

## Escambia County Community Survey Fall/2008 Rev10\*

**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.)

{34} 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.) **qualifier\_1**

{35} 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.) **qualifier\_2**

### General Questions about key County services:

{48} 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 <= 2, goes to Q1x; if >=3, goes to Q2; if ISNULL, goes to Q2.) **avg1**

{119-126} Q1x. Please explain why you are dissatisfied or why you rated as you did. (Comment8) (Goes to Q2.) **comm1-comm8**

{49} Q2. On a scale of one to five, with 5 being VERY GOOD and1 being VERY POOR, how would you rate the QUALITY OF LIFE in your neighborhood? (Avg 1-5) (If <= 2, goes to Q2x; if >=3, goes to Q3.) **avg2**

{127-134} Q2x. Please explain why you feel that the quality of life is poor, or why you rated as you did. (Comment8) (Goes to Q3.) **comm9-comm16**

{50} 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.) **avg3**

{135-138} Q3x. Please explain why you feel that the responsiveness to complaints is poor, or why you rated as you did. (Comment4) (Goes to Q4.) **comm17-comm20**

{51} 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.) avg4

{139-142} 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.) comm21-comm24

### 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.)

{52}	Q5a.	Fire Protection Services	avg5
{53}	Q5b.	Streets (ease of travel by car)	avg6
{54}	Q5c.	Emergency Medical Services(Ambulance)	avg7
{55}	Q5d.	Stormwater/Drainage	avg8
{56}	Q5e.	Boat Launch Facilities	avg9
{57}	Q5f.	Parks and Recreation facilities	avg10
{58}	Q5g.	Public Beach Accesses	avg11
{59}	Q5h.	Street maintenance	avg12
{60}	Q5i.	Mosquito Control	avg13
{61}	Q5j.	Public Transportation (Bus/ECAT)	avg14
{62}	Q5k.	Library Services	avg15
{63}	Q5l.	Recreational programming	avg16
{64}	Q5m.	County website	avg17

{65} 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.) avg18

{143-146} Q6x. Why do you feel that way? (Comment4) (Goes to Q7.) comm25-comm28

{38} Q7. Do you feel speeding/traffic violations are regularly enforced in Escambia? (Y/N) (Goes to Q8.) yn1

{66} 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.) avg19

{147-150} Q8x. Why do you feel that way? (Comment4) (Goes to Q9.) comm29-comm32

{104} 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.)

quest\_1\_look

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

{151} Q9x. Specify “other” source of information about Escambia County: (Comment1) (Goes to Q10.)  
comm33

{39} 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

{67} 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.”) avg20

{68} 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.) avg21

**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.)

- |      |   |       |
|------|---|-------|
| {69} | Q13a. Bulk Trash in Swale or Right of Way       | avg22 |
| {70} | Q13b. Work done without permits                 | avg23 |
| {71} | Q13c. Overgrown Lawns                           | avg24 |
| {72} | Q13d. Junk Cars or Boats                        | avg25 |
| {73} | Q13e. House in disrepair (needs painting, etc.) | avg26 |
| {74} | Q13f. Roaming Animals                           | avg27 |
| {75} | Q13g. Other                                     | avg28 |

{152} Q13x. Specify “Other” code violation. (Comment1) (Leave blank if no response.) (Goes to Q15.)  
comm34

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

{76} 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. (Avg) (Goes to Q15.) avg29

{77} 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) (RA NOTE: Leave blank if no response.) (If NOTNULL goes to Q15x; if ISNULL goes to Q16.) avg30

{153-156} Q15x. Why do you feel that way? (Comment4) (Goes to Q16.) comm35-comm38

### **Economic Development**

Q16. How important is it to you that the county government be involved in each of the following, as each attribute relates to leadership and direction, with 5 being VERY IMPORTANT and 1 being NOT IMPORTANT AT ALL? (Average 1-5) (Leave blank if no response.) (Goes to Q16x.)

As it relates to providing leadership and direction, how important is it that county government be involved in:

- {78} Q16a. Economic Development avg31
- {79} Q16b. Bringing good jobs to Escambia County avg32
- {80} Q16c. Converting homes to alternative power sources avg33
- {81} Q16d. Providing services to needy individuals or families avg34
- {82} Q16e. Protection of wetlands, drinking water and other environmentally sensitive lands through regulation and acquisition avg35
- {83} Q16f. Agricultural lands and family farm protection. avg36
- {84} Q16g. Assistance to qualified 1st time homeowners avg37

{157-160} Q16x. Do you have any comments regarding why you rated the importance as you did? (Comment4) (Goes to Q17.) comm39-comm42

Q17. Now, think about those same attributes and tell me how well you think county government has PERFORMED on each one, on a scale from 1 to 5 with 5 meaning EXCEPTIONAL PERFORMANCE and 1 meaning PERFORMANCE NEEDS IMPROVEMENT. (Average 1-5) (Leave blank if no response.) (Goes to Q17x.)

Please rate the county government's level of performance on:

- {85} Q17a. Economic Development avg38
- {86} Q17b. Bringing good jobs to Escambia County avg39
- {87} Q17c. Converting homes to alternative power sources avg40
- {88} Q17d. Providing services to needy individuals or families avg41
- {89} Q17e. Protection of wetlands, drinking water and other environmentally sensitive lands through regulation and acquisition avg42
- {90} Q17f. Agricultural lands and family farm protection. avg43
- {91} Q17g. Assistance to qualified 1st time homeowners avg44

{161-164} Q17x. Do you have any comments regarding why you rated the county's performance as you did? (Comment4) (Goes to Q18.) comm43-comm46

Q18. How willing are you to allow the county's government to devote economic resources to the following economic development efforts, on a scale of 1 to 5 with 5 being VERY WILLING and 1 being NOT AT ALL WILLING? (RA NOTE: Move immediately to next screen & leave blank if "no response.") (Goes to Q18a)

Q18a. Please rate how willing you are to allow the county to devote economic resources to: (Average 1-5) (Leave blank if no response.) (Goes to Q18x.)

{92} Q18a. Provide tax credits to employers who expand their workforce avg45

{93} Q18b. Provide free or reduced prices on infrastructure to business willing to relocate in the county. avg36

{94} Q18c. Reclaiming dilapidated areas for economic development avg47

{95} Q18d. Ad Valorem 1/2 mil for land acquisition program to prevent development encroachment on military installations, protect agricultural land use and protect natural resources avg48

{96} Q18e. Provide monies or free land avg49

{97} Q18f. Incentives to businesses opening or moving to priority locations such as commerce parks and designated redevelopment areas. avg50

{165-168} Q18x. Do you have any comments regarding your willingness (or unwillingness) to allow the county to devote money to economic development efforts? (Comment4) (Goes to Q19.) comm47-comm50

## Future Planning and Expectations

{169-171} Q19. Name the top 3 things you would like to see in Escambia County in the next five years. (Comment3) (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!) comm51-comm53

{172-175} Q20. Are there any existing County services that you would recommend the County discontinue? (Comment4) (Goes to Q21.) comm54-comm57

{176-179} Q21. Are there services, which the County currently does not provide, that you would recommend implementing? (Comment4) (Goes to Q22.) comm58-comm61

{105} Q22. 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.)

quest\_2\_look

- 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

{180} Q22x. Specify “Other” (Comment1) (Leave blank if no response.) (Goes to Q23.) comm62

### Overall Satisfaction Rating

{98} Q23. 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 Q24.) avg51

### Specific Demographics

{99} Q24. How many years have you lived in Escambia? (Avg. Integer response.) (Goes to Q26.) avg52

{40} Q25. 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 Y/N (Goes to Q26.) yn3

{106} 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 quest\_3\_look

{107} Q27. 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.) (Builder’s note: required field; NULLs not allowed.) (If “Other – specify” goes to Q24x; if anything else goes to Q28.) quest\_4\_look

House Condo Townhouse Apartment Other – specify Refused to answer

{108} Q27x. 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 Q28.) quest\_5\_look

### Standard Demographics

{109} Q28. 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.) [quest\\_6\\_look](#)

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

{110} Q29. 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.) [quest\\_7\\_look](#)

- |   |                          |
|---|--------------------------|
| 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    |

{111} Q30. 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.) [quest\\_8\\_look](#)

(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       |                      |

{112} Q30a. 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.) [quest\\_9\\_look](#)

- |                           |                           |                    |                      |
|---------------------------|---------------------------|--------------------|----------------------|
| 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 |

{113} 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.) [quest\\_10\\_look](#)

- |                        |                          |
|------------------------|--------------------------|
| 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    |

{114} 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.) quest\_11\_look

M=Male                      F=Female                      U=Unknown

{181-188} Q33. Do you have any additional comments? (Comment8) (Goes to CDS) comm63-comm70

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.)

\* Rev10 is a "cleaned up" version of Rev9 which contained multiple highlights in several colors as a "working copy" during TLG programming. This final version contains yellow highlights to accent the Economic Development section which was newly-added for 2008's survey. Several "placeholder" questions are also highlighted to make it easier for the reader to see where skip patterns caused a break in the numbering sequence for the data collected.