

**CITY COUNCIL AGENDA ITEM**  
CITY OF SHORELINE, WASHINGTON

<b>AGENDA TITLE:</b>	Review of Police Services Survey Results
<b>DEPARTMENT:</b>	Police Department
<b>PRESENTED BY:</b>	Denise Pentony, Chief

**PROBLEM/ISSUE STATEMENT:**

The quality of life for Shoreline residents can be measured in many ways. One of the key quality of life measurements is how well we create a healthy and safe place for people to work, live and raise children. If the community is safe many other benefits can be realized. Benefits such as creating pride in our community, attracting people to live here and attracting economic development depend, in part, upon first having a safe community. The police citizen's satisfaction survey measures perceptions and the reality of how people feel about living in Shoreline with regard to safety and security. The survey also provides focus for police to enhance their quality of service by strategically addressing perceptions and citizens concerns. This report provides an overview of the 2001 survey results.

**FINANCIAL IMPACT:**

The survey cost was \$11,400.

**RECOMMENDATION**

No action is needed. This report is for information purposes only.

Approved By: City Manager  City Attorney N/A

**This page intentionally  
left blank.**

## **INTRODUCTION**

The police citizen's satisfaction survey measures perceptions and reality of how people feel about living in Shoreline with regard to safety and security. The survey also provides focus for police to enhance their quality of service by strategically addressing perceptions and citizens concerns. This report provides an overview of the 2001 survey results.

## **BACKGROUND**

In 1998 the first police citizens satisfaction survey was conducted in Shoreline. The purpose of the survey was to establish a baseline of data that could be measured over time. The survey's performance measurement areas were;

1. Citizens feeling of security in the community
2. Quality of service
3. Prevention of crime
4. Problem solving
5. Apprehension of offenders
6. Demonstration of the Core Values of Leadership, Integrity, Service and Teamwork
7. Commitment to the Department's Mission

The results of the surveys were to not only measure performance but to focus service efforts on areas of citizen concern.

## **DISCUSSION**

### **Goals of the Survey;**

- The overall goal was to use the survey data to continuously improve the delivery of police services to the community.
- Measure public sentiment to compare results with the baseline to understand how residents feel about crime, safety, quality of life and police service in Shoreline.
- Utilize the public input process to improve service and to address citizen's perceptions of safety and security.
- Survey annually to consistently measure citizen's satisfaction with the police's performance over a period of time.

In 1998 100 residents were contacted for the baseline survey. In an effort to make the survey outcome more statistically reliable, 400 residents were contacted in the 2001 survey. As a result, this survey has an expected accuracy rate of 95 percent, plus or minus 5%. The First Northwest Group of Lynwood Washington conducted the telephone survey from October 1, 2001 through December 3, 2001.

Ten additional questions were asked in the 2001 survey. Some of the additional questions were asked so that data could also be analyzed by neighborhood association. Questions were added to determine the customer service skills of the Shoreline Police. We surveyed the residents' feeling of safety in Shoreline parks and how they felt about various issues, such as, biased based policing and fireworks. We solicited the context of how the residents interacted with the police so we could match findings with types of

service provided. Finally, we asked questions to determine if residents were familiar with the police programs offered and if those programs were utilized - programs such as block watch. Two of the questions from the police survey were also included in the citizen satisfaction survey that was recently completed, in order to provide cross tabulation of the results of both surveys. However, the results of the citizen satisfaction survey have not been completely tabulated. We will compare the police survey results to that survey as tabulations for it are completed. Those results will be discussed as part of the report to Council regarding the citizens satisfaction survey.

Survey results will be incorporated into the Shoreline Police Departments' annual strategic planning process. Results will be published for distribution and will be posted on the City website. Additionally, results will be used in the Police Department's annual Service Efforts and Accomplishments report.

### **2001 Selected Survey results:**

#### **Demographics:**

- Of the 400 residents surveyed, 300 (75%) were familiar with which neighborhood they lived in. Of those surveyed, only 119 (30%) had interactions with the police in the past year.
- The majority of interactions were "in person" with police personnel (90%). Interactions with police by "phone" were 49%. Some persons had more than one contact with police in the past year: 93% of interactions were with a police officer, 38% were with a 911 operator, and 11% had contact with a detective. Other interactions were with CRT, code enforcement and the community service officer.
- The results showed that 30% of interactions with police were as a result of a call to 911 or being a crime victim and 28% of interactions were due to neighborhood disruptions. Other interactions were related contact on a traffic stop, contacting a suspect of a crime and proactive public contacts.

#### **Perceptions of safety and security in the community:**

- Some 96% of the residents feel safe or very safe walking alone in their neighborhood during the daytime. (In 1998 96% also said they felt safe doing so).
- Some 66% feel safe walking alone at night. (In 1998 64% said they felt safe walking at night).
- Some 75% feel safe or very safe in Shoreline Parks.
- Residents feel that crime rates have remained about the same (68%) while 9% feel crime has increased and 13% feel crime has decreased. *Statistics show that crime in Shoreline decreased in 2001, which has been the trend for several years.* In 1998 responses were similar.
- Feelings about crime were influenced by either personal experience or awareness of something that occurred in their neighborhood. The news and hearsay influenced others.
- Some 86% of those surveyed say they have not restricted their activities in the community due to fear of crime.

#### **Problem Solving:**

- Police were either "effective" or "very effective" in solving problems 56% of the time. Police were "partially effective" 10.8% of the time and "ineffective" in solving problems only 15.8% of the time. (In 1998 police rated 76% effective/very effective)
  - 83% of the residents feel that citizens and police work together to solve problems.
  - Police took time to understand the resident's problem at least 55% of the time, but 27% of those surveyed were undecided on this issue.
  - Residents were asked for ideas on how police and citizens could solve problem's and the suggestions were;
    - Expanding crime prevention programs (93%)
    - Expanding Block and Business Watch programs (86%) – Only 8% were current members of a crime prevention group.
    - Better communications such as newsletters (81%)
    - More school programs or student academies (75%)
    - Citizen Advisory Boards (75%)
    - Crime prevention information on the Web (66%)
    - More community meetings (64%)
    - Citizens patrols (63.5%)
- Responses in 1998 were similar.

#### **Quality of Service:**

- Some 68% of those surveyed felt that police service in their area was either "good" or "excellent" while 23% felt the service was "satisfactory", 3.8% felt service was 'unsatisfactory' and 1.5% felt service was "poor". (In 1998 72% felt service was good/excellent and 28% felt it was satisfactory).
- Customer service skills were rated at 57% for "satisfactory, good and excellent". 6.5% felt the service skills were "unsatisfactory" or "poor".
- Follow through communications with residents is an area for improvement. The survey showed that 34% were satisfied with the follow through, while 24% were not and 42% were undecided.
- When asked if police were customer service oriented, 69% of the respondents felt police were customer service oriented, while 15% felt they were not.

**Top Citizen Concerns:** (On a scale of 1 to 5, with 5 being very concerned – the following are scored responses of 4 and 5 together).

1. Burglary 51.8%
2. Auto prowls 51% (#10 concern in 1998)
3. Speeding 49.6%
4. Sex Offenders 47%
5. Drug dealing 45.35 (#3 concern in 1998)
6. Auto Theft 43%
7. Violent crime 43% (#1 top concern in 1998)
8. Illegal drug labs 42.3% (#4 concern in 1998)
9. Vandalism 41.5% (#7 concern in 1998)
10. Domestic Violence 37.6% (#6 concern in 1998)
11. Assault 36.6% (#2 concern in 1998)
12. Gang activity 32.6% (#5 concern in 1998)
13. Race biased policing (racial profiling) 26.3%

14. Bombs & explosives 25% (#9 concern in 1998)
15. Graffiti 23.5%
16. Bus security 22%
17. Noise 19.5%
18. Computer crime 19% (#8 concern in 1998)
19. Fireworks 18.6%
20. Parking 17%
21. Abandoned cars 16%
22. Loitering 15%

### **CONCLUSION**

Overall, the survey shows that Shoreline residents continue to perceive the city as a safe community in which to live. The results of the survey show that more than 91 percent of the respondents rated police services as satisfactory or better and 68 percent felt that service was good or excellent. The survey found that the service area most in need of improvement is follow-up communication between police and the citizens. The Shoreline Police Department has recently instituted a Call Back Program to proactively call victims of burglaries and thefts within the city to keep them updated on the status of their case and to provide further information regarding programs of the police department. The survey indicates that this and other similar improvements to follow-through with citizens may be worthwhile in order to improve perceptions of our police services.

### **RECOMMENDATION**

No action is needed. This report is for information purposes only.

### **ATTACHMENTS**

Item A: Questions used in the Citizen Satisfaction Survey

Item A

Survey Questions from King County Sheriff's Survey

## King County Sheriff's Community Survey

Hello, this is \_\_\_\_\_. I am calling from First Northwest Group, a national research firm located here in the Puget Sound. We would like you to take part in the first comprehensive survey of citizens in (*insert name of local community*) on the topic of police and community services. All of your answers will be strictly confidential; no individual responses are shared with anyone, at any time.

First am I speaking with someone 18 years old or older? IF NOT ASK TO SPEAK WITH SOMEONE OVER 18 AND BEGIN INTRODUCTION AGAIN.

S1. RECORD GENDER:

1. Male
2. Female

S2. First, let me confirm. You live in the \_\_\_\_\_ area, is that correct? IF OUTSIDE THE AREA THANK POLITELY AND TERMINATE INTERVIEW.

**IF RESPONDENT RESIDES IN THE SHORELINE AREA ASK:**

S3. In which Shoreline Neighborhood association do you live?

1. XXXXXX
2. XXXXXXX
3. XXXXXX
4. XXXXXXX
5. XXXXXXX
6. OtherSpecify \_\_\_\_\_
7. Don't Know/Refused

Q1a. Do you feel your neighborhood is more of a "real home" or "just a place to live?"

1. Real home
2. Just a place to live
3. Don't Know

Q1b. How likely is it for neighborhood groups or organizations to get government officials to respond to a neighborhood problem? READ LIST ABOVE LINE.

1. Very likely
2. Somewhat likely
3. Somewhat unlikely
4. Very unlikely
5. Don't Know / Refused





Q1c. How safe would you feel walking alone during the day in your neighborhood? Would you say...? READ LIST

1. Very safe
2. Safe
3. Neither safe or unsafe
4. Unsafe
5. Very unsafe
6. Don't Know / Refused

Q1d. How safe would you feel being outside and alone in your neighborhood at night? Would you say.....? READ LIST

1. Very safe
2. Safe
3. Neither safe or unsafe
4. Unsafe
5. Very unsafe
6. Don't Know / Refused

Q1e. If a neighbor of yours was having trouble with rowdy teenagers parking in front of their residence which of the following would you be most likely to do? READ LIST ABOVE THE LINE.

1. Not get involved
2. Call the police
3. Get with the neighbor to address the problem
4. Don't Know / Refused

Q1f. How safe do you feel using the public parks in Shoreline?

1. Very safe
  2. Safe
  3. Neither safe or unsafe
  4. Unsafe
  5. Very unsafe
  6. Don't Know / Refused
- } Ask NEXT QUESTION

**IF RESPONDENT INDICATES THEY DO NOT FEEL SAFE ASK:**

Q1g. Why is it that you do not feel safe?

---

---

---



- Q2. In the next questions we would like you to give us your opinion about *your community's police service*. For each statement I read please tell me whether you agree or disagree.

IF AGREE OR DISAGREE: Is that strongly or somewhat?

	Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree
a. Citizens & Police work together	5	4	3	2	1
b. Police are usually fair	5	4	3	2	1
c. Police are usually courteous	5	4	3	2	1
d. Police are usually honest/ethical	5	4	3	2	1
e. Police are usually intimidating	5	4	3	2	1
f. Police treat all people equally	5	4	3	2	1
g. Police show concern when asked questions	5	4	3	2	1
h. only the police department can control crime	5	4	3	2	1

- Q3a. Have you or a family member had any interaction with the \_\_\_\_\_  
(INSERT PROPER POLICE DEPARTMENT NAME) Police in the past year?

1. Yes ] Continue
2. No ] Skip to
3. Don't Know/Refused ] Q5b

- Q4a. How many times did you or your family have contact with the \_\_\_\_\_  
(INSERT PROPER POLICE DEPARTMENT NAME) Police?

RECORD ACTUAL NUMBER \_\_\_\_\_?

- Q4b. How did you come to interact with the \_\_\_\_\_ (INSERT PROPER  
POLICE DEPARTMENT NAME) police? READ ALL CHOICES ABOVE THE LINE  
AND ACCEPT AS MANY AS MENTIONED.

1. In person
2. By phone
3. In writing
4. Observed only \_\_\_\_\_
5. Other Specify \_\_\_\_\_



Q5a. With whom did you interact? READ ALL CHOICES ABOVE THE LINE AND ACCEPT AS MANY AS MENTIONED.

1. Police Officer
2. Detective
3. 911 Operator
4. Police Clerk
5. Customer Response Team (CRT)
6. Neighborhood Traffic Safety Program
7. Code Enforcement Officer
8. Community Service Officer
9. Other Specify \_\_\_\_\_?
10. Other Specify \_\_\_\_\_?
11. Not Sure / Don't Know
12. Refused

Q5b. Have you or someone you've known needed or had contact with any of the following specialized police units? READ ALL CHOICES ABOVE THE LINE AND ACCEPT AS MANY AS MENTIONED.

1. SWAT
2. Canine
3. Marine Patrol
4. Bomb Squad
5. Homicide Services
6. Hostage Negotiation
7. Air Support
8. Major Accident Response & Reconstruction
9. HAZMAT (illegal drug labs)
10. Computer Forensics
11. Don't know/Refused

**IF Q3a "YES."**

Q6. What were the circumstances of your interaction with the *Police*? RECORD UP TO FIVE RESPONSES.

1. Information request
2. Made a 911 call
3. Went to the precinct
4. Traffic Stop
5. Involved in a traffic accident
6. Went to a Storefront Station
7. I was a crime victim
8. I was a witness of a crime
9. I was a crime suspect
10. Other Specify \_\_\_\_\_?
11. Not sure / Don't Know
12. Refused
13. Traffic/Roadways
14. Know someone personally
15. Spoke to them casually
16. House alarm
17. Community involvement/outreach
18. Someone close had an emergency
19. Work interaction
20. Neighborhood disruption
21. Permits
22. Involved in an investigation
23. Reported an emergency
24. Domestic problem
25. Other

Q7a. How effective do you think the *Police* were in solving your problem?

1. Very effective
2. Effective
3. Partially effective
4. Ineffective
5. Does not apply
6. Don't Know

**IF RESPONDENT IS IN THE SHORELINE COMMUNITY, ASK...**

Q7b. Are you aware of any programs the Shoreline Police offer the community such as....?

1. DUI enforcement
2. Underage drinking enforcement
3. Party patrols
4. School emergency response
5. Vacation house check
6. citizen's police academy
7. Block watch
8. Neighborhood traffic safety program
9. Court reminder program
10. Police volunteer program
11. Park patrol
12. Sex offender registration on the web/internet
13. Other (Specify) \_\_\_\_\_
14. Don't Know/Refused

Q8. Next, I am going to read you a list of words or phrases that could describe your experiences with the police. I would like you to rate them on a scale from 1 to 5 with 1 being strongly disagree and 5 being strongly agree.

*Police.....*

	Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree
1. responded faster than expected	5	4	3	2	1
2. were more sympathetic	5	4	3	2	1
3. were more objective	5	4	3	2	1
4. took more time	5	4	3	2	1
5. offered more explanation	5	4	3	2	1
6. took more effort to understand my problem	5	4	3	2	1
7. let me know what they did	5	4	3	2	1
8. gave me the name of someone to talk to	5	4	3	2	1
9. took more control of the situation	5	4	3	2	1
10. told me how to get in touch with them	5	4	3	2	1
11. offered an alternative solution to help	5	4	3	2	1
12. were polite	5	4	3	2	1
13. were respectful	5	4	3	2	1
14. was customer service oriented	5	4	3	2	1



Q9. In general, what is your feeling about police services in your area?  
Would you say.....? READ LIST

1. Excellent
2. Good
3. Satisfactory
4. Unsatisfactory
5. Poor
6. Don't Know / No Opinion

**IF RESPONDENT IN THE SHORELINE COMMUNITY ASK:**

Q9a. How would you rate the customer service skills of the Shoreline Police? Would you say...?

1. Excellent
2. Good
3. Satisfactory
4. Unsatisfactory
5. Poor
6. Don't Know / No Opinion

Q10. In the past year do you feel that crime in your area has.....? READ LIST

1. Increased ]----→ Continue
2. Remained about the same ]----→ Skip to
3. Decreased ] Q12

Q11. What do you base your feelings on (that crime in your area has increased)?

1. Personal experience
2. Friends experience
3. Neighborhood incident
4. Television Reporting
5. Newspaper articles
6. Other Specify \_\_\_\_\_ ?
8. Paper / Blotter / Media
9. Observations around the neighborhood
10. Hearsay
11. Other
12. Teens

Q12. Now, I'm going to read you a list of things the police and the community could do to solve crime problems. Please tell me which of those you think are appropriate?

	YES	No	DK/Ref
1. Better communication such as newsletters	1	2	3
2. More community meetings	1	2	3
3. Citizen Advisory Boards	1	2	3
4. Citizen / Student Police Academies	1	2	3
5. Improve crime prevention	1	2	3
6. Establish more block watches	1	2	3
7. More school programs	1	2	3
8. Citizens patrols	1	2	3
9. More police	1	2	3
10. Bicycle patrols	1	2	3
11. Better/more laws	1	2	3
12. More/better enforcement of laws	1	2	3
13. More jails	1	2	3
14. Crime data and prevention on the web	1	2	3
15. Police presence at transit facilities & on buses	1	2	3

Q13a. If the police were to set up a web-based crime reporting system, how likely would you be to use it? Would you say.... (READ EACH CHOICE)

1. Very likely
2. Somewhat likely
3. Somewhat unlikely
4. Very unlikely

Q13b. Have you restricted any of your normal activities in the past year because you were afraid of becoming a crime victim?

1. Yes ] Continue
2. No ] Skip to
3. Don't Know/Refused ] Q15



Q14. What activities have you or your family refrained from doing out of fear of crime?

1. Going into the city
2. Evening activities / Don't go out at night
3. Now restrict children's activities
4. Hiking /Walking / Jogging
5. Avoid certain neighborhood areas
6. Being alone
7. Drive
8. Take Public Transit
9. Other
10. Home /car security increased

Q15a. Are you a member of a crime prevention group such as a Business or Neighborhood Block Watch or Citizens Group?

1. Yes
2. No
3. Don't Know/Refused

**IF RESPONDENT FROM THE SHORELINE COMMUNITY ASK..**

Q15b. How would rate that program? Would you say....? (READ 1-5)

1. Excellent
2. Good
3. Satisfactory ----- ]
4. Unsatisfactory ----- ] ASK Q15c
5. Poor ----- ]
6. Don't Know / No Opinion

**IF RESPONDENT FROM THE SHORELINE AND Q15b ANSWER EQUAL 3, 4 OR 5, ASK...**

Q15c. What do you think could be done to improve the Block Watch or Business Watch program

---

---

---



Q16. Now, we would like to know how concerned you are on a variety of problems *in your community*. On a scale of 1 to 5, where 5 is "very concerned" and 1 is "not at all concerned," how concerned are you about.....? (ROTATE ITEMS).

	Very Concerned			Not at all Concerned	
1. Speeding	1	2	3	4	5
2. Assault	1	2	3	4	5
3. Drug dealing	1	2	3	4	5
4. Car break-ins	1	2	3	4	5
5. Vandalism	1	2	3	4	5
6. Loitering	1	2	3	4	5
7. Graffiti	1	2	3	4	5
8. Gang activity	1	2	3	4	5
9. Burglary	1	2	3	4	5
10. Abandoned cars	1	2	3	4	5
11. Noise	1	2	3	4	5
12. Violent crime	1	2	3	4	5
13. Parking	1	2	3	4	5
14. Auto theft	1	2	3	4	5
15. Domestic violence	1	2	3	4	5
16. Bus security	1	2	3	4	5
17. Illegal drug labs	1	2	3	4	5
18. Computer crime	1	2	3	4	5
19. Bombs & dangerous ammunition	1	2	3	4	5
t. Biased Policing(Racial Profiling)	1	2	3	4	5
u. Sex offenders	1	2	3	4	5

**IF A SHORELINE RESIDENT, ADD THE FOLLOWING CATEGORY:**

v. Fireworks	1	2	3	4	5
--------------	---	---	---	---	---

Q17a. Do you feel that your police department keeps you informed about police related issues?

1. Yes ] Skip to Question 18
2. No ]
3. Don't Know/Refused ] Continue

Q17b. Should they keep you informed about police related issues?

1. Yes
2. No
3. Don't Know/Refused



Q17c. What do you feel is the best way for your police department to keep you informed about crime and police related issues? (PROBE FOR THE ONE BEST METHOD).

---

---

---

Q18. If you could change anything about your current police services, what one or two things would you change?

1. Better traffic management
2. Satisfied / No change
3. More visibility
4. Better communication with community
5. Quicker response time
6. More police
7. More patrols
8. Better attitude of police officers
9. More effective (Catch more violent criminals instead of traffic violators)
10. Other (Specify) \_\_\_\_\_
11. Don't Know/Refused

**IF A SHORELINE RESIDENT, ASK...**

Q19. What, if any thing, could the City of Shoreline or the Shoreline Police do to improve the quality of life in your neighbor hood?

---

---

---

**THE FOLLOWING QUESTIONS ARE TO BE ASKED ONLY OF RESPONDENTS IN THE COVINGTON COMMUNITY.**

And now just a few questions about other non-police community services in Covington.

Road Services

Q20a. Have you requested any help from the city for road repair, such as potholes etc.

- |                       |   |          |              |
|-----------------------|---|----------|--------------|
| 1. Yes                | ] | Continue |              |
| 2. No                 | ] |          | Skip to Q21a |
| 3. Don't know/Refused | ] |          |              |



Q20b. Do you feel that responses to your road service requests are timely?

1. Yes
2. No
3. Don't know/Refused

Q20c. Are we doing an adequate job on follow up to your road service request?

1. Yes
2. No
3. Don't know/Refused

**Drainage/Surface Water Management**

Q21a. Have you had any problems with drainage at your residence or on your property that you called the city about?

- |                       |   |          |              |
|-----------------------|---|----------|--------------|
| 1. Yes                | ] | Continue |              |
| 2. No                 | ] |          | Skip to Q22a |
| 3. Don't know/Refused | ] |          |              |

Q21b. Were you able to conveniently reach the right person to assist you with your drainage complaint/question?

1. Yes
2. No
3. Don't know/Refused

Q21c. Did the staff clearly explain how your complaint will be handled and what to expect?

1. Yes
2. No
3. Don't know/Refused

Q21d. During the investigation of your complaint, were you satisfied with how well you were kept informed?

1. Yes
2. No
3. Don't know/Refused



Q21e. During our investigation, did we meet our commitments?

1. Yes
2. No
3. Don't know/Refused

**Public Works**

Q22a. Are you satisfied with how well you are kept informed of the public capital improvement projects in the City of Covington?

1. Yes
2. No
3. Don't know/Refused

Q22b. If you needed additional information about public improvements have you been successful in obtaining that information from City Staff?

1. Yes
2. No
3. Don't know/Refused

**Right of Way Permitting**

Q23a. Did you know that you need a "Right of Way Use Permit" when doing any construction in a public right of way?

1. Yes
2. No
3. Don't know/Refused

Q23b. Have you ever needed to obtain a "Right of Way Use Permit?"

1. Yes ] Continue
2. No ] Skip to QD1
3. Don't know/Refused ]

Q23c. Do you think the Right of Way Use Permit fees are moderate, too high, or too low?

1. Too low
2. Too high
3. Moderate or just right
4. Don't know/refused



**Everyone is asked the following questions:**

And now, these final questions deal with aspects of your personal background. This information is needed in order to make sure that people from all walks of life are represented in the survey.

D1. First, how long have you lived or worked in your present neighborhood? DO NOT READ LIST.

1. less than one year
2. 1 to 3 years
3. 3 to 5 years
4. 5 to 10 years
5. 10 to 15 years
6. 15 to 20 years
7. 20 or more years
8. Don't Know
9. Refused

D2a. Do you own or rent your residence?

1. Own
2. Rent
3. Don't Know
4. Refused

D2b. Do you live in.....? READ LIST

1. An Apartment
2. A Single Family Home
3. A Duplex
4. A Mobile Home
5. A Condominium
6. Or Something Else? (SPECIFY:)
7. DON'T KNOW/REFUSED

D3. Could we contact you in the future for a follow-up survey?

1. Yes
2. No
3. Don't Know / Undecided



D4. Which of the following best describes your racial background . . . **READ ENTIRE LIST 1-4 BEFORE ACCEPTING A RESPONSE. ONE MENTION. DO NOT READ LISTS IN PARENTHESES. IF "Hispanic," SAY: "For the purposes of our survey, 'Hispanic' refers to a cultural group rather than a racial group."**

1. **White** (Caucasian/Euro-American)
2. **Black/African-American**
3. **American Indian** (Native American)
4. **Asian-American or Pacific Islander** (Chinese, Filipino, Hawaiian, Korean, Vietnamese, Japanese, Asian Indian, Samoan, Guamanian, Hmong, Fijian, Laotian, Thai, Tongan, Pakistani, Cambodian)

-----  
5. Multi-racial/Interracial (SPECIFY VERBATIM:)

-----  
6. Other (SPECIFY: - **INCLUDE ESKIMO/ALEUT**)

-----  
7 Refused

D5. In what year were you born?

RECORD ANSWER HERE \_\_\_\_\_

D6. What was the highest level of education you have had the opportunity to complete? **DO NOT READ LIST.**

- 1 NOT A HIGH SCHOOL GRADUATE
- 2 HIGH SCHOOL GRADUATE
- 3 SOME COLLEGE (DEGREE NOT COMPLETED)
- 4 ASSOCIATE DEGREE
- 5 BACHELOR DEGREE
- 6 SOME GRADUATE WORK
- 7 GRADUATE DEGREE
- 8 OTHER (SPECIFY:)
- 9 REFUSED
10. Trade School

D7. Do you have any school age children living at home?

1. Yes
2. No
3. Don't Know / Refused



D8. Which of the following choices best describes your current occupation? READ LIST

- 1 Manual worker, Blue-Collar
- 2 Office worker, White-collar
- 3 Executive, Management
- 4 Farmer or Fisher
- 5 Self-Employed Professional (doctor, lawyer, accountant)
- 6 Business Owner
- 7 Homemaker
- 8 Student
- 9 Unemployed
- 10 Or something else (SPECIFY:)
- 11 DON'T KNOW/REFUSED

D9 And finally, what is the total family income for all members of the household, age 18 and over? Is that above or below \$40,000 a year? Is that . . . IF "BELOW," READ 1-6; IF "ABOVE," READ 11-7: ONE MENTION.

- |                                   |                                      |
|-----------------------------------|--------------------------------------|
| <b>BELOW \$40,000</b> ---->       | 1 Under \$10,000                     |
|                                   | 2 \$10,000 to just under \$15,000    |
|                                   | 3 \$15,000 to just under \$20,000    |
|                                   | 4 \$20,000 to just under \$25,000    |
|                                   | 5 \$25,000 to just under \$30,000    |
|                                   | 6 \$30,000 to just under \$40,000    |
| <b>\$40,000 &amp; ABOVE</b> ----> | 7 \$40,000 to just under \$50,000    |
|                                   | 8 \$50,000 to just under \$75,000    |
|                                   | 9 \$75,000 to just under \$100,000   |
|                                   | 10 \$100,000 to just under \$150,000 |
|                                   | 11 \$150,000 and over                |
| -----                             |                                      |
|                                   | 12 Refused/Don't know                |

**This concludes our survey, thank you so much for your cooperation.**

Could I have just your first name for verification purposes?

RECORD NAME: \_\_\_\_\_

ENTER INTERVIEWER ID NUMBER \_\_\_\_\_

ENTER INTERVIEW DATE \_\_\_\_\_

