

APPENDIX A – CITIZEN SURVEY INSTRUMENT

I am conducting a survey for the City of Dallas to understand citizen perceptions about the City's police department. The results of this survey will be used to help consultants who have been hired by the City develop recommendations to improve the Police Department's performance. It will take between ten and fifteen minutes to complete this survey.

Respondent Information

We will start by asking you some information about yourself.

1) Do you live within the City limits of Dallas?

- 1 – Yes
- 2 – No

If no, thank the person for their time and discontinue the phone call.

2) Are you a male or female?

- 1 – Male
- 2 – Female

3) Please indicate which of the following responses best describes your age:

- 1 – 18 to 30
- 2 – 31 to 45
- 3 – 45 to 64
- 4 – 65 or older

If younger than 18, thank the person for their time and discontinue the phone call.

4) Please indicate which of the following responses best describes how long you have lived in Dallas:

- 1 – Less than one year
- 2 – One to five years
- 3 – Five to 14 years
- 4 – 15 years or more.

5) Please indicate which of the following best describes your race or ethnic background:

- 1 – White
- 2 – African- American
- 3 – Hispanic
- 4 – American Indian
- 5 – Asian American
- 6 – No Response

Familiarity With The Police Department

I will now ask you a couple of questions to understand how familiar you are with the Dallas Police Department.

- 6) Have you had any direct interaction with a representative of the Dallas Police Department during the past year?

1 – Yes
2 – No

- 7) If yes, what was the nature of the interaction. _____
If no, go to question 8.

- 8) Please indicate how familiar you are with the Dallas Police Department:

1 – Very familiar
2 – Somewhat familiar
3 – Not familiar

General Perceptions

The next several items deal with your general perceptions of the Dallas Police Department and its personnel. For each of these items please indicate the number “1” to “5” that best reflects the extent to which you agree the statement. A response of “1” means you “strongly disagree” with the statement while a response of “5” means you “strongly agree” with the statement. A response of “6” indicates that you have “no opinion.”

- 9) Dallas police personnel are courteous when dealing with citizens.
- 10) Dallas police personnel have the skills and experience needed to effectively perform their jobs
- 11) Dallas police personnel are fair.
- 12) Dallas police personnel are unbiased in their dealings with citizens regardless of the citizen’s sex, race, ethnic background or sexual orientation
- 13) Dallas police officers use their authority appropriately in their dealings with the citizens of Dallas
- 14) Dallas police officers use only the amount of force necessary to accomplish their tasks when dealing with the citizens of Dallas.
- 15) Dallas police offices are honest.
- 16) Dallas police personnel are provided with the tools and resources needed to effectively perform their job.

17) The Dallas Police Department makes effective use of the tools and resources they are provided.

18) The Police Department's leaders are effective.

Perceptions Of Safety

The next group of survey items asks you to consider how safe you feel in the City of Dallas. For each of these items please indicate the number "1" to "5" that best reflects the extent to which you agree the statement. A response of "1" means you "strongly disagree" with the statement while a response of "5" means you "strongly agree" with the statement. A response of "6" indicates that you have "no opinion."

19) Overall, I feel the City of Dallas is a safe community.

20) I feel safe walking the streets of my neighborhood during the day.

21) I feel safe walking the streets of my neighborhood at night.

22) I feel safe walking through downtown Dallas during the day.

23) I feel safe walking through downtown Dallas at night.

24) I feel safe walking through the City's parks during the day.

25) I feel safe walking through the City's parks at night.

26) I feel safe driving through Dallas in my car.

Satisfaction

The next group of questions will ask you to consider your satisfaction with various types of services provided by the Dallas Police Department. Please indicate the number "1" to "5" that best reflects your satisfaction with each service where a "1" means you are "very dissatisfied" with the service and a "5" means you are "very satisfied." A response of "6" means that you have "no opinion."

27) Overall, how satisfied are you with the performance of the Dallas Police Department?

28) How satisfied are you with the speed with which the Department responds to emergency requests for assistance from citizens?

29) How satisfied are you with the speed with which the Department responds to non-emergency requests for assistance from citizens?

30) How satisfied are you with Department's efforts to reduce the level of violent crimes such as homicides, sexual assaults and aggravated assault in the community

31) How satisfied are you with the Department's efforts to reduce the level of non-violent crimes such as burglary, auto theft and theft from vehicles in the community

- 32) How satisfied are you with the Department's efforts to reduce the number of persons who are victims of violent crime?
- 33) How satisfied are you with the Department's efforts to solve crimes once they occur?
- 34) How satisfied are you with the Police Department's efforts reduce auto accidents that result in injury or death?
- 35) How satisfied are you with the Police Department's efforts to reduce vice and narcotics activity in the City?

Importance

The next group of questions will ask you to consider the importance of various aspects of police department services in Dallas. Please indicate the number "1" to "5" that best reflects how important you think the service is where a "1" means "not at all important" and a "5" means you think the service is "crucially important." A response of "" means that you have "no opinion."

- 36) How important is the speed with which the Department responds to emergency requests for assistance from citizens?
- 37) How important is the speed with which the Department responds to non-emergency requests for assistance from citizens?
- 38) How important are Department's efforts to reduce the level of violent crimes such as homicides, sexual assaults and aggravated assault in the community
- 39) How important are the Department's efforts to reduce the level of non-violent crimes such as burglary, auto theft and theft from vehicles in the community
- 40) How important are the Department's efforts to reduce the number of persons who are victims of violent crime?
- 41) How important are Department's efforts to solve crimes once they occur?
- 42) How important are Police Department's efforts reduce auto accidents that result in injury or death?
- 43) How important are the Police Department's efforts to reduce vice and narcotics activity in the City?

Response Time

The next survey items ask you to consider how long you think it is reasonable to wait for a police response under a number of different circumstances. For each of these items indicate whether you would:

- 1 – Expect an immediate response
- 2 – Be willing to wait up to five minutes for a police response
- 3 – Be willing to wait up to 15 minutes for a police response
- 4 – Be willing to wait up to 30 minutes for a police response
- 5 – Be willing to wait for an hour for a police response
- 6 – Be willing to wait more than an hour for a police response
- 7 – Be willing to have a report taken by phone

44) Your home has been burglarized and you think the burglar may still be there.

- 1 – Expect an immediate response
- 2 – Be willing to wait up to five minutes for a police response
- 3 – Be willing to wait up to 15 minutes for a police response
- 4 – Be willing to wait up to 30 minutes for a police response
- 5 – Be willing to wait for an hour for a police response
- 6 – Be willing to wait more than an hour for a police response
- 7 – Be willing to have a report taken by phone

45) Your home has been burglarized but the burglar has left.

- 1 – Expect an immediate response
- 2 – Be willing to wait up to five minutes for a police response
- 3 – Be willing to wait up to 15 minutes for a police response
- 4 – Be willing to wait up to 30 minutes for a police response
- 5 – Be willing to wait for an hour for a police response
- 6 – Be willing to wait more than an hour for a police response
- 7 – Be willing to have a report taken by phone

46) Someone is firing a gun in your neighborhood but it does not appear that anyone has been injured.

- 1 – Expect an immediate response
- 2 – Be willing to wait up to five minutes for a police response
- 3 – Be willing to wait up to 15 minutes for a police response
- 4 – Be willing to wait up to 30 minutes for a police response
- 5 – Be willing to wait for an hour for a police response
- 6 – Be willing to wait more than an hour for a police response
- 7 – No police response is necessary

47) Teenagers are racing cars up and down your street.

- 1 – Expect an immediate response
- 2 – Be willing to wait up to five minutes for a police response
- 3 – Be willing to wait up to 15 minutes for a police response
- 4 – Be willing to wait up to 30 minutes for a police response
- 5 – Be willing to wait for an hour for a police response
- 6 – Be willing to wait more than an hour for a police response
- 7 – Be willing to have a report taken by phone

48) There is a fight in your neighborhood where someone has been cut or shot.

- 1 – Expect an immediate response
- 2 – Be willing to wait up to five minutes for a police response
- 3 – Be willing to wait up to 15 minutes for a police response
- 4 – Be willing to wait up to 30 minutes for a police response
- 5 – Be willing to wait for an hour for a police response
- 6 – Be willing to wait more than an hour for a police response
- 7 – Be willing to have a report taken by phone

49) There is a nuisance such as a loud party or barking dogs in your neighborhood and you have called to complain.

- 1 – Expect an immediate response
- 2 – Be willing to wait up to five minutes for a police response
- 3 – Be willing to wait up to 15 minutes for a police response
- 4 – Be willing to wait up to 30 minutes for a police response
- 5 – Be willing to wait for an hour for a police response
- 6 – Be willing to wait more than an hour for a police response
- 7 – Be willing to have a report taken by phone

50) You are robbed while walking down the street and the robber has left the area.

- 1 – Expect an immediate response
- 2 – Be willing to wait up to five minutes for a police response
- 3 – Be willing to wait up to 15 minutes for a police response
- 4 – Be willing to wait up to 30 minutes for a police response
- 5 – Be willing to wait for an hour for a police response
- 6 – Be willing to wait more than an hour for a police response
- 7 – Be willing to have a report taken by phone

51) A suspicious person is loitering in your neighborhood.

- 1 – Expect an immediate response
- 2 – Be willing to wait up to five minutes for a police response
- 3 – Be willing to wait up to 15 minutes for a police response
- 4 – Be willing to wait up to 30 minutes for a police response
- 5 – Be willing to wait for an hour for a police response
- 6 – Be willing to wait more than an hour for a police response
- 7 – Be willing to have a report taken by phone

Thank you for taking the time to participate in this survey.