PEPPERMILL POP PROJECT

The Reno Police Department is conducting a survey evaluating police services in this neighborhood. Would you please take a few minutes of your time to assist in this evaluation. Please answer these questions as this deal with this **specific** area of town. Be assured all answers are confidential. Please circle to appropriate answer or fill in the blank.

1. Are you a resident, business owner or property manager in this area?

> *Resident*
> *Business owner*
> *Property Manager*

2. What do you feel is the number one crime problem?

    _____

3. How can this problem be solved or reduced? _____

    _____

4. How would you rate the police department's performance in this neighborhood?

> *Very Good*
> *Good*
> *Fair*
> *Poor*
> *Very Poor*

5. Please rate each of the following as to your level of concern for these issues in this area:
    (5=Very concerned, 4=Somewhat concerned, 3=Neutral, 2=Somewhat unconcerned, 1=Not **Concerned)**

A.	Burglaries	5	4	3	2	1
B.	Vandalism	5	4	3	2	1
C.	Auto Theft	5	4	3	2	1
D.	Physical Assaults	5	4	3	2	1
E.	Vacant lots and Buildings	5	4	3	2	1
F.	Drug Use	5	4	3	2	1
G.	Gang Activity	5	4	3	2	1
H.	Robberies	5	4	3	2	1
I.	Deteriorated Buildings	5	4	3	2	1
J.	Drug Dealers	5	4	3	2	1
K.	Loitering	5	4	3	2	1
L.	Graffiti	5	4	3	2	1
M.	Abandoned Cars	5	4	3	2	1
N.	Rape	5	4	3	2	1
I.	Family Disturbances	5	4	3	2	1

6. What should the Reno Police Department do to improve your neighborhood? _____

_____

_____

_____

_____

7. What should the residents of this area do to improve the neighborhood? _____

_____

_____

_____

_____

8. What should the business owners of the area do to improve the neighborhood? _____

_____

_____

_____

_____

9. Is this area of Reno safe?

     yes
     No

10 What is your gender?

     Male
     Female

Thank you very much for your time and assistance in completing this survey!!

PEPPERMILL POP PROJECT
SURVEY RESULTS

Citizens surveyed

- 72   Residents
- 21   Business owners
- 16   Property managers

Number one crime problem

- 30   Burglaries
- 23   Drugs
- 18   Vandalism
- 13   Gangs
- 6   Assault
- 2   Loitering
- 2   Crimes against children
- 2   Traffic
- 1   Murder
- 1   Police ethics

How to solve this problem

- 39   Increase Patrol/Visibility
- 7   Tougher Penalties
- 7   Establish a neighborhood watch program
- 6   Citizens use safety precautions-ie locks, security guards
- 6   Better communication between citizens
- 4   Better communication between citizens and police
- 3   Improve lighting
- 3   Increase Drug enforcement

Department's performance

- 22   Very Good
- 52   Good
- 26   Fair
- 6   Poor
- 1   Very Poor

Ways RPD can improve neighborhood

- 64   Increase patrol/visibility
  - 4 specifically wanted foot patrol increased
  - 3 specifically wanted bike patrol increased
- 7   Improve police/resident communications
- 5   Nothing more can be done
- 3   Improve police/business communications
- 3   Step up a neighborhood watch program
- 3   More programs for residents/children

Ways that the residents can improve the neighborhood

        55   Neighborhood watch program
        10   Improve physical appearance of property
         9   Improve police/resident communications
         5   Parental responsibility
         4   Improve lighting

Ways that business owners can improve the neighborhood

        24   Better internal security-ie security guards
        16   Improve physical appearance of property
        13   Improve lighting—especially parking lots
         6   Get involved with the neighborhood
         4   Improve police/business communication

Is this neighborhood safe

        36   Yes
        63   No

Citizens concern of the issues
                                    (1-5 scale)

1.   Gangs   4.427
2.   Burglary   4.400
3.   Vandalism   4.333
4.   Drug use   4.298
5.   Drug dealers   4.297
6.   Robbery   4.262
7.   Assaults   4.127
8.   Rape   4.050
9.   Loitering   3.760
10. Grand theft auto   3.713
11. Family disturbances   3.644
12. Graffiti   3.495
13. Abandoned cars   3.196
14. Deteriorating buildings   3.052
15. Vacant lots   2.928

PEPPERMILL POP PROJECT
HISPANIC SURVEY RESULTS

The following is a summary of the surveys that were conducted in Spanish and some key differences between the results. There were 20 Spanish surveys completed, all with residents of the area.

1.   Number one crime problem

	English	Spanish
Burglaries	30.6%	50.0%
Drugs	23.5%	5.0%
Vandalism	18.4%	0.0%
Gangs	13.3%	20.0%
Assault	6.1%	0.0%

2.   Ways to solve this problem   (English/Spanish)

Increase Patrol/Visibility   52.0%/26.3%
Tougher Penalties   9.3%/10.5%
Establish a neighborhood watch program 9.3%/0.0%
use safety precautions-ie security guards   8.0%/21.1%
Better communication between citizens   8.0%/0.0%
Better communication between citizens and police 5.3%/0.0%
Improve lighting   4.0%/10.5%
Increase Drug enforcement   4.0%/5.3%
Increase Gang enforcement   0.0%/15.8%

3.   Department[f]s performance

	English	Spanish
Very **Good**	**20.6%**	**20.0%**
Good	**48.6%**	**45.0%**
Fair	**24.3%**	**35.0%**
Poor	**5.6%**	**0.0%**
Very Poor	0.9%	**0.0%**

4.   Citizen's issues of concern (mean scores)
     (5=Very concerned, 3=Neutral, 1=Not concerned)

		English	Spanish
1.	Gangs	4.427	3.15
2.	Burglary	4.400	3.50
3.	Vandalism	**4.333**	**2.55**
4.	Drug use	**4.298**	**2.90**
5.	Drug dealers	4.297	**2.80**
6.	Robbery	**4.262**	**2.65**
7.	Assaults	**4.127**	**2.55**
8.	Rape	**4.050**	**1.00**
9.	Loitering	**3.760**	**1.58**
10.	Grand theft auto	**3.713**	4.05
11.	Family disturbances	**3.644**	1.00
12.	Graffiti	**3.495**	2.60
13.	Abandoned cars	**3.196**	1.40
14.	Deteriorating buildings	**3.052**	1.10
15.	Vacant lots	**2.928**	1.10

5. Ways R.P.D. can improve neighborhood (English/Spanish)

Increase patrol/visibility   75.3%/75.0%

Improve police/resident communications 8.2%/0.0%
Nothing more can be done   6.0%/5.0%
Improve police/business communications 3.5%/0.0%
More programs for residents & children 7.0%/0.0%
More gang and drug enforcement   0.0%/15.0%

6. Ways residents can improve the neighborhood (English/Spanish)

Neighborhood watch program   66.3%/50.0%
Improve physical appearance of property 12.1%/0.0%
Improve police/resident communications 10.8%/5.6%
Parental responsibility   6.0%/5.6%
Improve lighting and security   4.8%/27.6%

7. Ways business owners can improve the neighborhood
                    (English/Spanish)

Better internal security-ie security guards 38.1%/50.0%
Improve physical appearance of property   25.4%/0.0%
Improve lighting—especially parking lots   20.6%/22.2%
Get involved with the neighborhood   9.5%/0.0%
Improve police/business communication   6.4%/0.0%

8. Is this neighborhood safe

	English	Spanish
Yes	36.4%	90.0%
No	63.6%	10.0%