



## Escambia County Community Survey Winter/2009-2010

**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.) (Goes to Intro2.)

**Intro2:** 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? (RA NOTE: Rhetorical question! If they refuse, say “It only takes about ten minutes and this might be your only opportunity to participate and say how you feel.” If they still say “NO,” disposition the call as “RS,” Refused Survey.)

**Qualifier1.** Do you live within the limits of Escambia County? (Y/N) ( If “yes” goes to Qualifier2; if “no” goes to Q34.) (Builder’s note: required field; if ISNULL does NOT proceed.)

**Qualifier2.** Are you or any member of your immediate family employed by Escambia County? (Y/N) (If “yes” goes to Q35; if “no” goes to Q1.) (Builder’s note: required field; if ISNULL does NOT proceed.)

### **General Questions about key County services:**

**Q1.** On a scale from one to five, with 5 being “Very SATISFIED,” and 1 being “Very DISsatisfied” how would you rate your level of satisfaction with LIVING in Escambia County?

(Avg 1-5.) (If  $\leq 2$ , goes to Q1x; if  $\geq 3$ , goes to Q2; if ISNULL, goes to Q2.) **avg**

**Q1x.** Please explain why you are dissatisfied or why you rated as you did. (Comment8) (Goes to Q2.)

**Q2.** On a scale of one to five, with 5 being VERY GOOD and 1 being VERY POOR, how would you rate the QUALITY OF LIFE in your neighborhood? (Avg 1-5) (If  $\leq 2$ , goes to Q2x; if  $\geq 3$ , goes to Q3.) **avg**

**Q2x.** Please explain why you feel that the quality of life is poor, or why you rated as you did. (Comment8) (Goes to Q3.)

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; if ISNULL, goes to Q4.) avg

Q3x. Please explain why you feel that the responsiveness to complaints is poor, or why you rated as you did. (Comment4) (Goes to Q4.)

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.) avg

Q4x. Please explain why you feel that the professionalism of Escambia County government employees is poor, or why you rated as you did. (Comment4) (Goes to ScreenQ5.)

### **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 (Goes to Q5x):

ScreenQ5x. (Average 1-5) (Note: leave blank if "Don't know" or "No opinion.") (Goes to ScreenQ6.)

Q5a. Fire Protection Services avg

Q5b. Streets (ease of travel by car) avg

Q5c. Emergency Medical Services(Ambulance) avg

Q5d. Stormwater/Drainage avg

Q5e. Boat Launch Facilities avg

Q5f. Parks and Recreation facilities avg

Q5g. Public Beach Accesses avg

Q5h. Street maintenance avg

Q5i. Mosquito Control avg

Q5j. Public Transportation (Bus/ECAT) avg

Q5k. Library Services avg

Q5l. Recreational programming avg

Q5m. County website avg

Q5x (Comments)

Q6. Please rate your level of satisfaction with Escambia County's sheriff services? (Avg 1-5)

(If NOTNULL, goes to Q6x; if ISNULL goes to ScreenQ7.)

Q6x. Why do you feel that way? (Comment4) (Goes to Q7.)

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

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.)

Q8x. Why do you feel that way? (Comment4) (Goes to Q9.)

Q9. Where do you get MOST of your information about Escambia County? (Lookup) (RA 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 ISNULL or 1-7 goes to Q10.)

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. County Television Cable Channel
9. Other – specify

Q9x. Specify "other" source of information about Escambia County: (Comment1) (Goes to Q10.)

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 ISNULL, or "no" goes to Q12.) yn2

Q11. Please rate your level of satisfaction with the County's Building Department on our 1-5 scale? (Avg 1-5) (Goes to Q12.) (RA NOTE: Leave blank if "Don't Know" or "refused to answer.")

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

**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 Q13g is "NOTNULL" Goes to Q13x; if Q13g is "ISNULL" goes to Q15.)

Q13a. Bulk Trash in Swale or Right of Way avg

Q13b. Work done without permits avg

Q13c. Overgrown Lawns avg

Q13d. Junk Cars or Boats avg

Q13e. House in disrepair (needs painting, etc.) avg

Q13f. Roaming Animals avg

Q13g. Other avg

Q13x. Specify "Other" code violation. (Comment1) (Leave blank if no response.) (Goes to Q15.)

**Today, we have budget cuts on the horizon leading to the possibility of services and agencies being cut from the county budget, we need to know from you the importance of the following services meaning is it critical for you that these services exist or are they not important to you at all.**

Q14. How would you rate the importance of the following county services regarding Facilities and Infrastructures? You will be judging this on a scale of 1 to 5 with 1 meaning not important and 5 meaning Critical service meaning you can't live without it. (Avg 1-5) (RA NOTE: Leave blank if no response.) (If NOTNULL goes to Q14x; if ISNULL goes to Q15.) (Avg) (Goes to Q15.)

Q14a. Maintenance/Upkeep of County Buildings (avg)

Q14b. Maintenance of Public Parks (avg)

Q14c. Mosquito Control Services (avg)

Q14d. Stormwater Maintenance and Improvements (avg)

Q14e. Road and Bridge Maintenance and Improvements (avg)

Q14f. Ditches, Right-of-Way and Holding Pond Maintenance (avg)

Q14g. Traffic Control (avg)

Q14x. Why do you feel that way? (Comment) ( Goes to 15.)

Q15. How would you rate the financial importance for the county's services regarding Public Safety? Do you need these services, does it matter to you or can you easily live without them? You will be judging this as well on a scale of 1 to 5 with 1 meaning not important and 5 meaning Critical service meaning you can't live without it. (Avg 1-5) (RA NOTE: Leave blank if no response.) (If NOTNULL goes to Q15x; if ISNULL goes to Q16.)

Q15a. Emergency Medical Services (Ambulance Operations) (avg)

Q15b. Fire/Rescue Services (avg)

Q15c. Emergency Operation Center and Disaster Management (avg)

Q15d. 911 Communications (avg)

Q15x. Why do you feel that way? (Comment4) (Goes to Q16.)

Q16. How would you rate the nature of importance for the county's services regarding Community and Environment? Again, do you need these services, does it matter to you or can you easily live without them? You will be judging this on a scale of 1 to 5 with 1 meaning not important and 5 meaning Critical service meaning you can't live without it. (Avg 1-5) (RA NOTE: Leave blank if no response.) (Goes to Q16x.)

Q16a. Recycling and Landfill Operations (avg)

Q16b. Community Redevelopment (avg)

Q16c. Civic Center (avg)

- Q16d. Libraries (avg)
- Q16e. Mass Transit Services (avg)
- Q16f. Animal Shelter/ Kennel Operations (avg)
- Q16g. Recreation Programs including Lake Stone Campground, Equestrian Center and Athletic Leagues (avg)
- Q16h. Natural Resource Conservation including Water Quality and Land Management (avg)
- Q16i. Extension Services (avg)

Q16x. Do you have any comments regarding why you rated the importance as you did? (Comment) (Goes to Q17.)

Q17. Now, think about those same attributes and tell me how about the nature of importance regarding Development Services? How important are these services in your everyday life? Again, you will be judging this on a scale of 1 to 5 with 1 meaning not important and 5 meaning Critical service meaning you can't live without it. (Avg 1-5) (RA NOTE: Leave blank if no response.) (Goes to Q17x.)

Please rate the following:

- Q17a. Building Inspections (avg)
- Q17b. Long Range Planning (avg)
- Q17c. Zoning and Development Review (avg)
- Q17d. Environmental Permitting (avg)

Q17x. Do you have any comments regarding why you rated the county's performance as you did? (Comment) (Goes to Q18.)

Q18. Finally, regarding the final county service of the Corrections office; are these services critical for funding, does there funding matter much to you or are they just not important at all? Again, on a scale of 1 to 5 again, you will be judging this on a scale of 1 to 5 with 1 meaning not important and 5 meaning Critical service meaning you can't live without it. (Avg. 1-5). (RA NOTE: Leave blank is no response) (Goes to Q18x)

- Q18a. Road Prison (avg)
- Q18b. Code Enforcement (avg)
- Q18c. Community Corrections Program (avg)

Q18x. Do you have any comments regarding why you rated the county's performance as you did? (Comment4) (Goes to Q19.)

### **Future Planning and Expectations**

Q19. Name the top 3 things you would like to see in Escambia County in the next five years. (Comment) (Goes to Q20.) (Note: Allow the respondent to think. Only give examples if they need clarification.)(for example, recycling, community centers, sidewalks, streetlights, etc.

PLEASE only put one item per field, and list only the item, not a complete sentence!

Q20. Are there any existing County services that you would recommend the County discontinue? (Comment) (Goes to Q21.)

Q21. Are there services, which the County currently does not provide, that you would recommend implementing? (Comment) (Goes to Q22.)

Q22. Regarding the agencies receiving funding from the county we would like to know from you the importance of the county funding these agencies. You will be judging this on a scale of 1 to 5 with 1 meaning not important and 5 meaning Critical service meaning you can't live without it. (avg 1-5) (RA NOTE: Leave blank is no response) (Goes to Q22x)

Q22a. First Call for Help/United Way (avg)

Q22b. Fair Housing Issues (avg)

Q22c. Suicide Prevention Hotline (avg)

Q22d. Youth Volunteers (avg)

Q22e. Subsidized Day Care Services (avg)

Q22f. Senior Citizen Services such as Meals on Wheels (avg)

Q22g. Tourism Promotion (avg)

Q22h. Health Department (avg)

Q22i. Economic Development/Chambers of Commerce (avg)

Q22j. Wildlife Sanctuary (avg)

Q22x. Do you have any additional comments regarding the funding of these agencies? (Comment) (Goes to Q23)

Q23. 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 Q22x; if anything else, including "ISNULL," goes to Q23.)

Q23a. Managing growth

Q23b. Transportation

Q23c. Building and maintaining a sense of community

Q23d. Attracting jobs and economic development

Q23e. Affordable housing

Q23f. Access to waterways

Q23g. Other – specify

Q23x. Specify "Other" (Comment) (Leave blank if no response.) (Goes to Q23.)

### **Overall Satisfaction Rating**

Q24. 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 Q25.)

### **Specific Demographics**

Q25. How many years have you lived in Escambia? (Avg. Integer response.) (Goes to Q26.)

Q26. Do you own or rent your residence? (Lookup) (Requires help table hlp\_ownrent.) (Builder's note: required field; NULLs not allowed.) (Goes to Q28.)

Own  
Rent  
Refused to answer

### **Standard Demographics**

Q27. 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) (Builder's note: required field; NULLs not allowed.) (Note: OK to read choices.) (Goes to Q29.)

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

Q28. What is the highest degree or level of school you have completed? (Lookup) (Requires use of help table hlp\_educat) (Builder's note: required field; NULLs not allowed.) (RA NOTE: Aided response ok here. Ask the respondent to stop you when you get to the choice that best describes them, then hit "choose" and read the choices in order from the dropdown screen.) (Goes to Q30.)

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

Q29. What is your present marital status? (Lookup) (Requires use of help table hlp\_marital) (Builder's note: required field; NULLs not allowed.) (Goes to Q30a.)

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

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

Q30. Which of the following ethnic groups best describes your race? (Lookup) (Requires use of hlp\_race2) (Builder's note: required field; NULLs not allowed.) (RA Note: OK to read choices.) (Goes to Q31.)

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

Q31. 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) (Builder's note: required field; NULLs not allowed.) (Goes to Q32.)

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

Q32. (NOTE: record Respondent's gender. It is NOT necessary to ask a question here! "Unknown" means that YOU couldn't tell without asking the respondent and possibly insulting them!) (Lookup) (Requires use of help table hlp\_gender1) (Builder's note: required field; NULLs not allowed.) (Goes to Q33.)

M=Male  
F=Female  
U=Unknown

Q33. Do you have any additional comments? (Comment) (Goes to CDS)

Q34. 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 – Limit termination statuses on this screen to only include system defaults and “NQ.”) (RA NOTE: Terminate call using the status of NQ – “NOT QUALIFIED!”)

Q35. 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 – Limit termination statuses on this screen to only include system defaults and “NQ.”) (RA NOTE: Terminate call using the status of NQ – “NOT QUALIFIED!”)  
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.)