



# 2008 COMMUNITY SURVEY CITY OF EAGLE RESULTS



The Ada County Sheriff's Office (ACSO) contracted with Strategic Intelligence, Inc. to measure citizen perceptions and expectations of our services by surveying unincorporated areas of Ada County and our three contract policing municipalities - Eagle, Kuna and Star. The study involved two distinct data collection methods:

1. Telephone interview provided scientifically reliable baseline information about citizen perceptions, crime concerns, and suggestions for service improvements.
2. Online survey provided a "democratic, open-door" opportunity for all citizens to participate.

### Survey Topics - 40 questions, 10 minutes

- Demographic attributes of the survey respondents (gender, age, education, type of domicile, town/county, zip code, visits to the ACSO website)
- Community's quality of life
- Perceptions of neighborhood crime
- Evaluation of ACSO's amount and quality of services
- Opinion about several ACSO initiatives
- Ways ACSO can improve services and communicate with citizens

#### Data Collection

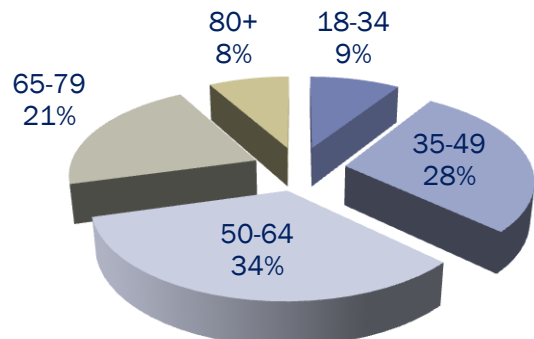
March 11 - April 16, 2008

Telephone interviews = 200  
 Online surveys = 17  
 Total respondents = 217

### 217 City of Eagle Survey Respondents

- 51% men and 49% women
- 89% live in a detached single-family home
- 79% have some college education (26% have an associate or technical degree or some college courses, 27% college diploma, 25% post-graduate courses or degree)

#### Age of Respondents





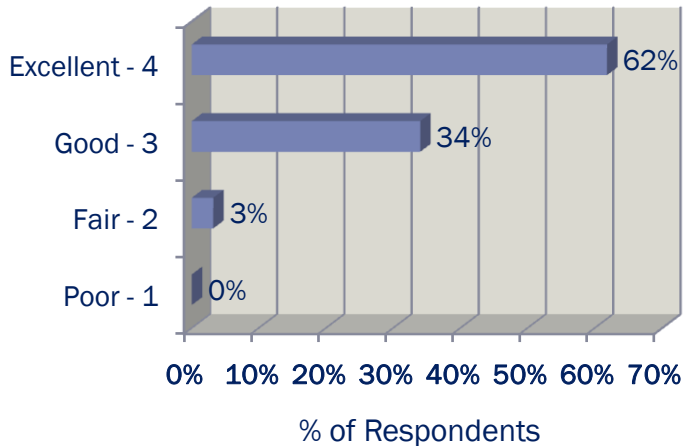
# Ada County Sheriff's Office

## QUALITY OF LIFE



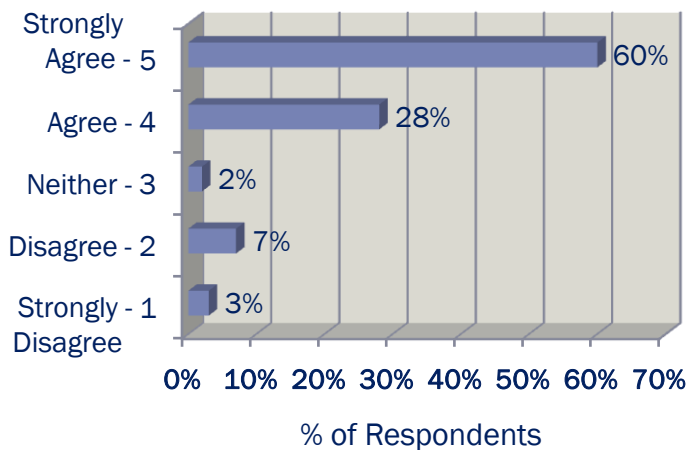
### Quality of Life Where You Live

96% of Eagle survey respondents said their quality of life was good or excellent, which was significantly higher than ACSO's other service areas.



### Neighbors Look Out for Each Other

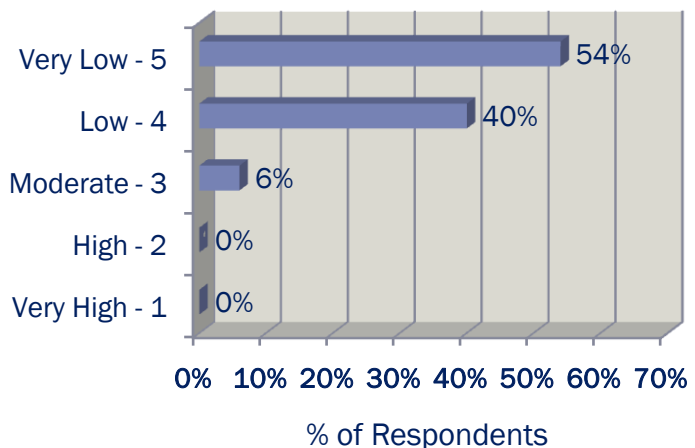
88% of Eagle survey respondents agreed that they live in an area where neighbors look out for each other.



### Level of Crime in Your Neighborhood

94% of Eagle survey respondents reported that crime in their neighborhood is low or very low.

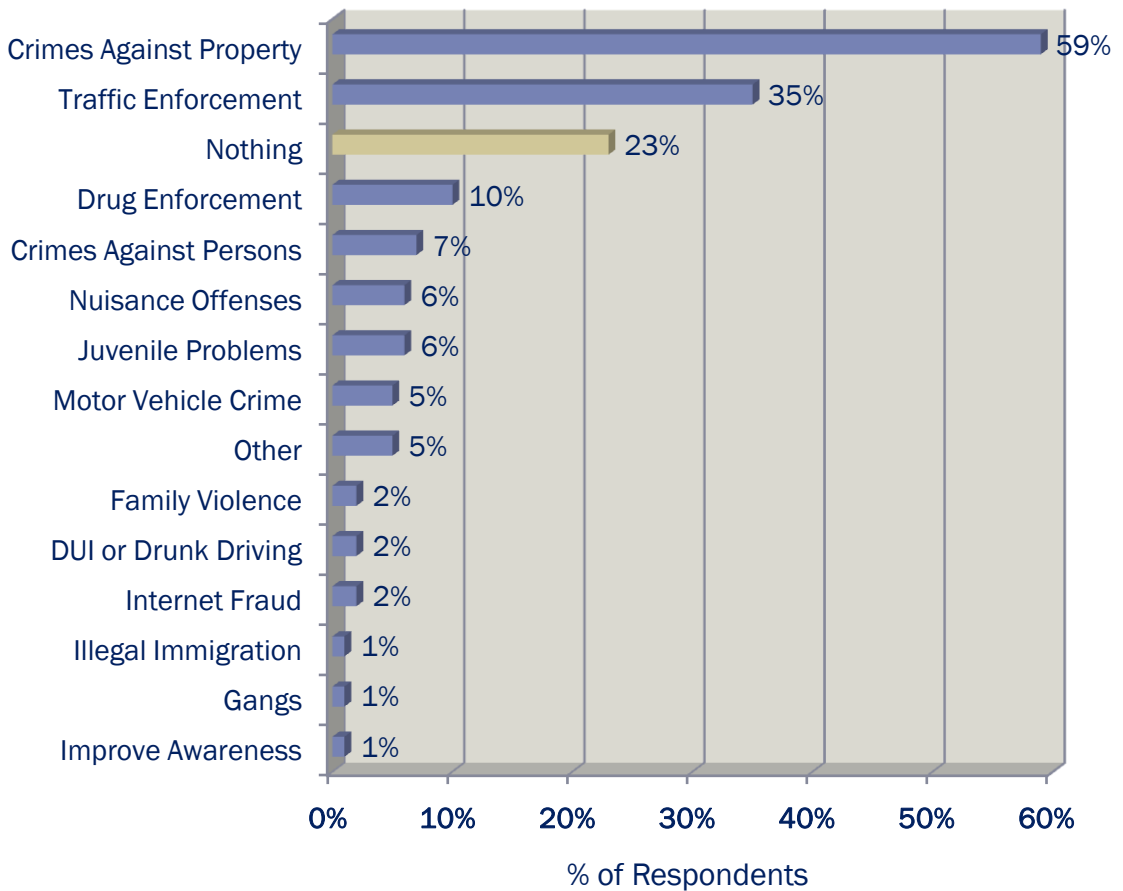
78% said that the level of crime has remained about the same over the past two years; 18% said crime had increased; and 4% said it had decreased.





### Top Crime or Law Enforcement Issue in Your Neighborhood

A majority (59%) of respondents said the top crime or law enforcement issue in their neighborhood involved crimes against property, such as theft or vandalism. In a distant second was traffic enforcement with 35% of respondents.





# QUALITY OF SERVICES

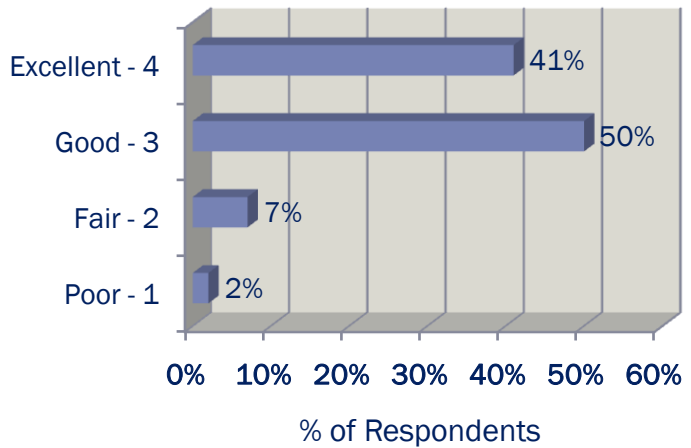


## Overall Quality of ACSO Services

91% of Eagle survey respondents rated our services as good or excellent.

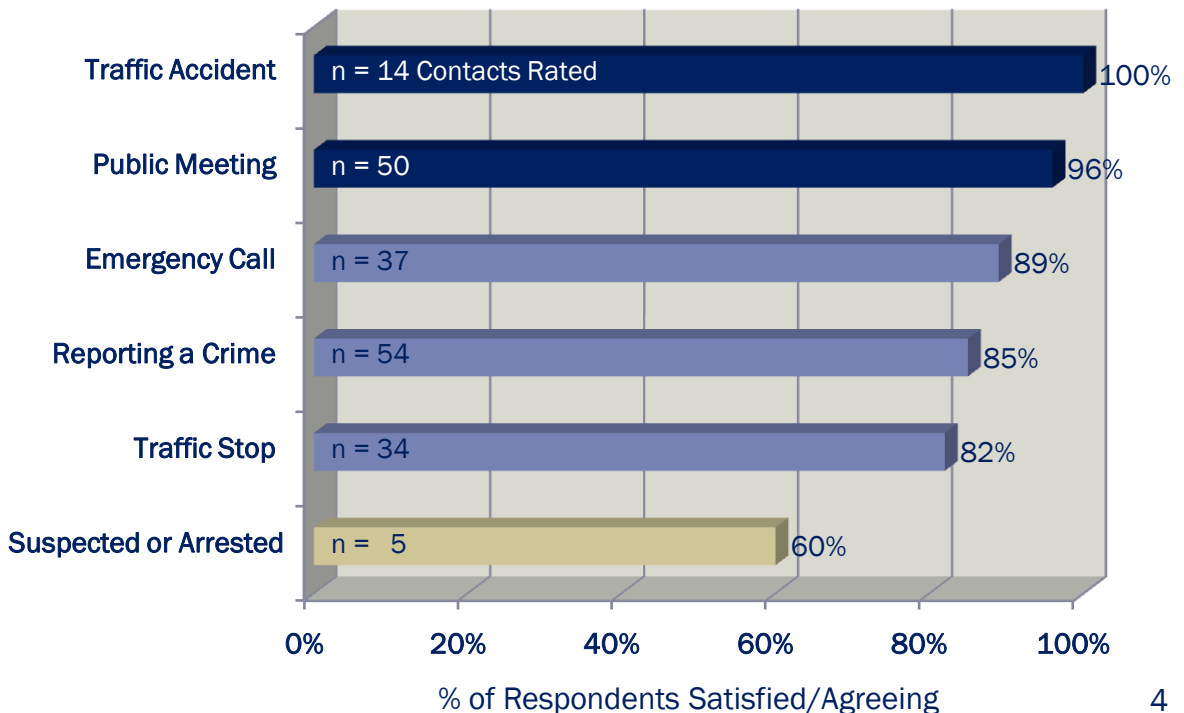
## Amount of Patrolling In Your Neighborhood

65% of survey respondents said that deputies patrol just about the right amount, but 32% said it was too little.



## Evaluation of Contacts with ACSO

38% of Eagle survey respondents had no contact with us in the past 2 years, 34% interacted with us 1-2 times, 13% 3-4 , and 14% had 5 or more contacts.





# QUALITY OF SERVICES



## Evaluation of Contacts with ACSO

Evaluations of contacts with ACSO staff fell into three tiers of rating:

1. We received highest marks from survey respondents who were aided by ACSO staff at a traffic accident or interacted with us at a public meeting – at least 96% were very or somewhat satisfied with their contact.
2. In the next tier, 85-89% of survey respondents reported satisfaction with their treatment when making a 9-1-1 or emergency call or reporting a crime; 82% agreed they were treated professionally when stopped for a traffic violation.
3. We received lower ratings for contacts with citizens who were suspected, arrested or charged with a crime, although 60% agreed that ACSO staff treated them professionally.

Contact Type	No. of Respondents	% Survey Respondents				
		5 Very Satisfied	4 Somewhat Satisfied	3 Neither	2 Somewhat Dissatisfied	1 Very Dissatisfied
Satisfaction with aid at a <b>Traffic Accident</b>	14	93%	7%	0%	0%	0%
Satisfaction with ACSO at a <b>Public Meeting</b>	50	82%	14%	0%	2%	2%
Satisfaction with handling of 9-1-1 or <b>Emergency Call</b>	37	78%	11%	0%	3%	8%
Satisfaction with treatment when <b>Reporting a Crime</b>	54	70%	15%	2%	6%	7%
Treated professionally during a <b>Traffic Stop **</b>	34	70%	12%	0%	6%	12%
Treated professionally when <b>Suspected or Arrested **</b>	5	20%	40%	0%	0%	40%

\*\* Response options for this question: 5 = Strongly Agree, 4 = Somewhat Agree, 3 = Neither, 2 = Somewhat Disagree, 1 = Strongly Disagree.

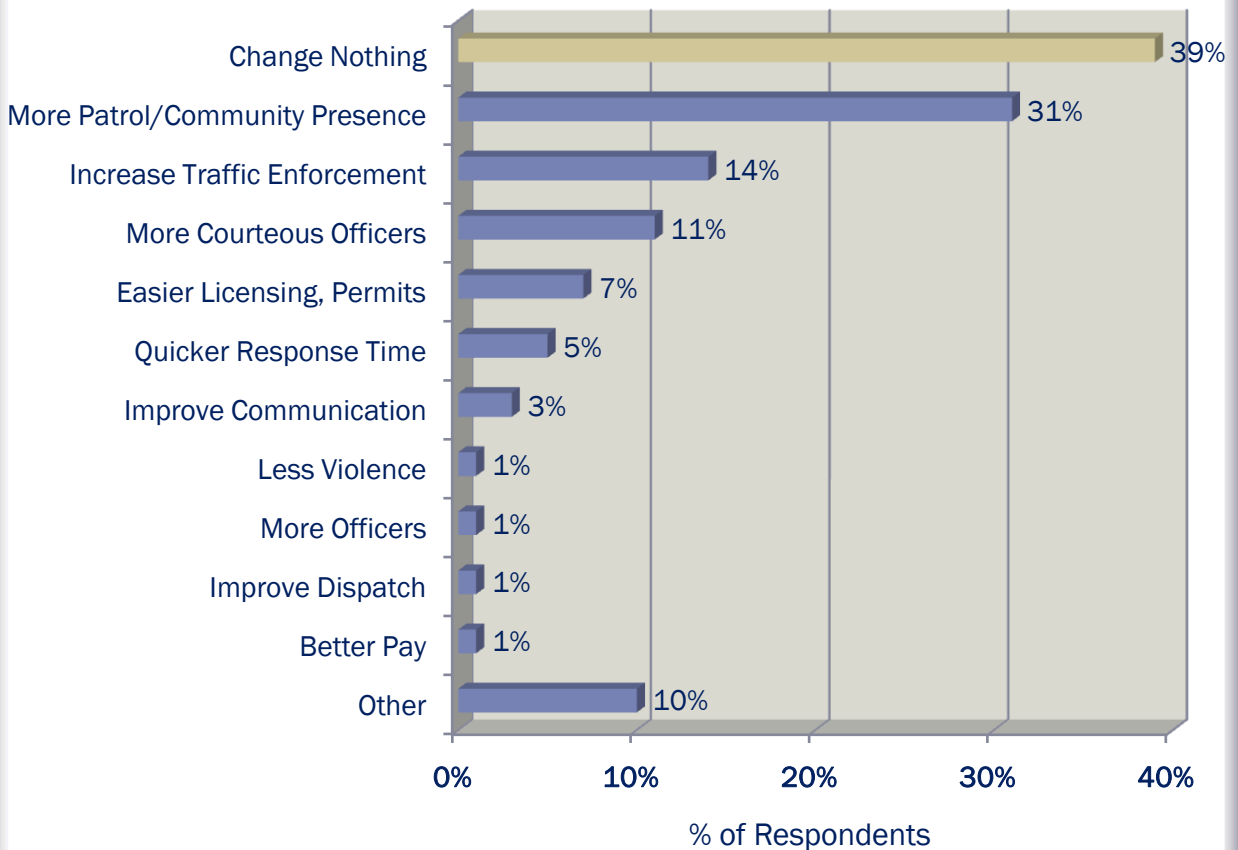


# QUALITY OF SERVICES



## Ways to Improve ACSO Services

When asked about ways to improve our services, more than one-third (39%) of respondents said they would change nothing. Slightly fewer (31%) said they would like to see more patrolling or an increased community presence. That suggestion was followed by calls for more traffic enforcement (14%), more courteous deputies (11%) and easier licensing (7%).





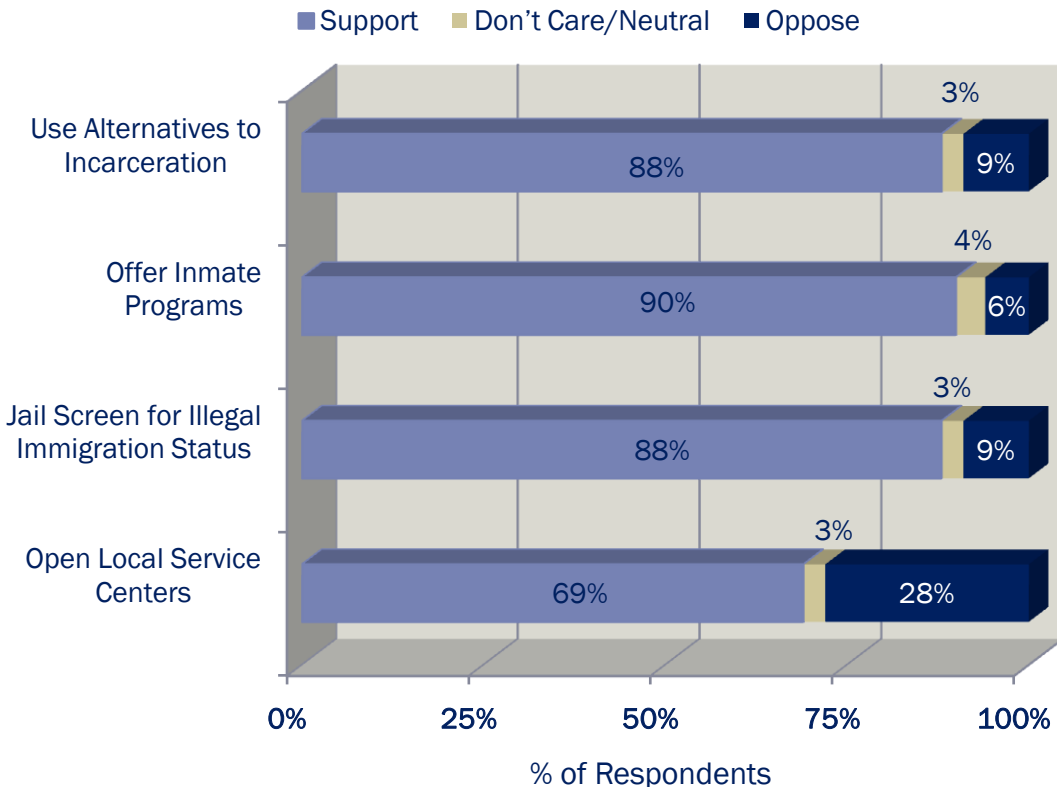
# QUALITY OF SERVICES



## Support for ACSO Initiatives

Respondents supported all four proposed initiatives by strong majorities of at least 69%; nine in ten supported the use of incarceration alternatives, inmate programs and screening of jail inmates for illegal immigration status.

1. Many low-risk offenders convicted of such non-violent crimes as petty theft or failure to appear for court are currently housed in jail. Do you support or oppose having the Ada County Jail use such alternatives as electronic monitoring bracelets and work release programs for these low-risk offenders instead of jail?
2. Do you support or oppose having the Ada County Jail offer inmate programs such as substance abuse counseling and behavior change classes in order to reduce the likelihood that inmates will repeat crimes and return to jail?
3. Do you support or oppose having the Ada County Jail screen all arrested persons for illegal immigration status?
4. Do you support or oppose opening local Sheriff's Office service centers in north and southwest Ada County for such non-policing needs as permits, driver's licenses, information requests, and receiving crime reports, if the cost were \$3.00 per household per year?



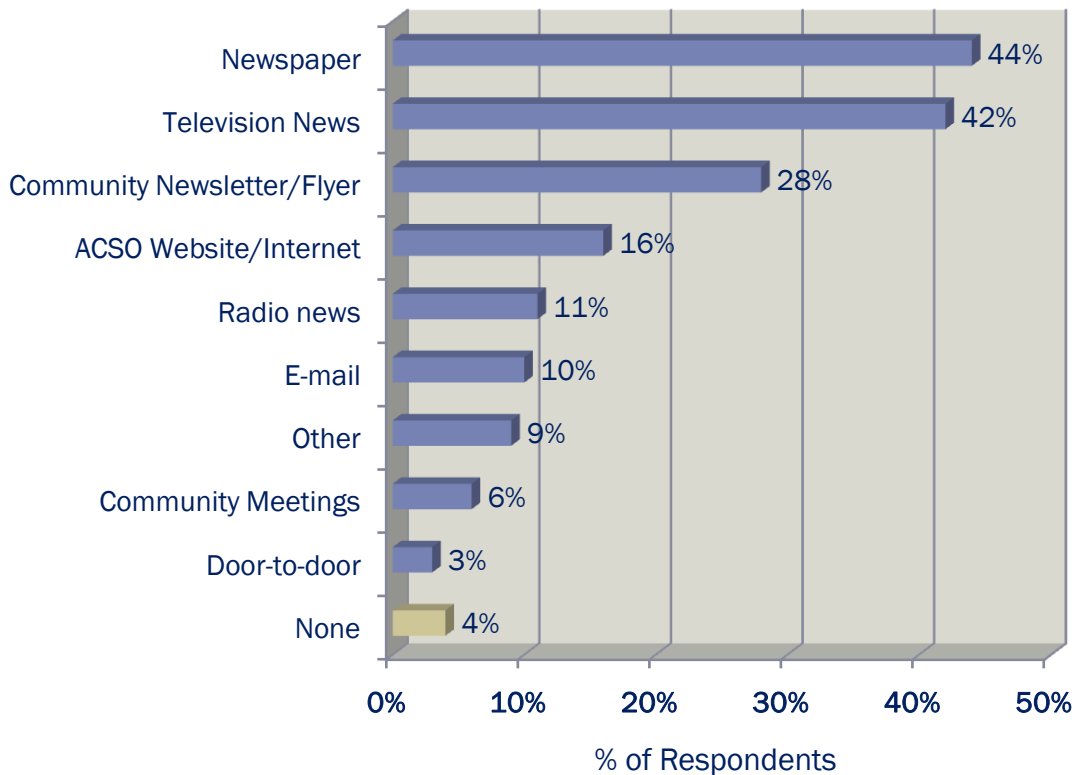


# 2008 COMMUNITY SURVEY



## Best Way to Communicate

Most Eagle residents report the newspaper or television as the best way to communicate ACSO news to the community, with 42-44% of respondents endorsing each, followed by a community newsletter or mailed flyer (28%) and the ACSO website (16%).



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