 participants. More than half (64.1 percent) of the participants who completed this survey stated they were the person who called law enforcement during their most recent domestic violence situation. Overall approximately half (48.8 percent) of participants reported being very dissatisfied or dissatisfied with their experience with law enforcement during their domestic violence incident. However, 41 percent of participants reported being satisfied or very satisfied, and another 10 percent remained indifferent. This indicates that more research on domestic violence victims' experience with law enforcement should be explored. It is important we understand why almost half of victims reported being either very dissatisfied or dissatisfied. A larger number of participants are needed to replicate initial findings.

Survey findings suggest the following as areas for additional training:

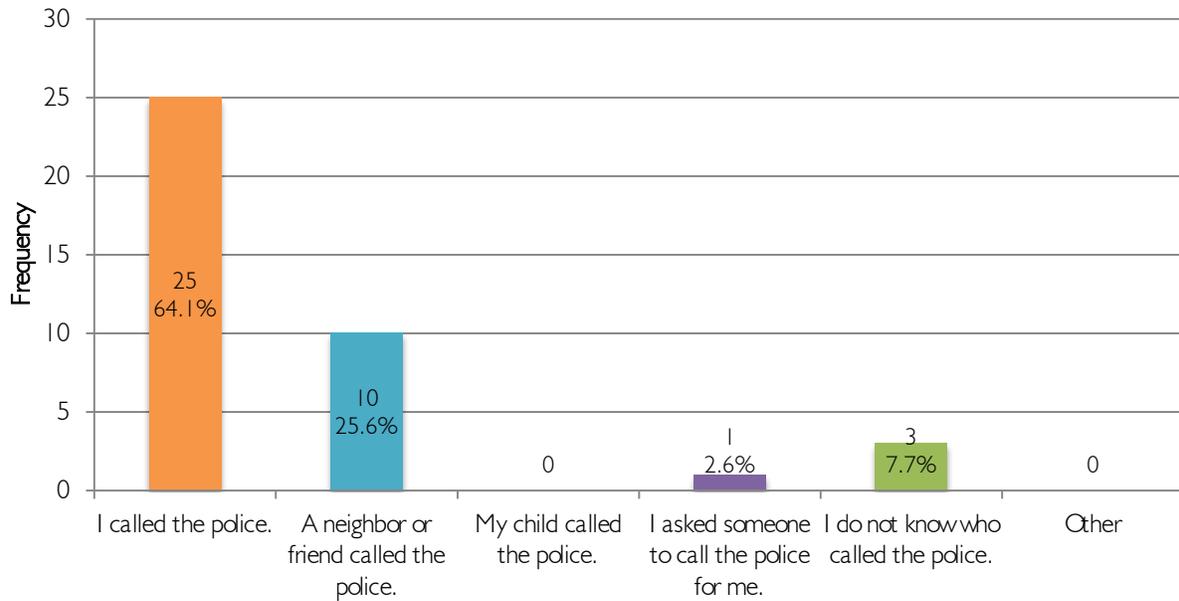
- Remain neutral to the situation when arriving on scene.
- Inform victims of their rights both verbally and in writing.
- Call a victim advocate to assist victims.
- Collect multiple forms of contact information from victims.



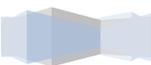
Survey Questions, Responses, and Recommendations

The following section will depict the responses for each question participants were asked to answer.

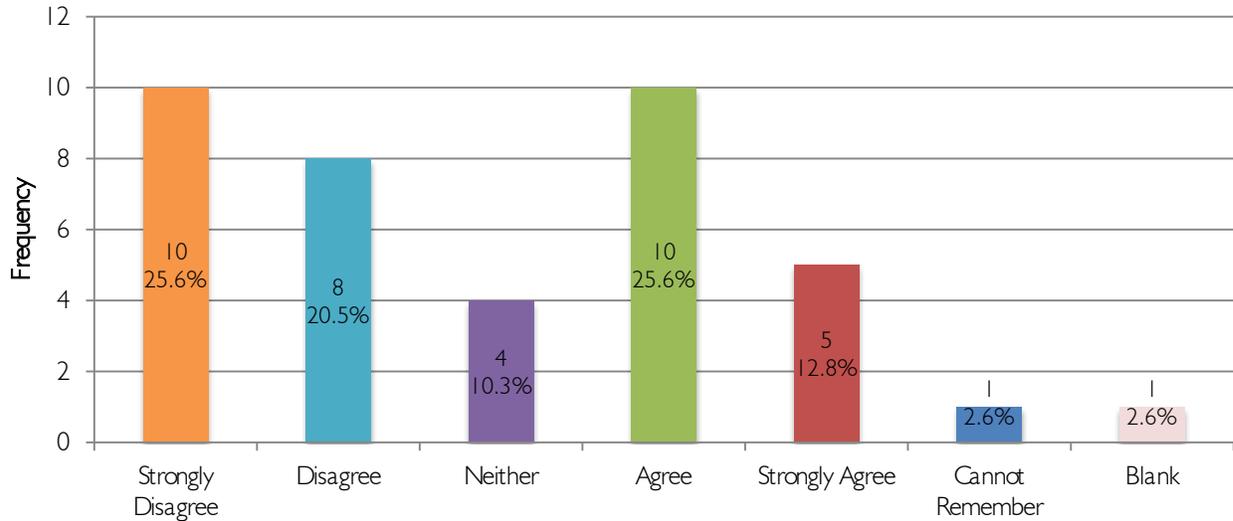
I. During your most recent experience, who called the police regarding the domestic violence incident?



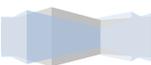
The chart above shows the majority of participants (64.1 percent) called the police themselves during their domestic violence incident. In future surveys it is recommended that participants are asked what city and state the domestic violence incident occurred in. We recognize that different municipalities may have different training needs.



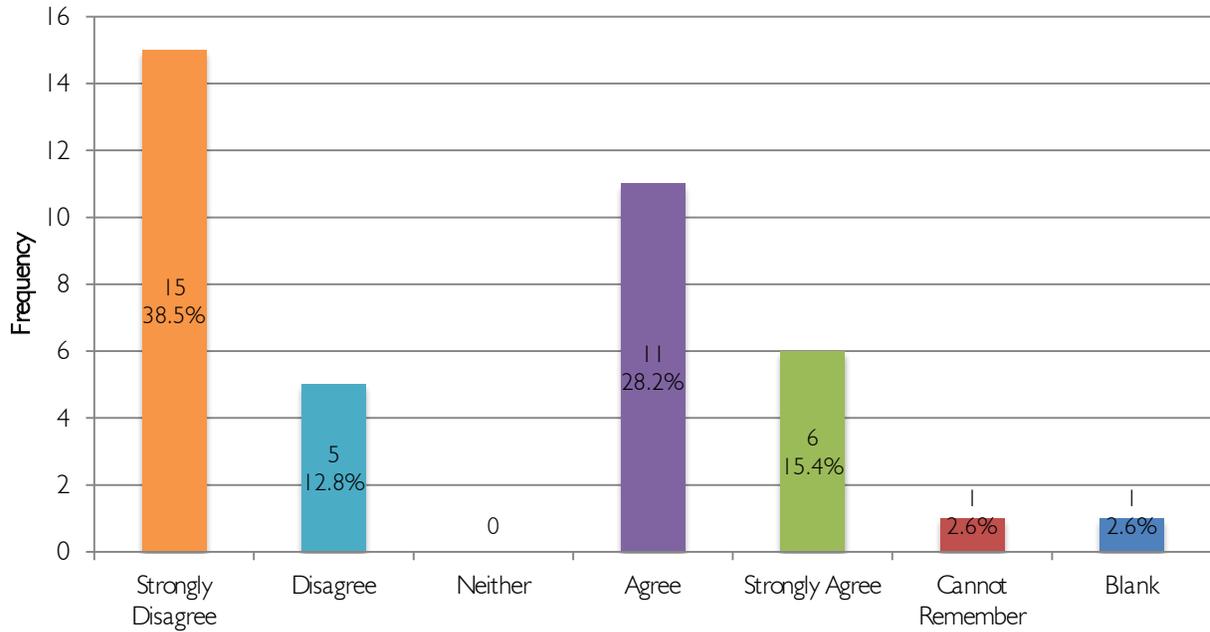
2. When the officer(s) arrived on scene, they did **not** take sides.



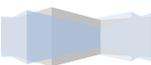
This question elicited various responses from participants. However, slightly more victims either strongly disagree or disagree (46.1 percent versus 38.4 percent) with the statement. In future surveys it is recommended participants are given the option on all questions in their survey to mark “Cannot remember” due to the stressful and often chaotic experience it is to be in a domestic violence incident.



3. The officer(s) informed and/or provided me with information about my rights as a victim.



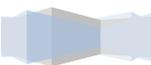
It appears participants are relatively split on their agreement with the above statement. However, slightly more participants (51 percent) either strongly disagree or disagree with the statement (versus 44 percent).



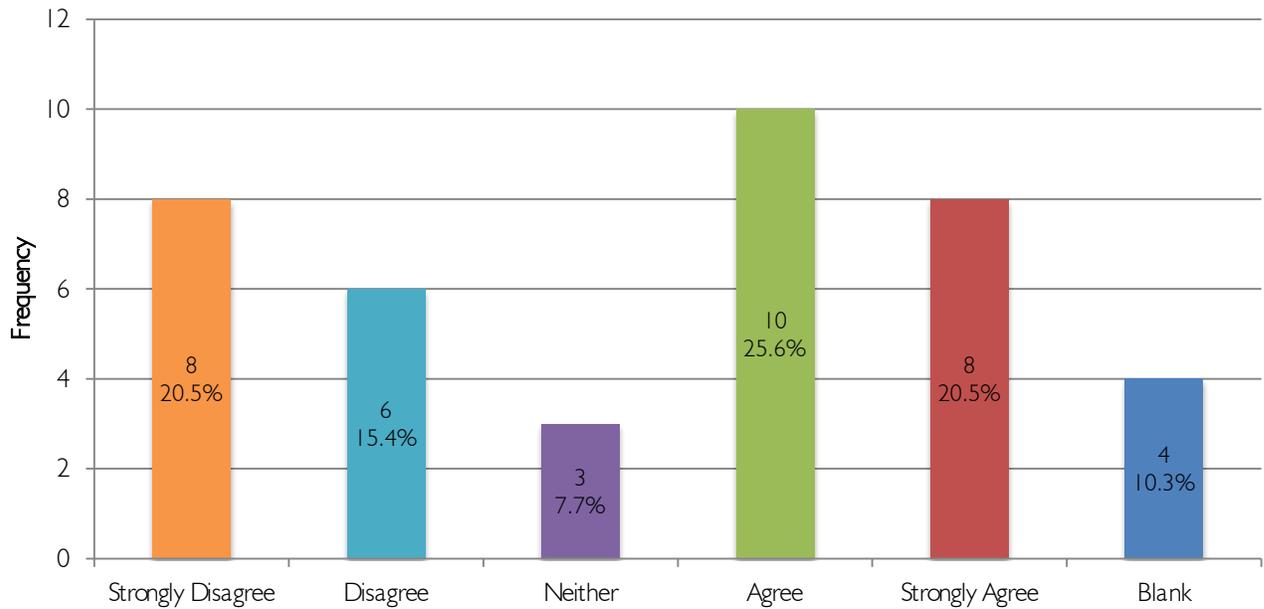
The officer(s):



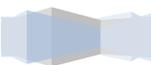
Approximately 51 percent of participants were advised about their rights as a victim either verbally, in writing, or both. The Protocol Model states that victims should be informed both verbally and in writing about their rights as a victim; however, only a little less than 21 percent of victims were advised of their rights both verbally and in writing. Almost 36 percent of victims were not advised about their rights at all. Five participants or 12.8 percent of participants left this question blank. The percentage of participants who left this question blank was higher than the 2.6 to 7.7 percent incidence of participants leaving questions blank on other survey questions. This could be due to a number of factors including but not limited to the participant could not remember, the participant already answered the first part of the question, or possibly the design of the question was confusing.



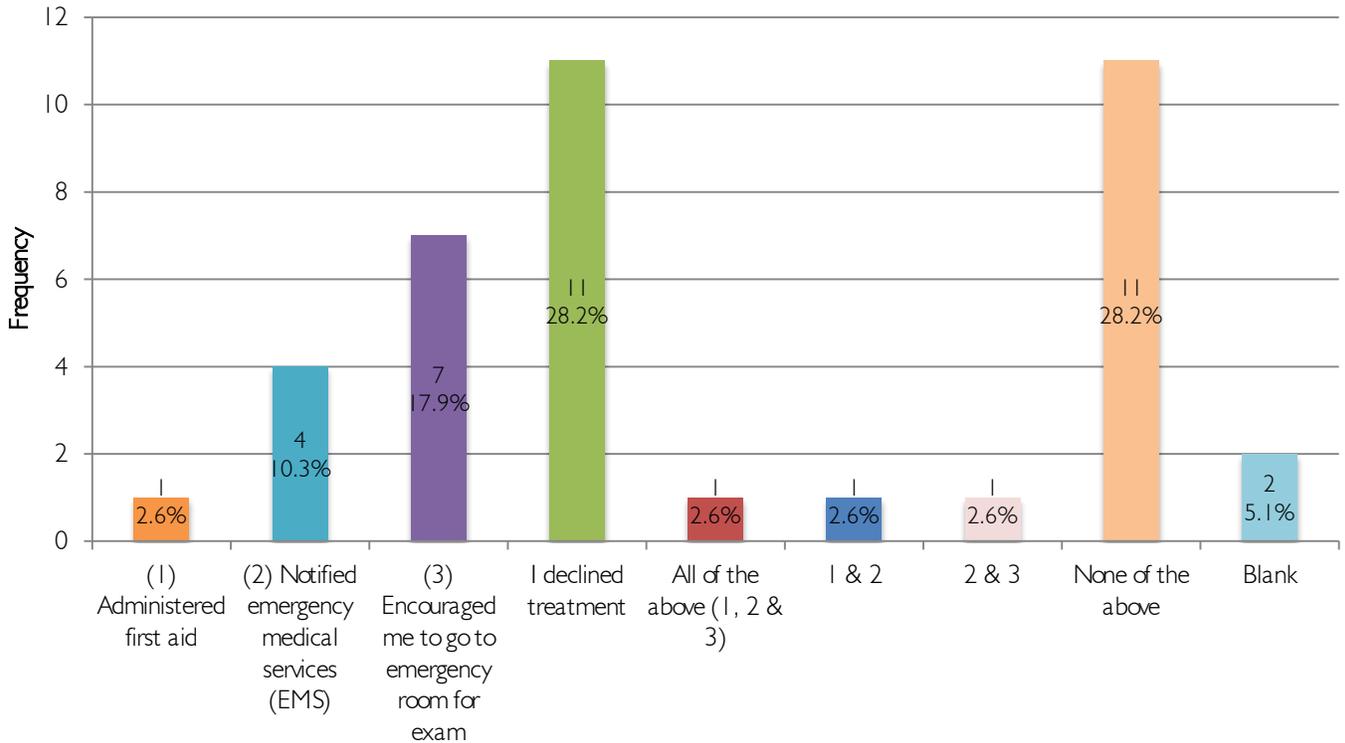
4. The officer(s) assessed my injuries.



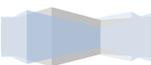
Slightly more participants either agreed or strongly agreed (46.1 percent) with the above statement (versus 35.9 percent who disagreed or strongly disagreed). Approximately 10 percent of participants left this question blank. This is higher than the 2.6 to 7.7 percent incidence of participants leaving questions blank on other survey questions. This could be because it did not apply to their situation; therefore, it is recommended that an option of “Does not apply” be added to this question.



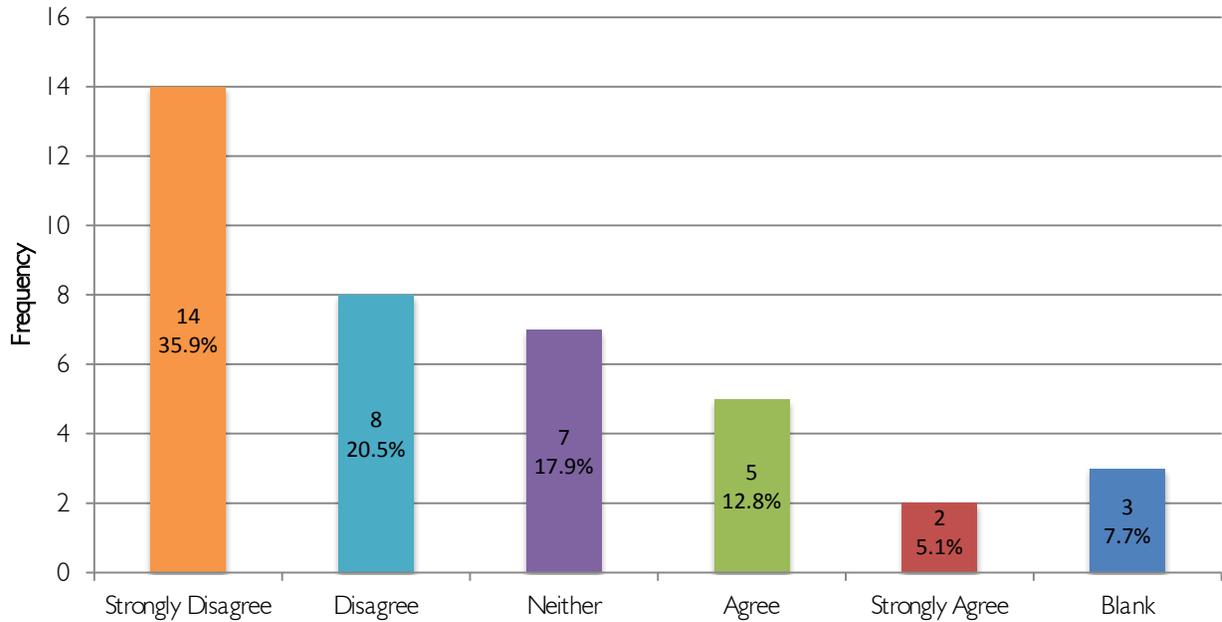
The officer (s):



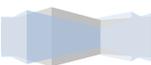
Most participants either declined treatment or wrote on the survey “None of the above”. It is recommended that the option “None of the above” be added to this question. Some participants left this question blank, but they strongly disagreed with the statement that the officer had assessed their injuries. In cases where the participant answered the first part of question four as “Strongly Disagree or Disagree” a blank response was recorded as “None of the above” because several participants wrote “None of the above”, “N/A” or left a question mark on the survey. Only participants who left all of question four blank were recorded as “Blank”. It is also recommended that the option of “No treatment needed/Does not apply” also be added to this question.



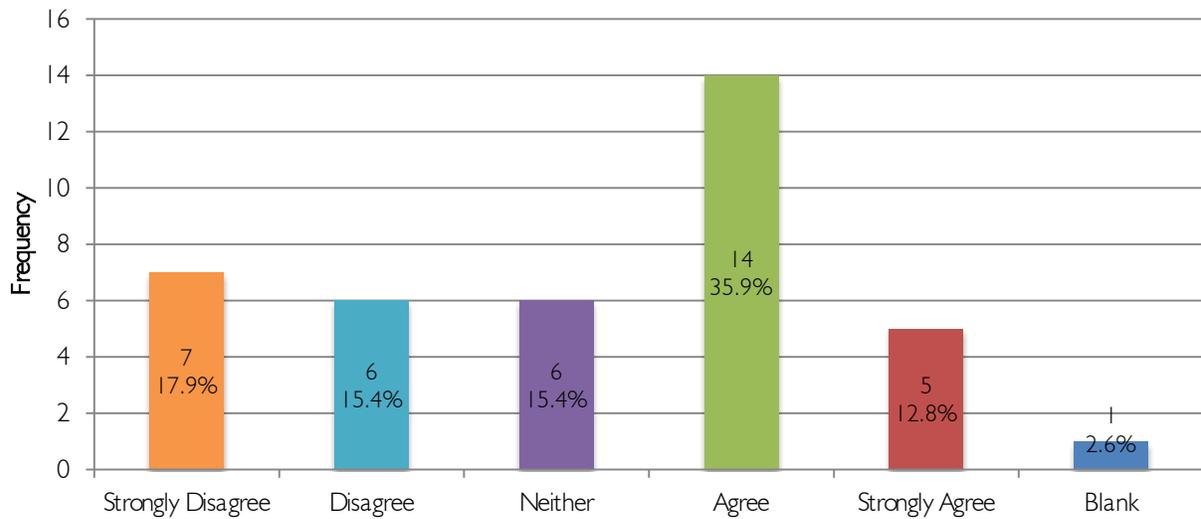
5. The officer(s) called a victim advocate to assist me.



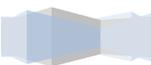
This chart shows a decline in agreement over the statement. The majority of participants strongly disagreed or disagreed (56.4 percent). Very few participants agreed or strongly agreed (17.9 percent) with this statement. Question number five included three parts. The first part of the question is analyzed above. However, the last two parts of this question included responses too long or complicated to be depicted in a graph. These questions asked participants what kind of assistance they were provided with and who provided that help. For example, a victim could have been provided with assistance in safety planning, finding a shelter, instructed to document acts of intimidation from the suspect, assistance contacting a victim advocate, being given a victims right form, or information on the suspects' status. Then the question asked whether an officer or victim advocate helped them with these items. This question was often left blank. This could be because participants found this part of question five confusing or because it did not apply to their situation. In future surveys, it is recommended these parts be asked as separate questions or not asked at all. Due to the results of the last two parts of question five being limited, they were omitted from this analysis.



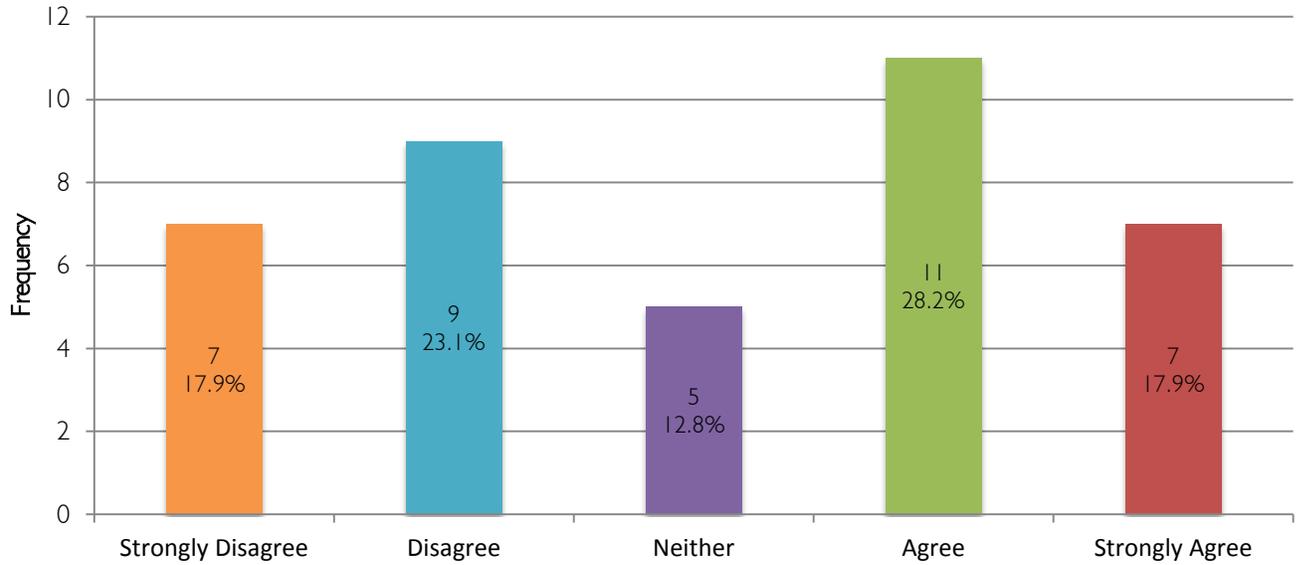
6. The officer(s) conducted separate interviews with all parties and witnesses out of hearing range from each other and bystanders.



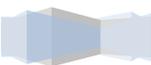
Slightly more participants either agreed or strongly agreed (48.7 percent versus 33.3 percent) with this statement. There were 15.4 percent of participants who responded with indifference.



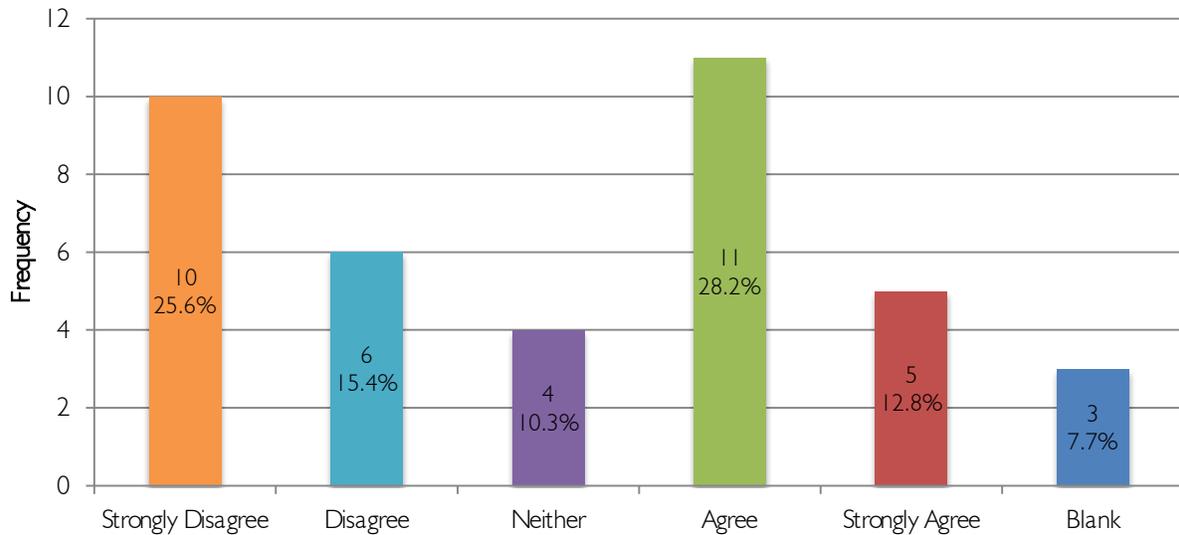
7. The officer(s) allowed me to tell my story uninterrupted, before starting to ask me questions about the incident.



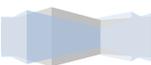
Almost evenly split, slightly more participants agreed or strongly agreed (46.1 percent versus 41 percent) with the above statement.



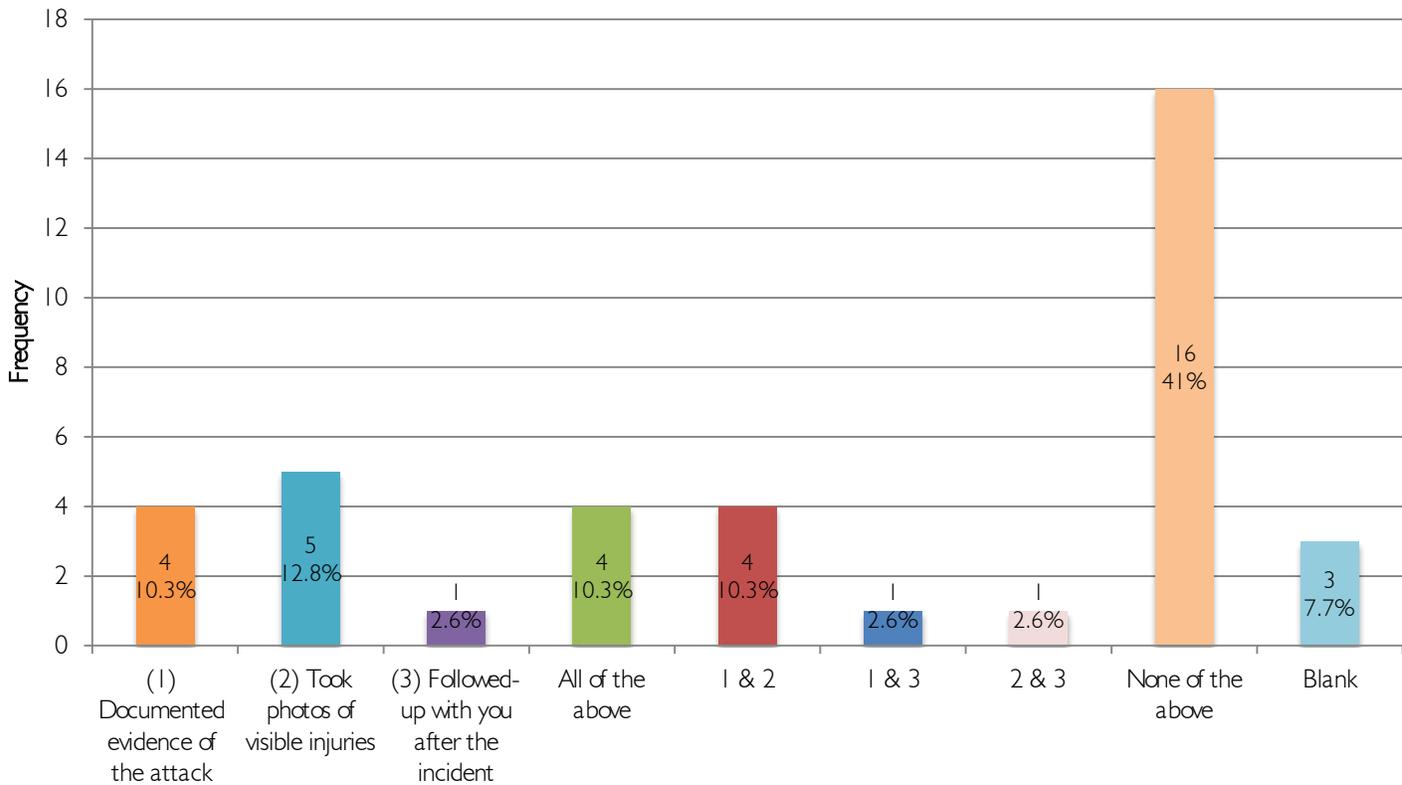
8. The officer(s) collected evidence of the domestic violence incident.



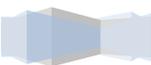
Participants are evenly split between either strongly disagree/disagree (41 percent) and strongly agree/agree (41 percent). Approximately ten percent of participants were indifferent to the statement and nearly eight percent of participants did not answer this question.



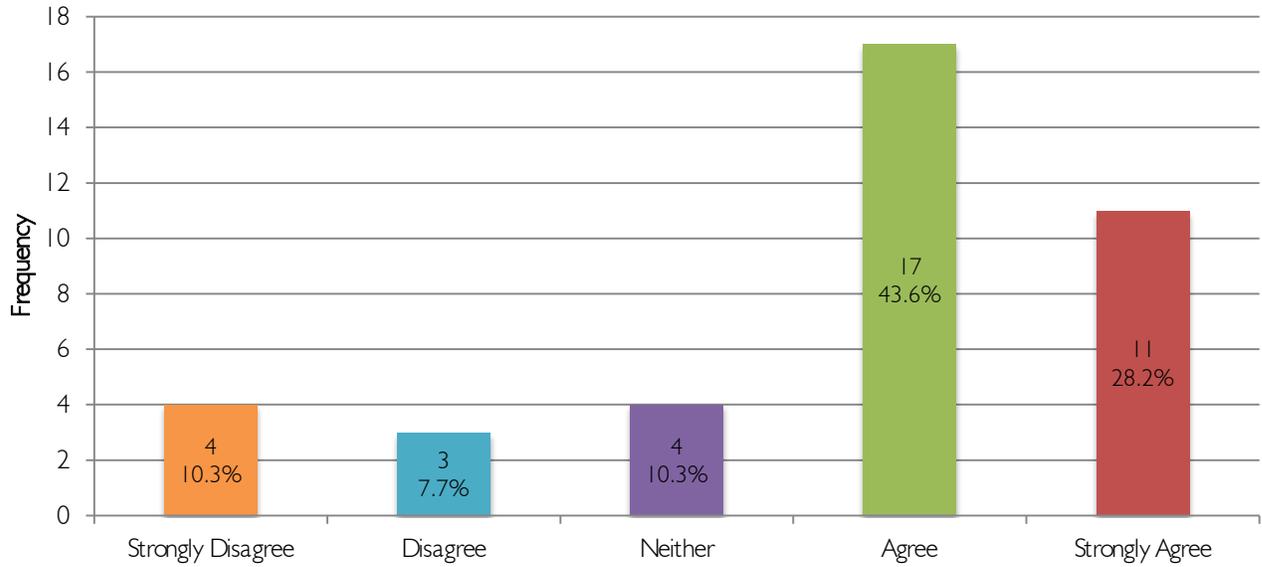
The officer (s):



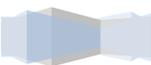
Many participants wrote on the survey “None of the above”; therefore it is recommended that the option “None of the above” be added to this question in future surveys. Some participants left this question blank, but they strongly disagreed or disagreed with the statement that the officer had collected evidence. In cases where the participant answered the first part of question eight as “Strongly Disagree or Disagree” a blank response was recorded as “None of the above” because several participants wrote “None of the above”, “N/A” or left a question mark on the survey. Only participants who left all of question eight blank were recorded as “Blank”. It is possible that victims were unaware of the activities of police during the incident and were unsure of whether they were collecting evidence. It is also recommended that a response of “Not sure” be added to this question.



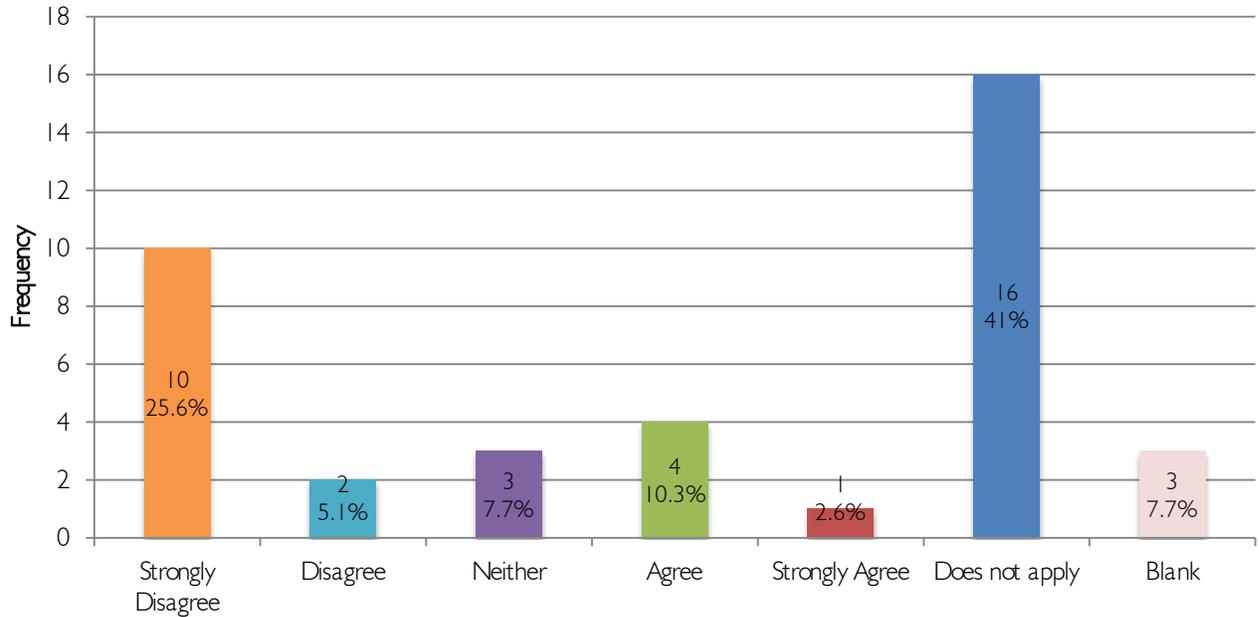
9. The officer(s) asked if there were firearms or weapons in the home.



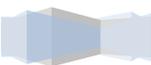
The majority of participants (78 percent) either agreed or strongly agreed with the above statement. Only 18 percent of participants disagreed or strongly disagreed with the statement above. For the purpose of question 10, it is also recommended that question nine be posed as a “yes” or “no” question instead of using a Likert scale.



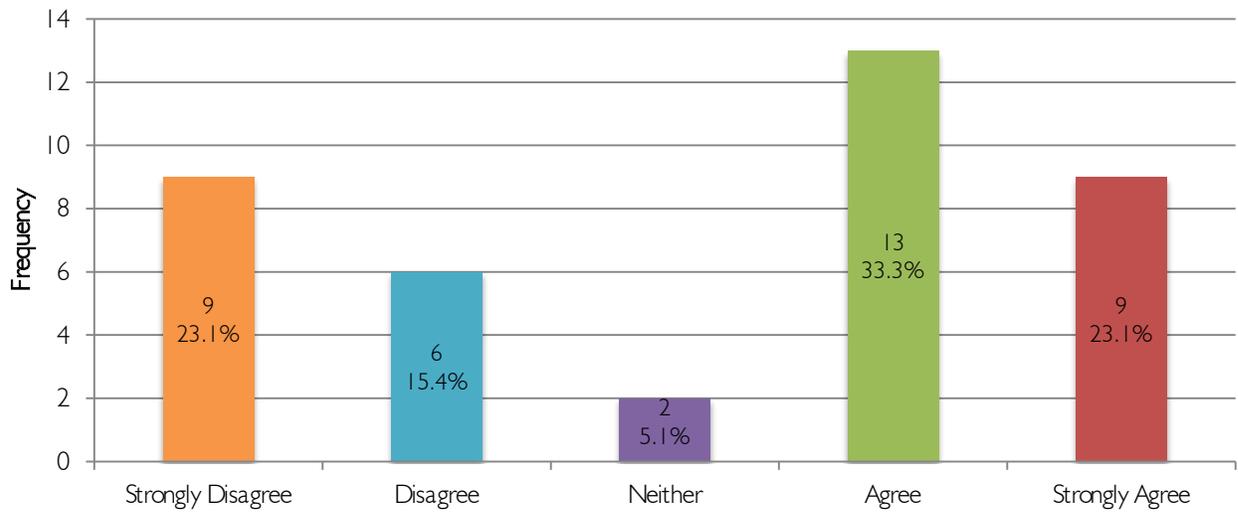
10. The officer(s) requested consent to remove any firearms or weapons from the home.



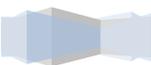
For most participants this question did not apply to their situation. It is recommended that this question be re-structured to direct participants to only answer this question if they had a firearm or weapon present in their home. Because this question doesn't first ask victims if there was a firearm or weapon present we cannot determine whether there was or not. This question may have been unclear to participants. Due to the way questions nine and 10 were posed, it is difficult to draw conclusions from the data. Instead this data illustrates how we can improve the way we ask these survey questions.



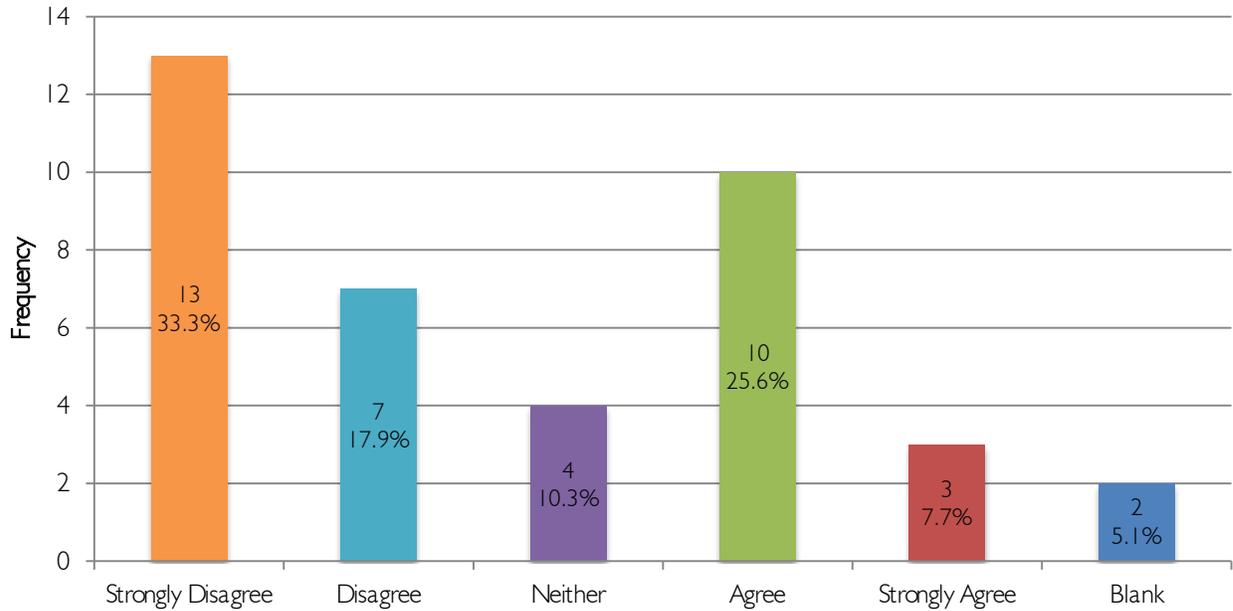
11. The officer(s) asked about the history of your relationship with the person who was the reason you called for help.



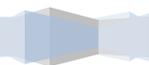
Most participants (56 percent versus 38.5 percent) either agreed or strongly agreed with this statement.



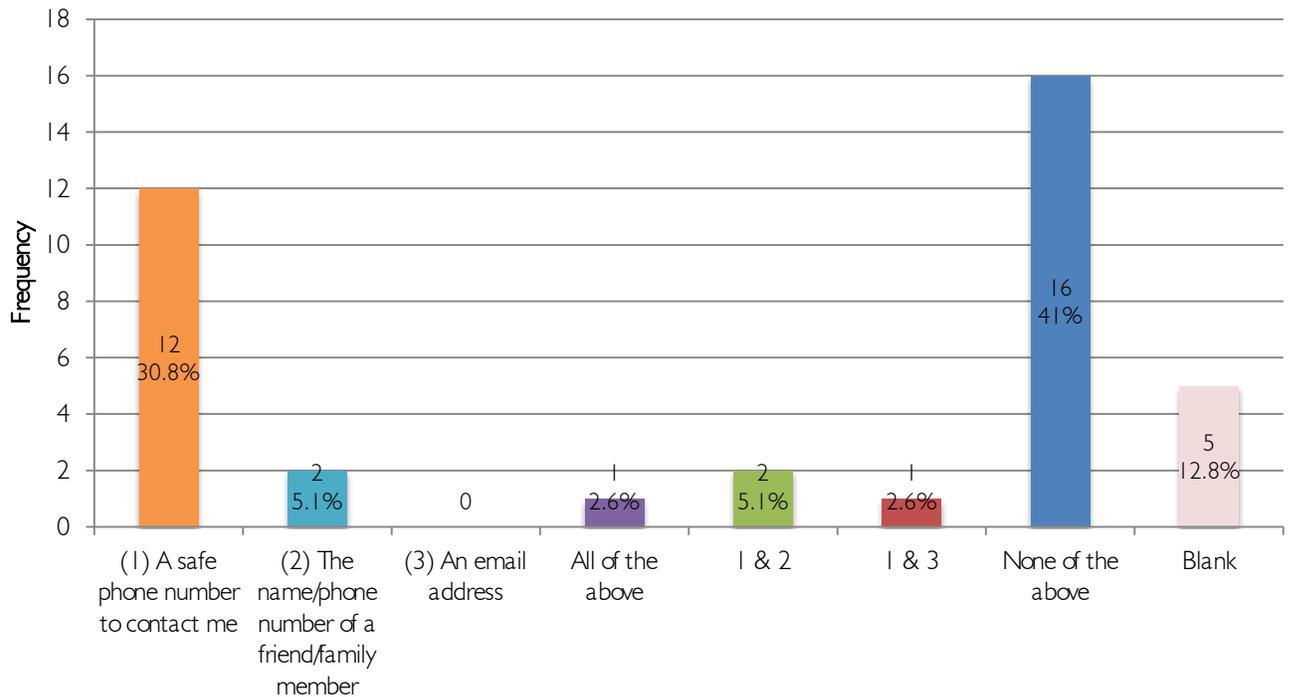
12. The officer(s) requested multiple forms of contact information from me.



Most participants (51 percent versus 33.3 percent) either disagreed or strongly disagreed with this statement.

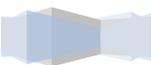


The officer (s) collected:

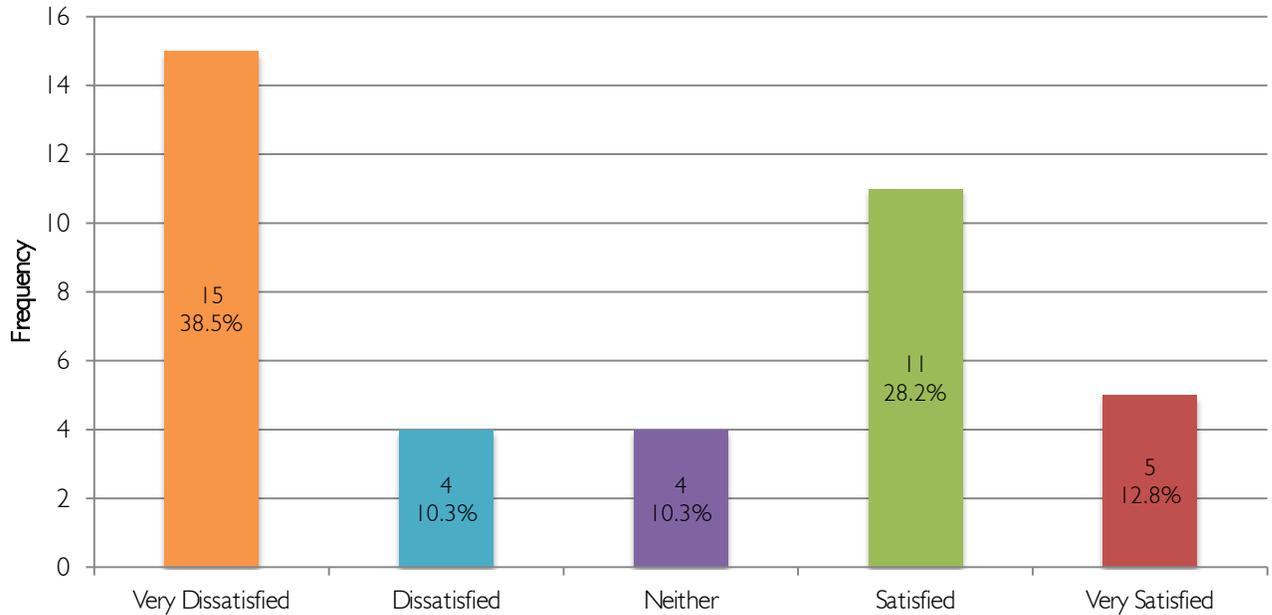


Many participants wrote on the survey “None of the above”; therefore it is recommended that the option “None of the above” be added to this question. Some participants left this question blank, but they strongly disagreed or disagreed with the statement that the officer had collected multiple forms of contact information. In cases where the participant answered the first part of question 12 as “Strongly Disagree or Disagree” a blank response was recorded as “None of the above” because several participants wrote “None of the above”, “N/A” or left a question mark on the survey. Only participants who left all of question 12 blank were recorded as “Blank”. Only one participant indicated that law enforcement had collected three forms of contact information from them. The Protocol Model instructs officers to obtain the victims’ home phone number, cell phone number, a safe phone number (such as a family or friend’s number), an email, and an alternate address for following up with the victim.

It is possible officers did not collect this information because an advocate had already done so. However, most victims strongly disagreed or disagreed with the statement indicating that an officer had called a victim advocate to the scene. Therefore, it is an unlikely reason why officers did not collect multiple forms of contact information.



13. Overall, how would you rate your experience with police during your domestic violence related incident?



Slightly more participants (48.8 percent) either were dissatisfied or very dissatisfied with their experience with law enforcement. Forty-one percent of participants were either satisfied or very satisfied with their experience with law enforcement. It should be noted that 10.3 percent of participants were indifferent.

