

## Escambia County Community Survey Fall/2007 Rev3

**Intro:** May I speak to [32][33]? (If not available ask, “Do you reside at this address? If “yes” proceed, otherwise schedule a call back.)

Hello, my name is [11] and I am calling on behalf of the Escambia County Office of Public Information & Communications to ask your opinion about the services and programs provided by the County. This is an opportunity for you to help the County improve its services to you. We are not selling anything, and your individual answers will be completely confidential. Can you help me out?

{34} **Qualifier.** Do you live within the limits of Escambia County? (Y/N) ( If “yes” goes to next Q on this screen; if “no” goes to Q31.) If Yes, continue, if NO, thank you and terminate survey. **qualifier\_1**

{35} Are you or any member of your immediate family employed by Escambia County? (Y/N) ( If “yes” goes to Q32; if “no” goes to Q1.) If NO, continue, if YES, thank you and terminate survey. **qualifier\_2**

### General Questions about key County services:

{36} Q1. On a scale from one to five, with 1 being “Very DISSatisfied” and 5 being “Very SATISFIED,” how would you rate your level of satisfaction with LIVING in Escambia County? (Avg 1-5)(Leave blank if no response.)(If <= 2, goes to Q1x; if >=3, goes to Q2.) **q1**

{37-44} Q1x. Please explain why you are dissatisfied or why you rated as you did. (Comment) (Goes to Q2.) **q1xa – q1xh**

{45} Q2. On a scale of one to five, with 1 being VERY POOR and 5 being VERY GOOD, how would you rate the QUALITY OF LIFE in your neighborhood? (Avg 1-5) (If <= 2, goes to Q2x; if >=3, goes to Q3.) **q2**

{46-53} Q2x. Please explain why you feel that the quality of life is poor, or why you rated as you did. (Comment) (Goes to Q3.) **q2xa – q2xh**

{54} Q3. Using that same scale, how would you rate Escambia County government in terms of responsiveness to complaints? (Avg 1-5) (If <= 2, goes to Q3x; if >=3, goes to Q4.) **q3**

{55-62} Q3x. Please explain why you feel that the responsiveness to complaints is poor, or why you rated as you did. (Comment) (Goes to Q4.) **q3xa – q3xh**

{63} Q4. How would you rate the professionalism of Escambia County government employees using the scale of 1-5, with 5 being the best? (Avg 1-5) (If <= 2, goes to Q4x; if >=3, goes to Q5; if ISNULL goes to ScreenQ5.) **q4**

{153-156} Q4x. Please explain why you feel that the professionalism of Escambia County government employees is poor, or why you rated as you did. (Comment) (Goes to ScreenQ5.) q30e – q30h

### Specific County Services:

ScreenQ5. Now I'll state a series of County facilities and infrastructure. Please rate your level of satisfaction for each using a scale of 1 to 5 with 5 being the best: (Avg 1-5) (Note: leave blank if "Don't know" or "No opinion.") (Goes to ScreenQ6.)

{64}	Q5a.	Fire Protection Services	q5a
{65}	Q5b.	Streets (ease of travel by car)	q5b
{66}	Q5c.	Emergency Medical Services(Ambulance)	q5c
{67}	Q5d.	Stormwater/Drainage	q5d
{68}	Q5e.	Boat Launch Facilities	q5e
{69}	Q5f.	Parks and Recreation facilities	q5f
{70}	Q5g.	Public Beach Accesses	q5g
{71}	Q5h.	Street maintenance	q5h
{72}	Q5i.	Mosquito Control	q5i
{73}	Q5j.	Public Transportation (Bus/ECAT)	q5j
{74}	Q5k.	Library Services	q5ak
{75}	Q5l.	Recreational programming	q5l
{76}	Q5m.	County website	q5m

{77} Q6. Please rate your level of satisfaction with Escambia County's sheriff services? (Avg 1-5) (Goes to Q6x.) q6

{78-85} Q6x. Why do you feel that way? (Comment) (Goes to Q7.) q6xa – q6xh

| {86} Q7. Do you feel speeding/traffic violations are regularly enforced in Escambia? (Y/N) (Goes to Q8.) q7

{87} Q8. Using our 1 to 5 scale, please rate your level of satisfaction with the County's efforts to keep citizens informed about what the County is doing? (Avg 1-5) (Goes to Q8x.) q8

{88-95} Q8x. Why do you feel that way? (Comment) (Goes to Q9.) q8xa – q8xh

{96} Q9. Where do you get MOST of your information about Escambia County? (Lookup) (Note: It is OK to read choices.) (Requires hlp\_mostinfo2, which has two columns: numerical\_code (smallint) & description (char 40).) (If "Other – specify" goes to Q9x; if anything else goes to Q10.) q9

1. County website
2. The Commissioner's District newsletter
3. Word of mouth
4. Board of Commissioner's meetings
5. Escambia Library

6. Local Newspapers
7. Local TV/Radio
8. Other – specify

{97} Q9x. Specify “other” source of information about Escambia County: (Comment) (Goes to Q10.) q9x

{98} Q10. Have you ever applied for a building permit or had a building inspected by the County’s Building Department? (Y/N) (If “yes” goes to Q11; if “no” goes to Q12.) q10

{99} Q11. Please rate your level of satisfaction of the County’s Building Department on our 1-5 scale? (Avg 1-5) (Goes to Q12.) q11

{100} Q12. On a scale from one to five, with 1 being “Very DISSatisfied” and 5 being “Very SATISFIED,” how satisfied are you with COUNTY CODE ENFORCEMENT in your neighborhood? (Avg 1-5) (Leave blank if no response.) (Goes to ScreenQ13.) q12

**ScreenQ13.** We’re going to change it up a bit now. I ‘m going to read you 6 code violations, and I want you to rank order them in their order of importance or concern to you, with 1 being the most important code violation to enforce and 6 being the least important code violation to enforce. Each concern will be given a number from 1 to 6, and there can be no duplicate numbers. Take your time; I’ll be happy to repeat them as necessary and help you keep track of them as you order them: (If Q13f is “NOTNULL” Goes to Q13x; if Q13f is “ISNULL” goes to Q14.)

- |   |        |
|---|--------|
| {101} Q13a. Bulk Trash in Swale or Right of Way       | q13a   |
| {102} Q13b. Work done without permits                 | q13b   |
| {103} Q13c. Overgrown Lawns                           | q13c   |
| {104} Q13d. Junk Cars or Boats                        | q13d   |
| {105} Q13e. House in disrepair (needs painting, etc.) | q13e   |
| {157} Q13g. Roaming Animals                           | extra1 |
| {106} Q13f. Other                                     | q13f   |

{107} Q13x. Specify “Other” (Comment) (Leave blank if no response.) (Goes to Q15.) q13x

**How concerned are you with any of the following issues:**

{108} Q14. **NOTE: THIS QUESTION SPACE IS RESERVED FOR 1 ADDITIONAL QUESTION. IT SHOULD NOT BE ASKED! IT HAS BEEN BRANCHED AROUND BUT THE SCREEN REMAINS FOR FUTURE USE.** (Goes to Q15.) q14

{109} Q15. How would you rate your level of satisfaction with the County’s response in preparation of and in response to hurricanes? (Avg 1-5)(Leave blank if no response.) (Goes to Q15x.) q15

{110-117} Q15x. Why do you feel that way? (Comment) (Goes to Q16.) q15xa – q15xh

{118} Q16. Which of the following do you believe is the most important challenge facing Escambia? (Lookup) (Note: It is OK to read choices.) (Requires hlp\_impchall.) (If “Other – specify” goes to Q16x; if anything else goes to Q17.) q16

- 1.) managing growth   2.) transportation   3.) building and maintaining a sense of community  
 4.) attracting jobs and economic development   5.)affordable housing   6.) access to waterways  
 7.) Other – specify

{119} Q16x. Specify “Other” (Comment) (Leave blank if no response.) (Goes to Q17.) q16x

## Future Planning and Expectations

{120-122} Q17. Name the top 3 things you would like to see in Escambia County in the next five years. (Comment) (Goes to Q18.) (Note: Allow the respondent to think. Only give examples if they need clarification.)(for example, recycling, community centers, sidewalks, streetlights, etc.) q17a – q17c

{123-130} Q18. Are there any existing County services that you would recommend the County discontinue? (Comment) (Goes to Q19.) q18a – q18h

{131-138} Q19. Are there services, which the County currently does not provide, that you would recommend implementing? (Comment) (Goes to Q20.) q19a – q19h

{139} Q20. Returning to our scale from one to five, with 5 being “Very SATISFIED,” and 1 being “Very DISsatisfied” how satisfied are you with the OVERALL QUALITY of the job that the County is doing? (Avg 1-5)(Leave blank if no response.) (Goes to Q21.) q20

## Specific Demographics

{140} Q21. How many years have you lived in Escambia? (Avg. Integer response.) (Goes to Q23.) q21

{141} Q22. **NOTE: THIS QUESTION SPACE IS RESERVED FOR 1 ADDITIONAL QUESTION. IT SHOULD NOT BE ASKED! IT HAS BEEN BRANCHED AROUND BUT THE SCREEN REMAINS FOR FUTURE USE.** (Y/N) (Goes to Q23.) q22

{142} Q23. Do you own or rent your residence? (Lookup) (Requires help table hlp\_ownrent.) (Goes to Q25.)      Own                      Rent                      Refused to answer q23

{143} Q24. **NOTE: THIS QUESTION SPACE IS RESERVED FOR 1 ADDITIONAL QUESTION. IT SHOULD NOT BE ASKED! IT HAS BEEN BRANCHED AROUND BUT THE SCREEN REMAINS FOR FUTURE USE.** (Lookup) (Requires help table hlp\_typeres.) (If “Other – specify” goes to Q24x; if anything else goes to Q25.) q24

House                      Condo                      Townhouse                      Apartment                      Other – specify                      Refused to answer

~~{163}~~ Q24x. **NOTE: THIS QUESTION SPACE IS RESERVED FOR 1 ADDITIONAL QUESTION. IT SHOULD NOT BE ASKED! IT HAS BEEN BRANCHED AROUND BUT THE SCREEN REMAINS FOR FUTURE USE** Lookup value for choice question. (Goes to Q25.) extra7

## Standard Demographics

{144} Q25. Because this is pure research, I need to ask you some demographic questions to ensure that we speak with a broad range of respondents. Remember, all of your answers are confidential. Which of the following age ranges do you fall into? (Lookup) (Requires use of hlp\_agerange) (Note: OK to read choices.) (Goes to Q26.) q25

- |             |                      |          |          |          |          |
|-------------|----------------------|----------|----------|----------|----------|
| 1. Under 18 | 2. 18-25             | 3. 26-35 | 4. 36-45 | 5. 46-55 | 6. 56-65 |
| 7. Over 65  | 8. Refused to answer |          |          |          |          |

{145} Q26. What is the highest degree or level of school you have completed? (Lookup) (Requires use of help table hlp\_educat) (RA NOTE: Aided response ok here.) (Goes to Q27.) q26

- |   |                          |
|---|--------------------------|
| 1. None                                     | 10. 1 yr college or less |
| 2. Nursery school - 4 <sup>th</sup>         | 11. 1+yr college no degr |
| 3. 5 <sup>th</sup> or 6 <sup>th</sup> grade | 12. Associate degree     |
| 4. 7 <sup>th</sup> or 8 <sup>th</sup> grade | 13. Bachelor's degree    |
| 5. 9 <sup>th</sup> grade                    | 14. Master's degree      |
| 6. 10 <sup>th</sup> grade                   | 15. Professional degree  |
| 7. 11 <sup>th</sup> grade                   | 16. Doctorate degree     |
| 8. 12 <sup>th</sup> , No Diploma            | 17. Don't Know           |
| 9. High School Graduate                     | 18. Refused to answer    |

{146} Q27. What is your present marital status? (Lookup) (Requires use of help table hlp\_marital) (Goes to Q27a.) q27

(NOTE: Aided response - It is ok to read the choices to the respondent.)

- |                  |                      |
|------------------|----------------------|
| 1. Now married   | 5. Separated         |
| 2. Divorced      | 6. Don't know        |
| 3. Never married | 7. Refused to answer |
| 4. Widowed       |                      |

{164} Q27a. Which of the following ethnic groups best describes your race? (Lookup) (Requires use of hlp\_race2) (RA Note: OK to read choices.) (Goes to Q28.) extra8

- |                           |                           |                    |                      |
|---------------------------|---------------------------|--------------------|----------------------|
| 1. African American/Black | 2. Asian/Pacific Islander | 3. Hispanic/Latino | 4. Native American   |
| 5. Caucasian/White        | 6. Other                  | 7. Don't know      | 8. Refused to answer |

{147} Q28. Please tell me when I read the category that best describes your total household income before taxes last year:(Lookup) (Requires use of help table hlp\_income\_census) (Goes to Q29.) q28

- |                        |                          |
|------------------------|--------------------------|
| 1. Under \$10,000      | 7. \$75,000 - \$99,999   |
| 2. \$10,000 - \$14,999 | 8. \$100,000 - \$149,999 |
| 3. \$15,000 - \$24,999 | 9. \$150,000 - \$199,999 |
| 4. \$25,000 - \$34,999 | 10. \$200,000 or more    |
| 5. \$35,000 - \$49,999 | 11. Don't know           |
| 6. \$50,000 - \$74,999 | 12. Refused to answer    |

{148} Q29. (NOTE: record Respondent's gender. It is NOT necessary to ask a question here!) (Lookup) (Requires use of help table hlp\_gender1) (Goes to Q30.) q29

M=Male

F=Female

U=Unknown

{149-152} Q30. Do you have any additional comments? (Comment) (Goes to CDS) q30a – q30d

Q31. I'm sorry but we are only surveying residents who live within the Escambia County Limits. Thank you very much for your time. (Out of Survey.)

Q32. I'm sorry but we are only surveying residents who are not employed by, or who do not have immediate family employed by Escambia County. Thank you very much for your time. (Out of Survey.)

CDS (Standard Call Disposition Screen) Thank you very much for your time and your input! I appreciate your participation. (Note: Terminate the call using a status of "S" Survey Taken.)