



**FROM THE HOME FRONT TO THE FRONT LINES:  
AMERICA SPEAKS OUT  
ABOUT HOMELAND SECURITY**

A study by the Council for Excellence in Government  
Prepared by Hart-Teeter  
March, 2004

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## EXECUTIVE SUMMARY

This report presents the findings of a two-part study on homeland security, which was conducted by Hart-Teeter on behalf of the Council for Excellence in Government. Surveys were conducted among a cross section of Americans and among a national sample of first responders to gauge the opinions of our homeland and its front line of defense and response to terrorism. A complete explanation of the study's methodology is included in the conclusion of this report.

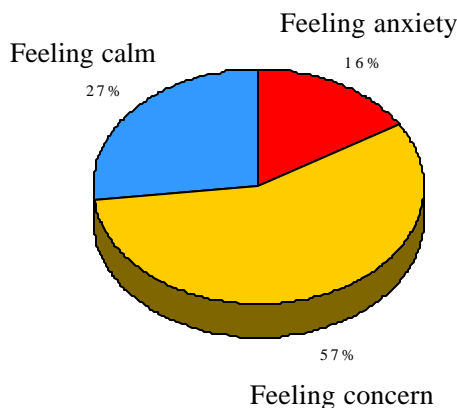
### **The American Citizenry: Anxious, Concerned, and Calm**

Americans feel increasingly safe and secure. Nearly half (47%) of all Americans say that the United States is safer today than it was on September 11, 2001. When the same question was asked a year after the attacks, just 38% of Americans said that the country was safer than before. Despite the progress they perceive in homeland security, Americans believe that the United States will be the target of another terrorist attack either at home or overseas. Seventy-seven percent of adults think that it is very or somewhat likely that the United States will be the target of another major terrorist attack either at home or overseas in the next few months. This number is declining steadily, however. In October 2002, 55% of the public said that another major attack was very likely; today that proportion is 21 points lower (34%).

While half of Americans say that they are concerned that terrorists will commit acts of violence near their home or work place, just 16% say that they are very concerned about this possibility. Indeed, when this question was asked immediately after the September 11 attacks, seven in ten (71%) Americans expressed concern about attacks near their home or work, and nearly three in ten (27%) said that they were very concerned. **Today, 49% of Americans say simply that they are not concerned about an attack in their neighborhood.**

**Reaction to the threat of terrorism has three elements: anxiety, concern, and calm.** This survey's findings reveal a citizenry that has come to terms with the threats facing our nation. Only 16% of Americans fall into the "anxious" category, while 27% are "calm." The majority of Americans can be described as "concerned."

### Public's Level Of Concern



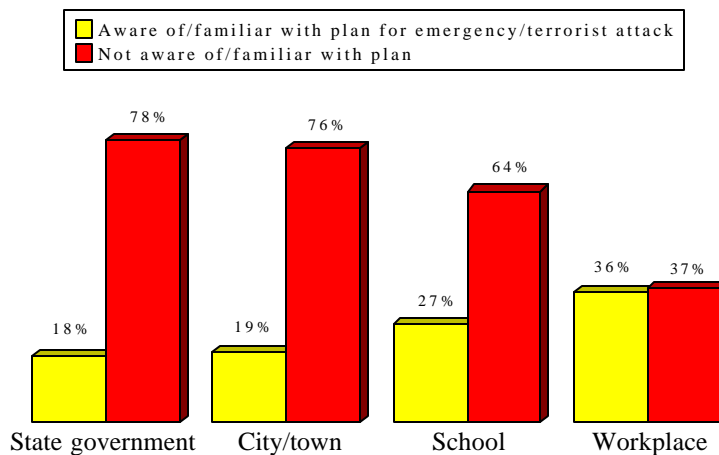
**Americans are most concerned about bioterrorism and attacks on critical infrastructure.** When Americans are asked to consider ways in which terrorists might attack the United States and say which one or two worry them most, nearly half (48%) put bioterrorism at the top of their list. Slightly more than a third (37%) rate a chemical weapons attack as one of their two most-feared types of attack. When it comes to terrorist targets, 49% of Americans say that they worry a great deal or quite a lot about terrorist attacks on power plants and 44% express the same degree of concern about water facilities. Aviation is another top-level concern. Forty-six percent of the public worries a great deal or quite a lot about attacks on airports or airplanes.

### Plans and Preparedness: A Communications Gap

**Very few Americans are aware of state and local plans for emergencies and terrorist attacks.**

Just 19% of Americans say that they are aware of and familiar with their city or town’s preparedness plans; likewise, just 18% are familiar with their state’s preparedness plans. Awareness is highest (albeit still low) when it comes to workplace plans. About a third (36%) of Americans say that they are aware of and familiar with their workplace’s emergency plans. Slightly more than one in four (27%) say that they are familiar with their school’s emergency preparedness plan.

## Little Knowledge Of Plans For Emergency Or Terrorist Attack



Citizens are, however, taking steps to prepare themselves. **Thirty-two percent of Americans say that since September 11, 2001, they have made a plan for communicating with their family and where to go in case of a terrorist attack.** Two in five (41%) Americans say that they have assembled a kit with food, water, batteries, and first aid and other emergency supplies. Three in ten (30%) Americans say that they have taken a class in civil preparedness, first aid, or CPR. Finally, one in three (34%) Americans say that they have looked for information about what to do in case of an attack.

**When asked where they would look first if they wanted to find information about preparing for a terrorist attack, learn about the latest threats, and receive guidance on**

security precautions, more than half (53%) of Americans say that they would turn on their television. A surprisingly high proportion (31%) of Americans say that they would look to the Internet first. Young adults are particularly likely to choose the Internet over television, although television still is their top choice.

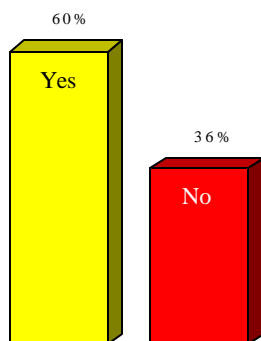
Television still may be citizens' first choice for information in the event of a terrorist attack in their community, but they choose an old-fashioned technology—the radio—second-most often. Half (51%) of Americans say that they would look to television for information about what to do if there were a terrorist attack in their neighborhood. One in five (21%), however, say that they would turn their radio on before their television if they needed immediate information about an attack.

### Citizen Involvement and Volunteerism: Ready, Willing, Able, and Uninformed

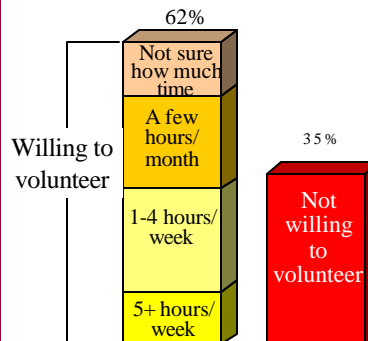
In terms of promoting a safe and secure homeland, **Americans see both roles and responsibilities for themselves.** Three in five (60%) Americans believe that average citizens have a role in promoting homeland security. Citizens also are willing to volunteer their time to help keep the homeland secure. **More than three in five (62%) Americans say that they would be willing to spend time volunteering to help with homeland security efforts such as planning, training, and practicing drills in their community.**

## A Role For Citizens

*Is there a role for citizens in promoting homeland security?*



*Would you be willing to volunteer time in homeland security planning, training, practice drills?*



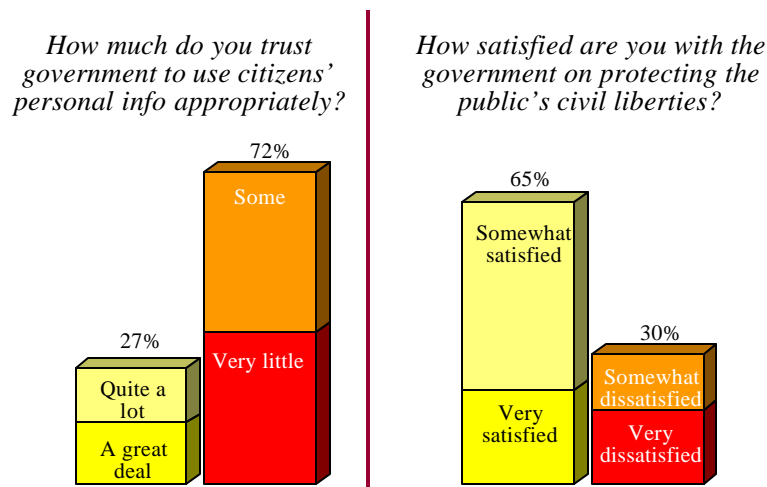
Many citizens also are taking steps on their own to aid the nation's response and preparedness efforts. Taking to heart requests from leaders to be more aware of their surroundings, nearly two-thirds (64%) of Americans report that, since September 11, 2001, they have tried to stay alert and on the lookout for people who look or act like terrorists. Just 28% of the public say that they have not considered being more aware of their surroundings as part of the fight against terrorism.

**Citizens are divided about how much they want to know about potential threats.** As much as Americans want to prepare themselves for an attack and volunteer to help preparedness efforts, they are divided on how much information they want about potential threats. Forty-five percent of Americans agree with the statement "I want to know as much as possible about potential threats as soon as information is available so that I can prepare myself for potential attacks." On the other side of the coin, 52% of Americans agree with the statement "I only want to know about the most serious threats because there is only so much I can do personally to prepare."

## The Modern Patriot: Privacy and Civil Liberties

Although they remain conflicted about where to draw the line between privacy and security, **Americans seem willing to sacrifice at least some of their privacy to help keep their homeland secure. The public is skeptical, however, about government’s use of personal information.** Just 14% of Americans say that they have a great deal of trust in the government to use such information appropriately, and just 13% have quite a lot of trust. Indeed, more than seven in ten (72%) Americans say that they have only some or very little trust in the government to use personal information about its citizens appropriately.

### Trust In Government On Civil Liberties: A Mixed Message



While the public says that it lacks trust in government to use personal information appropriately, it also says that the government is doing a good job of protecting civil liberties. Two-thirds (65%) of Americans say that they are very or somewhat satisfied with the government’s job of protecting their civil liberties. **More to the point, the majority (59%) of the public believes that the government should have access to companies’ personal information about their customers if there is any chance that it will help prevent terrorism.**

A slim majority of Americans believe that the Patriot Act is good for the United States. The Patriot Act and its relationship to civil liberties and privacy also has been hotly debated among the



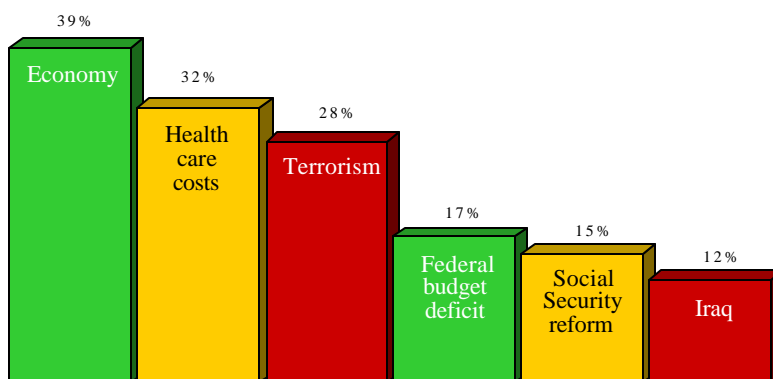
public and media since it was passed two years ago. Despite the controversy, a 56% majority of Americans believe that the Patriot Act is good for America, agreeing with those who say that it is a necessary and effective tool in preventing terrorist attacks. A third (33%) of Americans believe that the Patriot Act is bad for America, agreeing with those who say that it goes too far and could violate average Americans' civil liberties. Eleven percent of the public is unsure how it feels about the Patriot Act. The responses to this question today are similar to those given in July 2003.

### Trust and Confidence in Government

**When Americans consider the issues and problems that they believe should be top priorities for the President and Congress, terrorism ranks among citizens' top three issues.** Their top priority is strengthening the economy (39%), followed by dealing with health care costs (32%), and fighting terrorism (28%). The government, as a whole, receives high ratings for its homeland security efforts. Three-quarters (75%) of Americans say that they are very or somewhat satisfied with the government's performance on preventing terrorist attacks.

## Terrorism Among Public's Top Three Priorities

*One/two top priorities for President/Congress this year*



Citizens also give the government high marks for specific elements of its homeland security efforts. At the top of the list is satisfaction with the government's performance in making travel safe. Eighty-five percent of Americans are satisfied with government's progress toward that goal, including 37% who say that they are very satisfied. Citizens also are satisfied with the government's job of communicating with the public about attack preparation. Seven in ten (69%) Americans say that they are very or fairly satisfied with the government's performance on that measure.

**A large gap exists between the public's confidence in government overall and its confidence in the parts of government working directly to promote homeland security.** Following the attacks on the World Trade Center and the Pentagon, public confidence in American government soared to record levels. Today, citizens still express extremely high levels of confidence in the institutions that fight terrorism on a day-to-day basis, but their confidence in government overall has fallen off significantly. **Local emergency responders, such as firefighters and EMTs receive the highest ratings.** Three-quarters (73%) of Americans say that they have a great deal or quite a lot of confidence in their ability to protect homeland security. State and local law enforcement, such as highway patrols and local police, also are given high ratings. Nearly three in five (57%) Americans say that they have a great deal or quite a lot of confidence in those institutions.

The public also is confident in the public institutions most visible in the fight against terrorism, although to a slightly lesser degree. About half (49%) of Americans say that they have a great deal or quite a lot of confidence in the job that the FBI is doing to fight terrorism. **Forty-six percent have the same level of confidence in the year-old Department of Homeland Security, and 41% are that confident in the CIA.**

Comparing those levels of confidence to what citizens express about government overall, barely one-third of Americans are willing to say that they have a great deal or quite a lot of confidence in any of the nation's largest government institutions. When asked how much confidence they have in the federal government, just 13% of Americans say that they have a great deal of confidence, and just 19% say that they have quite a lot. Two in five (42%) say that they have some confidence in the federal government. Thinking about the Congress, only one in four (24%) Americans say that they have a great deal (8%) or quite a lot (16%) of confidence. State and local government do not fare any better than federal

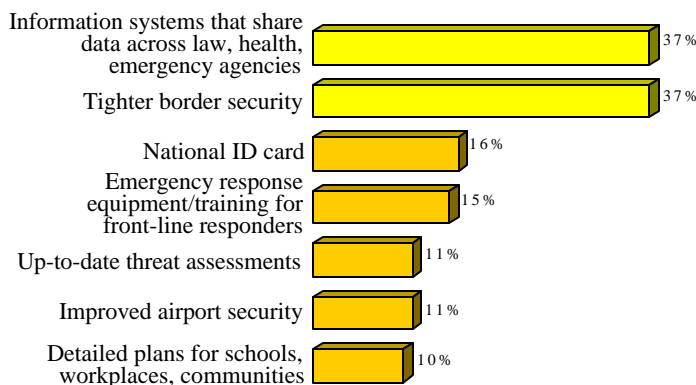
institutions in citizens' assessments. Just three in 10 (29%) Americans say that they have a great deal or quite a lot of confidence in their state government, and just a third (33%) of the public are as confident in their local government.

### What America Wants: Improved Information Sharing, Secure Borders, and Smart Spending

When citizens are read a list of ways in which the government could improve homeland security measures and asked to choose the one or two that they believe would be the most effective, two items tie for first place. **Slightly more than one-third (37%) of Americans say that the most effective measure would be the creation of information systems that can share data across law enforcement, health, and emergency agencies.**

### Americans Want More Information Sharing and Tighter Borders

*One/two most effective ways to protect homeland security*



**The other measure at the top of Americans' list is tighter border security, also chosen by 37% as the most effective way to promote homeland security.** When asked to rate the government on several performance items relating to homeland security, the government gets its lowest marks for its job of securing our borders from terrorists. Just 16% of the public is very satisfied with the government on that measure and 38% say they are somewhat satisfied.

Creating a terrorism hotline also is popular among the public. **More than three in five (62%) Americans support establishing a new nationwide hotline, similar to “911,”** that citizens could call to report suspicious activities, homeland security incidents, and other information to local, state, and federal agencies. Just 31% of the public oppose this idea and 7% are not sure whether it is a good idea.

When asked to pick the best way to fund these efforts to improve homeland security in their communities, it is not surprising that half of Americans say that the best way is to reallocate current funding. Fifteen percent of the public believes that the best way to fund homeland security measures is through increased user fees, such as those on airline tickets or at national parks. Another 15% of the public believe that increasing taxes is the best way to fund improved security measures. Eleven percent favor increasing federal taxes, and 4% favor increasing state or local taxes. Only 5% of Americans would prefer borrowing or taking out bonds to fund improved security measures.

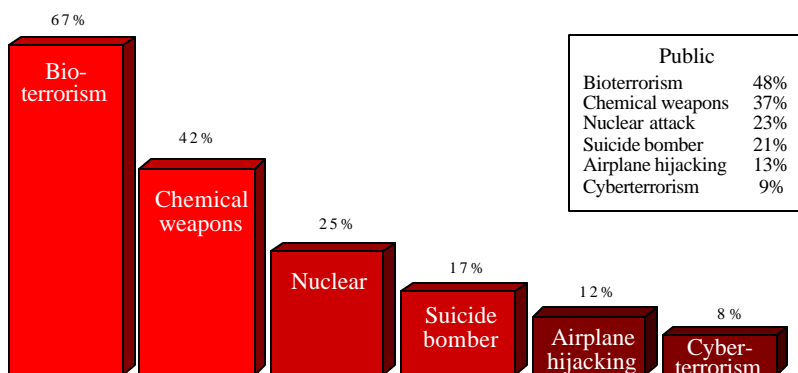
### First Responders: The Front Line

A significant proportion of first responders say that the work they have done since September 11, 2001, has paid off in tighter safety for citizens. Just 7% of first responders say that the country is less

safe today, while a majority (53%) of first responders say that the country is safer today than it was two and a half years ago, and 37% say that the country is about as safe today. Three in 10 (30%) first responders, and 34% of the public, say that it is very likely that the United States will be the target of another major terrorist attack. Nearly

## First Responders' Sources Of Concern

*Types of possible terrorist attack that most worry me:*



three-quarters (73%) of first responders say that they are very or somewhat concerned about terrorists striking near their home, compared with just 50% of the public who feel the same.

First responders' top two concerns about types of attacks match those of the public. Bioterrorism (67%) and a chemical weapons attack (42%) worry both the experts and the laymen most. **First responders show considerably more concern about attacks on critical infrastructure than does the public.** Lumped together, 62% of first responders say that they worry a great deal or quite a lot about attacks on the nation's critical infrastructure. Breaking critical infrastructure down into its parts, three-quarters (73%) of first responders worry a great deal or quite a lot about an attack on power plants (49% public), and two-thirds (66%) about attacks on water facilities (44% public).

**When first responders rate their own agency's preparedness for large-scale emergencies and terrorist threats, a large majority give themselves a barely passing grade.** The majority (65%) of respondents believe that their agencies are only somewhat prepared to respond if disaster strikes. Just one quarter (26%) of first responders feel that their agency is adequately prepared. Seven percent of first responders say that they are not at all prepared for a large-scale emergency.

First responders are even more satisfied than the general public on several measurements of the government's homeland security performance. At the top of the list, **an overwhelming 91% of first responders say that they are satisfied with the government's work to make it safer for citizens to travel (compared with 85% of the public).** First responders also are satisfied with the government's performance on preventing terrorist attacks (84% first responders, 75% public), using its resources efficiently to fight terrorism (75%, 66%), and protecting the public's civil liberties (72%, 65%). There are exceptions, however. First responders are less satisfied with the government's performance in protecting our borders (44%, 54%), efforts to work with the private sector to prevent terrorist attacks (60%, 61%), and involving the public as volunteers to help prevent or prepare for terrorist attacks (56%, 63%).

When planning for better preparedness, **first responders say that more emergency equipment training should be the top priority.** Asked to prioritize measures to promote homeland

security, first responders rate their personal priorities at the top, but agree with citizens that interoperability and tighter border controls are important. First responders place emergency response equipment training at the top of their list of priorities (51%), followed by interoperability (34%), and tighter security at the nation's borders (25%). A significant majority also support (66%) establishing a nationwide hotline that citizens could call to report suspicious activities and other important homeland security information to local authorities.

**First responders blame lack of funding for interoperability as the most significant barrier to communication between government agencies (mean of 3.6 on a five-point scale).** Technological barriers are the next most significant challenge (3.1), followed by security clearances (2.9). Thinking about potential tools for dealing with security threats and emergencies, respondents placed wireless access to security data at the top of their list (mean of 4.4 on a scale of five-point scale of usefulness). Shared frequencies and communications systems, vertical and horizontal data sharing, and emergency alert and warning notifications followed as useful, each with a mean response of 4.3.

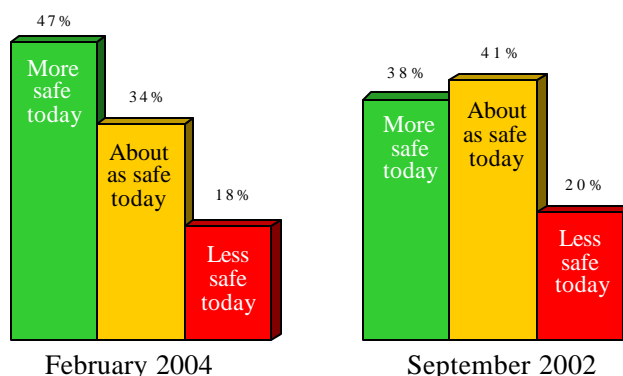
Interoperability clearly is a priority for first responders. They name two items as equally helpful in achieving interoperability. The first is the development of uniform standards for communication devices and systems (named by 39%), and the second is the development of new technologies to connect communications systems and databases (38%). Fewer first responders say that a change in the way spectrum is allocated for radio communication would be the most helpful way for their agency to connect its systems and databases with other agencies' communication systems.

## I. THE AMERICAN CITIZENRY: ANXIOUS, CONCERNED, AND CALM

*Americans feel increasingly safe and secure.* Nearly half (47%) of all Americans say that the United States is safer today than it was on September 11, 2001. When the same question was asked a year after the attacks, just 38% of Americans said that the country was safer than before. Americans see steady progress in the creation of a secure homeland. Fewer than one in five (18%) say that we are less safe today, and a third (34%) say that we are about as safe as we were two and a half years ago.

### Public Is Feeling More Safe Today

*Do you think that as a country we are more safe, about as safe, or less safe than we were before Sept. 11, 2001?*



Despite the progress they perceive in homeland security, Americans believe that the United States will be the target of another terrorist attack either at home or overseas. Seventy-seven percent of adults think that it is very or somewhat likely that the United States will be the target of another major terrorist attack either at home or overseas in the next few months. This number is declining steadily, however. In October 2002, 89% said that another major attack was very or somewhat likely. In May 2003, 82% believed that an attack was likely. The intensity of this belief has tapered significantly since October 2002. Then, 55% of the public said that another major attack was very likely; today that proportion is 21 points lower (34%).

While half of Americans say that they are concerned that terrorists will commit acts of violence

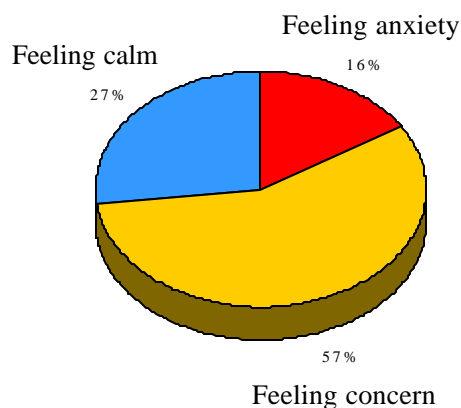
near their home or workplace, just 16% say that they are very concerned about this happening. Indeed, when this question was asked immediately after the September 11 attacks, seven in ten (71%) Americans expressed concern about attacks near their home or work, and nearly three in ten (27%) said that they were very concerned. Today, fully 49% say that they simply are not concerned about an attack in their neighborhood.

Most Americans do not worry about terrorism on a daily basis. Only one in four (25%) say that on most days they worry about the threat of terrorism affecting them and their family. An even smaller proportion (7%) says that their concern seriously interferes with their day-to-day life.

***Reaction to the terrorist threat has three elements: anxiety, concern, and calm.***

The findings reveal a citizenry that has come to terms with the threats facing our nation. Three distinct groups emerge from a segmentation analysis using respondents' answers to these questions. Only 16% of Americans fall into the "anxious" category, while 27% are "calm." The majority of Americans can be described as in the middle, or "concerned." More detailed explanations of each group follow, but this report uses these three segments to describe the varying ways in which Americans react to statements of concern and to suggestions for strengthening homeland security.

## Public's Level Of Concern





Anxious Americans are much more likely to say that they are concerned about acts of terrorism affecting them or their families and to say that they worry about terrorism on a daily basis. Women (20%) are more likely to be anxious than are men (12%). While unmarried women (24%) are particularly likely to feel anxious about the threat of terrorism, mothers (21%) are just as likely as women overall to be anxious. Minorities are more likely than whites to be anxious: 33% of African Americans and 20% of Hispanics fit into this group, compared with just 14% of whites.

Not surprisingly, people living in the areas that were affected most directly by the September 11 attacks—the Washington, D.C., and New York City metropolitan areas—make up a large proportion of the anxious group. Fully 28% of people living in those areas are considered anxious. In fact, Northeasterners (22%) are more likely to be anxious overall, while those in the West are least likely to express anxiety (11%). People in all age groups, education levels, and occupations are equally likely to feel anxious, although those in households with lower incomes are slightly more likely to feel anxious than are those with incomes of \$40,000 or more.

Conversely, calm Americans are much more relaxed about homeland security. They recognize that the United States faces threats, but tend to not think about them in terms of immediacy or proximity. Calm adults realize that another attack may occur, but believe that they personally can do little to prevent it and generally do not worry about it happening in their neighborhood. Calm adults are distributed fairly evenly across the American population, with one notable exception: 27% of whites and 29% of Hispanics generally feel calm in terms of terrorist threats, but just 15% of African Americans feel this ease. Interestingly, residents of the September 11 target areas are as calm as the rest of the country, despite the fact that they are disproportionately likely to feel anxiety.

Majorities of all demographic groups fit into the middle, concerned category. Fifty-seven percent of the population overall are concerned about terrorism. These Americans feel what some might call a healthy dose of concern. They are aware of the terrorist threat and the possibility of a strike close to their home. Concerned adults also believe that the government is working hard to prevent terrorist attacks and that it is doing a good job. They believe that they personally can play a role in helping prevent terrorism, but are not preoccupied with preparations or fear.

<b>CONCERN ABOUT TERRORISM VARIES AMONG THE PUBLIC</b>				
	<u>All Adults</u> %	<u>Anxious</u> %	<u>Concerned</u> %	<u>Calm</u> %
<b>Is the United States more safe, about as safe, or less safe than before September 11, 2001?</b>				
More safe	47	23	44	67
About as safe	34	25	39	28
Less safe	18	51	16	3
<b>How concerned are you that terrorists will commit acts of violence near where you live or work?</b>				
Very concerned	16	56	12	3
Somewhat concerned	34	38	44	8
Not concerned	49	6	43	88
<b>On most days, do you worry about terrorism affecting you or your family, and if so, does your worry seriously interfere with your life?</b>				
Yes worry/seriously interferes	7	37	1	-
Yes worry/does not seriously interfere	18	40	19	3
No, do not worry	75	23	80	97

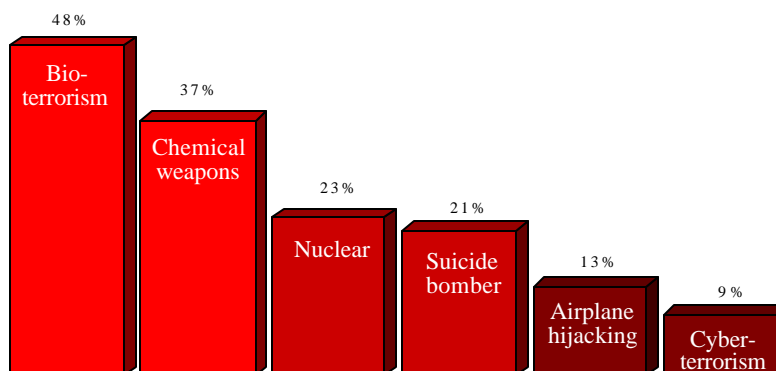
***Americans are most concerned about bioterrorism and attacks on critical infrastructure.***

When Americans are asked to consider ways in which terrorists might attack the United States and choose which one or two worry them most, nearly half (48%) put bioterrorism at the top of their list. Several things potentially could explain why people fear bioterrorism more than other kinds of attacks. They probably believe that such an attack is much more likely than a nuclear attack, and when

compared with other possibilities, bioterrorism has the potential to cause significantly more damage. Fear might stem from citizens' realization that the target of bioterrorism need not be in their neighborhood for it to affect them.

## Sources Of Concern

*Types of possible terrorist attack that most worry me:*

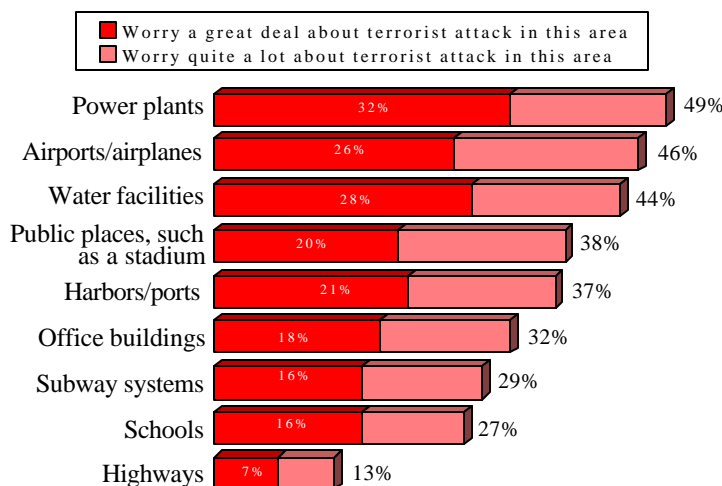


Thirty-seven percent of Americans rate a chemical weapons attack as one of their two most-feared types of attack. Other forms of terrorism clearly fit into a set of second-level concerns. One in four (23%) worry most about a nuclear attack, 21% about a suicide bomber, 13% about a plane hijacking, and 9% about cyberterrorism. It is interesting that just 13% worry most about the type of attack that brought down the World Trade Center and severely damaged the Pentagon, and that just 23% worry most about a nuclear attack—the type of attack capable of delivering the most damage. More recent stories about anthrax and ricin attacks possibly have made the dangers of biological and chemical weapons seem more realistic and immediate.

African Americans are less likely to be concerned about bioterrorism (39%, compared with 48% overall), but are more likely to fear a chemical weapons attack (44% to 37%). Those two types of attacks, however, top their list of concerns. Education appears to make a difference in the public's level of concern about attacks as well. Forty percent of Americans with a high school degree or less are most concerned about bioterrorism, compared with 54% of college graduates who rate that as their

top concern. The relationship flips, however, in the case of chemical weapons attacks. Forty-two percent of Americans with a high school degree or less rate a chemical weapon attack as their top concern, compared with just 29% of college graduates who do.

## Targets Of Concern



Americans are asked to think about the individual types of attacks that concern them and where those attacks might occur. At the outset, fewer than 50% of Americans say they worry a great deal or quite a lot about any of the potential targets tested, showing that fear does not permeate American life. That said, Americans are most concerned about attacks on the country's critical infrastructure. Half (49%) say that they worry a great deal or quite a lot about terrorist attacks on power plants, and 44% express the same degree of concern about water facilities. These concerns probably stem from the knowledge that an attack on such targets would have an immediate effect on their lives. They realize that an attack on a power plant could mean losing their electricity and one on a water facility might mean no water in their homes.

Aviation is another top-level concern. Forty-six percent of the public worries a great deal or quite a lot about attacks on airports or airplanes. This includes an attack on a plane once it is in the air or an attack at the airport itself. Americans worry, although to a lesser extent, about attacks on public places such stadiums (38% worry a great deal/quite a lot) and harbors or ports (37%). Fewer than one

in three adults worry a great deal or quite a lot about attacks on office buildings (32%), subway systems (29%), schools (27%), and highways (13%).

Both African Americans and Hispanics are significantly more likely to express concern about attacks on all the locations tested. They also are more likely to fit into the anxious group, and indeed, those who report anxiety about the threat of terrorist attacks overall are more likely to express concern about each of these specific targets.

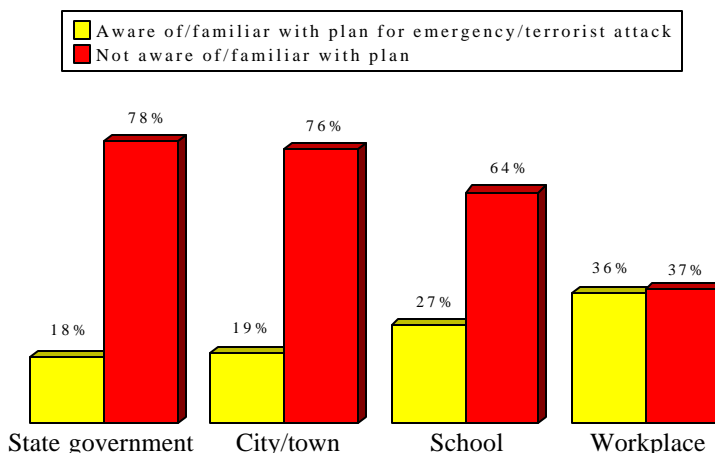
## II. PLANS AND PREPAREDNESS: A COMMUNICATIONS GAP

After the September 11, 2001, attacks, the federal government, state and local governments, and many companies and other organizations started developing new emergency response plans and refined their existing ones. The American public, however, admits to low awareness of these plans and reports low participation in the types of emergency preparedness drills that usually accompany them.

### *Knowledge about official plans is extremely low.*

Despite publicity about new or improved preparedness plans, Americans largely are in the dark about plans for terrorist attacks or other emergencies. Just one in five (19%) Americans say that they are aware of and familiar with their city or town’s preparedness plans, and likewise, just one in five (18%) are familiar with their state’s plans. It is interesting to note that in both of these cases, respondents do not volunteer that their city, town, or state does not

### Little Knowledge Of Plans For Emergency Or Terrorist Attack



have a plan. Rather, they think that a plan probably exists and admit that they simply are not aware of it.

Awareness is highest (although still low) in the case of workplace plans, although few Americans report participating in a drill at their workplace. About a third (36%) of Americans say that they are aware of and familiar with their workplace's emergency plans. Thirty-seven percent of Americans say that they are unaware of a plan at their office, and about one in four (26%) say that they are not sure or that it does not apply to them. If those who say that the question does not apply to them are excluded, 46% are aware of their workplace's plan and 47% are unaware—essentially equal proportions. Americans express a similar level of awareness about school emergency plans. Slightly more than one in four (27%) say that they are familiar with their school's emergency preparedness plan, but fully two-thirds (64%) say that they are not familiar with such a plan. Not surprisingly, parents (42% aware) and specifically, mothers (46%), are more familiar with the local school's plan, but this number still is less than a majority awareness.

***Participation in emergency drills also is extremely low.***

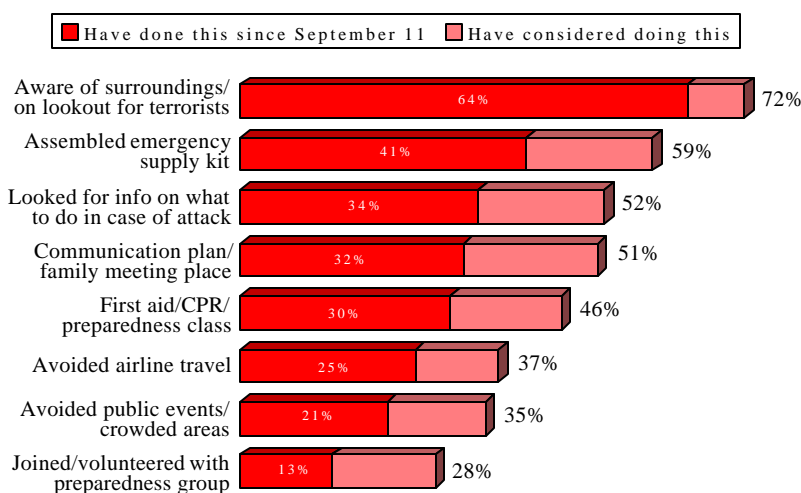
Nearly three in five (58%) Americans say that neither they nor anyone in their family participated in an emergency drill in the past year. Fewer than half (46%) of the public say that they or someone in their family participated in an emergency drill at their school, workplace, with their family, or within their community in the past year. Among those who have participated in a drill, schools are the most common location, as 20% of Americans say that they or someone in their family participated in a drill at their school. Workplace drill participation is nearly as common (18%). Just 3% of Americans have participated in a drill with their family, and just 4% have participated in a community drill.

***Citizens are making their own preparedness plans.***

Although citizens report having little knowledge about official plans for emergencies or terrorist attacks, they at least are taking some steps to prepare themselves and develop individualized plans. A third (32%) of Americans say that since September 11, 2001, they have developed a plan for communicating with their family and where to go in case of a terrorist attack. About two in five (41%) Americans have

taken the Department of Homeland Security's advice and assembled a kit with food, water, batteries, first aid, and other emergency supplies. Three in ten (30%) Americans say that September 11 motivated them to take a training class in civil preparedness, first aid, or CPR. Finally, despite the fact that most Americans do not know about official emergency plans, one in three (34%) say that they have looked for information about what to do in case of an attack. Americans clearly want to be prepared for an attack, and in the absence of easily accessible information they will take steps to prepare themselves.

## Public Taking Steps On Their Own



Citizens' level of fear about terrorist attacks plays a large role in guiding their personal preparedness. Those who feel anxious are much more likely than those who feel calm to say that they have personally made preparations. Forty-five percent of anxious people have developed a plan for communicating with their family in case of an attack, while just 32% of concerned adults and 24% of calm adults have developed such a plan. In terms of assembling a kit with emergency supplies, 61% of those feeling anxiety have assembled such a kit, compared with 41% of concerned adults, and just 29% of those who feel calm. This pattern is consistent for those who choose to enroll in a civil preparedness class as well.

*Citizens turn to television first, but they also look to both new and old technologies for the information they need.*

In the not-too-distant past, Americans relied nearly entirely on television for news and information. The “millennium generation” remembers watching television on the morning of September 11, 2001; their parents or grandparents remember watching Neil Armstrong walk on the moon and Walter Cronkite delivering the news of President Kennedy’s assassination. Most Americans still rely on television for news and information, but more and more of them are turning to the Internet as their primary source of information.

When asked where they would look first if they wanted to find information on preparing for a terrorist attack, learn about the latest threats, and get guidance on security precautions, more than half (53%) of Americans say that they would turn on the television. Three in ten (31%) Americans say that they would look to the Internet first—18% to government Web sites and 13% to private news sites, which is an extremely high proportion. Young adults are particularly likely to choose the Internet over television, although television is their top choice. A quarter (26%) of 18- to 34-year-olds say that government sites would be their first choice, and 19% cite news sites. College graduates (44% government and news Web sites) are much more likely than those with just a high school degree (20%) to use the Internet. In fact, those with a college degree or higher are equally likely to choose the Internet (44%) and television (43%). Eight percent of the public say that they would turn to the radio first, and just 3% would open a newspaper first.

Taking first and second choices together, Americans still rely on television (73% first or second choice), but more than half name an Internet source as their first or second choice combined (28% government Web sites and 28% private news Web sites). Radio receives 38% of first- and second-choice votes for information. Newspapers still are one of the last resorts, with just 22% of Americans saying that they would look there either first or second for information about preparing for terrorist attacks and news about the latest threats. Information received through the mail is the absolute last resort, as only 4% of adults say they would rely on this type of information first or second.



## Where Would You Turn For Information?

To prepare for terrorist attack, learn about threats, and receive guidance on security precautions

	First/second choices
<b>Television</b>	<b>73%</b>
Radio	38%
Gov't Web sites	28%
News Web sites	28%
Newspapers	22%
Info through mail	4%

In the event of a terrorist attack on the community where you live

	First/second choices
<b>Television</b>	<b>70%</b>
<b>Radio</b>	<b>55%</b>
Cell phone	19%
Landline phone	18%
Newspapers	13%
News Web sites	9%
Gov't Web sites	7%

While television still is people's first choice for information in the event of a terrorist attack in their community, they choose an old-fashioned technology—the radio, which can be operated with batteries in case of a power outage—second-most often. Half (51%) of them say that they would look to television for information about what to do if there were a terrorist attack near them. One in five (21%), however, say that they would turn their radios on before their televisions if they needed immediate information about an attack. Cell phones are the first choice for about one in ten (9%) of Americans, and landline phones are the first choice for 8% of Americans. When immediacy is an issue, just 3% of Americans say they would turn to a news Web site, and just 2% to a government Web site.

The same pattern of preferences arises when citizens' first and second choices are combined. Seven in ten (70%) Americans choose television as their first or second option if they needed information about a terrorist attack near their home, and 55% name radio as their first or second choice. About one in five (19%) Americans name both cell phones and landline phones as their first or second choice.

Indeed, most (72%) Americans believe that the media have done a good job of communicating information about homeland security and terrorist threats. Slightly more than one in four (27%) Americans say that the media have done a very good job and 45% say that they have done a somewhat good job. Just 15% say that the media have done a somewhat bad job and 10% say they have done a

very bad job. It seems that the public is generally confident that when it needs information, the media will do a good job providing it.

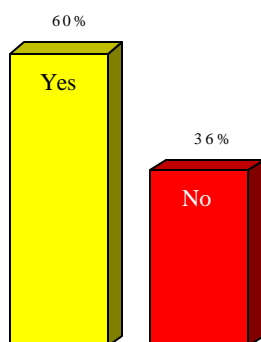
### III. CITIZEN INVOLVEMENT: READY, WILLING, ABLE, AND UNINFORMED

In terms of promoting a safe and secure homeland, Americans see roles and responsibilities for themselves. The public trusts the government to do what it can, but it also believes that complete homeland security requires citizen participation. Three in five (60%) Americans believe that average citizens must play a role in promoting homeland security and just 36% say that there is not much of a role for average citizens.

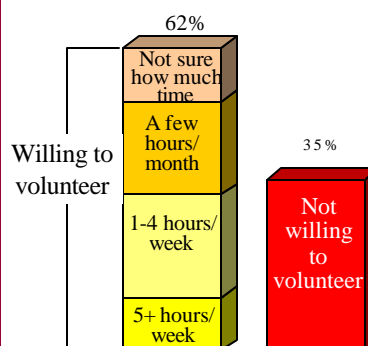
Senior citizens (49%) are less likely to see a role for themselves in the fight against terrorism. College graduates (66%) and those with some college (66%) are more likely to say that citizens can play a role than are those with a high school degree or less (51%). African Americans, Hispanics, and whites, however, all are equally likely to believe that average citizens have a role to play. The numbers are significant given the striking differences between these groups in other areas.

## A Role For Citizens

*Is there a role for citizens in promoting homeland security?*



*Would you be willing to volunteer time in homeland security planning, training, practice drills?*



***Citizens are willing to volunteer their time to help keep the United States secure.***

Remarkably, in a world in which there is never enough time for anything, more than three in five (62%) Americans say that they would be willing to spend time volunteering to help with homeland security efforts such as planning, training, and practicing drills in their community. This is particularly important given citizens' low awareness of existing plans and drills in their communities. Involving citizens directly in helping plan and implement drills could play a potentially important role in helping raise their awareness.

As a testament to their commitment, 20% of Americans say that they are willing to volunteer three or more hours each week, and 32% are willing to volunteer at least one hour each week. Three in ten (30%) Americans say that they would volunteer a few hours a month or are not sure how much time they could give. Just 35% of the public say that they would not be willing to volunteer to help with homeland security efforts. Hispanics and African Americans are particularly likely to say that they would volunteer, as are unmarried women. Parents, however, are less likely to volunteer their time.

Many people also are taking steps on their own to aid the nation's response and preparedness efforts. Taking to heart requests from leaders to be more aware of their surroundings, two-thirds (64%) of Americans report that since September 11, 2001, they have tried to stay alert and on the lookout for people who look or act like terrorists. Just 28% of the public says that they have not considered being more aware of their surroundings as part of the fight against terrorism. Additionally, since the attacks, 13% of Americans have joined or volunteered with a local community watch or preparedness group such as the Citizen Corps or a neighborhood watch.

***Citizens have mixed feelings about how much they want to know about potential threats.***

As much as Americans want to prepare themselves for an attack and volunteer to help with preparedness efforts, they are divided on how much information they want about potential threats. Forty-five percent of Americans agree with the statement "I want to know as much as possible about potential threats as soon as information is available so that I can prepare myself for potential attacks." On the other side of the coin, 52% of Americans agree with the statement "I only want to know about the most serious threats because there is only so much I can do personally to prepare." African

Americans (50%) and Hispanics (51%) are more likely than whites (43%) to say that they want to know as much as possible.

Americans' answers to this question reveal both their thoughtfulness about homeland security and just how complicated and multi-layered the issue is for citizens. Most Americans strongly want to participate in homeland security efforts, but they also recognize that at least some elements of protection are out of their control. For the most part they are realistic about the threats facing the nation, but understand the need to go on with their lives and not live in fear. Even among Americans who want to know as much as possible and have gone to the most effort to prepare themselves, few say that they allow the threat of terrorism to affect their daily lives.

#### **IV. THE MODERN PATRIOT: PRIVACY AND CIVIL LIBERTIES**

Privacy rights have been the subject of debate in America for decades. Who gets them, under what circumstances, and up to what point have been questions faced by the public, the Congress, and the courts. In several ways, the September 11 terrorist attacks raised the stakes on those questions. The specific question facing the public now is how much privacy it is willing to forego to help prevent future attacks. The survey findings reveal that Americans' opinions are as complicated as the question. No hard lines exist to show where privacy ends and protection begins. Americans clearly are willing to sacrifice at least some of their privacy, however, to help keep their homeland secure.

##### ***The public is skeptical about government's use of personal information.***

The public is skeptical about the government's using personal information appropriately. Just 14% of Americans say that they have a great deal of trust in the government to use such information appropriately, and just 13% have quite a lot of trust. Indeed, seven in ten (72%) Americans say that they have only some or very little trust in the government to use personal information about its citizens appropriately. Thirty-seven percent have some trust and 35% have very little trust. These sentiments likely are linked to the public's low level of confidence in government overall. African Americans (18% great deal/quite a lot of trust) are the least likely to trust the government in this respect, while public

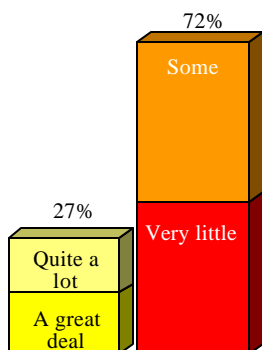
employees (36%) are the most likely.

At the same time that the public says it lacks trust in government to use personal information appropriately, it also says that the government is doing a good job of protecting civil liberties. Two-thirds (65%) of Americans say that they are very or somewhat satisfied with the government's performance protecting their civil liberties. On one hand they show concern, and on the other satisfaction. Hispanics (79% very/somewhat satisfied) and those who believe that fighting terrorism should be the top priority (79%) are the most likely to report satisfaction with the government in this area.

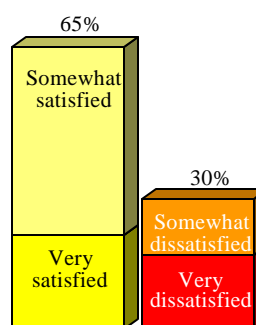
Even more to the point, the majority of the public believes that the government should have access to companies' personal information about their customers if there is any chance it will help prevent terrorism. Three in five (59%) Americans agree with a statement to that effect. A third (36%) of the public disagrees, and instead chooses the statement: "The government should not have access to companies' personal information about their customers because that information is private and there are other things the government can do to prevent terrorism."

## Trust In Government On Civil Liberties: A Mixed Message

*How much do you trust government to use citizens' personal info appropriately?*



*How satisfied are you with the government on protecting the public's civil liberties?*



Putting these questions together, a picture of the public emerges that at first glance seems contradictory. Americans do not trust the government to use personal information appropriately, yet they endorse its protecting their civil liberties and believe that it should have access to the personal information of companies' customers. What tips the balance is whether the public believes that giving up some of its privacy and personal information can help in the fight against terrorism. Although Americans remain skeptical, they seem willing to take the chance when the stakes are high. Interestingly, this conflict is evident among even those feeling anxiety and concern about terror attacks. Citizens' fear level does not change their trust level in government or their willingness to cede personal information. Rather, these patterns are consistent throughout the American public.

***A slim majority of Americans believes that the Patriot Act is good for America.***

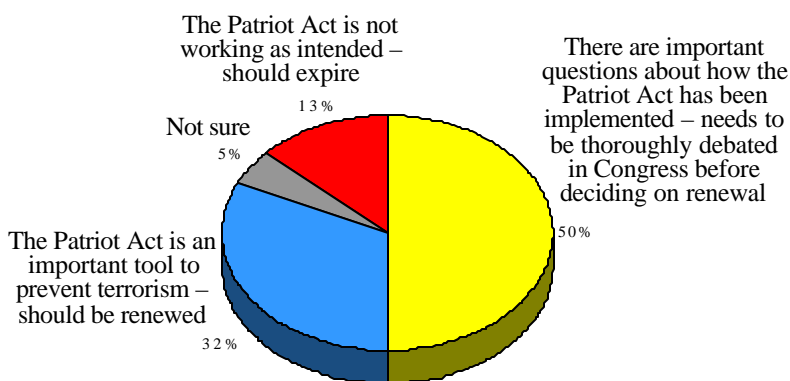
The Patriot Act and its relationship to civil liberties and privacy also have been hotly debated among the public and media since it was passed two years ago. Despite the controversy, 56% of Americans believe that the Patriot Act is good for America, agreeing with those who say that it is a necessary and effective tool in preventing terrorist attacks. A third (33%) of Americans believes that the Patriot Act is bad for America, agreeing with those who say that it goes too far and could violate average Americans' civil liberties. Eleven percent of the public are unsure how they feel about the Patriot Act. The responses to this question today are similar those from July 2003.

Hispanics (63%) are more likely to believe that the Patriot Act is good for America than are whites (57%), while African Americans (41%) are significantly less likely than both groups to think that it is a good idea. A clear party identification divide also is evident.

## Majority Think Patriot Act Is A Necessary Tool



## The Public Wants A Debate On The Patriot Act



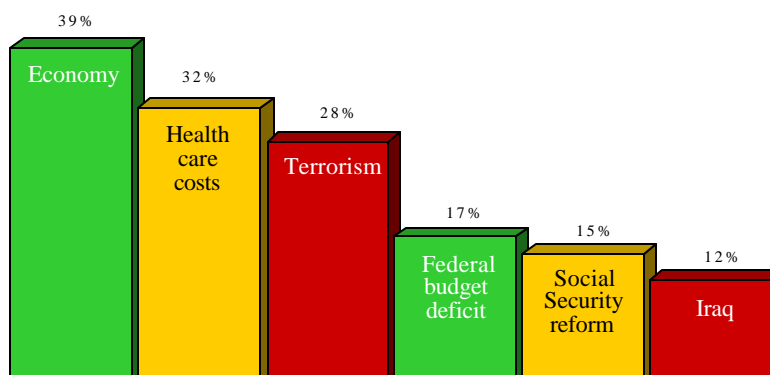
Although a majority believes that, overall, the Patriot Act is good for America, half of the public believe that important questions should be answered about how it has been implemented, and that it must be debated thoroughly in Congress before any decisions are made about whether it should be renewed next year. A third (32%) of Americans simply say that the Patriot Act is an important tool to prevent terrorism and that Congress should renew it, and only 13% believe that the Patriot Act is not working as it was intended and should be allowed to expire.

## V. TRUST AND CONFIDENCE IN GOVERNMENT

When Americans consider the issues and problems that they believe should be top priorities for the President and Congress, terrorism ranks among their top three issues. Their top priority is strengthening the economy (39%), followed by dealing with health care costs (32%), and fighting terrorism (28%). Other issues in respondents' second tier of priorities include dealing with the federal deficit (17%), reforming Social Security (15%), and dealing with Iraq (12%).

### Terrorism Among Public's Top Three Priorities

*One/two top priorities for President/Congress this year*



***The government, as a whole, receives high ratings on homeland security efforts.***

Compared with ratings given to other areas of the government, Americans give government extremely high ratings for homeland security. On the most general measure: “preventing terrorist attacks,” three-quarters (75%) of Americans say that they are very or somewhat satisfied with the government’s performance. Twenty-nine percent of the public say they are very satisfied, and just 22% say that they are dissatisfied.

Citizens also give the government high marks for specific elements of its homeland security efforts. At the top of the list is satisfaction with the government’s performance in making travel safe. Eighty-five percent of Americans are satisfied with government’s progress toward that goal, including 37% who say they are very satisfied. Citizens also are satisfied with the government’s job of

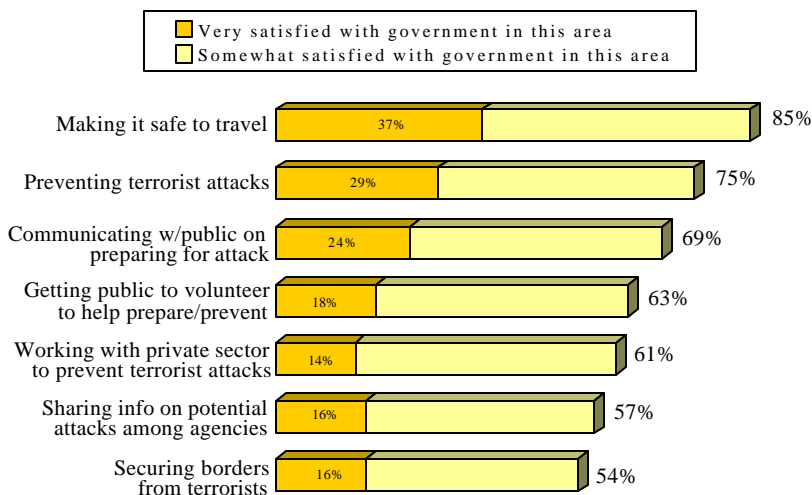


communicating with the public about attack preparation. Seven in ten (69%) Americans say they are very or fairly satisfied with the government's performance on that measure. The preparations citizens report having made personally in case of a terrorist attack are evidence that they are listening and that they are satisfied in this area.

The public always is in debate over how the government spends the money it collects from taxpayers. The public is satisfied, however, with how the government is spending money on homeland security efforts. Two-thirds (66%) of Americans say that they are satisfied with the government's using its resources efficiently to fight terrorism. Only three in ten (29%) Americans are dissatisfied and take issue with the way in which money and other resources are being allocated by the government for this purpose.

The government also gets good marks for involving the public and the private sector in its efforts to fight terrorism. Nearly two-thirds (63%) of the public say that they are satisfied with the job the government is doing involving the public as volunteers to help prevent or prepare for terrorist attacks. Three in five (61%) Americans say that they are satisfied with the government's performance working with the private sector to prevent terrorist attacks. It seems that citizens accept responsibility for learning about the government's plans for preventing terrorist attacks, because, while they admit to knowing little, they report being satisfied with the government's performance on homeland security communication.

## Government & Fighting Terrorism



*A large gap exists between the public's confidence in government overall and its confidence in the parts of government working directly to promote homeland security.*

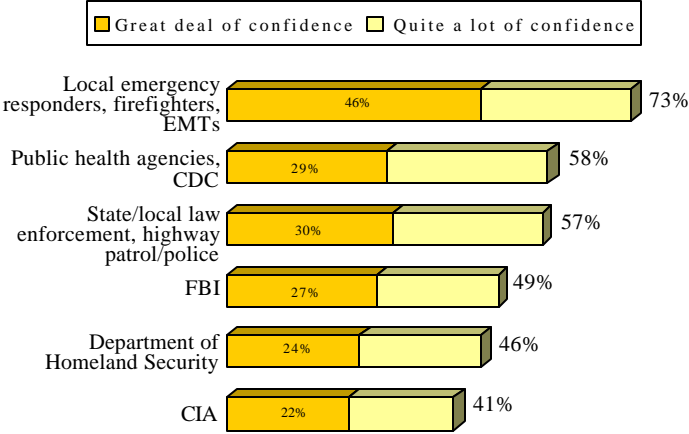
Following the attacks on the World Trade Center and the Pentagon, public confidence in American government soared to record levels. Citizens expressed high levels of confidence in all levels of government. Although they felt most confident in the government institutions that dealt directly with terrorism, a heightened level of confidence trickled down to all government institutions.

Today, citizens still express extremely high levels of confidence in the institutions that deal on a day-to-day basis with the fight against terrorism. Local emergency responders, such as firefighters and EMTs receive the highest ratings. Three-quarters (73%) of Americans say that they have a great deal or quite a lot of confidence in their ability to protect homeland security. In fact, nearly half (46%) the public has a great deal of confidence in these local emergency responders. State and local law enforcement, such as highway patrols and local police, also are rated highly by Americans. Nearly three in five (57%) Americans say that they have a great deal or quite a lot of confidence in those institutions.

Given Americans' concern about chemical and biological weapon attacks, it is significant that public health agencies such as the Centers for Disease Control also enjoy relatively high public confidence. Fifty-eight percent of the public have a great deal or quite a lot of confidence in the job they are doing to protect homeland security, including 29% who say they have quite a lot of confidence.

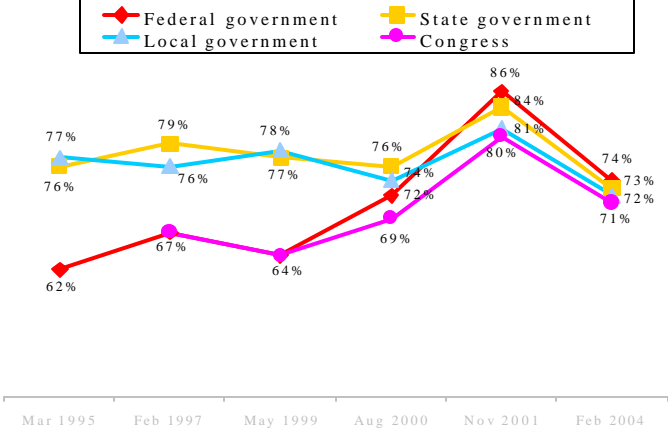
The public also has confidence in the public institutions that are most visible in the fight against terrorism, although to a slightly lesser degree. About half (49%) of Americans say that they have a great deal or quite a lot of confidence in the job that the FBI is doing to fight terrorism. Forty-six percent have the same level of confidence in the year-old Department of Homeland Security, and 41% in the CIA.

# Confidence In Government Agencies On Fighting Terrorism



## Lower Confidence In Government

Adults who have a great deal/quite a lot/some confidence in each



In the two and a half years since the attacks, however, confidence in the government overall has settled down to pre-September 11 levels. Although citizens' confidence is not as low now as it has been at points in the past, barely a third of Americans are willing to say that they have a great deal or quite a lot of confidence in any the nation's biggest government institutions. When asked how much confidence they have in the federal government, just 13% of Americans say that they have a great deal of confidence, and just 19% say that they have quite a lot. Two in five (42%) say that they have some confidence in the federal government. Thinking about the Congress, only one in four (24%) Americans say that they have a great deal (8%) or quite a lot (16%) of confidence.

State and local governments fare no better in citizens' assessments than do federal institutions. Just three in ten (29%) Americans say that they have a great deal or quite a lot of confidence in their state government, and just a third (33%) of the public have the same confidence in their local government. In all these cases, confidence has fallen by at least seven points since November 2001. It is important to realize, however, that in November 2001 confidence levels were unnaturally high, and it is more the case that confidence has fallen back to more normal levels.

The military is the only exception to the rule that government institutions overall lack public confidence, and that public confidence in those institutions has returned to pre-September 11 levels. In fact, citizens express more confidence in the American military today than at any point since 1995—the first time this question was asked. More than four in five (83%) Americans say that they have a great deal or quite a lot of confidence in the military, up 11 points from November 2001, and 29 points since August 2000.

In line with the high confidence rating they assign to the American institutions working to fight terrorism, citizens also endorse specific efforts made by those institutions. Their support even extends to cases in which they recognize that security measures may cause hassles or economic harm. When they look ahead to next steps for government-sponsored homeland security efforts, they are looking for a focus on improved multi-layered communication and reallocation of funds, rather than new fees or taxes.

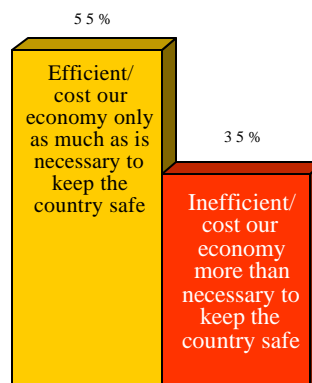
*Americans recognize that security measures have economic repercussions, but find them effective and efficient.*

Most of the public understands that strengthened security measures have economic repercussions. Whether it is increased port security that makes it harder to get materials on shore, or overtime for extra police on the streets, Americans recognize that increased security measures ripple across the economy. Nearly three in ten (28%) adults say that strengthening security measures hurts the economy a little bit, and 16% say that it hurts the economy a lot. Adding those numbers together, 44% of the public says that increased security measures create negative economic effects. One in four (25%) Americans says that increased security measures have no effect on the economy, and just 21% say that increased security helps the economy. African Americans, Hispanics, and whites agree on the degree to which increased security measures affect the economy, but professionals and those with incomes of more than \$75,000 are more likely to say that security measures have negative effects.

Even in these relatively uncertain economic times, however, a majority (55%) of Americans say that current security measures generally are efficient and cost our economy only as much as is necessary to keep the country safe. Americans understand that a safe and secure homeland does not come free, and at least for now, this majority is willing to pay the price. A third (35%) of the public disagrees, and says that current security measures are generally inefficient and cost our economy more than is necessary to keep the country safe. Blue-collar workers (62%) and parents (61%) all are even more likely to say that security measures generally are efficient and appropriate, as not surprisingly, are those who feel that fighting terrorism should be the nation's top priority (68%).

## Efficiency And Cost Of Security Measuring

*In general, current security measures are:*



***Most citizens endorse the color-coded terror alert system.***

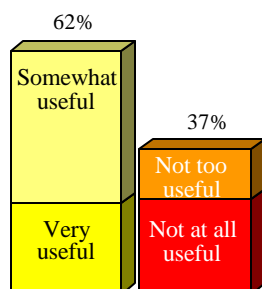
Nearly two-thirds (62%) of Americans say that the government's color-coded threat alert system is very or somewhat useful when it announces an alert level such as red, orange, or yellow to indicate the risk of a terrorist attack. Twenty-three percent of the public find the system very useful, and 39% find it somewhat useful. Just 13% of Americans say that the system is not too useful, and one in four (24%) does not find the system useful at all.

People in the terrorist target areas (Washington, D.C., and New York City) are less likely to find the alert system helpful, perhaps because they feel that their cities have been on constant alert since the September 11 attacks. Americans with high school degrees or less (69%) find the system more useful than do those with some college (62%) and those with a college degree (53%).

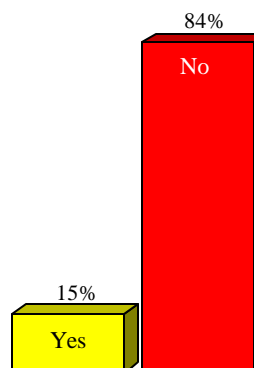
Some Americans, although certainly a minority, report that they change their daily activities when the color-coded alert level goes up from one color to another. Fifteen percent of Americans fit into this minority, while 84% of Americans say that they do not change their routines when the color alert level changes. Among those most likely to say that they change their daily routines are Hispanics (27%), frequent fliers (25%), blue-collar workers (23%), and fathers (20%).

## The Color-Coded Alert System

*How useful do you find the government's color-coded threat alert system?*



*Do you change anything about your daily activities when the color-coded threat level goes up?*



## VI. WHAT AMERICA WANTS: IMPROVED COMMUNICATION SHARING, SECURE BORDERS, AND SMART SPENDING

Thinking about ways in which the government could improve its homeland security measures, citizens believe that increased information sharing on all levels should be a top priority. This increase would include communication among government agencies, as well as between government and citizens.

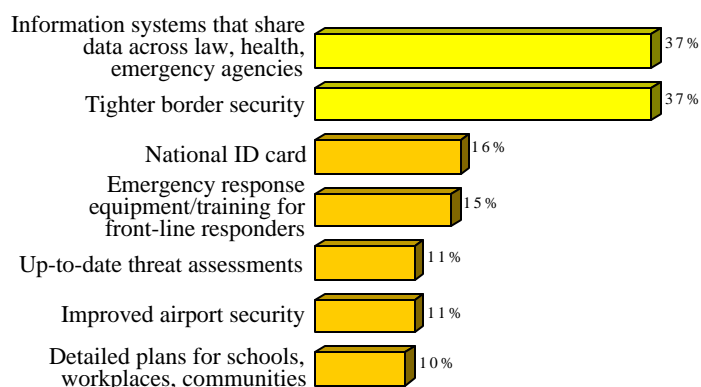
When citizens are given a list of possible ways in which the government could improve homeland security measures and asked to choose which one or two they believe would be the most effective, two items tie for first place. Slightly more than one-third (37%) of Americans say that the most effective measure would be the creation of information systems that can share data across law enforcement, health, and emergency agencies. This is another example of citizens putting a priority on improved communication.

The other measure at the top of Americans' list is tighter border security, also chosen by 37% as the most effective measure to promote homeland security. This concern about the country's borders appears to be significant. When asked to rate the government on several performance items relating to

homeland security, the government gets its lowest marks for its job of securing our borders against terrorists.

### Public Wants More Information Sharing and Tighter Borders

*One/two most effective ways to protect homeland security*



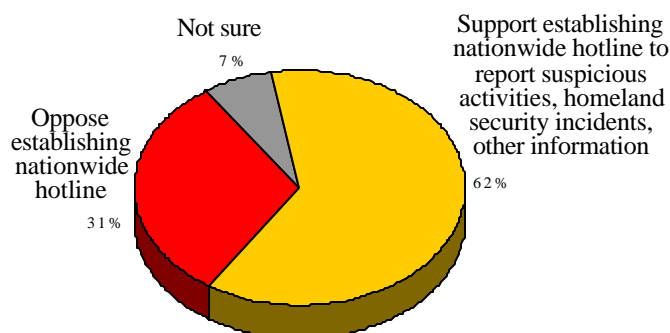
Just 16% of the public is very satisfied with the government on that measure and 38% say they are somewhat satisfied. This matter appears to be one of emerging concern for citizens.

Other measures that Americans choose include emergency response equipment and training for frontline responders (15%), a national ID card system (16%), up-to-date assessments of current threats (11%), improved airport security (11%), and detailed

plans for schools, workplaces, and communities (10%). Perhaps Americans' low knowledge about these kinds of plans is explained by the low priority they place on them.

Another security idea, a terrorism hotline, is popular among the public. More than three in five (62%) Americans support establishing a new nationwide hotline, similar to "911," that citizens could call to report suspicious activities, homeland security incidents, and other information to local, state, and federal agencies. Just 31% of the public oppose this idea and 7% are not sure whether it is a good idea.

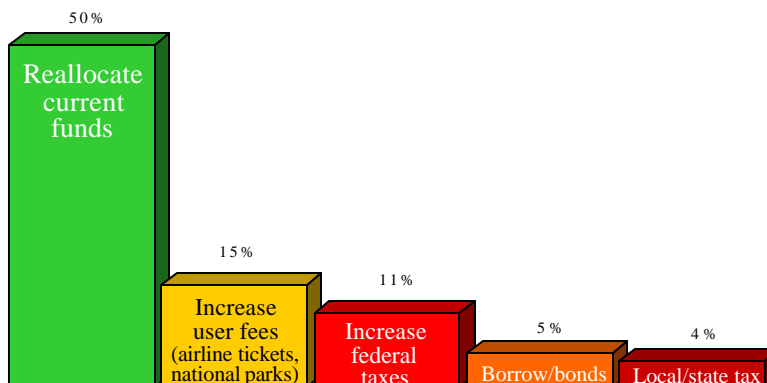
## Support for Terrorism Hotline



When asked to pick the best way to fund these efforts to improve homeland security in their communities, it is not surprising that half (50%) of Americans say that the best way is to reallocate current funding. Fifteen percent of the public believe that the best way to fund homeland security measures is through increased user fees, such as those on airline tickets or at national parks. Another 15% believe that increasing taxes is the best way to fund improved security measures. Eleven percent favor increasing federal taxes, and 4% favor increasing state or local taxes. Only 5% of Americans would prefer borrowing or taking out bonds to fund improved security measures.



## Best Way To Fund New Homeland Security Efforts



### VII. FIRST RESPONDERS: THE FRONT LINE

The second element of this study measures the opinions of first responders nationwide. The research sought to uncover ways in which their opinions matched those of the public, as well as ways in which a dichotomy exists between the two groups. Additionally, the first responder questionnaire probed for more technical and detailed answers than did the public version, to take advantage of their unique expertise and experience with homeland security preparedness.

*While first responders think that the country is somewhat safer than does the public, they express greater concern about attacks near home.*

America's first line of defense in preparations for terrorist attacks and in the event of terrorist attacks takes its role seriously. When asked to assess the risk facing the nation and their neighborhoods, first responders are candid about their concerns and the threats that remain in the wake of the September 11 attacks. A significant proportion of first responders says that the work they have done since September 11, 2001, has paid off in tighter safety for citizens. Just 7% of first responders say that the country is less safe today, compared with 18% of the public who feel less safe. A majority (53%) of first responders say that the country is safer today than it was two and a half years ago, and 37% say that

the country is about as safe today. First responders with less experience on the job are more likely to say that the country is more safe, as are first responders in larger metropolitan areas.

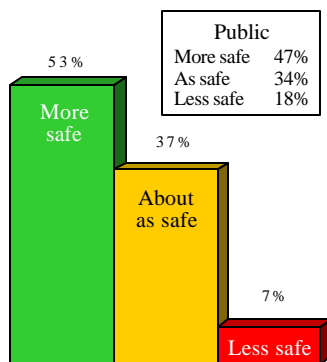
First responders and the public agree on the likelihood of another attack at home or overseas in the next few months. Three in ten (30%) first responders, and 34% of the public, say that it is very likely that the United States will be the target of another major terrorist attack. The proportion of first responders (76%) who say that such an attack is very or somewhat likely is all but identical to the proportion of the public who do (77%). First responders, however, are more likely to admit that they are not sure whether the United States is at risk for being a target. Just 15% of first responders say that it is *unlikely* that the United States will be a target in the next few months (20% public), and one in ten (9%) say that there is no way to tell (3% public).

First responders and the public diverge in their concern about terrorists striking near their home or workplace. First responders are much more likely to say that they are concerned about terrorism in their backyard, which is not entirely surprising given that, in a sense, it is their job to be concerned about terrorism where they live and work. Nearly three-quarters (73%) of first responders say that they are very or somewhat concerned about terrorists committing acts of violence near their home, compared with just 50% of the public. It is interesting to note, however, that the difference lies in the proportions who say that they are somewhat concerned (55% first responders, 34% public). Nearly equal proportions of first responders (18%)

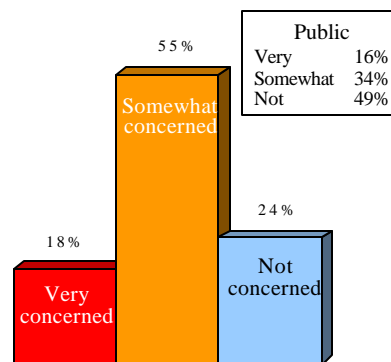
and the public (16%) say that they are very concerned. Although first responders in large metropolitan areas are more likely to say that the country is safer today, they also are significantly more likely to say that they are very or somewhat concerned about an attack in their area (82%).

### First Responders' Heightened Concern

*Are we more safe, about as safe or less safe than before September 11, 2001?*



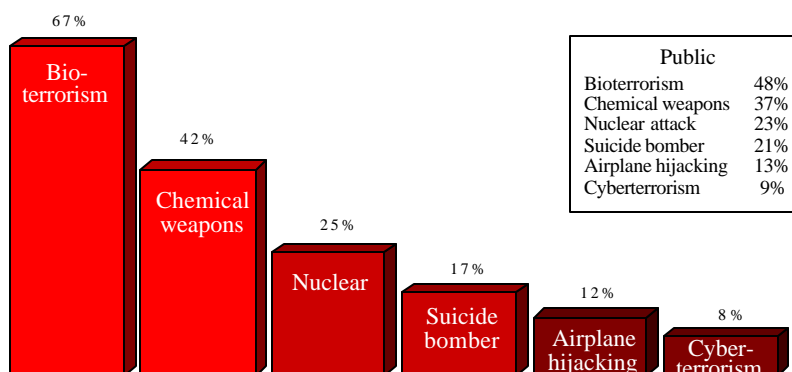
*How concerned are you that terrorists will commit acts of violence in your area?*



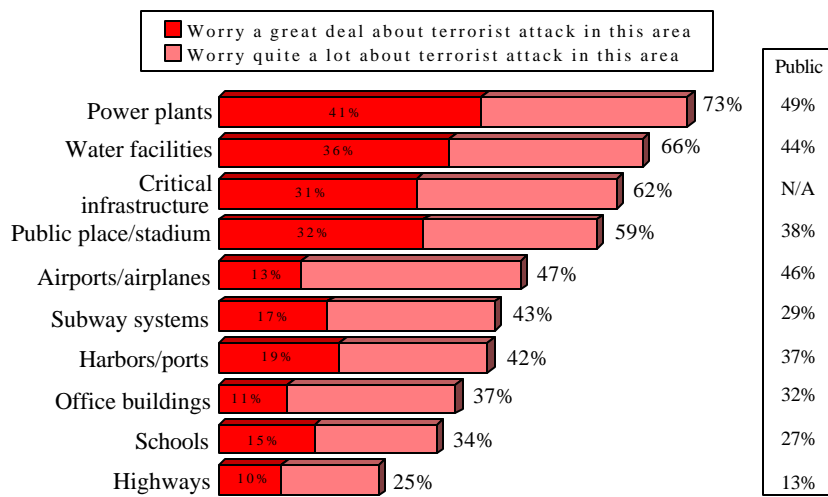
First responders share the public's top two concerns about types of attacks. Bioterrorism (67%) and a chemical weapons attacks (42%) worry both the experts and the laymen most. First responders, however, exhibit more concern about bioterrorism than does the public. Forty-eight percent of the public say that bioterrorism is the first or second type of attack that worries them most, and 37% name a chemical weapons attack. That gap widens considerably, however, among first responders. While the gap between concern over bioterrorism and a chemical weapons attack is 11 points among the public, it is 25 points among first responders. Bioterrorism clearly is the most pressing and urgent concern for first responders. Interestingly, fire and police chiefs worry equally about bioterrorism, but police chiefs are more likely to worry about chemical attacks (50%; 38% fire chiefs). Nearly equal proportions of first responders and the public express concern about other possible types of attacks: suicide bombers (25% first responders, 21% public), nuclear attacks (17%, 23%), cyberterrorism (12%, 9%), and plane hijackings (8%, 13%).

## First Responders' Sources Of Concern

*Types of possible terrorist attack that most worry me:*



## First Responders' Targets Of Concern



First responders show considerably more concern about attacks on critical infrastructure than does the public. Lumped together, 62% of first responders say that they worry a great deal or quite a lot about attacks on the nation's critical infrastructure. Breaking critical infrastructure down into its parts, three-quarters (73%) of first responders worry a great deal or quite a lot about an attack on power plants (49% public), and 66% about attacks on water facilities (44% public). First responders also show more concern about attacks on public places such as stadiums (59% first responders; 38% public) and subway systems (43%, 29%). First responders and the public, however, are equally concerned about the threats facing the nation's harbors and ports. Forty-two percent of first responders and 37% of the public say that they have a great deal or quite a lot of concern about the safety of our harbors and ports. First responders (25%) worry more than the public (13%) about threats against the nation's highways, although in both cases concern is significantly less than that for other targets.

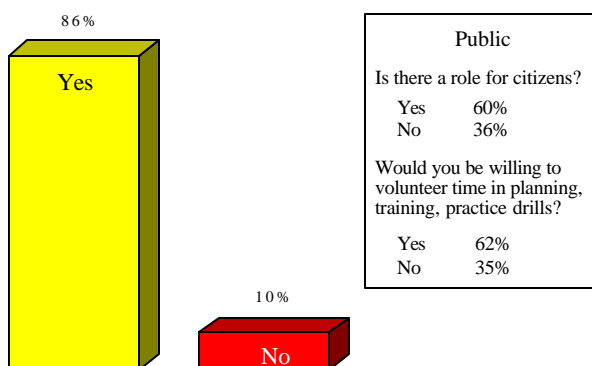
### *First responders see a larger role for citizens than citizens see for themselves.*

First responders overwhelmingly believe that average citizens have a role to play in promoting homeland security. More than four in five (86%) first responders think that average citizens can help in terms of preparedness and response for emergencies and terrorist attacks. Just 10% of first responders do not

see a role for average citizens. In fact, first responders are considerably more likely to see a role for citizens than citizens see for themselves. Just three in five (60%) citizens believe that they can play a role.

## First Responders See A Role For Citizens

*Is there a role for citizens in promoting homeland security?*



According to first responders, the single-most helpful thing a citizen can do is become a first responder themselves. On a five-point helpfulness scale, on which a one means that it is not a helpful role for citizens to play and a five means that it is a very helpful role, first responders give “medical reserves, with prior medical background and appropriate training” a mean score of 4.4, signifying a desire to increase their ranks, if only in emergency situations. Additionally, the idea of citizens serving as “auxiliary or reserve police, with proper training” receives a mean score of 3.7 on the helpfulness scale.

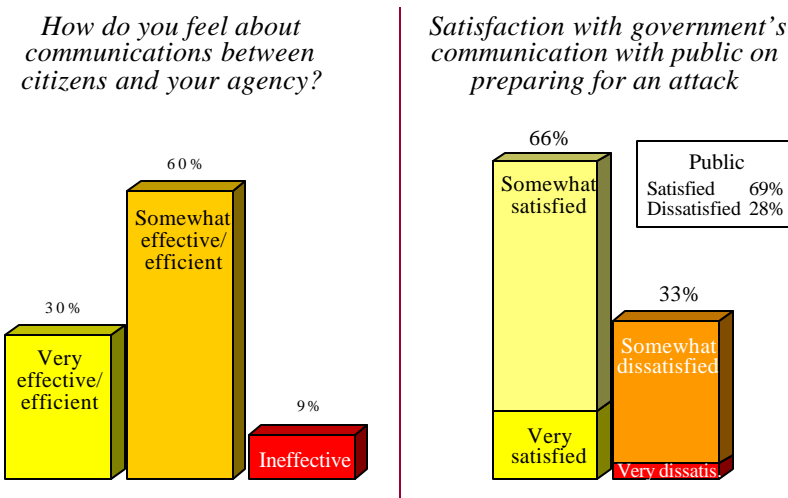
All the roles tested receive mean scores 3.0 or higher, further highlighting the point that first responders want citizens involved in their own protection. Other helpful roles for citizens according to first responders are reporting questionable incidents (4.2 mean), serving with victims’ assistance (4.1), preparing for or helping implement neighborhood-level emergency needs (4.0), logistical and traffic support and management (3.8), and clerical or administrative support (3.7). Serving with a civilian patrol still is considered helpful by first responders, although to a lesser degree than other roles (3.0).

The public survey reveals that citizens have an extremely low level of knowledge about

emergency plans. First responders, for their part, know that the public does not know much about plans they have in place for attacks. About three in ten (29%) first responders say that they believe that most citizens are aware of their agency’s plans for emergency response, while 64% say that they do not think most citizens are aware of their plans.

These first responders give the government overall mid-level marks for its performance in communicating with citizens, but give their own agencies high marks. This raises an interesting question—where does the knowledge gap occur? Two-thirds (66%) of first responders say that they are very or somewhat satisfied with the government’s performance on communicating with the public about what people should do to prepare for an attack (69% public), and more than half (56%) of first responders say that they are satisfied with the government’s performance involving citizens as volunteers to help or prevent terrorist attacks (63% public).

## First Responders: Mixed Marks For Communication With The Public



First responders think that the communication between their own agency and citizens overall is effective and efficient. Nine in ten (90%) first responders say that they feel that communications between citizens and their agency are effective and efficient, including 30% who say that they are very effective and efficient. Putting this together with their admission that the public does not know much about their plans for attacks seems to validate the public survey’s findings. Americans consider it their

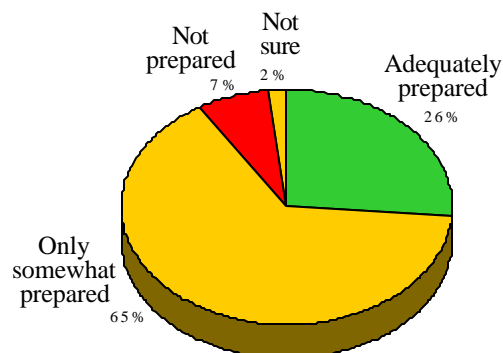
responsibility to stay informed about plans and does not hold the government accountable for their lack of knowledge. Likewise, first responders admit that the public does not know much about their plans, but they do not fault themselves for lack of effort.

***First responders give themselves mixed marks, but grade the government's overall preparedness performance even higher than does the public.***

When first responders rate their own agency's preparedness for large-scale emergencies and terrorist threats, a large majority give themselves a barely passing grade. The majority (65%) of respondents believe that their agencies are "only somewhat prepared" to respond if disaster strikes. Just one quarter (26%) of first responders feel that their agency is adequately prepared. Seven percent of first responders say that they are not at all prepared for a large-scale emergency. It is impossible to tell from these responses whether there is an actual problem with first responder readiness, or whether these responses simply are reflections of first responders who take their jobs seriously and always see room to improve. First responders in larger metropolitan areas feel more prepared than do those in places with smaller populations (33% adequately prepared, compared with 20%).

## Majority Of First Responders Feel Somewhat Prepared

*[How prepared is your agency in] its ability to react to large-scale emergencies and terrorist threats?*



First responders are even more satisfied than the general public with several measurements of the government's homeland security performance. At the top of the list, an overwhelming 91% of first responders say that they are satisfied with the government's work to make it safer for citizens to travel (85% public). First responders also are satisfied with the government's preventing terrorist attacks (84%, 75% public), using its resources efficiently to fight terrorism (75%, 66%), and protecting the public's civil liberties (72%, 65%). The exceptions, however, are that first responders are less satisfied with the government's performance in protecting our borders (44%, 54%), efforts to work with the private sector to prevent terrorist attacks (60%, 61%), and involving the public as volunteers to help prevent or prepare for terrorist attacks (56%, 63%).

First responders view the government's color-coded threat alert system positively, with 23% calling the system "very useful" and 54% calling it "somewhat useful." Not surprisingly, first responders find the color-coded system somewhat more helpful than does the public. While the same proportion of the public finds the system very useful, only 39% of the public say that it is somewhat helpful.

In another case of "yes, and then some," first responders agree with the public that security measures put in place by the government are generally efficient and cost our economy only as much as necessary to keep the country safe. Sixty-eight percent of first responders and 55% of the public agrees with this view. Just 24% of first responders say that the measures are generally inefficient and more costly than is necessary (35% public).

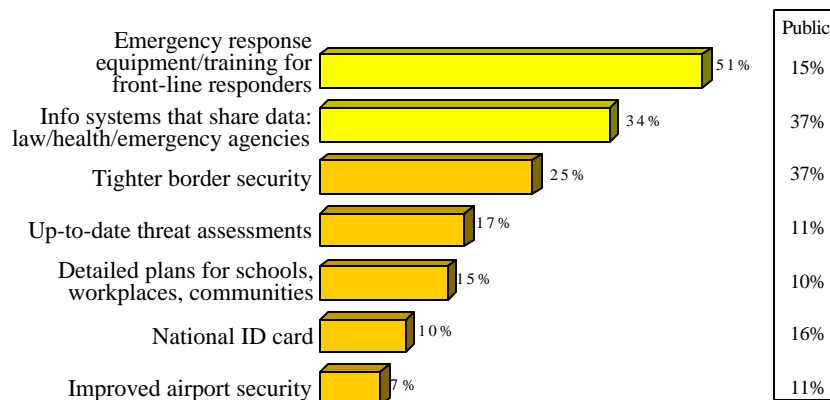
***Planning for better preparedness, first responders say that more emergency equipment training should be the top priority.***

When asked to prioritize measures to promote homeland security, first responders rate their personal priorities at the top, but agree with citizens that interoperability and tighter border controls are important. First responders place emergency response equipment training at the top of their list of priorities (51%), followed by interoperability (34%), and tighter security at the nation's borders (25%). In a separate question, a significant majority (66%) also supports establishing a nationwide hotline that citizens could call to report suspicious activities and other important homeland security information to local authorities.



## First Responders Want More Equipment, Training, Information Systems

*One/two most effective ways to protect homeland security*

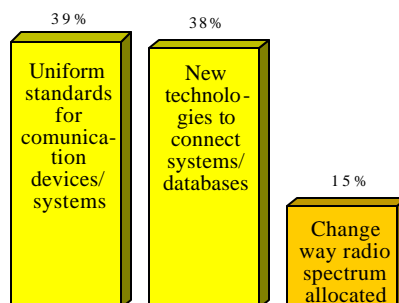


First responders blame lack of funding for interoperability as the most significant barrier to communication between government agencies (mean of 3.6 on a five point scale). Technological barriers are the next most significant challenge (3.1), followed by security clearances (2.9). Thinking about potential tools for dealing with security threats and emergencies, respondents placed wireless access to security data at the top of their list (mean of 4.4 on a five-point scale of usefulness). Shared frequencies and communications systems, vertical and horizontal sharing of data, and emergency alert and warning notifications followed as useful, each with a mean response of 4.3.

Despite the enormous utility of wireless access as reported by these first responders, just half (53%) of respondents report that their agencies currently use this tool. Fewer than half (42%) of agencies use shared frequencies and communications systems, 50% employ vertical and horizontal sharing of data, and 81% use emergency alert and warning notifications.

## First Responders: New Communication Technology/Uniform Standards

*What would be most helpful in helping your agency connect its systems and databases with those of other agencies in your area and nationwide?*

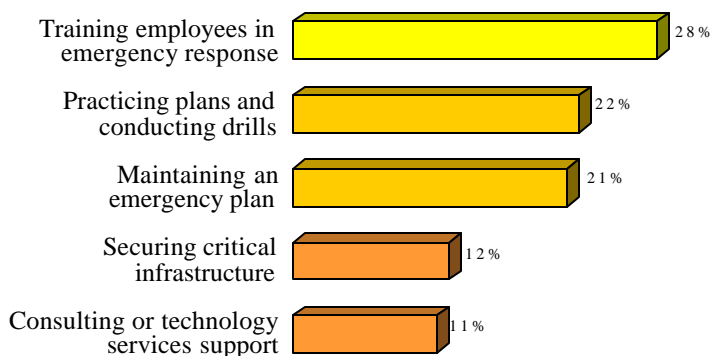


First responders clearly believe that interoperability is not just an important goal, but a necessity for effective promotion of homeland security. They name two items as equally helpful in achieving interoperability. The first is the development of uniform standards for communication devices and systems (named by 39%), and the second is the development of new technologies to connect communications systems and databases (38%). Fewer first responders say that a change in the way

spectrum is allocated for radio communication would be the most helpful way for their agency to connect its systems and databases with other agencies' communication systems.

## First Responders See Many Roles For The Private Sector

*How would your agency benefit most from private-sector involvement?*



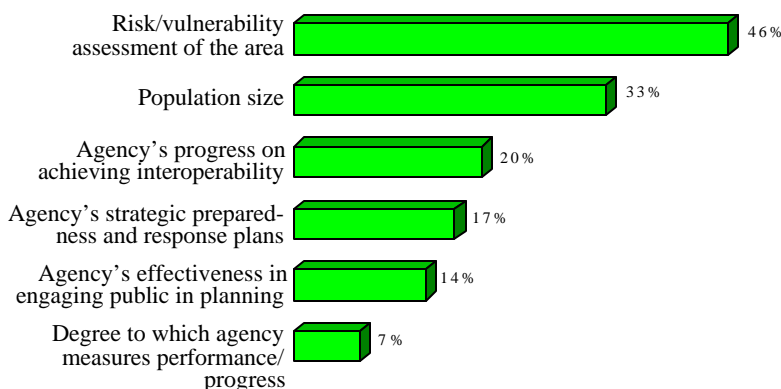
First responders feel that the private sector has much to offer them in their preparedness and response

efforts. Respondents believe that their agencies would most benefit from having the private sector help train employees in emergency response (28%), followed by practicing emergency plans and conducting drills (22%), and maintaining an emergency plan (21%).

When asked what the most important factor is for the government to consider when allocating funding for homeland security, nearly half (46%) feel that assessing the risk of terrorism within a certain area is the most important factor. Approximately one-third list the population of an area as the most important factor, while 20% would reward progress that an agency has made toward interoperability.

## First Responders: Should Base Funding On Risk Assessments

*Most important factors for federal/state government to consider when allocating funding for homeland security*



## VIII. METHODOLOGY

This study on homeland security was conducted by the research firms of Peter D. Hart and Robert M. Teeter for the Council for Excellence in Government. The study comprised two parts: 1) A survey among a representative cross section of 1,633 adults nationwide and 2) a survey among first responders. This research explored the two populations' direct attitudes toward the country's safety, measures taken to promote homeland security, and proposed measures to further strengthen homeland security. The methodology for each component of the study is described in greater depth in the following paragraphs.

## **1) Public Survey**

Hart-Teeter conducted a survey among 1,633 randomly selected adults in the United States, including oversamples among adults in New York and California (reported separately), from February 5 to 8, 2004. The survey was conducted by telephone using the random-digit-dial (RDD) sampling technique while stratifying by geographic area to ensure a nationally representative sample. The data were weighted in line with the demographic makeup of the U.S. population. The margin of error (MOE) for results among all adults is  $\pm 3.1\%$ .

## **2) First Responders**

For the survey among senior government employees, Hart-Teeter employed a list of sheriffs, police chiefs, and fire chiefs nationwide. The sample roughly comprises 50% fire chiefs, 30% police chiefs, and 20% sheriffs. Within each population, roughly half of all interviews were conducted among first responders with responsibility for MSAs larger than 250,000 people, and roughly half among those with responsibility for smaller MSAs. It should be noted that the sample is too small to be representative of the larger population of first responders.