

RENO POLICE DEPARTMENT SERVICE SURVEY

Date of interview^ _____
 Time of interview] _____
 Phone # _____
 Interviewer I _____

Hello, I'm _____ and I'm calling from the Reno Police Department's survey center. Can you take a few minutes and answer some questions about what people think about the Reno police? Good. (IF R OBJECTS OR DECLINES, TRY TO GET HIM TO RECONSIDER)

1. Do you live within the Reno City limits? (FORCED CHOICE)
 Yes _____ No _____ (IF NO, PROBE TO BE SURE THAT R IS NOT WITHIN THE STUDY AREA. IF THE R DOES NOT LIVE WITHIN RENO, READ THE FOLLOWING: Because the survey is about the Reno Police Department, we can only use answers from people who actually live in Reno. Thank you for your willingness to help up In this study. TERMINATE THE INTERVIEW AT THIS POINT.)

1a. Have you lived In Reno for more than 12 months?
 Yes _____ No _____ (FORCED CHOICE)

2. What area of Reno do you reside in? (PROBE IF INITIAL ANSWER DOES NOT CLEARLY FIT ONE AND ONLY ONE CHOICE [USE THE MAP SHOWING THE DIFFERENT SECTORS])

- Northwest _____
- Northeast _____
- North _____
- Central _____
- Southwest _____
- Southeast _____

3. Of the people who live with you, what is the sex, age, and relationship Of each Of them to you? (USE PROBES TO COMPLETE THE CHART)

DWELLING UNIT COMPOSITION

Number of persons living in the dwelling unit	AGE	RELATIONSHIP IN FAMILY UNIT	SEX
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

(CONSULT RESPONDENT SELECTION SHEET. IF R IS THE PERSON WHO ANSWERED THE PHONE, SKIP THE NEXT READING TO GO TO QUESTION 4. IF THE R IS NOT THE PERSON ANSWERING THE PHONE, THEN READ: We have specific guidelines about who we need to talk to at each telephone number called. To do this correctly, I need to talk to [DESCRIBE THE PRE-SELECTED R OLDEST MALE OVER 17, ETC.] Is he/she home at this time? IF YES, ASK TO SPEAK TO HIM OR HER. WHEN THE PROPER R COMES TO THE PHONE, READ THE FOLLOWING:

Hello, I'm _____ and I'm calling from the Reno Police Department's survey center. Can you take a few minutes and answer some questions about what people think about the Reno police? Good. (IF R OBJECTS OR DECLINES, TRY TO GET HIM TO RECONSIDER) IF THE PROPER R IS NOT AT HOME, THEN ASK FOR HIS OR HER FIRST NAME AND FOR A TIME WHEN YOU MAY CALL BACK AND SPEAK TO THAT PERSON. [CIRCLE R'S AGE ON THE DWELLING UNIT COMPOSITION CHART,]

4. How would you rate the Reno Police Department's performance overall? (FORCED CHOICE)
Poor _____ Below Average _____ Average _____ Above Average _____ Good _____
(IF R ANSWERED POOR OR BELOW AVERAGE, ASK Q 4a ONLY, IF ABOVE AVERAGE OR GOOD, ASK Q 4b ONLY, IF AVERAGE, THEN SKIP TO Q 5.)

4a. What is it that you dislike that caused you to give an unfavorable evaluation of the Department? (RECORD R'S FIRST ANSWER ONLY)

Soft on Crime _____
Don't Have Any Effect _____
Slow Response Times _____
Don't Come When Called _____
Not Hard Working _____
Officers Not Helpful _____
Officers Not Friendly _____
Other Bad Attitudes _____
Unprofessional Officers _____
Poorly Managed Department _____
Don't Patrol Neighborhoods _____
Not There When Needed _____
No Opinion _____
Other _____

4b What is it that you like that caused you to give a favorable evaluation of the Department? (RECORD R'S FIRST ANSWER ONLY)

Tough on Crime _____
Effective _____
Good Response Times _____
Come When Called _____
Hard Working _____
Officers are Helpful _____
Officers are Friendly _____
other Good Attitudes _____
Professionalism of Officers _____
Well Managed Department _____
Patrol Neighborhoods _____
There When Needed _____
No Opinion _____
Other _____

5. How would you rate the Police Department in dealing with those who break the law? (FORCED CHOICE)
Poor _____ Below Average _____ Average _____ Above Average _____ Good _____
(IF R ANSWERED POOR OR BELOW AVERAGE, ASK Q 5a ONLY, IF ABOVE AVERAGE OR GOOD, ASK Q 5b ONLY, IF AVERAGE, THEN SKIP TO Q 6.)

5a. What is it about how the Police Department deals with those who break the law that caused you to give an unfavorable rating? (RECORD R'S FIRST ANSWER ONLY)

Uncaring _____
Unfair _____
Soft on Crime/Violators _____
Too Many Arrests _____
Too Many Tickets _____
Don't Solve Crime _____
Unprofessional _____
Not There When Needed, _____
Ineffective _____
Don't Reduce Crime _____
Nothing _____ "m" _____
Don't Know _____
Other _____

5b. What is it about how the Police Department deals with those who break the law that caused you to give a favorable rating? (RECORD R'S FIRST ANSWER ONLY)

Firm But Fair _____
Firm _____
Fair _____
Lots of Arrests _____
Lots of Tickets _____
Solves Crimes _____
Professional _____
Always There _____
Effective _____
Reduces Crime _____
Nothing _____
Don't Know _____
Other _____

6. How would you rate the Reno Police Department's image within the community? (FORCED CHOICE)

Poor _____ Below Average _____ Average _____ Above Average _____ Good _____
(IF R ANSWERED POOR OR BELOW AVERAGE, ASK Q 6a ONLY, IF ABOVE AVERAGE OR GOOD, ASK Q 6b ONLY, IF AVERAGE, THEN SKIP TO Q 7.)

6a. What is it about the Department's image that has caused you to give an unfavorable rating? (RECORD R'S FIRST ANSWER ONLY)

COP+ _____
Poor Media Treatment _____ (Newspaper)
Poor Media Treatment _____ (Electronic Media)
Poor Attitude _____
Off Duty Incidents _____
On Duty Behavior ~ _____
Poor Supervision _____
Brutality Towards Others _____
Nothing _____
Don't Know _____
Other _____

6b. What is it about the Department's image that has caused you to give a favorable rating? (RECORD R'S FIRST ANSWER ONLY)
COP+ _____
Improved Media Relations _____
Officer Attitudes _____
Training _____
Nothing _____
Don't Know _____
Other _____

7. Within the past two years, have you come into direct, individual contact with any member of the Reno Police Department? (FORCED CHOICE) (IF NO, SKIP TO 13.) Yes _____ No _____

8. How did your last contact occur?
Victim of a Crime _____
Complainant _____
Arrested _____
Given a citation _____
Given Assistance _____
other _____

9. How would you evaluate the quality of that last contact? (FORCED CHOICE)
Positive _____ Negative _____ Neutral _____

10. Was the Department employee properly businesslike in his or her handling of your case or incident? (FORCED CHOICE)
Yes _____ No _____

11. Did the Department employee give you the feeling that he or she was concerned about you in his or her handling of your case or incident? (FORCED CHOICE)
Yes _____ No _____

12. What, if anything, would you change about the way in which your case or incident was handled? (RECORD R'S FIRST ANSWER ONLY)
Take More Time _____
Show More Interest _____
Be More Polite _____
Do a Better Job _____
Nothing _____
Don't Know _____
Other _____

13. Do you feel that Reno is a safe place to live? (FORCED CHOICE)
Yes _____ No _____

14. What: would you like to see the Department do differently to
Make Reno a better place to live? (RECORD R'S FIRST ANSWER ONLY)

- Hire More Officers _____
- Hire Better Officers _____
- Do More Patrolling _____
- Do More Training _____
- More Arrests _____
- Less Arrests _____
- Do Better Investigations, _____
- Have Better Attitudes _____)
- Better Arrests _____
- More Professional, _____
- Work Harder _____
- More Supervision _____
- Better Supervision _____
- Be More Caring/Helpful. _____
- Stop Brutality. _____
- More Public Relations Work. _____
- Stop Off Duty Incidents " _____
- Nothing _____
- Don't Know _____
- Other _____

15. About 15 months ago the Reno Police Department underwent a
major reorganization and started what's known locally as Community
Oriented Policing. Since that reorganization, has the police
service given to the community improved, stayed about the same, or
become worse? (FORCED CHOICE)

Improved _____ Stayed the Same _____ Become Worse _____
(IF R ANSWERED IMPROVED, ASK ONLY Q 15a, IF R ANSWERED BECOME WORSE,
ASK ONLY Q 15b, IF R ANSWERED STAYED THE SAME, SKIP TO Q 16.)

15a. What do you think is the reason for the improvement in
service? (RECORD R'S FIRST ANSWER*ONLY)

- More Officers Hired _____
- More Neighborhood Patrols _____
- More Arrests Being Made _____
- Better Response Time, _____
- Better Investigations _____
- Less Arrests Being Made. _____
- Officers More Helpful _____
- Officers More Courteous _____
- Officers More Friendly _____
- More Responsive to Complaints. _____
- Innovative Methods " _____
- Better Management. _____
- Better/More Supervision. _____
- Better/More Training _____
- Don't Know _____
- Other _____

15b. What do you think is the reason for the service becoming worse? (RECORD R'S FIRST ANSWER ONLY)

Fewer Officers Hired _____
Fewer Neighborhood Patrols _____
More Arrests Being Made _____
Less Arrests Being Made _____
Slower Response Time _____
Worse Investigations _____
Officers Less Helpful _____
Officers Less Courteous _____
Officers Less Friendly _____
Less Responsive to Complaints, _____
Worse Management _____
Worse/Less Supervision _____
Worse/Less Training _____
Don't Know _____
other _____

We're almost done, thanks for being so patient. I need to ask a couple of quick questions for statistical purposes.

16. Do you live in a house, apartment, mobile home, or condominium? (FORCED CHOICE)

House _____
Apartment _____
Condominium _____
Mobile Home _____
Other (WHAT) _____

17. (IF NOT OBVIOUS, ASK) Do you rent or own? (FORCED CHOICE)

Rent _____ Own _____

18. Have you been employed during the past 12 months? (FORCED CHOICE)

Yes _____ No _____

18. Are you currently employed? (FORCED CHOICE) Yes _____ No _____

20. What is your total family income per year? \$ _____
(USE THE ROUND-OFF RULE)

21. What is the highest level of formal education that you have received? (FORCED CHOICE)

Less Than High School Graduation _____
High School Graduate _____
Some College _____
College Graduate _____
Post-Graduate College _____

22. What was your age again? _____

23. What is your race? (FORCED CHOICE)

White _____ Black _____ Hispanic _____ Indian (American) _____ Asian _____
Other (DESCRIBE) _____