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
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 Bake 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

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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? $________________________

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)____