Hemet Community Survey

Final Report

Submitted to:

Hemet Police Department

by:

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EXECUTIVE SUMMARY

In April, 2013, Hemet Police Chief Dave Brown introduced "Project H.O.P.E." (***H***emet's ***O***ption for ***P***olicing ***E***xcellence), and announced a plan to cut crime by 10 percent and fear of crime by 25 percent by the end of 2014. A key component of Chief Brown's plan was to survey the community to establish a baseline for fear of crime and determine the community's priorities for improving quality of life in Hemet.

IAR is pleased to submit its final report describing the results of the Hemet Community Survey, a survey effort to gather needed baseline data from the community regarding quality of life in Hemet, with specific emphasis on fear of crime and concrete behaviors linked to fear of crime (such as leaving the city to shop in order to increase their perceived level of safety). The data gathering effort was designed to produce numerical assessments which would be repeated over time to measure progress in meeting the Department's goals. The results will contribute meaningful information to the Department's strategic planning process, and will serve as a springboard for community-wide engagement and action geared toward improving the quality of life in the City.

SURVEY METHODS

Three types of survey methodologies were used in order to elicit information from Hemet residents, merchants/employers, and non-residents who visit Hemet or work in Hemet:

1) A **telephone survey** (conducted in English and Spanish, where necessary) was used in order to tap the opinions of a *statistically valid random sample* of Hemet residents; that is, a sample drawn from the population in a way that every adult (with a telephone) living in the City had virtually the same chance to be included in the sample. The random sampling procedures used were designed to ensure that the resulting data would be unbiased and would approximate the demographic breakdown shown in the 2010 Census. In other words, the sample would reflect the profile of adults who have phones (including cell phones) and who reside within the city limits of Hemet.

- A total of 448 residents were surveyed between October 23 and October 30, 2013 (with 3% of them conducted in Spanish), resulting in a 95 percent level of confidence and an accuracy of +/- 4.6%.
- The data were slightly skewed toward older people and non-Hispanics (people traditionally more likely to respond to a phone survey), thus in order to correct for this under-sampling and to better reflect the demographic profile of the City, a weighting factor was applied to the data. The weighted data (cited in this report) are only slightly different from the unweighted results, however the weighting better allows us to generalize to the full population of residents.

2) An **online survey** was used to tap opinions of Hemet residents as well as non-residents who visit Hemet or work in the city. The online versions of the Hemet Community Quality of Life Survey (available both in English and Spanish) were made active on the SurveyHemet.com web page on November 28, 2013 and were active through January 5, 2014.

- A total of 1,345 surveys of Hemet residents were completed online and 466 additional surveys of non-residents were completed online by people who visit Hemet or work in the City but live elsewhere.
- Online surveys can provide an opportunity for community engagement and broad participation. Further they can provide additional validation of phone survey results if the overall trends of the two methodologies match. They are also useful for asking questions which are better answered when "read/viewed" rather than "heard" over the phone. Data from online surveys are not random, however, and therefore must be interpreted with caution due to possible biases in the data. If there is a discrepancy between online survey results and phone survey results, ***the phone survey results are the statistically valid results which should be relied upon.***

3) Two **focus groups** were conducted on November 19, 2013, with representatives of Hemet's major employers and members of Chief Brown's advisory group. These focus groups provided the opportunity to ask in-depth probing questions too complex to be included in a phone or online survey and to begin to engage stakeholders in the Police Department's strategic planning process. Finally, they were used as a way of eliciting stakeholders' help in promoting the online survey (especially among under-represented groups from the phone survey – young people and Hispanics) so as to increase community participation.

FINDINGS

The research objectives of the study were to gather baseline data regarding overall quality of life in Hemet, perceptions of crime and safety in Hemet, and the community's preferred policing priorities. Questionnaires were constructed which would provide the Hemet Police Department and other City leaders with data that is useful (as opposed to simply "interesting") and *actionable*. In this executive summary, survey results are grouped based on what respondents felt positive about, what they felt "less positive" about, and what they cited as their main concerns. This summary **focuses mainly on the telephone survey results** (the statistically valid results which reflect the profile of adults in the City as shown in the 2010 Census).

LEGEND: Bold numbers are phone survey results (statistically valid, based on a random sample of residents); <u>underlined</u> numbers are online survey results (residents and workers).

POSITIVE VIEWS ABOUT LIFE IN HEMET AND THE HEMET POLICE DEPARTMENT

- Residents like Hemet's location/scenery (**20.7%**), small town atmosphere (**15.0%**), convenience to stores (**13.6%**), and affordable housing (**12.1%**). Hemet is perceived as a place that is not crowded (**8.0%**), peaceful and quiet (**7.4%**), with friendly people (**7.3%**).
- **59.3%** are proud to live in Hemet, with older people more likely to feel such pride than younger people
- **55.1%** feel a sense of belonging in Hemet
- 86.1% of non-residents feel that Hemet is a good place to find an affordable place to live
- 69.6% of non-residents think Hemet is a good place to make friends
- **69.0%** think that the Hemet Police Department is doing a good, very good, or excellent job with the resources it currently has.
- 91.4% believe it is important to have local officers working the streets of Hemet.
- **39.8%** of phone survey respondents believe that safety in Hemet has improved over the past 6 months (and other **9.1%** said it MAY have improved). This finding is significant in that people don't tend to notice changes in a short period of time unless those changes are substantial. The other **51.1%** has not seen improvements in safety over the past 6 months.

FACTORS PEOPLE FEEL LESS POSITIVE ABOUT

- Less than half of Hemet residents (**47.1%**) rated Hemet as a "very good" or "fairly good" place to live, with older people giving higher ratings than younger people. About a quarter (26.0%) of non-residents surveyed find the city a "very good" or "fairly good" place to visit, and a more encouraging 52.9% rate Hemet as a "very" or "fairly" good place to work.
- **37.9%** of phone survey respondents who have lived in the city for 5 years or less agree that Hemet is a safe city, whereas only **23.3%** of those who have lived in the city more than 20 years feel that way
- **46.1%** of people who have been the victim of a property or violent crime in Hemet are satisfied with the way the Hemet Police Department (HPD) handled the incident. Comments highlight the community's appeal for more officers and resources (and the related desires for faster response time, more investigations, and a higher level of concern for the victims)

MAIN CONCERNS

- When asked what residents like least about living in Hemet, crime and violence were mentioned most often (**24.4%)**, with another **13.8%** mentioning drugs, gang activity, and

the perception that Hemet is a "dumping ground" for criminals, sex offenders, and ex-cons. The online survey of residents reflected similar perspectives, with 50.3% mentioning crime and violence, 8.4% mentioning gang activity, and 4.2% mentioning drugs.

- 40.2% of Hemet workers who live elsewhere said crime is what they like least about working in Hemet and 23.4% mentioned homeless people or vagrants loitering. A third (34.1%) of visitors cite lack of safety as what they like least about visiting Hemet, and 26.3% said they are bothered by homeless or vagrants loitering.
- Only **24.5%** think Hemet is a good place to raise children
- **8.5%** of residents think Hemet it is not safe to walk around their neighborhood during the day, and **57.5%** feel it is not safe at night. In contrast, 25.8% of non-residents think that walking around Hemet during the day is not safe, and 89.2% think it is not safe at night.
- Main safety concerns include drugs, gang activity, and residential burglaries. Of only slightly lower concern are auto theft, vandalism and tagging, prostitution, and homeless/vagrants loitering.
- **48.3%** are "very" or "somewhat" fearful that they will be the victim of a serious crime. More specifically, **60.8%** are "very" or "somewhat" fearful they will be the victim of a *property* crime in Hemet in the near future, and the figure is **45.2%** relative to *violent* crime.
- **57.4%** feel safe going to the local stores in the City of Hemet. **52.5%** usually leave Hemet to shop or spend money on entertainment (mainly because of availability of more options elsewhere) – a definite economic development issue.
- Residents believe that safety is everyone's responsibility (93.9%) but still want officers to patrol the neighborhood more often (80.4%). Only 27.1% believe that traffic enforcement in Hemet meets the needs of the community. 42.2% agree that the HPD responds to emergency calls in a timely manner, and 22.8% disagree.
- On a 100 point scale of importance of HPD activities (with 100 meaning extremely important and 0 meaning not important), most important activities include: gang task force (91.4), response time to emergency calls (91.1), narcotics enforcement (84.3), respectful/ professional officers (81.5), prostitution sweeps (79.1), community involvement (78.9), and removing homeless and vagrants from City parks (77.5).

INTRODUCTION

In April, 2013, Hemet Police Chief Dave Brown addressed the City Council regarding possible immediate and long-term solutions to crime and safety issues facing the community of Hemet. The Council supported Chief Brown's plan which he tagged "Project H.O.P.E." – ***H***emet's ***O***ption for ***P***olicing ***E***xcellence. His stated goal was to cut crime by 10 percent and fear of crime by 25 percent by the end of 2014. A key component of Chief Brown's plan was to survey the community to establish a baseline for fear of crime and determine the community's priorities for improving quality of life in Hemet.

In September, 2013, Chief Brown contracted with the Institute of Applied Research (IAR) at California State University to gather needed baseline data from the community regarding quality of life in Hemet, with specific questions about fear of crime and concrete behaviors linked to fear of crime (such as leaving the city to shop in order to increase their perceived level of safety). The data gathering effort was designed to produce numerical assessments which would be repeated over time to measure progress in meeting the Department's goals. It was also designed to inform the Department's future strategic planning efforts which will make explicit the mission, vision and priorities of the Department.

IAR is pleased to submit its final report describing the results of the Hemet Community Survey. The results will contribute meaningful information to the Department's strategic planning process, and will serve as a springboard for community-wide engagement and action geared toward improving the quality of life in the City.

SURVEY METHODS

Target populations

Three categories of constituencies were deemed important to survey to gain a broad understanding of the community's perceptions about quality of life in Hemet, feelings about safety in the City, and suggestions of what should be the Police Department's top priorities. City **residents** comprise the primary target population. But Hemet **merchants/employers** were also deemed to be an important secondary target population to survey, as were their **employees**. Finally, **visitors** to Hemet comprised a tertiary target population. These are people who spend their time and money in Hemet even though they live in the surrounding communities of San Jacinto or Valle Vista, or in the more distant communities of Sun City, Menifee, Wildomar, Winchester, Murrieta, Temecula, Idyllwild, and even Moreno Valley and Riverside. Non-residents were important to survey since people with a high level of fear of crime in Hemet are more likely to choose to work and visit elsewhere, resulting in a "brain drain" of skilled workers and a "money drain" from the loss of visitors and workers who now frequent Hemet businesses.

Types of Methodologies Used

Three types of survey methodologies were used in order to elicit information from Hemet residents, Hemet employers and workers, and Hemet visitors:

First, a **telephone survey** was used in order to tap the opinions of a statistically valid random sample of Hemet residents; that is, a sample drawn from the population in a way that every adult (with a telephone) living in the City had virtually the same chance to be included in the sample.[1] The random sampling procedures used were designed to ensure that the resulting data would be unbiased and would approximate the demographic breakdown shown in the 2010 Census. In other words, the sample would reflect the profile of adults who have phones (including cell phones) and who reside within the city limits of Hemet.

In addition, an **online survey** was used to tap opinions of Hemet residents and of non-residents who work in or visit the city. Although such a survey is not random (and therefore must be interpreted with caution due to possible biases in the data), it does provide an opportunity for community engagement and wider participation. Further online surveys can provide additional validation of phone survey results if the overall trends of the two methodologies match. They are also useful for asking questions better answered when "read/viewed" rather than "heard" over the phone. Data from online surveys are not random, however, and therefore must be interpreted with caution due to possible biases in the data. If there is a discrepancy between online survey results and phone survey results, ***the phone survey results are the statistically valid results which should be relied upon.***

Finally, two **focus groups** – one comprised of Hemet's major employers and one including "informal community leaders" (people on Chief Brown's Advisory Group and who are also otherwise active in community affairs) – were conducted in order to allow the researchers an opportunity to conduct more in-depth questioning of participants than the other techniques. The focus groups also served as an important method of engaging community stakeholders in the initial stages of the Police Department's strategic planning process. Finally, they were used as a way of eliciting stakeholders' help in promoting the online survey (especially among under-represented groups from the phone survey – young people and Hispanics) so as to increase community participation.

Questionnaire Construction

Questionnaire construction of the telephone survey instrument was a collaborative effort between IAR, Gina Airey Consulting, Chief Brown, Hemet City Manager Ron Bradley and Interim Assistant City Manager Gary Thornhill. Questions were only included if the resulting data would be *actionable*, would yield statistically valid information regarding respondents'

1. It must be noted that adults with more than one telephone had a slightly higher chance to be selected for the survey than those with only one phone.

views about the Police Department as well as the overall quality of life in Hemet, and would provide an opportunity to track changes over time. Questions were drawn from various sources, including: IAR's 2013 Inland Empire Annual Survey, the 2013 Riverside Community Quality of Life Survey conducted by IAR, the Pew Internet & American Life Project,[2] and discussions among the abovementioned people involved in the collaborative effort. The resulting survey instrument included questions about issues such as:

- Factors which make people feel good about living in, working in, or visiting Hemet;
- Factors which make people feel bad/uncomfortable about living in, working in, or visiting Hemet;
- Sense of "belonging" to the community (i.e., do people know their neighbors?);
- Feelings of safety in Hemet during the day and evening;
- Fear of crime and personal experience with property and/or violent crime (in Hemet and elsewhere);
- Ranking of Police Department's priorities and strategies (i.e., dealing with panhandlers, traffic control, increasing the number of police officers, increasing the visibility of the police, randomly patrolling areas versus patrolling in designated neighborhoods, etc.);
- Experience with Hemet Police Department and satisfaction with the interaction;
- Relative willingness to be taxed in order to provide specific types of police services; and
- Sources of information about crime in Hemet.

Where possible, the questions were structured to enable us to:

- Compare perceptions of different aspects of quality of life across subgroups of the population;
- Compare residents' perceptions to hard data about aspects of quality of life; and
- Elicit information which could result in recommended priorities for action which would have the greatest chance of making a positive difference in Hemet residents', workers', and visitors' quality of life.

Several iterations of the telephone survey were considered before the survey was finalized on October 27. Work then began on constructing the online survey which included most of the questions from the phone survey in addition to questions which had been deemed too difficult to address by phone. The online survey was completed and approved in late November, 2013, with separate versions for those who live in Hemet and those who work in or visit Hemet but live elsewhere. All versions of the survey (phone and the two online surveys) were available in both English and Spanish.

2. "Neighbors Online," by Aaron Smith, June 9, 2010; a project of the Pew Research Center.

Finally, the focus group guide was drafted in October and finalized in early November. It included open ended discussion questions about stakeholder's safety concerns and other issues relevant to the Hemet Police Department's strategic plan.

The telephone questionnaire is attached as Appendix I, the online questionnaires are attached as Appendices II and III, and the focus group guide is attached as Appendix IV.

Telephone Survey Methods

In order to generate the initial sampling frame, IAR purchased a list of randomly selected phone numbers (both landline and cell phone) likely to belong to City of Hemet residents in the 92543, 92544, and 92545 zip codes. The list was screened to eliminate business phones, fax machines, and non-working numbers. Finally, in order to ensure that some unlisted phone numbers were included in the sample, the original list was supplemented by using working numbers as seed numbers from which other numbers were generated by adding a constant. To the extent possible, therefore, each Hemet resident **with a telephone** (either landline or cell phone) had an equal chance of being included in the survey sample. A total of 448 residents were surveyed (with 3% of them conducted in Spanish)[3], resulting in a 95 percent level of confidence and an accuracy of +/- 4.6%.

The following table shows a partial demographic breakdown of the respondents who participated in the telephone survey. The reader will note that the phone survey slightly over-represented older people (people traditionally more likely to respond to a phone survey).

HEMET **ADULT** POPULATION BREAKDOWN

Age	Census	Phone survey (n = 448)
18 to 19	2.5%[4]	1.9%
20 to 24	8.7%	2.1%
25 to 34	15.1%	7.1%
35 to 44	13.9%	12.8%
45 to 54	16.2%	14.2%
55 to 64	15.1%	16.5%
65 to 74	13.5%	21.8%
75 to 84	10.1%	17.0%
85+ years old	4.9%	6.6%

Further, only 18.1% of the respondents reported being of Hispanic, Latino, or Spanish origin, whereas the 2012 American Community Survey[5] reports 28.8% of Hemet's adult

3. Of the 18.1% of the sample reflecting respondents of Hispanic, Latino, or Spanish origin, only 3% required the survey in Spanish language. The rest responded to the English version.
4. The census shows the age category as 15 to 19, so the above figure for 18 to 19 is an estimate only.
5. The American Community Survey is an ongoing survey conducted by the U.S. Census Bureau each year to provide more up-to-date statistics than the every-10-year census.

population (33.9% of Hemet's total population) falling into that category. The following table shows the percent Hispanic origin broken down by age group. As the reader will note, Hispanics were over-represented in the younger age groups and slightly under-represented in older age groups.

% HISPANIC BY AGE GROUP, HEMET ADULT POPULATION

	% HISPANIC IN POPULATION	% HISPANIC IN PHONE SURVEY
18 to 19 (estimate)	35.5%	75.0% of 8 people
20 to 24 years	25.9%	44.4% of 9 people
25 to 34 years	44.3%	53.3% of 30 people
35 to 44 years	39.7%	24.5% of 53 people
45 to 54 years	32.0%	25.4% of 59 people
55 to 64 years	25.3%	12.9% of 70 people
65 to 74	18.6%	12.0% of 92 people
75 to 84	11.8%	4.2% of 72 people
85 and older	15.5%	7.1% of 28 people
TOTAL ADULT POP	**28.8%**	**18.1%**

In order to better reflect the demographic profile of the City, a weighting factor has been applied to the data. The weighted data (cited in this report) are only slightly different from the unweighted results, however the weighting better allows us to generalize to the full population of residents.

Telephone interviews were conducted by the Institute of Applied Research at California State University, San Bernardino using Computer Assisted Telephone Interviewing (CATI) equipment and software. The surveys were conducted between October 23 and October 30, 2013 (weekdays from 3 to 9 PM, Saturdays from 10 AM to 6 PM, and Sundays from 1 PM to 7 PM) in order to maximize the chances of finding respondents available and willing to complete the survey. Length of interview ranged from 9 to 51 minutes, with a median of 16 minutes.

Online Survey Methods

The online survey was programmed in Qualtrics and thoroughly pre-tested. On November 28, 2013, four links to the online versions of the Hemet Community Quality of Life Survey were made active on the SurveyHemet.com web page. One link opened up an English version of the "live in Hemet" survey and another opened up an English version of the "work in Hemet and/or visit Hemet" survey. Links were also present for Spanish versions of the two surveys. The survey links were active through January 5. **A total of 1,345 surveys of Hemet residents were completed online and 466 additional surveys of non-residents were**

completed online by people who visit or work in Hemet but live elsewhere.

It is important to reiterate that online surveys are not random, thus results may be skewed and must be interpreted with caution. Typically online survey respondents are those who are either extremely positive or extremely negative about the issue under study and are more motivated to complete a survey than those with "mid-range" attitudes. Further, people who have a vested interest in survey results are able to answer an online survey more than once, thus introducing bias into the results. Even if protocols had been put into place to block more than one survey completion per IP address, the problem would still exist since people often have access to several computers. Finally, it is well known in the literature that residents who complete online surveys tend to be younger, better educated, more affluent, and more likely to be employed. And Hispanics tend to be under-represented in surveys (both online and phone surveys).

Bottom line: No survey methodology is perfect. Online surveys are a wonderful method of community engagement which can provide some interesting anecdotal data and additional validation of phone survey results if the overall trends of the two methodologies match. Further, online surveys are useful in that some types of questions elicit better responses when "read/viewed" rather than "heard" over the phone. And it is possible to include more questions on an online survey than can be asked over the phone due to the "fatigue factor" of listening to an interviewer over the phone. But if there is a discrepancy between online survey results and phone survey results, ***the phone survey results are the more statistically valid results which should be relied upon.***

Focus Group Methods

Chief Brown nominated representatives of major employers in Hemet and members of his advisory group to participate in the focus groups which were held on November 19, 2013. The sessions were held at the Hemet Police Administration Building after 5 PM. The Chief's volunteer group served as greeters, and light dinner was provided since the sessions were held in the evening (one from 5 PM to 6:30 PM and the other from 7 PM to 8:30 PM). In order to provide an environment in which focus group members could speak freely, no members of the Hemet Police Department were present for the sessions, and there was no tape recording of the discussion made. IAR staff and Gina Airey Consulting conducted the focus groups and took copious notes of the proceedings.

FINDINGS

Following are the findings from the surveys of Hemet residents, workers, and visitors. The results are organized by conceptual category. First, a brief description of demographic shifts over time in Hemet is presented, followed by perceptions of general quality of life in the city. Safety issues are then addressed, along with evaluative questions regarding the performance of

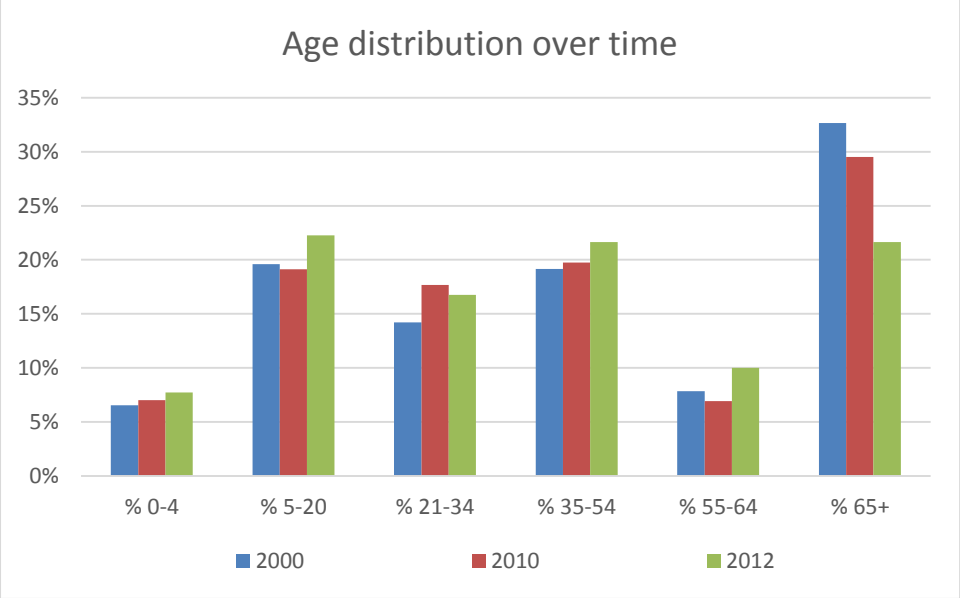
the Hemet Police Department. Within each category the weighted phone survey results are first presented, followed by the online survey and focus group results which provide supporting anecdotal data. **Telephone survey percentages are bolded** in order to reinforce the fact that these statistics are the random and generalizable figures to focus on. Online/paper results are underlined to distinguish these from the statistically valid phone results. Crosstabs by relevant variables such as respondent's age, longevity in the city, educational attainment, or race are presented where meaningful differences exist.

The reader is encouraged to view the full data displays as well as demographic profiles of respondents in Appendices V - VIII.

1) Brief Context – Changing Demographics

Although the city of Hemet was incorporated in 1910, large-scale residential development didn't blossom until the 1960's. Hemet quickly gained the reputation as a working class retirement area since much of the development was in the form of mobile home estates and retirement communities.

The Hemet of today is very different from the Hemet of the late 20th century. The City's population has grown from 59,000 in 2000 to nearly 81,000 today, with a shift in age distribution reflecting more young people and families, and fewer in the older age category (65+)[6].

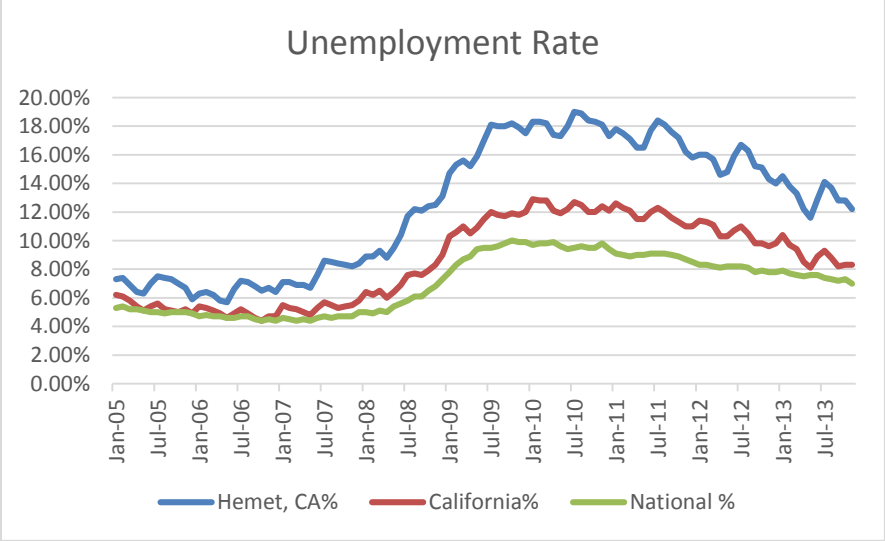


The increase in population and the shift in age distribution might partially be attributed to Hemet's relatively affordable cost of living. Indeed, in 2012 the cost of living in Hemet was 24.8% less than the California average.[7] The availability of low cost housing is a factor: the median sales price of a home ($123,000 in 2012) is significantly lower than housing prices

6. Sources: 2000 and 2010 U.S. Decennial Census; Nielsen Co., 2012
7. Source: http://www.areavibes.com/hemet-ca/cost-of-living/

elsewhere in Southern California – a draw for the population whose median household income is a bit over half of the state average ($32,726 in Hemet versus $53,219 countywide and $58,328 statewide for 2012). But one possible downside of Hemet's low cost of living is reflected in anecdotal evidence which suggests that Hemet's population has been augmented since 2011 by parolees released under AB109 – a change in the city's demographic profile which is a potentially serious issue for those residents who wish Hemet was still the secure retiree haven they had perceived in years past.[8]

Amidst these demographic changes, City officials have been actively engaged in efforts to improve the image of Hemet in an attempt to attract new businesses to the area.[9] The economic downturn (and the burst of the housing bubble) in the mid- to late-2000's have made that difficult. As noted in the graph below, the unemployment rate in Hemet (as well as statewide and nationally) began to increase in 2007. In January 2007 the unemployment rate for Hemet was 7.1% (vs 5.5% for California and 4.6% for the nation as a whole). Hemet's unemployment rate peaked at 19.0% in July, 2010 and has slowly trended down to 12.2% in November 2013, a figure which is still significantly higher than 8.3% statewide and 7.0% nationwide).[10]



It is in this context of demographic and economic shifts (typically associated with changes in the quality of life for residents, workers, and visitors) that the Hemet Community Survey was launched.

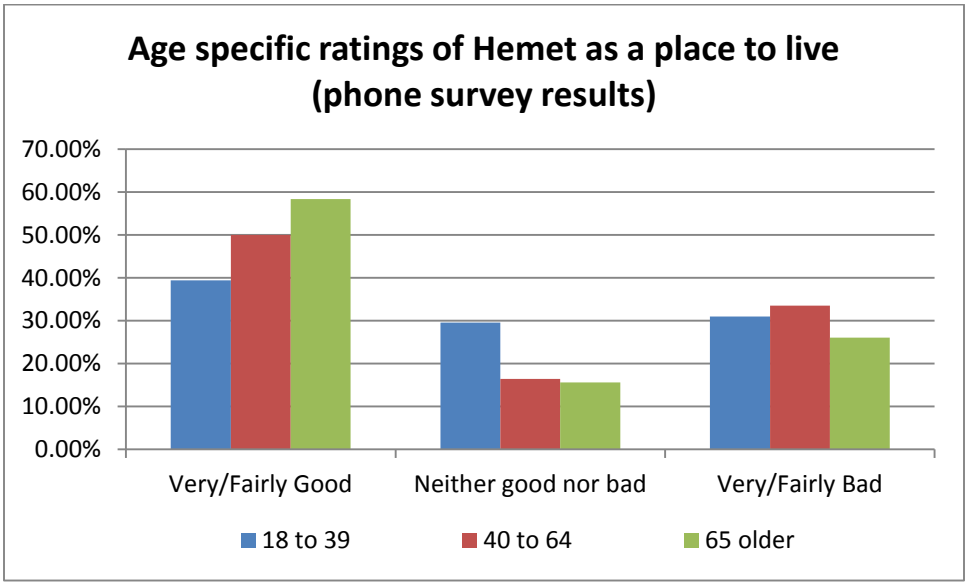
8. AB109 is the state's prison realignment program designed to reduce overcrowding in California's prison system. Some law enforcement members believe that early releases due to crowded county jails have resulted in increases in crime in some communities.
9. Hemet General Plan 2030, and "Hemet Trying to Put On a New Face," Los Angeles Times, February 24, 2003
10. Source: http://www.homefacts.com/unemployment/California/Riverside-County/Hemet.html

2) Overall Quality of Life in Hemet

OVERVIEW: Less than half of Hemet residents rated Hemet as a "very good" or "fairly good" place to live, with older people giving higher ratings than younger people. People like Hemet's location/scenery, small town atmosphere, convenience to stores, and affordable housing, but what they like least is crime and violence. Over half are proud to live in Hemet and feel a sense of belonging to the community.

There are various dimensions of "quality of life," but most researchers would agree that any attempt to measure quality of life would need to include a person's satisfaction (or lack thereof) with the cultural, financial, physical, environmental, intellectual, emotional, and social conditions of life. This year's survey effort was focused mainly on issues of crime and safety in Hemet, however there were also a few general quality of life questions included. The results of these questions have established a sound baseline which will allow us in future years to measure progress toward enhancing Hemet's quality of life.

To begin, respondents were asked: "Overall, how would you rate Hemet as a place to live?" Less than half (**47.1%)** of Hemet residents surveyed by phone rated Hemet as a "very good" or "fairly good" place to live. It is worth noting that there is a significant difference in ratings by age group, with older people giving higher ratings than younger people. Specifically, **58.3%** of people 65 or older versus **39.4%** of people 39 or younger rated Hemet as a "very good" or "fairly good" place to live.



Further, only 31.0% of online survey respondents who live in Hemet rated the city highly as a place to live. In a similar question, about a quarter (26.0%) of non-residents surveyed find

the city a "very good" or "fairly good" place to visit, and a more encouraging 52.9% rate Hemet as a "very good" or "fairly good" place to work.

To place these figures in context: when this standard survey question is asked about a city, county, or region, typically a majority of respondents provide a rating of "very good" or "fairly good" (either because they truly feel that way about their city/county, or because they in some way need to rationalize the fact that they have chosen to live in that location). For example, when IAR has asked the question on the Inland Empire Annual Survey during the years 1997 to 2013, between 62% and 74% rated San Bernardino County as a "very good" or "fairly good" place to live. Hemet figures did not come close to these levels this year.

Overall, what do respondents think are the best things about life in Hemet, and what are Hemet's biggest challenges (which are perhaps contributors to the less than stellar ratings of the city as a place to live and visit)? On the "plus" side, many survey respondents seemingly agree with a Press Enterprise article by Bob Pratte (1/1/14) in which Hemet was characterized as a place surrounded by beautiful hills, in a convenient location to scenic recreation areas, a city with a great deal of potential for strategic economic and population growth. Specifically, phone survey respondents feel that the best things about Hemet (an open-ended question to which respondents could offer more than one answer) include:

- Good area, location, scenery: **20.7%**
- Small town atmosphere/feeling: **15.0%**
- Convenience to stores, retail, restaurants: **13.6%**
- Affordable housing: **12.1%**
- Good climate, weather: **10.6%**
- Not crowded: **8.0%**
- Peaceful and quiet: **7.4%**
- Friendly people: **7.3%**
- ***NOTHING*: 8.0%**

These favorable factors were also listed in the online survey, although many more people mentioned "affordable housing" (53.8%) in the online survey than in the phone survey (perhaps because they were *viewing* a list of options rather than having them come to mind unprompted).

Hemet clearly has quite a few challenges as well as assets, summarized below in answer to the open-ended question: "What do you like least about living in Hemet?" Without a doubt, the main factor on the minds of phone survey respondents was crime and violence (mentioned by nearly a quarter of respondents – **24.4%)**. Another group of people mentioned the related issues of drugs (**5.5%)**, gang activity (**5.4**%), and the perception that Hemet is a "dumping ground" for criminals, sex offenders and ex-cons **(2.9%)**. The online survey of residents reflected similar perspectives, with 50.3% mentioning crime and violence, 8.4% mentioning gang activity, and 4.2% mentioning drugs. The online survey of those who visit or work in Hemet (but don't live

there) reinforced those results, with 40.2% selecting "crime" from a list of factors some people like least about *working* in Hemet, and 23.4% selecting "homeless/vagrants loitering." And when people were asked what they like least about visiting or shopping in Hemet, 34.1% cited feeling a lack of safety and 26.3% indicated that they are bothered by homeless or vagrants loitering.

Several other general quality of life questions were placed on the phone and online surveys. For example, respondents were asked whether they agreed with the statement: "I am proud to live in Hemet," and **59.3%** of phone survey respondents agreed or strongly agreed with that statement, with older people being more likely to feel such pride than younger (71.3% agreement in the 65 or older age group versus 50% of the those 18 to 39 years old). Only 38.7% of online survey respondents answered that way (perhaps not surprising since the online survey included more young people than did the phone survey). Further, **55.1%** report feeling a sense of belonging to the community (51.1% of online survey respondents). Many focus group participants reported feeling that same sense of pride and belonging to the community, although they are clearly cognizant of the area's challenges:

- "This is my community. I've dedicated much of my adult life to the community and wanting to make a difference in this town."
- "When something bad happens, ears ring. It's not an option to leave! I feel compelled to do something."
- "I was born in Hemet, left for school, and came back. I know where to go and who to talk to, to get things done. Leaving is not an option. It bothers me when something doesn't go right."
- "I belong here and want to see my grandchildren grow up here."
- "I am fully invested here and 'all in.' My family is here, my business is here, my children are in school here, and my friends are here. Several times a week I hear of people wanting to leave, or people wanting to stay but whose friends are leaving. I don't see the opportunities in Hemet right now. My son will probably leave when he is old enough, and he won't come back. That hurts me. Shine a light on this!"
- "Hemet is a piece of the Midwest in Southern California."
- "People used to come here because there was a draw. We used to have a community that loved living here. Now many are ***angry*** about being here."

About 4 in 10 phone survey respondents (**42.7%**) report knowing most or all of their neighbors, which is a measure of social cohesion and "belonging" to the community. That is virtually identical to the findings of the nationwide study conducted in 2010 by the Pew Internet & American Life Project which showed that nationwide, 43% know most or all of their neighbors.

How do people who work in or visit Hemet characterize the city?

- Only 12.3% either "agree" or "strongly agree" that Hemet is a good place to find a job.
- 21.3% "agree" or "strongly agree" that Hemet is a good place to bring visitors
- 24.5% "agree" or "strongly agree" that Hemet is a good place to raise children
- 46.6% "agree" or "strongly agree" that Hemet is a good place to be active and healthy
- 69.6% "agree" or "strongly agree" that Hemet is a good place to make friends
- 86.1% "agree" or "strongly agree" that Hemet is a good place to find an affordable place to live

What can city leaders do with the above information which, admittedly, does not present Hemet in an overwhelmingly positive light? First and foremost, the above quality of life and social cohesion statistics represent a baseline from which to track changes (hopefully improvement) over time as resource decisions are made by city leaders. They reflect the "voice of the people" like no forum, newspaper straw poll, or community discussion can. They are also the community's "call to action" for the Hemet Police Department as well as the broader city leadership relative to changes that can be made to improve the quality of life of Hemet residents, workers, and visitors.

3) Perceptions of crime and safety in Hemet

OVERVIEW: Only 3 out of 10 residents feel that Hemet is a safe City, with long-time residents feeling less safe than newer arrivals. Those feeling unsafe in their neighborhood mentioned "unsavory" people hanging around, gang activity, and theft/burglaries from homes. Many people feel that it is not safe (or only somewhat safe) going to the local stores in the City of Hemet, a finding which has severe economic development implications. Almost half of phone survey respondents said they are "very fearful" or "somewhat fearful" of being the victim of a serious crime. The highest level of concern is about drug use, gang activity, and residential burglaries. On a somewhat positive note, nearly half of residents believe that crime and safety have improved over the past 6 months.

As noted in the introduction to this report, one of the main purposes of this survey was to gather baseline data on fear of crime and concrete behaviors linked to fear of crime. This large section of findings is divided into four parts: sense of safety, fear of crime, level of concern about specific safety issues, and sources of information about crime.

Sense of safety

As noted in the above section, crime and safety issues were the most often-mentioned factors that people like least about living, working, and visiting Hemet. It was not surprising, therefore, to find that only 3 out of 10 Hemet residents who responded to the phone survey (**29.0**%) agree or strongly agreed that "Hemet is a safe city." That figure is only 14.2% for online survey respondents who live in Hemet. There is no relationship between perceptions of

Hemet as a safe city and either age or ethnicity. That is, the opinions about safety are not affected by either the age or ethnicity of the respondent. On the other hand, there IS a relationship with longevity of residence. Specifically, **37.9%** of phone survey respondents who have lived in the city for 5 years or less agree that Hemet is a safe city, whereas only **23.3%** of those who have lived in the city more than 20 years feel that way. It is possible that people who have lived in the city for a long time are aware of the population growth and shifting demographics; perhaps they feel that those changes have been a negative factor relative to safety.

Hemet residents were also asked two related questions about whether it is safe, somewhat safe, or not safe to walk in the neighborhood during the day and at night. As noted in the table below, there is a "disconnect" between perceptions of Hemet as a safe city and a person's feeling of safety in his/her own ***neighborhood.*** From one point of view that doesn't make sense. After all, maps may recognize strict dividing lines between neighborhoods, but *crime* does not. But people's perceptions about safety in their neighborhood versus their city as a whole don't always match.

"Do you feel it is safe to walk around in your neighborhood during the day/night?"

	Phone Survey of Hemet Residents		Online Survey of Hemet Residents	
	During the DAY	At NIGHT	During the DAY	At NIGHT
Safe	**54.2%**	**17.1%**	41.8%	11.1%
Somewhat safe	**37.3%**	**25.4%**	44.8%	25.2%
Not safe	**8.5%**	**57.5%**	13.4%	63.7%

Those who answered that they don't feel safe (or feel only "somewhat safe") were asked an open-ended follow-up question focusing on the reason(s) for their feelings (multiple responses were allowed). Main responses (along with the percent of people mentioning them) included:

- The human element, including: "people hanging around on corners and sidewalks" (**14.8%**), "teens or others hanging around on the streets" (**11.4%**), "the homeless" (**7.7%**), "bad people and transients" (**9.1%**)
- Gang activity (**19.0%)**
- Theft and burglaries from homes (**18.8%**)
- People buying and selling drugs (**12.3%**)
- General crime and violence (**11.3%**)
- Lack of lighting (**9.2%**)[11]

In some ways, these numerical results fail to reflect the passion of people's exact

11. Studies have shown that improved street lighting deters potential criminals from crime and improves community pride in the area. Source: http://cops.usdoj.gov/Publications/e1208-StreetLighting.pdf

comments regarding their feelings of lack of safety. Just consider the following direct quotes from phone survey respondents relative to feelings of a lack of safety:

- "A lot of people hanging around making threatening comments"
- "Dogs, pit bulls running around…I can't walk *my* dog because of them"
- "I don't feel like anyone would help if I was in trouble at night"
- "Ex-prisoners being bussed into town"
- "If I was to be in a parking lot to go to a restaurant, I'm afraid I could get stabbed"
- "Not enough street lights…if someone were to scream no one would come out"
- "In the last 5-8 years folks that have moved in are of criminal descent/ nature. High volume of them. For every one good family there are two that are criminals"
- "The creeps that are walking in the streets…being prostitutes…or little gangs hanging around. I am an 81 year old woman who feels I need to strap a gun around me when shopping."
- "Predators that are shipped in"
- "I've seen lots of homes broken into…find people sleeping in the bushes…it makes me feel unsafe"

Regardless of whether the above comments from phone survey respondents reflect objective reality or just paranoia, they should be taken seriously by the Hemet Police Department (HPD) and City leaders.

The online survey of Hemet residents showed similar factors (although the percentages were higher than those above, most probably because people were *viewing* a list of options to be clicked rather than having to provide their reasons unaided and "off the top of their head"). Prostitution and gunshots were also selected from the list by a significant portion of online respondents, in contrast to only a small portion of phone survey respondents.

Non-residents were also asked the safety question, however it was worded a bit differently to focus on the city as a whole rather than a person's neighborhood: "Do you feel it is safe to walk around in *Hemet* during the day/night?" The numerical data for these respondents are more discouraging than those for residents, although the reasons provided for their answers are consistent with those shown above for residents.

"Do you feel it is safe to walk around in Hemet during the day/night?"

	Online Survey of Hemet Workers or Visitors	
	During the DAY	At NIGHT
Safe	16.2%	0.9%
Somewhat safe	58.0%	9.9%
Not safe	25.8%	89.2%

Most focus group participants also felt that the city is not safe, as evidenced in one especially troubling comment:

- "My wife no longer wants to come to town without me (especially at night), and I don't want her to. I'm very concerned that the social structure that is supposed to keep the city safe is not here. The kids live in a nice community but then they are exposed to sex trafficking and drugs. They have to take 'evasive action' to get to school and avoid these issues."

Could it be that non-residents' perceptions of lack of safety contribute to their reasons for living elsewhere? The answer is "yes." When asked "Since you spend time in Hemet, what are the reasons you don't choose to LIVE in Hemet?" nearly half (47.1%) indicated that there is too much crime in the area. That was not the most-often selected answer…many (55.1%) said the just like living where they are now, or listed other reasons such as liking the schools in their area better, or not being able to afford to move from the current residence, or just not liking Hemet. And a large group said they live just outside the city limits of Hemet (so they weren't included in the analysis of this question). But the point is that if city leaders would like to see the city grow and prosper, the safety issue is something which must be addressed.

Further economic development in the city is at risk unless the crime and safety issues are addressed. As noted in the table below, a significant proportion of Hemet workers or visitors do not feel safe going to local stores in the city (or simply answered the question by saying they don't shop or eat in the city).

"Do you feel safe, somewhat safe, or not safe going to the local stores in the City of Hemet?"

	Phone Survey of Hemet Residents	Online Survey of Hemet Residents	Online Survey of Hemet Workers or Visitors
Safe	**57.4%**	15.5%	14.3%
Somewhat safe	**33.0%**	56.4%	54.6%
Not safe	**9.0%**	27.9%	28.3%
Don't shop or eat in the City	**0.6%**	0.2%	2.9%

These results, combined with the fact that **52.7%** of phone survey respondents say they usually leave Hemet to shop or spend money on entertainment (mainly because of availability of more options elsewhere) indicate that there is definitely a "money drain" from the city. The reader is reminded that the phone survey of residents should be considered the statistically valid source of information in the study. But the anecdotal information from online surveys also reinforces the fact that city leaders must address the crime problem if the city is to prosper and grow.

Three-quarters of phone survey respondents (**73.7%)** indicated that there are specific places in Hemet where they feel unsafe. The reader is encouraged to view the full array of responses provided in an Excel spreadsheet to the Hemet Police Department[12], however it is worth noting that **22.5%** mentioned Florida Avenue. Another **12.7%** mentioned downtown Hemet, **10.0%** said East Hemet, and **4.8%** said "center of town." And as one might imagine, a sizable group **(9.4%)** mentioned areas near liquor stores, shopping parking lots, or various Hemet businesses. An equal sized group (**9.4%)** said they feel unsafe everywhere in Hemet (the entire city).

In the face of these disconcerting results relative to people's feelings of safety in the city, we must note a somewhat positive finding. Specifically, **39.8%** of phone survey respondents believe that safety in Hemet has improved over the past 6 months (and other **9.1%** said it MAY have improved). This finding is significant in that people don't tend to notice changes in a short period of time unless those changes are substantial. Hopefully this means that some of Chief Brown's initiatives have borne fruit. Among online respondents who live in Hemet, 18.2% have seen an improvement over the past 6 months, 21.7% said it MAY have improved and 18.0% said they "don't know." Unfortunately 42.1% of residents said safety hasn't improved. The online survey of *non*-residents showed similar results: 16.6% have seen some improvement, 17.5% said it MAY have improved, and 36.0% said it hasn't improved (with the rest saying they "don't know").

Fear of crime

During the April community meeting of Hemet residents, Chief Brown verbalized the goal of cutting fear of crime by 25 percent by the end of 2014. In order to determine progress in reaching this ambitious goal, it is necessary to directly measure fear of crime by asking: "How fearful are you that you will be the victim of a serious crime, such as a violent or costly crime?" The options for answers were "very fearful," "somewhat fearful," "not too fearful," or "not at all fearful."

"How fearful are you that you will be the victim of a serious crime, such as a violent or costly crime?"

	Phone Survey of Hemet Residents	Online Survey of Hemet Residents	Online Survey of Hemet Workers or Visitors
Very fearful	**9.6%**	21.2%	17.0%
Somewhat fearful	**38.7%**	53.4%	54.0%
Not too fearful	**32.1%**	21.5%	24.2%
Not at all fearful	**19.5%**	3.9%	4.8%

12. NOTE: The spreadsheet has not been incorporated into a report appendix due to its extreme length.

The above table shows that almost half (**48.3%)** of phone survey respondents reported being "very" or "somewhat" fearful that they will be the victim of a serious crime. This statistically valid result can be tracked in future years to determine whether the level of fear is diminishing due to changing levels of police presence, community efforts, and other actions. Consistent with other results reported above, the level of fear of crime is higher in online survey respondents than among people who responded to the phone survey. It is unclear whether the fear of crime is truly a reflection of the state of the city, or just generic fears of the residents which may be based on past experiences, recent high profile crimes, and perhaps media hype rather than objective reality. When the survey is conducted again to measure possible changes in the level of fear, we can determine whether actual changes in crime rate are correlated with changes in fear of crime.

In the meantime, it is useful to compare these figures to other regional or city surveys as a benchmark. For example, in the 2013 Inland Empire Annual Survey conducted throughout San Bernardino County, over 55% of San Bernardino City residents reported being somewhat or very fearful, a figure slightly worse than the 48.3% in this Hemet survey. Results from the 2013 Riverside Community Quality of Life Survey showed that 32.8% fell into that category.

The above question dealt with an abstract feeling of fear of crime. Two other (more specific) questions were asked focusing on the fear of being the victim of either *property* or *violent* crime in **Hemet** *in the near future*. As noted below, there was more fear of being the victim of a property crime than a violent crime in the near future. Again, this figure can be tracked to determine if it decreases over time.

"How fearful are you that you will be the victim of a property crime in Hemet in the near future?"

	Phone Survey of Hemet Residents	Online Survey of Hemet Residents	Online Survey of Hemet Workers or Visitors
Very fearful	**25.9%**	36.0%	Not asked
Somewhat fearful	**34.9%**	47.9%	
Not too fearful	**22.2%**	14.3%	
Not at all fearful	**17.0%**	1.7%	

"How fearful are you that you will be the victim of a violent crime in Hemet in the near future?"

	Phone Survey of Hemet Residents	Online Survey of Hemet Residents	Online Survey of Hemet Workers or Visitors*
Very fearful	**11.7%**	24.9%	17.2%
Somewhat fearful	**33.5%**	46.0%	54.5%
Not too fearful	**32.7%**	25.6%	21.9%
Not at all fearful	**22.2%**	3.5%	6.3%

* The question on the worker/visitor survey did not specify *violent* crime

Has fear of crime caused people to make behavioral adjustments in their day-to-day lives? The answer is definitely "yes." When asked "in the past month, has fear of crime prevented you from doing things you would like to do in Hemet?" over a quarter (**26.8%**) of phone survey respondents, in addition to 44.3% of residents who completed the survey online and 43.1% of workers or visitors, answered in the affirmative (with more saying "maybe" or "not in the past month, but YES in the past year"). Quality of life is definitely being affected by fear of crime in the city.

Level of concern about specific safety issues

What are people's specific safety concerns? In order to develop more specific and measurable responses which can be tracked over time, respondents were asked: "The Hemet Police Department has few resources to address important crime and safety issues. The department needs to know what residents are most concerned about in order to better prioritize their activities. Please rate the following issues on a 5 point scale, with 1 being *not at all concerned* and 5 being *extremely concerned*.**"** The following table shows the results of that question:

Average Concern Ratings
(1 = "not at all concerned," 5 = "extremely concerned")

Level of concern about….	**Phone Survey of Hemet Residents**	Online Survey of Hemet Residents	Online Survey of Hemet Workers or Visitors
Drug use	**4.12**	4.40	4.26
Gang activity	**3.96**	4.65	4.50
Residential burglaries	**3.89**	4.49	4.22
Auto theft	**3.61**	4.22	3.93
Vandalism and tagging	**3.58**	3.97	3.74
Prostitution	**3.56**	4.24	3.99
Homeless/vagrants loitering	**3.56**	3.97	3.93
School safety	**3.43**	4.00	3.68
Panhandling	**3.41**	3.86	3.76
Traffic accidents and speeding	**3.32**	3.36	3.02
Jaywalking	**2.82**	2.85	2.84

The above table shows that drug use, gang activity, and residential burglaries elicit the most concern among residents and workers/visitors alike (although the rankings are a bit different among the three groups surveyed). One would think that if that question was followed up by the question "what should be the Hemet Police Department's TOP PRIORITY" for making the community safer," those same safety issues would be mentioned. Interestingly, that wasn't the case for non-residents who mentioned gang activity and burglaries (as expected), but

then followed those categories with "homeless/vagrants loitering." Nearly half responded to the questions about top priority by making comments such as:

- Hire more officers, have more of a police presence
- All of the issues are important!
- Work to discourage state/county from locating parolees in Hemet

Sources of information about crime

How do people hear about crimes and crime prevention in Hemet? And could fear of crime possibly be fueled by media reporting? Based on comments from focus group participants, the fear is not necessarily linked to media reporting. As one person said: "It's not just reading the newspaper, it is the ***reality***. We see things happening. We always have to look carefully where to park. There is a perception of lack of safety, but it is a perception that is ***real***." Other people disagreed slightly:

- "We have 300 job openings, but they are very hard to fill because of the news on the internet. Perception or not, people do not want to come and work here."
- "I rely on the Press Enterprise for news about crime. It then became real when my assistant's son was beaten up. It becomes real when crime touches the lives of the people I work with."

As seen in the table below, most people surveyed by phone or online indicated that they hear about crime from friends and family and/or newspapers. Social media has not seemingly surpassed these more traditional sources of information. This is a useful finding in that although social media is an important information source for certain segments of the population, there are other (perhaps more important) sources for communicating information and celebrating progress in reaching the Police Department's goals.

Sources of information about crimes and crime prevention in Hemet

	Phone Survey of Hemet Residents	Online Survey of Hemet Residents
Newspaper	**58.0%**	66.9%
Facebook, Twitter, or other social media	**34.3%**	50.9%
Friends and family	**66.1%**	66.4%
Local TV Channel	**40.7%**	36.0%
General internet use	**4.1%**	2.6%
Other	**9.9%**	14.9%

4) Is the Hemet Police Department doing a good job, and what should its priorities be (from the perspective of residents and non-residents)?

OVERVIEW: Over 2/3 of respondents believe that the Hemet Police Department is doing a good, very good, or excellent job with the resources it currently has, but respondents also believe that there is a need for more officers in the neighborhood, more traffic enforcement, and an improved response time. A monthly assessment to pay for increased police services would not be out of the question if residents knew the money would be used to address their policing priorities. Highest priorities appear to be gang task force activities, response time to emergency calls, and narcotics enforcement.

In this section, results are divided into three parts: evaluation of the Hemet Police Department, resources (i.e.; willingness to pay for increased police services), and respondents' ratings of the importance of various activities which could improve safety and the quality of life in Hemet.

Evaluation of Hemet Police Department

The focus groups were filled with laudatory comments about the job the Hemet Police Department does with its limited resources, and about the leadership skills of Chief Brown. On the other hand, it must be noted that the focus group participants were in no way a representative sampling of the city's population since those stakeholders reflected the subgroup of active, committed residents and workers who sincerely wish to see (and are working to help) the city grow and prosper.

The more broadly based phone and online surveys were used to find out whether residents, workers and visitors believe that the Hemet Police Department is doing a good job with the resources it currently has. When asked to rate the HPD on a scale of excellent, very good, good, fair, or poor, it was clear that of those who were able to rate, the majority (over 2/3) of respondents to each survey believe the department is doing a good, very good, or excellent job.

Ratings of how well the HPD does its job with the resources it currently has

	Phone Survey of Hemet Residents	Online Survey of Hemet Residents	Online Survey of Hemet Workers or Visitors
Excellent	**15.3%**	25.6%	26.7%
Very good	**28.3%**	22.5%	21.7%
Good	**25.4%**	24.2%	22.9%
Fair	**23.2%**	18.4%	21.9%
Poor	**7.8%**	9.2%	6.8%

Hemet residents completing the online survey were also asked to respond to a series of statements about the HPD. As noted in the table below, the main areas of improvement suggested by residents fall into three categories:

- Put more "boots on the ground"…there aren't enough officers in the neighborhood
- Increase efforts at traffic enforcement
- Improve response time

	Strongly Agree or Agree	Neither Agree nor Disagree	Disagree or Strongly Disagree
"Officers are fair in dealing with residents"	61.1%	32.0%	6.9%
"Officers are courteous"	68.3%	25.4%	6.3%
"Officers are professional and helpful"	68.2%	24.5%	7.4%
"Officers treat people with respect"	64.4%	27.8%	7.9%
"The Police Dept. responds to emergency calls in a timely manner"	42.2%	35.0%	22.8%
"There are enough officers in my neighborhood"	12.5%	25.0%	62.6%
"Traffic enforcement in Hemet meets the needs of the community"	27.1%	28.8%	44.1%
"I would feel comfortable asking a Hemet Police Officer a question or for assistance"	83.9%	9.2%	6.9%
"The Hemet Police Dept. does the best they can with the resources they have"	63.2%	26.4%	10.4%
"I would like officers to patrol in my neighborhood more often"	80.4%	16.9%	2.7%
"I feel safer when I see a police car patrolling my neighborhood"	84.7%	12.1%	3.2%
"Safety is everyone's responsibility"	93.9%	5.0%	1.1%
"I know one or more of the officers in our community by name or sight"	34.3%	18.7%	47.1%
"It is important to have local officers working the streets of Hemet"	91.4%	5.8%	2.8%

An abstract view of job performance is one thing, but direct experience is another. A series of questions were asked to determine whether respondents had ever been the victim of a property and/or violent crime, and whether those crimes had been in Hemet. Follow up questions probed on satisfaction with the way the Hemet Police Department addressed the incident, and suggestions regarding what the officer or department could have done better.

Focusing on the phone survey results, the data show that 198 out of the phone survey respondents (**44.2%**) have been a victim of a property crime *in Hemet* and 35 (**7.8%**) have been the victim of a violent crime *in Hemet*. Nearly half (**46.1%**) of those individuals indicated that they were satisfied with the way the Hemet Police Department addressed the incident. The following comments paraphrase the comments made by those saying they weren't satisfied:

- The police didn't really investigate and try to find the criminals
- The police should act as if they care. They should show more concern for the victims
- The police failed to provide follow up information to the victim
- Slow response time
- Police never showed up
- They need more officers and resources!

These comments from an admittedly very small group of people may reflect a need for further training; however it is also very possible that these comments are another reflection of the department's limited resources. A police department stretched to its capacity may not be able to provide (personally or through another agency) the emotional care a victim may desire. It may not have the personnel to follow up with the victim as much as might be desired. It may not have the resources to consistently arrive at an incident within the targeted response time and fully investigate (at least from the perspective of the victims). Of course the best solution is to find increased resources for more personnel and training, but short of that, some creative uses of Chief Brown's committed group of volunteers could perhaps be devised. Volunteers could perhaps be mobilized to provide some of the needed emotional support and do some of the follow-up with victims. Or perhaps cooperative ventures with area social service agencies or interns from the Criminal Justice Department at a nearby university might provide some low-level services to victims.

Resources

The issue of lack of resources came up repeatedly during the focus groups and was sprinkled throughout answers to all versions of the survey. Specifically, the comments centered on the perspective that the Hemet Police Department does a good job, but staffing is down and seemingly the resources aren't available to "put more boots on the ground." To address that issue, Hemet residents were asked: "How likely would you be to approve as assessment of $9 a month for additional police services if you were guaranteed the money would be used to address

the policing priorities you've identified?" 3/4 of residents report being somewhat or very likely to do so.

Likelihood of approving an assessment of $9 per month

	Phone Survey of Hemet Residents	Online Survey of Hemet Residents
Very likely	**42.5%**	61.5%
Somewhat likely	**33.9%**	26.0%
Unlikely	**23.5%**	12.5%

How much *are* people willing to spend monthly to increase police services? As noted in the table below, four out of 10 people are not willing to spend any amount of money. On the other hand, the good news is that nearly half of all phone survey respondents are willing to spend the $9 presented in the question (or even more).

Amount willing to pay for increased police services

	Phone Survey of Hemet Residents
$9 per month *or more*	**49.8%**
$1 to $5 per month	**7.8%**
Nothing	**42.4%**

Of course the actual likelihood of voting for such a fee/assessment depends upon the timing of the initiative, the specific spending plans for the money, and the marketing used to "sell" it to residents. Consider the example of Hemet's Measure "O" in 2008, a measure to impose a 5% utility users tax presented as a way to keep fire stations in Hemet open and maintain funding for various police initiatives (in addition to other general fund uses). The measure failed, with 55.18% voting "no." An internet search shows that many people did not trust that the money would actually be spent on police and fire services. The arguments for the measure were seen by many as a scare tactic. Clearly there are lessons to be learned from this experience if City leaders decide to once again ask Hemet residents to directly provide new funding for police priorities; however it appears that a monthly assessment would not be out of the question for Hemet residents.

Importance ratings of activities to improve safety and quality of life in Hemet

Finally, the online survey for residents and non-residents included questions asking the respondents to rate a series of police department activities on a scale from 0 meaning NOT important to 100 meaning EXTREMELY important for improving the safety and quality of life in Hemet. The highest priorities appear to be gang task force activities and response time to

emergency calls. Traffic enforcement and response time to non-emergency calls rated low on the importance scale, as did (surprisingly), patrols in the neighborhood.

Importance Ratings of Police Department Activities in Order of Importance
(Possible ratings range from 0 = NOT important to 100 = EXTREMELY important)

	Online survey of Hemet Residents		Online survey of Hemet Workers or Visitors	
	Mean	Median	Mean	Median
Gang task force activities	91.4	100.0	91.7	100.0
Response time to emergency calls	91.1	100.0	92.5	100.0
Narcotics enforcement	84.3	94.0	84.1	92.0
Respectful, professional officers	81.5	91.0	83.5	97.5
Prostitution "sweeps" resulting in arrests	79.1	90.0	75.3	85.0
Community involvement / neighborhood watch	78.9	85.0	76.7	81.0
Removing homeless / vagrants from City parks	77.5	90.0	76.1	88.0
Patrols in shopping centers	75.0	80.0	76.8	80.0
Patrols in my neighborhood	68.4	71.0	66.7	70.0
Traffic enforcement	62.9	65.0	59.2	58.0
Response time to NON-emergency calls	54.8	51.0	54.1	51.0

CONCLUSION

The City of Hemet and Hemet Police Department is to be applauded for embarking on its strategic planning process, an integral part of which is the Hemet Community Survey just completed. Only with information from such a survey can the Department: (1) make choices about priorities that are responsive to those it serves; (2) formulate an actionable strategic plan; and (3) track whether the Department's actions are successfully reducing crime and the community's fear of crime.

The Institute of Applied Research and Gina Airey Consulting stand ready to assist the Hemet Police Department as it incorporates the information from this report into its new strategic plan. Improving Hemet's quality of life will take a collective effort on the part of all city stakeholders: the Mayor and City Council, the City Manager, heads of City departments, business leaders, school districts, faith-based institutions, social services and other non-profits, and residents (who, based on this survey, have already expressed a wish to be part of the solution). As they say: "It takes a village." The Hemet Police Department cannot address the issues of public safety alone.

Hemet was once a community of people who loved living there. It has the potential to be that community again if the community pulls together towards that common goal.

APPENDIX I

Telephone Questionnaire

HEMET COMMUNITY SURVEY

NOTE: CAPITAL LETTERS ON RESPONSE CHOICES INDICATE THAT THE INTERVIEWER WON'T READ THOSE CHOICES.

SHELLO Hello, I am calling from the Institute of Applied Research at Cal State University. Have I reached [READ PHONE # FROM SCREEN]? We're conducting a survey about the quality of life in Hemet with special focus on safety issues, and we need the input of a Hemet resident who is 18 or older.

1. YES – CONTINUE
2. NO – [SKIPT TO SHEAD2]

SHELLO2 (used only to complete a survey already started)

Have I reached [READ PHONE NUMBER]? Hello, this is _____, calling from the Institute of Applied Research at Cal State University. Recently, we started a quality of life survey with a [MALE/FEMALE] adult at this number and I'm calling back to complete that interview. Is that person available?

SPAN INTERVIEWER: PLEASE CODE WHICH LANGUAGE THE INTERVIEW WILL BE CONDUCTED IN:

1. ENGLISH
2. SPANISH

SHEAD Are you that person?

1. YES [SKIP TO INTRO]
2. NO [CONTINUE]

SHEAD2 Is there an adult Hemet resident available that I can speak with?

1. Yes [SKIP TO INTRO]
2. No [CONTINUE]
3. DON'T KNOW/NO RESPONSE
4. REFUSED

CALLBK Is there a better time I could call back to reach an adult Hemet resident?

1. Yes [SKIP TO APPT]
2. No [ENDQUEST]

INTRO This survey takes about 10 minutes to complete, and your answers may be used by Hemet leaders to improve the quality of life of residents. Your identity and your responses will remain completely confidential, and of course, you are free to decline to answer any particular survey question.

I should also mention that this call may be monitored by my supervisor for quality control purposes only. Is it alright to ask you these questions now**?**

1. Yes [CONTINUE]

2. No [SKIP TO APPT]

AGEQAL First, I'd like to confirm that you are at least 18 years of age.
1. Yes [SKIP TO CITY]
2. No [ASK TO SPEAK TO AN ADULT AT HOME]

QSORRY I'm sorry, but currently we are interviewing people 18 years of age and older. Thank you for your cooperation. [ENDQUEST]

APPT Is it possible to make an appointment to ask you the survey questions at a more convenient time?
1. Yes (SPECIFY)_____
2. No [ENDQUEST]

CITY And you DO live in the city limits of Hemet, correct?
[INTERVIEWERS: CITY OF HEMET ONLY AT THIS TIME]
1. YES [SKIP TO ZIP1]
2. NO
9. REFUSED [SKIP TO ZIP1]

QSORRY2 I'm sorry, but we are only surveying people from the City of Hemet at this time. Thank you for your time.

ZIP1 What is your zip code?
1. 92543
2. 92544
3. 92545
4. 92546
5. OTHER [INTERVIEWER: SAY… "OH, THAT'S NOT ON MY LIST OF HEMET ZIP CODES. YOU DID SAY YOU LIVE IN HEMET, RIGHT?" IF THEY CAN'T CONFIRM RESIDENCE, END SURVEY]
9. REFUSED

IF THEY REFUSED TO ANSWER CITY, ZIP, HAVE INTERVIEWERS SAY "THANK YOU FOR YOUR TIME" AND END THE SURVEY

Q1. How many years have you lived in the City of Hemet?
1. LESS THAN 2 YEARS
2. 2 TO 5 YEARS
3. 6 – 10 YEARS
4. 11 - 20 YEARS
5. MORE THAN 20 YEARS
8. DON'T KNOW
9. REFUSED

Q3. Overall, how would you rate Hemet as a place to live? Would you say it is very good, fairly good, neither good nor bad, fairly bad, or very bad?

1. VERY GOOD
2. FAIRLY GOOD
3. NEITHER GOOD NOR BAD
4. FAIRLY BAD
5. VERY BAD
8. DON'T KNOW
9. REFUSED

ROTATE THE FOLLOWING TWO QUESTIONS

Q4. In your opinion, what are best things about living in Hemet? **[INTERVIEWER: DON'T READ OPTIONS] [CHECK ALL THAT APPLY]**

- GOOD AREA, LOCATION, SCENERY
- OUTDOOR SPACE/NATURAL SCENERY
- AFFORDABLE HOUSING
- GOOD CLIMATE, WEATHER
- NOT CROWDED
- GOOD SCHOOLS/UNIVERSITIES NEARBY
- LESS CRIME, FEEL SAFE
- JOB AVAILABILITY
- FRIENDLY PEOPLE
- FAMILY AND FRIENDS LIVE HERE
- CLOSE TO WORK
- FAITH/RELIGIOUS COMMUNITY/CONGREGATION
- GOOD ENTERTAINMENT/ARTS/CULTURE
- ACTIVE COMMUNITY
- I LIKE BEING INVOLVED
- SMALL TOWN ATMOSPHERE/FEELING
- CONVENIENCE TO STORES, RETAIL, RESTAURANTS
- OTHER (SPECIFY)_____
- NOTHING
- EVERYTHING
- DON'T KNOW
- REFUSED

Q5. In your opinion, what is the ONE thing you like least about living in Hemet? **[INTERVIEWER: DON'T READ OPTIONS]**

1. SMOG, AIR POLLUTION
2. TOO FAR TO TRAVEL TO GET ANYWHERE
3. POOR PUBLIC TRANSPORTATION
4. DRUGS
5. CRIME, VIOLENCE
6. GANG ACTIVITY
7. BAD LOCATION
8. LACK OF ENTERTAINMENT/ARTS/CULTURE
9. TYPE OF PEOPLE WHO LIVE HERE

10. BAD SCHOOL SYSTEM
11. COST OF LIVING
12. LACK OF JOB OPPORTUNITY
13. WEATHER, FIRES, FLOODS, EARTHQUAKES
14. ATTITUDE OF LAW ENFORCEMENT OR IMMIGRATION OFFICERS
15. INTOLERANCE
16. ISOLATION…DON'T FEEL "CONNECTED"
17. HOMELESSNESS
18. NOTHING
19. EVERYTHING
20. OTHER (SPECIFY):_____
98. DON'T KNOW
99. REFUSED

Q6. For each of the following statements, please tell me if you strongly agree, agree, disagree, or strongly disagree. Here's the first one:

a. I am proud to live in Hemet
c. I feel a sense of belonging to my community; again do you strongly agree, agree, disagree, or strongly disagree
d. Hemet is a safe city

1. STRONGLY AGREE
2. AGREE
3. DISAGREE
4. STRONGLY DISAGREE
8. DON'T KNOW
9. REFUSED

Q7. Now, on another topic…do you know the names of your neighbors who live close to you?
[INTERVIEWER: IF THEY JUST SAY "YES" PROMPT WITH …. WOULD YOU SAY YOU KNOW ALL OF THEM, MOST OF THEM, OR SOME OF THEM?]

1. ALL OF THEM
2. MOST OF THEM
3. SOME OF THEM
4. NO, DON'T KNOW ANY
5. DON'T HAVE ANY NEIGHBORS CLOSE BY
8. DON'T KNOW
9. REFUSED

Q8. Do you have at least one neighbor who would help you if you needed help?

1. YES
2. NO
3. MAYBE
8. DON'T KNOW
9. REFUSED

LEAVE1. Some people have reported that they usually leave Hemet to shop or spend money

on entertainment. Do you?

1. YES
2. NO SKIP TO Q9
8. DON'T KNOW SKIP TO Q9
9. REFUSED SKIP TO Q9

LEAVE1b. Can you tell me why? [INTERVIEWER: DON'T READ – CHECK ALL THAT APPLY]

- MORE OPTIONS ELSEWHERE
- FEEL SAFER ELSEWHERE
- I JOIN FRIENDS AND FAMILY ELSEWHERE
- SHOP NEAR MY WORK
- OTHER (SPECIFY)_____
- REFUSED

Q9. Now I have some questions focusing on your feelings of safety in Hemet. Overall, do you feel it is safe, somewhat safe, or not safe to walk in your neighborhood during the day?

1. SAFE
2. SOMEWHAT SAFE
3. NOT SAFE
8. DON'T KNOW
9. REFUSED

Q10. Overall, do you feel it is safe, somewhat safe, or not safe to walk in your neighborhood at NIGHT?

1. SAFE
2. SOMEWHAT SAFE
3. NOT SAFE
8. DON'T KNOW
9. REFUSED

Q11. **[IF THEY SAY NO OR SOMEWHAT SAFE TO Q9 OR Q10, ASK…]** Can you tell me what makes you feel unsafe? **INTERVIEWER: DON'T READ. OPEN-ENDED MULTIPLE RESPONSE QUESTION [CHECK ALL THAT APPLY]**

- THEFT AND BURGLARIES FROM HOMES
- TEENS OR OTHERS HANGING AROUND ON THE STREETS
- GANG ACTIVITY
- PEOPLE BUYING AND SELLING DRUGS
- VANDALISM (GRAFFITI, DESTRUCTION OF PROPERTY, ETC)
- ABANDONED AND JUNK CARS, CODE VIOLATIONS
- PEOPLE "HANGING AROUND" ON CORNERS AND SIDEWALKS
- THE HOMELESS
- PANHANDLERS
- MEDIA (NEWSPAPER, TV, NEWS ONLINE) MENTIONS CRIME
- FRIENDS/FAMILY TALK ABOUT CRIME
- SOCIAL MEDIA MENTIONS CRIME
- I OR SOMEONE I KNOW WAS VICTIM OF CRIME

- DANGEROUS INTERSECTIONS
- POOR LIGHTING
- NO SIDEWALKS OR BAD SIDEWALKS
- TRAFFIC PROBLEMS (SPEEDING OR RECKLESS DRIVING)
- PEOPLE DRINKING IN PUBLIC
- PROSTITUTION
- GUNSHOTS
- OTHER (SPECIFY)_____
- REFUSED

Q12. Are there particular places in Hemet where you feel unsafe?

1. YES
2. NO SKIP TO Q13A
8. DON'T KNOW SKIP TO Q13A
9. REFUSED SKIP TO Q13A

Q12b. Where? _____

Q13A. Do you feel safe, somewhat safe, or not safe going to the local stores in the City of Hemet?

1. SAFE
2. SOMEWHAT SAFE
3. NOT SAFE
4. DON'T DO THE SHOPPING IN MY HOUSEHOLD
8. DON'T KNOW
9. REFUSED

Q14. In general, how fearful are you that you will be the victim of a serious crime, such as a violent or costly crime? Would you say that you are...

1. Very fearful
2. Somewhat fearful
3. Not too fearful, or . . .
4. Not at all fearful
8. DON'T KNOW
9. REFUSED

Q15. In the past month, has fear of crime prevented you from doing things you would like to do in Hemet?

1. YES
2. NO
3. MAYBE
4. NOT IN THE PAST MONTH, BUT IN THE PAST YEAR
8. DON'T KNOW
9. REFUSED

Q16. Recently the Hemet Police Department has taken some measures to make the city safer for its residents and visitors. Do you think safety in Hemet has improved over the past 6

months?
1. YES
2. NO
3. MAYBE
8. DON'T KNOW
9. REFUSED

Q20. In order to help the Hemet Police Department set priorities and be most effective, they need to know what you are most concerned about in terms of crime and safety issues. For example, how concerned are you about Residential Burglaries? Please rate on a scale of 1 to 5, with 1 being "not at all concerned", to 5 being "extremely concerned." Residential Burglaries

a) Residential Burglaries
b) Homeless people loitering
c) Vandalism and Tagging
d) Traffic Accidents and Speeding
e) Panhandling
f) Drug Use
g) Gang Activity
h) Prostitution
i) Auto Theft
j) Jaywalking
k) School safety

1. NOT AT ALL CONCERNED
2. .
3. .
4.
5. EXTREMELY CONCERNED
8. DON'T KNOW
9. REFUSED

Q21B. Do you have concerns about any crime and safety issues other than the ones I just read? **Open-end**

Q21. In your opinion, what SHOULD be the Hemet Police Department's ***TOP PRIORITY*** for making the community safer?

1. RESIDENTIAL BURGLARIES
2. HOMELESS PEOPLE LOITERING
3. VANDALISM AND TAGGING
4. TRAFFIC ACCIDENTS AND SPEEDING
5. PANHANDLING
6. DRUG USE
7. GANG ACTIVITY
8. PROSTITUTION
9. AUTO THEFT
10. JAYWALKING
11. SCHOOL SAFETY

12. OTHER (SPECIFY)_____
98. DON'T KNOW
99. REFUSE

Q21c. How likely would you be to approve as assessment of $9 a month for additional police services if you were guaranteed the money would be used to address the policing priorities you've identified?
Would you be very likely, somewhat likely, or unlikely to approve it?
1. VERY LIKELY
2. SOMEWHAT LIKELY
3. UNLIKELY
8. DON'T KNOW
9. REFUSED

[IF CALLER IS CONCERNED: "THE HEMET PD IS NOT PROPOSING A FEE AT THIS" addition police services if you were guaranteed the money would be [SOME CITIES COLLECT THIS TYPE OF FEE ON THE PROPERTY TAX BILL]

Q21d. IF Q21B = SOMEWHAT LIKELY OR UNLIKELY…..Is there any monthly amount you ***would*** be willing to pay for increased police services? _____
[INTERVIEWER IF THEY SAY TWO DOLLAR AMOUNTS USE THE HIGHEST NUMBER, OR IF NO/NOTHING PUT 0]

Q21e. (originally Q18). How WELL do you think the Hemet Police Department does its job WITH THE RESOURCES it currently has? Would you say excellent, very good, good, fair, or poor?
1. EXCELLENT
2. VERY GOOD
3. GOOD
4. FAIR
5. POOR
8. DON'T KNOW
9. REFUSED

Q22. Now I have a few general questions about your own experiences. Have you ever been a victim of a property crime?
1. YES
2. NO **SKIP TO Q23**
9. REFUSED **SKIP TO Q23**

Q22b. Was that in Hemet?
1. YES
2. NO
9. REFUSED

Q23. Have you ever been the victim of a violent crime?
1. YES
2. NO **SKIP TO Q24**

9. REFUSED **SKIP TO Q24**

Q23b. Was that in Hemet?
1. YES
2. NO
9. REFUSED

Q24. **[IF YES TO Q22b or Q23b, ASK**] Were you satisfied with the way the Hemet Police Department addressed the incident?
1. YES
2. NO
3. SOMEWHAT
9. REFUSED

Q24b. **[IF NOT SATISFIED]** What could the officer or department have done better? **[OPEN-END]**

Q25. How fearful are you that you will be the victim of a PROPERTY crime in Hemet IN THE NEAR FUTURE?
Would you say you are...
1. Very fearful
2. Somewhat fearful
3. Not too fearful, or . . .
4. Not at all fearful
8. DON'T KNOW
9. REFUSED

Q26. How fearful are you that you will be the victim of a VIOLENT crime in Hemet in the near future? Would you say you are...
1. Very fearful
2. Somewhat fearful
3. Not too fearful, or . . .
4. Not at all fearful
8. DON'T KNOW
9. REFUSED

Q28CHAN On another topic…Some people hear about crimes and crime prevention in HEMET by reading the newspaper. Do you?
1. Newspaper
2. How about Facebook/twitter/social media
3. Or, friends and family
4. The local TV channel
5. Any other method? (Specify)
8. DON'T KNOW
9. REFUSED

DEMOG Thank you…we're almost done. I'd just like to ask a few questions about you and your background...

D1. Are you actively involved in your Neighborhood Crime Watch program?
1. YES
2. NO
3. WOULD LIKE TO GET INVOLVED BUT DO NOT KNOW HOW
8. DON'T KNOW
9. REFUSED

D2. Do you rent or own your current residence?
1. RENT OR LEASE
2. OWN [YES PAY THE BANK IS OWNING]
3. LIVE WITH FAMILY MEMBER (LIKE PARENTS OR KIDS)
4. LIVE WITH A FRIEND
5. OTHER (SPECIFY)
8. DON'T KNOW
9. REFUSED

D3. What was the last grade of school that you completed?
1. SOME HIGH SCHOOL OR LESS
2. HIGH SCHOOL GRADUATE OR EQUIVALENT
3. SOME COLLEGE BUT NO DEGREE
4. ASSOCIATE DEGREE OR TECHNICAL CERTIFICATE
5. BACHELOR'S DEGREE
6. SOME GRADUATE WORK
7. GRADUATE OR PROFESSIONAL DEGREE
9. REFUSED

D4. Which of the following best describes your marital status?
1. Single, never married
2. Married
3. Divorced
4. Widowed
5. Separated, or
6. Single, living with partner
7. OTHER (Specify)
9. REFUSED

D4b. How many people live in your household INCLUDNG YOURSELF? ___

D5. How many children ages 18 years old or younger do you have living at home? _____
REFUSED [ENTER 999]

D6. Which of the following best describes your employment status? Are you…
[INTERVIEWER THE MAIN FOCUS IS *WORK*. IF THEY SAY BOTH WORK *AND* STUDENT, RECORD AS "WORK." IF THEY ARE RETIRED AND DISABLED, RECORD AS "RETIRED"]
1. Working full-time for pay
2. Working less than 30 hours a week for pay

3. Full-time Student **SKIP TO D9**
4. Full-time homemaker, parent or caregiver **SKIP TO D9**
5. Unemployed and looking for work **SKIP TO D9**
6. Retired, or **SKIP TO D9**
7. Disabled and not able to work **SKIP TO D9**
8. DON'T KNOW **SKIP TO D9**
9. REFUSED **SKIP TO D9**

D7. **IF EMPLOYED**…What city do you work in?
1. HEMET
2. HOMELAND
3. MENIFEE
4. MURRIETA
5. ROMOLAND
6. SAN JACINTO
7. SUN CITY
8. TEMECULA
9. VALLE VISTA
10. WINCHESTER
11. RIVERSIDE
12. MORENO VALLEY
13. SAN DIEGO
14. OTHER (SPECIFY)
98. DON'T KNOW
99. REFUSED

D9. Are you of Hispanic, Spanish, or Latino origin?
1. YES
2. NO
8. DON'T KNOW
9. REFUSED

D10. How would you describe your race or ethnicity? **SELECT ALL THAT APPLY**
1. ASIAN (SPECIFY)
2. BLACK OR AFRICAN AMERICAN
3. CAUCASIAN OR WHITE
4. HISPANIC
5. OTHER (SPECIFY)
8. DON'T KNOW
9. REFUSED

D11. What is your age? **(IF THEY GIVE A YEAR INSTEAD OF AGE, CLICK CONTROL "N" AND TYPE IN THE YEAR)**
DON'T KNOW **[ENTER 998]**
REFUSED **[ENTER 999]**

D12. Which of the following categories best describes your total household or family income

before taxes, from all sources, for 2012? Let me know when I get to the correct category.

1. Less than $25,000
2. $25,000 to less than $35,000
3. $35,000 to less than $50,000
4. $50,000 to less than $65,000
5. $65,000 to less than $80,000
6. $80,000 to $110,000
7. Over $110,000
8. DON'T KNOW
9. REFUSED

LASTQ: Thank you…you have been very helpful. Do you have any other comments to make about safety issues in Hemet or the Hemet Police Department? _____

END:

Well, that's it. Thank you very much for your time - we appreciate it.

Staff: Issues on the call that might help us?

INTERVIEWER QUESTIONS

GENDER The respondent was...

1. Male
2. Female
3. Couldn't tell

1.

2. COOP How cooperative was the respondent?

1. Cooperative
2. Uncooperative
3. Very Uncooperative

UNDSTD How well did the respondent understand the questions?

1. Very easily
2. Easily
3. Some difficulty
4. Great deal of difficulty

LNG In what language was the interview conducted?

1. English
2. Spanish

NAME Interviewer name?

APPENDIX II

Online Questionnaire for Hemet Residents

Hemet Community Survey
Online Questionnaire for Hemet Residents

Logo

WELCOME Welcome to the Hemet Community Survey, a survey about the quality of life in Hemet with special focus on safety issues. This survey should take less than 15 minutes to complete. Your answers will help city leaders better understand the views of those who live in Hemet, work in Hemet, or visit Hemet. Your input will help create the foundation for improving the quality of life in Hemet.

Your identity will not be asked and your responses will remain completely confidential. Of course, you are free to decline to answer any particular survey questions.

I acknowledge that I have been informed of, and understand, the true nature and purpose of this study, and I freely consent to participate. Please indicate your desire to participate by selecting "Agree and Continue." Selecting "Disagree" will end the survey.

- ❍ Agree and Continue (1)
- ❍ Disagree (2)

If Agree and Continue Is Not Selected, Then Skip To End of Survey

LIVEWORK Your survey answers will be recorded as you go. If you lose your connection or need to complete the survey later, simply go back to www.surveyhemet.com from the same computer and start again.

To begin the survey, please select the option that best describes you.

- ❍ Live (and perhaps work) in the City of Hemet (1)
- ❍ Work in the City of Hemet but live elsewhere (2)
- ❍ Don't live or work in Hemet, but visit or shop in the City of Hemet (3)

If "Work in the City of Hemet but live elsewhere" is Selected, Then Skip To **GoToWork**
If "Don't live or work in Hemet" is Selected, Then Skip To **GoToVisit**

Q1 How many years have you lived in the City of Hemet?
- ❍ Less than 2 years (1)
- ❍ 2 to 5 years (2)
- ❍ 6 to 10 years (3)
- ❍ 11 to 20 years (4)
- ❍ More than 20 years (5)

Q2 What is the MAIN reason you choose to live in the City of Hemet? (Please choose ALL that apply)
- ❑ I have a job here (1)
- ❑ I live here with my family (2)
- ❑ It's close to family members (3)
- ❑ It's affordable to live here (4)
- ❑ I've lived here my whole life (5)
- ❑ I can't afford to move (6)
- ❑ I like the schools for my kids (7)
- ❑ It's safer here than other areas (8)
- ❑ I just like it (9)
- ❑ Other (Please specify) (10) _____

Q3 Overall, how would you rate Hemet as a place to live?
- ❍ A very good place to live (1)
- ❍ Fairly good (2)
- ❍ Neither good nor bad (3)
- ❍ Fairly bad (4)
- ❍ A very bad place to live (5)
- ❍ Don't know/can't rate (6)

Q4 In your opinion, what are the BEST things about living in Hemet? (Please choose ALL that apply)
- ❑ Good area, location, scenery (1)
- ❑ Outdoor space/natural scenery (2)
- ❑ Affordable housing (3)
- ❑ Good climate, weather (4)
- ❑ It's not crowded (5)
- ❑ Good schools (6)
- ❑ Less crime than in other places, feel safe (7)
- ❑ Job availability (8)
- ❑ Friendly people (9)

- ❑ Family and friends live here (10)
- ❑ It's close to work (11)
- ❑ Faith/religious community/congregation (12)
- ❑ Good entertainment, arts, and culture (13)
- ❑ It's an active community (14)
- ❑ I like being involved (15)
- ❑ It has a small town atmosphere/feeling (16)
- ❑ Convenience to stores, retail, restaurants (17)
- ❑ Nothing (18)
- ❑ Everything! (19)
- ❑ Other (please specify) (20) _____

Q5 In your opinion, what is the ONE thing you like least about living in Hemet? (No more than 1 choice may be selected)

- ❍ Smog, air pollution (1)
- ❍ Too far to travel to get anywhere (2)
- ❍ Poor public transportation (3)
- ❍ Drugs (4)
- ❍ Crime, violence (5)
- ❍ Gang activity (6)
- ❍ Homeless/vagrants loitering (22)
- ❍ Bad location (7)
- ❍ Lack of entertainment/arts/culture (8)
- ❍ Type of people who live here (9)
- ❍ Bad school system (10)
- ❍ Cost of living (11)
- ❍ Lack of job opportunity (12)
- ❍ Weather, fires, floods, earthquakes (13)
- ❍ Attitude of law enforcement or immigration officers (14)
- ❍ Intolerance (15)
- ❍ Isolation...I don't feel "connected" (16)
- ❍ Nothing (18)
- ❍ Everything (19)
- ❍ Other (please specify) (20) _____
- ❍ Don't know (21)

Q6 Following are some statements about Hemet. For each statement, please indicate if you strongly agree, agree, disagree, or strongly disagree.

	Strongly Agree (1)	Agree (2)	Disagree (3)	Strongly Disagree (4)
I am proud to live in Hemet (1)	❍	❍	❍	❍

I feel a sense of belonging to my community (2)	❍	❍	❍	❍
Hemet is a safe city (3)	❍	❍	❍	❍

Q7 Do you know the names of your neighbors who live close to you? If so, how many of the names do you know?

❍ All of them (1)
❍ Most of them (2)
❍ Some of them (3)
❍ No, don't know any (4)
❍ Don't have any neighbors close by (5)

Q8 Do you have at least one neighbor who would help you if you needed help?

❍ Yes (1)
❍ No (2)
❍ Maybe (3)
❍ Don't know (4)

LEAVE1 Some people have reported that they usually leave Hemet to shop or spend money on entertainment. Do you?

❍ Yes (1)
❍ No (2)
❍ Don't know (3)

Display If "Yes" is selected for Leave1

LEAVE1B What are the reasons you leave Hemet to shop or spend money on entertainment?

❑ There are more options elsewhere (1)
❑ I feel safer elsewhere (2)
❑ I join friends and family elsewhere (3)
❑ I shop near my work (4)
❑ There are better stores elsewhere (7)
❑ There are better restaurants elsewhere (8)
❑ Other (please specify) (5) _____
❑ Don't know (6)

Q9 Overall, do you feel it is safe to walk in your neighborhood during the DAY?

❍ Yes, I feel safe (1)
❍ I feel somewhat safe (2)
❍ No, I don't feel safe (3)

Q10 Do you feel it is safe to walk in your neighborhood at NIGHT?

❍ Yes, I feel safe (1)

❍ I feel somewhat safe (2)
❍ No, I don't feel safe (3)

Display If selected "Somewhat safe" or "don't feel safe" to Q9 or Q10

Q11 What makes you feel unsafe? (Please choose all that apply)

❑ Theft and burglaries from homes (1)
❑ Teens or others hanging around on the streets (2)
❑ Gang activity (3)
❑ People buying and selling drugs (4)
❑ Vandalism (graffiti, destruction of property, etc.) (5)
❑ Abandoned and junk gars, code violations (6)
❑ People "hanging around" on corners and sidewalks (7)
❑ Homeless/vagrants loitering (8)
❑ Panhandlers (9)
❑ Media (newspaper, TV, news on-line) mentions crime (10)
❑ Friends/family talk about crime (11)
❑ Social media mentions crime (12)
❑ I or someone I know was a victim of crime (13)
❑ Dangerous intersections (14)
❑ Poor lighting (15)
❑ No sidewalks or bad sidewalks (16)
❑ Traffic problems (speeding or reckless driving) (17)
❑ People drinking in public (18)
❑ Prostitution (19)
❑ Gunshots (20)
❑ Other (please specify) (21) _____
❑ Don't know (22)

Display If selected "Somewhat safe" or "don't feel safe" to Q9 or Q10

Q12 Are there *particular* places/areas in Hemet where you feel unsafe?

❍ Yes (1)
❍ No (2)

Display If "Yes" Is Selected for Q12

Q12b In what particular place(s) do you feel unsafe?

Display If "Yes" Is Selected for Q12

Q70 What is the most important thing that should be done to make the place(s) safer?

❍ Better lighting (1)
❍ More police visibility (2)

- ❍ Do something about the homeless/vagrants loitering in the area(s) (3)
- ❍ Increase traffic patrols (4)
- ❍ Other (please specify) (5) _____
- ❍ Don't know (6)

Q13a Do you feel safe, somewhat safe, or not safe going to the local stores in the City of Hemet?
- ❍ Safe (1)
- ❍ Somewhat safe (2)
- ❍ Not safe (3)
- ❍ I don't do the shopping in my household (4)

Q14 In general, how fearful are you that you will be the victim of a serious crime, such as a violent or costly crime?
- ❍ Very fearful (1)
- ❍ Somewhat fearful (2)
- ❍ Not too fearful (3)
- ❍ Not at all fearful (4)
- ❍ Don't know (5)

Q15 In the past month, has fear of crime prevented you from doing things you would like to do in the City of Hemet?
- ❍ Yes (1)
- ❍ No (2)
- ❍ Maybe (3)
- ❍ Not in the past month, but in the past year (4)
- ❍ Don't know (5)

Q16 Recently the Hemet Police Department has taken some measures to make the city safer for its residents and visitors. Do you think safety in Hemet has improved over the past 6 months?
- ❍ Yes (1)
- ❍ No (2)
- ❍ Maybe (3)
- ❍ Don't know (4)

Q17 Following is a series of statements about the Hemet Police Department. Please indicate if you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree with each of the statements.

	Strongly agree (1)	Agree (2)	Neither Agree nor Disagree (3)	Disagree (4)	Strongly Disagree (5)
Officers are fair in dealing with residents (1)	❍	❍	❍	❍	❍

Officers are courteous (2)	❍	❍	❍	❍	❍
Officers are professional and helpful (3)	❍	❍	❍	❍	❍
Officers treat people with respect (4)	❍	❍	❍	❍	❍
The Police Department responds to emergency calls in a timely manner (5)	❍	❍	❍	❍	❍
There are enough officers in my neighborhood (6)	❍	❍	❍	❍	❍
Traffic enforcement in Hemet meets the needs of the community (7)	❍	❍	❍	❍	❍
I would feel comfortable asking a Hemet Police Officer a question or for assistance (8)	❍	❍	❍	❍	❍
The Hemet Police Department does the best they can with the resources they have (9)	❍	❍	❍	❍	❍
I would like officers to patrol in my neighborhood more often (10)	❍	❍	❍	❍	❍
I feel safer when I see a police car patrolling my neighborhood (11)	❍	❍	❍	❍	❍
Safety is everyone's responsibility (12)	❍	❍	❍	❍	❍
I know one or more of the officers in our community by name or sight (13)	❍	❍	❍	❍	❍
It is important to have local officers working the streets of Hemet (14)	❍	❍	❍	❍	❍

Q20 In order to help the Hemet Police Department set priorities and be most effective, they need to know what you are most concerned about in terms of crime and safety. Please rate each

statement on a scale of 1 to 5 from 1 being "not at all concerned" to 5 being "extremely concerned."

	Not at all concerned (1)	(2)	(3)	(4)	Extremely concerned (5)
Residential burglaries (1)	❍	❍	❍	❍	❍
Homeless/vagrants loitering (2)	❍	❍	❍	❍	❍
Vandalism and tagging (3)	❍	❍	❍	❍	❍
Traffic accidents and speeding (4)	❍	❍	❍	❍	❍
Panhandling (5)	❍	❍	❍	❍	❍
Drug use (6)	❍	❍	❍	❍	❍
Gang activity (7)	❍	❍	❍	❍	❍
Prostitution (8)	❍	❍	❍	❍	❍
Auto theft (9)	❍	❍	❍	❍	❍
Jaywalking (10)	❍	❍	❍	❍	❍
School safety (11)	❍	❍	❍	❍	❍

Q21b Do you have any concerns about crime and safety issues other than the ones above? If so, please explain.

Q21 So of the issues listed, what should be the Hemet Police Department's TOP PRIORITY for making the community safer?

❍ Residential burglaries (1)
❍ Homeless/vagrants loitering (2)
❍ Vandalism and tagging (3)
❍ Traffic accidents and speeding (4)
❍ Panhandling (5)
❍ Drug use (6)
❍ Gang activity (7)
❍ Prostitution (8)
❍ Auto theft (9)
❍ Jaywalking (10)
❍ School safety (11)
❍ Other (12) _____

Q69 Please rate the following police department activities from NOT important (0) to EXTREMELY important (100) for improving the safety and quality of life in Hemet. Just click the portion of the line which best reflects your view.

Question set up with a slider…respondent clicks to set slider

_____ Response time to emergency calls (1)
_____ Response time to non-emergency calls (2)
_____ Patrols in my neighborhood (3)
_____ Patrols in shopping centers (4)
_____ Narcotics enforcement (5)
_____ Gang task force activities (6)
_____ Traffic enforcement (7)
_____ Respectful, professional officers (8)
_____ Prostitution "sweeps" resulting in arrests (9)
_____ Community involvement/ neighborhood watch (10)
_____ Removing homeless / vagrants from City parks (11)

Q21C How likely would you be to approve an assessment of $9 a month for additional police services if you were guaranteed the money would be used to address the policing priorities you've identified? NOTE: there is no assessment proposed at this time. This is for informational purposes only.

❍ Very likely (1)
❍ Somewhat likely (2)
❍ Unlikely (3)
❍ Don't know (4)

Display if answer "somewhat likely" or "unlikely" to Q21C

Q21d Is there any monthly amount you *would* be willing to pay for increased police services? If so how much a month? Please enter a number ONLY (not the dollar sign) -- put 0 if you would not be willing to pay ***any*** amount.

Q21e How well do you think the Hemet Police Department does its job with the resources it currently has?

❍ The department does an excellent job with the resources it currently has (1)
❍ Very good job (2)
❍ Good job (3)
❍ Fair job (4)
❍ The department does a poor job with the resources it currently has (5)
❍ Don't know (6)

Q22 Have you ever been a victim of a property crime?

❍ Yes (1)
❍ No (2)

Q23 Have you ever been the victim of a violent crime?

❍ Yes (1)
❍ No (2)

Display if person has been a victim of a property crime.

Q22b Was the property crime in Hemet?
❍ Yes (1)
❍ No (2)

Display if person has been a victim of a violent crime.

Q23b Was the violent crime in Hemet?
❍ Yes (1)
❍ No (2)

Display if property or violent crime was in Hemet.

Q24 Were you satisfied with the way the Hemet Police Department addressed the incident?
❍ Yes (1)
❍ No (2)
❍ Somewhat (3)
❍ The incident wasn't handled by Hemet Police Department (4)

Display if "not satisfied" with the way the HPD addressed the incident.

Q24b What could the officer or department have done better?

Q25 How fearful are you that you will be the victim of a PROPERTY crime in the City of Hemet **in the near future**?
❍ Very fearful (1)
❍ Somewhat fearful (2)
❍ Not too fearful (3)
❍ Not at all fearful (4)
❍ Don't know (5)

Q26 How fearful are you that you will be the victim of a VIOLENT crime in the City of Hemet **in the near future**?
❍ Very fearful (1)
❍ Somewhat fearful (2)
❍ Not too fearful (3)
❍ Not at all fearful (4)
❍ Don't know (5)

Q28CHAN How do you hear about crime and crime prevention in the City of Hemet? (Please check all that apply)
❑ Newspaper (Please indicate which one) (1) _____
❑ Facebook, twitter, or other social media (2)
❑ Talk to friends and family (3)
❑ The local TV channels (4)
❑ Any other method? (please specify) (5) _____

❑ Don't know (6)

D1 The survey is almost done. The following questions about your background will be used for statistical purposes only.

Are you actively involved in your Neighborhood Crime Watch program?
❍ Yes (1)
❍ No (2)
❍ Would like to get involved but don't know how (3)
❍ Don't know (4)

D2 Do you rent or own your current residence?
❍ Rent or lease my residence (1)
❍ Own my residence (2)
❍ Live with family member in THEIR residence (3)
❍ Live with friend in THEIR residence (4)
❍ Other (5) _____

D3 What was the last grade of school that you completed?
❍ Some high school or less (1)
❍ High school graduate or equivalent (2)
❍ Some college but no degree (3)
❍ Associate degree or technical certificate (4)
❍ Bachelor's degree (5)
❍ Some graduate work (6)
❍ Graduate or professional degree (7)

D4 Which of the following best describes your marital status?
❍ Single, never married (1)
❍ Married (2)
❍ Divorced (3)
❍ Widowed (4)
❍ Separated (5)
❍ Single, living with partner (6)

D4b How many people live in your household INCLUDING YOURSELF? Please enter a number.

D11 What is your age?
If Less Than 16, Then Skip questions D5, D6, and D7

D5 How many children ages 18 years old or younger do you have living at home?

D6 Which of the following best describes your employment status? Are you…

❍ Working full-time for pay (1)
❍ Working less than 30 hours a week for pay (2)
❍ Full-time student (3)
❍ Full-time homemaker, parent, caregiver (4)
❍ Unemployed and looking for work (5)
❍ Retired (6)
❍ Disabled and not able to work (7)
❍ Don't know (8)

Display If working full-time or part-time

D7 What city do you work in?

❍ Hemet (1)
❍ Homeland (2)
❍ Menifee (3)
❍ Murrieta (4)
❍ Romoland (5)
❍ San Jacinto (6)
❍ Sun City (7)
❍ Temecula (8)
❍ Valle Vista (9)
❍ Winchester (10)
❍ Riverside (11)
❍ Moreno Valley (12)
❍ San Diego (13)
❍ Other (14) _____

D9 Are you of Hispanic, Spanish, or Latino origin?

❍ Yes (1)
❍ No (2)

D10 How would you describe your race or ethnicity? (Please check ALL that apply)

❑ Asian (please specify) (1) _____
❑ Black or African American (2)
❑ Caucasian or White (3)
❑ Hispanic (4)
❑ Other (5) _____
❑ Don't know (6)

D12 Which of the following categories best describes your total household or family income before taxes, from all sources, for 2012?

❍ Less than $25,000 (1)

- ❍ $25,000 to less than $35,000 (2)
- ❍ $35,000 to less than $50,000 (3)
- ❍ $50,000 to less than $65,000 (4)
- ❍ $65,000 to less than $80,000 (5)
- ❍ Over $110,000 (6)
- ❍ Don't know (7)

GENDER Are you a male or female?
- ❍ Male (1)
- ❍ Female (2)

LASTQ Do you have any other comments to make about quality of life, crime, or safety in Hemet or about the Hemet Police Department?

END Thank you for your answers. Your input will be helpful to Hemet leaders as they work to improve the quality of life in the City of Hemet.

Please click the forward button>> at the bottom right to have your answers recorded.

Q73

If Displayed, Then Skip To End of Survey

GoToWork You have indicated that you work in the City of Hemet but don't live there. We appreciate your interest in this survey and want to hear your opinions, so let us help you to the right page.

You have started the version for those who LIVE within the City of Hemet. If you do LIVE in Hemet, click the back button(<<) on the lower right corner of this page to choose the first option: Live in the City of Hemet. If you do NOT live in Hemet and need the version for those who

WORK in Hemet or are VISITING Hemet, please click the following link to start again.

Please click here:

Thank you! Your opinions matter!

Q67

If Displayed, Then Skip To End of Survey

GotoVisit You have indicated that you don't live or work in the City of Hemet, but you visit or shop in Hemet. We appreciate your interest in this survey and want to hear your opinions, so let us help you to the right page.

You have started the version for those who LIVE within the City of Hemet. If you do LIVE in Hemet, click the back button(<<) on the lower right corner of this page to choose the first option: Live in the City of Hemet. If you do NOT live in Hemet and need the version for those who work in Hemet or visit Hemet, please click the following link to start again.

Please click here:

Thank you! Your opinions matter!

Q68

If Displayed, Then Skip To End of Survey

APPENDIX III

Online Questionnaire for Non-Residents (Employers, Employees, and Visitors)

Hemet Community Survey
Online Questionnaire for Non-Residents (People who Work in Hemet or Visit)

Logo

WELCOME Welcome to the Hemet Community Survey, a survey about the quality of life in Hemet with special focus on safety issues. This survey should take less than 15 minutes to complete. Your answers will help city leaders better understand the views of those who live in Hemet, work in Hemet, or visit Hemet. Your input will help create the foundation for improving the quality of life in Hemet.

Your identity will not be asked and your responses will remain completely confidential. Of course, you are free to decline to answer any particular survey questions.

I acknowledge that I have been informed of, and understand, the true nature and purpose of this study, and I freely consent to participate. Please indicate your desire to participate by selecting "Agree and Continue." Selecting "Disagree" will end the survey.

- ❍ Agree and Continue (1)
- ❍ Disagree (2)

If Agree and Continue Is Not Selected, Then Skip To End of Survey

LIVEWORK Your survey answers will be recorded as you go. If you lose your connection or need to complete the survey later, simply go back to www.surveyhemet.com from the same computer and start again.

To begin the survey, please select the option that best describes you.

- ❍ Live (and perhaps work) in the City of Hemet (1)
- ❍ Work in the City of Hemet but live elsewhere (2)
- ❍ Don't live or work in Hemet, but visit or shop in the City of Hemet (3)

If "Live (and perhaps work) in Hemet" Is Selected, Then Skip To **GoToLive**

Display if Work in the City of Hemet but live elsewhere

Q1WORK How many years have you worked in the City of Hemet?

- ❍ Less than 2 years (1)
- ❍ 2 to 5 years (2)
- ❍ 6 to 10 years (3)
- ❍ 11 to 20 years (4)
- ❍ More than 20 years (5)

Q1VISIT How many years have you been visiting Hemet and/or shopping in Hemet?

- ❍ Less than 2 years (1)
- ❍ 2 to 5 years (2)
- ❍ 6 to 10 years (3)
- ❍ 11 to 20 years (4)
- ❍ More than 20 years (5)

Q2 Since you spend time in Hemet, what are the reasons you don't choose to LIVE in Hemet? (Please choose ALL that apply)

- ❑ Can't afford to live in Hemet (1)
- ❑ Too much crime in the area (2)
- ❑ Too crowded (3)
- ❑ Can't afford to move from where I'm living now (4)
- ❑ I like where I'm living now (5)
- ❑ The schools seem better where I live now (6)
- ❑ I just don't like Hemet (7)
- ❑ Other (8) _____
- ❑ Don't know (9)

Display if Work in the City of Hemet but live elsewhere

Q3WORK Overall, how would you rate Hemet as a place to work?

- ❍ A very good place to work (1)
- ❍ Fairly good (2)
- ❍ Neither good nor bad (3)
- ❍ Fairly bad (4)
- ❍ A very bad place to work (5)
- ❍ Don't know / can't rate (6)

Q3VISIT Overall, how would you rate Hemet as a place to visit?

- ❍ A very good place to visit (1)
- ❍ Fairly good (2)
- ❍ Neither good nor bad (3)

- ❍ Fairly bad (4)
- ❍ A very bad place to work (5)
- ❍ Don't know / can't rate (6)

Display if Work in the City of Hemet but live elsewhere

Q4WORK In your opinion, what is the BEST thing about working in Hemet? (No more than 1 choice may be selected)

- ❍ The pay is better than in other areas (1)
- ❍ There are more jobs than in other areas (2)
- ❍ It's not crowded (3)
- ❍ There's less traffic than in other areas (4)
- ❍ It's a short commute from my residence (5)
- ❍ I work for a good company (6)
- ❍ I have a good job (7)
- ❍ My job gives me a good chance for advancement / promotion (8)
- ❍ Availability of amenities (restaurants, entertainment, gyms, etc.) (9)
- ❍ Other (10) _____

Display if Work in the City of Hemet but live elsewhere

Q5WORK In your opinion, what do you like LEAST about working in Hemet? (No more than 1 choice may be selected)

- ❍ Smog, air pollution (1)
- ❍ Traffic (2)
- ❍ Poor public transportation (3)
- ❍ Pay not as good as in other places (4)
- ❍ I don't like my employer / job (5)
- ❍ Other employees are not skilled enough (6)
- ❍ Not as much chance for advancement / promotion (7)
- ❍ Long commute (8)
- ❍ Poor amenities in the area (restaurants, entertainment, gyms, etc.) (9)
- ❍ Crime (12)
- ❍ Homeless/vagrants loitering (14)
- ❍ Nothing...I like everything about working in Hemet (10)
- ❍ Other (please specify) (11) _____
- ❍ Don't know (13)

Q5VISIT In your opinion, what do you like LEAST about visiting or shopping in Hemet? (No more than 1 choice may be selected)

- ❍ Smog, air pollution (1)
- ❍ Traffic (2)
- ❍ Poor public transportation (3)
- ❍ Not enough stores (4)

❍ Lack of "better" stores (12)
❍ Not enough restaurants (13)
❍ Lack of "better" restaurants (14)
❍ Not enough parking (5)
❍ Homeless/vagrants loitering (6)
❍ Lack of safety (9)
❍ Nothing...I like everything about visiting Hemet (8)
❍ Everything (7)
❍ Other (please specify) (10) _____
❍ Don't know (11)

Q6 Following are some statements about Hemet. For each statement, please indicate if you strongly agree, agree, disagree, or strongly disagree. HEMET IS A GOOD PLACE TO...

	Strongly Agree (1)	Agree (2)	Disagree (3)	Strongly Disagree (4)	Don't Know (5)
Bring visitors (1)	❍	❍	❍	❍	❍
Find a job (2)	❍	❍	❍	❍	❍
Be active and healthy (4)	❍	❍	❍	❍	❍
Raise children (5)	❍	❍	❍	❍	❍
Find an affordable place to live (7)	❍	❍	❍	❍	❍
Make friends (8)	❍	❍	❍	❍	❍

Q9 Overall, do you feel it is safe to walk around in Hemet during the DAY?
❍ Yes, it is safe (1)
❍ Somewhat safe (2)
❍ It is not safe (3)
❍ Don't know (4)

Q10 Do you feel it is safe to walk around in Hemet at NIGHT?
❍ Yes, it is safe (1)
❍ Somewhat safe (2)
❍ It is not safe (3)
❍ Don't know (4)

Display If selected "Somewhat safe" or "don't feel safe" to Q9 or Q10

Q11 What makes you feel unsafe? (Please choose ALL that apply)
❑ Theft and burglaries (1)
❑ Teens or others hanging around on the streets (2)
❑ Gang activity (3)
❑ People buying and selling drugs (4)

- ❑ Vandalism (graffiti, destruction of property, etc.) (5)
- ❑ Abandoned and junk gars, code violations (6)
- ❑ People "hanging around" on corners and sidewalks (7)
- ❑ Homeless/vagrants loitering (8)
- ❑ Panhandlers (9)
- ❑ Media (newspaper, TV, news on-line) mentions crime (10)
- ❑ Friends/family talk about crime (11)
- ❑ Social media mentions crime (12)
- ❑ I or someone I know was a victim of crime (13)
- ❑ Dangerous intersections (14)
- ❑ Poor lighting (15)
- ❑ No sidewalks or bad sidewalks (16)
- ❑ Traffic problems (speeding or reckless driving) (17)
- ❑ People drinking in public (18)
- ❑ Prostitution (19)
- ❑ Gunshots (20)
- ❑ Don't know (21)
- ❑ Other (please specify) (22) _____

Display If selected "Somewhat safe" or "don't feel safe" to Q9 or Q10

Q12 Are there particular places/areas in Hemet where you feel unsafe?

- ❍ Yes (1)
- ❍ No (2)
- ❍ Don't know (3)

Display If " Yes" Is Selected for Q12

Q12b In what particular place(s) do you feel unsafe?

Display If " Yes" Is Selected for Q12

Q12c In your opinion, what is the most important thing that should be done to make the place(s) safer?

- ❍ Better lighting (1)
- ❍ More police visibility (2)
- ❍ Do something about the homeless in the area(s) (3)
- ❍ Increase traffic patrols (4)
- ❍ Other (please specify) (5) _____
- ❍ Don't know (6)

Q13a Do you feel safe, somewhat safe, or not safe going to the local stores in the City of Hemet?

- ❍ Safe (1)
- ❍ Somewhat safe (2)

❍ Not safe (3)
❍ I don't shop or eat in the City of Hemet (5)

Q14 In general, how fearful are you that you will be the victim of a serious crime, such as a violent or costly crime?
❍ Very fearful (1)
❍ Somewhat fearful (2)
❍ Not too fearful (3)
❍ Not at all fearful (4)
❍ Don't know (5)

Q15 In the past month, has fear of crime prevented you from doing things you would like to do in the City of Hemet?
❍ Yes (1)
❍ No (2)
❍ Maybe (3)
❍ Not in the past month, but in the past year (4)
❍ Don't know (5)

Q16 Recently the Hemet Police Department has taken some measures to make Hemet safer for its residents and visitors. Do you think safety has improved over the past 6 months?
❍ Yes (1)
❍ No (2)
❍ Maybe (3)
❍ Don't know (4)

Q20 In order to help the Hemet Police Department set priorities and be most effective, they need to know what you are most concerned about regarding crime and safety. Please rate each issue on a scale of 1 to 5, with 1 being "not at all concerned" to 5 being "extremely concerned."

	Not at all concerned (1)	(2)	(3)	(4)	Extremely concerned (5)
Burglaries (1)	❍	❍	❍	❍	❍
Homeless/vagrants loitering (2)	❍	❍	❍	❍	❍
Vandalism and tagging (3)	❍	❍	❍	❍	❍
Traffic accidents and speeding (4)	❍	❍	❍	❍	❍
Panhandling (5)	❍	❍	❍	❍	❍
Drug use (6)	❍	❍	❍	❍	❍
Gang activity (7)	❍	❍	❍	❍	❍
Prostitution (8)	❍	❍	❍	❍	❍

Auto theft (9)	❍	❍	❍	❍	❍
Jaywalking (10)	❍	❍	❍	❍	❍
School safety (11)	❍	❍	❍	❍	❍

Q21b Do you have concerns about crime and safety issues other than the ones above? If so, please explain.

Q21 So of the issues listed, what should be the Hemet Police Department's TOP PRIORITY for making the community safer for you as an employee or visitor in Hemet?

❍ Burglaries (1)
❍ Homeless/vagrants loitering (2)
❍ Vandalism and tagging (3)
❍ Traffic accidents and speeding (4)
❍ Panhandling (5)
❍ Drug use (6)
❍ Gang activity (7)
❍ Prostitution (8)
❍ Auto theft (9)
❍ Jaywalking (10)
❍ School safety (11)
❍ Other (12) _____
❍ Don't know (13)

Q69 Please rate the following police department activities from NOT important (0) to EXTREMELY important (100) for improving the safety and quality of life in Hemet. Just click the portion of the line which best reflects your view.

Question set up with a slider…respondent clicks to set slider

_____ Response time to emergency calls (1)
_____ Response time to non-emergency calls (2)
_____ Patrols in my neighborhood (3)
_____ Patrols in shopping centers (4)
_____ Narcotics enforcement (5)
_____ Gang task force activities (6)
_____ Traffic enforcement (7)
_____ Respectful, professional officers (8)
_____ Prostitution "sweeps" resulting in arrests (9)
_____ Community involvement/ neighborhood watch (10)
_____ Removing homeless / vagrants from City parks (11)

Q21e How well do you think the Hemet Police Department does its job with the resources it currently has?

❍ The department does an excellent job with the resources it currently has (1)
❍ Very good job (2)

❍ Good job (3)
❍ Fair job (4)
❍ The department does a poor job with the resources it currently has (5)
❍ Don't know (6)

Q22 Have you ever been a victim of a crime while you were in the City of Hemet?
❍ Yes (1)
❍ No (2)

Display if person has been a victim of a crime in Hemet

Q24 Were you satisfied with the way the Hemet Police Department addressed the incident?
❍ Yes (1)
❍ No (2)
❍ Somewhat (3)
❍ The incident wasn't handled by Hemet Police Department (4)

Display if "not satisfied" with the way the HPD addressed the incident.

Q24b What could the officer or department have done better?

Q25 How fearful are you that you will be the victim of a crime in the City of Hemet ***in the near future?***
❍ Very fearful (1)
❍ Somewhat fearful (2)
❍ Not too fearful (3)
❍ Not at all fearful (4)
❍ Don't know (5)

Q28 How do you hear about crime and crime prevention that happens in the City of Hemet? (Please check all that apply)
❑ Newspaper (please indicate which one) (1) _____
❑ Facebook, twitter, or other social media (2)
❑ Talk to friends and family (3)
❑ The local TV channels (4)
❑ Any other method? (Please specify) (5) _____
❑ Don't know (6)

D1HOME The survey is almost done. The following questions about your background will be used for statistical purposes only.
What is your home zip code?

D2WORK What is your work zip code?

D3 What was the last grade of school that you completed?

- ❍ Some high school or less (1)
- ❍ High school graduate or equivalent (2)
- ❍ Some college but no degree (3)
- ❍ Associate degree or technical certificate (4)
- ❍ Bachelor's degree (5)
- ❍ Some graduate work (6)
- ❍ Graduate or professional degree (7)

D4 Which of the following best describes your marital status?
- ❍ Single, never married (1)
- ❍ Married (2)
- ❍ Divorced (3)
- ❍ Widowed (4)
- ❍ Separated (5)
- ❍ Single, living with partner (6)

D6 Which of the following best describes your employment status? Are you…
- ❍ Working full-time for pay (1)
- ❍ Working less than 30 hours a week for pay (2)
- ❍ Full-time student (3)
- ❍ Full-time homemaker, parent, caregiver (4)
- ❍ Unemployed and looking for work (5)
- ❍ Retired (6)
- ❍ Disabled and not able to work (7)
- ❍ Don't know (8)

D9 Are you of Hispanic, Spanish, or Latino origin?
- ❍ Yes (1)
- ❍ No (2)

D10 How would you describe your race or ethnicity? (Please check ALL that apply)
- ❑ Asian (please specify) (1) _____
- ❑ Black or African American (2)
- ❑ Caucasian or White (3)
- ❑ Hispanic (4)
- ❑ Other (5) _____
- ❑ Don't know (6)

D11 What is your age?

D12 Which of the following categories best describes your total household or family income before taxes, from all sources, for 2012?

- ❍ Less than $25,000 (1)
- ❍ $25,000 to less than $35,000 (2)
- ❍ $35,000 to less than $50,000 (3)
- ❍ $50,000 to less than $65,000 (4)
- ❍ $65,000 to less than $80,000 (5)
- ❍ Over $110,000 (6)
- ❍ Don't know (7)

GENDER Are you a male or female?
- ❍ Male (1)
- ❍ Female (2)

LASTQ Do you have any other comments to make about quality of life, crime, or safety in Hemet or about the Hemet Police Department?

END Thank you for your answers. Your input will be helpful to Hemet leaders as they work to improve the quality of life for residents, workers, and visitors in the City of Hemet.

Please click the forward button>> at the bottom right to have your answers recorded.

GotoLive You have indicated that you live (and perhaps work) in the City of Hemet, but yet you have started the survey for those who DON'T live in Hemet. We appreciate your interest in this survey and want to hear your opinions using the correct version of the survey, so let us help you to the right page.

If you LIVE in Hemet, please click the following link to start again:

Please click here

If you DON'T live in Hemet, click the back button (<<) on the lower right corner of this page to choose one of the last two options: Work in the City of Hemet but live elsewhere, or don't live or

work in Hemet but visit orshop in Hemet.

Thank you! Your opinions matter!

APPENDIX IV

Focus Group Guide

FOCUS GROUP GUIDE

Design	Details
Purpose of Focus Groups	**Major employers**: To engage representatives of Hemet's major employers to get their perspective of the fear of crime in Hemet, the extent to which it affects quality of life in the City, and ways to improve both safety and the sense of safety. **Chief's advisory group**: To engage representatives of Hemet's major constituencies to get their perspective of the fear of crime in Hemet, the extent to which it affects quality of life in the City, and ways to improve both safety and the sense of safety. **Both:** To solicit their support in promoting the online survey (especially among under-represented groups from the phone survey – young people and Hispanics). To gather ideas of how to best share the results of the research.

Logistics	Details
Date and Time	Tuesday November 19, 2013 (1 ½ - 2 hours) ❑ Set Up: 4pm ❑ Meet and greet: o Group 1: 4:30 – 5pm o Group 2: 6:30 – 7pm *Dave, we need a greeter available for both arrival periods.* ❑ Begin & End: o 5 – 6:30 pm o 7 – 8:30 pm

PARTICIPANT QUESTIONNAIRE

Create short questionnaire for each participant. Collect after focus group.

HEMET FOCUS GROUP, TUESDAY NOVEMBER 19, 2013

Thank you for agreeing to participate in this focus group! Your input will be invaluable in evaluating the level of fear of crime in Hemet and the extent to which it affects quality of life in the City. Perhaps more importantly, we look forward to hearing your ideas on how to improve both safety and the *sense of safety* in Hemet. Please be assured that your individual responses to this survey (and your contribution to the focus group discussion) will remain anonymous.

Name: _____

Employer and job title: _____

Do you live in Hemet?

- ❑ Yes – ***How long*** have you lived in Hemet? _____ years
- ❑ No

What, if any, volunteer/"community engagement" activities are you involved with in Hemet?

To what degree do you agree with this statement: "I feel a sense of belonging to Hemet"

- ❑ Strongly agree
- ❑ Agree
- ❑ Disagree
- ❑ Strongly disagree

To what degree do you agree with this statement: "Hemet is a safe city"

- ❑ Strongly agree
- ❑ Agree
- ❑ Disagree
- ❑ Strongly disagree

Recently the Hemet Police Department has taken some measures to make the city safer for its residents and visitors. Do you think safety in Hemet has improved over the past 6 months?

- ❑ YES
- ❑ NO
- ❑ MAYBE

What is the one most important thing the Hemet Police Department can do improve safety and sense of safety in Hemet?

Types and Sequence of Questions*	Draft Questions
Opening (1) – brief, factual, everyone answers, establishes common ground	1. Name, job and role, other activity in Hemet (e.g., volunteer). Do you live in Hemet? If so, for how long?
Introductory (1) – introduces topic, open ended, helps participants connect to topic	1. Each of you has in front of you a sheet with a few questions we had you answer when you arrived. We will collect that sheet when you leave and it's your private place to share with us anything you didn't feel comfortable saying or didn't get a chance to say. One of the questions asks you how much you agree with the statement "I feel a sense of belonging to Hemet". What is an example for you of feeling a sense of belonging in the City of Hemet?
Transition (1) – bridge from introductory to key questions	1. Another question on the sheet asks about safety. Let's hear from each of you: to what extent do you agree with the statement "Hemet is a safe city"? And why?
Key (2-5) – focus of the study and analysis	1. Do you personally feel safe in Hemet? Does your answer depend on the time of day or part of the City? 2. What has the greatest influence on your sense of safety (or the safety of your employees and customers)? Examples: Rumors about crime; scary looking people; actual crime; reports of crime; personal knowledge or experience with crime, victim of crime? 3. Do you think safety in Hemet has improved over the past 6 months? Employer probe: Surrounding your business, what changes have you observed in the last six months? Regarding safety, what differences have you perceived in attitudes about safety (or fear of crime) in the last six months? Have they gotten better or worse? 4. Have you taken any specific actions in the last six months related to safety, prevention of crime or fear of crime? Examples: changing where you shop, walk or recreate;

	talking to others about crime; organizing; volunteering; advising friends or family to change their behavior 5. What do you think is the most important thing the Hemet Police Department could do to improve safety in the City? What could others do that would improve safety? 6. As you probably know, from November 15 until December 15 there will be an online survey about these same topics. * What are you willing to do to increase participation? * The online survey can be a particularly good way to reach younger people in Hemet who are harder to reach with phone surveys. What are you willing to do encourage younger participants to answer the online survey? * Hispanics also tend to be harder to reach in phone surveys. What are you willing to do to encourage Hispanics to answer the online survey? * The survey is also open to those who work here or visit here but do not live her. What are you willing to do to help us reach them? 7. We do not know what the results will show but they will be shared publicly. What is your best advice for how to make this survey a positive and constructive tool?
Ending (1-3) – summarizes or highlights most important points of looks for gaps	1. Now, reflect on our entire discussion. What are the final opinions you would like to offer about making Hemet a safer City and a City that people feel is safe? 2. Is this an adequate summary:…? 3. What have we missed?

APPENDIX V

Data Display
Telephone Survey of Residents

Hemet Community Survey
Data Display, Weighted Frequency Distributions, Phone Survey

Following are frequency tables for the telephone version of the Hemet Community Survey, the only version which is statistically valid and representative of the population in the City of Hemet. A few comments about this data display are in order:

- The reader should note that certain subgroups of the population are traditionally under-represented in survey research…that was the case in this survey in which only 18.1% of the respondents reported being of Hispanic, Latino, or Spanish origin, whereas the 2012 American Community Survey reports 28.8% of Hemet's adult population falling into that category. In order to correct for this under-sampling and to better reflect the demographic profile of the City, a weighting factor has been applied to the data (which resulted in only slight changes in results).

- The "simple" frequency tables below, produced by SPSS 19.0 (Statistical Package for the Social Sciences) are arranged showing 4 columns of numbers.
    - **Frequency** – the weighted number of respondents providing a particular response
    - **Percent** – the percentage of people providing a particular response, calculated as the frequency divided by 448 (that is, with "don't know" and "refused" included in the totals)
    - **Valid Percent** – the percentage of people providing a particular response, with "don't know" and "refused" *excluded* from the calculation
    - **Cumulative Percent** – the percentage of cases in each row including all previous rows. In many cases this column doesn't have a meaningful interpretation. In others, such as number of years a person has lived in the City, it is meaningful to note that 8.7% have lived in the City less than 2 years, 32.9% 5 years or less, 46.3% 10 years or less, etc.

- For some questions, respondents had the opportunity to provide multiple answers (questions such as Q4, perceptions of the best things about living in the City). The tables for those multiple response questions show three columns of numbers:
    - **Responses, N** – The weighted number of respondents providing a particular response
    - **Responses, Percent** – the percentage of the total number of responses in a category, calculated as the N figure divided by the total number of responses to the question (the bottom of the "N" column).
    - **Percent of Cases** – the percentage of people who responded with a particular answer, calculated as the N figure divided by the total number of people who responded to the question with one or more answers

What is your zip code?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	92543	145	32.4	32.9	32.9
	92544	128	28.6	29.0	61.9
	92545	168	37.5	38.1	100.0
	Total	441	98.4	100.0	
Missing	REFUSED	7	1.6		
Total		448	100.0		

* NOTE: Data in this table are not weighted.

Q1: How many years have you lived in the City of Hemet?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than 2 years	39	8.7	8.7	8.7
	2 to 5 years	108	24.1	24.2	32.9
	6-10 years	60	13.4	13.4	46.3
	11-20 years	124	27.7	27.7	74.0
	More than 20 years	116	25.9	26.0	100.0
	Total	447	99.8	100.0	
Missing	Don't Know	1	.2		
Total		448	100.0		

* NOTE: Data in this table are not weighted.

Q3: Overall, how would you rate Hemet as a place to live?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very good	48	10.7	10.8	10.8
	Fairly good	162	36.1	36.3	47.1
	Neither good nor bad	92	20.6	20.7	67.7
	Fairly bad	93	20.9	20.9	88.7
	Very bad	50	11.3	11.3	100.0
	Total	446	99.6	100.0	
Missing	Don't Know	2	.4		
Total		448	100.0		

Q4: Best things about living in Hemet – Check all that apply

	Responses		Percent of Cases
	N	Percent	
Good area, location, scenery	89	14.2%	20.7%
Outdoor space/ natural scenery	26	4.2%	6.1%
Affordable Housing	52	8.4%	12.1%
Good climate, weather	46	7.3%	10.6%
Not crowded	34	5.5%	8.0%
Good schools/universities nearby	13	2.1%	3.1%
Less crime, feel safe	8	1.3%	1.8%
Job availability	3	.5%	.7%
Friendly people	31	5.0%	7.3%
Family and friends live here	26	4.2%	6.1%
Close to work	2	.3%	.5%
Faith/ religious community/ congregation	3	.4%	.6%
Good entertainment/ arts/ culture	4	.6%	.9%
Active community	20	3.2%	4.7%
Small town atmosphere/ feeling	64	10.4%	15.0%
Convenience to stores, retail, restaurants	58	9.4%	13.6%
Peaceful, quiet	32	5.1%	7.4%
Other	69	11.0%	16.0%
Nothing	34	5.5%	8.0%
Everything	8	1.3%	1.9%
Total	622	100.0%	145.1%

NOTE: This is a multiple response question in which the respondent was able to indicate more than one response. “Percent of responses,” therefore, sums to 100% but “Percent of cases” will not.

Q4: Recoded "Other" responses: Best things about living in the community

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Little to no traffic	8	1.7	21.4	21.4
	A senior community	6	1.4	17.9	39.3
	Cost of living, economy	5	1.1	14.1	53.4
	Gambling	2	.5	6.9	60.4
	Others	14	3.1	39.6	100.0
	Total	35	7.9	100.0	
Missing	System	413	92.1		
Total		448	100.0		

Q5: In your opinion, what is the ONE thing you like least about living in Hemet?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Smog, Air pollution	1	.3	.3	.3
	Too far to travel to go anywhere	16	3.7	3.8	4.1
	Poor public transportation	7	1.6	1.6	5.8
	Drugs	24	5.3	5.5	11.2
	Crime, Violence	106	23.6	24.4	35.7
	Gang activity	23	5.2	5.4	41.1
	Bad location	1	.1	.1	41.2
	Lack of entertainment/arts/culture	21	4.7	4.8	46.0
	Type of people who live here	23	5.1	5.3	51.3
	Bad school system	3	.6	.7	52.0
	Lack of job opportunity	10	2.2	2.3	54.3
	Weather, fires, floods, earthquakes	27	6.1	6.3	60.6
	Attitude of law enforcement or immigration officers	1	.2	.2	60.7
	Intolerance	6	1.4	1.4	62.2
	Isolation...Don't feel "connected"	1	.3	.3	62.4
	Homelessness	12	2.8	2.9	65.3
	Nothing	21	4.6	4.8	70.1
	Everything	1	.1	.1	70.2
	Other	18	4.0	4.2	74.4
	Traffic Issues	14	3.1	3.2	77.6
	Pot holes, roads not maintained	4	.9	.9	78.5
	Lack of shopping, malls, good stores	10	2.2	2.3	80.8
	Panhandlers	5	1.2	1.2	82.0
	Prostitution	6	1.3	1.4	83.4
	Dirty city, looks run down	14	3.1	3.2	86.6
	Dumping ground for criminals, sex offenders, ex-cons	12	2.8	2.9	89.5
	The water	1	.2	.3	89.7
	Lack of activities for the youth	8	1.7	1.8	91.5
	Hate the NO right turn signs	1	.1	.1	91.6
	To many Section 8 low income housing	2	.5	.6	92.2
	Becoming over populated, crowded	10	2.1	2.2	94.4
	Police issues, slow response, not doing anything	6	1.3	1.4	95.8
	Youth hanging out, disrespect, causing fear in elderly	5	1.1	1.1	96.9
	Not happy with hospital or doctors	3	.6	.6	97.6
	Feeling unsafe, not wanting to go to stores, etc.	7	1.6	1.6	99.2
	Politics, city council, city employee issues	3	.8	.8	100.0
	Total	433	96.6	100.0	
Missing	Don't Know	15	3.4		
Total		448	100.0		

Q6a: Level of agreement with statement: "I am proud to live in Hemet"

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly agree	42	9.3	9.5	9.5
	Agree	219	48.9	49.8	59.3
	Disagree	123	27.5	28.0	87.3
	Strongly Disagree	56	12.4	12.7	100.0
	Total	439	98.1	100.0	
Missing	Don't Know	9	1.9		
Total		448	100.0		

Q6c: Level of agreement with statement: "I feel a sense of belonging to my community"

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly agree	41	9.1	9.3	9.3
	Agree	201	44.9	45.8	55.1
	Disagree	141	31.4	32.0	87.2
	Strongly Disagree	56	12.6	12.8	100.0
	Total	439	97.9	100.0	
Missing	Don't Know	9	2.1		
Total		448	100.0		

Q6d: Level of agreement with statement: "Hemet is a safe city"

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly agree	20	4.4	4.5	4.5
	Agree	108	24.2	24.6	29.0
	Disagree	212	47.3	48.0	77.0
	Strongly Disagree	101	22.6	23.0	100.0
	Total	441	98.4	100.0	
Missing	Don't Know	7	1.6		
Total		448	100.0		

Q7: Do you know the names of your neighbors who live close to you?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	All of them	56	12.5	12.5	12.5
	Most of them	135	30.2	30.2	42.7
	Some of them	163	36.4	36.4	79.1
	No, Don't know any	92	20.6	20.6	99.7
	Don't have any neighbors close by	1	.3	.3	100.0
	Total	448	100.0	100.0	

Q8: Do you have at least one neighbor who would help you if you needed help?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	388	86.6	87.5	87.5
	No	38	8.5	8.6	96.1
	Maybe	17	3.9	3.9	100.0
	Total	443	98.9	100.0	
Missing	Don't Know	5	1.1		
Total		448	100.0		

Leave1: Do you usually leave Hemet to shop or spend money on entertainment?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	235	52.5	52.7	52.7
	No	173	38.5	38.7	91.4
	Sometimes, but not usually	38	8.5	8.6	100.0
	Total	446	99.6	100.0	
Missing	Don't Know	2	.4		
Total		448	100.0		

Leave1b: Reasons for leaving Hemet to shop or spend money on entertainment – Check all that apply
[ANSWERED ONLY BY THOSE WHO SAID THEY LEAVE]

		Responses		Percent of Cases
		N	Percent	
	More options elsewhere	218	82.4%	89.0%
	Feel safer elsewhere	19	7.3%	7.8%
	I join friends and family elsewhere	4	1.4%	1.5%
	Shop near my work	2	.8%	.9%
	Other	21	8.1%	8.7%
Total		264	100.0%	107.9%

NOTE: This is a multiple response question in which the respondent was able to indicate more than one response. “Percent of responses,” therefore, sums to 100% but “Percent of cases” will not.

Q9: Overall, do you feel it is safe, somewhat safe, or not safe to walk in your neighborhood during the DAY?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Safe	241	53.8	54.2	54.2
	Somewhat safe	166	37.1	37.3	91.5
	Not safe	38	8.5	8.5	100.0
	Total	445	99.4	100.0	
Missing	Don't Know	3	.6		
Total		448	100.0		

Q10: Overall, do you feel it is safe, somewhat safe, or not safe to walk in your neighborhood at NIGHT?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Safe	74	16.6	17.1	17.1
	Somewhat safe	111	24.7	25.4	42.5
	Not safe	251	56.0	57.5	100.0
	Total	436	97.3	100.0	
Missing	Don't Know	12	2.7		
Total		448	100.0		

Q11: Reasons for feeling unsafe in neighborhood (day or night) – Check all that apply [ANSWERED ONLY BY THOSE WHO FEEL IT IS UNSAFE OR SOMEWHAT SAFE WALKING IN NEIGHBORHOOD]

	Responses		Percent of Cases
	N	Percent	
Theft and burglaries from homes	68	10.1%	18.8%
Teens or others hanging around on the streets	41	6.2%	11.4%
Gang activity	69	10.3%	19.0%
People buying and selling drugs	45	6.7%	12.3%
Vandalism (Graffiti, destruction of property, etc.)	20	2.9%	5.4%
Abandoned and junk cars, code violations	1	.1%	.2%
People "hanging around" on corners and sidewalks	53	8.0%	14.8%
The homeless	28	4.2%	7.7%
Panhandlers	8	1.1%	2.1%
Media (Newspaper, TV, News online) mentions crime	11	1.6%	3.0%
Friends/ family talk about crime	3	.5%	.9%
Social media mentions crime	2	.3%	.6%
I or someone I know was the victim of crime	7	1.1%	2.0%
Dangerous intersections	6	1.0%	1.8%
Poor lighting	33	5.0%	9.2%
No sidewalks or bad sidewalks	4	.6%	1.2%
Traffic problems (Speeding or reckless driving)	15	2.2%	4.1%
People drinking in public	3	.5%	.9%
Prostitution	10	1.6%	2.9%
Gunshots	17	2.6%	4.7%
General crime and violence	41	6.1%	11.3%
The human element (bad people, transients)	33	4.9%	9.1%
Other	151	22.6%	41.7%
Total	670	100.0%	184.9%

NOTE: This is a multiple response question in which the respondent was able to indicate more than one response. “Percent of responses,” therefore, sums to 100% but “Percent of cases” will not.

Recoded "Other" responses: Reasons for feeling unsafe

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Lack of lighting	11	2.4	15.1	15.1
	Wild animals, pit bulls, dogs, coyotes, etc.	12	2.6	16.4	31.5
	Parolees, criminals, sex offenders	11	2.3	14.6	46.1
	Generalized feeling of lack of safety	9	1.9	11.9	58.0
	Seniors/handicapped feel unsafe	5	1.0	6.5	64.5
	Others	8	1.9	11.7	76.2
	Bad areas of town	8	1.7	10.8	87.0
	Complaints about police	9	2.1	13.0	100.0
	Total	72	16.1	100.0	
Missing	System	376	83.9		
Total		448	100.0		

Q12: Are there particular places in Hemet where you feel unsafe?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	315	70.2	73.7	73.7
	No	112	25.1	26.3	100.0
	Total	427	95.3	100.0	
Missing	Don't Know	18	4.0		
	Refused	3	.7		
	Total	21	4.7		
Total		448	100.0		

Q12b: Recoded responses for places in Hemet where people feel unsafe

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Downtown Hemet	39	8.8	12.7	12.7
	Florida Avenue and including Florida and cross streets	70	15.6	22.5	35.2
	Lyons Street	3	.7	1.0	36.3
	The mall	3	.7	1.1	37.3
	Everywhere, the entire city	29	6.5	9.4	46.7
	East Hemet	31	6.9	10.0	56.7
	Liquor Stores, Shopping parking lots, Wal-Mart, Kmart	29	6.5	9.4	66.1
	92543 zip code area	7	1.6	2.4	68.4
	West Hemet	8	1.8	2.6	71.0
	South side Hemet	5	1.2	1.7	72.7
	Center of town	15	3.3	4.8	77.5
	Old town	8	1.8	2.7	80.1
	Parks, all the parks	6	1.4	2.1	82.2
	Devonshire and cross streets	7	1.7	2.4	84.6
	Hamilton and cross streets	5	1.1	1.6	86.3
	North side	3	.7	1.0	87.3
	San Jacinto	3	.6	.8	88.1
	Others	37	8.2	11.9	100.0
	Total	309	69.0	100.0	
Missing	System	139	31.0		
Total		448	100.0		

Q13A: Do you feel safe, somewhat safe, or not safe going to the local stores in the city of Hemet?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Safe	257	57.3	57.4	57.4
	Somewhat safe	148	32.9	33.0	90.4
	Not safe	40	9.0	9.0	99.4
	Don't do the shopping in my household	3	.6	.6	100.0
	Total	447	99.8	100.0	
Missing	Don't Know	1	.2		
Total		448	100.0		

Q14: In general, how fearful are you that you will be the victim of a serious crime, such as a violent or costly crime?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very fearful	43	9.5	9.6	9.6
	Somewhat fearful	173	38.6	38.7	48.3
	Not too fearful, or...	143	32.0	32.1	80.5
	Not at all fearful	87	19.4	19.5	100.0
	Total	446	99.5	100.0	
Missing	Don't Know	2	.5		
Total		448	100.0		

Q15: In the past month, has fear of crime prevented you from doing things you would like to do in Hemet?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	119	26.6	26.8	26.8
	No	310	69.1	69.8	96.6
	Maybe	13	2.9	2.9	99.5
	Not in the past month, but in the past year	2	.4	.5	100.0
	Total	444	99.0	100.0	
Missing	Don't Know	4	1.0		
Total		448	100.0		

Q16: Recently the Hemet Police Department has taken some measures to make the city safer for its residents and visitors. Do you think safety in Hemet has improved over the past 6 months?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	141	31.5	39.8	39.8
	No	182	40.5	51.1	90.9
	Maybe	32	7.2	9.1	100.0
	Total	355	79.3	100.0	
Missing	Don't Know	93	20.7		
Total		448	100.0		

Q20a: Concern about RESIDENTIAL BURGLARIES

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all concerned	35	7.8	7.8	7.8
	2	24	5.3	5.3	13.1
	3	99	22.2	22.2	35.3
	4	88	19.7	19.8	55.2
	Extremely concerned	200	44.6	44.8	100.0
	Total	446	99.6	100.0	
Missing	Don't know	2	.4		
Total		448	100.0		

Q20b: Concern about HOMELESS PEOPLE LOITERING

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all concerned	70	15.6	15.8	15.8
	2	37	8.4	8.5	24.3
	3	78	17.5	17.8	42.1
	4	85	19.0	19.3	61.4
	Extremely concerned	170	38.0	38.6	100.0
	Total	441	98.4	100.0	
Missing	Don't know	7	1.6		
Total		448	100.0		

Q20c: Concern about VANDALISM AND TAGGING

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all concerned	63	14.1	14.2	14.2
	2	30	6.7	6.8	21.0
	3	105	23.5	23.7	44.7
	4	77	17.2	17.4	62.1
	Extremely concerned	168	37.5	37.9	100.0
	Total	443	98.9	100.0	
Missing	Don't know	5	1.1		
Total		448	100.0		

Q20d: Concern about TRAFFIC ACCIDENTS AND SPEEDING

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all concerned	67	15.0	15.2	15.2
	2	77	17.2	17.5	32.8
	3	91	20.4	20.8	53.5
	4	59	13.1	13.3	66.9
	Extremely concerned	146	32.6	33.1	100.0
	Total	441	98.3	100.0	
Missing	Don't know	7	1.7		
Total		448	100.0		

Q20e: Concern about PANHANDLING

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all concerned	69	15.5	15.6	15.6
	2	59	13.1	13.2	28.9
	3	95	21.3	21.4	50.3
	4	62	13.9	14.0	64.3
	Extremely concerned	159	35.4	35.7	100.0
	Total	444	99.1	100.0	
Missing	Don't know	4	.9		
Total		448	100.0		

Q20f: Concern about DRUG USE

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all concerned	43	9.6	10.3	10.3
	2	12	2.7	2.9	13.2
	3	48	10.6	11.4	24.6
	4	64	14.2	15.3	39.9
	Extremely concerned	251	56.0	60.1	100.0
	Total	417	93.1	100.0	
Missing	Don't know	30	6.7		
	Refused	1	.2		
	Total	31	6.9		
Total		448	100.0		

Q20g: Concern about GANG ACTIVITY

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all concerned	38	8.4	8.7	8.7
	2	34	7.6	7.9	16.6
	3	57	12.8	13.3	29.8
	4	83	18.6	19.2	49.1
	Extremely concerned	220	49.1	50.9	100.0
	Total	432	96.5	100.0	
Missing	Don't know	16	3.5		
Total		448	100.0		

Q20h: Concern about PROSTITUTION

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all concerned	66	14.8	15.5	15.5
	2	47	10.5	11.1	26.6
	3	67	15.0	15.8	42.5
	4	72	16.1	16.9	59.4
	Extremely concerned	173	38.6	40.6	100.0
	Total	426	95.0	100.0	
Missing	Don't know	22	4.8		
	Refused	1	.2		
	Total	22	5.0		
Total		448	100.0		

Q20i: Concern about AUTO THEFT

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all concerned	44	9.8	10.1	10.1
	2	56	12.4	12.7	22.9
	3	90	20.2	20.7	43.6
	4	82	18.2	18.7	62.3
	Extremely concerned	164	36.6	37.7	100.0
	Total	436	97.2	100.0	
Missing	Don't know	12	2.8		
Total		448	100.0		

Q20j: Concern about JAYWALKING

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all concerned	141	31.5	31.7	31.7
	2	64	14.2	14.4	46.1
	3	82	18.3	18.4	64.5
	4	51	11.3	11.4	76.0
	Extremely concerned	107	23.8	24.0	100.0
	Total	444	99.1	100.0	
Missing	Don't know	4	.9		
Total		448	100.0		

Q20j: Concern about JAYWALKING

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all concerned	141	31.5	31.7	31.7
	2	64	14.2	14.4	46.1
	3	82	18.3	18.4	64.5
	4	51	11.3	11.4	76.0
	Extremely concerned	107	23.8	24.0	100.0
	Total	444	99.1	100.0	
Missing	Don't know	4	.9		

Q20k: Concern about SCHOOL SAFETY

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all concerned	68	15.3	17.1	17.1
	2	51	11.3	12.7	29.9
	3	67	14.9	16.8	46.6
	4	68	15.1	17.0	63.6
	Extremely concerned	145	32.4	36.4	100.0
	Total	399	89.1	100.0	
Missing	Don't know	47	10.6		
	Refused	2	.4		
	Total	49	10.9		
Total		448	100.0		

Q20: Average concern scores about….

	N		
	Valid	Missing	Mean
Residential burglaries	446	2	3.89
Homeless people loitering	441	7	3.56
Vandalism and tagging	443	5	3.58
Traffic accidents and speeding	441	7	3.32
Panhandling	444	4	3.41
Drug use	417	31	4.12
Gang activity	432	16	3.96
Prostitution	426	22	3.56
Auto theft	436	12	3.61
Jaywalking	444	4	2.82
School safety	399	49	3.43

Q21b: Recoded "Other" responses: Concerns about other crime and safety issues

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Sex Offenders, child molesters, children's safety	9	2.0	10.2	10.2
	Running red lights, and other traffic violations	8	1.8	8.9	19.1
	Home invasions	5	1.0	5.3	24.4
	Parolees being dropped off	5	1.2	5.8	30.2
	Wild dogs, pit bulls issues	3	.7	3.5	33.6
	Need more programs to prevent crime	7	1.6	7.9	41.6
	Being robbed or assaulted when out	3	.6	3.3	44.8
	Child abuse, domestic violence crimes	2	.5	2.6	47.5
	Others	14	3.1	15.7	63.2
	Scammers, telemarketers, business fraud	3	.7	3.5	66.6
	Stealing mail from mailboxes	3	.7	3.5	70.1
	Extra protection for seniors, they are being bulled and intimidation	3	.7	3.6	73.7
	Slow police response times	3	.6	2.9	76.6
	Need more police	5	1.1	5.3	82.0
	Youth out late, causing trouble	4	.8	4.2	86.1
	Shoplifting	3	.6	3.2	89.3
	Lack of street lights	8	1.8	9.3	98.6
	Lower house prices brought in crime	1	.3	1.4	100.0
	Total	89	19.8	100.0	
Missing	System	359	80.2		
Total		448	100.0		

Q21: In your opinion, what should be the Hemet Police Department's TOP PRIORITY for making the community safer?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Residential burglaries	30	6.7	7.5	7.5
	Homeless people loitering	20	4.4	4.9	12.5
	Vandalism	4	.9	1.0	13.5
	Traffic accidents and speeding	18	4.0	4.5	18.0
	Panhandling	6	1.3	1.5	19.4
	Drug use	48	10.8	12.1	31.6
	Gang activity	67	15.0	16.9	48.5
	Prostitution	8	1.9	2.1	50.6
	Auto theft	6	1.3	1.5	52.1
	Jay-walking	1	.2	.2	52.3
	School safety	15	3.4	3.8	56.1
	Other	174	38.9	43.9	100.0
	Total	397	88.6	100.0	
Missing	Don't Know	51	11.4		
Total		448	100.0		

Q21: Recoded "Other" responses: Top priority for HPD

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	They are doing a good job, they are doing the best they can with resources	6	1.2	2.9	2.9
	Work to discourage state/county from locating parolees in Hemet	16	3.7	8.7	11.7
	Hire more officers, patrolling more, more of a police presence	60	13.4	32.1	43.7
	All of them are important	21	4.8	11.4	55.1
	Zero tolerance policy	2	.3	.8	55.9
	Just do the job	11	2.3	5.6	61.5
	Improve response time	11	2.4	5.7	67.2
	Focus on curfew to deter youth crime	6	1.3	3.2	70.4
	Get community involved, improve communication with community	7	1.7	4.0	74.4
	Stop gun shots	4	1.0	2.4	76.7
	Drugs and Gangs	3	.7	1.8	78.5
	Protect the elderly	3	.6	1.4	80.0
	Get rid of problem people, (welfare, section 8 housing, etc.)	9	2.0	4.8	84.8
	Others	22	4.9	11.6	96.4
	Burglaries/robberies	5	1.2	2.8	99.2
	Focus on catching pedophiles	1	.3	.8	100.0
	Total	188	41.9	100.0	
Missing	System	260	58.1		
Total		448	100.0		

Q21c: How likely would you be to approve as assessment of $9 a month for additional police services if you were guaranteed the money would be used to address the priorities you've identified?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very likely	186	41.5	42.5	42.5
	Somewhat likely	148	33.0	33.9	76.5
	Unlikely	103	22.9	23.5	100.0
	Total	437	97.5	100.0	
Missing	Don't know	9	2.0		
	Refused	2	.5		
	Total	11	2.5		
Total		448	100.0		

Q21d: IF UNLIKELY OR SOMEWHAT LIKELY TO APPROVE $9 ASSESSMENT: Is there any monthly amount you would be willing to pay for increased police services?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	$0	195	43.6	74.5	74.5
	$1	5	1.1	1.9	76.4
	$2	3	.7	1.1	77.5
	$3	5	1.1	1.8	79.3
	$5	23	5.1	8.6	87.9
	$9	10	2.3	4.0	91.9
	$10	13	2.8	4.8	96.7
	$15	1	.2	.4	97.1
	$20	7	1.5	2.6	99.7
	$30	1	.2	.3	100.0
	Total	262	58.5	100.0	
Missing	System	186	41.5		
Total		448	100.0		

Q21d: [ALL RESPONDENTS] How much would you be willing to pay per month for increased police services?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	$0	185	41.3	42.4	42.4
	$1 to $5	34	7.6	7.8	50.2
	$9	196	43.8	44.9	95.2
	$10 to $30	21	4.7	4.8	100.0
	Total	437	97.5	100.0	
Missing	Don't know	9	2.0		
	Refused	2	.5		
	Total	11	2.5		
Total		448	100.0		

Q21e: How well do you think the Hemet Police Department does its job with the resources it currently has?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	63	14.1	15.3	15.3
	Very good	117	26.1	28.3	43.6
	Good	105	23.4	25.4	69.0
	Fair	96	21.4	23.2	92.2
	Poor	32	7.2	7.8	100.0
	Total	414	92.3	100.0	
Missing	Don't know	33	7.5		
	Refused	1	.2		
	Total	34	7.7		
Total		448	100.0		

Q22: Have you ever been a victim of a property crime?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	247	55.2	55.2	55.2
	No	201	44.8	44.8	100.0
	Total	448	100.0	100.0	

Q22b: IF A PREVIOUS VICTIM OF A PROPERTY CRIME: Was that in Hemet?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	198	44.2	80.0	80.0
	No	49	11.0	20.0	100.0
	Total	247	55.2	100.0	
Missing	System	201	44.8		
Total		448	100.0		

Q23: Have you ever been a victim of a violent crime?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	69	15.4	15.4	15.4
	No	379	84.6	84.6	100.0
	Total	448	100.0	100.0	

Q23b: IF A PREVIOUS VICTIM OF A VIOLENT CRIME: Was that in Hemet?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	35	7.7	50.4	50.4
	No	34	7.6	49.6	100.0
	Total	69	15.4	100.0	
Missing	System	379	84.6		
Total		448	100.0		

Q24: IF PROPERTY OR VIOLENT CRIME WAS IN HEMET: Were you satisfied with the way the Hemet PD addressed the incident?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	92	20.4	46.1	46.1
	No	79	17.6	39.7	85.8
	Somewhat	28	6.3	14.2	100.0
	Total	199	44.3	100.0	
Missing	Refused	17	3.8		
	System	233	51.9		
	Total	249	55.7		
Total		448	100.0		

Q24b:IF NOT SATISFIED WITH THE WAY THE HPD HANDLED THE INCIDENT: Recoded responses: What could the officer or department have done better?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Police never showed up or should have responded faster	14	3.1	13.7	13.7
	Show more concern for victims, act as if they care	18	4.0	17.5	31.1
	Not handled by Hemet Police but the Sheriff's	3	.6	2.6	33.7
	Provide follow up information to victim	9	2.0	8.7	42.4
	Respondent didn't report the crime	6	1.3	5.6	48.0
	Need more officers and resources	2	.6	2.4	50.5
	Investigate, try to find the criminal	21	4.6	20.1	70.6
	Other	30	6.7	29.4	100.0
	Total	102	22.8	100.0	
Missing	System	346	77.2		
Total		448	100.0		

Q25: How fearful are you that you will be the victim of a PROPERTY crime in Hemet in the near future?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very fearful	116	25.9	25.9	25.9
	Somewhat fearful	156	34.8	34.9	60.8
	Not too fearful, or...	99	22.2	22.2	83.0
	Not at all fearful	76	17.0	17.0	100.0
	Total	447	99.9	100.0	
Missing	Don't Know	1	.1		
Total		448	100.0		

Q26: How fearful are you that you will be the victim of a VIOLENT crime in Hemet in the near future?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very fearful	51	11.4	11.7	11.7
	Somewhat fearful	147	32.9	33.5	45.2
	Not too fearful, or...	143	32.0	32.7	77.8
	Not at all fearful	97	21.7	22.2	100.0
	Total	439	98.1	100.0	
Missing	Don't Know	8	1.8		
	Refused	1	.2		
	Total	9	1.9		
Total		448	100.0		

Q28CHAN: Ways people hear about crime and crime prevention in Hemet
Check all that apply

		Responses		Percent of Cases
		N	Percent	
	Newspaper	254	27.2%	58.0%
	Facebook, twitter, or other social media	150	16.1%	34.3%
	Friends and family	290	31.0%	66.1%
	Local TV channel	178	19.1%	40.7%
	Internet	18	1.9%	4.1%
	Other	44	4.7%	9.9%
Total		982	935	100.0%

NOTE: This is a multiple response question in which the respondent was able to indicate more than one response. “Percent of responses,” therefore, sums to 100% but “Percent of cases” will not.

Q28CHAN: Recoded "Other" response: Ways people hear about crimes and crime prevention in Hemet

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Radio	8	1.8	18.0	18.0
	Community events, City Hall	5	1.1	11.0	29.1
	Info from sheriff or police department staff and media	6	1.3	13.7	42.7
	Word of mouth, just out at the store, neighbors, etc.	13	3.0	30.6	73.4
	Neighborhood watch groups, park organizations	4	.8	8.4	81.8
	Church	2	.4	4.4	86.2
	Seen or heard from personal experience	4	.9	8.9	95.1
	Others	2	.5	4.9	100.0
	Total	44	9.7	100.0	
Missing	System	404	90.3		
Total		448	100.0		

D1: Are you actively involved in your Neighborhood Crime Watch program?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	95	21.2	21.3	21.3
	No	307	68.5	68.8	90.1
	Would like to get involved but do not know how	20	4.5	4.5	94.6
	A lot of notes stating "don't have one"	24	5.4	5.4	100.0
	Total	446	99.6	100.0	
Missing	Don't know	2	.4		
Total		448	100.0		

* NOTE: Data in this table are not weighted.

D2: Do you rent or own your current residence?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Rent or lease	133	29.7	30.0	30.0
	Own	299	66.7	67.3	97.3
	Live with family member (like parents or kids)	9	2.0	2.0	99.3
	Live with a friend	1	.2	.2	99.5
	Other (specify)	2	.4	.5	100.0
	Total	444	99.1	100.0	
Missing	Don't know	1	.2		
	Refused	3	.7		
	Total	4	.9		
Total		448	100.0		

* NOTE: Data in this table are not weighted.

D3: What was the last grade of school that you completed?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Some high school or less	40	8.9	9.0	9.0
	High school graduate or equivalent	133	29.7	30.0	39.0
	Some college but no degree	134	29.9	30.2	69.1
	Associate degree or technical certificate	54	12.1	12.2	81.3
	Bachelor's degree	44	9.8	9.9	91.2
	Some graduate work	2	.4	.5	91.7
	Graduate or professional degree	37	8.3	8.3	100.0
	Total	444	99.1	100.0	
Missing	Refused	4	.9		
Total		448	100.0		

* NOTE: Data in this table are not weighted.

D4: Marital status

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Single	64	14.3	14.5	14.5
	Married	201	44.9	45.7	60.2
	Divorced	67	15.0	15.2	75.5
	Widowed	70	15.6	15.9	91.4
	Separated	14	3.1	3.2	94.5
	Single, living with partner	24	5.4	5.5	100.0
	Total	440	98.2	100.0	
Missing	Refused	8	1.8		
Total		448	100.0		

* NOTE: Data in this table are not weighted.

D4b: Number of people living in the household (including respondent)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 person household	120	26.8	27.7	27.7
	2 person household	158	35.3	36.5	64.2
	3 person household	60	13.4	13.9	78.1
	4 person household	47	10.5	10.9	88.9
	5 person household	22	4.9	5.1	94.0
	6 person household	19	4.2	4.4	98.4
	7 or more person household	7	1.6	1.6	100.0
	Total	433	96.7	100.0	
Missing	Refused	15	3.3		
Total		448	100.0		

* NOTE: Data in this table are not weighted.

D5: Number of children 18 or younger living in the household

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No children	319	71.2	72.8	72.8
	1 Child	51	11.4	11.6	84.5
	2 Children	36	8.0	8.2	92.7
	3 Children	21	4.7	4.8	97.5
	4 Children	5	1.1	1.1	98.6
	5 Children	5	1.1	1.1	99.8
	7 or more children	1	.2	.2	100.0
	Total	438	97.8	100.0	
Missing	Refused	10	2.2		
Total		448	100.0		

* NOTE: Data in this table are not weighted.

D6: Employment status

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Working full-time for pay	81	18.1	18.4	18.4
	Working less than 30 hours a week for pay	37	8.3	8.4	26.8
	Full-time student	12	2.7	2.7	29.5
	Full-time homemaker, parent or caregiver	18	4.0	4.1	33.6
	Unemployed and looking for work	28	6.3	6.4	40.0
	Retired, or	224	50.0	50.9	90.9
	Disabled and not able to work	40	8.9	9.1	100.0
	Total	440	98.2	100.0	
Missing	Don't know	2	.4		
	Refused	6	1.3		
	Total	8	1.8		
Total		448	100.0		

* NOTE: Data in this table are not weighted.

D7: [IF EMPLOYED OUTSIDE THE HOME] What city do you work in?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Hemet	69	15.4	60.0	60.0
	Menifee	1	.2	.9	60.9
	Murrieta	1	.2	.9	61.7
	San Jacinto	8	1.8	7.0	68.7
	Sun City	1	.2	.9	69.6
	Temecula	4	.9	3.5	73.0
	Riverside	3	.7	2.6	75.7
	Moreno Valley	2	.4	1.7	77.4
	San Diego	2	.4	1.7	79.1
	Other	1	.2	.9	80.0
	Banning	2	.4	1.7	81.7
	Riverside County	2	.4	1.7	83.5
	San Bernardino County	1	.2	.9	84.3
	Orange County	1	.2	.9	85.2
	Travel to several different cities	3	.7	2.6	87.8
	Southern California	1	.2	.9	88.7
	Corona	3	.7	2.6	91.3
	Calimesa	1	.2	.9	92.2
	Perris	3	.7	2.6	94.8
	Throughout the state-construction	2	.4	1.7	96.5
	Oceanside	1	.2	.9	97.4
	Chino	1	.2	.9	98.3
	Loma Linda	1	.2	.9	99.1
	Banning, San Bernardino, San Jacinto	1	.2	.9	100.0
	Total	115	25.7	100.0	
Missing	Refused	2	.4		
	System	331	73.9		
	Total	333	74.3		
Total		448	100.0		

* NOTE: Data in this table are not weighted.

D9: Are you of Hispanic, Spanish, or Latino origin?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	80	17.9	18.1	18.1
	No	361	80.6	81.9	100.0
	Total	441	98.4	100.0	
Missing	Refused	7	1.6		
Total		448	100.0		

* NOTE: Data in this table are not weighted.

D10: How would you describe your race or ethnicity? Check all that apply

		Responses		Percent of Cases
		N	Percent	
	Asian	8	1.8%	1.9%
	Black or African American	30	6.7%	7.1%
	Caucasian or White	320	71.1%	75.3%
	Hispanic	73	16.2%	17.2%
	Other	19	4.2%	4.5%
Total		450	100.0%	105.9%

NOTE: This is a multiple response question in which the respondent was able to indicate more than one response. "Percent of responses," therefore, sums to 100% but "Percent of cases" will not.

* NOTE: Data in this table are not weighted.

D11: Recode: What is your age?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18 to 19 years old	8	1.8	1.9	1.9
	20 to 24 years old	9	2.0	2.1	4.0
	25 to 29 years old	13	2.9	3.1	7.1
	30 to 34 years old	17	3.8	4.0	11.1
	35 to 39 years old	24	5.4	5.7	16.8
	40 to 44 years old	30	6.7	7.1	23.9
	45 to 49 years old	20	4.5	4.7	28.6
	50 to 54 years old	40	8.9	9.5	38.1
	55 to 59 years old	28	6.3	6.6	44.7
	60 to 64 years old	42	9.4	9.9	54.6
	65 to 69 years old	41	9.2	9.7	64.3
	70 to 74 years old	51	11.4	12.1	76.4
	75 to 79 years old	46	10.3	10.9	87.2
	80 to 84 years old	26	5.8	6.1	93.4
	85 and older	28	6.3	6.6	100.0
	Total	423	94.4	100.0	
Missing	Refused	25	5.6		
Total		448	100.0		

* NOTE: Data in this table are not weighted.

Statistics for Age

N	Valid	423
	Missing	25
Mean		59.48
Median		63.00
Mode		70
Std. Deviation		18.335
Minimum		18
Maximum		101

* NOTE: Data in this table are not weighted.

D12: Total household or family income before taxes, from all sources for 2012

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than $25,000	139	31.0	40.5	40.5
	$25,000 to less than $35,000	68	15.2	19.8	60.3
	$35,000 to less than $50,000	51	11.4	14.9	75.2
	$50,000 to less than $65,000	26	5.8	7.6	82.8
	$65,000 to less than $80,000	26	5.8	7.6	90.4
	$80,000 to $110,000	12	2.7	3.5	93.9
	Over $110,000	21	4.7	6.1	100.0
	Total	343	76.6	100.0	
Missing	Don't know	20	4.5		
	Refused	85	19.0		
	Total	105	23.4		
Total		448	100.0		

* NOTE: Data in this table are not weighted.

Gender: (Recorded by interviewer – not asked)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	167	37.3	37.4	37.4
	Female	279	62.3	62.6	100.0
	Total	446	99.6	100.0	
Missing	Couldn't tell	2	.4		
Total		448	100.0		

* NOTE: Data in this table are not weighted.

LASTQ: Recoded "Other" comments about safety issues in Hemet or the Hemet Police Department

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Hire more officers, give PD more resources, increase patrols	31	6.9	16.8	16.8
	Compliments to the Police department doing a good job, with resources they have	49	10.9	26.5	43.2
	Running red lights, speeding issues	3	.7	1.6	44.9
	Step up police efforts and response times	4	.9	2.2	47.0
	Do something, not happy here, just feel unsafe	10	2.2	5.4	52.4
	Early release, parolees, section 8 needs to be corrected	4	.9	2.2	54.6
	Need training	3	.7	1.6	56.2
	Police need to do their jobs	7	1.6	3.8	60.0
	Others	74	16.5	40.0	100.0
	Total	185	41.3	100.0	
Missing	System	263	58.7		
Total		448	100.0		

* NOTE: Data in this table are not weighted.

APPENDIX VI

Data Display
Online Survey of Hemet Residents

Hemet Community Survey
Data Display, Frequency Distributions, Online Survey of Hemet Residents

Following are frequency tables for the online version of the Hemet Community Survey for Hemet residents. A few comments about this data display are in order:

- Online surveys are a wonderful method of community engagement which can provide some interesting anecdotal data and can provide additional validation of phone survey results if the overall trends of the two methodologies match. They are NOT, however, random, thus results may be skewed and must be interpreted with caution. For example, online survey respondents tend to be those who are either extremely positive or extremely negative about the issue under study and are more motivated to complete a survey than those with "mid-range" attitudes. Further, people who complete online surveys tend to be younger, better educated, more affluent, and more likely to be employed. And Hispanics tend to be under-represented in surveys (both on-line and phone surveys). **The reader is encouraged to view the results of the statistically valid telephone survey in Appendix V.**

- The "simple" frequency tables below, produced by SPSS 19.0 (Statistical Package for the Social Sciences) are arranged showing 4 columns of numbers.
    - **Frequency** – the weighted number of respondents providing a particular response
    - **Percent** – the percentage of people providing a particular response, calculated as the frequency divided by 1,345 (that is, with "don't know" and "refused" included in the totals)
    - **Valid Percent** – the percentage of people providing a particular response, with "don't know" and "refused" *excluded* from the calculation
    - **Cumulative Percent** – the percentage of cases in each row including all previous rows. In many cases this column doesn't have a meaningful interpretation. In others, such as number of years a person has lived in the City, it is meaningful to note that 5.2% have lived in the City less than 2 years, 17.4% 5 years or less, 33.8% 10 years or less, etc.

- For some questions, respondents had the opportunity to provide multiple answers (questions such as Q2, main reasons why people choose to live in Hemet). The tables for those multiple response questions show three columns of numbers:
    - **Responses, N** – The number of respondents providing a particular response
    - **Responses, Percent** – the percentage of the total number of responses in a category, calculated as the N figure divided by the total number of responses to the question (the bottom of the "N" column).
    - **Percent of Cases** – the percentage of people who responded with a particular answer, calculated as the N figure divided by the total number of people who responded to the question with one or more answers

- The term "system missing" indicates that the respondent did not answer the question.

Q1: How many years have you lived in the City of Hemet?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than 2 years	69	5.1	5.2	5.2
	2 to 5 years	164	12.2	12.3	17.4
	6 to 10 years	219	16.3	16.4	33.8
	11 to 20 years	302	22.5	22.6	56.4
	More than 20 years	583	43.3	43.6	100.0
	Total	1337	99.4	100.0	
Missing	System	8	.6		
Total		1345	100.0		

Q2: What is the main reason you choose to live in Hemet? Choose all that apply.

	Responses		Percent of Cases
	N	Percent	
I have a job here	368	13.8%	27.6%
I live here with my family	425	15.9%	31.9%
It's close to family members	490	18.3%	36.7%
It's affordable to live here	520	19.5%	39.0%
I've lived here my whole life	245	9.2%	18.4%
I can't afford to move	255	9.5%	19.1%
I like the schools for my kids	41	1.5%	3.1%
It's safer here than other areas	38	1.4%	2.8%
I just like it	127	4.8%	9.5%
Other	162	6.1%	12.1%
Total	2671	100.0%	200.2%

NOTE: This is a multiple response question in which the respondent was able to indicate more than one response. "Percent of responses," therefore, sums to 100% but "percent of cases" will not.

Recoded "other" responses: Reasons for choosing to live in the City of Hemet

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Climate/weather	13	1.0	8.0	8.0
	It was a safe place when I moved here, not now	18	1.3	11.1	19.1
	Location, recreational close by	9	.7	5.6	24.7
	Retirement brought me to Hemet	36	2.7	22.2	46.9
	Friends	6	.4	3.7	50.6
	Doctors, medical treatment	2	.1	1.2	51.9
	Work brought to Hemet now retired here	5	.4	3.1	54.9
	Small town feel	9	.7	5.6	60.5
	I own my home/land	13	1.0	8.0	68.5
	My church family is here	3	.2	1.9	70.4
	Mt San Jacinto College	3	.2	1.9	72.2
	Spouse/partner is here	7	.5	4.3	76.5
	Moved years ago but it has changed for the worse	12	.9	7.4	84.0
	Other	26	1.9	16.0	100.0
	Total	162	12.0	100.0	
Missing	System	1183	88.0		
Total		1345	100.0		

Q3: Overall, how would you rate Hemet as a place to live?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	A very good place to live	84	6.2	6.3	6.3
	Fairly good	332	24.7	24.8	31.0
	Neither good nor bad	240	17.8	17.9	49.0
	Fairly bad	471	35.0	35.1	84.1
	A very bad place to live	208	15.5	15.5	99.6
	Don't know/can't rate	5	.4	.4	100.0
	Total	1340	99.6	100.0	
Missing	System	5	.4		
Total		1345	100.0		

Q4: What are the best things about living in Hemet? Check all that apply

	Responses		Percent of Cases
	N	Percent	
Good area, location, scenery	428	8.2%	32.2%
Outdoor space/natural scenery	519	9.9%	39.0%
Affordable housing	716	13.7%	53.8%
Good climate, weather	655	12.5%	49.2%
It's not crowded	282	5.4%	21.2%
Good schools	103	2.0%	7.7%
Less crime than in other places, feel safe	52	1.0%	3.9%
Job availability	32	.6%	2.4%
Friendly people	213	4.1%	16.0%
Family and friends live here	674	12.9%	50.7%
It's close to work	415	7.9%	31.2%
Faith/religious community/congregation	250	4.8%	18.8%
Good entertainment, arts, and culture	28	.5%	2.1%
It's an active community	63	1.2%	4.7%
I like being involved	79	1.5%	5.9%
It has a small town atmosphere/feeling	365	7.0%	27.4%
Convenience to stores, retail, restaurants	188	3.6%	14.1%
Nothing	91	1.7%	6.8%
Everything!	17	.3%	1.3%
Other	53	1.0%	4.0%
Total	5223	100.0%	392.7%

NOTE: This is a multiple response question in which the respondent was able to indicate more than one response. "Percent of responses," therefore, sums to 100% but "percent of cases" will not.

Recoded "other" responses for BEST things about living in Hemet

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Peaceful, quiet	1	.1	1.9	1.9
	Little to no traffic	2	.1	3.8	5.7
	Local Police force	4	.3	7.5	13.2
	Doctors	3	.2	5.7	18.9
	It USED to be nice, safe, had a small town feel	23	1.7	43.4	62.3
	Programs available	3	.2	5.7	67.9
	Other	17	1.3	32.1	100.0
	Total	53	3.9	100.0	
Missing	System	1292	96.1		
Total		1345	100.0		

Q5: In your opinion, what is the ONE thing you like least about living in Hemet?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Smog, air pollution	2	.1	.1	.1
	Too far to travel to get anywhere	31	2.3	2.3	2.5
	Poor public transportation	7	.5	.5	3.0
	Drugs	56	4.2	4.2	7.2
	Crime, violence	675	50.2	50.3	57.5
	Gang activity	113	8.4	8.4	65.9
	Bad location	4	.3	.3	66.2
	Lack of entertainment/arts/culture	27	2.0	2.0	68.2
	Type of people who live here	93	6.9	6.9	75.2
	Bad school system	4	.3	.3	75.5
	Cost of living	1	.1	.1	75.5
	Lack of job opportunity	39	2.9	2.9	78.4
	Weather, fires, floods, earthquakes	4	.3	.3	78.7
	Attitude of law enforcement or immigration officers	10	.7	.7	79.5
	Intolerance	3	.2	.2	79.7
	Isolation...I don't feel "connected"	3	.2	.2	79.9
	Nothing	6	.4	.4	80.4
	Everything	60	4.5	4.5	84.9
	Other (please specify)	27	2.0	2.0	86.9
	Don't know	4	.3	.3	87.2
	Homeless/vagrants loitering	139	10.3	10.4	97.5
	Traffic Issues	2	.1	.1	97.7
	Prostitution	6	.4	.4	98.1
	City council, political issues	12	.9	.9	99.0
	Section 8, run down areas	7	.5	.5	99.6
	Lack of good shopping, to many 99 cent stores	6	.4	.4	100.0
	Total	1341	99.7	100.0	
Missing	System	4	.3		
Total		1345	100.0		

Q6_1: Level of agreement with statement: "I am proud to live in Hemet"

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	89	6.6	6.7	6.7
	Agree	422	31.4	32.0	38.7
	Disagree	549	40.8	41.6	80.3
	Strongly Disagree	260	19.3	19.7	100.0
	Total	1320	98.1	100.0	
Missing	System	25	1.9		
Total		1345	100.0		

Q6_2: Level of agreement with statement: "I feel a sense of belonging to my community"

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	114	8.5	8.7	8.7
	Agree	554	41.2	42.4	51.1
	Disagree	454	33.8	34.7	85.8
	Strongly Disagree	185	13.8	14.2	100.0
	Total	1307	97.2	100.0	
Missing	System	38	2.8		
Total		1345	100.0		

Q6_3: Level of agreement with statement: "Hemet is a safe city"

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	19	1.4	1.5	1.5
	Agree	167	12.4	12.8	14.2
	Disagree	527	39.2	40.3	54.5
	Strongly Disagree	596	44.3	45.5	100.0
	Total	1309	97.3	100.0	
Missing	System	36	2.7		
Total		1345	100.0		

Q7: Do you know the names of your neighbors who live close to you? If so, how many of the names do you know?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	All of them	185	13.8	13.9	13.9
	Most of them	456	33.9	34.2	48.1
	Some of them	618	45.9	46.4	94.4
	No, don't know any	71	5.3	5.3	99.8
	Don't have any neighbors close by	3	.2	.2	100.0
	Total	1333	99.1	100.0	
Missing	System	12	.9		
Total		1345	100.0		

Q8: Do you have at least one neighbor who would help you if you needed help?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1111	82.6	83.0	83.0
	No	51	3.8	3.8	86.8
	Maybe	143	10.6	10.7	97.5
	Don't know	33	2.5	2.5	100.0
	Total	1338	99.5	100.0	
Missing	System	7	.5		
Total		1345	100.0		

Leave1: Do you usually leave Hemet to shop or spend money on entertainment?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1008	74.9	75.5	75.5
	No	318	23.6	23.8	99.3
	Don't know	9	.7	.7	100.0
	Total	1335	99.3	100.0	
Missing	System	10	.7		
Total		1345	100.0		

Leave1b: Reasons for leaving Hemet to shop or spend money on entertainment-- Check all that apply.

	Responses		Percent of Cases
	N	Percent	
There are more options elsewhere	820	29.2%	81.3%
I feel safer elsewhere	457	16.3%	45.3%
I join friends and family elsewhere	100	3.6%	9.9%
I shop near my work	20	.7%	2.0%
Other	64	2.3%	6.3%
There are better stores elsewhere	761	27.1%	75.5%
There are better restaurants elsewhere	586	20.9%	58.1%
Total	2808	100.0%	278.6%

NOTE: This is a multiple response question in which the respondent was able to indicate more than one response. "Percent of responses," therefore, sums to 100% but "percent of cases" will not.

Q9: Overall, do you feel it is safe to walk in your neighborhood during the DAY?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes, I feel safe	559	41.6	41.8	41.8
	I feel somewhat safe	599	44.5	44.8	86.6
	No, I don't feel safe	179	13.3	13.4	100.0
	Total	1337	99.4	100.0	
Missing	System	8	.6		
Total		1345	100.0		

Q10: Do you feel it is safe to walk in your neighborhood at NIGHT?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes, I feel safe	149	11.1	11.1	11.1
	I feel somewhat safe	338	25.1	25.2	36.3
	No, I don't feel safe	853	63.4	63.7	100.0
	Total	1340	99.6	100.0	
Missing	System	5	.4		
Total		1345	100.0		

Q11: [Answered only by those who said Hemet is somewhat or not safe during the day or night] What makes you feel unsafe?

	Responses		Percent of Cases
	N	Percent	
Theft and burglaries from homes	958	9.4%	80.7%
Teens or others hanging around on the streets	480	4.7%	40.4%
Gang activity	845	8.3%	71.2%
People buying and selling drugs	647	6.4%	54.5%
Vandalism (graffiti, destruction of property, etc.)	639	6.3%	53.8%
Abandoned and junk gars, code violations	265	2.6%	22.3%
People "hanging around" on corners and sidewalks	656	6.5%	55.3%
Homeless/vagrants loitering	708	7.0%	59.6%
Panhandlers	695	6.9%	58.6%
Media (newspaper, TV, news on-line) mentions crime	224	2.2%	18.9%
Friends/family talk about crime	378	3.7%	31.8%
Social media mentions crime	264	2.6%	22.2%
I or someone I know was a victim of crime	609	6.0%	51.3%
Dangerous intersections	207	2.0%	17.4%
Poor lighting	498	4.9%	42.0%
No sidewalks or bad sidewalks	282	2.8%	23.8%
Traffic problems (speeding or reckless driving)	322	3.2%	27.1%
People drinking in public	219	2.2%	18.4%
Prostitution	659	6.5%	55.5%
Gunshots	509	5.0%	42.9%
Other	79	.8%	6.7%
Total	10143	100.0%	854.5%

NOTE: This is a multiple response question in which the respondent was able to indicate more than one response. "Percent of responses," therefore, sums to 100% but "percent of cases" will not.

Recoded "Other" things that make you feel unsafe

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Sex offenders, pedophiles	3	.2	4.1	4.1
	General Crime and Violence	17	1.3	23.0	27.0
	Wild animals, pit bulls, dogs, coyotes, etc.	6	.4	8.1	35.1
	The human element (bad people, transients, section 8 housing)	17	1.3	23.0	58.1
	Just don't go out at night, don't feel safe	6	.4	8.1	66.2
	Complaints about police	10	.7	13.5	79.7
	Others	15	1.1	20.3	100.0
	Total	74	5.5	100.0	
Missing	System	1271	94.5		
Total		1345	100.0		

Q12: Are there particular places/areas in Hemet where you feel unsafe?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1187	88.3	90.8	90.8
	No	120	8.9	9.2	100.0
	Total	1307	97.2	100.0	
Missing	System	38	2.8		
Total		1345	100.0		

Q12b: Recode "Other" In what particular place(s) do you feel unsafe?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Downtown Hemet	124	9.2	12.1	12.1
	Florida Avenue and including Florida and cross streets	306	22.8	29.9	42.0
	Lyons Street and cross streets	26	1.9	2.5	44.6
	The mall	4	.3	.4	45.0
	Everywhere, the entire city	104	7.7	10.2	55.1
	East Hemet	41	3.0	4.0	59.1
	Liquor Stores, Shopping parking lots, Wal-Mart, Kmart	145	10.8	14.2	73.3
	West Hemet	32	2.4	3.1	76.4
	Center of town	33	2.5	3.2	79.7
	Old town	13	1.0	1.3	80.9
	Parks, all the parks	31	2.3	3.0	84.0
	Devonshire and cross streets	26	1.9	2.5	86.5
	North side	3	.2	.3	86.8
	San Jacinto	9	.7	.9	87.7
	My home, my neighborhood	22	1.6	2.2	89.8
	Oakland street and nearby area	5	.4	.5	90.3
	Others	60	4.5	5.9	96.2
	State street and cross streets	19	1.4	1.9	98.0
	Latham street and cross streets	13	1.0	1.3	99.3
	Harbor Freights area	2	.1	.2	99.5
	Yale and cross streets	5	.4	.5	100.0
	Total	1023	76.1	100.0	
Missing	System	322	23.9		
Total		1345	100.0		

Q70: What is the most important thing that should be done to make the place(s) safer?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Better lighting	42	3.1	3.6	3.6
	More police visibility	487	36.2	41.7	45.3
	Do something about the homeless/vagrants loitering in the area(s)	308	22.9	26.4	71.7
	Increase traffic patrols	80	5.9	6.9	78.6
	Other (please specify)	33	2.5	2.8	81.4
	Don't know	25	1.9	2.1	83.5
	All of the above	21	1.6	1.8	85.3
	Get rid of the section 8 housing	30	2.2	2.6	87.9
	Code enforcement	10	.7	.9	88.8
	Hire more offices, patrolling more, more of a police presence	35	2.6	3.0	91.8
	Work to discourage state/county from locating parolees in Hemet	39	2.9	3.3	95.1
	Increase job opportunities	5	.4	.4	95.5
	Hemet is too far gone	4	.3	.3	95.9
	Arrest, enforce the laws, hold criminals responsible	6	.4	.5	96.4
	Decrease gangs, drug dealers, prostitutes, criminals	31	2.3	2.7	99.1
	Training, caring, active officers and city council	11	.8	.9	100.0
	Total	1167	86.8	100.0	
Missing	System	178	13.2		
Total		1345	100.0		

Q13a: Do you feel safe, somewhat safe, or not safe going to the local stores in the City of Hemet?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Safe	205	15.2	15.5	15.5
	Somewhat safe	746	55.5	56.4	71.9
	Not safe	369	27.4	27.9	99.8
	I don't do the shopping in my household	3	.2	.2	100.0
	Total	1323	98.4	100.0	
Missing	System	22	1.6		
Total		1345	100.0		

Q14: In general, how fearful are you that you will be the victim of a serious crime, such as a violent or costly crime?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very fearful	280	20.8	21.2	21.2
	Somewhat fearful	705	52.4	53.4	74.6
	Not too fearful	284	21.1	21.5	96.1
	Not at all fearful	51	3.8	3.9	100.0
	Total	1320	98.1	100.0	
Missing	Don't know	12	.9		
	System	13	1.0		
	Total	25	1.9		
Total		1345	100.0		

Q15: In the past month, has fear of crime prevented you from doing things you would like to do in the City of Hemet?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	591	43.9	44.3	44.3
	No	382	28.4	28.7	73.0
	Maybe	167	12.4	12.5	85.5
	Not in the past month, but in the past year	183	13.6	13.7	99.2
	Don't know	10	.7	.8	100.0
	Total	1333	99.1	100.0	
Missing	System	12	.9		
Total		1345	100.0		

Q16: Recently the HPD has taken some measures to make the city safer for its residents and visitors. Do you think safety in Hemet has improved over the past 6 months?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	234	17.4	18.2	18.2
	No	542	40.3	42.1	60.3
	Maybe	279	20.7	21.7	82.0
	Don't know	232	17.2	18.0	100.0
	Total	1287	95.7	100.0	
Missing	System	58	4.3		
Total		1345	100.0		

Q17_1: Level of agreement with the statement: "Officers are fair in dealing with residents"

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly agree	305	22.7	23.5	23.5
	Agree	488	36.3	37.6	61.1
	Neither Agree nor Disagree	415	30.9	32.0	93.1
	Disagree	70	5.2	5.4	98.5
	Strongly Disagree	20	1.5	1.5	100.0
	Total	1298	96.5	100.0	
Missing	System	47	3.5		
Total		1345	100.0		

Q17_2: Level of agreement with the statement: "Officers are courteous"

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly agree	341	25.4	26.2	26.2
	Agree	548	40.7	42.1	68.3
	Neither Agree nor Disagree	331	24.6	25.4	93.7
	Disagree	58	4.3	4.5	98.2
	Strongly Disagree	24	1.8	1.8	100.0
	Total	1302	96.8	100.0	
Missing	System	43	3.2		
Total		1345	100.0		

Q17_3: Level of agreement with the statement: "Officers are professional and helpful"

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly agree	348	25.9	26.7	26.7
	Agree	540	40.1	41.4	68.2
	Neither Agree nor Disagree	319	23.7	24.5	92.6
	Disagree	75	5.6	5.8	98.4
	Strongly Disagree	21	1.6	1.6	100.0
	Total	1303	96.9	100.0	
Missing	System	42	3.1		
Total		1345	100.0		

Q17_4: Level of agreement with the statement: "Officers treat people with respect"

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly agree	331	24.6	25.5	25.5
	Agree	505	37.5	38.9	64.4
	Neither Agree nor Disagree	361	26.8	27.8	92.1
	Disagree	76	5.7	5.9	98.0
	Strongly Disagree	26	1.9	2.0	100.0
	Total	1299	96.6	100.0	
Missing	System	46	3.4		
Total		1345	100.0		

Q17_5: Level of agreement with the statement: "The Police Department responds to emergency calls in a timely manner"

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly agree	169	12.6	13.0	13.0
	Agree	379	28.2	29.2	42.2
	Neither Agree nor Disagree	454	33.8	35.0	77.2
	Disagree	204	15.2	15.7	92.9
	Strongly Disagree	92	6.8	7.1	100.0
	Total	1298	96.5	100.0	
Missing	System	47	3.5		
Total		1345	100.0		

Q17_6: Level of agreement with the statement: "There are enough officers in my neighborhood"

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly agree	39	2.9	3.0	3.0
	Agree	124	9.2	9.5	12.5
	Neither Agree nor Disagree	326	24.2	25.0	37.4
	Disagree	492	36.6	37.7	75.1
	Strongly Disagree	325	24.2	24.9	100.0
	Total	1306	97.1	100.0	
Missing	System	39	2.9		
Total		1345	100.0		

Q17_7: Level of agreement with the statement: "Traffic enforcement in Hemet meets the needs of the community"

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly agree	64	4.8	4.9	4.9
	Agree	287	21.3	22.1	27.1
	Neither Agree nor Disagree	373	27.7	28.8	55.9
	Disagree	385	28.6	29.7	85.6
	Strongly Disagree	187	13.9	14.4	100.0
	Total	1296	96.4	100.0	
Missing	System	49	3.6		
Total		1345	100.0		

Q17_8: Level of agreement with the statement: "I would feel comfortable asking a Hemet Police Officer a question or for assistance"

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly agree	557	41.4	42.4	42.4
	Agree	546	40.6	41.6	83.9
	Neither Agree nor Disagree	121	9.0	9.2	93.2
	Disagree	55	4.1	4.2	97.3
	Strongly Disagree	35	2.6	2.7	100.0
	Total	1314	97.7	100.0	
Missing	System	31	2.3		
Total		1345	100.0		

Q17_9: Level of agreement with the statement: "The Hemet Police Department does the best they can with the resources they have"

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly agree	394	29.3	30.1	30.1
	Agree	432	32.1	33.1	63.2
	Neither Agree nor Disagree	345	25.7	26.4	89.6
	Disagree	88	6.5	6.7	96.3
	Strongly Disagree	48	3.6	3.7	100.0
	Total	1307	97.2	100.0	
Missing	System	38	2.8		
Total		1345	100.0		

Q17_10: Level of agreement with the statement: "I would like officers to patrol in my neighborhood more often"

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly agree	543	40.4	41.5	41.5
	Agree	508	37.8	38.9	80.4
	Neither Agree nor Disagree	221	16.4	16.9	97.3
	Disagree	22	1.6	1.7	99.0
	Strongly Disagree	13	1.0	1.0	100.0
	Total	1307	97.2	100.0	
Missing	System	38	2.8		
Total		1345	100.0		

Q17_11: Level of agreement with the statement: "I feel safer when I see a police car patrolling my neighborhood"

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly agree	647	48.1	49.5	49.5
	Agree	461	34.3	35.2	84.7
	Neither Agree nor Disagree	158	11.7	12.1	96.8
	Disagree	30	2.2	2.3	99.1
	Strongly Disagree	12	.9	.9	100.0
	Total	1308	97.2	100.0	
Missing	System	37	2.8		
Total		1345	100.0		

Q17_12: Level of agreement with the statement: "Safety is everyone's responsibility"

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly agree	788	58.6	60.5	60.5
	Agree	436	32.4	33.5	93.9
	Neither Agree nor Disagree	65	4.8	5.0	98.9
	Disagree	9	.7	.7	99.6
	Strongly Disagree	5	.4	.4	100.0
	Total	1303	96.9	100.0	
Missing	System	42	3.1		
Total		1345	100.0		

Q17_13: Level of agreement with the statement: "I know one or more of the officers in our community by name or sight"

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly agree	256	19.0	19.8	19.8
	Agree	188	14.0	14.5	34.3
	Neither Agree nor Disagree	242	18.0	18.7	52.9
	Disagree	286	21.3	22.1	75.0
	Strongly Disagree	324	24.1	25.0	100.0
	Total	1296	96.4	100.0	
Missing	System	49	3.6		
Total		1345	100.0		

Q17_14: Level of agreement with the statement: "It is important to have local officers working the streets of Hemet"

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly agree	822	61.1	62.7	62.7
	Agree	376	28.0	28.7	91.4
	Neither Agree nor Disagree	76	5.7	5.8	97.2
	Disagree	19	1.4	1.4	98.6
	Strongly Disagree	18	1.3	1.4	100.0
	Total	1311	97.5	100.0	
Missing	System	34	2.5		
Total		1345	100.0		

Q20_1: Level of concern about RESIDENTIAL BURGLARIES

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 = Not at all concerned	8	.6	.6	.6
	2	40	3.0	3.1	3.7
	3	123	9.1	9.6	13.3
	4	251	18.7	19.6	32.9
	5 = Extremely concerned	859	63.9	67.1	100.0
	Total	1281	95.2	100.0	
Missing	System	64	4.8		
Total		1345	100.0		

Q20_2: Level of concern about HOMELESS PEOPLE LOITERING

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 = Not at all concerned	48	3.6	3.8	3.8
	2	109	8.1	8.6	12.3
	3	231	17.2	18.1	30.5
	4	328	24.4	25.7	56.2
	5 = Extremely concerned	558	41.5	43.8	100.0
	Total	1274	94.7	100.0	
Missing	System	71	5.3		
Total		1345	100.0		

Q20_3: Level of concern about VANDALISM AND TAGGING

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 = Not at all concerned	29	2.2	2.3	2.3
	2	95	7.1	7.5	9.8
	3	250	18.6	19.8	29.6
	4	396	29.4	31.3	60.9
	5 = Extremely concerned	494	36.7	39.1	100.0
	Total	1264	94.0	100.0	
Missing	System	81	6.0		
Total		1345	100.0		

Q20_4: Level of concern about TRAFFIC ACCIDENTS AND SPEEDING

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 = Not at all concerned	79	5.9	6.3	6.3
	2	204	15.2	16.2	22.4
	3	408	30.3	32.4	54.8
	4	321	23.9	25.5	80.3
	5 = Extremely concerned	249	18.5	19.7	100.0
	Total	1261	93.8	100.0	
Missing	System	84	6.2		
Total		1345	100.0		

Q20_5: Level of concern about PANHANDLING

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 = Not at all concerned	50	3.7	3.9	3.9
	2	133	9.9	10.5	14.4
	3	251	18.7	19.8	34.2
	4	344	25.6	27.1	61.3
	5 = Extremely concerned	492	36.6	38.7	100.0
	Total	1270	94.4	100.0	
Missing	System	75	5.6		
Total		1345	100.0		

Q20_6: Level of concern about DRUG USE

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 = Not at all concerned	15	1.1	1.2	1.2
	2	49	3.6	3.9	5.0
	3	140	10.4	11.0	16.1
	4	268	19.9	21.1	37.2
	5 = Extremely concerned	798	59.3	62.8	100.0
	Total	1270	94.4	100.0	
Missing	System	75	5.6		
Total		1345	100.0		

Q20_7: Level of concern about GANG ACTIVITY

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 = Not at all concerned	12	.9	.9	.9
	2	18	1.3	1.4	2.4
	3	68	5.1	5.3	7.7
	4	211	15.7	16.6	24.3
	5 = Extremely concerned	963	71.6	75.7	100.0
	Total	1272	94.6	100.0	
Missing	System	73	5.4		
Total		1345	100.0		

Q20_8: Level of concern about PROSTITUTION

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 = Not at all concerned	40	3.0	3.1	3.1
	2	71	5.3	5.6	8.7
	3	160	11.9	12.6	21.3
	4	271	20.1	21.3	42.6
	5 = Extremely concerned	731	54.3	57.4	100.0
	Total	1273	94.6	100.0	
Missing	System	72	5.4		
Total		1345	100.0		

Q20_9: Level of concern about AUTO THEFT

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 = Not at all concerned	17	1.3	1.3	1.3
	2	58	4.3	4.6	5.9
	3	204	15.2	16.2	22.1
	4	335	24.9	26.5	48.7
	5 = Extremely concerned	648	48.2	51.3	100.0
	Total	1262	93.8	100.0	
Missing	System	83	6.2		
Total		1345	100.0		

Q20_10: Level of concern about JAYWALKING

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 = Not at all concerned	287	21.3	22.9	22.9
	2	261	19.4	20.8	43.7
	3	273	20.3	21.8	65.5
	4	216	16.1	17.2	82.7
	5 = Extremely concerned	217	16.1	17.3	100.0
	Total	1254	93.2	100.0	
Missing	System	91	6.8		
Total		1345	100.0		

Q20_11: Level of concern about SCHOOL SAFETY

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 = Not at all concerned	67	5.0	5.3	5.3
	2	102	7.6	8.1	13.4
	3	214	15.9	17.0	30.3
	4	259	19.3	20.5	50.9
	5 = Extremely concerned	620	46.1	49.1	100.0
	Total	1262	93.8	100.0	
Missing	System	83	6.2		
Total		1345	100.0		

Q21b: Recoded "Other" responses: What concerns do you have about crime and safety issues other than the ones above?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Sex Offenders, child molesters, children's safety	9	.7	5.7	5.7
	Running red lights, and other traffic violations	15	1.1	9.5	15.2
	Home invasions	8	.6	5.1	20.3
	Parolees being dropped off	26	1.9	16.5	36.7
	Wild dogs, pit bulls issues	3	.2	1.9	38.6
	Being robbed or assaulted when out	21	1.6	13.3	51.9
	Child abuse, domestic violence crimes	3	.2	1.9	53.8
	Others	31	2.3	19.6	73.4
	Stealing mail from mailboxes	4	.3	2.5	75.9
	Extra protection for seniors, they are being bulled and intimidation	2	.1	1.3	77.2
	Slow police response times	7	.5	4.4	81.6
	Need more police	13	1.0	8.2	89.9
	Youth out late, causing trouble	1	.1	.6	90.5
	Lack of street lights	6	.4	3.8	94.3
	Lower house prices brought in crime, section 8	3	.2	1.9	96.2
	Need code enforcement, empty properties, squatters, etc.	6	.4	3.8	100.0
	Total	158	11.7	100.0	
Missing	System	1187	88.3		
Total		1345	100.0		

Q21: Of the issues listed, what should be the Hemet Police Department's TOP PRIORITY for making the community safer?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Residential burglaries	297	22.1	23.0	23.0
	Homeless/vagrants loitering	99	7.4	7.7	30.6
	Vandalism and tagging	16	1.2	1.2	31.9
	Traffic accidents and speeding	28	2.1	2.2	34.0
	Panhandling	18	1.3	1.4	35.4
	Drug use	127	9.4	9.8	45.2
	Gang activity	541	40.2	41.8	87.1
	Prostitution	35	2.6	2.7	89.8
	Auto theft	10	.7	.8	90.6
	Jaywalking	6	.4	.5	91.0
	School safety	11	.8	.9	91.9
	Other	27	2.0	2.1	94.0
	Crime, violent crimes, murder	23	1.7	1.8	95.7
	All of the above	47	3.5	3.6	99.4
	Hire more officers	8	.6	.6	100.0
	Total	1293	96.1	100.0	
Missing	System	52	3.9		
Total		1345	100.0		

Statistics for Q69: Ratings of Police Department Activities for improving the safety and quality of life in Hemet (from 0 = NOT important to 100 = EXTREMELY important)

	N					
	Valid	Missing	**Mean**	Median	Minimum	Maximum
Response time to emergency calls	1276	69	**91.12**	100.00	4	100
Response time to non-emergency calls	1256	89	**54.77**	51.00	0	100
Patrols in my neighborhood	1260	85	**68.39**	71.00	0	100
Patrols in shopping centers	1268	77	**74.97**	80.00	0	100
Narcotics enforcement	1259	86	**84.34**	94.00	0	100
Gang task force activities	1265	80	**91.44**	100.00	0	100
Traffic enforcement	1246	99	**62.93**	65.00	0	100
Respectful, professional officers	1247	98	**81.55**	91.00	0	100
Prostitution "sweeps" resulting in arrests	1256	89	**79.10**	90.00	0	100
Community involvement/ neighborhood watch	1259	86	**78.94**	85.00	0	100
Removing homeless / vagrants from City parks	1253	92	**77.46**	90.00	0	100

Q21c: How likely would you be to approve an assessment of $9 a month for additional police services if you were guaranteed the money would be used to address the policing priorities identified?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very likely	764	56.8	61.5	61.5
	Somewhat likely	323	24.0	26.0	87.5
	Unlikely	155	11.5	12.5	100.0
	Total	1242	92.3	100.0	
Missing	Don't know	53	3.9		
	System	50	3.7		
	Total	103	7.7		
Total		1345	100.0		

Q21dRecode: If "unlikely" or only "somewhat likely" to approve assessment of $9, is there any monthly amount you would be willing to pay for increased police services?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Nothing	139	10.3	38.7	38.7
	1 to 5 dollars	145	10.8	40.4	79.1
	6 to 9 dollars	20	1.5	5.6	84.7
	10 dollars	50	3.7	13.9	98.6
	15 up to 50 dollars	5	.4	1.4	100.0
	Total	359	26.7	100.0	
Missing	System	986	73.3		
Total		1345	100.0		

Q21e: How well do you think the Hemet Police Department does its job with the resources it currently has?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	An excellent job with the resources it currently has	306	22.8	25.6	25.6
	Very good job	268	19.9	22.5	48.1
	Good job	289	21.5	24.2	72.3
	Fair job	220	16.4	18.4	90.8
	A poor job with the resources it currently has	110	8.2	9.2	100.0
	Total	1193	88.7	100.0	
Missing	Don't know	96	7.1		
	System	56	4.2		
	Total	152	11.3		
Total		1345	100.0		

Q22: Have you ever been a victim of a PROPERTY crime?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	883	65.7	68.1	68.1
	No	413	30.7	31.9	100.0
	Total	1296	96.4	100.0	
Missing	System	49	3.6		
Total		1345	100.0		

Q23: Have you ever been the victim of a VIOLENT crime?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	216	16.1	16.8	16.8
	No	1072	79.7	83.2	100.0
	Total	1288	95.8	100.0	
Missing	System	57	4.2		
Total		1345	100.0		

Q22b: Was the property crime in Hemet?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	725	53.9	82.6	82.6
	No	153	11.4	17.4	100.0
	Total	878	65.3	100.0	
Missing	System	467	34.7		
Total		1345	100.0		

Q23b: Was the violent crime in Hemet?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	117	8.7	54.9	54.9
	No	96	7.1	45.1	100.0
	Total	213	15.8	100.0	
Missing	System	1132	84.2		
Total		1345	100.0		

Q24: Were you satisfied with the way the Hemet Police Department addressed the incident? [ANSWERED ONLY IF PERSON HAS BEEN A VICTIM OF CRIME IN HEMET]

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	238	17.7	32.5	32.5
	No	142	10.6	19.4	51.8
	Somewhat	172	12.8	23.5	75.3
	The incident wasn't handled by Hemet Police Department	181	13.5	24.7	100.0
	Total	733	54.5	100.0	
Missing	System	612	45.5		
Total		1345	100.0		

Q24bRecode: If "not satisfied" with the way HPD addressed the incident, what could the officer or department have done better?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Police never showed up or should have responded faster	52	3.9	21.9	21.9
	Show more concern for victims, act as if they care	34	2.5	14.3	36.3
	Provide follow up information to victims	40	3.0	16.9	53.2
	Need more officers, presence, and resources	10	.7	4.2	57.4
	Investigate, try to find the criminal	55	4.1	23.2	80.6
	Not sure, nothing they could do	12	.9	5.1	85.7
	Anything, something, help	6	.4	2.5	88.2
	Others	28	2.1	11.8	100.0
	Total	237	17.6	100.0	
Missing	System	1108	82.4		
Total		1345	100.0		

Q25: How fearful are you that you will be the victim of a PROPERTY crime in the City of Hemet in the near future?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very fearful	457	34.0	36.0	36.0
	Somewhat fearful	608	45.2	47.9	84.0
	Not too fearful	181	13.5	14.3	98.3
	Not at all fearful	22	1.6	1.7	100.0
	Total	1268	94.3	100.0	
Missing	Don't know	15	1.1		
	System	62	4.6		
	Total	77	5.7		
Total		1345	100.0		

Q26: How fearful are you that you will be the victim of a VIOLENT crime in the City of Hemet in the near future?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very fearful	316	23.5	24.9	24.9
	Somewhat fearful	583	43.3	46.0	70.9
	Not too fearful	325	24.2	25.6	96.5
	Not at all fearful	44	3.3	3.5	100.0
	Total	1268	94.3	100.0	
Missing	Don't know	20	1.5		
	System	57	4.2		
	Total	77	5.7		
Total		1345	100.0		

Q28: How do you hear about crime and crime prevention in the City of Hemet? Check all that apply

	Responses		Percent of Cases
	N	Percent	
Newspaper	846	28.2%	66.9%
Facebook, twitter, or other social media	643	21.4%	50.9%
Talk to friends and family	839	27.9%	66.4%
The local TV channels	455	15.1%	36.0%
Computer/Internet	33	1.1%	2.6%
Other	188	6.3%	14.9%
Total	3004	100.0%	237.7%

NOTE: This is a multiple response question in which the respondent was able to indicate more than one response. "Percent of responses," therefore, sums to 100% but "percent of cases" will not.

D1: Are you actively involved in your Neighborhood Crime Watch program?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	283	21.0	23.1	23.1
	No	653	48.6	53.3	76.5
	Would like to get involved but don't know how	288	21.4	23.5	100.0
	Total	1224	91.0	100.0	
Missing	Don't know	23	1.7		
	System	98	7.3		
	Total	121	9.0		
Total		1345	100.0		

D2: Do you rent or own your current residence?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Rent or lease my residence	212	15.8	16.9	16.9
	Own my residence	976	72.6	78.0	95.0
	Live with family member in THEIR residence	56	4.2	4.5	99.4
	Live with friend in THEIR residence	4	.3	.3	99.8
	Other	3	.2	.2	100.0
	Total	1251	93.0	100.0	
Missing	System	94	7.0		
Total		1345	100.0		

D3: What was the last grade of school that you completed?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Some high school or less	15	1.1	1.2	1.2
	High school graduate or equivalent	169	12.6	13.2	14.4
	Some college but no degree	415	30.9	32.5	46.9
	Associate degree or technical certificate	243	18.1	19.0	65.9
	Bachelor's degree	200	14.9	15.6	81.5
	Some graduate work	46	3.4	3.6	85.1
	Graduate or professional degree	190	14.1	14.9	100.0
	Total	1278	95.0	100.0	
Missing	System	67	5.0		
Total		1345	100.0		

D4: Which of the following best describes your marital status?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Single, never married	116	8.6	9.1	9.1
	Married	877	65.2	68.7	77.8
	Divorced	142	10.6	11.1	88.9
	Widowed	76	5.7	6.0	94.8
	Separated	11	.8	.9	95.7
	Single, living with partner	55	4.1	4.3	100.0
	Total	1277	94.9	100.0	
Missing	System	68	5.1		
Total		1345	100.0		

D4b: How many people live in your household Including yourself?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 person household	167	12.4	13.1	13.1
	2 person household	522	38.8	40.9	54.0
	3 person household	206	15.3	16.2	70.2
	4 person household	207	15.4	16.2	86.4
	5 person household	107	8.0	8.4	94.8
	6 person household	48	3.6	3.8	98.6
	7 or more person household	18	1.3	1.4	100.0
	Total	1275	94.8	100.0	
Missing	System	70	5.2		
Total		1345	100.0		

D11Recode: What is your age?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than 20 years old	21	1.6	1.7	1.7
	20 - 24	32	2.4	2.5	4.2
	25 - 29	68	5.1	5.4	9.5
	30 - 34	94	7.0	7.4	17.0
	35 - 39	95	7.1	7.5	24.4
	40 - 44	124	9.2	9.8	34.2
	45 - 49	127	9.4	10.0	44.2
	50 - 54	118	8.8	9.3	53.5
	55 - 59	140	10.4	11.0	64.6
	60 - 64	133	9.9	10.5	75.1
	65 - 69	135	10.0	10.6	85.7
	70 - 74	105	7.8	8.3	94.0
	75 - 79	54	4.0	4.3	98.3
	80 - 84	13	1.0	1.0	99.3
	85 or older	9	.7	.7	100.0
	Total	1268	94.3	100.0	
Missing	System	77	5.7		
Total		1345	100.0		

Statistics

D11: What is your age?

N	Valid	1267
	Missing	78
Mean		51.65
Median		52.00
Mode		55
Std. Deviation		15.702
Minimum		16
Maximum		89

D5: How many children ages 18 years old or younger do you have living at home?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No children	764	56.8	62.9	62.9
	1 child	179	13.3	14.7	77.7
	2 children	166	12.3	13.7	91.4
	3 children	75	5.6	6.2	97.5
	4 children	23	1.7	1.9	99.4
	5 children	3	.2	.2	99.7
	6 children	2	.1	.2	99.8
	7 or more children	2	.1	.2	100.0
	Total	1214	90.3	100.0	
Missing	System	131	9.7		
Total		1345	100.0		

D6: Employment status

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Working full-time for pay	640	47.6	50.1	50.1
	Working less than 30 hours a week for pay	102	7.6	8.0	58.1
	Full-time student	25	1.9	2.0	60.1
	Full-time homemaker, parent, caregiver	68	5.1	5.3	65.4
	Unemployed and looking for work	44	3.3	3.4	68.8
	Retired	362	26.9	28.3	97.2
	Disabled and not able to work	36	2.7	2.8	100.0
	Total	1277	94.9	100.0	
Missing	Don't know	2	.1		
	System	66	4.9		
	Total	68	5.1		
Total		1345	100.0		

D7: What city do you work in?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Hemet	386	28.7	52.6	52.6
	Homeland	1	.1	.1	52.7
	Menifee	12	.9	1.6	54.4
	Murrieta	18	1.3	2.5	56.8
	Romoland	2	.1	.3	57.1
	San Jacinto	92	6.8	12.5	69.6
	Sun City	4	.3	.5	70.2
	Temecula	23	1.7	3.1	73.3
	Valle Vista	10	.7	1.4	74.7
	Winchester	1	.1	.1	74.8
	Riverside	23	1.7	3.1	77.9
	Moreno Valley	19	1.4	2.6	80.5
	San Diego	12	.9	1.6	82.2
	Other	35	2.6	4.8	86.9
	Banning	5	.4	.7	87.6
	Riverside County	3	.2	.4	88.0
	San Bernardino County	1	.1	.1	88.1
	Orange County	2	.1	.3	88.4
	Travel to several different cities	7	.5	1.0	89.4
	Southern California	6	.4	.8	90.2
	Corona	1	.1	.1	90.3
	Perris	23	1.7	3.1	93.5
	Throughout the state-construction	1	.1	.1	93.6
	Oceanside	1	.1	.1	93.7
	Chino	1	.1	.1	93.9
	Loma Linda	3	.2	.4	94.3
	Beaumont	5	.4	.7	95.0
	Colton	6	.4	.8	95.8
	Fallbrook	2	.1	.3	96.0
	Idyllwild	3	.2	.4	96.5
	Lake Elsinore	3	.2	.4	96.9
	Los Angeles	3	.2	.4	97.3
	Ontario	3	.2	.4	97.7
	Pomona	3	.2	.4	98.1
	Rancho Cucamonga	3	.2	.4	98.5
	Redlands	6	.4	.8	99.3
	San Bernardino	5	.4	.7	100.0
	Total	734	54.6	100.0	
Missing	System	611	45.4		
Total		1345	100.0		

D9: Are you of Hispanic, Spanish, or Latino origin?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	159	11.8	12.9	12.9
	No	1070	79.6	87.1	100.0
	Total	1229	91.4	100.0	
Missing	System	116	8.6		
Total		1345	100.0		

D10: How would you describe your race or ethnicity?
Check all that apply

	Responses		Percent of Cases
	N	Percent	
Asian	22	1.7%	1.8%
Black or African American	21	1.6%	1.7%
Caucasian or White	1094	84.3%	88.6%
Hispanic	143	11.0%	11.6%
Other	17	1.3%	1.4%
Total	1297	100.0%	105.0%

NOTE: This is a multiple response question in which the respondent was able to indicate more than one response. "Percent of responses," therefore, sums to 100% but "percent of cases" will not.

D10Recode: Other race or ethnicity

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	American Indian	13	1.0	76.5	76.5
	Cherokee Indian	1	.1	5.9	82.4
	Middle eastern	1	.1	5.9	88.2
	Pacific Islander	2	.1	11.8	100.0
	Total	17	1.3	100.0	
Missing	Refused	1	.1		
	System	1327	98.7		
	Total	1328	98.7		
Total		1345	100.0		

D12: Which of the following categories best describes your total household or family income before taxes, for 2012?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than $25,000	121	9.0	9.8	9.8
	$25,000 to less than $35,000	136	10.1	11.0	20.8
	$35,000 to less than $50,000	187	13.9	15.1	35.9
	$50,000 to less than $65,000	159	11.8	12.9	48.8
	$65,000 to less than $80,000	307	22.8	24.8	73.6
	Over $110,000	271	20.1	21.9	95.6
	Don't know	55	4.1	4.4	100.0
	Total	1236	91.9	100.0	
Missing	System	109	8.1		
Total		1345	100.0		

Gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	526	39.1	41.6	41.6
	Female	738	54.9	58.4	100.0
	Total	1264	94.0	100.0	
Missing	System	81	6.0		
Total		1345	100.0		

Do you have any other comments to make about quality of life, crime, safety in Hemet, or about the HPD?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Give HPD more resources, increase patrols	117	8.7	17.3	17.3
	Compliments to the HPD doing a good job, with resources they have	92	6.8	13.6	30.8
	Traffic enforcement, speeding, running red lights, etc.	12	.9	1.8	32.6
	Step up police efforts and response times	11	.8	1.6	34.2
	Do something, not happy here, just feel unsafe (looking to move)	126	9.4	18.6	52.8
	Early release, parolees, section 8 needs to be corrected	113	8.4	16.7	69.5
	Need training of the police officers	2	.1	.3	69.8
	Police need to do their jobs	40	3.0	5.9	75.7
	Don't out source, keep local	12	.9	1.8	77.4
	Out source	4	.3	.6	78.0
	City council issues	14	1.0	2.1	80.1
	As a resident I want to be involved, as a community we can work together	17	1.3	2.5	82.6
	Code Enforcement, make landlords responsible, clean up	10	.7	1.5	84.1
	HPD need improvement, rude, attitudes, etc.	12	.9	1.8	85.8
	Others	96	7.1	14.2	100.0
	Total	678	50.4	100.0	
Missing	System	667	49.6		
Total		1345	100.0		

APPENDIX VII

Data Display
Online Survey of Non-Residents
(Employers, Employees, and Visitors)

Hemet Community Survey
Data Display, Frequency Distributions, Online Survey of Non-Residents

Following are frequency tables for the online version of the Hemet Community Survey for non-residents (employers, employees, and visitors to Hemet). A few comments about this data display are in order:

- Online surveys are a wonderful method of community engagement which can provide some interesting anecdotal data and can provide additional validation of phone survey results if the overall trends of the two methodologies match. They are NOT, however, random, thus results may be skewed and must be interpreted with caution. For example, online survey respondents tend to be those who are either extremely positive or extremely negative about the issue under study and are more motivated to complete a survey than those with "mid-range" attitudes. Further, people who complete online surveys tend to be younger, better educated, more affluent, and more likely to be employed. And Hispanics tend to be under-represented in surveys (both on-line and phone surveys). **The reader is encouraged to view the results of the statistically valid telephone survey in Appendix V.**

- The "simple" frequency tables below, produced by SPSS 19.0 (Statistical Package for the Social Sciences) are arranged showing 4 columns of numbers.
    - **Frequency** – the weighted number of respondents providing a particular response
    - **Percent** – the percentage of people providing a particular response, calculated as the frequency divided by 466 (that is, with "don't know" and "refused" included in the totals)
    - **Valid Percent** – the percentage of people providing a particular response, with "don't know" and "refused" *excluded* from the calculation
    - **Cumulative Percent** – the percentage of cases in each row including all previous rows. In many cases this column doesn't have a meaningful interpretation. In others, such as number of years a person has worked in the City, it is meaningful to note that 10.5% have worked in the City less than 2 years, 25.5% 5 years or less, 46.9% 10 years or less, etc.

- For some questions, respondents had the opportunity to provide multiple answers (questions such as Q2, main reasons why people choose not to live in Hemet). The tables for those multiple response questions show three columns of numbers:
    - **Responses, N** – The number of respondents providing a particular response
    - **Responses, Percent** – the percentage of the total number of responses in a category, calculated as the N figure divided by the total number of responses to the question (the bottom of the "N" column).
    - **Percent of Cases** – the percentage of people who responded with a particular answer, calculated as the N figure divided by the total number of people who responded to the question with one or more answers

Q1work: How many years have you worked in the City of Hemet?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than 2 years	25	5.4	10.5	10.5
	2 to 5 years	36	7.7	15.1	25.5
	6 to 10 years	51	10.9	21.3	46.9
	11 to 20 years	55	11.8	23.0	69.9
	More than 20 years	72	15.5	30.1	100.0
	Total	239	51.3	100.0	
Missing	System	227	48.7		
Total		466	100.0		

Q1visit: How many years have you been visiting Hemet and/or shopping in Hemet?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than 2 years	24	5.2	5.3	5.3
	2 to 5 years	37	7.9	8.1	13.3
	6 to 10 years	61	13.1	13.3	26.7
	11 to 20 years	94	20.2	20.6	47.3
	More than 20 years	241	51.7	52.7	100.0
	Total	457	98.1	100.0	
Missing	System	9	1.9		
Total		466	100.0		

Q2: Since you spend time in Hemet, what are the reasons you don't choose to live in Hemet? Choose all that apply

	Responses		Percent of Cases
	N	Percent	
Can't afford to live in Hemet	4	.5%	.9%
Too much crime in the area	219	27.0%	47.1%
Too crowded	29	3.6%	6.2%
Can't afford to move from where I'm living now	29	3.6%	6.2%
I like where I'm living now	256	31.6%	55.1%
The schools seem better where I live now	80	9.9%	17.2%
I just don't like Hemet	53	6.5%	11.4%
Other	139	17.1%	29.9%
Don't know	2	.2%	.4%
Total	811	100.0%	174.4%

NOTE: This is a multiple response question in which the respondent was able to indicate more than one response. "Percent of responses," therefore, sums to 100% but "percent of cases" will not.

Q2Recoded "other" responses: Reasons for choosing not to live in Hemet

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Live just outside city limits	62	13.3	50.0	50.0
	Don't like city council, politics of the city	5	1.1	4.0	54.0
	Poor location, too far from things	4	.9	3.2	57.3
	Better housing, shopping outside Hemet	6	1.3	4.8	62.1
	Rundown city (blight, crime, panhandlers, etc.)	8	1.7	6.5	68.5
	Other	11	2.4	8.9	77.4
	Live near (San Jacinto, Valle Vista, etc.)	28	6.0	22.6	100.0
	Total	124	26.6	100.0	
Missing	System	342	73.4		
Total		466	100.0		

Q3work: Overall, how would you rate Hemet as a place to work?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	A very good place to work	30	6.4	13.2	13.2
	Fairly good	90	19.3	39.6	52.9
	Neither good nor bad	60	12.9	26.4	79.3
	Fairly bad	41	8.8	18.1	97.4
	A very bad place to work	6	1.3	2.6	100.0
	Total	227	48.7	100.0	
Missing	System	239	51.3		
Total		466	100.0		

Q3visit: Overall, how would you rate Hemet as a place to visit?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	A very good place to visit	15	3.2	3.4	3.4
	Fairly good	99	21.2	22.6	26.0
	Neither good nor bad	94	20.2	21.4	47.4
	Fairly bad	209	44.8	47.6	95.0
	A very bad place to work	22	4.7	5.0	100.0
	Total	439	94.2	100.0	
Missing	Don't know / can't rate	4	.9		
	System	23	4.9		
	Total	27	5.8		
Total		466	100.0		

Q4work: In your opinion, what is the BEST thing about working in Hemet? (No more than 1 choice may be selected)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	The pay is better than in other areas	3	.6	1.3	1.3
	There are more jobs than in other areas	1	.2	.4	1.7
	It's not crowded	1	.2	.4	2.1
	There's less traffic than in other areas	11	2.4	4.7	6.8
	It's a short commute from my residence	82	17.6	34.9	41.7
	I work for a good company	40	8.6	17.0	58.7
	I have a good job	70	15.0	29.8	88.5
	My job gives me a good chance for advancement / promotion	9	1.9	3.8	92.3
	Availability of amenities (restaurants, entertainment, gyms, etc.)	2	.4	.9	93.2
	Other	16	3.4	6.8	100.0
	Total	235	50.4	100.0	
Missing	System	231	49.6		
Total		466	100.0		

Q5work: In your opinion, what do you like LEAST about working in Hemet? (No more than 1 choice may be selected)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Traffic	9	1.9	3.8	3.8
	Poor public transportation	4	.9	1.7	5.4
	Pay not as good as in other places	29	6.2	12.1	17.6
	I don't like my employer / job	5	1.1	2.1	19.7
	Not as much chance for advancement / promotion	3	.6	1.3	20.9
	Long commute	10	2.1	4.2	25.1
	Poor amenities in the area (restaurants, entertainment, gyms, etc.)	8	1.7	3.3	28.5
	Nothing...I like everything about working in Hemet	8	1.7	3.3	31.8
	Other (please specify)	10	2.1	4.2	36.0
	Crime	96	20.6	40.2	76.2
	Don't know	1	.2	.4	76.6
	Homeless/vagrants loitering	56	12.0	23.4	100.0
	Total	239	51.3	100.0	
Missing	System	227	48.7		
Total		466	100.0		

Q5visit: In your opinion, what do you like LEAST about visiting or shopping in Hemet? (No more than 1 choice may be selected)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Smog, air pollution	2	.4	.4	.4
	Traffic	12	2.6	2.6	3.0
	Poor public transportation	1	.2	.2	3.2
	Not enough stores	16	3.4	3.5	6.7
	Not enough parking	1	.2	.2	6.9
	Homeless/vagrants loitering	122	26.2	26.3	33.3
	Everything	11	2.4	2.4	35.6
	Nothing...I like everything about visiting Hemet	11	2.4	2.4	38.0
	Lack of safety	158	33.9	34.1	72.1
	Other (please specify)	10	2.1	2.2	74.3
	Don't know	5	1.1	1.1	75.4
	Lack of "better" stores	97	20.8	21.0	96.3
	Not enough restaurants	1	.2	.2	96.5
	Lack of "better" restaurants	16	3.4	3.5	100.0
	Total	463	99.4	100.0	
Missing	System	3	.6		
Total		466	100.0		

Q6_1: Level of agreement with the statement: "Hemet is a good place to bring visitors"

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	5	1.1	1.1	1.1
	Agree	91	19.5	20.2	21.3
	Disagree	193	41.4	42.8	64.1
	Strongly Disagree	162	34.8	35.9	100.0
	Total	451	96.8	100.0	
Missing	Don't Know	12	2.6		
	System	3	.6		
	Total	15	3.2		
Total		466	100.0		

Q6_2: Level of agreement with the statement: "Hemet is a good place to find a job"

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	6	1.3	1.4	1.4
	Agree	45	9.7	10.8	12.3
	Disagree	190	40.8	45.8	58.1
	Strongly Disagree	174	37.3	41.9	100.0
	Total	415	89.1	100.0	
Missing	Don't Know	47	10.1		
	System	4	.9		
	Total	51	10.9		
Total		466	100.0		

Q6_3: Level of agreement with the statement: "Hemet is a good place to be active and healthy"

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	20	4.3	4.6	4.6
	Agree	184	39.5	42.0	46.6
	Disagree	138	29.6	31.5	78.1
	Strongly Disagree	96	20.6	21.9	100.0
	Total	438	94.0	100.0	
Missing	Don't Know	25	5.4		
	System	3	.6		
	Total	28	6.0		
Total		466	100.0		

Q6_4: Level of agreement with the statement: "Hemet is a good place to raise children"

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	4	.9	.9	.9
	Agree	101	21.7	23.6	24.5
	Disagree	145	31.1	33.9	58.4
	Strongly Disagree	178	38.2	41.6	100.0
	Total	428	91.8	100.0	
Missing	Don't Know	32	6.9		
	System	6	1.3		
	Total	38	8.2		
Total		466	100.0		

Q6_5: Level of agreement with the statement: "Hemet is a good place to find an affordable place to live"

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	83	17.8	18.7	18.7
	Agree	300	64.4	67.4	86.1
	Disagree	44	9.4	9.9	96.0
	Strongly Disagree	18	3.9	4.0	100.0
	Total	445	95.5	100.0	
Missing	Don't Know	18	3.9		
	System	3	.6		
	Total	21	4.5		
Total		466	100.0		

Q6_6: Level of agreement with the statement: "Hemet is a good place to make friends"

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	25	5.4	6.2	6.2
	Agree	256	54.9	63.4	69.6
	Disagree	77	16.5	19.1	88.6
	Strongly Disagree	46	9.9	11.4	100.0
	Total	404	86.7	100.0	
Missing	Don't Know	57	12.2		
	System	5	1.1		
	Total	62	13.3		
Total		466	100.0		

Q9: Overall, do you feel it is safe to walk around in Hemet during the DAY?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes, it is safe	74	15.9	16.2	16.2
	Somewhat safe	265	56.9	58.0	74.2
	It is not safe	118	25.3	25.8	100.0
	Total	457	98.1	100.0	
Missing	Don't know	8	1.7		
	System	1	.2		
	Total	9	1.9		
Total		466	100.0		

Q10: Do you feel it is safe to walk around in Hemet at NIGHT?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes, it is safe	4	.9	.9	.9
	Somewhat safe	44	9.4	9.9	10.8
	It is not safe	395	84.8	89.2	100.0
	Total	443	95.1	100.0	
Missing	Don't know	22	4.7		
	System	1	.2		
	Total	23	4.9		
Total		466	100.0		

Q11: [Answered only by those who said Hemet is somewhat or not safe during the day or night] What makes you feel unsafe?

	Responses		Percent of Cases
	N	Percent	
Theft and burglaries	340	8.2%	77.1%
Teens or others hanging around on the streets	194	4.7%	44.0%
Gang activity	353	8.5%	80.0%
People buying and selling drugs	292	7.0%	66.2%
Vandalism (graffiti, destruction of property, etc.)	268	6.4%	60.8%
Abandoned and junk gars, code violations	118	2.8%	26.8%
People "hanging around" on corners and sidewalks	311	7.5%	70.5%
Homeless/vagrants loitering	324	7.8%	73.5%
Panhandlers	322	7.7%	73.0%
Media (newspaper, TV, news on-line) mentions crime	100	2.4%	22.7%
Friends/family talk about crime	175	4.2%	39.7%
Social media mentions crime	106	2.5%	24.0%
I or someone I know was a victim of crime	231	5.5%	52.4%
Dangerous intersections	90	2.2%	20.4%
Poor lighting	153	3.7%	34.7%
No sidewalks or bad sidewalks	97	2.3%	22.0%
Traffic problems (speeding or reckless driving)	111	2.7%	25.2%
People drinking in public	101	2.4%	22.9%
Prostitution	293	7.0%	66.4%
Gunshots	161	3.9%	36.5%
Other	29	.7%	6.6%
Total	4169	100.0%	945.4%

NOTE: This is a multiple response question in which the respondent was able to indicate more than one response. "Percent of responses," therefore, sums to 100% but "percent of cases" will not.

Recoded "other" things that make you feel unsafe

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	All of the above	3	.6	11.1	11.1
	Crime and violence	7	1.5	25.9	37.0
	Jay-walkers	5	1.1	18.5	55.6
	Rundown properties, dirty sidewalks and parking lots, etc.	5	1.1	18.5	74.1
	Lack of Police Dept. resources	3	.6	11.1	85.2
	Other	4	.9	14.8	100.0
	Total	27	5.8	100.0	
Missing	System	439	94.2		
Total		466	100.0		

Q12: Are there particular places/areas in Hemet where you feel unsafe?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	357	76.6	88.6	88.6
	No	46	9.9	11.4	100.0
	Total	403	86.5	100.0	
Missing	Don't know	34	7.3		
	System	29	6.2		
	Total	63	13.5		
Total		466	100.0		

Q12bRecode: In what particular place(s) do you feel unsafe?
[ANSWERED ONLY BY THOSE WHO FEEL UNSAFE OR SOMEWHAT SAFE IN AREAS]

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Downtown Hemet	35	7.5	11.7	11.7
	Florida Avenue and including Florida and cross streets	98	21.0	32.8	44.5
	Lyons Street and cross streets	2	.4	.7	45.2
	The mall	3	.6	1.0	46.2
	Everywhere, the entire city	23	4.9	7.7	53.8
	East Hemet	4	.9	1.3	55.2
	Liquor Stores, Shopping parking lots, Wal-Mart, Kmart	51	10.9	17.1	72.2
	92543 zip code area	1	.2	.3	72.6
	West Hemet	8	1.7	2.7	75.3
	Center of town	5	1.1	1.7	76.9
	Old town	8	1.7	2.7	79.6
	Parks, all the parks	8	1.7	2.7	82.3
	Devonshire and cross streets	4	.9	1.3	83.6
	North side	1	.2	.3	83.9
	San Jacinto	2	.4	.7	84.6
	Oakland street and nearby area	2	.4	.7	85.3
	Others	15	3.2	5.0	90.3
	State street and cross streets	9	1.9	3.0	93.3
	Latham street and cross streets	3	.6	1.0	94.3
	Harbor Freights area	1	.2	.3	94.6
	Yale and cross streets	1	.2	.3	95.0
	Near hospital	15	3.2	5.0	100.0
	Total	299	64.2	100.0	
Missing	System	167	35.8		
Total		466	100.0		

Q12c: In your opinion, what is the most important thing that should be done to make the place(s) safer?
[ANSWERED ONLY BY THOSE WHO FEEL UNSAFE OR SOMEWHAT SAFE IN AREAS]

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Better lighting	2	.4	.6	.6
	More police visibility	170	36.5	49.0	49.6
	Do something about the homeless/vagrants loitering in the area(s)	70	15.0	20.2	69.7
	Increase traffic patrols	20	4.3	5.8	75.5
	Other (please specify)	10	2.1	2.9	78.4
	Don't know	14	3.0	4.0	82.4
	All of the above	6	1.3	1.7	84.1
	Get rid of the section 8 housing	11	2.4	3.2	87.3
	Hire more offices, patrolling more, more of a police presence	13	2.8	3.7	91.1
	Work to discourage state/county from locating parolees in Hemet	9	1.9	2.6	93.7
	Increase job opportunities	1	.2	.3	93.9
	Arrest, enforce the laws, hold criminals responsible	7	1.5	2.0	96.0
	Decrease gangs, drug dealers, prostitutes, criminals	14	3.0	4.0	100.0
	Total	347	74.5	100.0	
Missing	System	119	25.5		
Total		466	100.0		

Q13a: Do you feel safe, somewhat safe, or not safe going to the local stores in the City of Hemet?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Safe	65	13.9	14.3	14.3
	Somewhat safe	249	53.4	54.6	68.9
	Not safe	129	27.7	28.3	97.1
	I don't shop or eat in the City of Hemet	13	2.8	2.9	100.0
	Total	456	97.9	100.0	
Missing	System	10	2.1		
Total		466	100.0		

Q14: In general, how fearful are you that you will be the victim of a serious crime, such as a violent or costly crime?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very fearful	77	16.5	17.0	17.0
	Somewhat fearful	245	52.6	54.0	70.9
	Not too fearful	110	23.6	24.2	95.2
	Not at all fearful	22	4.7	4.8	100.0
	Total	454	97.4	100.0	
Missing	Don't know	3	.6		
	System	9	1.9		
	Total	12	2.6		
Total		466	100.0		

Q15: In the past month, has fear of crime prevented you from doing things you would like to do in the City of Hemet?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	194	41.6	43.1	43.1
	No	135	29.0	30.0	73.1
	Maybe	47	10.1	10.4	83.6
	Not in the past month, but in the past year	74	15.9	16.4	100.0
	Total	450	96.6	100.0	
Missing	Don't know	7	1.5		
	System	9	1.9		
	Total	16	3.4		
Total		466	100.0		

Q16: Recently the Hemet Police Department has taken some measures to make Hemet safer for its residents and visitors. Do you think safety has improved over the past 6 months?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	76	16.3	16.6	16.6
	No	165	35.4	36.0	52.6
	Maybe	80	17.2	17.5	70.1
	Don't know	137	29.4	29.9	100.0
	Total	458	98.3	100.0	
Missing	System	8	1.7		
Total		466	100.0		

Q20_1: Level of concern about RESIDENTIAL BURGLARIES

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 =Not at all concerned	10	2.1	2.2	2.2
	2	17	3.6	3.8	6.0
	3	69	14.8	15.2	21.2
	4	124	26.6	27.4	48.6
	5 = Extremely concerned	233	50.0	51.4	100.0
	Total	453	97.2	100.0	
Missing	System	13	2.8		
Total		466	100.0		

Q20_2: Level of concern about HOMELESS/VAGRANTS LOITERING

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 =Not at all concerned	20	4.3	4.4	4.4
	2	40	8.6	8.8	13.3
	3	75	16.1	16.6	29.9
	4	134	28.8	29.6	59.5
	5 = Extremely concerned	183	39.3	40.5	100.0
	Total	452	97.0	100.0	
Missing	System	14	3.0		
Total		466	100.0		

Q20_3: Level of concern about VANDALISM AND TAGGING

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 =Not at all concerned	14	3.0	3.1	3.1
	2	44	9.4	9.9	13.0
	3	119	25.5	26.7	39.7
	4	134	28.8	30.0	69.7
	5 = Extremely concerned	135	29.0	30.3	100.0
	Total	446	95.7	100.0	
Missing	System	20	4.3		
Total		466	100.0		

Q20_4: Level of concern about TRAFFIC ACCIDENTS AND SPEEDING

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 =Not at all concerned	40	8.6	9.0	9.0
	2	111	23.8	25.1	34.2
	3	149	32.0	33.7	67.9
	4	85	18.2	19.2	87.1
	5 = Extremely concerned	57	12.2	12.9	100.0
	Total	442	94.8	100.0	
Missing	System	24	5.2		
Total		466	100.0		

Q20_5: Level of concern about PANHANDLING

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 =Not at all concerned	16	3.4	3.6	3.6
	2	58	12.4	12.9	16.4
	3	103	22.1	22.9	39.3
	4	114	24.5	25.3	64.7
	5 = Extremely concerned	159	34.1	35.3	100.0
	Total	450	96.6	100.0	
Missing	System	16	3.4		
Total		466	100.0		

Q20_6: Level of concern about DRUG USE

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 =Not at all concerned	8	1.7	1.8	1.8
	2	22	4.7	4.9	6.7
	3	51	10.9	11.3	18.0
	4	134	28.8	29.8	47.8
	5 = Extremely concerned	235	50.4	52.2	100.0
	Total	450	96.6	100.0	
Missing	System	16	3.4		
Total		466	100.0		

Q20_7: Level of concern about GANG ACTIVITY

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 =Not at all concerned	4	.9	.9	.9
	2	11	2.4	2.4	3.3
	3	36	7.7	8.0	11.3
	4	107	23.0	23.7	35.0
	5 = Extremely concerned	294	63.1	65.0	100.0
	Total	452	97.0	100.0	
Missing	System	14	3.0		
Total		466	100.0		

Q20_8: Level of concern about PROSTITUTION

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 =Not at all concerned	21	4.5	4.7	4.7
	2	38	8.2	8.5	13.2
	3	72	15.5	16.1	29.2
	4	110	23.6	24.6	53.8
	5 = Extremely concerned	207	44.4	46.2	100.0
	Total	448	96.1	100.0	
Missing	System	18	3.9		
Total		466	100.0		

Q20_9: Level of concern about AUTO THEFT

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 =Not at all concerned	7	1.5	1.6	1.6
	2	35	7.5	7.8	9.3
	3	101	21.7	22.4	31.7
	4	146	31.3	32.4	64.1
	5 = Extremely concerned	162	34.8	35.9	100.0
	Total	451	96.8	100.0	
Missing	System	15	3.2		
Total		466	100.0		

Q20_10: Level of concern about JAYWALKING

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 =Not at all concerned	98	21.0	22.1	22.1
	2	92	19.7	20.8	42.9
	3	108	23.2	24.4	67.3
	4	73	15.7	16.5	83.7
	5 = Extremely concerned	72	15.5	16.3	100.0
	Total	443	95.1	100.0	
Missing	System	23	4.9		
Total		466	100.0		

Q20_11: Level of concern about SCHOOL SAFETY

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 =Not at all concerned	26	5.6	5.8	5.8
	2	58	12.4	12.9	18.8
	3	105	22.5	23.4	42.2
	4	103	22.1	23.0	65.2
	5 = Extremely concerned	156	33.5	34.8	100.0
	Total	448	96.1	100.0	
Missing	System	18	3.9		
Total		466	100.0		

Q20: Average concern scores about….

	N		
	Valid	Missing	Mean
Residential burglaries	453	13	4.22
Homeless/vagrants loitering	452	14	3.93
Vandalism and tagging	446	20	3.74
Traffic accidents and speeding	442	24	3.02
Panhandling	450	16	3.76
Drug use	450	16	4.26
Gang activity	452	14	4.50
Prostitution	448	18	3.99
Auto theft	451	15	3.93
Jaywalking	443	23	2.84
School safety	448	18	3.68

Q21b: Recoded "other" responses: Concerns about other crime and safety issues

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Sex Offenders, child molesters, children's safety	5	1.1	5.0	5.0
	Running red lights, and other traffic violations	8	1.7	8.0	13.0
	Home invasions	5	1.1	5.0	18.0
	AB109 parolees being released in Hemet	11	2.4	11.0	29.0
	Being robbed or assaulted when out	11	2.4	11.0	40.0
	Others	23	4.9	23.0	63.0
	Stealing mail from mailboxes	2	.4	2.0	65.0
	Extra protection for seniors, they are being bulled and intimidation	1	.2	1.0	66.0
	Slow police response times	2	.4	2.0	68.0
	Lack of police presence	6	1.3	6.0	74.0
	Shoplifting	1	.2	1.0	75.0
	Lack of lighting	1	.2	1.0	76.0
	Need code enforcement, empty properties, squatters, etc.	2	.4	2.0	78.0
	Violent crime	8	1.7	8.0	86.0
	Undesirable people/gangs	14	3.0	14.0	100.0
	Total	100	21.5	100.0	
Missing	System	366	78.5		
Total		466	100.0		

Q21: Of the issues listed, what should be the Hemet Police Department's TOP PRIORITY for making the community safer for you as an employee or visitor in Hemet?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Residential burglaries	67	14.4	14.7	14.7
	Homeless/vagrants loitering	50	10.7	11.0	25.7
	Vandalism and tagging	7	1.5	1.5	27.2
	Traffic accidents and speeding	9	1.9	2.0	29.2
	Panhandling	16	3.4	3.5	32.7
	Drug use	37	7.9	8.1	40.8
	Gang activity	195	41.8	42.8	83.6
	Prostitution	22	4.7	4.8	88.4
	Auto theft	6	1.3	1.3	89.7
	Jaywalking	5	1.1	1.1	90.8
	School safety	9	1.9	2.0	92.8
	Other	5	1.1	1.1	93.9
	Crime, violent crimes, murder	7	1.5	1.5	95.4
	All of the above	17	3.6	3.7	99.1
	Hire more officers	4	.9	.9	100.0
	Total	456	97.9	100.0	
Missing	System	10	2.1		
Total		466	100.0		

Statistics for Q69: Ratings of Police Department Activities for improving the safety and quality of life in Hemet (from 0 = NOT important to 100 = EXTREMELY important)

	N					
	Valid	Missing	Mean	Median	Minimum	Maximum
Response time to emergency calls	272	194	92.53	100	0	100
Response time to NON-emergency calls	416	50	54.14	51	0	100
Patrols in my neighborhood	397	69	66.68	70	0	100
Patrols in shopping centers	441	25	76.80	80	0	100
Narcotics enforcement	439	27	84.10	92	0	100
Gang task force activities	443	23	91.71	100	0	100
Traffic enforcement	419	47	59.25	58	0	100
Respectful, professional officers	432	34	83.52	97	0	100
Prostitution "sweeps" resulting in arrests	432	34	75.34	85	0	100
Community involvement / neighborhood watch	432	34	76.69	81	0	100
Removing homeless / vagrants from City parks	428	38	76.12	88	0	100

Q21e: How well do you think the Hemet Police Department does its job with the resources it currently has?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	The department does an excellent job with the resources it currently has	106	22.7	26.7	26.7
	Very good job	86	18.5	21.7	48.4
	Good job	91	19.5	22.9	71.3
	Fair job	87	18.7	21.9	93.2
	The department does a poor job with the resources it currently has	27	5.8	6.8	100.0
	Total	397	85.2	100.0	
Missing	Don't know	54	11.6		
	System	15	3.2		
	Total	69	14.8		
Total		466	100.0		

Q22: Have you ever been a victim of a crime while you were in the City of Hemet?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	152	32.6	33.9	33.9
	No	297	63.7	66.1	100.0
	Total	449	96.4	100.0	
Missing	System	17	3.6		
Total		466	100.0		

Q24: Were you satisfied with the way the Hemet Police Department addressed the incident? [ANSWERED ONLY IF PERSON HAS BEEN A VICTIM OF CRIME IN HEMET]

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	48	10.3	40.0	40.0
	No	25	5.4	20.8	60.8
	Somewhat	47	10.1	39.2	100.0
	Total	120	25.8	100.0	
Missing	The incident wasn't handled by Hemet Police Department	31	6.7		
	System	315	67.6		
	Total	346	74.2		
Total		466	100.0		

Q24bRecode: What could the officer or department have done better? [ANSWERED ONLY IF "NOT SATISFIED" WITH THE WAY HPD ADDRESSED THE INCIDENT]

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Faster response time	10	2.1	22.2	22.2
	Show more concern for victims, act as if they care	6	1.3	13.3	35.6
	Provide follow up information to victims	6	1.3	13.3	48.9
	Need more officers and resources	6	1.3	13.3	62.2
	Investigate, try to find the criminal	6	1.3	13.3	75.6
	Not sure, nothing they could do	2	.4	4.4	80.0
	Anything, something, help	1	.2	2.2	82.2
	Show up and DO something!	3	.6	6.7	88.9
	Other	5	1.1	11.1	100.0
	Total	45	9.7	100.0	
Missing	System	421	90.3		
Total		466	100.0		

Q25: How fearful are you that you will be the victim of a crime in the City of Hemet in the near future?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very fearful	76	16.3	17.2	17.2
	Somewhat fearful	241	51.7	54.5	71.7
	Not too fearful	97	20.8	21.9	93.7
	Not at all fearful	28	6.0	6.3	100.0
	Total	442	94.8	100.0	
Missing	Don't know	9	1.9		
	System	15	3.2		
	Total	24	5.2		
Total		466	100.0		

Q28: How do you hear about crime and crime prevention in the City of Hemet? Check all that apply

	Responses		Percent of Cases
	N	Percent	
Newspaper	306	28.3%	68.9%
Facebook, twitter, or other social media	229	21.2%	51.6%
Talk to friends and family	316	29.2%	71.2%
The local TV channels	138	12.8%	31.1%
Other	77	7.1%	17.3%
Internet	16	1.5%	3.6%
Total	1082	100.0%	243.7%

NOTE: This is a multiple response question in which the respondent was able to indicate more than one response. "Percent of responses," therefore, sums to 100% but "percent of cases" will not.

Q28CHAN: Recoded "Other" ways people hear about crime and crime prevention in the City of Hemet

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	HPD or City website, Captain's briefings, community outreach	12	2.6	20.0	20.0
	City Council meetings, city briefings, action groups	2	.4	3.3	23.3
	See it personally	13	2.8	21.7	45.0
	Co workers	14	3.0	23.3	68.3
	Church and school communications	3	.6	5.0	73.3
	Radio	2	.4	3.3	76.7
	Word of mouth	3	.6	5.0	81.7
	A variety of all that has been mentioned	1	.2	1.7	83.3
	Police Scanner	4	.9	6.7	90.0
	Email communications from organizations, associations, etc.	2	.4	3.3	93.3
	Other	4	.9	6.7	100.0
	Total	60	12.9	100.0	
Missing	System	406	87.1		
Total		466	100.0		

D3: What was the last grade of school that you completed?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	High school graduate or equivalent	30	6.4	6.7	6.7
	Some college but no degree	121	26.0	27.0	33.7
	Associate degree or technical certificate	121	26.0	27.0	60.7
	Bachelor's degree	62	13.3	13.8	74.6
	Some graduate work	13	2.8	2.9	77.5
	Graduate or professional degree	101	21.7	22.5	100.0
	Total	448	96.1	100.0	
Missing	System	18	3.9		
Total		466	100.0		

D4: Which of the following best describes your marital status?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Single, never married	34	7.3	8.0	8.0
	Married	321	68.9	75.4	83.3
	Divorced	34	7.3	8.0	91.3
	Widowed	11	2.4	2.6	93.9
	Separated	5	1.1	1.2	95.1
	Single, living with partner	21	4.5	4.9	100.0
	Total	426	91.4	100.0	
Missing	System	40	8.6		
Total		466	100.0		

D6: Employment status

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Working full-time for pay	301	64.6	67.5	67.5
	Working less than 30 hours a week for pay	35	7.5	7.8	75.3
	Full-time student	3	.6	.7	76.0
	Full-time homemaker, parent, caregiver	9	1.9	2.0	78.0
	Unemployed and looking for work	12	2.6	2.7	80.7
	Retired	76	16.3	17.0	97.8
	Disabled and not able to work	10	2.1	2.2	100.0
	Total	446	95.7	100.0	
Missing	System	20	4.3		
Total		466	100.0		

D9: Are you of Hispanic, Spanish, or Latino origin?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	53	11.4	12.1	12.1
	No	386	82.8	87.9	100.0
	Total	439	94.2	100.0	
Missing	System	27	5.8		
Total		466	100.0		

D10: How would you describe your race or ethnicity? Check all that apply

		Responses		Percent of Cases
		N	Percent	
	Asian	13	2.9%	3.0%
	Black or African American	7	1.6%	1.6%
	Caucasian or White	374	82.9%	86.0%
	Hispanic	46	10.2%	10.6%
	Other	11	2.4%	2.5%
Total		451	100.0%	103.7%

NOTE: This is a multiple response question in which the respondent was able to indicate more than one response. "Percent of responses," therefore, sums to 100% but "percent of cases" will not.

D11Recode: What is your age?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than 20 years old	1	.2	.3	.3
	20 - 24	6	1.3	1.5	1.8
	25 - 29	28	6.0	7.2	9.0
	30 - 34	29	6.2	7.5	16.5
	35 - 39	37	7.9	9.5	26.0
	40 - 44	36	7.7	9.3	35.2
	45 - 49	47	10.1	12.1	47.3
	50 - 54	65	13.9	16.7	64.0
	55 - 59	49	10.5	12.6	76.6
	60 - 64	41	8.8	10.5	87.1
	65 - 69	22	4.7	5.7	92.8
	70 - 74	18	3.9	4.6	97.4
	75 - 79	5	1.1	1.3	98.7
	80 - 84	4	.9	1.0	99.7
	85 or older	1	.2	.3	100.0
	Total	389	83.5	100.0	
Missing	System	77	16.5		
Total		466	100.0		

Statistics

D11: What is your age?

N	Valid	389
	Missing	77
Mean		49.3689
Median		50.0000
Mode		57.00
Std. Deviation		13.50471
Minimum		18.00
Maximum		92.00

D12: Which of the following categories best describes your total household or family income before taxes, for 2012?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than $25,000	24	5.2	5.6	5.6
	$25,000 to less than $35,000	27	5.8	6.3	11.9
	$35,000 to less than $50,000	45	9.7	10.5	22.3
	$50,000 to less than $65,000	56	12.0	13.0	35.3
	$65,000 to less than $80,000	122	26.2	28.4	63.7
	Over $110,000	146	31.3	34.0	97.7
	Don't know	10	2.1	2.3	100.0
	Total	430	92.3	100.0	
Missing	System	36	7.7		
Total		466	100.0		

Gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	172	36.9	40.3	40.3
	Female	255	54.7	59.7	100.0
	Total	427	91.6	100.0	
Missing	System	39	8.4		
Total		466	100.0		

LastQRecode: Do you have any other comments to make about quality of life, crime, or safety in Hemet or about the Hemet Police Department?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Give PD more resources, increase patrols	28	6.0	12.4	12.4
	Compliments to the PD doing a good job, with resources they have	42	9.0	18.7	31.1
	Traffic enforcement, speeding, running red lights, etc.	2	.4	.9	32.0
	Do something, not happy here, just feel unsafe (looking to move)	30	6.4	13.3	45.3
	Early release, parolees, section 8 needs to be corrected	25	5.4	11.1	56.4
	Need training of the police officers	1	.2	.4	56.9
	Police need to do their jobs	11	2.4	4.9	61.8
	Don't out source, keep local	6	1.3	2.7	64.4
	City council issues	7	1.5	3.1	67.6
	As a resident I want to be involved, rally the troops, as a community we can work together	6	1.3	2.7	70.2
	Code Enforcement, make landlords responsible, clean up	5	1.1	2.2	72.4
	HPD need improvement, rude, attitudes, etc.	5	1.1	2.2	74.7
	Others	57	12.2	25.3	100.0
	Total	225	48.3	100.0	
Missing	System	241	51.7		
Total		466	100.0		

APPENDIX VIII

Demographic Profiles of Respondents to Telephone and Online Surveys

Following is an overview of the profile of people responding to the telephone survey, online survey of people who live in Hemet, and online survey of people who work in Hemet (but live elsewhere) or visit Hemet.

Age

	Phone Survey of Hemet Residents	Online Survey of Hemet Residents	Online Survey of Hemet Workers or Visitors
Less than 20 years old	**1.9%**	1.7%	0.3%
20 to 24	**2.1%**	2.5%	1.5%
25 to 34	**7.1%**	12.8%	14.7%
35 to 44	**12.8%**	17.3%	18.8%
45 to 54	**14.2%**	19.3%	28.8%
55 to 64	**16.5%**	21.5%	23.1%
65 to 74	**21.8%**	18.9%	10.3%
75 to 84	**17.0%**	5.3%	2.3%
85+ years old	**6.6%**	0.7%	0.3%

Length of Residency in Hemet

	Phone Survey of Hemet Residents	Online Survey of Hemet Residents	Online Survey of Hemet Workers or Visitors
Less than 2 years	**8.7%**	5.2%	Question not on survey
2 to 5 years	**24.2%**	12.3%	
6 to 10 years	**13.4%**	16.4%	
11 to 20 years	**27.7%**	22.6%	
More than 20 years	**26.0%**	43.6%	

Rent or Own Current Residence?

	Phone Survey of Hemet Residents	Online Survey of Hemet Residents	Online Survey of Hemet Workers or Visitors
Rent/lease	**30.0%**	16.9%	Question not on survey
Own	**67.3%**	78.0%	
Live with family member in THEIR residence	**2.0%**	4.5%	
Live with friend in THEIR residence	**0.2%**	0.3%	
Other	**0.5%**	0.2%	

Number of People Living in the Household (Including Respondent)

	Phone Survey of Hemet Residents	Online Survey of Hemet Residents	Online Survey of Hemet Workers or Visitors
1 (respondent only)	**27.7%**	13.1%	Question not on survey
2	**36.5%**	40.9%	
3	**13.9%**	16.2%	
4	**10.9%**	16.2%	
5	**5.1%**	8.4%	
6	**4.4%**	3.8%	
7 or more	**1.6%**	1.4%	

Number of Children 18 Years Old or Younger Living in the Household

	Phone Survey of Hemet Residents	Online Survey of Hemet Residents	Online Survey of Hemet Workers or Visitors
None	**72.8%**	62.9%	Question not on survey
1 or more	**27.2%**	37.1%	

Education

	Phone Survey of Hemet Residents	Online Survey of Hemet Residents	Online Survey of Hemet Workers or Visitors
Some high school or less	**9.0%**	1.2%	0.0%
High school graduate or equivalent	**30.0%**	13.2%	6.7%
Some college but no degree	**30.2%**	32.5%	27.0%
AA degree or technical certificate	**12.2%**	19.0%	27.0%
Bachelor's degree	**9.9%**	15.6%	13.8%
Some graduate work	**0.5%**	3.6%	2.9%
Graduate or professional degree	**8.3%**	14.9%	22.5%

Employment Status

	Phone Survey of Hemet Residents	Online Survey of Hemet Residents	Online Survey of Hemet Workers or Visitors
Work full time for pay	**18.4%**	50.1%	67.5%
Work < 30 hours/week for pay	**8.4%**	8.0%	7.8%
Full-time student	**2.7%**	2.0%	0.7%
Full time homemaker, parent, or caregiver	**4.1%**	5.3%	2.0%
Unemployed, looking for work	**6.4%**	3.4%	2.7%
Retired	**50.9%**	28.3%	17.0%
Disabled, not able to work	**9.1%**	2.8%	2.2%

Total Household Income for 2012

	Phone Survey of Hemet Residents	Online Survey of Hemet Residents	Online Survey of Hemet Workers or Visitors
Less than $25,000	**40.5%**	9.8%	5.6%
$25,000 to < $35,000	**19.8%**	11.0%	6.3%
$35,000 to < $50,000	**14.9%**	15.1%	10.5%
$50,000 to < $65,000	**7.6%**	12.9%	13.0%
$65,000 to < $80,000	**7.6%**	24.8%	28.4%
$80,000 to $110,000	**3.5%**	21.9%	34.0%
Over $110,000	**6.1%**	4.4%	2.3%

Hispanic, Spanish, or Latino Origin?

	Phone Survey of Hemet Residents	Online Survey of Hemet Residents	Online Survey of Hemet Workers or Visitors
Yes	**18.1%**	12.9%	12.1%
No	**81.9%**	87.1%	87.9%

Gender

	Phone Survey of Hemet Residents	Online Survey of Hemet Residents	Online Survey of Hemet Workers or Visitors
Male	**37.4%**	41.6%	40.3%
Female	**62.6%**	58.4%	59.7%