

Critical Infrastructure Protection in the National Capital Region

**Risk-Based Foundations for Resilience and
Sustainability**

**Final Report, Volume 15:
Critical Infrastructure Protection, Vulnerability
and Public Confidence**

September 2005

University Consortium for Infrastructure Protection

Managed by the
Critical Infrastructure Protection Program
School of Law
George Mason University

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Final Report, Volume 15: Critical Infrastructure Protection, Vulnerability and Public Confidence

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September 2005

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– **Notice** –

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**Critical Infrastructure Protection,
Vulnerability and Public Confidence**

A Report to the

**Senior Policy Group
National Capital Region
Department of Homeland Security**

On the

**Public Opinion Surveys of the
United States and the National Capital Region**

conducted

March 1 through May 15, 2005

George Mason University
National Capital Region Critical Infrastructure Project
School of Public Policy
School of Law

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Executive Summary

This project attempts to establish baseline measures of the public's perceived vulnerability to extreme events including terrorism, and the level of trust and confidence the public has in homeland security policies and organizations.

Public confidence in government, emergency response and recovery agencies, and critical infrastructure service providers is vital to the maintenance of the social compact between citizens and the state, and to assuring order in the event of large-scale disruption due to extreme events, either terrorist attacks or major natural or technological disasters.

Weakened or destroyed public confidence in the most critical public and private institutions would likely invite widespread social collapse, lead to diminished investment, engender economic decline, and result in calls for political and institutional reform. Thus understanding and measuring public confidence in homeland security institutions and policies is vital to the successful achievement of homeland security policy objectives.

This study builds on and extends a research tradition that deals with general issues of public trust and confidence in government. Specifically, this study measures the public's perceived vulnerability to extreme events, including terrorist attack, its preparedness to deal with interruptions of essential services, and its confidence in the organizations responsible for attack prevention and disaster preparedness, response and recovery.

To do so, we administered a large-scale national random-digit-dialed telephone survey, with oversampling of the National Capital Region, between March 1 and May 15, 2005. The margin of error of the study results is 5 percent for the National Capital Region, and 3 percent for the United States as a whole.

Findings

- 1) ***Public experience with terrorism and disaster:*** The terrorist attacks experienced in the National Capital Region (NCR) have left their mark on the public: 46 percent said that their lives have been somewhat or significantly changed as a consequence. Sixty-one percent said that the DC-area sniper shootings also changed their lives. But severe weather and major essential service outages were not far behind: 37 and 39 percent said these types of events changed their lives. National averages for these events were markedly lower.
- 2) ***Public preparations for emergencies:*** Between 50 and 90 percent of both the NCR and the nation have adequate preparations for a short period of interrupted services, such as having battery-powered radios, emergency medical supplies or food and water for three days. Nearly twice as many residents of the NCR, 48 percent have specific emergency plans compared to the rest of the country. About 40 percent of people in both the region and the nation have no plan for communicating in the event

of a disaster, and the majority have not discussed nor made any plans at all for meeting or evacuating.

- 3) ***Public sense of vulnerability to terrorist attack:*** The public feels vulnerable to another terrorist attack. Seventy-eight percent of both residents of the United States and the NCR believe another terrorist attack is likely in the United States, and 66 percent of respondents in the NCR think another attack is likely in Washington. Fifty percent of residents outside the NCR think the closest major city to them is likely to be attacked. Forty-one percent of respondent in the NCR worry that they or a family member will be the victim of an attack.
- 4) ***Public confidence in essential or critical infrastructure services:*** About 40 percent or respondents nationally and regionally are not confident about the reliability of electric power and standard landline telephone services. Fewer were concerned about water, cell phones and television, and natural gas. Radio instilled the most confidence of all essential services. At the same time, from 33 percent to 62 percent of respondents in the United States said they could go for a week or more without one or more critical infrastructure services. NCR results were about 9 percentage points lower in each category than results from the country as a whole.
- 5) ***Public willingness to pay for increased service reliability:*** A small percentage of people say they are willing to spend a good deal or twice as much or more to assure critical infrastructure services. Water (11 percent), electricity (10 percent) and access to health care facilities (16 percent) are the services for which the largest number of people would pay extra. A larger percentage of NCR respondents, about 9 percent, are willing to spend a good deal or somewhat more to keep critical services functioning reliably.
- 6) ***Public trust and confidence in government and homeland security agencies:*** Sixty-three percent of the U.S. population, and 58 percent of the NCR, trusts the government only some of the time or never. Respondents vary considerably in their confidence in local, state and federal agencies: local emergency medical units enjoy the greatest confidence, at more than 80 percent, while the Department of Homeland Security, Customs and the Transportation Security Administration have the lowest ratings, at about 30, 20 and 25 percent, respectively. The Federal Emergency Management Administration received positive responses from about 45 percent.
- 7) ***Public trust and confidence in non-governmental emergency response agencies:*** Of non-governmental organizations, the Red Cross was seen favorably by 71 percent nationally and 69 percent regionally. NCR residents see local community organizations, such as a local food bank or homeless shelter, in a poorer light than their national counterparts do: 61 percent nationally vs. 37 percent regionally have a great deal or a lot of confidence in such organizations.
- 8) ***Public trust in protection, response and recovery activities:*** Prevention of terrorist attacks is seen by both national and regional respondents as being difficult: 54

percent of the nation and 62 percent of the region has confidence in the government to prevent further attacks. Managing during an event is somewhat better regarded, and recovery is regarded better still: 32 percent of the nation and 44 percent of the region are confident in the government's ability to help recover.

- 9) ***Public assessment of emergency information systems:*** Thirty-two percent of national respondents and 43 percent regionally were unsatisfied with government information on terrorist activities. The color-coded alert system was seen as not very or not at all useful by 41 percent of the nation and 59 percent of the region.

Recommendations

1. Improve public trust and confidence in homeland security and essential service providers by effective, consistent public-oriented performance. Once lost, trust is very difficult to regain. Therefore:
 - a. Avoid any politicization of homeland security
 - b. Involve all stakeholder groups when key policy questions are being considered, and maintain frequent and friendly contact with them
 - c. Reach out to the public at large about threats, vulnerabilities and the measures being taken to deal with them
 - d. Enact policy decisions and modifications in a timely and open manner, to avoid the appearance of back-room deals and policy sleight-of-hand
 - e. Make senior officials visible at local community levels, so that communities understand agency leaders and staff have the same stake in policy outcomes as residents do
 - f. Make internal organization operations a source of reassurance by making them as transparent and subject to public accountability as possible, including involving stakeholders in strong institutional review processes
2. Make essential services more robust by modestly increasing spending by some infrastructure providers, such as water, electricity and health care. Citizens are willing to entertain small, targeted increases to make these services more reliable during extreme events.
3. Reduce public vulnerability through local community initiatives to inform and prepare citizens for a range of extreme events. People feel most comfortable with local agencies and law enforcement officials, but a wide range of community-based arrangements for connecting citizens to one another could be explored.
4. Eliminate the color-coded alert system, and improve the quality of information about threats and vulnerabilities at the local level.

5. Continue to monitor and publish information about public attitudes and the performance of critical service providers and homeland security institutions. Both qualitative and quantitative measures should be included.

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Introduction

Resilience is characteristic of most U.S. communities, and it is reflected in the ways they cope with natural disasters. Over time, residents of communities in areas that are persistently subjected to natural disasters become accustomed to what to expect when one occurs. Institutions and residents in such areas grow to understand the nature of catastrophic events, as well as their roles and responsibilities in managing their aftereffects. They are also familiar with and rely on trusted community systems and resources that are in place to support protection, response, and recovery efforts. As a result, they have confidence in their communities' abilities to contend with the aftermath of disasters and learn from each event.

Institutions and residents nationwide must likewise come to understand the nature of terrorism, its consequences, and the role they play in combating it. Ideally, they will become familiar with and have confidence in the protection, response, and recovery mechanisms that exist within their communities. Together with local officials, private organizations and residents must work to improve these systems and resources to meet the challenge of safeguarding our country from terrorists. Our challenge is to identify, build upon, and apply the lessons learned from the September 11 attacks to anticipate and protect against future terrorist attacks on our critical infrastructures and key assets. Our ability to do so will determine how successfully we adapt to the current dynamic threat environment and whether we can emerge as a stronger, more vibrant nation with our values and way of life intact.

The White House, *The National Strategy for the Protection of Critical Infrastructures and Key Assets*, February 2003, pp. 9-10.

* * * * *

For homeland security to be effectively provided, public trust and confidence in performance, policies and institutions of protective and emergency service security are critical.¹ President Bush's *National Strategy for the Physical Protection of Critical Infrastructures and Key Assets* lays out four overarching objectives that guide homeland security policies: that they all contribute to public health and safety, national security, governance, economy, and public confidence.²

National objectives require ways to measure progress in achieving them. This project attempts to establish baseline measures of the public's perceived vulnerability to extreme events including terrorism, and the level of trust and confidence the public has in homeland security policies and organizations. We have attempted to do this in two ways, one small-scale but intensive qualitative effort, a citizens' panel, and the other a standard large-scale national telephone survey with over-sampling in the National Capital region.

¹ La Porte, Todd R. and Daniel Metlay, "Hazards and Institutional Trustworthiness: Facing a Deficit of Trust," *Public Administration Review*, vol. 56, no. 4, July/August, 1996, pp. 341-347.

² The White House, *The National Strategy for the Protection of Critical Infrastructures and Key Assets*, February 2003, pp. vi, ix, 2, passim.

The first phase of the project, the Citizens' Panel on the Vulnerability of Critical Infrastructures, was designed as an extended focus group to help the research team understand the conceptual contours of how citizens see the issues of vulnerability, confidence and expectations for government and private sector policy and response. That project is reported on separately.

The project reported here is a large random sample telephone survey, administered in two phases, one nationally and one regionally, to expand geographically and in terms of populations on the work already conducted for the citizens' panel.

The survey was designed principally as a means of understanding public sentiments about personal perceptions of vulnerability to extreme events, including but not limited to terrorist attacks, dependence on critical infrastructures, and the degree and quality of confidence in government and essential service providers to deal with disruptions.

The earlier citizens' panel served as the survey development focus group, and the baseline attitude survey given at the meeting became the template for the telephone surveys.

The National Capital Region's status as a major hub for critical infrastructure and as an area where several terrorist/ mass disruption events have taken place in the last four years factored into the geographic design of the telephone survey. The research team decided to compare the region's attitudes on terrorist/mass disruption events, vulnerability, and public confidence against those across the United States.

Survey Methodology

The first phase of the survey was administered in Virginia, Maryland and the District of Columbia by the Center for Survey Research at George Mason University from March 1 to May 15. The National Capital Region sample as used in the Critical Infrastructure Survey is comprised of randomly selected survey responses from the Tri-State survey whose Federal Information Processing Standards (FIPS) codes fall within the Washington DC Primary Metropolitan Statistical Area (PMSA) as defined by the U.S. Census Bureau.

The tri-state sample had 873 completed surveys, while the National Capital Region sample is comprised of 442 completed randomly selected from the tri-state sample. This gives results for this survey subset as having a margin of error of 5 percent.

The second phase of the survey was administered to the remaining 46 contiguous states by the Survey Research Center at the University of Virginia from March 15 through May 15 of 2005. The National sample as used in the Critical Infrastructure Survey is comprised of all the results from the second survey plus a randomly selected sample from the Tri-State survey in proportion of the population of the states in that region. The

second sample had 1158 complete surveys while the National sample had 1213 completed surveys. The margin of error for this subset of the survey is 3 percent.

The Critical Infrastructure survey was difficult to administer. In general, survey researchers try to produce about one completed survey per researcher per hour. However, it became clear in the early phases of calling that the rate of completion for this survey was about 0.7 to 0.8 surveys per hour.

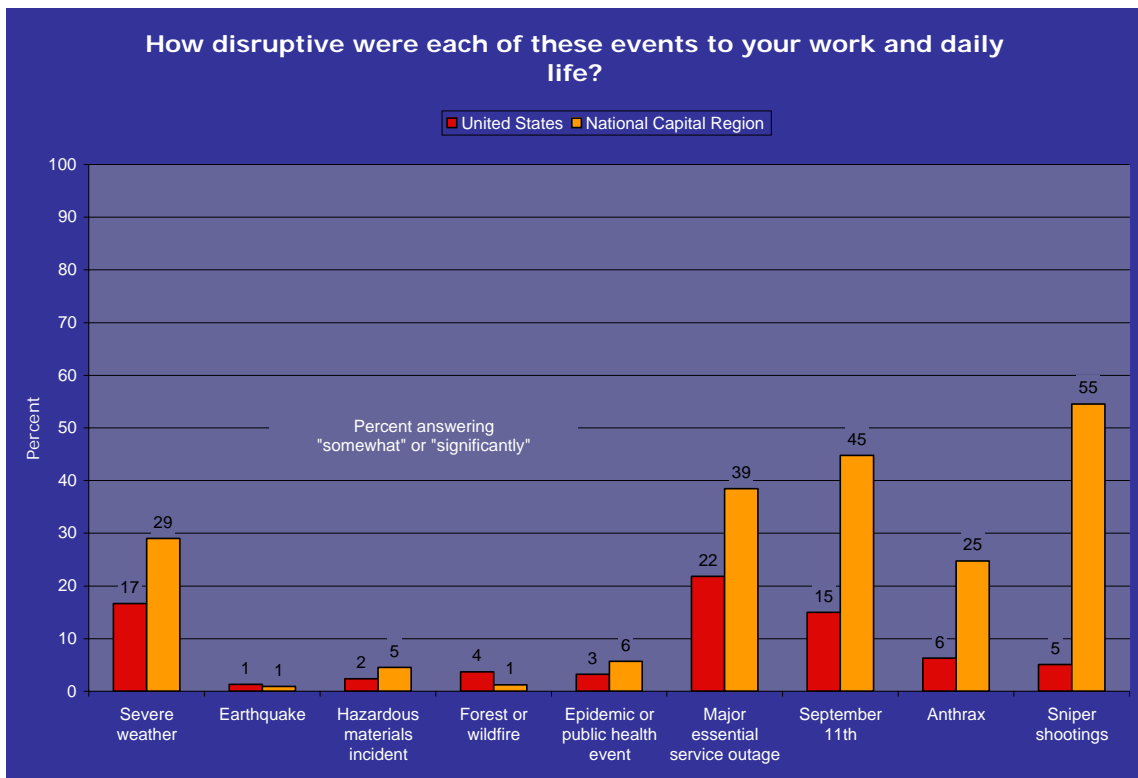
Surprisingly, the difficulty was not so much in its length, which at 20 minutes is at the edge of attention span for many people. Rather, interviewers experienced hang-ups or refusals when the sponsor, the Department of Homeland Security, was mentioned (as required in the interview protocol). Although there were improvements in response rates when the sponsor name was changed to the broader "Federal Government," it became clear over the course of the survey administration that questions pertaining to homeland security and terrorism produced a great deal of anxiety and reticence in many respondents.

Survey Results

Impact of Mass Disruption Events on Communities and Individuals

In order to diffuse as much as possible too much focus on terrorism alone, we began the survey with a set of baseline questions about how respondents reacted to a variety of mass disruption events arising from natural disasters and accidents. We asked how disruptive a series of disasters or terrorist attacks have been to respondents' work or personal lives, their communities, and as a result of these experiences how their lives had changed – if at all. The results of the first set of responses are presented in the figure below (Figure 1).

Figure 1: How disruptive were each of these events to your work and daily life?



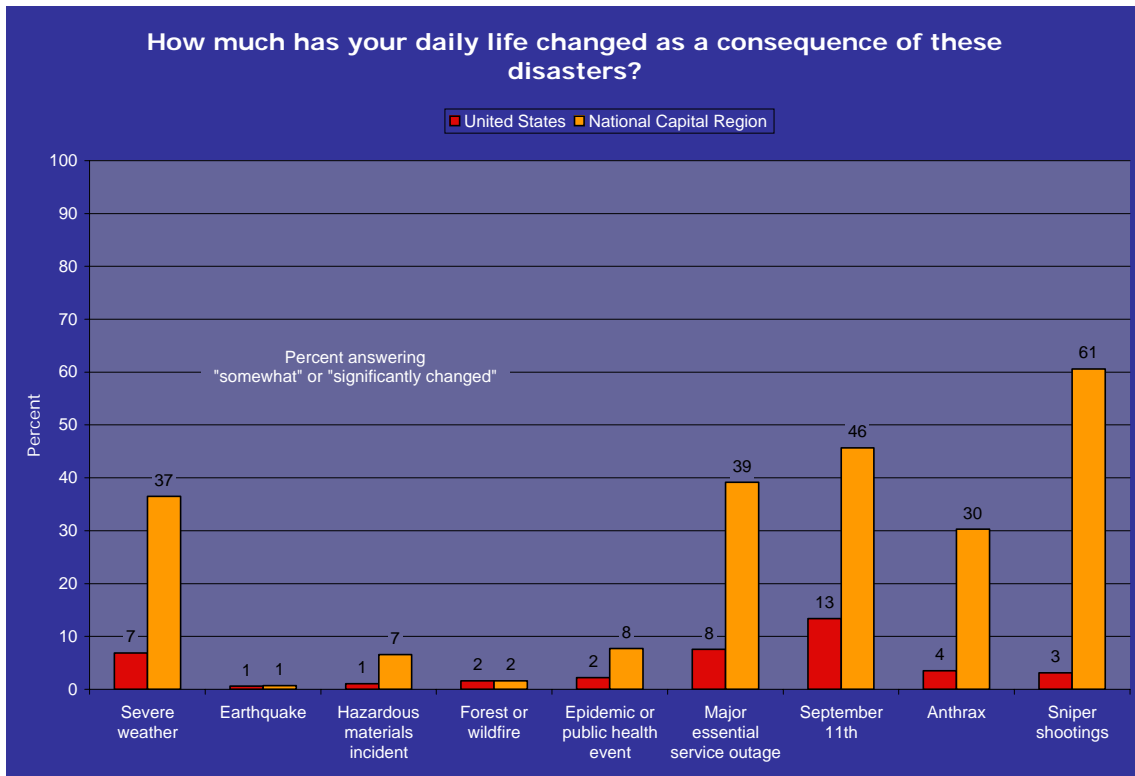
Margin of error: United States ± 3 percent, National Capital Region ± 5 percent

As expected, our survey shows that terrorist attacks affected a much greater percentage of National Capital Region (NCR) residents than in the country as a whole, and thus it is not surprising given the localized direct impact nature of these events. September 11th was disruptive to 45 percent of residents of the NCR versus 15 percent nationally. Anthrax was disruptive to 25 percent of residents of the NCR, compared to six percent nationwide, and the sniper shootings were disruptive to 55 percent of the NCR public compared with only five percent nationally.

Non-terrorist related mass disruption events affect the NCR much more than the rest of the United States. NCR residents were nearly twice as likely than elsewhere to be disrupted by severe weather (29 percent to 17 percent), and by major service outages (39 percent to 22 percent). It should be noted that the NCR tends to be affected to a greater extent than other areas that experience the same weather patterns due to transportation history, jurisdictional anomalies, and driving culture.

To quantify the effects of mass disruption events the research group asked the respondents how much their lives have changed because of such events. The results, displayed in Figure 2, reveal that for every type of disaster, both terrorist and non-terrorist related, a higher percentage of respondents in the NCR indicated that their lives were somewhat or significantly changed *vis-à-vis* respondents in the national survey. Severe weather and major service outages provoked changes in the lives of 37 and 39 percent (respectively) of the NCR –yet only seven and eight percent of respondents elsewhere in the country felt the same way.

Figure 2: How much do you feel your daily life at home or work has changed, if at all, as a consequence of these same events?



Margin of error: United States ± 3 percent, National Capital Region ± 5 percent

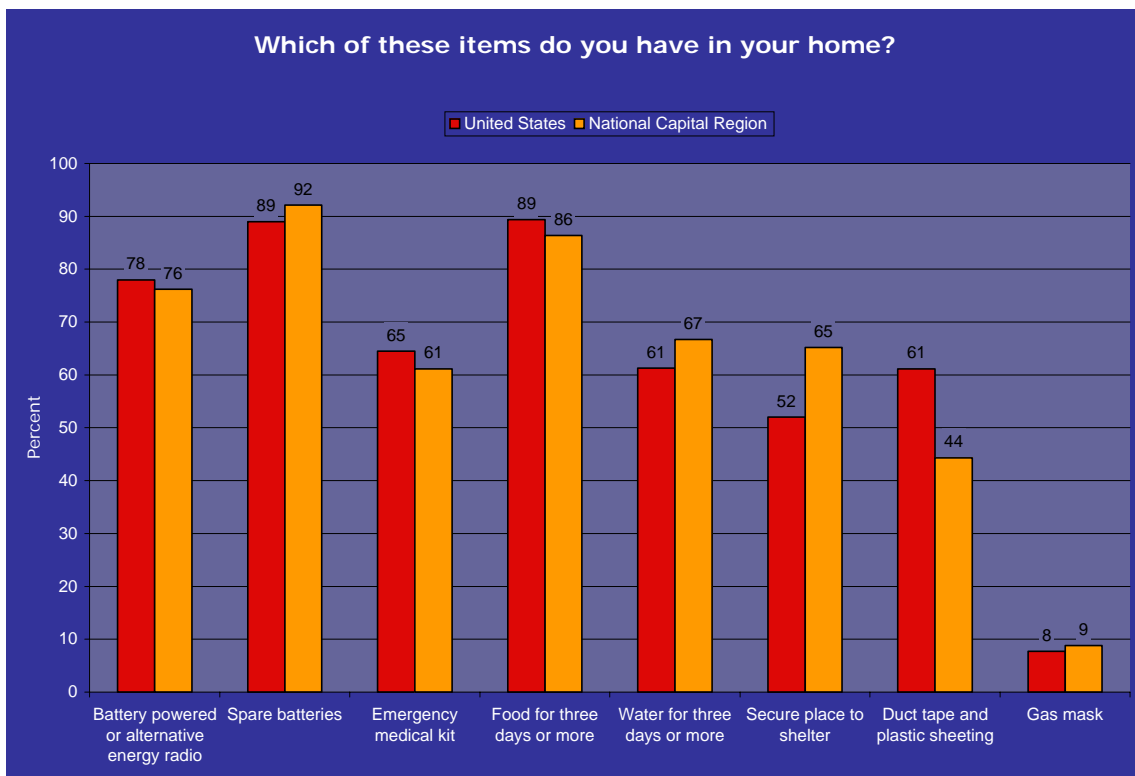
Nearly half the respondents in the NCR (46 percent) felt their lives had changed due to September 11th while only 13 percent nationally felt the same way. The effect gap for the sniper shootings speaks to the regional narrowness of this event: 61 percent of residents of the NCR felt their lives had changed, compared with only three percent nationally.

Citizen Preparedness

Another way of measuring the effects of extreme events on people is the extent to which they have become logistically better prepared to handle future extreme events. We first asked respondents the availability of certain emergency items ranging from radios and food to secure sheltering places and gas masks (See Figure 3).

Majorities of both the NCR and the United States generally have a more than half of these items, as shown in the figure below (the exception being gas masks), either within the NCR or beyond. There were some differences between the nation and the NCR (such as in the number of people with “secure places to shelter”), but by and large the two areas sampled provided similar responses.

Figure 3: Which of these items do you have in your home?



Margin of error: United States ± 3 percent, National Capital Region ± 5 percent

Finally, we asked whether people had made family or personal plans for communicating, meeting or leaving the area (See Table 1). On all three questions, nearly twice as many residents of the NCR (48 percent) have specific emergency plans compared to the rest of the country (27 percent). This suggests that people who have experienced hardship in as a consequence of the unfortunate events of the past four years have made plans for communicating or uniting their families if another serious event occurs. Our data indicate

that about 40 percent of people in both the nation and the region have no plan for communicating in the event of a disaster, and the majority have not discussed nor made any plans at all for meeting or evacuating. NCR-area disasters have clearly nudged people in the region off the fence from mere discussion to having a specific plan, but have not prompted those without plans to discuss having them.

Table 1: Do you have a family or personal plan for communicating, meeting or evacuating if separated at school or work?

	<i>United States</i>			<i>National Capital Region</i>		
	Specific plan	Discussed only	No plan	Specific plan	Discussed only	No plan
Plan for communicating	27	35	39	48	11	41
Plan for meeting	18	26	56	32	14	54
Plan for evacuating	22	27	51	32	12	56

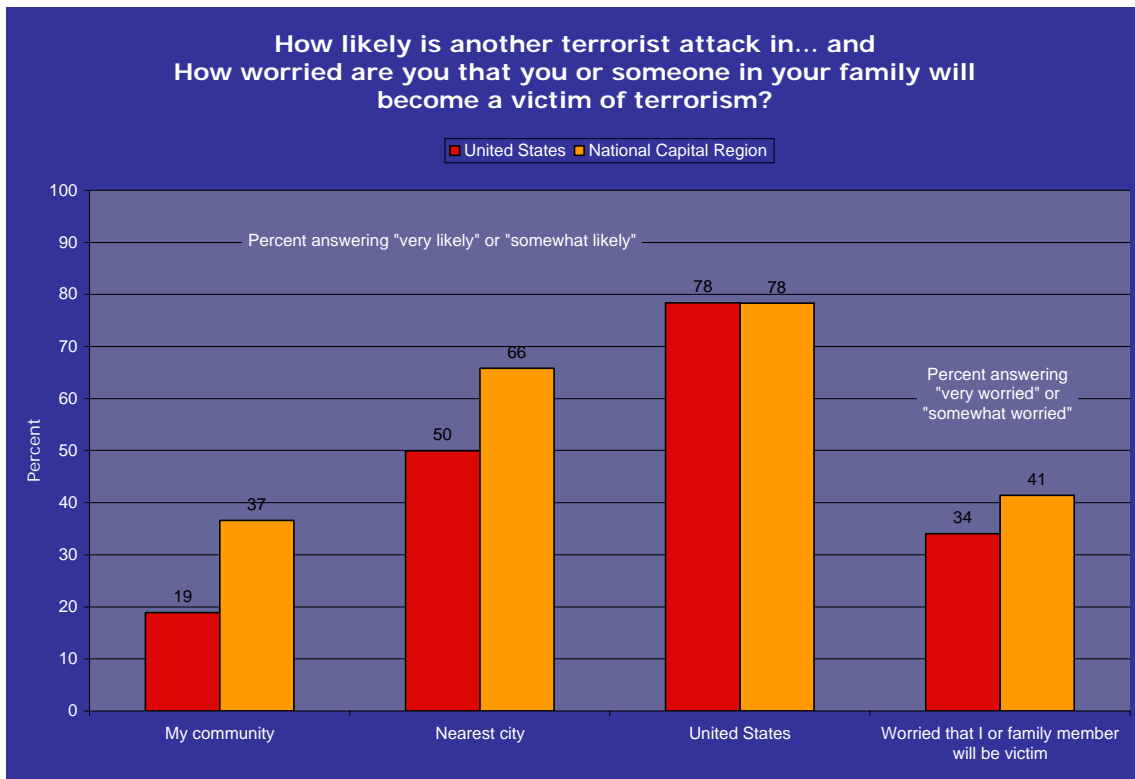
Margin of error: United States ± 3 percent, National Capital Region ± 5 percent

Citizen Vulnerability to Terrorism and Disruptive Events

We asked several questions designed to gauge public perceptions regarding vulnerability and resilience. Because worries about terrorism play a significant role in perception of vulnerability, we asked respondents what they believe the likelihood of another attack is in their communities, nearest major cities, and in the United States.

Results show that seventy-eight percent of both residents of the United States and the NCR believe another terrorist attack is likely in the United States. Unsurprisingly, sixty-six percent of NCR respondents think another attack is likely in Washington, a target rich environment. It is noteworthy that 50 percent of residents outside the NCR think the closest major city to them is likely to be attacked. This concern extends less to the community level, where only 19 percent of residents outside the NCR and 37 percent of residents of the NCR feel an attack is likely (Figure 4).

Figure 4: How likely do you think is another terrorist attack in... and How worried are you that you or someone in your family will become a victim of terrorism?



Margin of error: United States ± 3 percent, National Capital Region ± 5 percent

The more highly educated a person is, and the more they earn per year, the less likely he or she is to feel a terrorist attack is likely, whether on the community, the nearest major city or on the United States, though this relationship is not very strong.

Table 2: Belief in likelihood of terrorist attack against the United States by education level

Percent who believe terrorist attack on US is...	Education through high school	Some college through graduate studies
Very likely	20	16
Somewhat likely	43	42
Not very likely	24	31
Not at all likely	13	11
Total	100	100

Margin of error: United States ± 3 percent

Race does not appear to have much of an effect on fears of the likelihood of an attack; results for race vary within the margin of error for the survey. However, people who identify themselves as of Middle East background are less likely by 10 percentage points to believe an attack against the United States is likely.

A greater percentage of people in urban, suburban and town areas than in the country believe an attack on the city nearest them is likely. Forty-one percent of people in urban and suburban areas believe an attack on the city nearest them is very or somewhat likely, while 35 percent of people in the country feel the same. A higher percentage of people living in urban and suburban areas than in towns, but not rural areas, have plans to communicate in the event of a disaster or attack.

Another revealing measure of citizens' sense of vulnerability comes from responses to the question whether people feel that they or a family member will become a victim of a terrorist attack. Nationally, 34 percent feel that they or a family member will become a victim, in contrast to 41 percent in the NCR (also Figure 4).

To further examine the issue of vulnerability, we asked people to tell us what types of attacks they worried about to crosscheck abstract concerns with more concrete responses (Table 3). Most worrisome nationally and in the NCR is a bio-terrorist attack, followed by a cyber-terrorist attack against computer systems, and a radiological or "dirty" bomb. Least worrisome in both regional and nationally is a nuclear attack, despite national news coverage of concerns among counter-terrorism experts such as former U.S. Senator Sam Nunn that such an attack worries them the most of all.

The number of "don't know/refused" in the nationwide responses on this question hovers consistently at around one-fourth of all surveyed. Surprisingly, for the NCR the percentage of respondents in this same category is almost nil. This may suggest that one consequence of NCR respondents "being in the crosshairs" has resulted in far less public ambivalence to terrorist events. People in areas with low probability, high consequence events may get habituated to the dangers and discount them in their daily lives. Public attitudes toward such infrequent-but-possible disasters, such as hurricanes in the Gulf or earthquakes in California might be compared to this result in the National Capital Region.

Table 3: How worried are you about the following types of terrorist attacks?

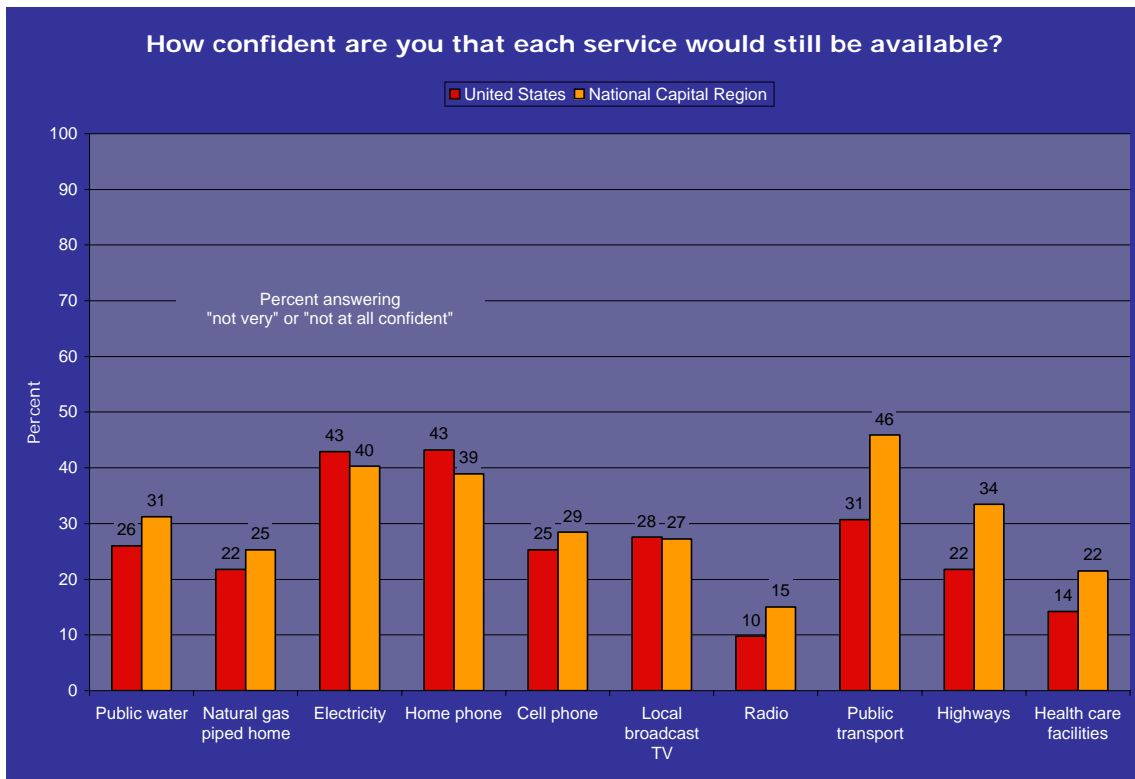
	Very and somewhat worried	Not very and not at all worried	Don't know/ Refused to answer
<i>United States</i>			
Plane hijacking	32	42	27
Suicide bomber	32	42	27
Cyber-terrorism attack	41	31	28
Bio-terrorism attack	45	28	27
Radiological bomb attack	37	36	28
Nuclear attack	29	43	28
<i>Average</i>	<i>36</i>	<i>37</i>	<i>28</i>
<i>National Capital Region</i>			
Plane hijacking	42	57	1
Suicide bomber	51	48	1
Cyber-terrorism attack	58	41	2
Bio-terrorism attack	68	32	1
Radiological bomb attack	57	41	1
Nuclear attack	36	63	1
<i>Average</i>	<i>52</i>	<i>47</i>	<i>1</i>

Margin of error: United States ± 3 percent, National Capital Region ± 5 percent

Citizen Dependence and Confidence in Public Infrastructure

In this section of the survey, respondents were queried on their degree of confidence that critical infrastructure services would still be available to them in the event of a major local crisis, including but not limited to a terrorist attack. Results are given in Figure 5.

Figure 5: How confident are you that each service would still be available during and after a major local emergency?



Margin of error: United States ± 3 percent, National Capital Region ± 5 percent

About 40 percent both nationally and regionally are not confident about the reliability of electric power and standard landline telephone services. Roughly 30 percent lack confidence in their local water supplies, their cell phone services, and in local broadcast television. Natural gas from piped distribution companies was seen as somewhat more likely to be available, with about 25 percent professing a lack of confidence. Radio was seen as the most likely to remain available, with somewhat more people in the NCR feeling this way.

Opinions varied most markedly between the country as a whole and the NCR on the likely availability of public transport (46 percent for the region versus 31 percent nationally), highway (22 percent versus 34 percent), and health care facilities (14 percent versus 22 percent).

Gender differences, which are difficult to find on most of the topics surveyed, did surface in the degree of confidence in service availability. Women were on average less confident than men: between 25 and 35 percent of men had little or no confidence that water, electricity or telephone service would be available during an extreme event, whereas between 35 and 50 percent of women felt the same way, an difference of 10 percent.

A byproduct of asking about confidence in service availability was data collected on respondents who indicated that they did not receive an infrastructure service at all (see Table 3). Our data provides some indication that a number of respondents throughout the United States appear to be “off the grid” in one or more infrastructure services.³

Significant numbers of people do not or are not able to subscribe to piped-in natural gas (34 percent outside the NCR, and 19 percent of NCR residents), do not have access to public transportation (37 outside NCR, 8 percent inside NCR), are not cell phone service subscribers (20 percent outside NCR, 12 percent inside NCR), and do not have public water services (16 percent outside NCR, 5 percent inside NCR).

These services are all most commonly delivered to residents in urban or suburban areas where population densities are large enough to sustain largely unsubsidized private provision of such services. It is noteworthy that electricity and home telephone services, which have universal service programs dating to the 1930s, have lower off-the-grid rates than others.

Table 4: Which of these infrastructure services do you NOT have?

	<i>United States</i>	<i>National Capital Region</i>
Public water	16	5
Natural gas piped to home	34	19
Electricity	6	1
Home phone	6	2
Cell phone	20	12
Local broadcast TV	9	4
Radio	5	2
Public transport	37	8
Highways	8	4
Health care facilities	6	2

Margin of error: United States ±3 percent, National Capital Region ±5 percent

Respondents were also asked to estimate how dependent they were on these services by indicating how long a service could be interrupted before they began to feel a hardship (see Figure 6). This is a critical question for the survey as it attempts to gauge the public’s tolerance of outages systematically and comparatively, which is difficult to do under the stress and confusion during and immediately after an extreme event occurs.

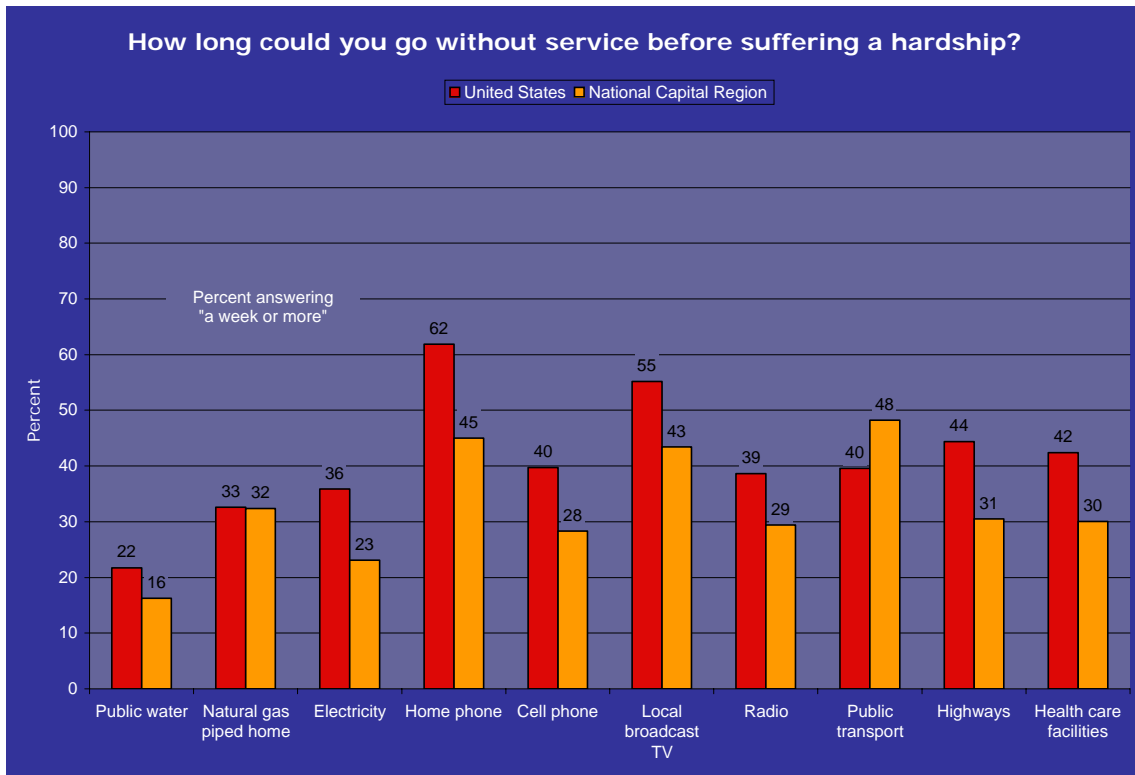
The survey shows surprisingly high percentages of people who say they have the ability to go without services for a week or more.

³ Third party verification of “off the grid” survey response is not possible because our results do not always correspond with national industry data of penetration or subscriber rates. Authoritative, apples-to-apples comparative data are very difficult to produce since household-level data are not collected or similarly defined for many of these services. For example, a “household” in electric power is defined as a residential or domestic meter – not a household in the colloquial sense.

With the exception of public water supplies, from 33 percent to 62 percent of respondents in the United States said they could go for a week or more without one or more critical infrastructure services. Thirty-three percent of respondents nationwide said they could go without natural gas, 36 percent without electricity, 62 percent without home telephone service, and 40 percent without cell phone service. Fifty-five percent could go for a week or longer without local broadcast television and 39 percent could go without radio. There were similar responses for public transportation (40 percent), highway transportation (44 percent) and access to health care facilities (42 percent).

On average, NCR results were about 9 percentage points lower in each category than results from the country as a whole, with the exception of public transport, which likely reflects the urban nature of the region compared to the nation as a whole: a higher percentage of non-NCR people do not have public transportation systems at all.

Figure 6: How long could you go without each service before suffering a hardship?



Margin of error: United States ± 3 percent, National Capital Region ± 5 percent

On average, NCR results were about 9 percentage points lower in each category than results from the country as a whole, with the exception of public transport. Another way of looking at infrastructure dependence data is to concentrate on those who responded on which services they cannot go without, or can only go for a few hours before suffering a hardship (Table 5).

Table 5: Percent of respondents that "cannot go without" or "only a few hours",..

	<i>United States</i>	<i>National Capital Region</i>
Public water	7	11
Natural gas piped home	4	8
Electricity	9	15
Home phone	6	10
Cell phone	10	19
Local broadcast TV	8	12
Radio	17	25
Public transport	3	8
Highways	10	17
Health care facilities	15	24

Margin of error: United States ± 3 percent, National Capital Region ± 5 percent

From this perspective, we see low numbers in the United States as a whole who believe that they would suffer a hardship when deprived of essential services, such as water (7 percent), natural gas, (4 percent), electricity (9 percent), home land-line telephone (6 percent) and cell phone service (10 percent). Given the importance of television to national public communication, it is notable that only 8 percent say they are heavily dependent on it.⁴ Radio is apparently more critical, with 17 percent saying they cannot go without or can only go a few hours.

Public transport comes in at a low 3 percent, highways at 10 percent and access to healthcare facilities at 15 percent. On average, about 6 percent more NCR residents said they would suffer a hardship in each of the categories we asked about.

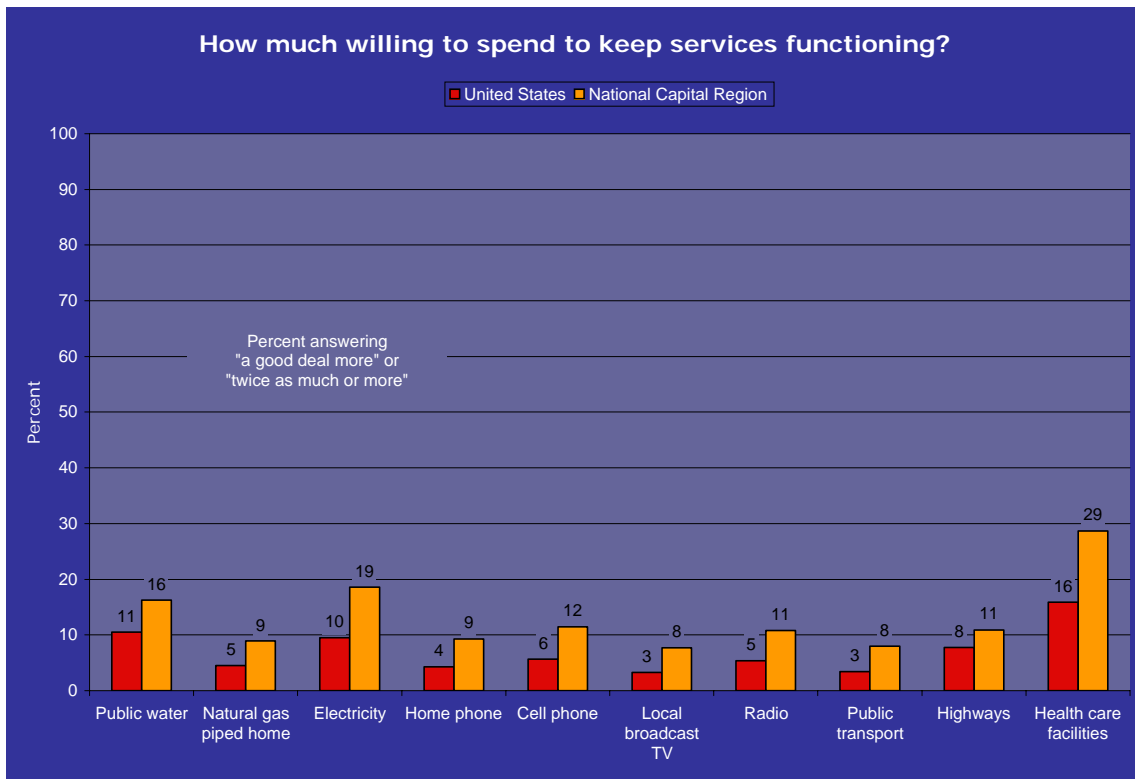
Finally, respondents were asked to estimate how much money over and above their normal monthly expenditures they would be willing to spend to keep the services functioning (Figure 7). Respondents were asked to select an answer ranging from “nothing more” to “twice as much or more” to gauge their willingness to pay extra to keep certain services functioning during extreme events.⁵

Nationwide, relatively few people say they are willing to spend a good deal or twice as much or more to assure critical infrastructure services. Water (11 percent), electricity (10 percent) and access to health care facilities (16 percent) appear to be the services for which the largest number of people would pay extra. A somewhat larger percentage of NCR residents, 6 percent on average, are willing to spend a good deal or somewhat more to keep critical services functioning reliably.

⁴ Survey question refers only to free over air broadcast television and not cable or satellite television.

⁵ We are aware that asking people what they think they *think* would do does not tell us what they *actually* would do when confronted with a real decision. Yet in the context of a study on public attitudes about potential threats or disruptions, we feel the question is an additional measure of the public’s dependence on critical infrastructures.

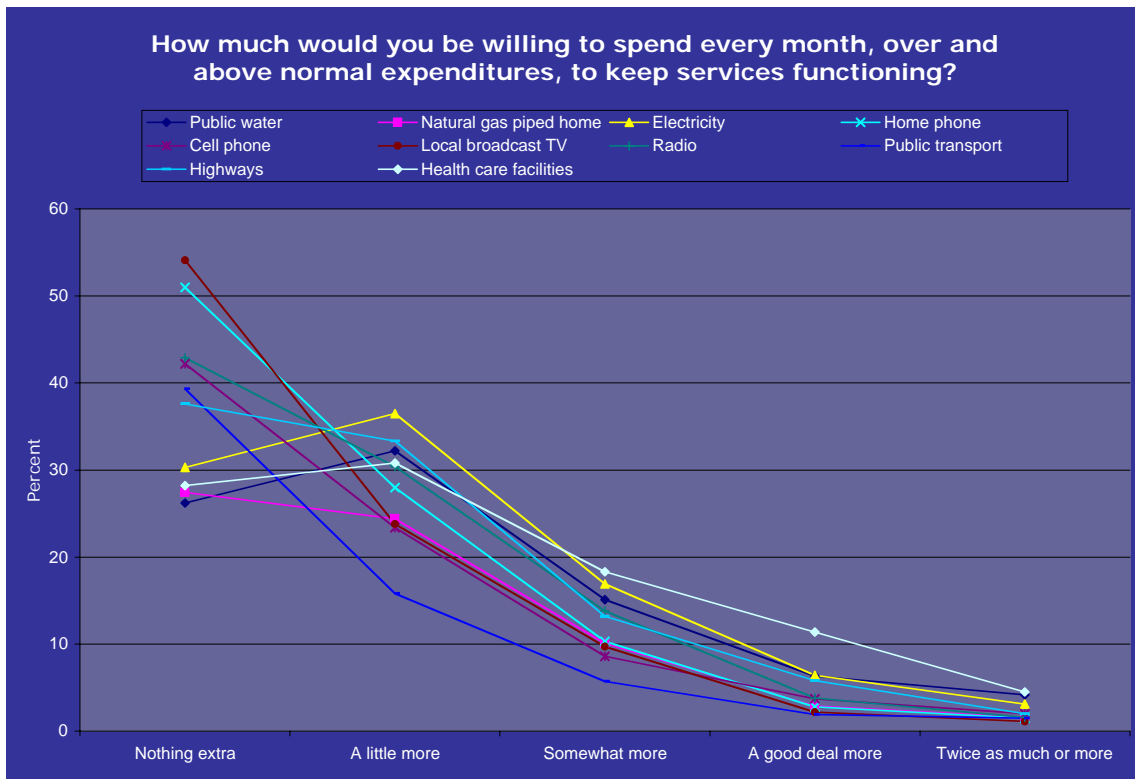
Figure 7: How much would you be willing to spend every month, over and above your normal expenditures, to keep services functioning?



Margin of error: United States ± 3 percent, National Capital Region ± 5 percent

Detailed examination of the data reveals a regular and expected decline in people’s willingness to pay more for services (see Figure 8). However there are noteworthy exceptions in community water, electricity and health care facilities -- for which a somewhat larger percentage of the population is willing to pay a bit more than they usually do per month. The upturns for water, electricity and health care facilities at the second payment category suggests that these essential services are especially important to citizens, and that there may be some capacity to price these services to address and implement reliability-critical concerns.

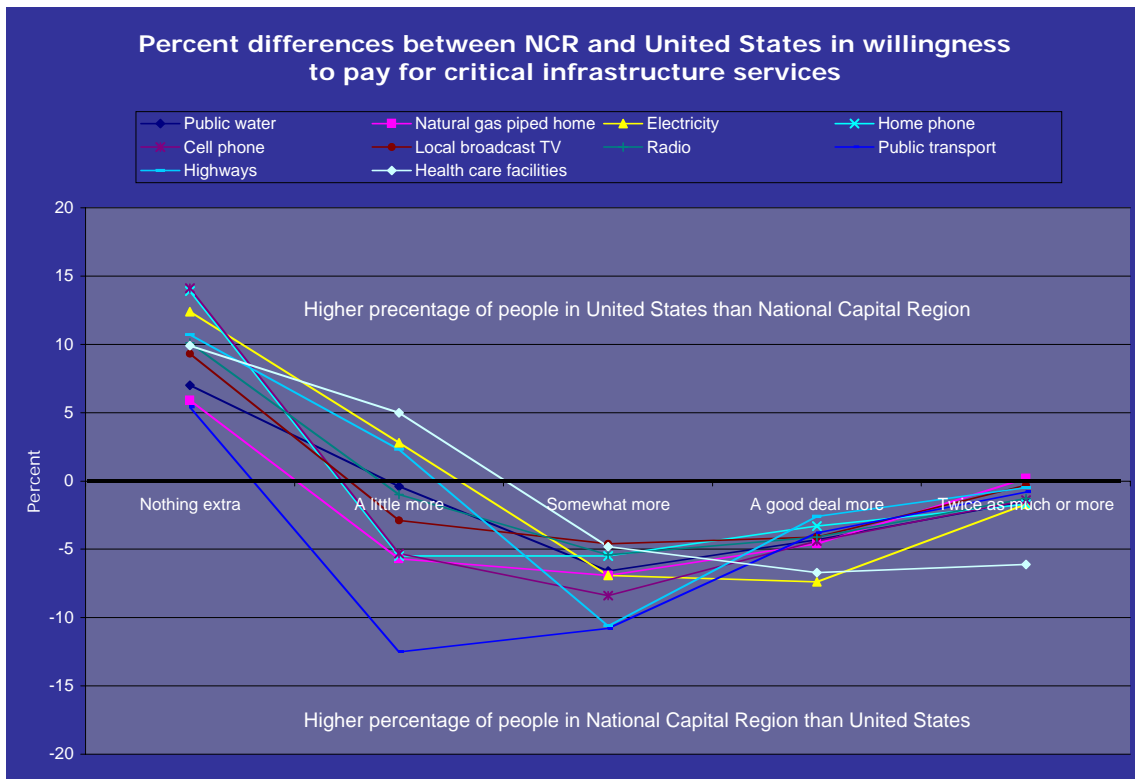
Figure 8: How much would you be willing to spend every month, over and above your normal expenditures, to keep services functioning, by service: United States



Margin of error: United States ± 3 percent, National Capital Region ± 5 percent

Figure 9 shows the differences in willingness to pay between the samples of the NCR and the United States. When the line is above zero, a greater percentage of people in the United States responded in that category. When the line is below zero, a greater number of people in the NCR responded. A close inspection of the graph shows that on the whole, people in the NCR are more willing to pay more for infrastructure services than their counterparts in the rest of the country.

Figure 9: Percent differences between NCR and United States in willingness to pay for critical infrastructure services



Margin of error: United States ± 3 percent, National Capital Region ± 5 percent

People who are more dependent on critical services are somewhat more willing to pay to make services more robust. People who cannot go without are more willing to pay by significant margins. Still, among those who cannot go without or can only go a few hours, between about 60 and 70 percent are willing to spend little if any additional money to assure water, electric power, or telephone services. Of those who can go for a week or more without telephone service, 86 percent are unwilling to pay more. Comparable figures for water service are 68 percent, and electric power, 69 percent.

The more rural a person is, the more likely they will be able to go without electricity, water, or telephone. But there does not appear to be any significant deviation by location in willingness to pay more for services to be made more robust. Village dwellers tend to be less willing to spend more, but the differences appear to be small and not likely to be significant.

The degree to which events were disruptive or changed the lives of people, and the degree to which people have established contingency plans to communicate or the degree to which people believe that a terrorist attack is likely appears not to have any discernable impact on the sense of dependence on critical systems, as measured by the question, “how long could you go without service in the event of a major disruption.”

We also asked about how people preferred that “additional service assurance” be paid for: that is, via service user fees, taxes, or something else not specified (Table 6). About a quarter (26 percent) of national survey respondents chose taxes with slightly fewer (23 percent) preferring fees; 35 percent wanted “something else” and 17 percent wanted neither or did not know. A slightly higher percentage of NCR residents (34 percent) chose taxes with about the same amount as in the national survey preferring fees (24 percent).

The importance for policymakers is assuming for the moment that “something else” translates into higher fee or tax resistance, just slightly over half of all national respondents express a *theoretical* willingness to pay more with just under 60 percent of NCR respondents giving a *theoretical* green light to higher prices for very essential services – which may be a tough sell in reality politics.

Table 6: Source of extra funding to keep services functioning should be...

	<i>United States</i>	<i>National Capital Region</i>
Fees charged by service providers	23	24
Taxes	26	34
Something else	35	21
None of these/Don't know	17	21

Margin of error: United States ± 3 percent, National Capital Region ± 5 percent

Citizen Confidence in Government and Business in Critical Infrastructure Protection and Assurance

In March 2004, a major study was published by researchers at the New York Academy of Medicine on how the public might respond to a bio-terrorism attack in a major city.⁶ It suggested that large portions of the population were likely to ignore public officials’ directives to shelter in place, not to flee, etc. This study illustrated the importance in any extreme event of a public trust and confidence in government and infrastructure operators who will inevitably be called on in a crisis to prevent damage, secure facilities and keep them operating, and to restore service and order once the attack or disruption has passed.

The following series of questions surveyed our respondents on the general issue of public trust and confidence in government, specific agencies or types of agencies, and on specific practices or policies. These questions are critical to the analysis of public attitudes to homeland security, since the degree of vulnerability the public feels is linked to its degree of trust in protective and service institutions.

To begin this section, we asked a standard public opinion survey question, “How much can you trust the government in Washington to do what is right?” (Table 7). A majority of the population, 63 percent, trusts the government only some of the time or never. In the NCR, 58 percent answered the same way. Responses to our survey were consistent

⁶ Lasker, R.D., *Redefining Readiness: Terrorism Planning Through the Eyes of the Public*, New York NY, New York Academy of Medicine, 2004. <http://www.cacsh.org/rreport.html>. Accessed July 15, 2005.

with those in other recent polls, such as the Gallup Poll.⁷ There is no appreciable difference between the national and regional survey results.

Table 7: How much of the time do you think you can trust the government in Washington to do what is right?

	Just about always	Most of the time	Only some of the time	Never (vol.)	No opinion
June 2005	4	26	65	5	-
March-May. 2005 NCR	5	26	48	10*	12 [†]
March-May 2005 US	5	26	52	11*	7 [†]
October 2003	4	33	58	4	1
September 2002	8	38	52	2	-
June 2002	6	39	51	3	1
October 2001	13	47	38	1	1
July 2000	4	38	56	2	-
February 1999	5	29	64	2	-
February 1998	6	33	59	2	-
June 1997	3	29	65	2	1

* "Never" was an explicit choice in GMU surveys, likely reducing the number of "Only some of the time" responses

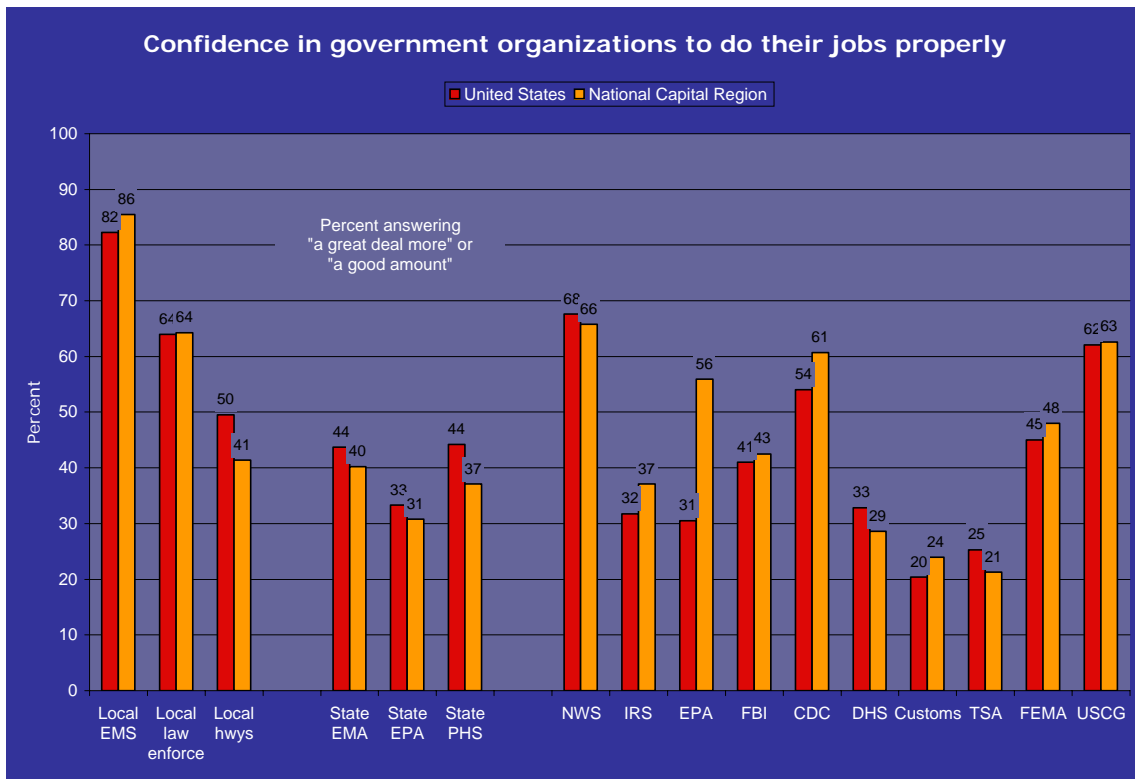
† GMU surveys had different method from Gallup for recording no opinion, don't know and refused to say

Margins of error: GMU United States ±3 percent, NCR ±5 percent, Gallup Polls ±3 percent

To inform our understanding of the public's trust and confidence in specific government functions, particularly those dealing with homeland security, public safety and emergency response, we asked respondents a series of questions about several governmental and non-governmental organizations at the national, state and local levels, specifically about how well respondents thought the organizations performed their jobs.

⁷ CNN/USA Today/Gallup Poll. June 16-19, 2005, reported at PollingReport.com, <http://pollingreport.com/institut.htm#Federal>. Accessed September 15, 2005.

Figure 10: How much confidence do you have in government agencies and organizations to do their jobs properly?



Margin of error: United States ± 3 percent, National Capital Region ± 5 percent

In general, local government agencies were regarded well by those polled, both nationally and regionally. Local emergency medical services (EMSs) instilled a great deal or a good amount of confidence for 82 percent of the national sample, and 86 percent of the regional sample, the largest number for any type or specific organization we asked about. Local law enforcement agencies scored 64 percent by both national and regional respondents, while local highway agencies were somewhat lower at 50 and 41 percent, respectively.

The state agencies we asked about on average scored somewhat lower, though their results cannot be directly compared to local agencies since there are no direct equivalents. State emergency management agencies secured a great deal or a good amount of confidence by 44 percent of the national sample, and 40 percent of the regional sample. State environmental protection agencies were seen favorably by 33 percent nationally and 31 percent regionally, while state public health agencies came in at about the same level, 44 percent nationally and 37 percent regionally.

We also asked about three agencies that we judged do not fit the conventional view of “law and order” responsibilities: the National Weather Service (NWS), the Internal Revenue Service (IRS), and the Environmental Protection Agency (EPA). We did this in

order to put the public responses to the public safety and homeland security agencies into clearer context.

The NWS was seen by two thirds of respondents as doing its job properly. The IRS, on the other hand, is seen as doing so by only one-third. Public sentiment about these two agencies is similar both nationally and in the NCR. The same did not hold true for views on the Environmental Protection Agency (EPA). Only thirty-one percent of the national sample had a great deal or a good amount of confidence in the EPA, while 56 percent of NCR respondents felt the same way.

These contrasts are understandable: NWS provides information that reduces uncertainty, and makes no particular demands on the public. The IRS conversely deals with intimate matters of personal wealth, it often appears to act with a presumption of guilt, not innocence, and its actions can exact considerable pain in monetary and criminal contexts.

The EPA on the other hand was not as well thought of based on the survey responses. Although we did not ask respondents why they regarded EPA in such low esteem, a number of survey respondents found fault with the agency because they disagreed with White House environmental policies as expressed in their response to the open-ended comment section. We note, therefore, that at least some of the sentiment expressed about these agencies by the public can be linked to feelings about their roles that can be highly subjective, not just judgments about their performance. This needs to be taken into account when interpreting the data.

The Federal Bureau of Investigation (FBI) was seen by a little over 40 percent of both the national and regional samples as doing its job properly most or much of the time. This is substantially lower than the public's view of local law enforcement. All other things being equal, this may reflect the public's familiarity with and "humanization" of local agencies, and relative lack of this kind of nexus *vis-à-vis* Federal entities. The Centers for Disease Control (CDC) were also well regarded by a relatively large number of people: 54 percent nationally, and 61 percent regionally had a great deal or a lot of confidence in the CDC.

The contrast between these agencies and those most closely associated with homeland security functions is striking. The Department of Homeland Security (DHS) secured the confidence of only 31 percent and 29 percent of the national and NCR samples, respectively. The newly reorganized Customs and Border Protection under the Department of Homeland Security did the most poorly, with only 20 percent of the national and 24 percent of the NCR having a great deal or a lot of confidence in this actor. The Transportation Security Agency had similar low-confidence numbers: only 25 percent and 21 percent, respectively, had a great deal or a lot of confidence they are doing their jobs properly.

On the other hand, the well-established units of DHS fared better in the public's mind, at least before Hurricane Katrina hit in early September 2005. The Federal Emergency Management Administration (FEMA) had the confidence of 45 and 48 percent of the

national and regional sample. The United States Coast Guard (USCG), one of the oldest federal agencies, was well regarded, with 62 and 63 percent asserting that they had a great deal or a lot of confidence in them to do their jobs properly.

Age may not be the only factor that influences perception of effectiveness. The Immigration and Naturalization Service, and U.S. Border Patrol, elements of both of which are in the new Customs and Border Protection agency as part of the creation of the Department of Homeland Security, have historically had unfavorable reputations. This may be caused in part to the heated public debate on immigration policies. Our data suggests that although the public may not have a good perception of the job performance of these homeland security agencies, they deem the activities related to homeland security as important and are inclined to support more aggressive government efforts to deal with suspected terrorists.

Because the public also relies on non-governmental organizations to deal with extreme events, we also asked about the public's impressions of the performance of key non-profit organizations and critical infrastructure service providers. These results are given in Figure 11 below.

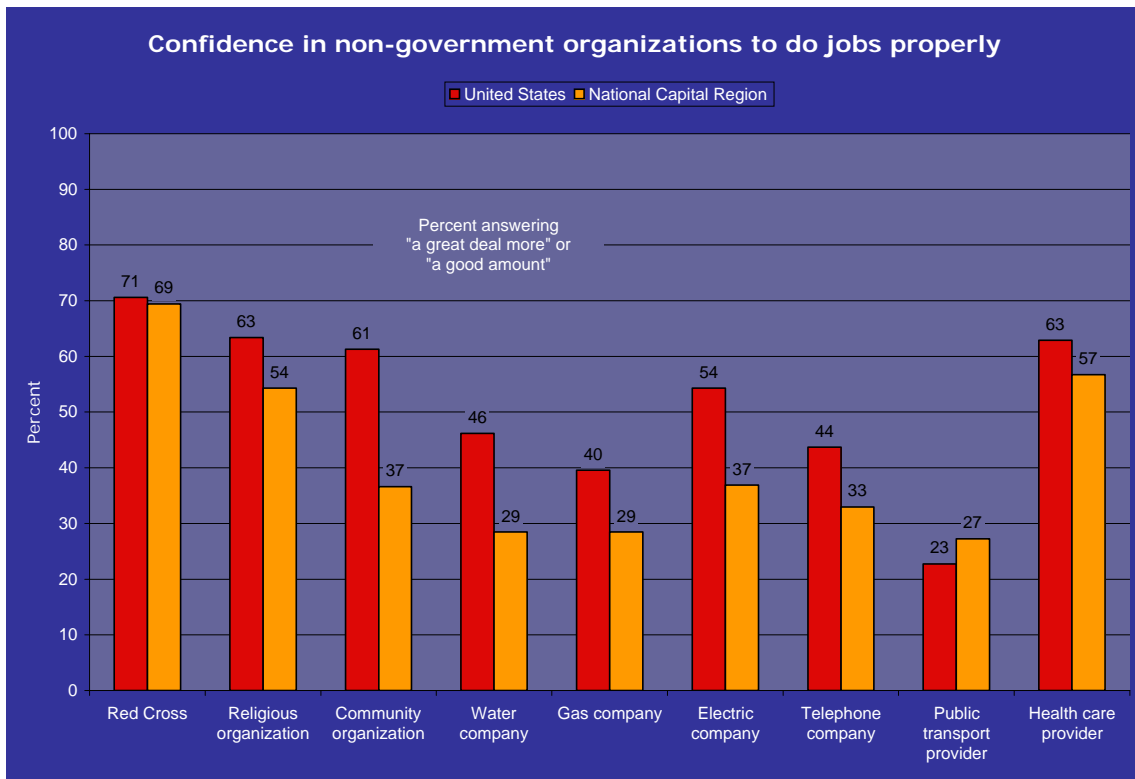
The Red Cross was widely viewed as doing its job properly, with 71 percent nationally, and 69 percent regionally, saying they had a great deal or a lot of confidence in the organization. Respondents' religious organizations also were well regarded, at 63 and 54 percent, respectively. NCR residents see local community organizations, such as a local food bank or homeless shelter, in a poorer light than their national counterparts do: 61 percent nationally vs. 37 percent regionally have a great deal or a lot of confidence in such organizations.⁸

Public utilities were better regarded by the nation as a whole than by the NCR sample. Fifty-four percent of the national sample had a great deal or a good amount of confidence that their electric utilities as doing their jobs properly; for the DC metro area, just 37 percent gave electric utilities similar marks. This national vs. NCR "confidence split" continued for followed water companies (46 percent vs. 29 percent), telephone companies (44 percent vs. 33 percent), and natural gas companies (40 percent vs. 29 percent).

Public transportation companies were the least well regarded by the public, with only 23 percent nationally and 27 percent regionally having confidence in them. Healthcare providers, on the other hand, had public confidence levels comparable to those of the Red Cross or religious organizations, with 63 and 57 percent approval.

⁸ Perhaps because the DC metro area is such a transitory community, the idea of community has less depth and meaning here.

Figure 11: How much confidence do you have in non-government agencies and organizations to do their jobs properly?



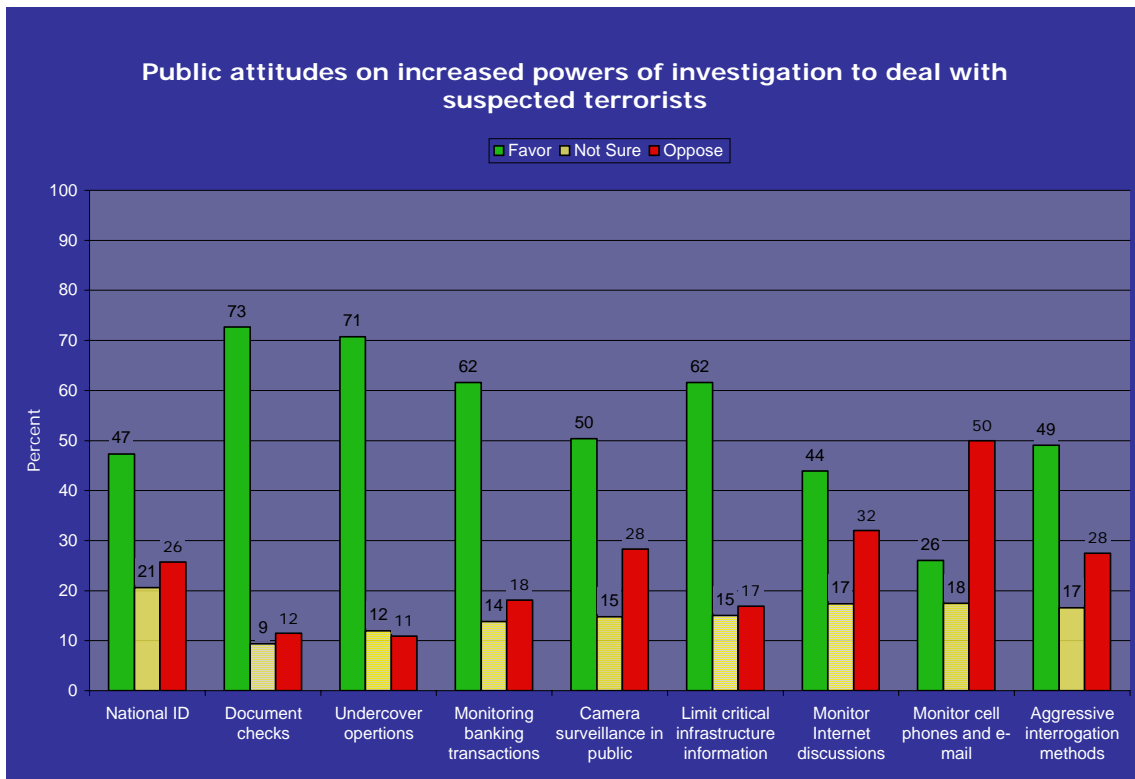
Margin of error: United States ± 3 percent, National Capital Region ± 5 percent

Civil Liberties and Homeland Security

The survey also touched briefly on public attitudes toward expanded law enforcement and investigation powers that might be used to prevent/combat terrorist activities. Consistent with our scope of work, the survey did not examine the beliefs and contexts regarding civil liberties and security that politically sensitive policymaking would require, nor did we refer to the Patriot Act and other post-9/11 laws as a guide in formulating our questions. We included questions about law enforcement and civil liberties only to give an additional indicator about public's sense of vulnerability and confidence; our results must be understood in this context.

Respondents were asked whether they favored, opposed, or were not sure about nine general areas of law enforcement and investigation that could be used in deal with suspected terrorists. National respondents on average favored each of these powers by an average of about 6 percentage points than NCR respondents, so for simplicity of data presentation only national results are given in Figure 12 below.

Figure 12: Public attitudes about increased law enforcement powers for dealing with terrorist suspects that would also affect civil liberties, United States



Margin of error: United States ± 3 percent

The results provide compelling information for policymakers who are considering legislation or regulation in these areas. Majorities or near-majorities favored all but one of the increased powers listed. Forty-seven percent favored a national identification card, which has long been an issue of public debate; our results are in line with other recent polls that asked similar questions and found about 50 percent in favor.⁹ On the other hand, 73 percent of our respondents favored stronger document checks for travelers, suggesting that many people want to be reassured that “other people” are who they say they are.

Seventy-one percent favored expanded undercover operations to penetrate suspicious groups, 62 percent favored closer monitoring of banking and credit card transactions to trace funding sources, and 50 percent favored expanded camera surveillance on streets and in public places.

Public disclosure of information about the nature, location and operations of critical infrastructure has recently been sharply limited under the Homeland Security Act of 2002. Sixty-two percent of the public favors this practice.

⁹ CBS News Poll. Feb. 24-26, 2002, <http://www.pollingreport.com/civil2.htm>. Accessed July 13, 2005.

Respondents are somewhat to substantially less supportive on the desirability of government monitoring of Internet chat rooms and discussion forums: 44 percent favored such practices. As for expanded monitoring of cell phones and e-mail, only 26 percent were in favor, while 50 percent were opposed; these two forms of communication were the only ones where a majority was not supportive with expanded powers for law enforcement. Finally, we found that 49 percent of respondents favored especially aggressive interrogation techniques to be used against suspected terrorists.

For the most part, there were few differences among subpopulations on civil liberties questions. Blacks differ somewhat from whites in their support for expanded law enforcement powers. They are somewhat more likely to oppose national ID cards and undercover operations against suspected terrorist groups. Women more than men favor camera surveillance in public places, and law enforcement monitoring of Internet chat and e-mail, by about ten percentage points.

While there were majority or near-majority positions for all the questions in this section, on average about 15 percent nationally and 19 percent regionally were not sure of their position. Interviewers reported that many people were uncomfortable answering these questions, and sought to distinguish “people under suspicion” from “ordinary citizens” in favoring some of these expanded powers, especially aggressive interrogation, which many self-interpreted as some form of torture.

Priorities for Government Action to Prevent, Manage and Recover

Finally, we probed the public’s attitudes about how government should set priorities for responding to terrorist attacks. Table 8 gives the results of our questions on how much confidence the public has in the government to prevent, manage and recover from terrorist attacks.

Table 8: Confidence in ability of government to help prevent, manage and recover from terrorist attacks

	A great deal or a good amount	Some or very little	Don't know/ Refused
<i>United States</i>			
Prevent further terrorist attacks	39	54	6
Manage effectively during terrorist attacks	48	45	7
Recover from terrorist attacks	57	32	7
<i>National Capital Region</i>			
Prevent further terrorist attacks	38	62	1
Manage effectively during terrorist attacks	44	54	3
Recover from terrorist attacks	54	44	2

Margin of error: United States ±3 percent, National Capital Region ±5 percent

Prevention is seen by both the national and regional samples as being difficult, while managing during an event is somewhat better regarded, and recovery better still. The

NCR has somewhat less confidence than the nation does in government to carry out any of these functions. Percentages for other urban areas are nearly the same as for the NCR.

Political party preference appears to play a role in attitudes about government’s ability to carry out all three of these main functions. By about five or six points, Republicans were more inclined to have a good deal or a good amount of confidence in government to prevent, manage and recover from terrorist attacks. No other consistent pattern exists for other demographic factors tested, including race, gender, urban-rural location, education, or income.

Because critical infrastructure services are largely owned and operated by private businesses, we asked the same questions about public confidence in their ability to prevent attacks,, manage and recover. The results are displayed in the table below (see Table 9).

Table 9: Confidence in ability of private utilities to help prevent, manage and recover from terrorist attacks

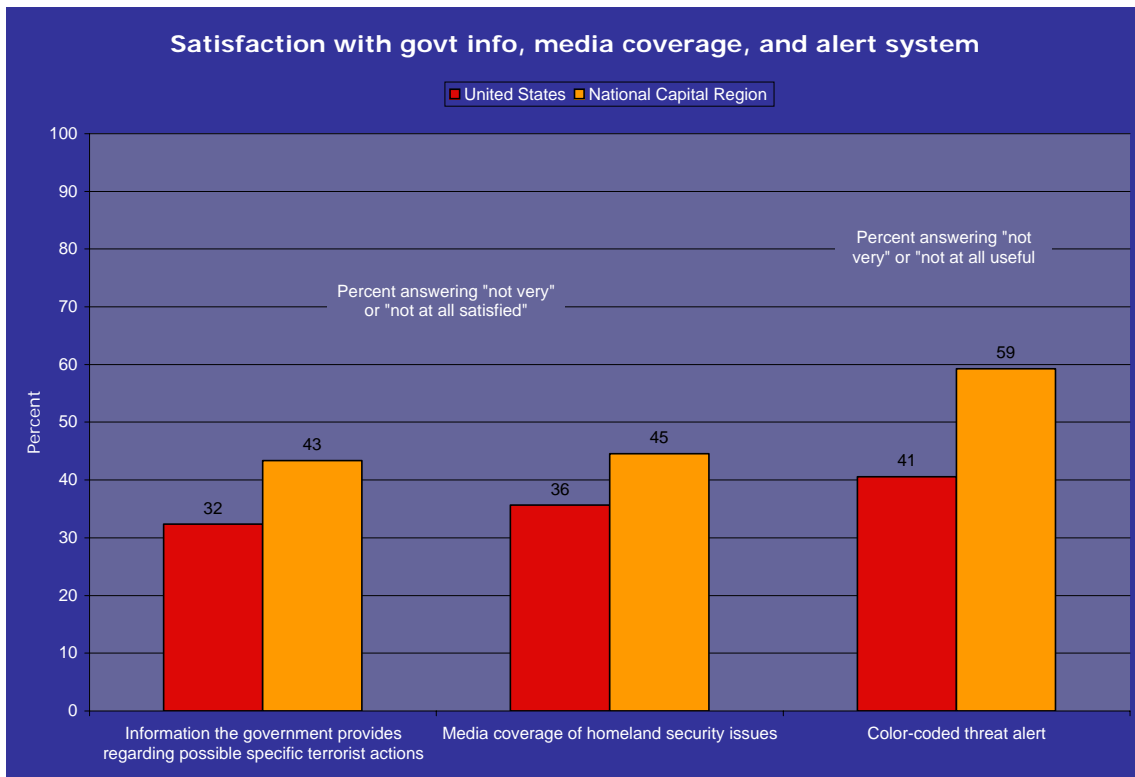
	A great deal or a good amount	Some or very little	Don't know/ Refused
<i>United States</i>			
Prevent further terrorist attacks	22	68	9
Manage effectively during terrorist attacks	34	57	10
Recover from terrorist attacks	47	45	9
<i>National Capital Region</i>			
Prevent further terrorist attacks	20	74	6
Manage effectively during terrorist attacks	22	68	9
Recover from terrorist attacks	34	57	10

Margin of error: United States ±3 percent, National Capital Region ±5 percent

The public appears to have substantially less confidence in private businesses than it does in government to assure these three general functions, despite the fact that it is these businesses that exercise primary control over their own facilities, and bear the most responsibility for managing their systems.

We also surveyed the public on its satisfaction with the information it receives about terrorist activities, including the national color-coded alert status system (Figure 13).

Figure 13: Satisfaction with media's coverage of homeland security issues and usefulness of government's color-coded threat alert system



Margin of error: United States ± 3 percent, National Capital Region ± 5 percent

Thirty-two percent nationally and 43 percent regionally were unsatisfied with government information on terrorist activities.

As for media treatment of homeland security issues, 36 percent nationally and 45 percent in the NCR were unsatisfied. The most dissatisfaction was registered for the color-coded alert system, which was deemed not very or not at all useful by 41 percent nationally and 59 percent in the NCR of those surveyed.¹⁰

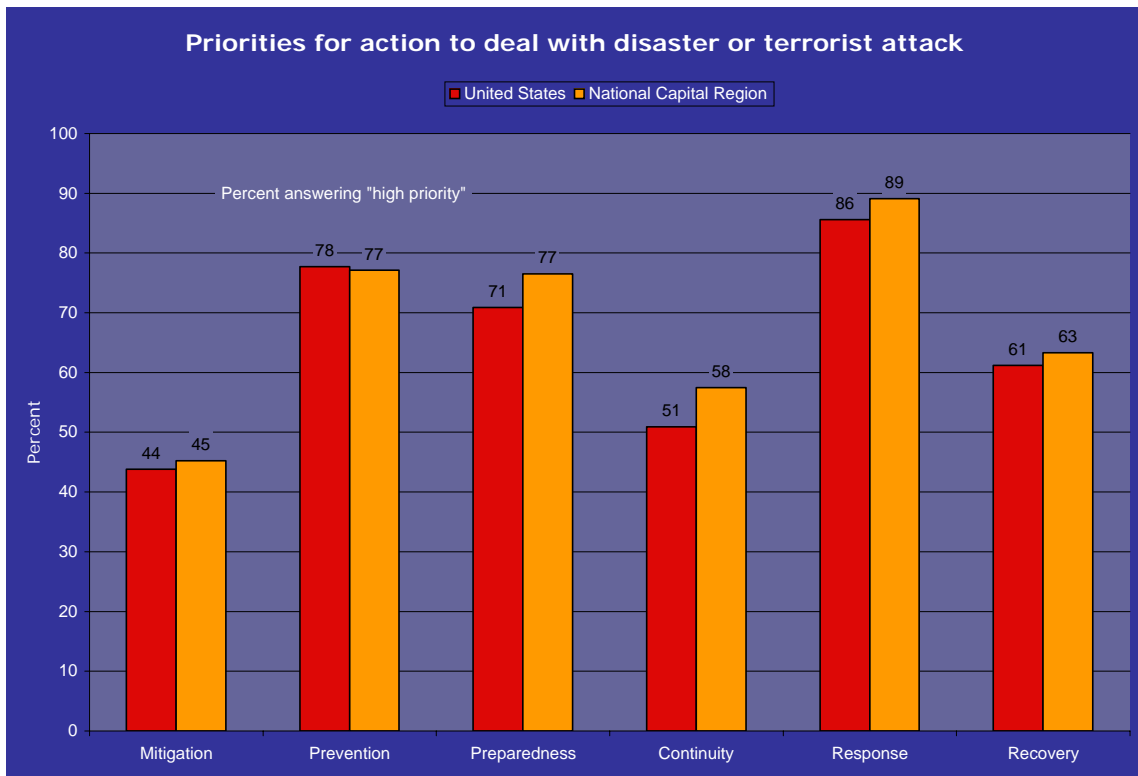
When it comes to the public's priorities for types of action that might be taken to deal with disasters and terrorism, NCR and non-NCR results are nearly the same for all types of activity (Figure 14).

We found strongest support for immediate response in the event of a disaster or terrorist attack, with 86 percent nationally giving it a high priority, and prevention of an attack or disruption with 78 percent. Preparedness – meaning having adequate plans, equipment and supplies in place before an event – also was given a high priority by 71 percent.

¹⁰ For all these questions, 8 percent nationally and 2 percent in the National Capital Region did not know, were not sure, or declined to answer.

Continuity of critical infrastructure services is thought by many to be an important goal of homeland security – albeit substantially less than response, prevention or preparedness. Accordingly, we asked respondents to assign a priority to “continued functioning of services during a disruption, so they don't go out of commission even though they are stressed.” Fifty-one percent nationally said this was a high priority. Mitigation strategies, such as constructing safer buildings or locating hazards away from where people live, was assigned a high priority by the smallest number of respondents, 44 percent.

Figure 14: Priorities for types of action government and service providers can take to deal with natural disaster or terrorist attack



Margin of error: United States ± 3 percent, National Capital Region ± 5 percent

As stated above, the strongest public support was for emergency response, the function that is the province of first responders and addresses the most immediate human needs. Prevention and preparedness are also given high priority, as they have high “common-sense” value to citizens and are more often than not featured in coverage by the media.

It is thus not surprising that mitigation and continuity are the lowest ranked overall: these proactive strategies typically have the potential to save money and lives more so than their reactive counterparts of immediate response or prevention, but they are also the least perceived value to people in actual dire need.

Further, the salience and “newsworthiness” of these largely passive and quiet efforts do not attract the same degree of attention from politicians and the media – and thus are not likely to be seen by the public as contributing as much overall to our safety and security. The differences in public preferences have had fiscal consequences for public spending on homeland security and “first responder” emergency management and resources.

Conclusion

There is a palpable sense of vulnerability and lack of confidence in government and emergency management agencies, particularly at the federal level, both in the NCR and the nation as a whole. The outstanding exception is the warm regard the public has for local emergency medical services and law enforcement, with selected other state and federal agencies following behind. This survey documents clearly the contours of that vulnerability and confidence.

The terrorist attacks experienced in the National Capital Region have left their mark on the public, but severe weather and major essential service outages also had a significant impact on the public. Many have adequate short-term supplies on hand, though few have made preparations for a serious bio- or nuclear attack. About half the population of the NCR has made emergency plans for communication, with less having planned for meeting or evacuation.

This is likely due to the fact that a large majority of the public feels vulnerable to another terrorist attack in the United States, with somewhat fewer concerned about another attack in Washington or the closest major city. A plurality of people, forty-one percent, of people in urban and suburban areas believe an attack on the city nearest them is very or somewhat likely. About one third of people in the country feel the same. The political implications of this difference of opinion may be significant as policymakers struggle to put together emergency response and counter-terrorism plans and policies.

Many people are not confident about the reliability of electric power and standard landline telephone services, with fewer being concerned about water, cell phones and television, and natural gas. Radio was the best regarded of all essential services. At the same time, many people say they could go for a week or more without one or more critical infrastructure services, fewer in the NCR than in the country as a whole.

A small proportion of the population say they are willing to spend a good deal or twice as much or more to assure critical infrastructure services, particularly for water, electricity and access to health care. A somewhat larger percentage of NCR respondents are willing to spend more.

Trust in government is relatively weak: about 60 percent of nation and the region trusts the government only some of the time or never, which is consistent with the downward trend of the last three decades. But respondents vary considerably in their confidence in local, state and federal agencies: local emergency medical units enjoy the greatest confidence, while the federal homeland security agencies, including DHS, Customs and

TSA have the lowest ratings. FEMA is seen in a somewhat better but not great light in this survey. On the other hand, a strong majority saw the Red Cross favorably, though people vary a good deal on their appraisal of their local community organizations.

Prevention of terrorist attacks is thought to be quite difficult: less than half the population regionally and nationally has confidence in the government to prevent further attacks. Managing during an event is somewhat better regarded, and recovery is regarded better still: 57 percent of the nation and 54 percent of the region are confident in the government's ability to help recover.

More than one third of the public were unsatisfied with government information on terrorist activities, but the color-coded alert system came in for the worst appraisal: it is seen as not very or not at all useful by 41 percent of the nation and 59 percent of the region.

In conclusion: The sentiments the public has expressed in this survey are sobering. It appears to us that homeland security and critical infrastructure protection services have a considerable way to go before they can say that the public has high levels of confidence in them to execute their responsibilities effectively. Institutional trustworthiness is essential to fulfill the social contract between government and the public in the long run. In the short run, failure to shore up public confidence will undermine the authority of public and disaster response and management agencies in time of society's more dire need. It is hoped that this study will help the public authorities in the National Capital Region and the nation to chart a clear course to achieve that important goal.

Recommendations

6. Improve public trust and confidence in homeland security and essential service providers by effective, consistent public-oriented performance. Once lost, trust is very difficult to regain. Therefore:
 - a. Avoid any politicization of homeland security
 - b. Involve all stakeholder groups when key policy questions are being considered, and maintain frequent and friendly contact with them
 - c. Reach out to the public at large about threats, vulnerabilities and the measures being taken to deal with them
 - d. Enact policy decisions and modifications in a timely and open manner, to avoid the appearance of back-room deals and policy sleight-of-hand
 - e. Make senior officials visible at local community levels, so that communities understand agency leaders and staff have the same stake in policy outcomes as residents do
 - f. Make internal organization operations a source of reassurance by making them as transparent and subject to public accountability as possible, including involving stakeholders in strong institutional review processes

7. Make essential services more robust by modestly increasing spending by some infrastructure providers, such as water, electricity and health care. Citizens are willing to entertain small, targeted increases to make these services more reliable during extreme events.
8. Reduce public vulnerability through local community initiatives to inform and prepare citizens for a range of extreme events. People feel most comfortable with local agencies and law enforcement officials, but a wide range of community-based arrangements for connecting citizens to one another could be explored.
9. Eliminate the color-coded alert system, and improve the quality of information about threats and vulnerabilities at the local level.
10. Continue to monitor and publish information about public attitudes and the performance of critical service providers and homeland security institutions. Both qualitative and quantitative measures should be included.

Appendix A: Survey Instrument

The survey instrument used by the George Mason Center for Survey Research is included in this report. It is in virtually all respects identical to the survey instrument used by the survey center at the University of Virginia.

GEORGE MASON UNIVERSITY

CENTER FOR SOCIAL SCIENCE RESEARCH

Critical Infrastructure Protection

Hello my name is _____. I am calling from George Mason University in Virginia. We would like to ask you some questions for a research study. We will ask you how you might respond to various emergency situations that may affect you and your community, and your attitudes toward vulnerability to natural disasters and terrorism. According to the research procedure, I am supposed to speak with the youngest man, age 18 or over, who is home now.

[IF SPEAKING TO A MAN]

Is that you? ... [IF NO] Is he available?

[IF SPEAKING TO A WOMAN]

Is he available?

[IF NO]

Then may I speak with the oldest woman, age 18 or older, who is home now?

[If NO]

You you're 18 or older, would you be willing to do the interview?

[IF NO]

Thank you very much for your time]

[If YES, REPEAT IF NEW RESPONDENT]

Hello my name is _____. I am calling from George Mason University in Virginia. We would like to ask you some questions for a research study. We will ask you how you might respond to various emergency situations that may affect you and your community, and your attitudes toward vulnerability to natural disasters and terrorism.

[DISPOSITION CODES]

- 1 = ANSWERING MACHINE
- 2 = BUSY
- 3 = NO ANSWER
- 4 = NOT 18 +
- 5 = OTHER
- 6 = NO ENGLISH
- 7 = FAX/COMPUTER
- 8 = BUSINESS
- 9 = NOT WORKING/DISCONNECT
- 10 = CALL BACK
- 11 = REFUSED

12 = BREAKOFF
13 = COOPERATED

This survey is sponsored by the States of Virginia, Maryland, and the city of Washington DC, with funding from the US Department of Homeland Security. The results will help officials take citizen attitudes about disasters and terrorism into account when they make or implement policy. The survey takes about 20 minutes to complete, it's voluntary, and you can stop at any time. Your answers are confidential and no identifying information will be collected or maintained. The call may be monitored for quality assurance.

(WEATHER)

Over the past five years or so, has the community in which you live experienced any severe weather, such as tornadoes, floods, droughts, or hurricanes?

[IF AREA CODE IS 703, 571, 202, 240, OR 301 READ -- [For example, Hurricane Isabel or winter storm shutdowns?](#)]

YES (1) go to next question
NO (2) go to EARTHQUAKE
DK (98) go to EARTHQUAKE
REF (99) go to EARTHQUAKE

(WEATHER1)

How disruptive was the weather event to your work and daily life? Would you say:

VERY (1)
SOMEWHAT (2)
NOT TOO MUCH (3)
NOT AT ALL (4)
DK (98)
REF (99)

(WEATHER2)

How disruptive was the weather event to your community? Would you say:

VERY (1)
SOMEWHAT (2)
NOT TOO MUCH (3)
NOT AT ALL (4)
DK (98)
REF (99)

(WEATHER3)

How much do you feel your daily life at home or work has changed because of this weather event? Would you say:

SIGNIFICANTLY (1)
SOMEWHAT (2)
NOT TOO MUCH (3)
NOT AT ALL (4)
DK (98)
REF (99)

(EARTHQUAKE)

Over the past five years or so, has the community in which you live been impacted by
...Any earthquake or geological event?

YES (1) go to next question
NO (2) go to HAZARDOUS
DK (98) go to HAZARDOUS
REF (99) go to HAZARDOUS

(EARTHQUAKE1)

How disruptive was the earthquake to your work and daily life? Would you say:

VERY (1)
SOMEWHAT (2)
NOT TOO MUCH (3)
NOT AT ALL (4)
DK (98)
REF (99)

(EARTHQUAKE2)

How disruptive was the earthquake to your community? Would you say:

VERY (1)
SOMEWHAT (2)
NOT TOO MUCH (3)
NOT AT ALL (4)
DK (98)
REF (99)

(EARTHQUAKE3)

How much do you feel your daily life at home or work has changed because of the
earthquake? Would you say:

SIGNIFICANTLY (1)
SOMEWHAT (2)
NOT TOO MUCH (3)
NOT AT ALL (4)
DK (98)

REF (99)

(HAZARDOUS)

Over the past five years or so, has the community in which you live been impacted by ...a hazardous materials incident?

INFO: Includes hazardous materials releases not related to industrial accidents.

YES (1) go to next question

NO (2) go to FIRE

DK (98) go to FIRE

REF (99) go to FIRE

(HAZARDOUS1)

How disruptive was the incident to your work and daily life? Would you say:

VERY (1)

SOMEWHAT (2)

NOT TOO MUCH (3)

NOT AT ALL (4)

DK (98)

REF (99)

(HAZARDOUS2)

How disruptive was the incident to your community? Would you say:

VERY (1)

SOMEWHAT (2)

NOT TOO MUCH (3)

NOT AT ALL (4)

DK (98)

REF (99)

(HAZARDOUS3)

How much do you feel your daily life at home or work has changed because of the incident? Would you say:

SIGNIFICANTLY (1)

SOMEWHAT (2)

NOT TOO MUCH (3)

NOT AT ALL (4)

DK (98)

REF (99)

(FIRE)

Over the past five years or so, has the community in which you live been impacted by ...
A forest or wildfire?

YES (1) go to next question
NO (2) go to EPIDEMIC
DK (98) go to EPIDEMIC
REF (99) go to EPIDEMIC

(FIRE1)

How disruptive was the fire to your work and daily life? Would you say:

VERY (1)
SOMEWHAT (2)
NOT TOO MUCH (3)
NOT AT ALL (4)
DK (98)
REF (99)

(FIRE2)

How disruptive was the fire to your community? Would you say:

VERY (1)
SOMEWHAT (2)
NOT TOO MUCH (3)
NOT AT ALL (4)
DK (98)
REF (99)

(FIRE3)

How much do you feel your daily life at home or work has changed because of the fire?
Would you say:

SIGNIFICANTLY (1)
SOMEWHAT (2)
NOT TOO MUCH (3)
NOT AT ALL (4)
DK (98)
REF (99)

(EPIDEMIC)

Over the past five years or so, has the community in which you live been impacted by ...
...An epidemic or public health incident?

YES (1) go to next question
NO (2) go to OUTAGE
DK (98) go to OUTAGE
REF (99) go to OUTAGE

(EPIDEMIC1)

How disruptive was the incident to your work and daily life? Would you say:

- VERY (1)
- SOMEWHAT (2)
- NOT TOO MUCH (3)
- NOT AT ALL (4)
- DK (98)
- REF (99)

(EPIDEMIC2)

How disruptive was the incident to your community? Would you say:

- VERY (1)
- SOMEWHAT (2)
- NOT TOO MUCH (3)
- NOT AT ALL (4)
- DK (98)
- REF (99)

(EPIDEMIC3)

How much do you feel your daily life at home or work has changed because of the incident? Would you say:

- SIGNIFICANTLY (1)
- SOMEWHAT (2)
- NOT TOO MUCH (3)
- NOT AT ALL (4)
- DK (98)
- REF (99)

(OUTAGE)

Over the past five years or so, has the community in which you live been impacted by ...A major essential service outage, such as electricity, water or telecommunications?

Such as the major power outage in the northeast in August 2003.

- YES (1) go to next question
- NO (2) go to SEPT11
- DK (98) go to SEPT11
- REF (99) go to SEPT11

(OUTAGE1)

How disruptive was the outage to your work and daily life? Would you say:

VERY (1)
SOMEWHAT (2)
NOT TOO MUCH (3)
NOT AT ALL (4)
DK (98)
REF (99)

(OUTAGE2)

How disruptive was the outage to your community? Would you say:

VERY (1)
SOMEWHAT (2)
NOT TOO MUCH (3)
NOT AT ALL (4)
DK (98)
REF (99)

(OUTAGE3)

How much do you feel your daily life at home or work has changed because of the outage? Would you say:

SIGNIFICANTLY (1)
SOMEWHAT (2)
NOT TOO MUCH (3)
NOT AT ALL (4)
DK (98)
REF (99)

(SEPT11)

Was the community in which you lived at the time directly affected by September 11th?

YES (1) go to next question
NO (2) go to SEPT11_3
DK (98) go to SEPT11_3
REF (99) go to SEPT11_3

(SEPT11_1)

How disruptive was the attack to your work and daily life? Would you say:

VERY (1)
SOMEWHAT (2)
NOT TOO MUCH (3)
NOT AT ALL (4)
DK (98)
REF (99)

(SEPT11_2)

How disruptive was the attack to your community? Would you say:

- SIGNIFICANTLY (1)
- SOMEWHAT (2)
- NOT TOO MUCH (3)
- NOT AT ALL (4)
- DK (98)
- REF (99)

(SEPT11_3)

How much do you feel your daily life at home or work has changed because of the September 11th attack? Would you say:

- VERY (1)
- SOMEWHAT (2)
- NOT TOO MUCH (3)
- NOT AT ALL (4)
- DK (98)
- REF (99)

(ANTHRAX)

[SKIP UNLESS AREA CODE IS 703, 571, 202, 240, OR 301]

Was the community in which you lived at the time impacted by the Anthrax letter attacks in October to November 2001?

- YES (1) go to next question
- NO (2) go to SNIPER
- DK (98) go to SNIPER
- REF (99) go to SNIPER

(ANTHRAX1)

[SKIP UNLESS AREA CODE IS 703, 571, 202, 240, OR 301]

How disruptive were the anthrax letters to your work and daily life? Would you say:

- VERY (1)
- SOMEWHAT (2)
- NOT TOO MUCH (3)
- NOT AT ALL (4)
- DK (98)
- REF (99)

(ANTHRAX2)

[SKIP UNLESS AREA CODE IS 703, 571, 202, 240, OR 301]

How disruptive were the anthrax letters to your community? Would you say:

- VERY (1)

SOMEWHAT (2)
NOT TOO MUCH (3)
NOT AT ALL (4)
DK (98)
REF (99)

(ANTHRAX3)

[SKIP UNLESS AREA CODE IS 703, 571, 202, 240, OR 301]

How much do you feel your daily life at home or work has changed because of the anthrax letters? Would you say:

SIGNIFICANTLY (1)
SOMEWHAT (2)
NOT TOO MUCH (3)
NOT AT ALL (4)
DK (98)
REF (99)

(SNIPER)

[SKIP UNLESS AREA CODE IS 703, 571, 202, 240, OR 301]

Was the community in which you live impacted by the DC area sniper shootings in October 2002?

YES (1) go to next question
NO (2) go to RADIO
DK (98) go to RADIO
REF (99) go to RADIO

(SNIPER1)

[SKIP UNLESS AREA CODE IS 703, 571, 202, 240, OR 301]

How disruptive were the sniper shootings to your work and daily life? Would you say:

VERY (1)
SOMEWHAT (2)
NOT TOO MUCH (3)
NOT AT ALL (4)
DK (98)
REF (99)

(SNIPER2)

[SKIP UNLESS AREA CODE IS 703, 571, 202, 240, OR 301]

How disruptive were the sniper shootings to your community? Would you say:

VERY (1)
SOMEWHAT (2)
NOT TOO MUCH (3)

NOT AT ALL (4)
DK (98)
REF (99)

(SNIPER3)

[SKIP UNLESS AREA CODE IS 703, 571, 202, 240, OR 301]

How much do you feel your daily life at home or work has changed because of the sniper shootings? Would you say:

SIGNIFICANTLY (1)
SOMEWHAT (2)
NOT TOO MUCH (3)
NOT AT ALL (4)
DK (98)
REF (99)

Now I am going to read you a list of items that may be useful to you during an emergency, and ask whether you have the items in your home.
Do you have a flashlight in your home?

(RADIO)

A battery-powered or alternative energy radio?

INFO: Solar powered or hand cranked radio.

YES (1)
NO (2)
DK (98)
REF (99)

(BATTERIES)

Spare batteries?

YES (1)
NO (2)
DK (98)
REF (99)

(MEDICAL)

An emergency medical kit?

YES (1)
NO (2)
DK (98)
REF (99)

(FOODSUP)

Food for 3 days or more?

- YES (1)
- NO (2)
- DK (98)
- REF (99)

(WATERSUP)

Water for 3 days or more?

- YES (1)
- NO (2)
- DK (98)
- REF (99)

(SHELTER)

A secure place to shelter, such as a basement?

- YES (1)
- NO (2)
- DK (98)
- REF (99)

(DUCT)

Duct tape and plastic sheeting to seal openings?

- YES (1)
- NO (2)
- DK (98)
- REF (99)

(MASK)

A gas mask?

- YES (1)
- NO (2)
- DK (98)
- REF (99)

Now I'm going to ask about family or personal plans you may have made for dealing with emergency situations.

(COMMUNICATE)

Do you have a family or personal plan for communicating if separated at school or work?

YES (1) go to MEET
NO (2) go to next question
DK (98) go to next question
REF (99) go to next question

(COMMUNICATE2)

Have you ever discussed such a plan?

YES (1)
NO (2)
DK (98)
REF (99)

(MEET)

Do you have a family or personal plan for meeting if separated at school or work?

YES (1) go to EVACUATE
NO (2) go to next question
DK (98) go to next question
REF (99) go to next question

(MEET2)

Have you ever discussed such a plan?

YES (1)
NO (2)
DK (98)
REF (99)

(EVACUATE)

Do you have a family or personal plan for evacuating the area?

YES (1) go to ATTCKCMTY
NO (2) go to next question
DK (98) go to next question
REF (99) go to next question

(EVACUATE2)

Have you ever discussed such a plan?

YES (1)
NO (2)
DK (98)
REF (99)

Next I'd like to ask about whether you think it is likely there will be another terrorist attack in the next few months.

(ATTCKCMTY)

Do you think a terror attack in your community is...

INFO: Community means your neighborhood and surrounding area.

VERY LIKELY (1)
SOMEWHAT LIKELY (2)
NOT VERY LIKELY (3)
NOT AT ALL LIKELY (4)
DK (98)
REF (99)

(ATTCKCITY)

Do you think a terror attack in the major city nearest you is...

VERY LIKELY (1)
SOMEWHAT LIKELY (2)
NOT VERY LIKELY (3)
NOT AT ALL LIKELY (4)
DK (98)
REF (99)

(ATTCKUSA)

Do you think a terror attack somewhere in the United States is...

VERY LIKELY (1)
SOMEWHAT LIKELY (2)
NOT VERY LIKELY (3)
NOT AT ALL LIKELY (4)
DK (98)
REF (99)

(WORRIED)

How worried are you that you or someone in your family will become a victim of terrorism? Would you say

VERY WORRIED (1)
SOMEWHAT WORRIED (2)
NOT VERY WORRIED (3)
NOT AT ALL WORRIED (4)
DK (98)
REF (99)

Now I'm going to read a list of types of terrorist attacks. I'd like you to tell me how worried you are about each of them.

(WRPLANE)

How worried are you about a plane hijacking? Would you say

VERY WORRIED (1)
SOMEWHAT WORRIED (2)
NOT VERY WORRIED (3)
NOT AT ALL WORRIED (4)
DK (98)
REF (99)

(WRSUICIDE)

How about a suicide bomber?

VERY WORRIED (1)
SOMEWHAT WORRIED (2)
NOT VERY WORRIED (3)
NOT AT ALL WORRIED (4)
DK (98)
REF (99)

(WRCYBER)

A cyber-terrorism attack?

INFO: Hacker attack on computer systems to try to disrupt the economy or military defense systems.

VERY WORRIED (1)
SOMEWHAT WORRIED (2)
NOT VERY WORRIED (3)
NOT AT ALL WORRIED (4)
DK (98)
REF (99)

(WRBIO)

A bio-terrorism attack?

INFO: Such as anthrax, smallpox, or other contagious disease.

VERY WORRIED (1)
SOMEWHAT WORRIED (2)
NOT VERY WORRIED (3)
NOT AT ALL WORRIED (4)
DK (98)
REF (99)

(WRDIRTY)

A radiological or "dirty bomb" attack?

INFO: A "dirty bomb" uses regular explosives to contaminate an area with radioactive material, but isn't a traditional nuclear bomb, like those used in World War II.

VERY WORRIED (1)
SOMEWHAT WORRIED (2)
NOT VERY WORRIED (3)
NOT AT ALL WORRIED (4)
DK (98)
REF (99)

(WRNUCLEAR)
A nuclear attack?

INFO: A traditional nuclear bomb.

VERY WORRIED (1)
SOMEWHAT WORRIED (2)
NOT VERY WORRIED (3)
NOT AT ALL WORRIED (4)
DK (98)
REF (99)

Now I'm going to ask you how you feel about disruptions to important services and utilities. Please tell me how confident you are that each service or utility would still be available to you during and after a major local emergency, such as a natural disaster or terrorist attack.

(CONFWATER)
What about public water for your home? How confident are you?

VERY (1)
SOMEWHAT (2)
NOT VERY (3)
NOT AT ALL (4)
NA (97)
DK (98)
REF (99)

(CONFGAS)
What about natural gas piped to your home? How confident are you?

VERY (1)
SOMEWHAT (2)
NOT VERY (3)
NOT AT ALL (4)

NA (97)
DK (98)
REF (99)

(CONFLECT)

What about electricity for your home? [How confident are you?](#)

VERY (1)
SOMEWHAT (2)
NOT VERY (3)
NOT AT ALL (4)
NA (97)
DK (98)
REF (99)

(CONFLAND)

What about your land line ([home](#)) telephone? [How confident are you?](#)

VERY (1)
SOMEWHAT (2)
NOT VERY (3)
NOT AT ALL (4)
NA (97)
DK (98)
REF (99)

(CONFCELL)

What about your cellular telephone? [How confident are you?](#)

VERY (1)
SOMEWHAT (2)
NOT VERY (3)
NOT AT ALL (4)
NA (97)
DK (98)
REF (99)

(CONFTV)

What about your local broadcast TV? [How confident are you?](#)

VERY (1)
SOMEWHAT (2)
NOT VERY (3)
NOT AT ALL (4)
NA (97)
DK (98)

REF (99)

(CONFRADIO)

What about radio? [How confident are you?](#)

VERY (1)
SOMEWHAT (2)
NOT VERY (3)
NOT AT ALL (4)
NA (97)
DK (98)
REF (99)

(CONFTRANS)

What about public transportation? [How confident are you?](#)

VERY (1)
SOMEWHAT (2)
NOT VERY (3)
NOT AT ALL (4)
NA (97)
DK (98)
REF (99)

(CONFHWYS)

What about highways? [How confident are you?](#)

VERY (1)
SOMEWHAT (2)
NOT VERY (3)
NOT AT ALL (4)
NA (97)
DK (98)
REF (99)

(CONFHEALTH)

What about health care facilities? [How confident are you?](#)

VERY (1)
SOMEWHAT (2)
NOT VERY (3)
NOT AT ALL (4)
NA (97)
DK (98)
REF (99)

If any of these services were to be interrupted, how long do you estimate you could go without them without suffering a hardship? In your answer for each, assume that ONLY ONE service is disrupted.

(LONGWATER)

[SKIP IF CONFWATER = NA]

How long could you go without public water at your home without suffering a hardship? Would you say

- CANNOT GO WITHOUT (1)
- A FEW HOURS (2)
- UP TO A DAY (3)
- SEVERAL DAYS (4)
- A WEEK OR MORE (5)
- NA (97)
- DK (98)
- REF (99)

If any of these services were to be interrupted, how long do you estimate you could go without them without suffering a hardship? In your answer for each, assume that ONLY ONE service is disrupted.

(LONGGAS)

[SKIP IF CONFGAS = NA]

What about natural gas piped to your home? Would you say

- CANNOT GO WITHOUT (1)
- A FEW HOURS (2)
- UP TO A DAY (3)
- SEVERAL DAYS (4)
- A WEEK OR MORE (5)
- NA (97)
- DK (98)
- REF (99)

If any of these services were to be interrupted, how long do you estimate you could go without them without suffering a hardship? In your answer for each, assume that ONLY ONE service is disrupted.

(LONGELECT)

[SKIP IF CONFELECT = NA]

What about electricity?

- CANNOT GO WITHOUT (1)
- A FEW HOURS (2)

UP TO A DAY (3)
SEVERAL DAYS (4)
A WEEK OR MORE (5)
NA (97)
DK (98)
REF (99)

If any of these services were to be interrupted, how long do you estimate you could go without them without suffering a hardship? In your answer for each, assume that ONLY ONE service is disrupted.

(LONGLAND)

[SKIP IF CONFLAND = NA]

What about your land line telephone?

CANNOT GO WITHOUT (1)
A FEW HOURS (2)
UP TO A DAY (3)
SEVERAL DAYS (4)
A WEEK OR MORE (5)
NA (97)
DK (98)
REF (99)

If any of these services were to be interrupted, how long do you estimate you could go without them without suffering a hardship? In your answer for each, assume that ONLY ONE service is disrupted.

(LONGCELL)

[SKIP IF CONFCELL = NA]

What about your cellular telephone?

CANNOT GO WITHOUT (1)
A FEW HOURS (2)
UP TO A DAY (3)
SEVERAL DAYS (4)
A WEEK OR MORE (5)
NA (97)
DK (98)
REF (99)

If any of these services were to be interrupted, how long do you estimate you could go without them without suffering a hardship? In your answer for each, assume that ONLY ONE service is disrupted.

(LONGTV)

[SKIP IF CONFTV = NA]

What about local broadcast TV?

- CANNOT GO WITHOUT (1)
- A FEW HOURS (2)
- UP TO A DAY (3)
- SEVERAL DAYS (4)
- A WEEK OR MORE (5)
- NA (97)
- DK (98)
- REF (99)

If any of these services were to be interrupted, how long do you estimate you could go without them without suffering a hardship? In your answer for each, assume that ONLY ONE service is disrupted.

(LONGRADIO)

[SKIP IF CONFRADIO = NA]

What about radio?

- CANNOT GO WITHOUT (1)
- A FEW HOURS (2)
- UP TO A DAY (3)
- SEVERAL DAYS (4)
- A WEEK OR MORE (5)
- NA (97)
- DK (98)
- REF (99)

If any of these services were to be interrupted, how long do you estimate you could go without them without suffering a hardship? In your answer for each, assume that ONLY ONE service is disrupted.

(LONGTRANS)

[SKIP IF CONFTRANS = NA]

What about public transportation?

- CANNOT GO WITHOUT (1)
- A FEW HOURS (2)
- UP TO A DAY (3)
- SEVERAL DAYS (4)
- A WEEK OR MORE (5)
- NA (97)
- DK (98)
- REF (99)

If any of these services were to be interrupted, how long do you estimate you could go without them without suffering a hardship? In your answer for each, assume that ONLY ONE service is disrupted.

(LONGHWYS)

[SKIP IF CONFHWYS = NA]

What about highways?

- CANNOT GO WITHOUT (1)
- A FEW HOURS (2)
- UP TO A DAY (3)
- SEVERAL DAYS (4)
- A WEEK OR MORE (5)
- NA (97)
- DK (98)
- REF (99)

If any of these services were to be interrupted, how long do you estimate you could go without them without suffering a hardship? In your answer for each, assume that ONLY ONE service is disrupted.

(LONGHEALTH)

What about health care facilities?

- CANNOT GO WITHOUT (1)
- A FEW HOURS (2)
- UP TO A DAY (3)
- SEVERAL DAYS (4)
- A WEEK OR MORE (5)
- NA (97)
- DK (98)
- REF (99)

How much do you estimate you would be willing to spend every month, over and above your normal expenditures, to keep these services functioning?

(SPENDWATER)

[SKIP IF CONFWATER = NA]

What about public water at home? How much extra would you spend?

- NOTHING (1)
- A LITTLE (2)
- SOMEWHAT (3)
- A GOOD DEAL (4)
- TWICE AS MUCH OR MORE (5)
- NA (97)

DK (98)
REF (99)

How much do you estimate you would be willing to spend every month, over and above your normal expenditures, to keep these services functioning?

(SPENDGAS)

[SKIP IF CONFGAS = NA]

How much extra would you spend for natural gas piped to your home?

NOTHING (1)
A LITTLE (2)
SOMEWHAT (3)
A GOOD DEAL (4)
TWICE AS MUCH OR MORE (5)
NA (97)
DK (98)
REF (99)

How much do you estimate you would be willing to spend every month, over and above your normal expenditures, to keep these services functioning?

(SPENDELECT)

[SKIP IF CONFELECT = NA]

What about electricity?

NOTHING (1)
A LITTLE (2)
SOMEWHAT (3)
A GOOD DEAL (4)
TWICE AS MUCH OR MORE (5)
NA (97)
DK (98)
REF (99)

How much do you estimate you would be willing to spend every month, over and above your normal expenditures, to keep these services functioning?

(SPENDLAND)

[SKIP IF CONFLAND = NA]

What about for your land line telephone?

NOTHING (1)
A LITTLE (2)
SOMEWHAT (3)
A GOOD DEAL (4)

TWICE AS MUCH OR MORE (5)
NA (97)
DK (98)
REF (99)

How much do you estimate you would be willing to spend every month, over and above your normal expenditures, to keep these services functioning?

(SPENDCELL)

[SKIP IF CONFCELL = NA]

What about for your cellular telephone?

NOTHING (1)
A LITTLE (2)
SOMEWHAT (3)
A GOOD DEAL (4)
TWICE AS MUCH OR MORE (5)
NA (97)
DK (98)
REF (99)

How much do you estimate you would be willing to spend every month, over and above your normal expenditures, to keep these services functioning?

(SPENDTV)

[SKIP IF CONFTV = NA]

What about for local broadcast television?

NOTHING (1)
A LITTLE (2)
SOMEWHAT (3)
A GOOD DEAL (4)
TWICE AS MUCH OR MORE (5)
NA (97)
DK (98)
REF (99)

How much do you estimate you would be willing to spend every month, over and above your normal expenditures, to keep these services functioning?

(SPENDRADIO)

[SKIP IF CONFRADIO = NA]

What about for radio?

NOTHING (1)
A LITTLE (2)

SOMEWHAT (3)
A GOOD DEAL (4)
TWICE AS MUCH OR MORE (5)
NA (97)
DK (98)
REF (99)

How much do you estimate you would be willing to spend every month, over and above your normal expenditures, to keep these services functioning?

(SPENDTRANS)

[SKIP IF CONFTRANS = NA]

What about for public transportation?

NOTHING (1)
A LITTLE (2)
SOMEWHAT (3)
A GOOD DEAL (4)
TWICE AS MUCH OR MORE (5)
NA (97)
DK (98)
REF (99)

How much do you estimate you would be willing to spend every month, over and above your normal expenditures, to keep these services functioning?

(SPENDHWYS)

[SKIP IF CONFHWYS = NA]

What about for highways?

NOTHING (1)
A LITTLE (2)
SOMEWHAT (3)
A GOOD DEAL (4)
TWICE AS MUCH OR MORE (5)
NA (97)
DK (98)
REF (99)

How much do you estimate you would be willing to spend every month, over and above your normal expenditures, to keep these services functioning?

(SPENDHEALTH)

What about for health care facilities?

NOTHING (1)
A LITTLE (2)
SOMEWHAT (3)
A GOOD DEAL (4)
TWICE AS MUCH OR MORE (5)
NA (97)
DK (98)
REF (99)

(PAYMODE)

In general, should any extra funding to keep services functioning come through...

USER FEES (1)
TAXES (2)
SOMETHING ELSE (3)
NONE OF THESE (4)
DK (98)
REF (99)

Without referring to Democrats or Republicans in particular, how much of the time do you think you can trust the government in Washington to do what is right?

JUST ABOUT ALWAYS (1)
MOST OF THE TIME (2)
ONLY SOME OF THE TIME (3)
NEVER (4)
NOT SURE (5)
NA (97)
REF (99)

I'm going to list some government agencies. Please tell me how much confidence you have in each to do its job properly.

(TRRESPONDERS)

What about local emergency responders, such as firefighters and paramedics? How much confidence do you have in them to do their job properly?

A GREAT DEAL (1)
A LOT (2)
SOME (3)
VERY LITTLE (4)
NOT SURE (5)
NA (97)
REF (99)

(TRLAW)

What about local law enforcement? How much confidence do you have?

A GREAT DEAL (1)
A LOT (2)
SOME (3)
VERY LITTLE (4)
NOT SURE (5)
NA (97)
REF (99)

(TRROADS)

What about the local roads and highways department?

Probe: [How much confidence do you have?](#)

A GREAT DEAL (1)
A LOT (2)
SOME (3)
VERY LITTLE (4)
NOT SURE (5)
NA (97)
REF (99)

(TREMERG)

What about the state emergency management agency?

Probe: [How much confidence do you have?](#)

A GREAT DEAL (1)
A LOT (2)
SOME (3)
VERY LITTLE (4)
NOT SURE (5)
NA (97)
REF (99)

(TRENVIR)

What about the state environmental protection agency?

Probe: [How much confidence do you have?](#)

A GREAT DEAL (1)
A LOT (2)
SOME (3)
VERY LITTLE (4)
NOT SURE (5)
NA (97)
REF (99)

(TRHEALTH)

What about the state public health department?

Probe: How much confidence do you have?

- A GREAT DEAL (1)
- A LOT (2)
- SOME (3)
- VERY LITTLE (4)
- NOT SURE (5)
- NA (97)
- REF (99)

(TRNWS)

What about National Weather Service?

Probe: How much confidence do you have?

- A GREAT DEAL (1)
- A LOT (2)
- SOME (3)
- VERY LITTLE (4)
- NOT SURE (5)
- NA (97)
- REF (99)

(TRIRS)

What about the IRS? (Internal Revenue Service)

Probe: How much confidence do you have?

- A GREAT DEAL (1)
- A LOT (2)
- SOME (3)
- VERY LITTLE (4)
- NOT SURE (5)
- NA (97)
- REF (99)

(TRDHS)

What about the Department of Homeland Security?

Probe: How much confidence do you have?

- A GREAT DEAL (1)
- A LOT (2)
- SOME (3)
- VERY LITTLE (4)
- NOT SURE (5)
- NA (97)
- REF (99)

(TREPA)

What about the Environmental Protection Agency? (EPA)

Probe: How much confidence do you have?

A GREAT DEAL (1)

A LOT (2)

SOME (3)

VERY LITTLE (4)

NOT SURE (5)

NA (97)

REF (99)

(TRFBI)

What about the FBI? (Federal Bureau of Investigation)

Probe: How much confidence do you have?

A GREAT DEAL (1)

A LOT (2)

SOME (3)

VERY LITTLE (4)

NOT SURE (5)

NA (97)

REF (99)

(TRCDC)

What about the Centers for Disease Control? (CDC)

Probe: How much confidence do you have?

A GREAT DEAL (1)

A LOT (2)

SOME (3)

VERY LITTLE (4)

NOT SURE (5)

NA (97)

REF (99)

(TRCBP)

What about Customs and Border Protection?

Probe: How much confidence do you have?

A GREAT DEAL (1)

A LOT (2)

SOME (3)

VERY LITTLE (4)

NOT SURE (5)

NA (97)
REF (99)

(TRTSA)

What about the Transportation Security Agency? (TSA)

Probe: How much confidence do you have?

A GREAT DEAL (1)
A LOT (2)
SOME (3)
VERY LITTLE (4)
NOT SURE (5)
NA (97)
REF (99)

(TRFEMA)

What about FEMA (the Federal Emergency Management Agency)?

Probe: How much confidence do you have?

A GREAT DEAL (1)
A LOT (2)
SOME (3)
VERY LITTLE (4)
NOT SURE (5)
NA (97)
REF (99)

(TRUSCG)

What about the US Coast Guard?

Probe: How much confidence do you have?

A GREAT DEAL (1)
A LOT (2)
SOME (3)
VERY LITTLE (4)
NOT SURE (5)
NA (97)
REF (99)

(TRREDCROSS)

Thinking of non-governmental agencies and utilities... how much confidence do you have in the Red Cross?

A GREAT DEAL (1)
A LOT (2)
SOME (3)

VERY LITTLE (4)
NOT SURE (5)
NA (97)
REF (99)

(TRCHURCH)

What about your church or religious organization?

Probe: How much confidence do you have?

A GREAT DEAL (1)
A LOT (2)
SOME (3)
VERY LITTLE (4)
NOT SURE (5)
NA (97)
REF (99)

(TRORG)

What about your local community organization?

Probe: How much confidence do you have?

INFO: The local organization you are most familiar with, such as a food bank, a homeless shelter, the Salvation Army, etc.

A GREAT DEAL (1)
A LOT (2)
SOME (3)
VERY LITTLE (4)
NOT SURE (5)
NA (97)
REF (99)

(TRWATER)

[SKIP IF CONFWATER = NA]

What about the water company or authority?

Probe: How much confidence do you have?

A GREAT DEAL (1)
A LOT (2)
SOME (3)
VERY LITTLE (4)
NOT SURE (5)
NA (97)
REF (99)

(TRGAS)

[SKIP IF CONFGAS = NA]

What about the gas company?

Probe: How much confidence do you have?

A GREAT DEAL (1)

A LOT (2)

SOME (3)

VERY LITTLE (4)

NOT SURE (5)

NA (97)

REF (99)

(TRELECT)

[SKIP IF CONFELECT = NA]

What about the electric company?

Probe: How much confidence do you have?

A GREAT DEAL (1)

A LOT (2)

SOME (3)

VERY LITTLE (4)

NOT SURE (5)

NA (97)

REF (99)

(TRTELEPH)

[SKIP IF CONFLAND = NA]

What about the telephone company?

Probe: How much confidence do you have?

A GREAT DEAL (1)

A LOT (2)

SOME (3)

VERY LITTLE (4)

NOT SURE (5)

NA (97)

REF (99)

(TRTRANSP)

[SKIP IF CONFTRANS = NA]

What about the public transportation agency or company?

Probe: How much confidence do you have?

A GREAT DEAL (1)

A LOT (2)

SOME (3)

VERY LITTLE (4)
NOT SURE (5)
NA (97)
REF (99)

(TRPROVIDER)

What about your health care service provider?

Probe: How much confidence do you have?

A GREAT DEAL (1)
A LOT (2)
SOME (3)
VERY LITTLE (4)
NOT SURE (5)
NA (97)
REF (99)

Terrorism can affect both public facilities and private utilities. The next several questions ask about your confidence in the government and in private utilities to deal with terrorism.

(PREVENTG)

How much confidence do you have in the ability of government to PREVENT further terrorist attacks against Americans in this country?

A GREAT DEAL (1)
A GOOD AMOUNT (2)
ONLY A FAIR AMOUNT (3)
NONE AT ALL (4)
DK (98)
REF (99)

(PREVENTB)

How much confidence do you have in the ability of private utilities to PREVENT terrorist attacks against their facilities in this country?

A GREAT DEAL (1)
A GOOD AMOUNT (2)
ONLY A FAIR AMOUNT (3)
NONE AT ALL (4)
DK (98)
REF (99)

(MANAGEG)

How much confidence do you have in the ability of government to MANAGE effectively DURING terrorist attacks?

INFO: Manage effectively = keeping services functioning.

- A GREAT DEAL (1)
- A GOOD AMOUNT (2)
- ONLY A FAIR AMOUNT (3)
- NONE AT ALL (4)
- DK (98)
- REF (99)

(MANAGEB)

How much confidence do you have in the ability of private utilities to MANAGE effectively DURING terrorist attacks?

INFO: Manage effectively = keeping services functioning.

- A GREAT DEAL (1)
- A GOOD AMOUNT (2)
- ONLY A FAIR AMOUNT (3)
- NONE AT ALL (4)
- DK (98)
- REF (99)

(RECOVERB)

How much confidence do you have in the ability of government to help RECOVER from terrorist attacks?

- A GREAT DEAL (1)
- A GOOD AMOUNT (2)
- ONLY A FAIR AMOUNT (3)
- NONE AT ALL (4)
- DK (98)
- REF (99)

(RECOVERG)

How much confidence do you have in the ability of private utilities to RECOVER from terrorist attacks?

- A GREAT DEAL (1)
- A GOOD AMOUNT (2)
- ONLY A FAIR AMOUNT (3)
- NONE AT ALL (4)
- DK (98)
- REF (99)

(GOVINFO)

As far as the INFORMATION the government provides regarding possible specific terrorist actions, are you ...

- VERY SATISFIED (1)
- SOMEWHAT SATISFIED (2)
- NOT VERY SATISFIED (3)
- NOT AT ALL SATISFIED (4)
- DK (98)
- REF (99)

(MEDIA)

In terms of the media's COVERAGE of homeland security issues, are you ...

- VERY SATISFIED (1)
- SOMEWHAT SATISFIED (2)
- NOT VERY SATISFIED (3)
- NOT AT ALL SATISFIED (4)
- DK (98)
- REF (99)

(ALERTSYS)

How useful do you find the government's COLOR-CODED THREAT ALERT SYSTEM?

INFO: The system of red, orange, or yellow colors to let people know the risk of a terrorist attack.

- VERY (1)
- SOMEWHAT (2)
- NOT MUCH (3)
- NOT AT ALL (4)
- DK (98)
- REF (99)

Now I'm going to read you a short list of types of action the government and service providers can take to deal with a natural disaster or terrorist attack. Please tell me whether you think each is a high priority, medium priority, low priority or not a priority.

(MINIMIZING)

How about MINIMIZING VULNERABILITIES, such as constructing safer buildings or locating hazards away from where people live? Is that priority ...

- HIGH (1)
- MEDIUM (2)
- LOW (3)
- NOT A PRIORITY (4)

DK (98)
REF (99)

(PREVENTION)

How about PREVENTION of a disruption before it occurs, such as stopping terrorists at the border? [Is that priority ...](#)

HIGH (1)
MEDIUM (2)
LOW (3)
NOT A PRIORITY (4)
DK (98)
REF (99)

(PREPAREDNESS)

How about PREPAREDNESS to respond if disruption occurs, such as having the right emergency equipment on hand? [Is that priority ...](#)

HIGH (1)
MEDIUM (2)
LOW (3)
NOT A PRIORITY (4)
DK (98)
REF (99)

(RELIABILITY)

How about continued functioning of services during a disruption, so they don't go out of commission even though they are stressed? [Is that priority](#)

HIGH (1)
MEDIUM (2)
LOW (3)
NOT A PRIORITY (4)
DK (98)
REF (99)

(RESPOND)

How about RESPONDING immediately after a disruption occurs, such as helping injured people or putting out fires? [Is that priority ...](#)

HIGH (1)
MEDIUM (2)
LOW (3)
NOT A PRIORITY (4)
DK (98)
REF (99)

(RECOVERY)

How about RECOVERY after a disruption occurs, such as getting a community back to normal once the crisis is over? [Is that priority ...](#)

- HIGH (1)
- MEDIUM (2)
- LOW (3)
- NOT A PRIORITY (4)
- DK (98)
- REF (99)

(PRIORITY1)

[SKIP THIS QUESTION IF LESS THAN 2 ANSWERS FROM MINIMIZING TO RECOVERY = 1]

What is your highest priority?

- MINIMIZING VULNERABILITIES (1) [SHOW ONLY IF MINIMIZING = 1]
- PREVENTION OF A DISRUPTION(2) [SHOW ONLY IF PREVENTION = 1]
- PREPAREDNESS TO RESPOND (3) [SHOW ONLY IF PREPAREDNESS = 1]
- RELIABILITY OF SERVICES (4) [SHOW ONLY IF RELIABILITY = 1]
- RESPONDING IMMEDIATELY (5) [SHOW ONLY IF RESPOND = 1]
- RECOVERY (6) [SHOW ONLY IF RECOVERY = 1]
- DK (98)
- REF (99)

(PRIORITY2)

[SKIP THIS QUESTION IF LESS THAN 3 ANSWERS FROM MINIMIZING TO RECOVERY = 1]

What is your second highest priority?

- MINIMIZING VULNERABILITIES (1) [SHOW ONLY IF MINIMIZING = 1 AND NOT ANSWERED IN PREVIOUS QUESTION]
- PREVENTION OF A DISRUPTION (2) [SHOW ONLY IF PREVENTION = 1 AND NOT ANSWERED IN PREVIOUS QUESTION]
- PREPAREDNESS TO RESPOND (3) [SHOW ONLY IF PREPAREDNESS = 1 AND NOT ANSWERED IN PREVIOUS QUESTION]
- RELIABILITY OF SERVICES (4) [SHOW ONLY IF RELIABILITY = 1 AND NOT ANSWERED IN PREVIOUS QUESTION]
- RESPONDING IMMEDIATELY (5) [SHOW ONLY IF RESPOND = 1 AND NOT ANSWERED IN PREVIOUS QUESTION]
- RECOVERY (6) [SHOW ONLY IF RECOVERY = 1 AND NOT ANSWERED IN PREVIOUS QUESTION]
- DK (98)
- REF (99)

Now I'm going to list some increased powers of investigation that law enforcement agencies might use when dealing with people suspected of terrorist activities, which could also affect our civil liberties. Please say if you favor or oppose them or are not sure.

(CIVID)

How about adoption of a national ID system for all US citizens? Do you favor or oppose this measure, or are you not sure?

FAVOR (1)
OPPOSE (2)
NOT SURE (3)
REF (99)

(CIVCHECKS)

How about adoption of a national ID system for all US citizens? Do you favor or oppose this measure, or are you not sure?

FAVOR (1)
OPPOSE (2)
NOT SURE (3)
REF (99)

(CIVGROUPS)

How about expanded under-cover activities to penetrate groups under suspicion?

FAVOR (1)
OPPOSE (2)
NOT SURE (3)
REF (99)

(CIVBANK)

How about closer monitoring of banking and credit card transactions, to trace funding sources?

FAVOR (1)
OPPOSE (2)
NOT SURE (3)
REF (99)

(CIVCAMERA)

How about expanded camera surveillance on streets and in public places?

FAVOR (1)
OPPOSE (2)
NOT SURE (3)

REF (99)

(CIVINFO)

How about limiting public information about the operations of key systems, such as electricity, water and telecommunications?

FAVOR (1)
OPPOSE (2)
NOT SURE (3)
REF (99)

(CIVLAW)

How about law enforcement monitoring of internet discussions?

FAVOR (1)
OPPOSE (2)
NOT SURE (3)
REF (99)

(CIVCOMM)

How about expanded government monitoring of cell phones and email?

FAVOR (1)
OPPOSE (2)
NOT SURE (3)
REF (99)

(CIVINTERR)

How about use of especially aggressive interrogation methods against suspected terrorists?

FAVOR (1)
OPPOSE (2)
NOT SURE (3)
REF (99)

We are almost done. Now I'd like to ask you a few questions about yourself, for statistical purposes only.

In what YEAR were you born?

[RECORDS LAST 2 DIGITS OF YEAR BORN] GO TO EMPLOY
DK (98) GO TO NEXT QUESTION
REF (99) GO TO NEXT QUESTION

Well, would you tell me which age group you belong to?

- 18 – 24 (1)
- 25 – 29 (2)
- 30 – 39 (3)
- 40 – 49 (4)
- 50 – 59 (5)
- 60 – 69 (6)
- 70 + (7)
- DK (98)
- REF (99)

(EMPLOY)

Which of the following best describes you?

- WORKING FULL-TIME (1) GO TO NEXT QUESTION
- WORKING PART-TIME (2) GO TO NEXT QUESTION
- LOOKING FOR WORK (3) GO TO MILITARY
- HOMEMAKER (4) GO TO MILITARY
- RETIRED (5) GO TO MILITARY
- STUDENT (6) GO TO MILITARY
- OTHER (7) GO TO MILITARY
- DK (98) GO TO MILITARY
- REF (99) GO TO MILITARY

(JOBTYPE)

Are you employed in?

- A PRIVATE COMPANY (1)
- A NON-PROFIT ORGANIZATION (2)
- FEDERAL GOVERNMENT (3)
- STATE GOVERNMENT (4)
- LOCAL GOVERNMENT (5)
- YOUR OWN BUSINESS, PRACTICE OR FARM (6)
- OTHER (7)
- DK (98)
- REF (99)

(MILITARY)

Are you or have you been a member of the US military?

- [IF YES, READ] ACTIVE DUTY (1)
- [IF YES, READ] RESERVE (2)
- [IF YES, READ] VETERAN (3)
- NO (4)
- DK (98)

REF (99)

What is the highest grade in school you have completed?
[READ CATEGORIES ONLY IF NECESSARY]

ELEMENTARY (1)
SOME HIGH SCHOOL (2)
HIGH SCHOOL GRADUATE OR GED (3)
SOME COLLEGE OR TECHNICAL SCHOOL (4)
2 YEAR DEGREE (AA/AS)(5)
4 YEAR DEGREE (BA/BS)(6)
SOME GRADUATE WORK (7)
MASTERS OR PROFESSIONAL DEGREE (8)
ADVANCED GRADUATE WORK OR PHD (9)
DK (98)
REF (99)

(MARITAL)

Are you currently...

MARRIED (1)
SEPARATED (2)
DIVORCED (3)
WIDOWED (4)
NEVER MARRIED (5)
DK (98)
REF (99)

(CHILD)

Are there any children under age 18 living in your home?

YES (1)
NO (2)
DK (98)
REF (99)

(INCOME)

Last year, was your total household income more or less than 75 thousand dollars?

If less than \$75,000 ask:
\$0 - \$14,999 (1)
\$15,000 - \$34,999 (2)
\$35,000 - \$49,999 (3)
\$50,000 - \$74,999 (4)
If more than \$75,000 ask:
\$75,000 - \$99,999 (5)
\$100,000 - \$149,999 (6)

\$150,000 - \$249,999 (7)
\$250,000 AND OVER (8)
DK (98)
REF (99)

(HISPANIC)

Do you consider yourself to be of Hispanic origin?

YES (1)
NO (2)
DK (98)
REF (99)

(ARABIC)

Do you consider yourself to be of Middle Eastern or Arabic origin?

YES (1)
NO (2)
DK (98)
REF (99)

(RACE)

Which one of these groups would you say best represents your race?

WHITE (1)
BLACK OR AFRICAN AMERICAN (2)
ASIAN OR SOUTH ASIAN (3)
AMERICAN INDIAN OR ALASKA NATIVE (4)
PACIFIC ISLANDER (5)
OTHER (6)
DK (98)
REF (99)

(URBAN)

Which best describes where you live most of the time?

URBAN (1)
SUBURBAN (2)
SMALL TOWN (3)
RURAL VILLAGE (4)
OUT IN THE COUNTRY (5)
DK (98)
REF (99)

(POLPARTY)

Generally speaking, do you usually think of yourself as a Democrat, Republican, independent or something else?

DEMOCRAT (1)
REPUBLICAN (2)
INDEPENDENT (3)
OTHER (4)
NONE (5)
DK (98)
REF (99)

(LSTPHONE)

Is the phone number for the telephone that you are using now listed in a telephone directory or unlisted?

LISTED (1)
UNLISTED (2)
DK (98)
REF (99)

(REASPHONE)

Is your number unlisted by choice or is it a new number that has not yet appeared in the directory?

NEW NUMBER (1)
UNLISTED BY CHOICE (2)
OTHER (3)
DK (98)
REF (99)

(SEX)

Record the person's gender. If can't tell, say: "Now I need to put down if you are male or female."

MALE (1)
FEMALE (2)
REF (99)

Those are all the questions I have for you. Before I say goodbye, are there any issues or concerns about vulnerability to disruptive events, preparedness or public response that you would like to comment on?

YES (1) GO TO NEXT QUESTION
NO (2) GO TO THANK YOU CARD
DK (98)
REF (99)

(OPENEND2)

[RECORD COMMENTS]

We really appreciate the time you've taken to help in answering these important questions. Todd La Porte, at George Mason University, directs this study. Call (703)993-3351 if you have questions about it or to report a problem. You may contact George Mason University's Office of Sponsored Programs at (703)993-2295 if you have any questions regarding your rights as a research participant.

Thank you very much and have a good night.

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