



Memorandum

DATE: April 11, 2014
TO: City Councilmembers
CC: Debbie Tarry, City Manager
John Norris, Assistant City Manager
FROM: Eric Bratton, Communications Program Manager
RE: 2016 Citizen Satisfaction Survey – Police questions

As stated in the previous memo, ETC reported that they have had a number of jurisdictions asking questions about police interactions with the public since Ferguson. They provided a number of examples. Below are three possible questions for our survey, with answers being on the same 1 to 5 satisfaction scale as the rest of the survey:

How satisfied are you with:

- 1. The level of respect Shoreline police officers show residents regardless of race, gender, age, and other factors.*
- 2. Efforts by the Shoreline Police to ensure that all segments of the City's diverse population are served equally.*
- 3. How much you can trust Shoreline police officers.*

George Mason researchers have also fine tuned their question to read:

How satisfied are you with:

- 4. Shoreline Police Department's response to situations involving individuals with cognitive or mental challenges.*

We were concerned that the mental health question may be too narrow; however, the researchers explained that they are looking for a baseline. One of the goals of RADAR is to improve community perceptions and increase their awareness of how the police deal with cases involving individuals with mental health and cognitive issues. The thought would be to ask this question now and then again a couple of years down the road once RADAR has been implemented and "marketed." We are expecting to see low awareness at this stage, but hope that in the future with more awareness, fewer people would say "don't know" or "neutral" and that they would be satisfied with police response.