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 un关心, 1=Not Concerned)

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

<table>
<thead>
<tr>
<th>Crime</th>
<th>English</th>
<th>Spanish</th>
</tr>
</thead>
<tbody>
<tr>
<td>Burglaries</td>
<td>30.6%</td>
<td>50.0%</td>
</tr>
<tr>
<td>Drugs</td>
<td>23.5%</td>
<td>5.0%</td>
</tr>
<tr>
<td>Vandalism</td>
<td>18.4%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Gangs</td>
<td>13.3%</td>
<td>20.0%</td>
</tr>
<tr>
<td>Assault</td>
<td>6.1%</td>
<td>0.0%</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Solution</th>
<th>English</th>
<th>Spanish</th>
</tr>
</thead>
<tbody>
<tr>
<td>Increase Patrol/Visibility</td>
<td>52.0%</td>
<td>26.3%</td>
</tr>
<tr>
<td>Tougher Penalties</td>
<td>9.3%</td>
<td>10.5%</td>
</tr>
<tr>
<td>Establish a neighborhood watch program</td>
<td>9.3%</td>
<td>0.0%</td>
</tr>
<tr>
<td>use safety precautions—ie security guards</td>
<td>8.0%</td>
<td>21.1%</td>
</tr>
<tr>
<td>Better communication between citizens</td>
<td>8.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Better communication between citizens and police</td>
<td>5.3%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Improve lighting</td>
<td>4.0%/10.5%</td>
<td></td>
</tr>
<tr>
<td>Increase Drug enforcement</td>
<td>4.0%/5.3%</td>
<td></td>
</tr>
<tr>
<td>Increase Gang enforcement</td>
<td>0.0%/15.8%</td>
<td></td>
</tr>
</tbody>
</table>

3. Department’s performance

<table>
<thead>
<tr>
<th>Performance</th>
<th>English</th>
<th>Spanish</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Good</td>
<td>20.6%</td>
<td>20.0%</td>
</tr>
<tr>
<td>Good</td>
<td>48.6%</td>
<td>45.0%</td>
</tr>
<tr>
<td>Fair</td>
<td>24.3%</td>
<td>35.0%</td>
</tr>
<tr>
<td>Poor</td>
<td>5.6%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Very Poor</td>
<td>0.9%</td>
<td>0.0%</td>
</tr>
</tbody>
</table>

4. Citizen’s issues of concern (mean scores)

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

<table>
<thead>
<tr>
<th></th>
<th>English</th>
<th>Spanish</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>36.4%</td>
<td>90.0%</td>
</tr>
<tr>
<td>No</td>
<td>63.6%</td>
<td>10.0%</td>
</tr>
</tbody>
</table>