**Sample Community Member Follow-Up Survey**

**on Law Enforcement Response to Victims**

Thank you for taking the time to participate in this survey. We are committed to responding to the needs of the community and crime victims. Since **[date]**, we have partnered with **[research institution]** to learn about community members’ perceptions of law enforcement and enhance our response to crime victims.

This survey is a follow-up to the original survey completed on **[date]**. Since that time, our agency has implemented several new initiatives to enhance our response to crime victims. These include: **[briefly describe initiatives]**. The purpose of the follow-up survey is to measure any change in community members’ perceptions since these initiatives were implemented.

Participation in this survey is voluntary. Please do not include any identifying information (such as names or addresses) in your responses so we may keep each survey anonymous. If you are a crime victim, your decision to participate in this survey will have no impact on your case. If you have questions or need to provide additional information about your case, please call **[phone number]** and ask to speak with your assigned investigator or victim services representative.

The survey includes questions about your encounters with **[agency name]** personnel, personal victimization, and related services. Please answer as many questions as possible. You may skip questions if you choose. If you have any questions about the survey, please contact **[name]** at **[phone number]** or **[email address]**.

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| **Perceptions - *Please check the category that best describes your view.*** |

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| --- | --- | --- | --- | --- |
| 1. I believe **[agency name]** responds to crime in all neighborhoods equally. | | | | |
| ☐ |  |  |  |  |
| Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 2. I am satisfied with the level of concern **[agency name]** shows about crime in **[jurisdiction name]**. | | | | |
| ☐ |  |  |  |  |
| Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |

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| --- | --- | --- | --- | --- |
| 3. I believe **[agency name]** presents a professional image. | | | | |
| ☐ |  |  |  |  |
| Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |

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| 4. I believe **[agency name]** personnel are effective at meeting the needs of victims of ***violent crime***  (e.g., murder, sexual assault, robbery, assault). | | | | |
| ☐ |  |  |  |  |
| Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |

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| --- | --- | --- | --- | --- |
| 5. I believe **[agency name]** personnel are effective at meeting the needs of victims of ***nonviolent***  ***crime*** (e.g., burglary, theft). | | | | |
| ☐ |  |  |  |  |
| Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |
| 6. I believe **[agency name]** provides adequate information about community resources for victims of  crime. | | | | |
| ☐ |  |  |  |  |
| Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |

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| 7. In the future, I will call **[agency name]** to report events when I or someone I know is victimized. | | | | |
| ☐ |  |  |  |  |
| Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |

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| 8. People in the area where I live trust the **[agency name]**. | | | | |
| ☐ |  |  |  |  |
| Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |

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| --- | --- | --- | --- | --- |
| 9. People in the area where I live are willing to engage with **[agency name]**. | | | | |
| ☐ |  |  |  |  |
| Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |

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| 10. Overall, I am satisfied with **[agency name]** services. | | | | |
| ☐ |  |  |  |  |
| Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |

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| Comments: |
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| **Victimization - *In this section, please refer only to crimes committed in [jurisdiction name]. Please check the category that applies.*** |

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| --- | --- | --- | --- | --- |
| 11. Have you been a victim of a ***violent*** crime in the past 2 years? | | | | |
| ☐ | Yes |  |  |  |
|  | No |  |  |  |

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| --- | --- | --- | --- | --- |
| 12. Have you been a victim of a ***nonviolent*** crime in the past 2 years? | | | | |
| ☐ | Yes |  |  |  |
|  | No |  |  |  |

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| --- | --- | --- | --- | --- |
| 13. Have you been a witness to a crime in the past 2 years? | | | | |
| ☐ | Yes |  |  |  |
|  | No |  |  |  |

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| ***If you answered “Yes” to Question 11, 12, or 13, please proceed to Question 14.***  ***If you answered “No” to all of them, please proceed to Question 33.*** |

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| 14. Did you report any crimes to [agency name] in the last 2 years (as a victim or witness)? | | | | |
| ☐ | Yes |  |  |  |
|  | No |  |  |  |

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| ***If you answered “Yes” to Question 14, please proceed to Question 15.***  ***If you answered “No” to Question 14, please proceed to, Question 31.*** |

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| ***Think about a time when you were a victim of/witness to a crime in [jurisdiction name]. Please check the category that best describes your view.*** |

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| 15. My call was handled in a timely manner. | | | | |
| ☐ |  |  |  |  |
| Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |

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| --- | --- | --- | --- | --- |
| 16. The person who took my call treated me with respect. | | | | |
| ☐ |  |  |  |  |
| Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |

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| --- | --- | --- | --- | --- |
| 17. The responding officer(s) showed concern for me as a victim/witness of a crime. | | | | |
| ☐ |  |  |  |  |
| Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |

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| 18. I was protected from the offender(s) who caused harm. | | | | |
| ☐ |  |  |  |  |
| Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |

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| --- | --- | --- | --- | --- |
| 19. I received the support I needed to begin the healing process and information about support  services in the community. | | | | |
| ☐ |  |  |  |  |
| Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |

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| --- | --- | --- | --- | --- |
| 20. I was provided with concise and useful information about the criminal justice system, victim  services, and community resources. | | | | |
| ☐ |  |  |  |  |
| Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |

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| --- | --- | --- | --- | --- |
| 21. The information and assistance I was provided helped me participate in the criminal justice system  (e.g., meet with investigators, testify in court, meet with prosecutors). | | | | |
| ☐ |  |  |  |  |
| Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |

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| 22. I was offered accommodations if needed (e.g., interpreter, assistance reading documents). | | | | |
| ☐ |  |  |  |  |
| Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |

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| --- | --- | --- | --- | --- |
| 23. Someone from **[agency name]** followed up with me and updated me on the status of my case. | | | | |
| ☐ |  |  |  |  |
| Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |

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| --- | --- | --- | --- | --- |
| 24. I was provided with information about the next steps in the criminal justice process, including  contact information for specific individuals. | | | | |
| ☐ |  |  |  |  |
| Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |

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| 25. I was asked for my input on case-related decisions. | | | | |
| ☐ |  |  |  |  |
| Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |

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| --- | --- | --- | --- | --- |
| 26. I believe justice was served in my case. | | | | |
| ☐ |  |  |  |  |
| Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |

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| --- | --- | --- | --- | --- |
| 27. I believe the offender(s) are being or were held accountable for their actions. | | | | |
| ☐ |  |  |  |  |
| Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |

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| 28. I was treated with dignity, empathy, compassion, and respect. | | | | |
| ☐ |  |  |  |  |
| Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |

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| --- | --- | --- | --- | --- |
| 29. I felt blamed by **[agency name]** personnel for my victimization. | | | | |
| ☐ |  |  |  |  |
| Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |

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| --- | --- | --- | --- | --- |
| 30. Overall, my contact with **[agency name]** was positive. | | | | |
| ☐ |  |  |  |  |
| Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |

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| Comments: |
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| **Reporting - Please check the category that applies.** | |

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| 31. Were you the victim of, or a witness to, a crime in the past 2 years that you **did not** report to  police? | | | | |
| ☐ | Yes |  |  |  |
|  | No |  |  |  |

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| ***If you answered “Yes” to Question 31 (was a victim/witness but did not report), please proceed to Question 32.***  ***If you answered “No” to Question 31 (was not a victim/witness or was a victim/witness and did report), please proceed to Question 33.*** |

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| 32. What were your reasons for not reporting? (Please check all that apply) |
| ☐ I was victimized by a family member, friend, or acquaintance and did not want them to get into  trouble.  ☐ I witnessed a crime by a family member, friend, or acquaintance and did not want them to get  into trouble.  ☐ I was concerned about negative responses from family.  ☐ I was concerned about retaliation from the offender(s).  ☐ I was concerned about interacting with law enforcement.  ☐ I did not think reporting the crime would do any good.  ☐ I was concerned about the risk of deportation.  ☐ I was under the influence of drugs and/or alcohol at the time.  ☐ I believe law enforcement does not help people like me.  ☐ Other (Describe): |
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| **Implementation - *Please check the category that applies.*** |
| Since **[date]**, **[agency name]** has implemented initiatives to enhance our response to victims of crime. These include:  **[List initiatives, policy changes, training, etc.]** |

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| 33. Before this survey, were you aware of **[implementation effort]** in **[jurisdiction name]**? | | | |
| ☐ Yes |  |  |  |
| No |  |  |  |

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| 34. If yes, how did you hear about **[implementation effort]**? |
| Social media  Newspaper  Billboards  Word of mouth  Other (Describe): |
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| 35. In your opinion/experience, are these efforts appropriate for this community? | | | |
| ☐ Yes |  |  |  |
| No |  |  |  |

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| 36. In your opinion/experience, have you noticed improvement in **[agency name]** interactions with  crime victims and the community? | | | |
| ☐ Yes |  |  |  |
| No |  |  |  |
| **General Feedback** | | | |

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| 37.Please describe improvements in **[agency name]**’s response to crime victims since implementation  began on **[date]**. |
| 38. Please describe ways in which **[agency name]**’s response to crime victims has worsened since  implementation began on **[date]**. |
| 39. Do you have any suggestions for improving the relationship between the **[agency name]** and the  community? | |

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| 40. Do you have any suggestions for improving the **[agency name]**’s response to crime victims? |
| 41. Is there anything you would like the **[agency name]** to know or consider as they work to improve  services to crime victims? |
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| **Demographics - *Please check the category that applies.*** |
| *Please do not include any identifying information in this section. It will be stored separately from any other information on this survey and will not be linked with your responses in any way. All questions are voluntary and may be skipped.*  *[Note: Agencies should include detailed information about how demographic information will be used and stored. Sample size and the specific information to be collected should be considered. Agencies should minimize the possibility that participants’ answers may inadvertently identify them (i.e., answers to some demographic questions asked in a small community may identify individual participants).]* |

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| 42. What is your age range? |
| ☐ 18–25  ☐ 26–35  ☐ 36–45  ☐ 46–55  ☐ 56–65  ☐ 66 or older |
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| 43. Which best describes your racial background? (Please check all that apply) |
| ☐ Caucasian  African American  ☐ Latino  ☐ Asian  ☐ Native American  ☐ Other (Describe): |
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| 44. Is your ethnic background Hispanic? |
| ☐ Yes  ☐ No |
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| 45. What is your gender? |
| ☐ Male  ☐ Female  ☐ Other |
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| 46. Which best describes your marital status? |
| ☐ Single  ☐ Married  ☐ Divorced/ Separated  ☐ Cohabitating/ Living with a partner  ☐ Widowed  ☐ Other (Describe): |
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| 47. How many children (age 17 and younger) live in your home? |
| ☐ No children live in my home  ☐ 1–2 children  ☐ 3–4 children  ☐ 5 or more children |
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| 48. In addition to you, how many adults (age 18 or older) live in your home? |
| ☐ No other adults live in my home  ☐ 1–2 Adults  ☐ 3–4 Adults  ☐ 5 or more adults |
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| 49. What is your approximate yearly household income? |
| ☐ $19,999 or less  ☐ $20,000–$39,999  ☐ $40,000–$59,000  ☐ $60,000–$79,999  ☐ $80,000–$99,999  ☐ $100,000 or more |
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| 50. How long have you lived in **[jurisdiction name]**? |
| ☐ 5 years or less  ☐ 6–10 years  ☐ 11–20 years  ☐ More than 21 years, but not all of my life  ☐ All of my life |
|
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***Thank you for taking the time to complete this survey. The information you provided will be very valuable to us as we work to improve our response to victims of crime. Please remember, this is an anonymous survey, and no member of the agency will see individual responses.***

**[Sample victim resource information]**

*For agencies with victim services personnel:*

We know that being impacted by crime can cause fear, anger, and confusion about the criminal justice process. Our victim services personnel can assist you in a variety of ways, at no cost. Services include crisis intervention, referrals to community agencies, assistance with exercising your rights as a crime victim, assistance with establishing personal safety, and help completing Crime Victim Compensation applications. Our victim services personnel can also provide information and emotional support throughout the criminal justice process. They can be contacted at **[phone number]**.

*For agencies without victim services personnel:*

We know that being impacted by crime can cause fear, anger, and confusion about the criminal justice process. It may be helpful for you to connect with support services. Our agency partners with several agencies in the community. Descriptions and contact information for these agencies are listed below.

**[Agency information]**