



Millersville University

SEIZE THE OPPORTUNITY

CIVIC AND COMMUNITY ENGAGEMENT
AND RESEARCH PROJECT

Southwest Lancaster Resident Survey Analysis

**Report Presented to the Lancaster Housing
Opportunity Partnership**

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Introduction

With support from the Wells Fargo Regional Foundation, Lancaster Housing Opportunity Partnership (LHOP) is working to revitalize the southwest neighborhood in Lancaster, PA through a community planning effort. In 2015, a neighborhood survey was conducted to garner information about resident perceptions within the neighborhood, including levels of residents' confidence in the neighborhood and neighborhood trends over the past three years. This information will be used to support LHOP's future revitalization planning efforts. The data will also serve as a baseline against which to measure changes following future implementation efforts.

Methodology

The Millersville University's Center for Public Scholarship and Social Change (CPSSC) conducted the survey in consultation with Success Measures, a national community development evaluation organization. Success Measures provided the format of the survey, created most of the questions and specified the sampling plan and instructions regarding administration of the survey. CPSSC obtained from the city of Lancaster a list of the 2364 households in the designated area and randomly selected 1652 households to survey. Millersville students employed by the CPSSC partnered with community residents in their efforts to reach residents selected for the survey. The survey staff made at least three attempts to secure a completed survey from each selected household. There were both English and Spanish versions of the survey used and Spanish speaking survey staff administered the survey to people unable to complete the survey in English. The survey effort began on June 29, 2015 and ended on November 15, 2015. A total of 292 residents completed the surveys, yielding a response rate of 17.7%. It is important to note that the percentage of renters that completed the survey is less than the percentage of renter-occupied households in the survey area. This is due to a higher refusal rate on the part of renters to complete the survey and difficulty accessing some of the rental units.

In general, the survey had a margin of error of plus or minus 5.4 percentage points at the 95% confidence level (that is, we can be 95% sure that the actual percentages for the survey are within 5.4 percentage points of the numbers reported from the survey). Many respondents did not answer every question, with the result that the margin of error is larger for certain questions. The margin of error increases substantially when survey responses are broken down into greater detail, for example when the report examines whether the respondent is an owner or a renter.

Key Findings

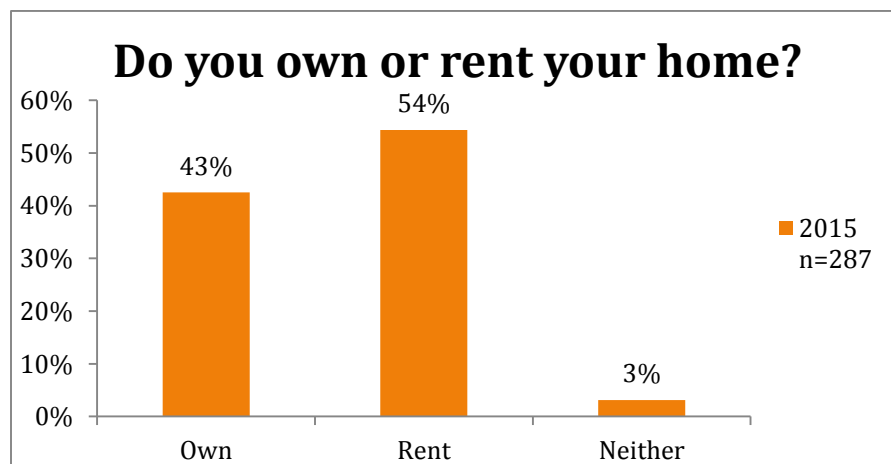
The answers provided to the survey provide insight into the respondents' views of their neighborhood and their experiences living there. This report will highlight key issues concerning the length of time that people have lived in the neighborhood, reasons for living there and how satisfied they are living in this part of Lancaster City. The discussion will also examine how much of a sense of community there is in this neighborhood, what aspects of the quality of life in the neighborhood are positive and what aspects are not. Finally, it will consider whether respondents think that the neighborhood has improved and whether the residents expect the neighborhood to change in a positive direction.³

Throughout the discussion of these topics, differences between renters and owners will be noted where those differences are statistically significant.⁴ With regard to most items, the differences in responses given by renters and home owners were not statistically significant.

Demographic Characteristics of Residents in Sample

Rent or Own

A majority (54%) of the respondents reported that they rent their home. Forty-three percent of the respondents own their own homes. Three percent of the sample reported that they live in someone else's home and consider themselves neither home owners nor renters. Subsequent comparisons will be between renters and home owners only.



³ All survey responses are found in Appendix A

⁴The general accepted level for accepting statistical significance is 0.05, which means that there is 5% possibility that the differences are due to error or chance. The closer the level of statistical significance is to zero, the more we can assume that the sample differences observed do exist in the larger population.

Length of Time in the Community

A majority (52%) of the respondents reported having lived in this community for six years or more. Although 15% reported having lived less than one year in the neighborhood, 13% had lived there more than thirty years.

People who rented their homes were more likely to have lived in the neighborhood for a short period of time. Twenty-six percent of renters had lived in the neighborhood less than one year, in comparison to 3% of the home owners. On the other hand, 32% of the renters had lived in the neighborhood for six years or more whereas more than three quarters (76%) of the home owners resided in that neighborhood at least six years. These differences are statistically significant at the 0.000 level.

Level of Education

Most respondents reported having either a high school education (37%) or some college or advanced training (38%). The rest of the responses are distributed as follows:

- Less than high school – 11%
- Bachelor's degree – 12%
- Advanced degree – 5%

There are differences between home owners and renters with regard to educational attainment. Home owners are nearly twice as likely to have at least a bachelor's degree (23%) as are renters (12%). These differences are statistically significant at the 0.024 level.

Children under 18 of Age Living in the Home

Nearly equal percentages of respondents have children less than 18 years of age living with them. Forty-eight percent of respondents have children under 18 living with them and 52% do not.

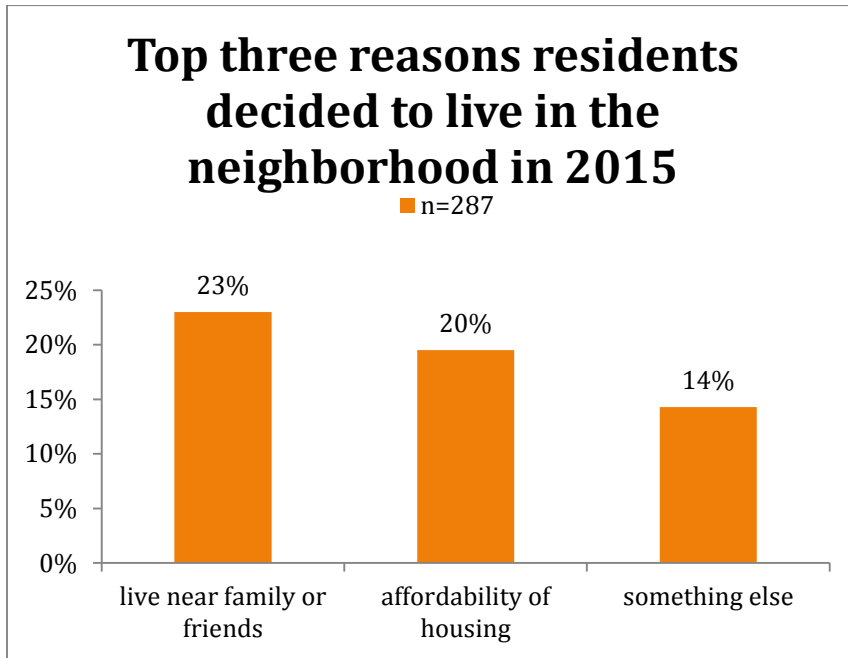
Renters and owners differ in terms of the likelihood that there are children under the age of 18 in the home. Sixty-seven percent of home owners do not have children under the age of 18 residing with them whereas 60% of renters do. These differences are statistically significant at the 0.000 level.

Living in this Community

Majors Reasons to Live in this Community

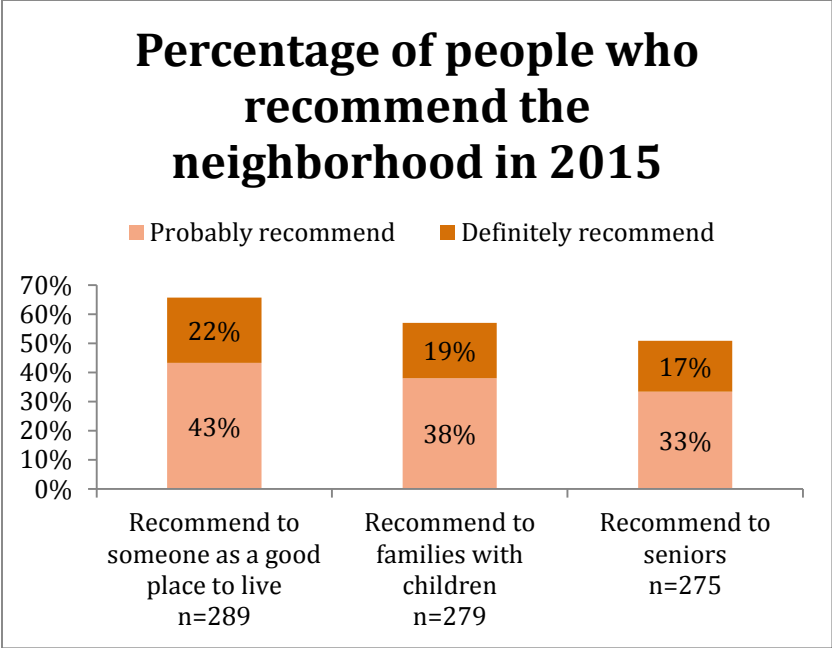
When asked to name "*the major reason you decided to live in this community*", the most frequent answer respondents provided was to be near friends and family. The affordability of housing is another important factor. Of those who said "something else", answers ranged greatly, from the homes providing more space or a backyard, to respondents having friends or family connections to the community. Some respondents discussed the

community being close to certain amenities like schools, doctors, stores, and a few specifically mentioned the presence of St. Joseph Roman Catholic Church as the reason they were living there.

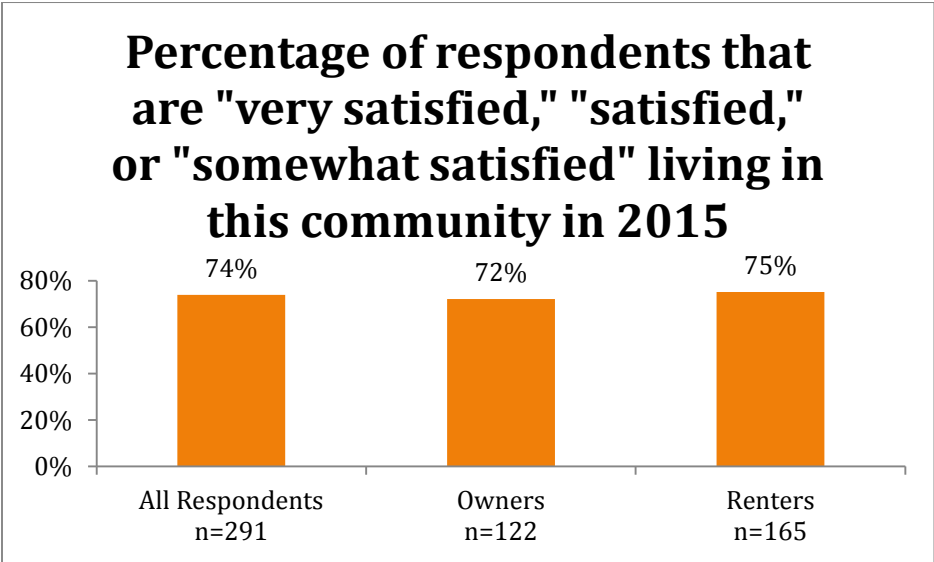


Resident Satisfaction

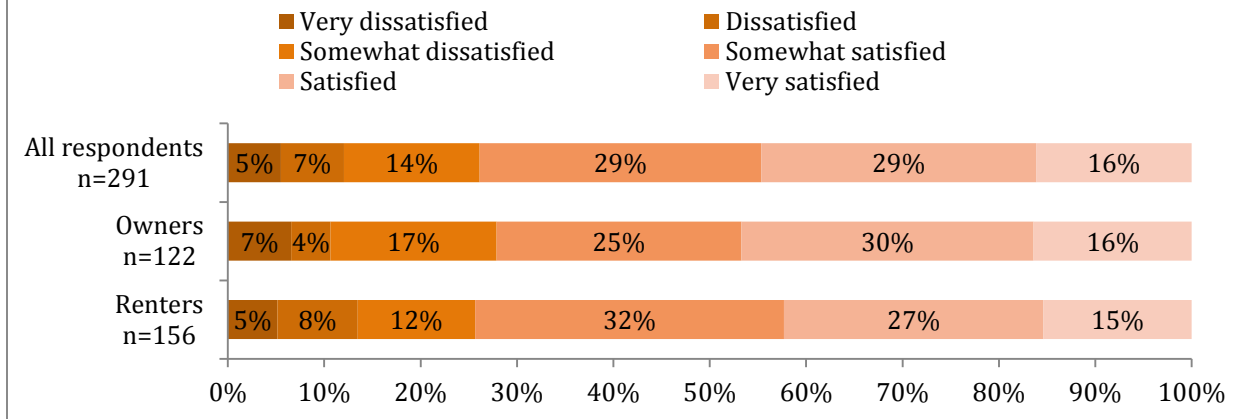
Overall, residents seem to be satisfied living in the community. Two thirds of the residents would recommend the neighborhood to someone as a good place to live. However, the responses are less positive when asked if they would recommend this community to families with children and to elderly persons. Fifty-seven percent of respondents would recommend the neighborhood to families with children and only 50% would recommend the neighborhood to seniors.



When asked, “Overall, considering everything, how satisfied would you say you are living in this community”, three-quarters of respondents responded that they are at least somewhat satisfied. Satisfaction rates were similar for both owners and renters.

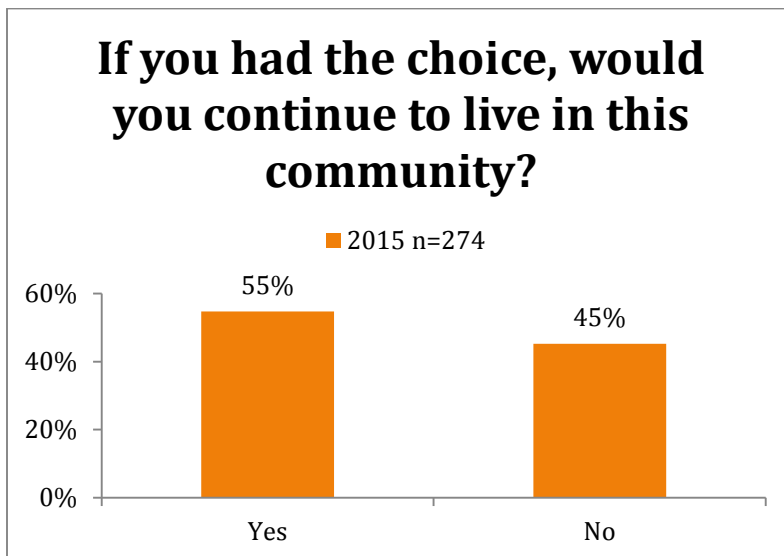


Satisfaction living in the community, 2015

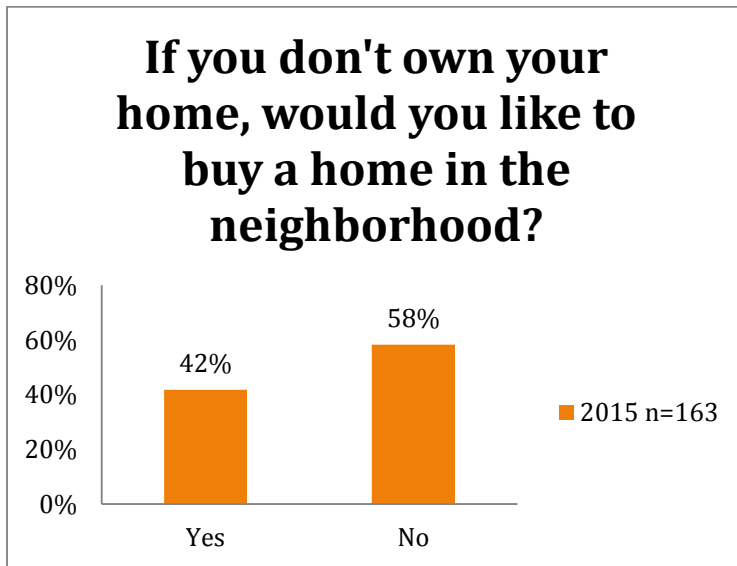


Desire to Stay in this Community

Another way of measuring satisfaction is to ask people, “If you had the choice, would you continue to live in the community”. In response to that question, just over half of respondents said they would continue to live in the neighborhood if they were given a choice.



There was no statistically significant difference between renters and owners as to whether they would continue to live in the neighborhood if they had a choice. However, in response to the question posed to renters, “Would you consider buying a house in this neighborhood”, 58% said that they would not.



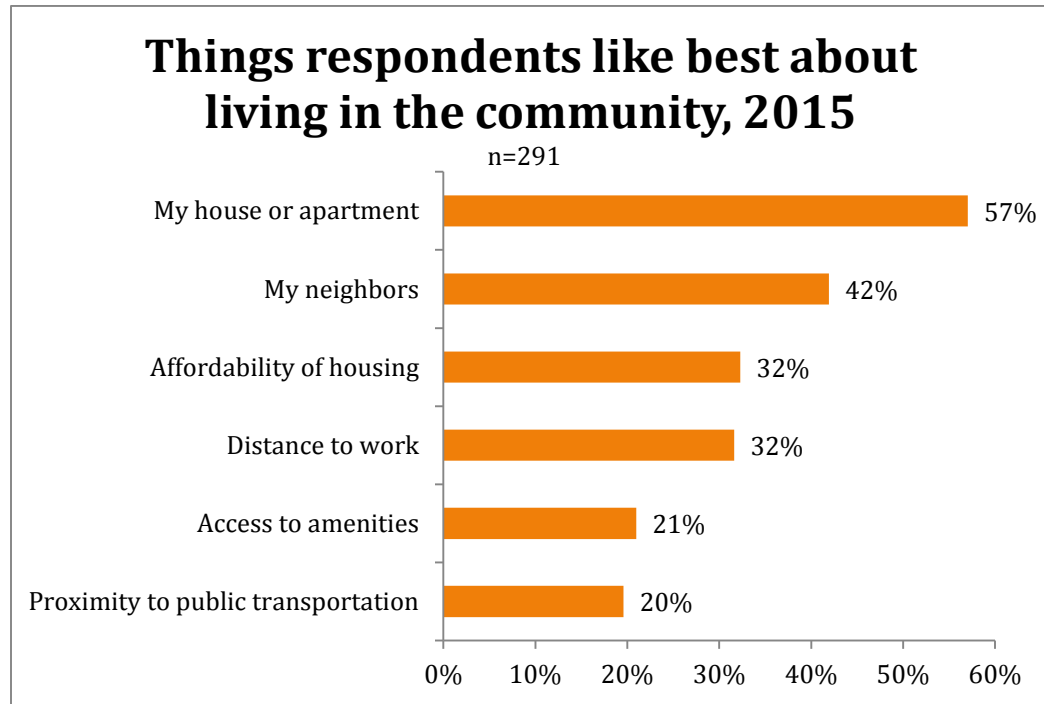
The respondents who said that they would not want to buy a home in the neighborhood were most likely to note crime and safety issues as the reason why. In contrast, those who currently rent but would like to purchase a house in the neighborhood reported that their personal financial situation has kept them from doing that.

Reason I have not purchased a house in the neighborhood	I would like to buy a home in the neighborhood	I do not want to buy a home in the neighborhood
Crime/safety issues	16%	53%
Personal financial situation	54%	21%

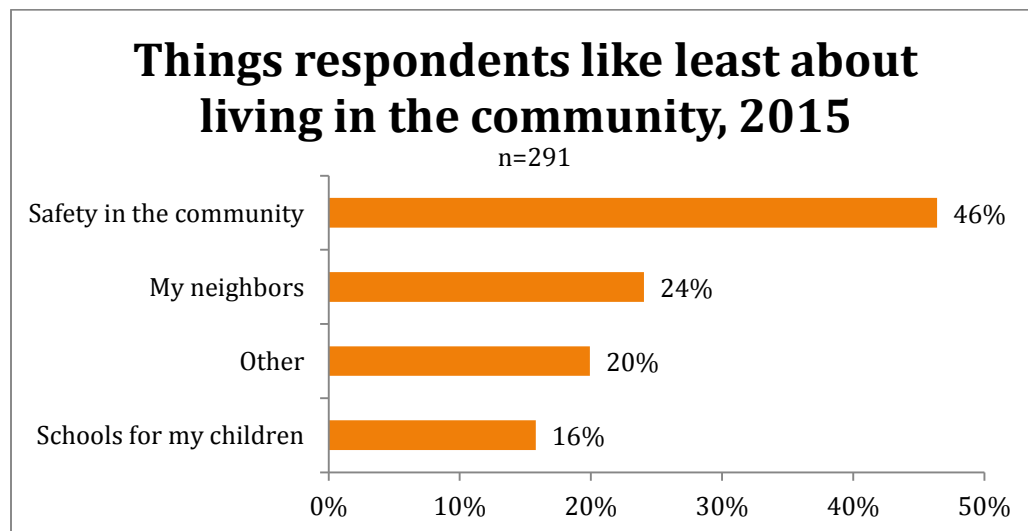
Positive and Negative Aspects of the Community

In order to gain a better understanding of residents' attitudes toward their neighborhood, the survey asked respondents to list the things they liked best and the things they liked least about living in the community. The majority of respondents said the best thing about the community is their home or apartment. The second most frequent response was "my neighbors." Many respondents noted the affordability of housing as a positive feature of living in this neighborhood. The chart below shows that the proximity of the community to

work and to amenities such as goods, services and transportation were also frequently mentioned.



Safety in the community tops the list of characteristics respondents like least. While neighbors are among the list of things respondents like best, neighbors are also among the things respondents like least. Of those that selected “other,” the most frequent items listed included crime, drugs or other safety concerns, noise, and parking. A number of respondents expressed displeasure with the schools their children attend as a result of living in the neighborhood.



Rating Various Aspects of the Community

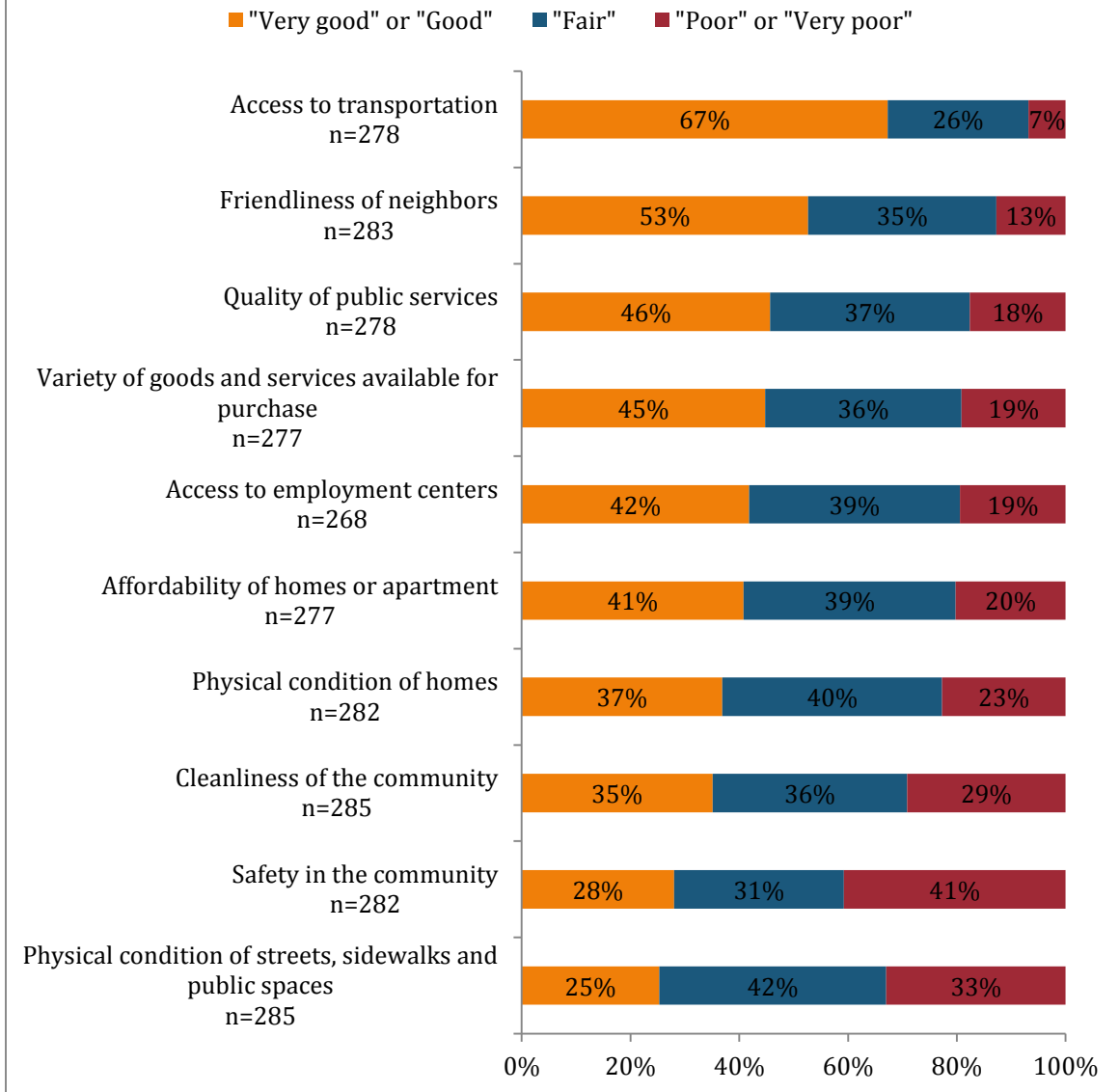
The survey asked respondents to rate aspects of life within the community in order more precisely to determine which are satisfactory and which need improvement. The answers ranged widely.

A majority of respondents rate transportation and the friendliness of their neighbors as very good or good. Next most highly ranked are the quality of public services, goods and services available for purchase, access to employment centers and affordability of homes.

Physical condition of public spaces ranked lowest, with only 25% of respondents rating it good or very good. Respondents also ranked safety in the community very poorly with only 28% of respondents viewing safety in the community as very good or good.

Home owners and renters did not differ in their ratings, with one exception. Sixty percent of renters compared with 75% of home owners rated access to transportation in the community as good or very good. These differences are statistically significant at the 0.007 level.

Respondents' ratings of quality of life aspects in the community, 2015



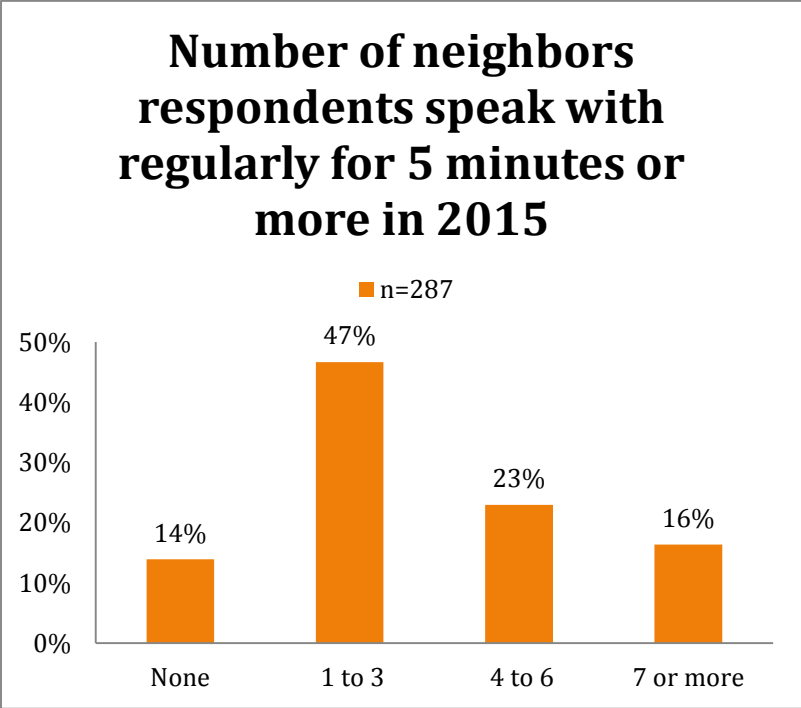
Homes in Need of Repairs or Upgrades

When asked whether their home needed any repairs or upgrades, a majority (76%) of respondents answered that it did. Although a majority of renters (68%) said that their house needed repairs or upgrades, a significantly larger percentage of home owners (86%) responded “yes” to that question. These results are also statistically significant at the 0.003 level.

Sense of Community

The survey results suggest that there is a sense of community in this neighborhood, although, on a number of items, it appears to be stronger for those who own their homes in comparison to renters. The survey asked a series of questions designed to measure the extent to which residents were well connected with each other. These items included questions on how many neighbors the respondents regularly speak with for at least five minutes and whether they think residents are willing to help out with various forms of assistance, including giving someone a ride, picking up mail and checking up on an elderly neighbor.

About 86% of respondents say they speak with at least 1 neighbor regularly. Just under half say they speak with 1 to 3 neighbors regularly and 14% say they don't speak to their neighbors regularly.



To measure social cohesion, respondents were asked what they felt the likelihood is that neighbors would help each other out in six different situations. A majority of respondents said that it is likely neighbors will help with regard to five of the situations. Only 40% of respondents said that they think neighbors would help if someone needed a ride somewhere.

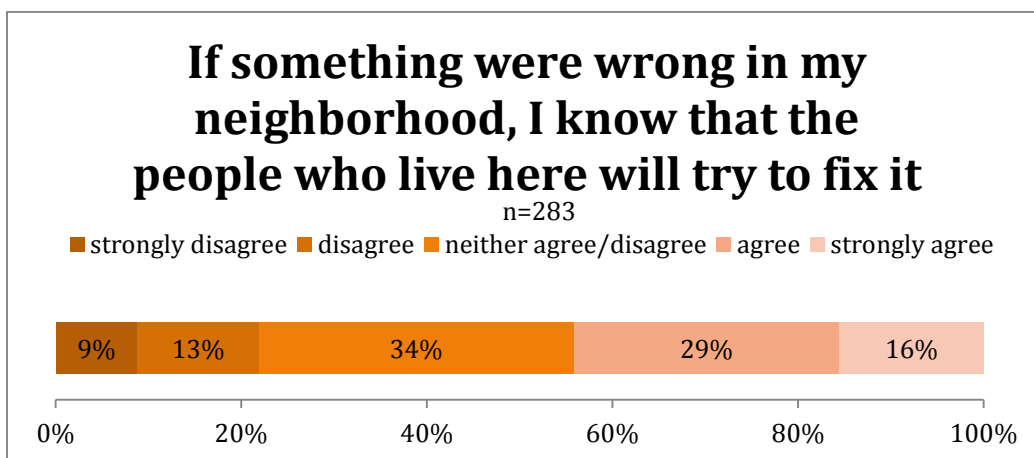
Likelihood people in the community will help out in the following situations		
	% Likely or Very likely	% Not very likely or Not at all likely
You needed a favor, such as picking up mail or borrowing a tool	60%	21%
An elderly neighbor needed someone to periodically check on him or her	56%	23%
You needed someone to watch your home when you were away	51%	31%
A package was delivered when you were not at home and it needed to be accepted	50%	28%
A neighbor needed someone to take care of a child in an emergency	50%	27%
You needed a ride somewhere	40%	36%

However, comparing the perceptions of respondents who are home owners with those who are renters reveals clear differences. For four of the six items, home owners much more frequently than renters express the view that it is very likely or likely that people in the community would help out. Conversely, in each example, renters are much more likely than home owners to respond that it is not very likely or not likely at all that someone would help out.

Likelihood that people in the community will help comparing owners and renters

	Rent or Own	% Likely or Very likely	% Not very likely or Not at all likely	Statistical Significance Levels
An elderly neighbor needed someone to periodically check on him or her	Owners	68%	12%	0.001
	Renters	47%	35%	
You needed someone to watch your home when you were away	Owners	63%	20%	0.001
	Renters	40%	41%	
A package was delivered when you were not at home and it needed to be accepted	Owners	62%	19%	0.005
	Renters	40%	36%	
A neighbor needed someone to take care of a child in an emergency	Owners	53%	19%	0.012
	Renters	46%	35%	

Another measure of social cohesion within a neighborhood is whether or not respondents feel neighbors will work together to fix a problem. Just under half of respondents say they agree or strongly agree neighbors would work together. About one-third say they neither agree nor disagree that neighbors would work together. Differences between home owners and renters were not statistically significant.

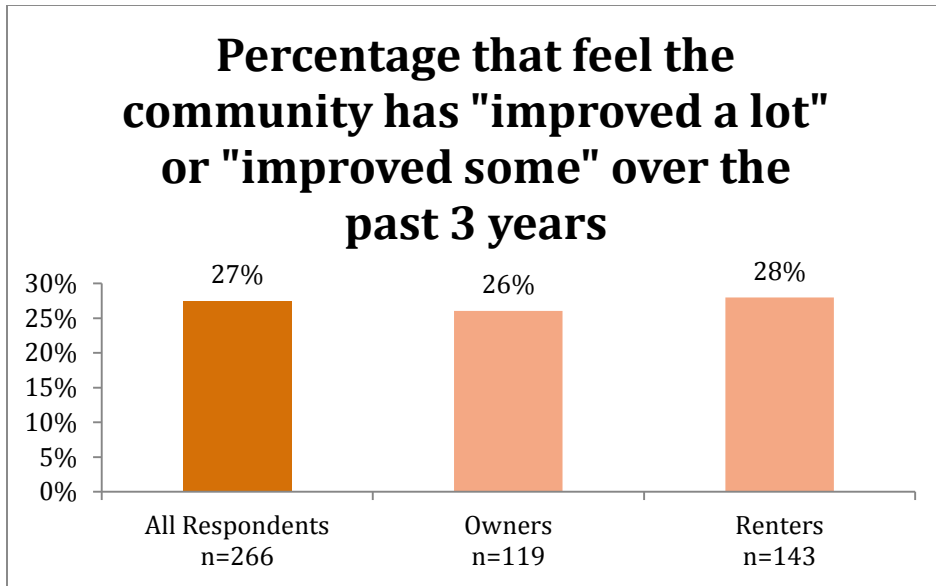


Neighborhood Change

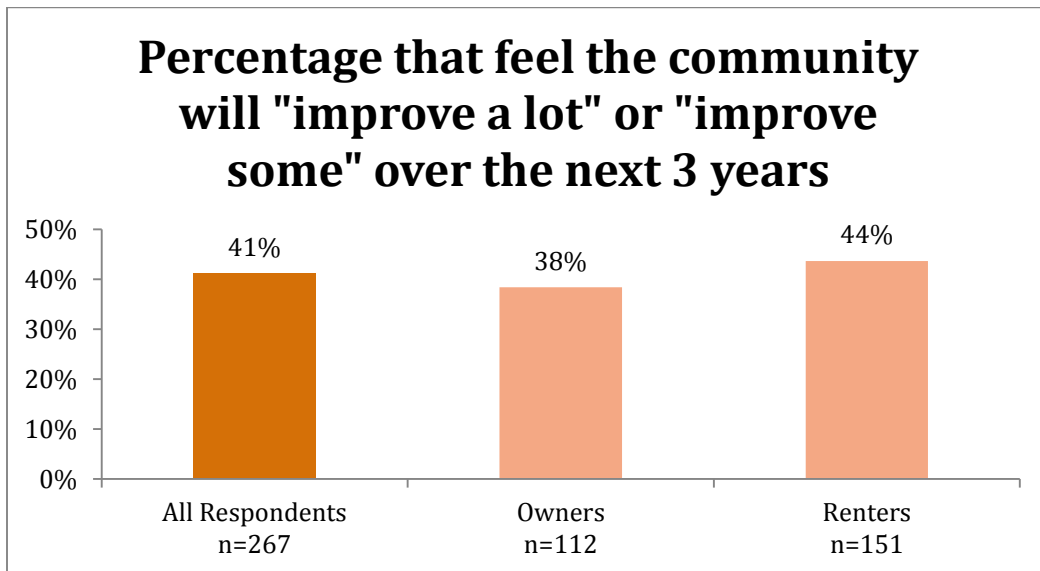
Respondents were also asked about how ten quality of life aspects have changed over the last three years. Friendliness of neighborhoods was most likely to have been judged to be improved. Respondents were most negative regarding the change in safety in the community. Thirty-two percent of respondents feel it has declined some or declined a lot over the past three years. There are no significant differences between renters and owners with regard to perceptions as to how aspects of the community have changed.

Change in quality of life aspects over the past three years		
	% Improved or Improved a lot over the past three years	% Declined some or Declined a lot over the past three years
Access to transportation	29%	7%
Variety of goods and services available for purchase	33%	10%
Friendliness of neighbors	34%	15%
Quality of public services	28%	12%
Access to employment centers	25%	13%
Physical condition of homes	26%	26%
Affordability of homes or apartment	20%	24%
Cleanliness of the community	26%	30%
Physical condition of streets, sidewalks and public spaces	22%	32%
Safety in the community	17%	47%

Finally, respondents were asked “compared to three years ago, how has this community changed overall”. Only 27% percent answered that the community had improved in this time period. Renters and home owners answered similarly.



Despite generally negative views about past changes, respondents appear somewhat more optimistic about the future of the neighborhood. However, fewer than half of respondents report they feel the community will improve a lot or improve some over the next three years. Renters and home owners expressed similar views.



Conclusions and Discussion

A key finding to emphasize in this report is that the respondents do report positive experiences living in this community. A sizable percentage (24%) of respondents indicated that one of their top reasons for living in this community is to be close to family or friends.

This does indicate that there exists a set of core networks from which we can establish further social connectedness. It is also interesting to note that more than 60% of both owners and renters would probably recommend or definitely recommend the community to someone else as a good place to live. Furthermore, a slight majority of owners (57%) and renters (52%) state that they would willingly choose to continue living in this community. These are positive indications that respondents do feel a sense of commitment and investment in the community.

However, there are some areas where social networks, trust, and connectedness could be improved. The largest percentages of owners (47%) and renters (46%) indicate they speak to 1-3 of their neighbors regularly for only 5 minutes or more. This lack of interaction and lack of deep networks might explain why many respondents do not feel they can strongly rely on their neighbors to assist them when they need help. For instance, less than 50% of respondents think it is likely or very likely that people in the community will help them when they need a ride somewhere. When it comes to community action for the good of the community, respondents were not generally optimistic. Less than 50% of respondents agree or strongly agree that if something is wrong in the neighborhood, community members will try to fix it.

It is interesting that despite differences in education levels, length of time living in the neighborhood and the likelihood that they have children living at home, renters and home owners expressed similar views in response to most questions. The most notable exception is in response to questions concerning the likelihood that a neighbor would provide assistance in a variety of common circumstances. Renters were consistently less likely to believe that they would obtain assistance from a neighbor. Creating connections among neighbors – both home owners and renters – is essential to foster a community culture in which norms of trust and reciprocity prevail.

Respondents display much concern about the important aspects of community life, in particular safety and the physical conditions of streets, sidewalks, and public spaces in their community. Only about one third of respondents assess the cleanliness of the community to be good or very good. This suggests that investment should be made towards improving both the physical appearance of the community and public spaces. It is also clear that adopting measures to address concerns with public safety is essential if the community is to be regarded as a desirable place to live. In addition, improving the physical condition of streets, sidewalks, and public spaces and enhancing public safety might lay the groundwork towards encouraging residents to interact more often with each other, and for longer periods of time. This, in turn, would foster a stronger sense of connectedness, integration, and ultimately, trust. It is also interesting to note that when asked to assess whether these aspects of the community have changed compared to 3 years ago, respondents most frequently indicate that these aspects of community life have stayed

about the same. Investment in improving the appearance, infrastructure and safety of the community will need to be a long term and sustained process. It will also require consistent communication with the residents to assure them that they are partners in a process of positive change.

Appendix A
Survey Responses and Categorization of Responses to Open Ended Questions

1. Survey taker

2. Respondent address

3. Subsection of neighborhood, if appropriate

4. How long have you lived in this community?

- Less than 1 year – 15%
- 1-5 years – 32%
- 6-10 years – 14%
- 11-20 years – 15%
- 21-30 years – 11%
- More than 30 years – 13%

5. Which of these was the major reason you decided to live in this community?

- To live near family or friends – 24%
- To be close to work – 9%
- Accessibility of amenities, such as community centers and stores – 8%
- Proximity to public transportation – 3%
- Schools for my children – 5%
- Access to job opportunities – 2%
- Safety in the community – 3%
- Affordability of housing – 19%
- Born here – 8%
- No choice / nowhere else to go – 5%
- Something else – 14%

6. Please describe "something else."

The 23 responses to question 6 included:

9 = Housing: "Just liked the house we bought," "Know the landlord personally," "To have a bigger house."

5 = Convenience: "To be close to college (PCAD)," "To live near family or friends; Easy access," "To be close to Doctors."

5 = Location: "Across the street from church," "Know the area and decided to move back here."

4 = Neighborhood Atmosphere: "Bought a condemned house to uplift the neighborhood because of the physical charm of the blocks near St. Joseph Church, "Safety in the community; nice and quiet, friendly neighbors"

7. Overall, considering everything, how satisfied would you say you are living in this community?

- Very satisfied – 16%
- Satisfied – 29%
- Somewhat satisfied – 29%
- Somewhat dissatisfied – 14%
- Dissatisfied – 6%
- Very dissatisfied – 6%

8. Right now, how likely are you to recommend this community to someone else as a good place to live?

- Definitely would recommend – 22%
- Probably would recommend – 43%
- Probably would not recommend – 25%
- Definitely would not recommend – 10%

9. Right now, how likely are you to recommend this community to families with children as a good place to live?

- Definitely would recommend – 19%
- Probably would recommend – 38%
- Probably would not recommend – 29%
- Definitely would not recommend 14%

10. Are there children under the age of 18 currently living in your home?

- Yes – 49%
- No (Skip to question 15) – 51%

11. If yes, how many children under the age of 18 currently live in your home?

Of the 139 who answered question ten “yes,” 77 (55%) answered question 11. Of the 77 respondents the average number of children per household was 2.5.

12. Where do your children attend school?

- | | |
|---|---|
| <input type="radio"/> McCaskey High School (JP or East) – 21% | <input type="radio"/> Washington Elementary – 1% |
| <input type="radio"/> Wheatland Middle School – 5% | <input type="radio"/> Hamilton Elementary – 1% |
| <input type="radio"/> Hand Middle School – 10% | <input type="radio"/> Carter & MacRae Elementary – 6% |
| <input type="radio"/> E. R. Martin School – 1% | <input type="radio"/> King Elementary – 1% |
| <input type="radio"/> SDOL Cyber School – 1% | <input type="radio"/> Price Elementary – 18% |
| <input type="radio"/> Reynolds Middle School – 4% | <input type="radio"/> Buchanan Elementary – 0% |
| <input type="radio"/> Other SDOL: – 8% | <input type="radio"/> Lafayette Elementary – 8% |
| <input type="radio"/> Other Private School : – 15% | |

13. Do your children use any local recreational facilities or youth programs?

- Yes – 61%
- No – 39%

13 A. If so, which ones?

The sixteen responses to 13A included:

- 2 = Faith based organizations
- 6 = Lancaster Rec Center
- 5 = Boys and Girls Club
- 1 = YMCA
- 3 = In – School Activities / Sports

14. Are there any needed improvements in those facilities or programs?

- Yes – 47%
- No – 53%

14 A. If so, what?

The nine responses to 14A included:

- 2 = Staffing needs
- 1 = Community involvement
- 2 = Funding
- 2 = Space
- 1 = Transportation
- 1 = More Programs

15. Right now, how likely are you to recommend this community to seniors as a good place to live?

- Definitely would recommend – 18%
- Probably would recommend – 33%
- Probably would not recommend – 31%
- Definitely would not recommend – 18%

16. If you had the choice, would you continue to live in this community?

- Yes – 55%
- No – 45%

17. Please tell us why you feel this way.

Of the 150 who said “yes” 79 answered question 17 The most frequent answers were:

42 = Neighborhood Atmosphere: “I live on a good block/feels safe, I have good neighbors,” “I love my home, nice neighbors, quiet neighborhood, close to everything.”

21 = Like the people/neighbors: “Not too much traffic, quiet friendly people,” “Good neighbors and diverse.”

19 = Convenience: “nice place to live, close to church,” “The school are good for the kids and its close to work,” “Enjoy being close to shops and restaurants in town, and activities.”

12 = Housing: “We really like our apartment but really hate our neighborhood,” “It's a nice place in comparison to further up W. Vine.”

Of the 126 who said “No”, 102 answered question 17. The most frequent answers were:

42 = Crime: “People are loud at night - trespassing - theft and vandalism of cars,” “It has deteriorated a lot. There is a lot of crime, where there was none at all when I moved in.”

30 = Safety: “Due to the increased violence rate I fear for the safety of my children from time to time,” “There is no safe place for children to play.”

26 = Neighborhood Atmosphere: “Too ghetto to raise children. Nothing for kids to do but get in trouble,” “too much noise with neighbors outside drinking and yelling.”

24 = Neighborhood Conditions: “...neighbors to be required to have an ashtray if smokers because there's butts everywhere”, “gross all over the street,” “some rental housing nearby and lack of overall care to maintain property by residents (broken window theory in process).”

21 = Problems with people: “Landlords don't take care of their properties and a lot of the people in the community don't care anymore,” “bad neighbors who rent from slumlords.

18. What are the things that you like best about living in this community? Select up to three of the characteristics listed.

- My house or apartment – 23%
- My neighbors – 17%
- Distance to work – 13%
- Access to amenities – 8%
- Proximity to public transportation – 8%
- Schools for my children – 6%
- Access to job opportunities – 3%
- Safety in the community – 5%
- Affordability of housing – 13%
- Types of housing available – 1%
- Other – 3%

19. Please describe "other."

The 24 responses to question 19 included:

- 8 = Neighborhood Atmosphere: "The online network of Cabbage Hill," "My neighborhood."
- 5 = Convenience/Location: "Close to my church," "Proximity to school."
- 3 = Family: "My family lives nearby."
- 3 = Religious community: "Christian environment."

20. What are the things that you like least about living in this community? Select up to three of the characteristics listed.

- My house or apartment - 5%
- My neighbors - 14%
- Distance to work - 5%
- Access to amenities - 3%
- Proximity to public transportation - 4%
- Schools for my children - 9%
- Access to job opportunities - 7%
- Safety in the community - 27%
- Affordability of housing - 7%
- Types of housing available - 8%
- Other - 11%

21. Please describe "other."

The 65 responses to question 21 included:

- 35 = Neighborhood Condition: "trash, noise, condemned houses," "Lack of stores, lack of action by police, properties not kept up", "parking": "1) very loud at night 2) parking very challenging," "Parking and trash."
- 21 = Neighborhood Atmosphere: "People don't care. Kids are out till all hours. Very dirty looking. No respect for others property," "Noise and loud music and cars speeding."

22. What is the best place in this community?

The 221 responses to question 22 included:

- 44 = Outside the area: "Manor shopping center," "Lancaster Square," "Central Market."
- 37 = Housing: "My house," "My home."
- 24 = Parks
- 23 = Location: "700 block of Poplar St.," "400 Block of W. Vine St.," "My block - 400 St. Joseph Street."
- 21 = Church: "St. Joseph Church," "San Juan Baptista,"

23. What is the worst place in this community?

The 209 responses to question 23 included:

- 37 = Locations: "Parks, because of the drugs. Younger generation use parks for drugs", "High St. and Strawberry and Vine intersection," "500 blocks of St. Joseph and High Streets."
- 16 = Manor Street
- 6 = Water Street
- 6 = High Street

24. With how many of your neighbors do you speak regularly for 5 minutes or more?

- None - (14%)
- 1—3 (46%)
- 4—6 (23%)
- 7—9 (7%)
- 10 or more (10%)

25. How likely do you think it is that people in this community would help out in the following situations?

	Very likely	Likely	Somewhat likely	Not very likely	Not at all likely
You needed a ride somewhere	22%	18%	23%	21%	16%
A package was delivered when you were not at home and it needed to be accepted	28%	22%	22%	14%	14%
You needed a favor, such as picking up mail or borrowing a tool	32%	28%	19%	11%	10%
You needed someone to watch your home when you were away	30%	21%	18%	14%	17%
An elderly neighbor needed someone to periodically check on him or her	28%	27%	21%	14%	10%
A neighbor needed someone to take care of a child in an emergency	27%	23%	22%	12%	16%

26. If something is wrong in my neighborhood, I know that the people who live here will try to fix it.

- 5 (Strongly agree) – 15%
- 4 (Agree) – 29%
- 3 (Neither agree/disagree) – 34%
- 2 (Disagree) – 13%
- 1 (Strongly disagree) – 9%

27. Do you currently rent your home or do you own it?

- Own – 43%
- Rent – 54%
- Neither; I live with a friend or relative – 3%
 - If Q27 is answered with **Option 1 "Own,"** then Skip to Q37

28. Would you consider buying a home in this community?

- Yes – 42%
- No – 58%
- If Q28 is answered with **Option 1 "Yes,"** continue to Q29 and answer **questions 29, 30, 31.**
- If Q28 is answered with **Option 2 "No,"** then Skip to **Q33 and continue.**

29. Which of these factors are reasons you have not yet bought a home in this community? Check all that apply.

- Houses that are available in the community – 15%
- Physical conditions in the community – 8%
- Crime or other safety issues – 16%
- Quality of public services and/or schools – 3%
- Convenience to work, school, and/or shopping – 4%
- My personal financial situation – 37%
- State of the economy – 10%
- Something else – 7%

30. Please describe "something else."

The 24 responses to question 30 included:

7 = Affordability: "Houses need to be reasonable \$," "Price and place."

5 = Prefer renting

5 = Prefer to purchase elsewhere: "Interested in a more rural setting," "Would want my home to be a fresh start in a new area."

31. Of the factors you have chosen, which one would you say is the primary reason you have not yet bought a home in this community?

- Houses that are available in this community – 6%
- Physical conditions in this community – 6%
- Crime or other safety issues – 16%
- Quality of public services and/or schools – 1%
- Convenience to work, school, and/or shopping – 1%
- My personal financial situation – 54%
- State of the economy – 10%
- Something else – 6%

32. Please describe "something else."

The 6 responses were:

3 = Affordability: "Need money to fix the houses up or the purchase prices is too much," "Renting to own."

2 = Miscellaneous: "Drugs and alcohol."

1 = Convenience/Location: "It is pretty convenient to me to live in the parsonage because I'm close to the church and to the community center where I work."

If you answered questions 29-31, skip to Question 37

33. Which of the factors are reasons you would not consider buying a home in this community? Check all that apply.

- Houses that are available in the community - 7%
- Physical conditions in the community - 16%
- Crime or other safety issues - 27%
- Quality of public services and/or schools - 7%
- Convenience to work, school, and/or shopping - 2%
- My personal financial situation - 20%
- State of the economy - 11%
- Something else - 10%

34. Please describe "something else."

The 6 responses were:

4 = Affordability: "Borrowing is not easy in this economy-perhaps it's too hard, bank standards too rigorous to individuals/prospective homeowners," "Social security is not enough to buy or rent on my own," "Renting to own," "I'm interested in being a 1st time buyer but need assistance, please contact me."

2 = Miscellaneous: "School," "Just moved here."

35. Of the factors you have chosen, which one would you say is the primary reason you would not consider buying a home in this community?

- Houses that are available in this community - 7%
- Physical conditions in the community - 7%
- Crime or other safety issues - 44%
- Quality of public services and/or schools - 1%
- Convenience to work, school, and/or shopping - 1%
- My personal financial situation - 24%
- State of the economy - 8%
- Something else - 8%

36. Please describe "something else."

The 10 responses were:

- 4 = Prefer renting: "Don't want to own a home, I like to rent."
- 2 = Crime/Safety: "This area needs to be watched by police as sometimes we hear shooting at night," "too much drugs are not good for children to see."
- 2 = Prefer elsewhere: "Want a big yard for growing my own food."
- 1 = Housing: "Houses are very old."
- 1 = Transportation: "Transportation accessibility."

37. Is your home large enough for your family? If not, how much larger a home do you need?

- Yes - 95%
- No - 5%

The 6 responses from those who said they needed a larger home were:

- 6 = More bedrooms
- 1 = Bathroom on main floor

38. Does your home need any repairs or upgrades? If so, what repairs or upgrades?

- Yes - 75%
- No - 25%

The responses from those who needed repairs or upgrades were:

- 6 = Bathroom
- 6 = Walls/Ceilings/Paint
- 4 = Basement
- 4 = Windows
- 4 = Kitchen
- 4 = Roof
- 4 = porch/deck, yard
- 4 = carpet/flooring
- 4 = heating/air-conditioning

39. What is your level of education?

- Less than a high school diploma - 12%
- High school diploma or GED - 36%
- Some college or advanced training - 35%
- Bachelor's degree - 12%
- Advanced degree - 5%

40. How would you rate each of the following aspects of this community?

	Very good	Good	Fair	Poor	Very poor
Cleanliness of the community	12%	23%	36%	19%	10%
Physical condition of homes in the community	8%	29%	40%	17%	6%
Physical condition of streets, sidewalks, and public spaces in the community	6%	19%	42%	23%	10%
Safety in the community	8%	21%	31%	24%	16%
Friendliness of neighbors in the community	18%	34%	35%	10%	3%
Quality of public services in the community	12%	33%	37%	13%	5%
Variety of goods and services available for purchase in the community	16%	29%	36%	14%	5%
Access to transportation	21%	46%	26%	4%	3%
Access to employment centers	11%	31%	39%	12%	7%
Affordability of homes or apartments in the community	15%	26%	39%	14%	6%

41. Compared to three years ago, how has this community changed overall?

- Improved a lot - 9%
- Improved some - 19%
- Stayed about the same - 36%
- Declined some - 21%
- Declined a lot - 15%

42. Please describe why you feel this way.

The 162 responses to question 42 included:

47 = Crime: "Crime is still an issue in a lot of streets," "More crime, less police presence."

20 = Housing: "more condemned houses. Houses in worse condition," "Housing has improved," "Homes not taken care of."

19 = Neighborhood Conditions: "Need more stop signs, more cop patrols, cameras that actually work," "the neighborhood is a mess always dirty and a bunch of drunks around."

18 = Safety: "The safety has decreased, the fixing of the city such as city repairs has been delayed a lot," "Feel a little safer in my community."

15 = No change: "Been here all my life does not feel like anything has changed," "Never notice anything to make improvements in the area."

43. Compared to three years ago, how would you say each of the following aspects of this community has changed?

	Improved a lot	Improved some	Stayed about the same	Declined some	Declined a lot
Cleanliness of the community	9%	17%	44%	22%	8%
Physical condition of homes in the community	7%	18%	48%	22%	5%
Physical condition of streets, sidewalks, and public spaces in the community	7%	15%	46%	25%	7%
Safety in the community	6%	11%	36%	29%	18%
Friendliness of neighbors in the community	11%	23%	51%	11%	4%
Quality of public services in the community	9%	19%	60%	9%	3%
Variety of goods and services available for purchase in the community	8%	25%	57%	7%	3%
Access to transportation	13%	16%	63%	4%	4%
Access to employment centers	8%	17%	61%	9%	5%
Affordability of homes or apartments in the community	8%	12%	56%	16%	8%

44. Please tell us why you feel this way.

The 85 responses to question 44 included:

17 = Neighborhood Conditions: "Garbage/trash noted in common areas however, greater sense of community," "Stores have improved, streets have gotten worse."

9 = Crime: "The crime rate has raised and I don't feel safe here," "Take a walk at night /self-evident."

8 = Housing: "Landlords charge too much for some rental properties," "Overall enjoy living in the city. Housing, roads and safety continue to be issues (problems)."

8 = No Change: "The mayor we have now only does work repairs in the city, what about the West end, South end of city fixing things up?" "Noticed no big changes."

45. Thinking about the next three years, how would you say this community is likely to change?

- Improve a lot – 11%
- Improve some – 30%
- Stay about the same – 34%
- Decline some – 15%
- Decline a lot – 10%

46. Please tell us why you feel this way.

The 152 responses to question 46 included:

25 = No Change: "Because I have been here for 9 years and nothing has changed," "Nothing is being done to change it."

19 = Neighborhood Conditions: "If there is no grant the neighborhood will stay the same way, cause no one is going to pay to make the neighborhood look better," "Upkeep to houses and apartments will need to be maintained, I cannot see some of it being done."

16 = People: "People who care have mostly moved out," "Lots of good people with lots of energy," "I am hopeful about these meetings and the impact of neighbors gathering."

14 = Neighborhood Atmosphere: "Neighborhood awareness has increased," "Neighborhood awareness has increased."

47. What, if anything, do you think the people in this neighborhood can do to make it a better place to live?

Of the 215 answers the most frequent responses reflected the following themes:

Quality of life

- Trash....increased attention for the near term
- Police....increase patrols and presence for the near term
- Street lighting
- Crime watch

Neighborhood Connections

- Branding and market of the neighborhood
- A series of neighborhood gathering activities (Get to Know Your Neighbors)
- Neighborhood Services Liaison
- BoysClub/GirlsClub neighborhood connectors

Housing

- Rehabilitation and in-fill development
- Landlords & tenants

Education

- Active engagement and participation of the three elementary schools

Open Space/Public Realm

- Farnum Park Green space or interior activity areas