



*Perceptions of Quality of Life in
Lancaster County, Pennsylvania
May 2012*

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Millersville University
SEIZE THE OPPORTUNITY

CIVIC AND COMMUNITY ENGAGEMENT
AND RESEARCH PROJECT



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PURPOSE

Conducted for the first time in 2010, this biennial survey, “Perceptions of Quality of Life in Lancaster, Pennsylvania,” represents an ongoing effort to better understand the degree to which Lancaster County residents are satisfied with their quality of life. More specifically, the survey attempted to measure Lancaster residents’ level of satisfaction in a number of important domains of living—work, neighborhood, community, health, and education. The 2012 survey of Lancaster residents’ quality of life was based on a questionnaire consisting of several components¹: 1) questions asking respondents about their overall quality of life, whether their quality of life had recently improved or worsened, and if so, why; 2) questions about respondents’ overall health status, how difficult it was to obtain medical care, and whether respondents were covered by health insurance; 3) questions that asked respondents about their perceptions of the parks and recreational opportunities where they live; 4) questions that asked respondents to rate the quality, safety, and (for colleges and universities) accessibility of public schools in their area; 5) questions that asked respondents to rate their satisfaction with services they receive (e.g. trash collection, street maintenance, etc.); 6) questions that asked respondents to rate the severity of a number of problems in the areas where they live (e.g., vandalism, garbage and litter on the streets, noisy neighbors, etc.); and 7) questions designed to gather information about respondents’ demographic characteristics. The findings discussed in the report that follows address each of the aforementioned areas of focus, and important differences between the results of the 2012 survey and 2010 survey² are highlighted where appropriate.

METHODOLOGY

The results of this survey are based on computer-assisted telephone interviews with 445 adult residents of Lancaster County, conducted from April 2 to May 2, 2012. The interviews were completed in the Millersville University Polling & Research Office under the supervision of Dr. Kerrie Farkas, Director, and Dr. Adam Lawrence, Research Fellow. The overall response rate for this survey was 24%.

¹ The questionnaires used in the 2010 and 2012 surveys are, for all intents and purposes, the same. One exception is the inclusion in the 2012 survey of six questions focusing on respondents’ perceptions of the parks and recreational opportunities where they live.

² The full report of the 2010 survey, “Perceptions of Quality of Life in Lancaster County, PA, March 2010,” is available for download at: <http://www.millersville.edu/ccerp/cps/polling-research/index.php>.



The sample consisted of telephone numbers generated using Random Digit Dialing (RDD), and all respondents were randomly selected within each household. For the results of this survey, the sample of 445 residents of Lancaster County has a maximum margin of sampling error of ± 4.64 percent at the conventional 95% level of confidence. Survey results are weighted by age and sex in order to reflect the true distribution of these two demographic characteristics in Lancaster County as reported in the 2010 Census. A profile of the respondents is provided in Appendix A. In addition to sampling error, the four primary sources of non-sampling measurement error include the following: interviewer effects (e.g., an interviewer failing to read a question precisely as written); questionnaire design (e.g., question wording, question length, question order); the respondent (e.g., some respondents offer what they perceive to be socially desirable answers to particular kinds of questions); and the method of data collection (different methods of data collection—for example, face-to-face, by telephone, or by mail—may yield different responses to the same questions).

EXECUTIVE SUMMARY

Overall Quality of Life

- A large majority of respondents reported an excellent or good quality of life (92%).
- 36% of respondents said their quality of life had changed significantly over the past year; 25% for the better, and 12% for the worse.
- Respondents offered a variety of reasons to explain the improvement or decline in their quality of life, including changes in the following: the economy, family financial situations, health status, one's neighborhood, and perceptions of government effectiveness.

Community

- Most respondents felt that they had a very strong (27%), or somewhat strong (55%), sense of community where they lived (82%).
- A healthy majority of respondents said they felt safe in their homes during the day (90%) and at night (82%), and most said they were comfortable outside in their neighborhood at night (69%).
- While some respondents agreed that certain problems exist in their communities (e.g., noisy cars, illegal drug sales, vandalism), most thought these were minor problems rather than major ones.





Health

- A large proportion of respondents felt that their health was excellent or good (88%).
- Almost all respondents believed their health was either the same (53%), or better (40%), than others of the same age (93%).
- Most thought it was not difficult to get the medical care they needed (88%).
- A very large majority said they were covered by a health insurance plan of some kind (89%).

Services

- Large majorities of respondents expressed favorable evaluations of the services they receive in their local communities (e.g., trash collection, fire, senior services, etc.).
- Some services, however, were rated less favorably than others. Street maintenance, snow removal, and drinking water stood out as the *least favorably rated*; trash collection, recycling, and fire were the *most favorably rated*.

Parks and Recreational Opportunities

- Substantial majorities told us that there were plenty of parks and open spaces (90%), as well as recreational facilities (83%), in the areas where they lived.
- Almost all respondents agreed that it was easy to get to the parks and open spaces (96%) and recreational facilities (91%) where they lived.
- Despite the number and accessibility of parks and recreational facilities, just 18% said they used the parks and opens spaces very often, and just 13% said they take advantage of the recreational facilities in their local communities very often.

Education

- Ratings of public elementary, middle schools, and high schools were far more positive than negative, though elementary schools were rated more positively than middle schools and high schools.
- More than a majority of respondents (55%) thought the public schools in their area were safe, but 43% thought public schools were just somewhat safe.
- While 43% thought public colleges and universities were very accessible (in terms of cost and location), more respondents believed they were only somewhat accessible (53%).

The Correlates of Quality of Life

- Perceptions of quality of life were statistically significantly correlated with a number of respondents' social and demographic characteristics.
- White respondents with high levels of income, college degrees, who worked full-time, and owned their own homes were *far more likely* to report an excellent quality of life than respondents who did not share these characteristics.
- The importance of these correlates is further substantiated by the results of 2010 survey, which confirmed that each of these social and demographic factors—education, income, race/ethnicity, housing status, and employment status—strongly shaped respondents' perceptions of their quality of life.

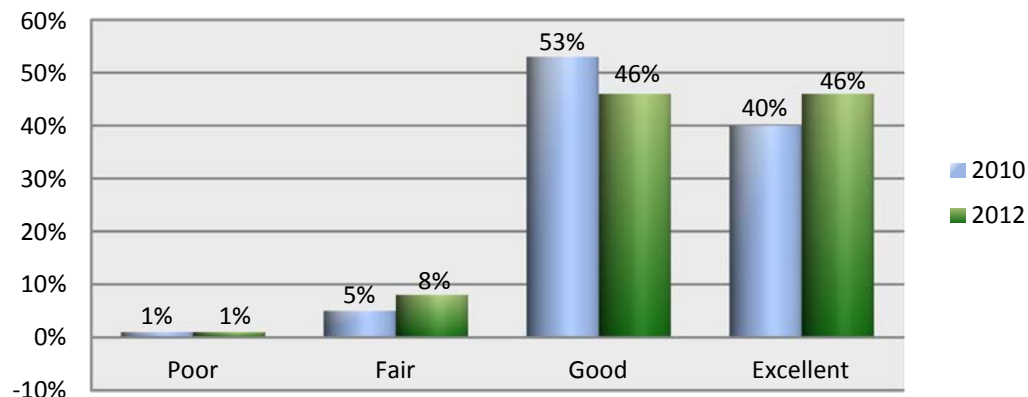




QUALITY OF LIFE

The primary focus of this survey was the perceptions of overall quality of life expressed by residents of Lancaster County. The data summarized in Chart 1 reveal the strong, positive evaluations of quality of life offered by our respondents in both the 2010 and 2012 surveys. Notably, the percentage of respondents who said their quality of life was excellent increased from 40% in the 2010 survey to 46% in the 2012 survey. Less than 10% in either survey reported that their quality of life was fair or poor.

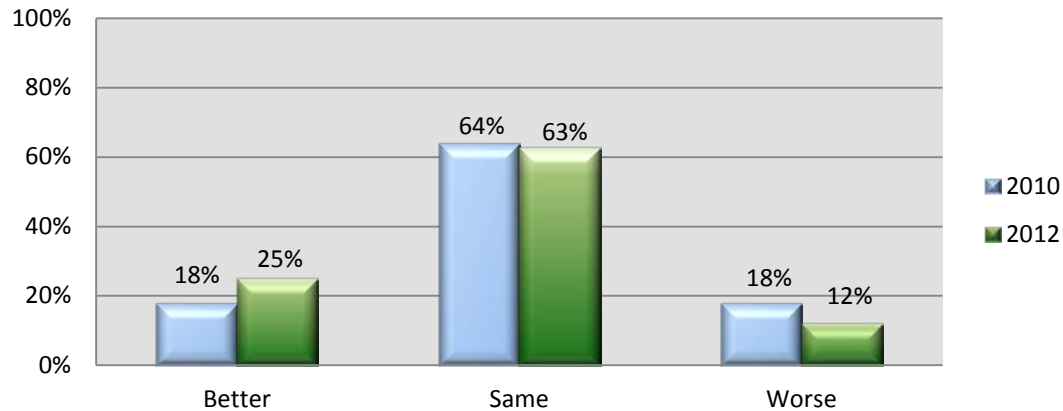
Chart 1. How would you rate your overall quality of life? (2010 & 2012)



While respondents generally indicated that their quality of life was excellent or good, Chart 2 on the next page shows that more than a third in the 2010 and 2012 surveys said their quality of life changed significantly over the past year. In 2010, the percentage of respondents who said their quality of life had gotten better (17.6%) was roughly equivalent to the percentage who indicated that it had gotten worse (18.1%). In the 2012 survey, the percentage of respondents who said their quality of life had gotten better (25%) was more than double the percentage of respondents who said their quality of life had gotten worse (12%). It should be pointed out that this question may have been perceived differently by different respondents. When answering the question, some respondents might have had their own physical health in mind, others might have focused on the services they receive in their local communities, and still others might have been thinking



Chart 2. Over the past year, would you say your overall quality of life has gotten better, stayed about the same, or gotten worse? (2010 & 2012)

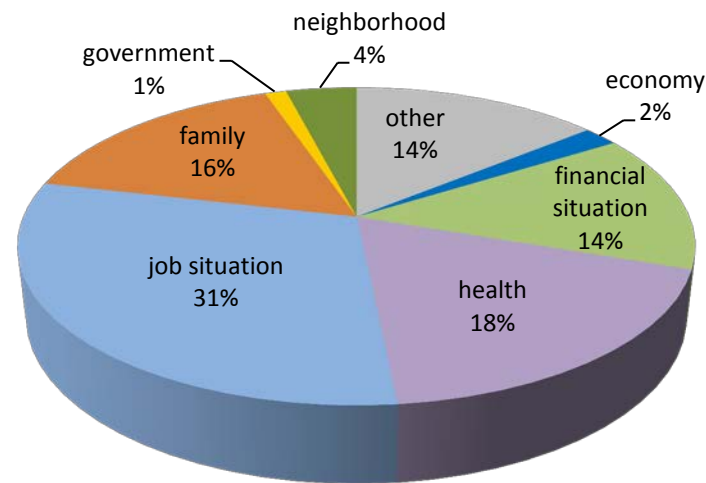


of the public schools where they lived. Thus, it is not clear—at least from the question asked—on what specific components of quality of life these ratings are based.

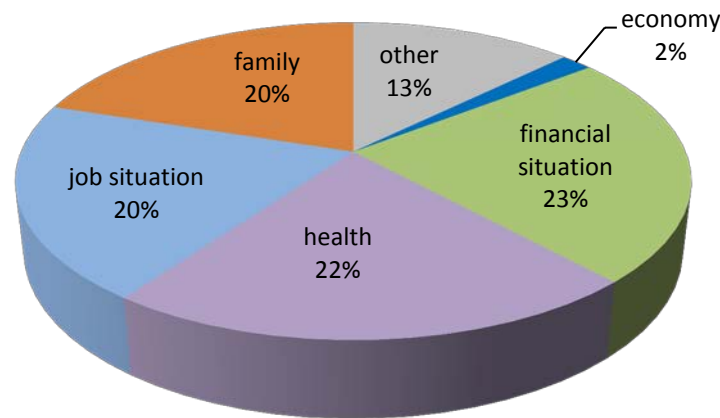
As Graph 1 on the following page illustrates, the reasons volunteered most frequently by our 2012 respondents for the improvement in their quality of life were their *job situation* (31%), *health status* (22%), *family-related reasons* (16%), and their *personal/family financial situation* (14%). Respondents who cited their job situation said that they just changed jobs, were receiving more hours, secured a better paying job, earned a salary increase, enjoyed job security, or were recently promoted. Respondents who cited their health status told us that they were experiencing progress in dealing with medical problems, they recently stopped chemotherapy treatment, they recently became cancer-free, they began exercising again, they were losing weight, or they were taking vitamins and supplements to get in better shape. Those who cited family-related reasons said that births, weddings, and graduations contributed to an improved quality of life. Finally, respondents who cited financial situation as a primary reason told us that they made good financial decisions, were financially secure, were able to pay their bills, were managing their debt, their children had recently graduated from college, they were remodeling their home, just sold their home, or recently moved to a better area.



Graph 1. What would you say is the primary reason why your overall quality of life has gotten better? (2012)



Graph 2. What would you say is the primary reason why your overall quality of life has gotten better? (2010)



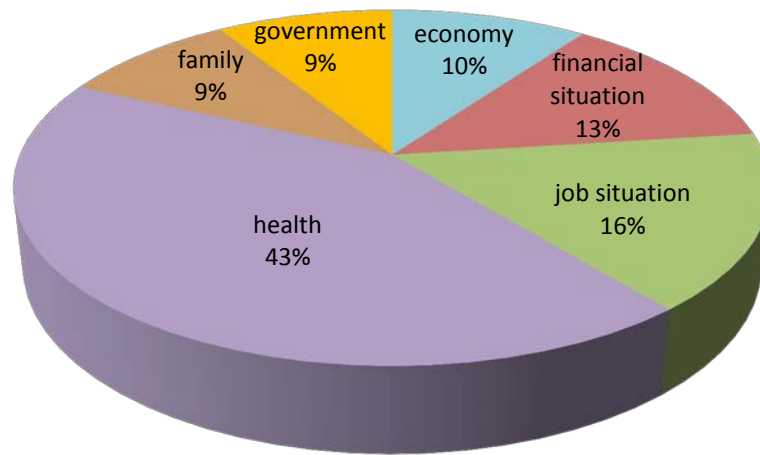
The reasons cited by our 2012 respondents for an improved quality of life are different from the 2010 survey in a few subtle, but noteworthy, respects: Graphs 1 and 2 show that, in 2012, *more* respondents mentioned their job situation (31% in 2012; 20% in 2010), and *fewer* mentioned their



financial situation as a reason for their enhanced quality of life (14% in 2012; 23% in 2010). Also, in 2012, but not in 2010, a small proportion of respondents cited an improved neighborhood and good neighbors (4%), and a more effective government (1%), as reasons why their overall quality of life had gotten better.

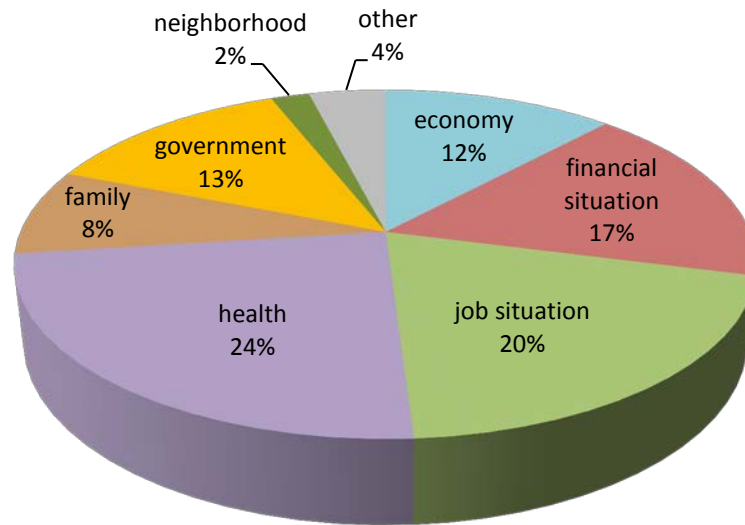
As Graphs 3 and 4 indicate, many of the reasons offered by respondents for why their quality of life had improved are the same volunteered by respondents for why their quality of life had gotten worse. In 2012, the most frequently cited reason for a decline in overall quality of life was health (43%). Those who cited health as the primary reason for the decline in their quality of life reported problems including, but not limited to: back problems, advancing age, the loss of a spouse, a stroke, brain surgery, becoming disabled as a result of being hit by a car, having a knee replacement, being diagnosed with cancer, and caring for an elderly parent. Respondents who cited their job situation (16%) indicated that they were laid off, unemployed, recently had to change jobs, were underemployed, or had their work hours reduced. Respondents who reported their personal/family financial situation (17%) as the primary reason pointed out that living expenses continue to increase, money is tight, everything is more expensive, they live on a fixed income, they cannot afford health insurance, property taxes have risen, or Social Security doesn't cover everything.

Graph 3. What would you say is the primary reason why your overall quality of life has gotten worse? (2012)





Graph 4. What would you say is the primary reason why your overall quality of life has gotten worse? (2010)



Unlike the group of respondents who said their quality of life had gotten better, the economy was cited by a significant percentage of respondents for why their quality of life had gotten worse (10% in 2012; 12% in 2010). In 2012, among respondents who said their quality of life had declined and offered a reason why, 9% indicated that government was at least partially to blame. These respondents made reference to the President of the United States, the Governor of Pennsylvania, wasteful government spending, and higher taxes.

In comparing the results of the 2010 and 2012 surveys, the most compelling difference is the greater prominence of health-related concerns as a primary reason for respondents' decline in quality of life. In 2010, 24% of respondents cited health as the primary reason; in 2012, 43% cited health concerns as the main culprit. Also, despite the gradual improvement of the national, state, and local economies, and the lifting of the economic recession, it is remarkable to note that economic concerns were cited nearly as often in 2012 as they were in 2010 as reasons why respondents' overall quality of life had worsened.



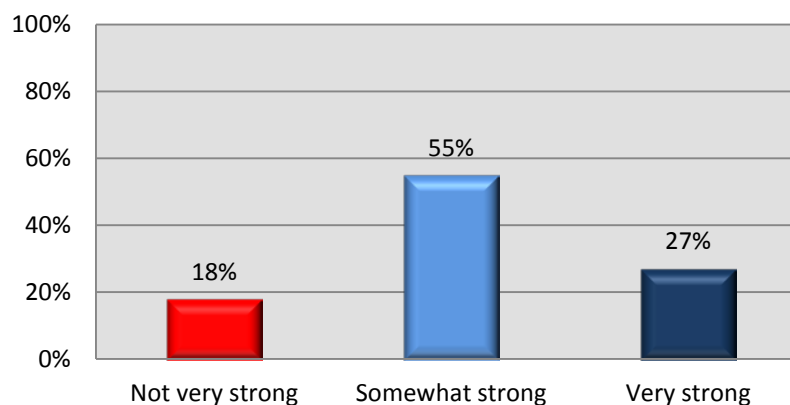
THE COMPONENTS OF QUALITY OF LIFE

In addition to asking respondents directly about their overall quality of life, respondents were also queried about several different dimensions, or components, of quality of life. Specifically, they were asked, in a number of different ways, to evaluate the community in which they live; they were asked to reflect on their own health and their access to health care; to evaluate several services they receive in the areas where they live; and they were asked to rate the quality and accessibility of public schools in their areas.

Community

In an effort to get respondents to reflect on the communities in which they live, respondents were asked to rate their overall feeling of a sense of community, the extent to which they feel safe in their neighborhoods, and to rate the severity of a number of problems that they might sometimes encounter in the areas where they live. As Chart 3 shows, the sense of community reported by respondents was generally strong: more than a quarter indicated they felt a very strong sense of community (27%), and a majority said their sense of community was somewhat strong (55%). Only 18% indicated that their sense of community was not very strong.

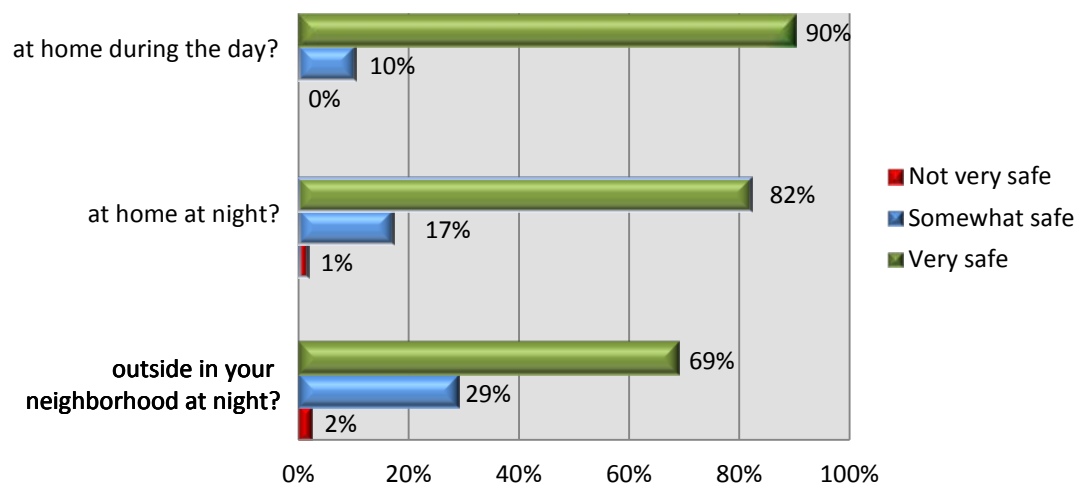
Chart 3. How would you rate your feeling of a sense of community where you live?





Related to a sense of community is whether respondents feel safe at home, both during the day and at night, or outside in their neighborhood at night. The results of our 2012 survey revealed, not surprisingly, that respondents felt safest at home during the day, followed by at home at night, and least safe outside in their neighborhood at night. These differences, however, should not be overstated; they are modest. In fact, as Chart 4 makes clear, substantial majorities of respondents said they felt safe *in each of the three contexts* posed to them: 90% of respondents felt very safe at home during the day, 82% felt safe at home at night, and more than two thirds said they felt safe outside in their neighborhood at night (69%).

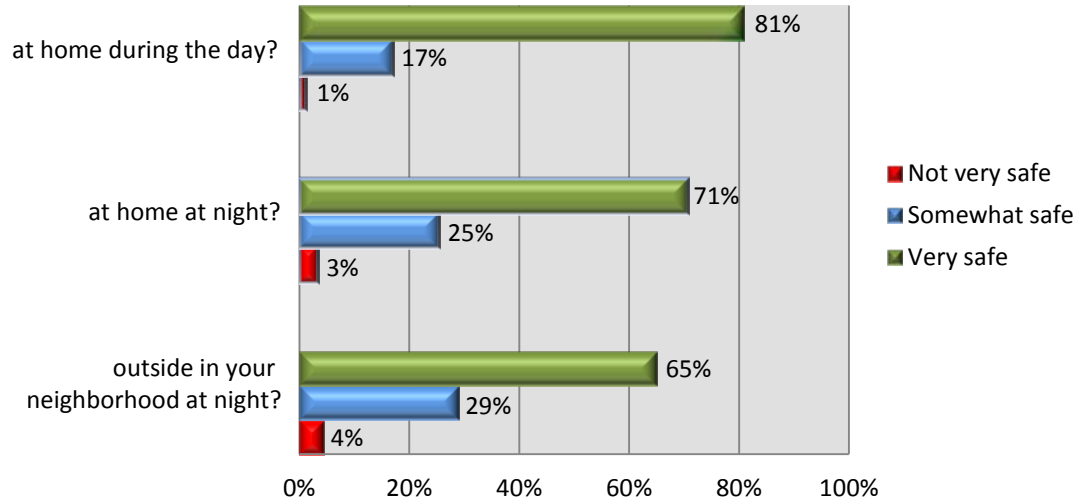
Chart 4. How would you rate your feeling of a sense of safety... (2012)



The perceptions of safety expressed by the respondents to the 2012 survey differ from the results of the 2010 survey. The differences are not dramatic, but they are consistent, and, in two of the three contexts, they exceed the margins of error of the two surveys. By way of comparison, Chart 5 on the next page shows that our 2012 respondents reported feeling safer in each of the three contexts than those who participated in our 2010 survey. Whereas 90% of respondents in 2012 said they felt very safe at home during the day, 81% of respondents in 2010 reported the same. Also, while at home at night, 82% of respondents in 2012 said they felt very safe at home at night, and in 2010, 71% said they felt very safe.



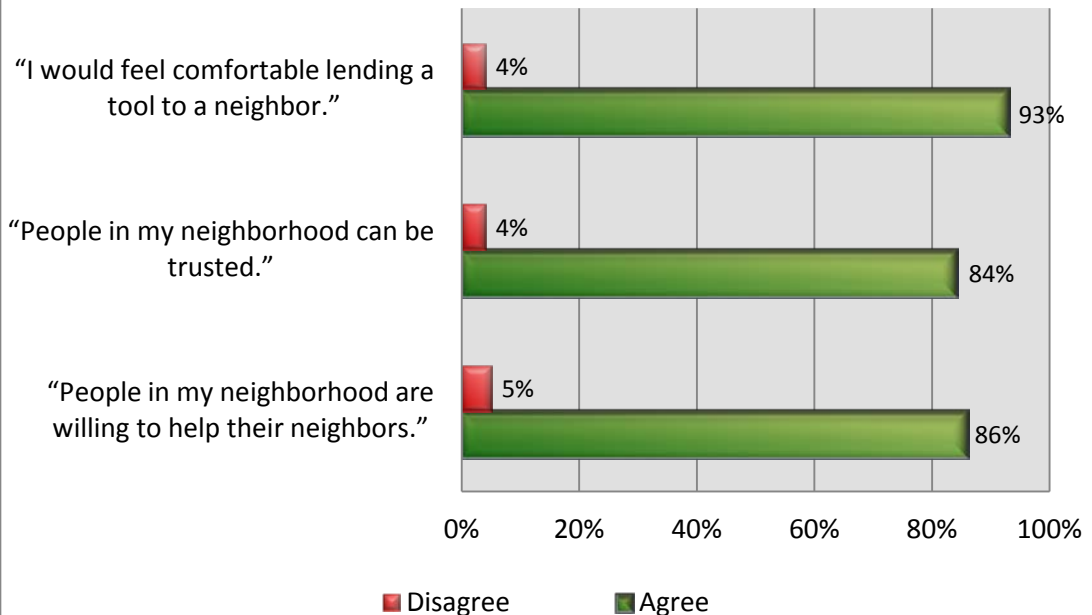
Chart 5. How would you rate your feeling of a sense of safety... (2010)



Another indicator of the strength of a community is how well neighbors get along with one another. In an attempt to gauge the strength of the relationships among neighbors, respondents were asked to agree or disagree with three separate statements: 1) if respondents believed the people in their neighborhood were willing to help other neighbors; 2) if respondents believed that people in their neighborhood could be trusted, and; 3) if respondents felt comfortable lending a tool to a neighbor. The responses to each of these questions, summarized on the next page in Chart 6, generally confirm that respondents enjoyed strong relationships with their neighbors. Results indicate that 93% of respondents would be comfortable lending a tool to a neighbor; only 4% disagreed. Similarly high proportions of respondents agreed that people in their neighborhoods could be trusted (84%) and that people in their neighborhoods were willing to help their neighbors (86%). Only 4% and 5% disagreed with these statements, respectively.



Chart 6. Please tell me whether you agree or disagree with each of the following statements...

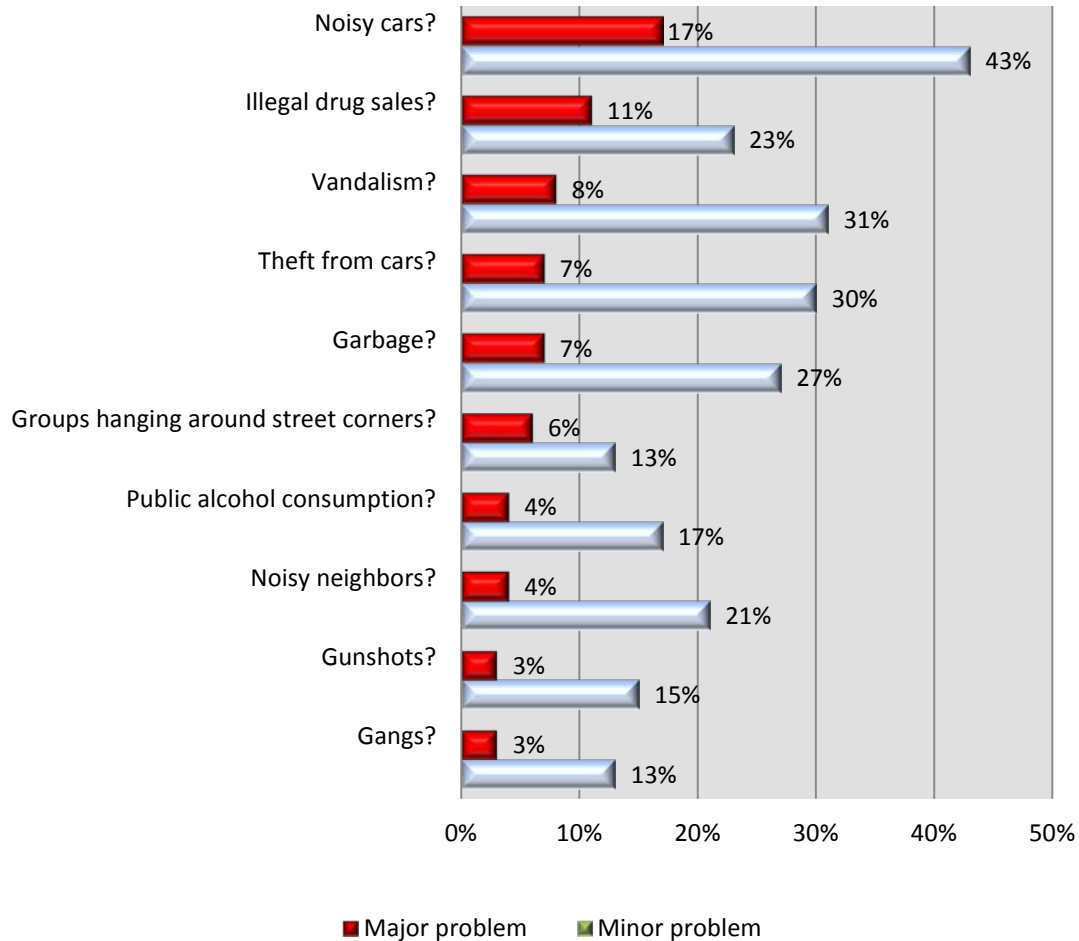


In a final effort to understand respondents' sense of community, we asked them to indicate the extent to which they thought their communities were being negatively affected by a variety of problems. In particular, respondents were asked if each of the following represented a major problem, a minor problem, or no problem at all in their neighborhood: *vandalism, noisy cars, theft from inside cars, garbage and litter in the streets, illegal drug sales, public alcohol consumption, noisy neighbors, groups hanging around street corners, gunshots, and gangs.*

Chart 7 on the next page shows that, in 2012, more than one third of respondents believed a handful of concerns represented either a minor or a major problem in the areas where they lived. Thirty-four percent said that garbage and litter was a minor or major problem, although only 7% said this was a major problem. A slightly larger 39% of respondents said theft from inside cars was a minor or major problem, but here, too, only 7% said this was major problem. The same pattern of response was evident in evaluations of the problem of vandalism—with 39% indicating this was a minor or major problem, but just 7% saying it was a major problem—and illegal drug sales, with 34% reporting



Chart 7. Please tell me if each of the following represents a major problem, a minor problem, or no problem at all: what about... (2012)

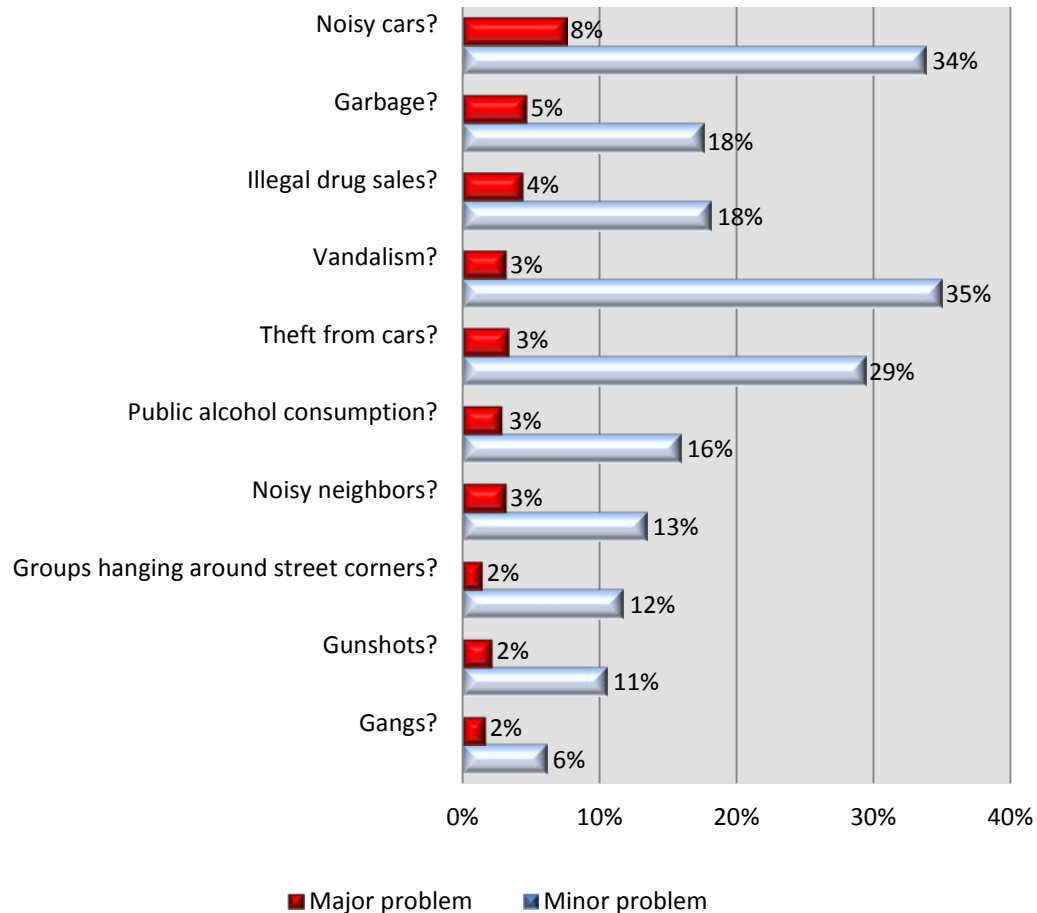


this issue as a major problem, and 11% saying it represented a major problem. Standing out from this list of problems is that of noisy cars, which was reported as a major or minor problem by a much greater percentage of respondents than any of the other nine problems included in the survey. A full 60% of respondents identified noisy cars as a minor or major problem.

A comparison of the 2012 results with the results from 2010, shown in Chart 8 on the next page, reveals two important differences. First, the five problems most frequently cited as major or minor by respondents in 2010 were the same five problems cited most frequently by our 2012 respondents:



Chart 8. Please tell me if each of the following represents a major problem, a minor problem, or no problem at all: what about...(2010)



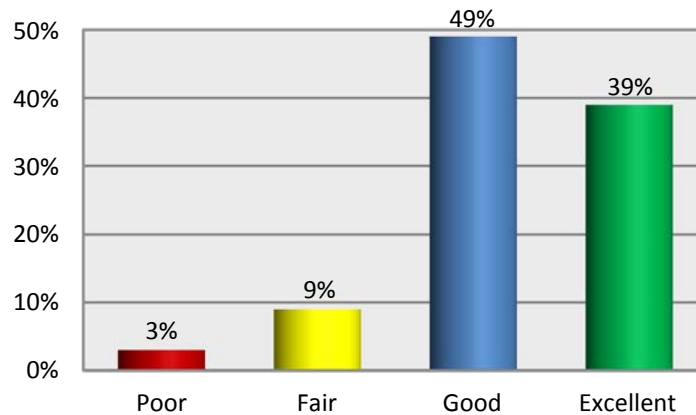
noisy cars, illegal drug sales, vandalism, theft from inside cars, and garbage and litter on the streets. Second, larger percentages of our 2012 respondents believed four of these top five concerns represented a minor or major problem. In 2012, 60% of respondents said noisy cars were a minor or major problem; in 2010, just 38% indicated that this issue represented a minor or major problem. Even more telling, in 2012, 17% said noisy cars were a major problem, and in 2010 only 3% reported this as a major problem. Finally, for both illegal drug sales and garbage and litter on the streets, the pattern is the same: in 2012, 34% of respondents said these concerns represented major problems, but in 2010, just 22% of respondents told us these were major problems.



Health

To better understand our respondents' health status, they were asked to rate their overall health, to evaluate how they thought their own health compared to others of the same age, to report how difficult it was to get medical care, and whether they were covered by a health insurance plan of some kind. Based on the responses received, respondents reported being in rather good health. As shown below in Chart 9, 86% of respondents indicated that they were in either excellent (39%) or good (49%) overall health. On the other hand, 9% of respondents described their health as fair, and 3% characterized their health as poor.

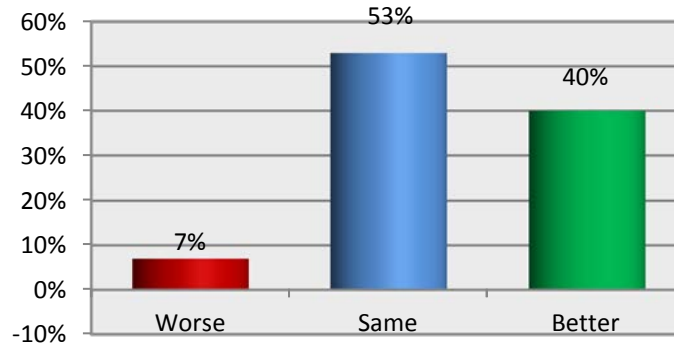
Chart 9. Based on your perception and experience, how would you rate your overall health?



Consistent with these positive self-perceptions, Chart 10 on the following page shows that a large percentage of respondents believed that they were in better shape than others of the same age (40%). About half of respondents surveyed (53%) said their health was about the same, and only 7% reported that they felt their overall health was worse than others of the same age.

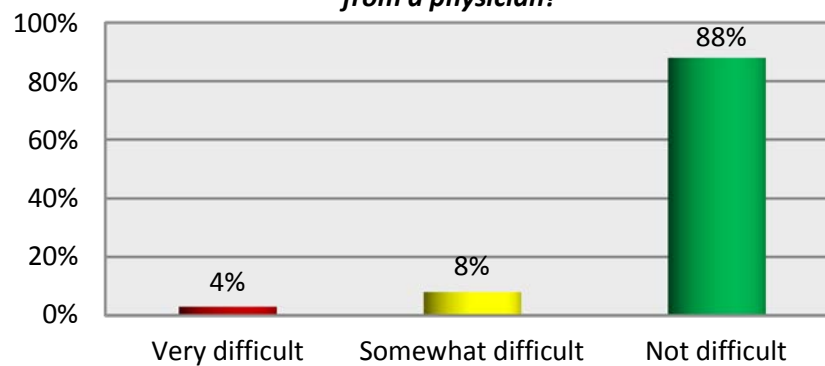


Chart 10. How would you rate your overall health compared to others your age?



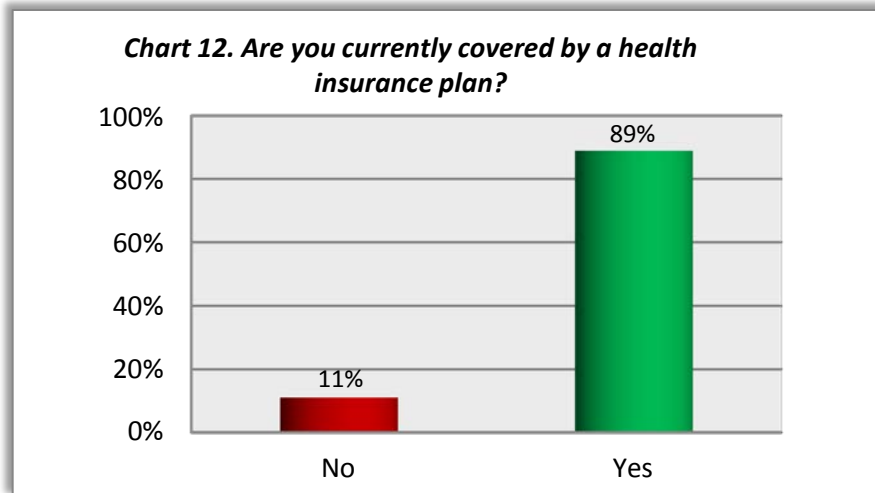
Given that most respondents indicated they were in either good or excellent health, and most said their health was the same or better than others of the same age, it is not surprising that such a large majority of respondents said it was not difficult for them to get the medical care they needed from a physician. Chart 11 shows that 88% of respondents said it was not difficult to get the medical care they needed, 8% said it was somewhat difficult for them to get medical care, and 4% indicated it was very difficult to get necessary medical care.

Chart 11. How difficult is it to get the medical care you need from a physician?





Finally, respondents were asked if they were covered by a health insurance plan of some kind. As Chart 12 illustrates, the overwhelming majority of our respondents (89%) indicated that, yes, they were covered by a health insurance plan of some kind. Just 11% indicated that they were not covered by a health insurance plan.



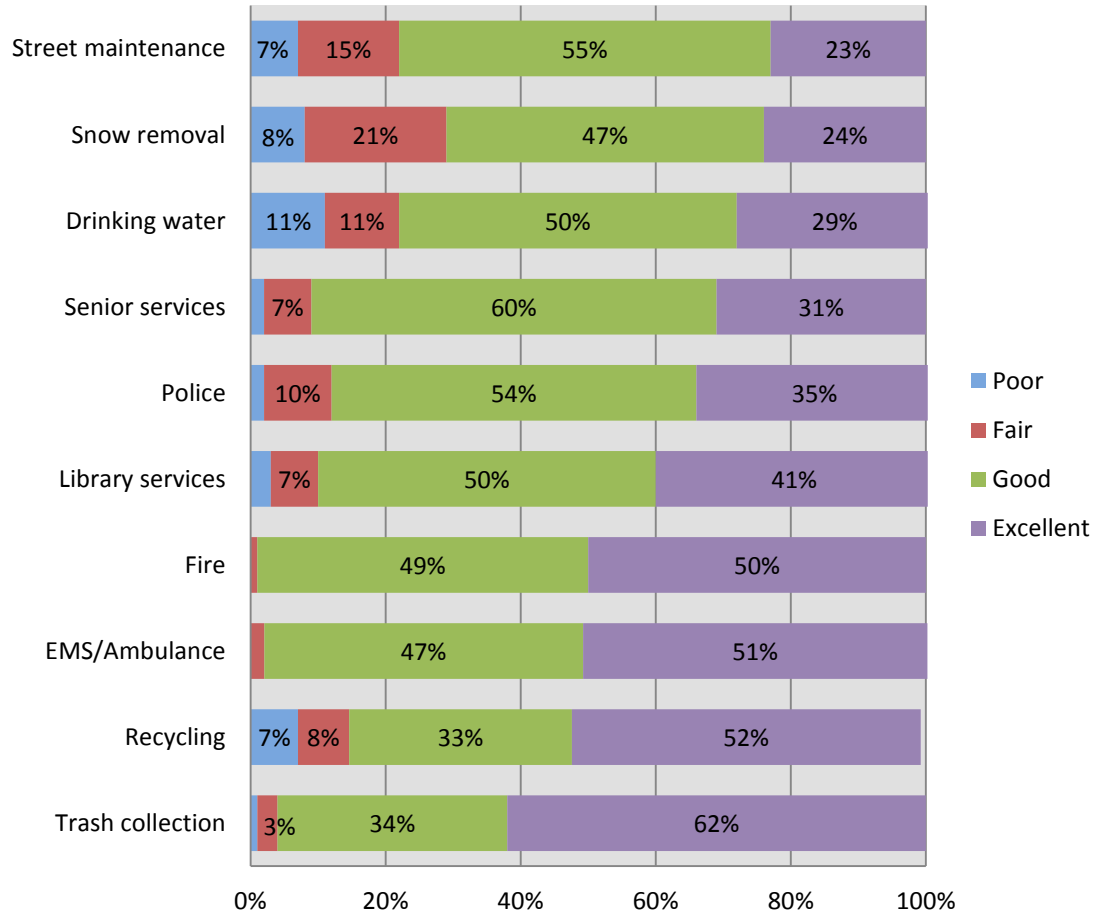
Services³

The services residents receive in their local communities represent an important component of their overall quality of life. Respondents were thus asked to rate the quality of 11 specific services delivered at the local level: *trash collection, recycling, library services, senior services, street maintenance, police, fire, EMS/Ambulance, drinking water, and snow removal*. The results revealed substantial variation in respondents' ratings of these services. Chart 13 below shows that the four services rated *most favorably* by respondents were rated as excellent by at least a majority of those surveyed: *trash collection* (rated as excellent by 62% of respondents); *recycling* (rated as excellent by 52% of respondents); *EMS/Ambulance* (rated as excellent by 51% of respondents); and *fire* (rated as excellent by 50% of respondents). One important caveat concerns respondents' ratings of recycling: while a majority of respondents rated this service as excellent (52%), a not insignificant 15% rated recycling as either fair or poor.

³ The percentages appearing in the graph below reflect the proportion of respondents who offered an evaluation of each service. To ensure clarity of presentation, those responding "don't know" to each of the several service questions were excluded from the calculation of each percentage and are thus not reported.



Chart 13. How would you rate the following services where you live? (2012)

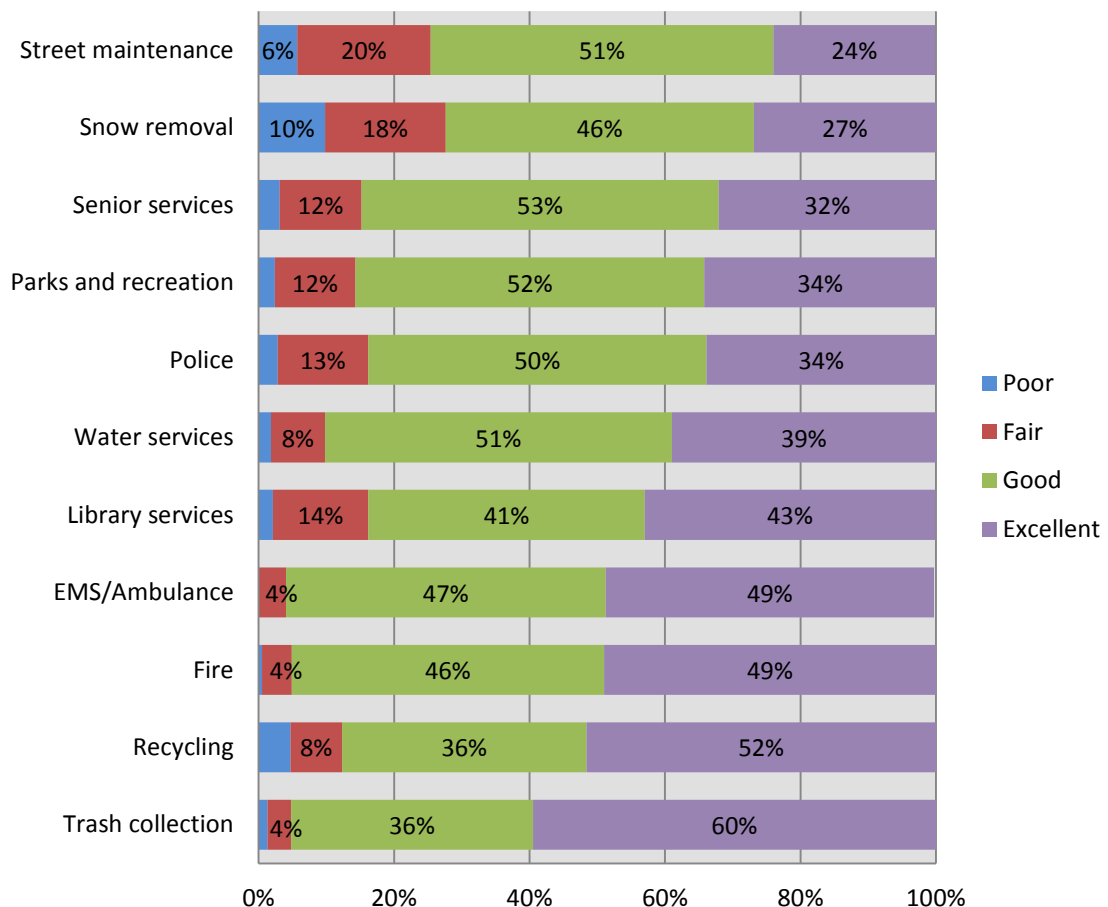


The three services rated *least favorably* by our respondents included the following: *street maintenance*, *snow removal*, and *drinking water*. Of those surveyed, 24% thought that street maintenance in their communities was excellent, and a substantial 22% felt that this service was either fair (15%) or poor (7%). Along similar lines, about a quarter of respondents rated snow removal as excellent (24%), but 29% rated snow removal in their communities as either fair (21%) or poor (8%). Finally, while 29% rated the drinking water in their areas as excellent, 22% said their drinking water was either fair (11%) or poor (11%). Finally, for respondents who rated a particular service as either fair or poor, we followed up by asking them if they had any suggestions for improving the service. The suggestions offered by our respondents to improve these 10 services are summarized in Appendix B.



In comparing respondents' perceptions of these services in 2012 with those in the 2010 survey shown Chart 14, two lessons are apparent. First, there is remarkable consistency in the favorability of the ratings from 2010 to 2012. In 2010, the top four *most favorably* rated services were: trash collection, recycling, fire, and EMS/Ambulance. The same was true in 2012. In 2010, street maintenance and snow removal were rated *least favorably*. The same was true in 2012. The second lesson concerns water services/drinking water. In 2010, we asked respondents to rate their "water services." In 2012, we asked respondents to specifically rate the quality of the drinking water where they lived. This change in question wording had a dramatic impact on respondents' rating of this service. In 2010, 39% rated water services as excellent, and just 10% rated it as either fair (8%) or poor (2%). In 2012, just 29% rated the quality of their drinking water as excellent, and 22% rated it as fair (11%) or poor (11%).

Chart 14. How would you rate the following services where you live? (2010)

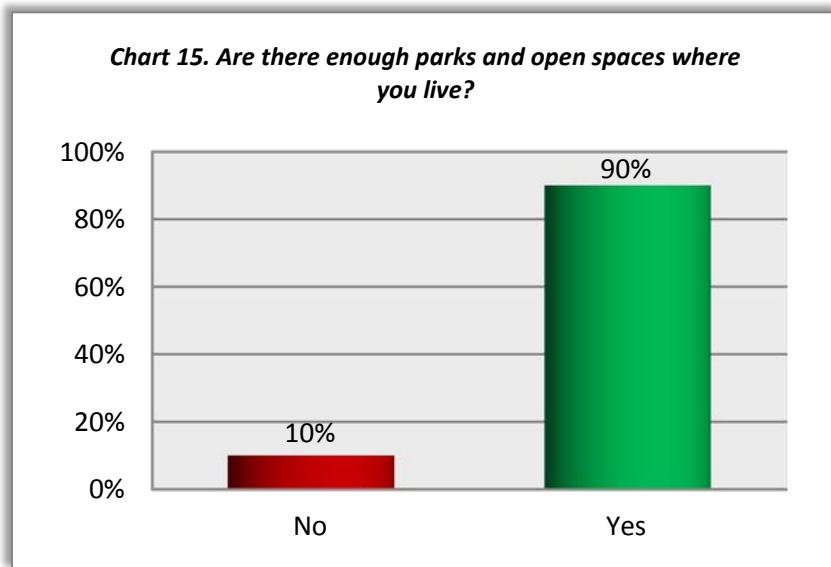




Parks and Recreational Opportunities

In the 2012 survey, we included several questions designed to elicit respondents' perceptions of the parks and recreational opportunities in the areas where they lived. More specifically, we wanted to know whether respondents thought that there were enough parks and recreational opportunities, if they considered them easy to get to, and how often they used them. While we considered the term "parks" to be self-explanatory, we explained to respondents that, for the purposes of this survey, we defined "recreational opportunities" to include basketball courts, baseball fields, soccer fields, volleyball courts, tennis courts, and picnic areas.

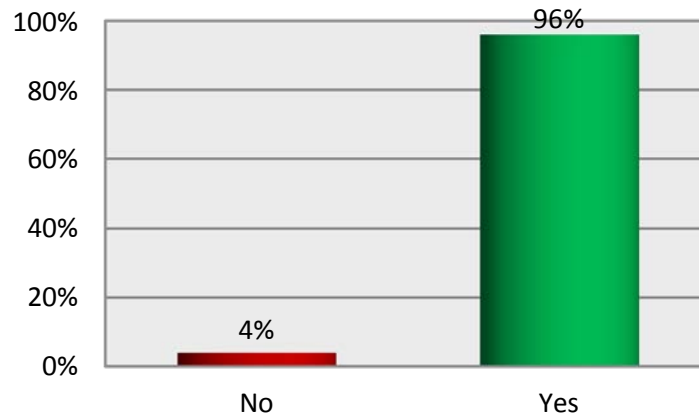
First, concerning *parks and recreational opportunities*, the data in Chart 15 show that nine out of ten respondents surveyed believed there were enough parks and open spaces where they lived. Just 10% said there were not enough.



The results of the survey further demonstrate that, not only did respondents say there were sufficient parks and open spaces, they also indicate that they were easily accessible. As Chart 16 on the next page demonstrates, 96% of respondents said that the parks and open spaces in the areas where they lived were easy to get to, with just 4% disagreeing.

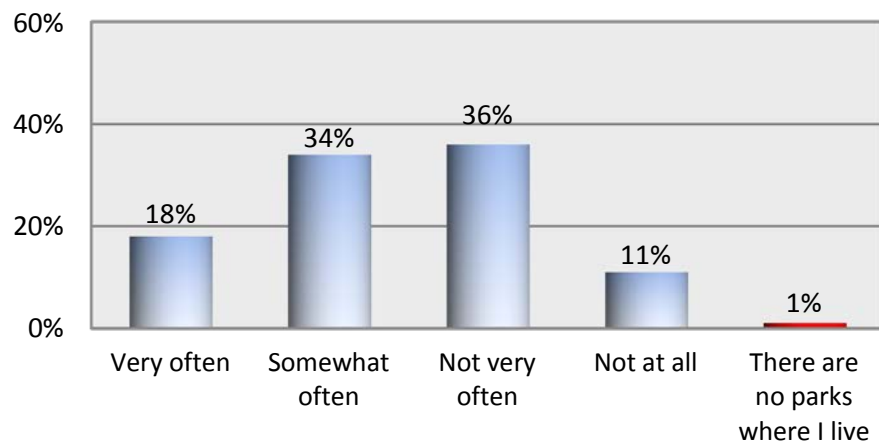


Chart 16. Would you say that it's easy to get to the parks and open spaces in the area where you live?



While it is helpful to know if respondents believe the parks and open spaces where they live are plentiful and accessible, it is also important to know if respondents are taking advantage of these opportunities. As the data in Chart 17 show, a little more than half of respondents (52%) said they use the parks either very often (18%) or somewhat often (34%). At the same time, however, almost half of respondents (47%) told us they used the parks not very often (36%), or not at all (11%).

Chart 17. How often do you, personally, use the parks and open spaces where you live?





Second, using similarly constructed questions, we asked respondents' about their perceptions of the *recreational opportunities* where they lived. As with parks and open spaces, Chart 18 reveals that an overwhelming majority of respondents (83%) agreed that there were enough recreational opportunities, and just 17% disagreed.

Chart 18. Do you believe that there are enough recreational opportunities where you live (athletic fields, basketball courts, baseball fields, soccer fields, volleyball courts, tennis courts, and picnic areas)?

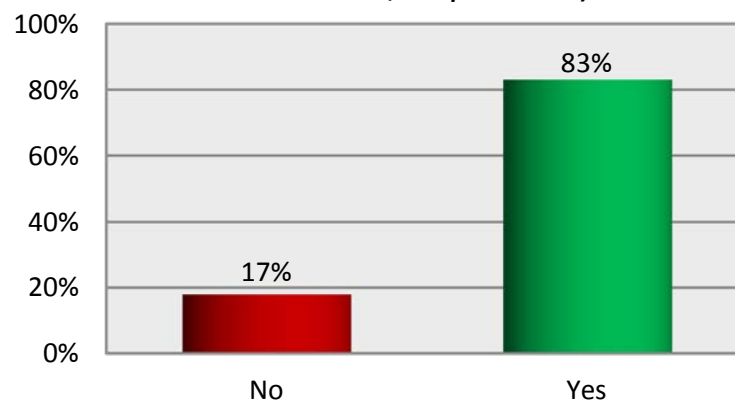
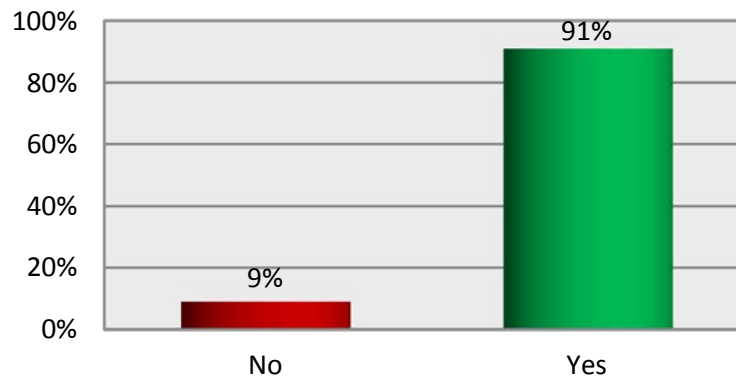


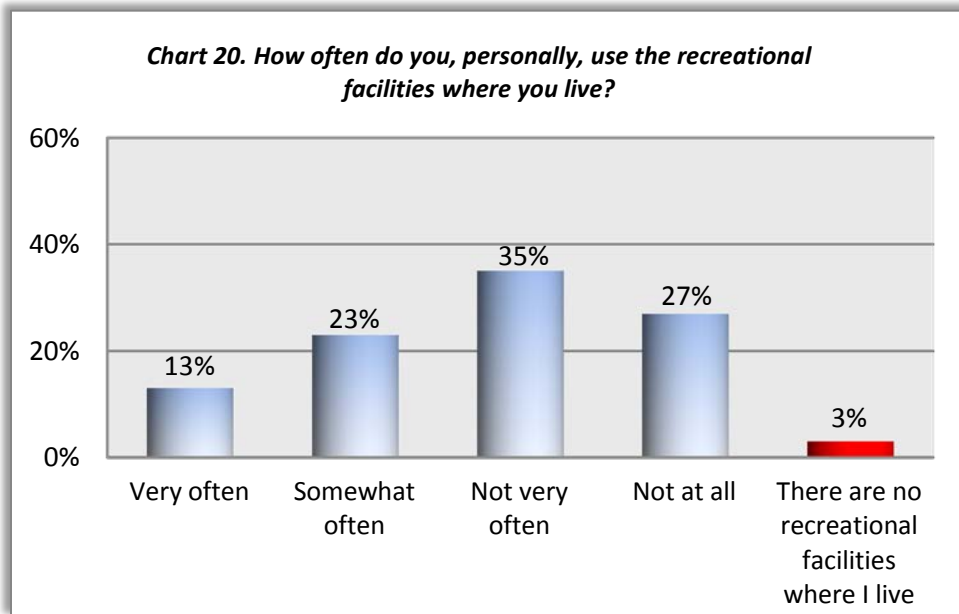
Chart 19 confirms that respondents also believed the recreational opportunities in their local communities were easily accessible. Among those respondents surveyed, 91% said it was easy to get to the recreational opportunities where they lived. Just 9% disagreed.

Chart 19. Would you say it's easy to get to the recreational facilities in the area where live?





While large majorities of respondents told us they believed recreational opportunities were numerous and easy to get to, substantially smaller percentages of respondents said they used the recreational opportunities in their communities on a regular basis. According to Chart 20, only 13% said they used the recreational opportunities where they lived very often, and 23% said they used these facilities somewhat often. Over half of respondents (55%) indicated they took advantage of the recreational opportunities where they lived either not very often (35%), or not at all (27%).



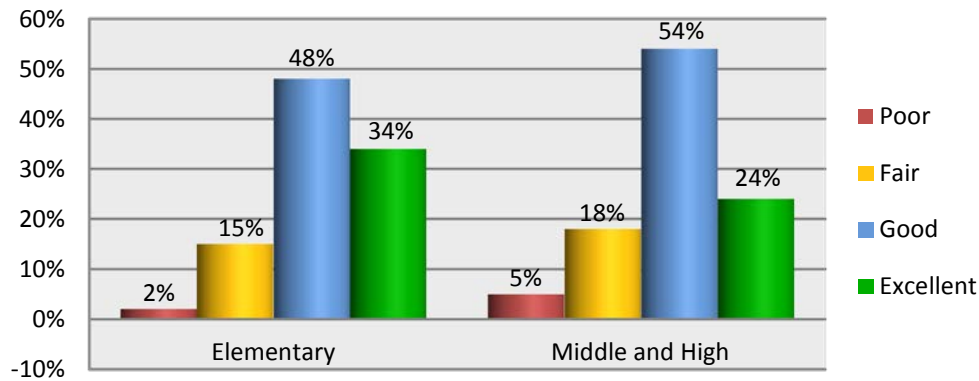
Education

The final component of quality of life examined in the survey was education. Respondents were asked to rate the quality of the public *elementary schools* and *secondary schools* (i.e. middle and high schools). Respondents were also asked how safe they thought students were in the public schools in their area. Finally, respondents were asked if they believed the public colleges and universities in the area where they lived were *accessible* in terms of cost and location. The respondents offered similar—and mostly positive—evaluations of public elementary and secondary schools.

As Chart 21 on the next page confirms, respondents' ratings of elementary schools were somewhat more favorable than their evaluations of middle schools and high schools. Elementary schools earned an "excellent" rating from 34% of respondents, but just 24% of respondents gave the same rating to

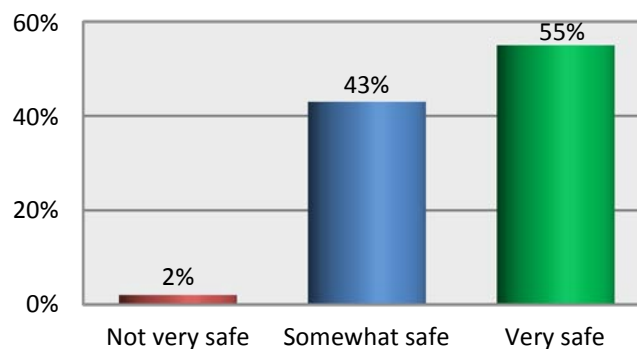


Chart 21. How would you rate the _____ schools in the area where you live?



middle and high schools. On the other end of the spectrum, relatively few of our respondents gave the lowest possible rating—poor—to either type of public school, but modest proportions rated these schools as just fair (elementary, 15%; middle and high schools, 18%). In terms of perceptions of students' safety, Chart 22 shows that a strong majority of respondents felt that the public schools were very safe (34%). On the other hand, 43% said students were only somewhat safe. Only 4% believed students were not very safe in the public schools where they live.

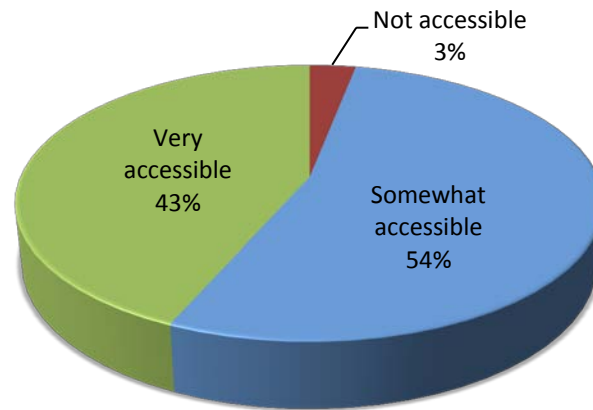
Chart 22. Are students very safe, somewhat safe, or not very safe in the public schools?





In addition to rating the quality and safety of public schools, respondents were asked to evaluate the *accessibility* of public colleges and universities in terms of their cost and location. Graph 3 shows that, while a considerable percentage rated colleges and universities as very accessible (43%), a much larger percentage believed they were just somewhat accessible (54%). Only 2% of respondents said that public colleges and universities were not at all accessible.

Graph 3. How accessible, in terms of cost and location, do you feel that public colleges and universities are?



THE CORRELATES OF QUALITY OF LIFE: WHOSE QUALITY OF LIFE IS “EXCELLENT”?

The results of this survey show that strong majorities of respondents reported a high overall quality of life, a strong sense of community, good overall physical health, and favorable evaluations of services and the public schools in the areas where they live. However, not *all* respondents answered thusly. To be certain, the proportions of respondents who indicated a low overall quality of life were not large; however, the absolute numbers of individuals these respondents statistically represent are not insignificant.

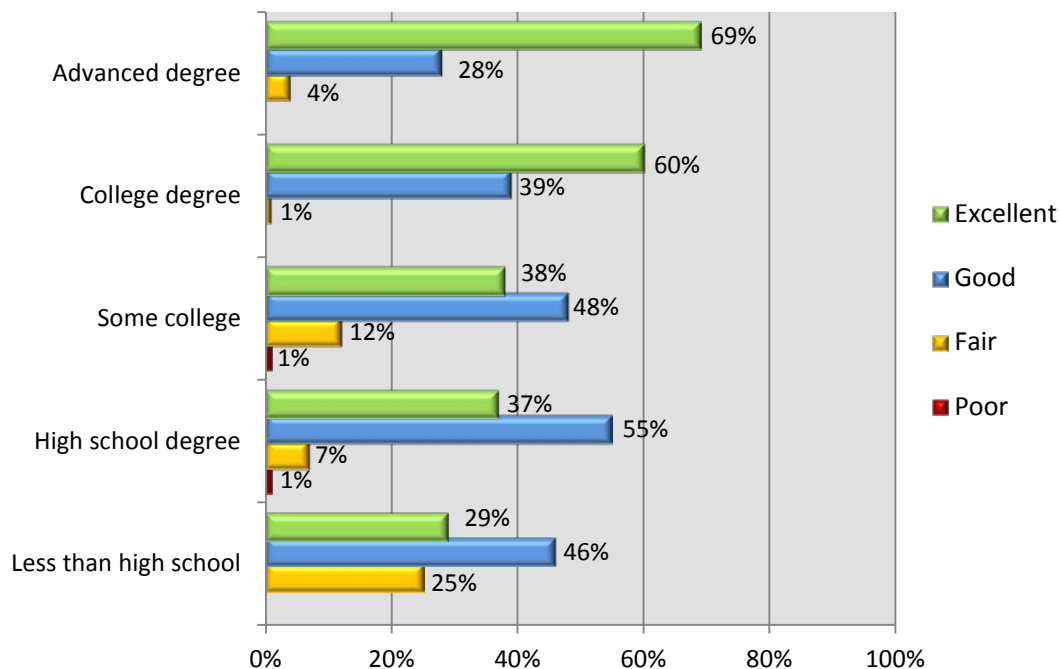
The differences between the respondents who reported a good quality of life and those who didn't were considered in relation to their level of *education*, their level of *income*, their *race/ethnicity*, their *housing status*, and their *employment status*.



Education

This section compares the relationship between perceptions of quality of life and *education*. The percentages in Chart 23 reflect the proportion of residents who rated their quality of life as excellent, good, fair, and poor at each of the four levels of education. The results indicate that 69% of respondents with an advanced degree (M.A., M.S., M.B.A., J.D., Ph.D., etc.) rated their quality of life as excellent, and just 4% as fair. At the other end of the educational spectrum, just 29% of those with less than a high school degree reported having an excellent quality of life, but a quarter of these respondents rated their quality of life as fair. This relationship, which is statistically significant,⁴ is clear and unmistakable: simply put, the more education respondents had, the more likely they were to report that their overall quality of life was excellent.

Chart 23. What is the last year of education you completed?



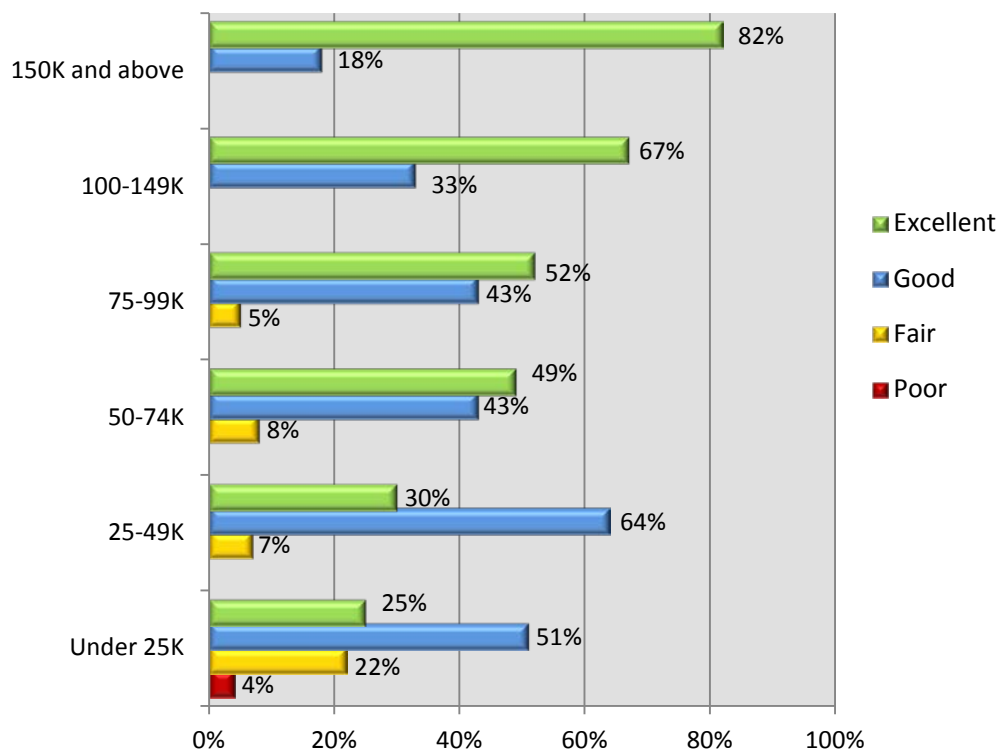
⁴ The results of a crosstabs analysis revealed that the relationship between *quality of life* and *education* is statistically significant at the conventional .05 level of statistical significance (Gamma: .342; $p=.000$). A p -value of .000 indicates that there is approximately a 99.9% probability that the relationship observed in the sample is representative of the overall population of Lancaster County, PA.



Income

This section compares the relationship, also statistically significant,⁵ between perceptions of quality of life and *income*. According to Chart 24, 82% of those whose household incomes fell into the highest category (\$150,000 and above) reported having an excellent overall quality of life. Conversely, just 25% of those with household incomes under \$25,000 said their quality of life was excellent. Moreover, it is noteworthy that fewer than 1% of respondents in the top two income groups said their quality of life was fair or poor; yet, among those in the lowest income group, 26% rated their quality of life as either fair (22%) or poor (4%).

Chart 24. Into which of the following groups does your total household income fall?



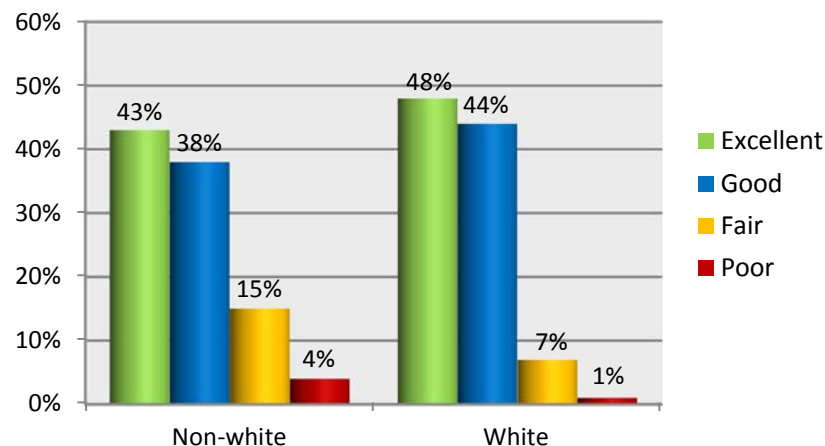
⁵ The results of a crosstabs analysis revealed the relationship between *quality of life* and *income* to be statistically significant at the conventional .05 level of statistical significance (Gamma: .436; $p=.000$). A p -value of .000 indicates that there is approximately a 99.9% probability that the relationship observed in the sample is representative of the overall population of Lancaster County, PA.



Race/Ethnicity

This section compares the relationship between perceptions of quality of life and *race/ethnicity*. The responses to the question about race and ethnicity resulted in the creation of several different racial and ethnic categories; however, for the purposes of conducting this analysis, all non-white respondents were included in one category (due to the small numbers of respondents from racial/ethnic backgrounds other than white), and all white respondents in another. The results confirmed that the differences between the perceptions of quality of life expressed by white and non-white respondents were also statistically significant.⁶ As evident in Chart 25, white respondents were somewhat more likely to say their quality of life was excellent compared to non-whites. Specifically, 48% of white respondents said their quality of life was excellent, whereas 43% of non-white respondents indicated the same. Also, just 8% of white respondents said their quality of life was fair (7%) or poor (1%), but 19% of non-whites reported their quality of life as either fair (15%) or poor (4%).

Chart 25. To which of the following racial or ethnic groups do you belong?



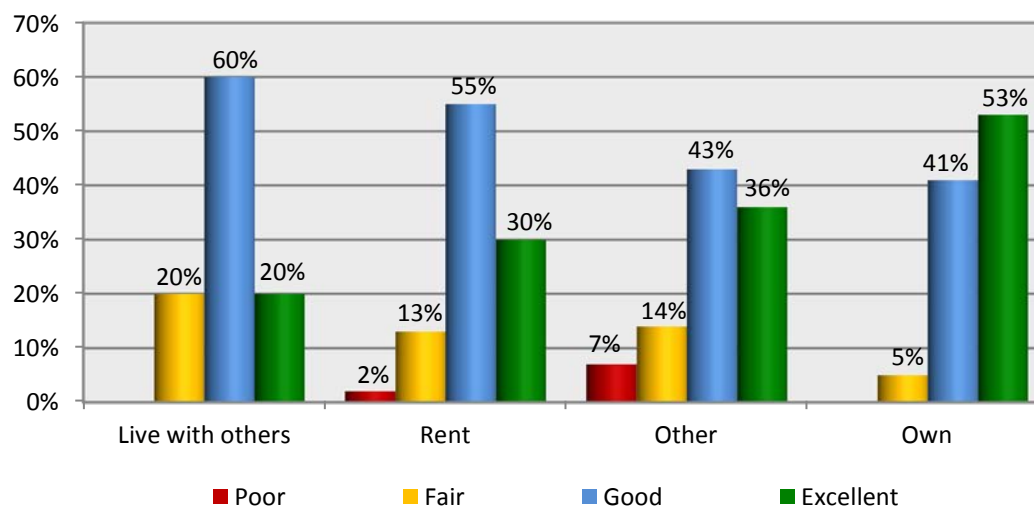
⁶ An independent samples t-test revealed a statistically significant difference between the mean *quality of life* expressed by *white* respondents (3.38) and *non-white* respondents (3.20); ($t=2.301$; $df: 443$; $p=.022$). This mean difference is statistically significant at the conventional .05 level of statistical significance. A p -value of .022 indicates that there is approximately a 97.8% probability that the relationship observed in the sample is representative of the overall population of Lancaster County, PA.



Housing Status

To gauge respondents' housing status, we asked if they rented the place in which they currently lived, if they owned it, if they lived with others, or if they had some other kind of arrangement. As illustrated in Chart 26, the quality of life reported by those who owned a home far surpassed the quality of life reported by respondents with any other type of housing status. Fifty-three percent of those who owned a home said their quality of life was excellent, whereas just 20% of those who lived with others, and 30% of those who rented, said their quality of life was excellent. Additionally, just 5% of those who owned their own residence said their quality of life was either fair (5%) or poor (.4%), while 15% of those who rented, and 20% of those who lived with others, said their quality of life was either fair or poor. These differences in perceptions of quality of life—particularly between those who owned and those who lived with others as well as rented—are sizable and statistically significant.⁷

Chart 26. Do you rent, own a home, live with others, or have some other arrangement?



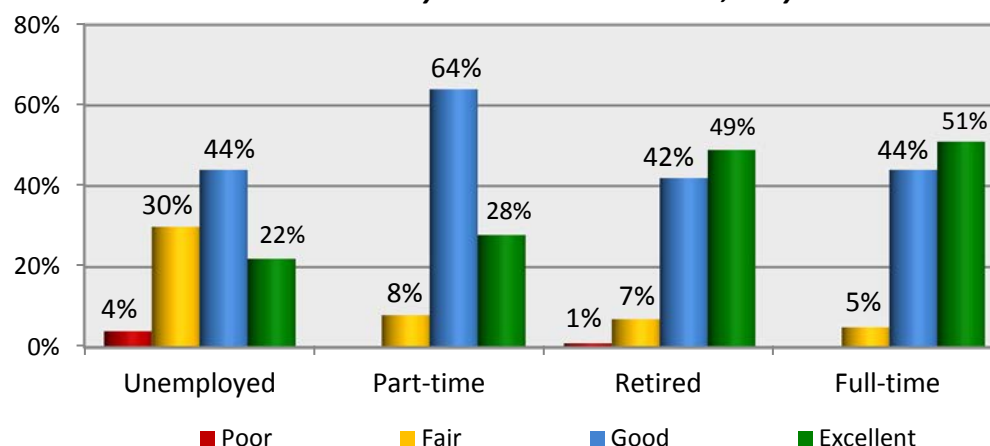
⁷ A One-Way Analysis of Variance (ANOVA: $F=9.213$; $p=.000$) with Tukey's post hoc test revealed that the difference between the mean *quality of life* expressed by those who *own* (3.48) and those who *live with others* (3.00) is statistically significant at the conventional .05 level of statistical significance ($p=.000$). A p -value of .000 indicates that there is approximately a 99.9% probability that the relationship observed in the sample is representative of the overall population of Lancaster County, PA. Also statistically significant at the conventional .05 level of statistical significance is the difference between the mean *quality of life* expressed by those who *own* (3.48) and those who *rent* (3.16); ($p=.004$). A p -value of .004 indicates that there is a 99.6% probability that the relationship observed in the sample is representative of the overall population of Lancaster County, PA.



Employment Status

This section compares the relationship between perceptions of quality of life and *employment status*, specifically, the relationship between respondents' quality of life and whether they were working part-time, full-time, were unemployed, or were retired.⁸ As shown in Chart 27, the most favorable perceptions of quality of life were offered by those working full-time or those who were retired: 51% of full-time respondents said their quality of life was excellent, and 49% of retired respondents reported an excellent quality of life. On the other hand, just 22% of unemployed respondents reported an excellent quality of life, and only 28% of those who were working part-time reported the same. Not surprisingly, we found that the differences between the quality of life reported by full-time respondents and unemployed, as well as part-time, respondents were statistically significant.⁹

Chart 27. What is your current work status, are you...



⁸ Other categories resulted from the employment status question—such as student and homemaker—but because their numbers were too small, they were excluded from this analysis.

⁹ A One-Way Analysis of Variance (ANOVA: $F=9.063$; $p=.000$) with Tukey's post hoc test revealed that the difference between the mean *quality of life* expressed by *full-time* respondents (3.45) and *unemployed* respondents (2.83) is statistically significant at the conventional .05 level of statistical significance ($p=.000$). A p -value of .000 indicates that there is approximately a 99.9% probability that the relationship observed in the sample is representative of the overall population of Lancaster County, PA. Also statistically significant at the conventional .05 level of statistical significance is the difference between the mean *quality of life* expressed by *full-time* respondents (3.45) and *part-time* respondents (3.19); ($p=.026$). A p -value of .026 indicates that there is approximately a 97.4% probability that the relationship observed in the sample is representative of the overall population of Lancaster County, PA.



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Based on this examination of the correlates of quality of life, it is clear that *not all* respondents enjoy an “excellent” overall quality of life. As it turns out, there are clear, systematic, and statistically significant differences between the characteristics of respondents who reported a high overall quality of life, and those who did not. The importance of these correlates is further substantiated by the results of the 2010 survey, which revealed that each of the social and demographic factors examined above—education, income, race/ethnicity, housing status, and employment status—strongly shaped respondents’ perceptions of their quality of life. In summary, whites with high levels of education and income who are working full-time and own their own homes are **most likely** to enjoy an excellent quality of life; whereas, non-whites with little education, low household incomes, who are unemployed and rent the homes in which they live, or live with others, are **least likely** to report an excellent overall quality of life.

CONCLUSION

The results of this survey collectively demonstrate that, in large measure, most residents of Lancaster County are satisfied with their overall quality of life. It is also apparent that perceptions of quality of life are *dynamic*: many of our respondents reported that their quality of life had changed significantly over the past year, for better (25%) and for worse (12%). The reasons cited for these changes were similar for both groups of respondents; although, among respondents who indicated their quality of life had declined, larger percentages of respondents in 2012 cited health concerns and criticisms of government as explanations than respondents in 2010.

This positive pattern of results is consistent with the findings from the examination of each of the individual components of quality of life. Concerning *community*, residents of Lancaster County generally confirmed that they enjoy a strong overall sense of community; generally feel safe in their homes and in their neighborhoods, more so during the day than at night; that they trust their neighbors; and that the problems they encounter in their neighborhoods are mostly minor, as opposed to major. Respondents to this survey also reported good overall *health*. The overwhelming majority of respondents said their health was either better or the same as people their own age, that it was not difficult to get the medical care they needed, and that they were covered by



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some form of health insurance. With regard to *services*, most respondents rated the various services they receive in the communities where they live (trash collection, street maintenance, etc.) as either excellent or good, although there was considerable variation in the proportions of respondents who rated these services as excellent. When asked about *education*, most respondents gave favorable ratings to the public elementary, middle, and high schools in their area, and a large majority of believed that students were safe in public schools.

Finally, although the positive pattern of results is clear and unmistakable, not *all* residents of Lancaster County enjoy an excellent quality of life. In the examination of the *correlates of quality of life*, results indicated that perceptions of quality of life depended, to a considerable extent, on the social and economic characteristics of the respondents.

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APPENDIX A: PROFILE OF RESPONDENTS

SEX	
Male	48%
Female	52%

AGE	
18-25 years	9%
26-35 years	16%
36-45 years	17%
46-60 years	29%
61 years and older	28%

RACE/ETHNICITY	
White	87%
Black	3%
Latino or Hispanic	8%
Asian	2%
Other	1%

EDUCATION	
Less than high school degree	8%
High school degree	34%
Some college	23%
College degree or higher	22%
Advanced degree (master's, Ph.D., etc.)	14%

INCOME	
Under 25K	17%
25-49K	22%
50-74K	26%
75-99K	17%
100-149K	13%
150K and above	5%





HOUSING STATUS	
Own	72%
Rent	15%
Live with others	10%
Some other arrangement	4%

EMPLOYMENT STATUS	
Full-time	41%
Part-time	18%
Retired	20%
Unemployed	16%





APPENDIX B: SUGGESTIONS FOR IMPROVEMENT OF SERVICES

SNOW REMOVAL: CAN YOU TELL US HOW THIS SERVICE MIGHT BE IMPROVED?		
Zip code	Suggestion for Improvement	Frequency
17022	It takes too long to plow the snow.	1
	The snow isn't plowed often enough during a snowstorm.	1
	Insufficient resources devoted to snow removal (plows).	1
	The snow isn't plowed.	1
	Snow removal needs to be more effective.	1
17501	Too much salt is used, damaging the sidewalk.	1
17505	Plowed snow blocks driveway.	1
17509	It takes too long to plow the snow.	1
17512	The snow isn't plowed.	2
	The snow isn't plowed often enough during a snowstorm.	1
	Plow a wider path on the streets.	1
	Snow removal needs to be more effective.	1
	Improve plowing on non-major roads/side streets.	2
	It takes too long to plow the snow.	1
17517	Plowing does not begin soon enough after it starts snowing.	3
17520	Improve plowing on non-major roads/side streets.	2
	It takes too long to plow the snow.	1
	The snow isn't plowed.	1
	The snow isn't plowed often enough during a snowstorm.	1
17522	Snow removal needs to be more effective.	1
	Insufficient resources devoted to snow removal (plows).	1
	It takes too long to plow the snow.	2
17527	The snow isn't plowed.	1
17529	It takes too long to plow the snow.	1
17538	The snow isn't plowed.	1
17540	Plowing does not begin soon enough after it starts snowing.	1
17543	Improve plowing on non-major roads/side streets.	1
	Insufficient resources devoted to snow removal (plows).	1
	It takes too long to plow the snow.	2
	Plowing does not begin soon enough after it starts snowing.	1
	Plowed snow blocks driveway.	1
	Development is in two townships; streets not getting plowed.	1
17545	Plowed snow blocks driveway.	1
	The snow isn't plowed.	1
17551	It takes too long to plow the snow.	1
	Improve plowing on non-major roads/side streets.	1
	Use township employees; contractors are not courteous.	1





SNOW REMOVAL (Continued)		
Zip code	Suggestion for Improvement	Frequency
17552	Insufficient resources devoted to snow removal (plows).	2
	Use more salt on the roads.	1
	The snow isn't plowed often enough during a snowstorm.	1
	Snow removal needs to be more effective.	1
17554	Plowing does not begin soon enough after it starts snowing.	2
17557	Improve plowing on non-major roads/side streets.	1
17562	It takes too long to plow the snow.	1
17563	Snow removal needs to be more effective.	1
17565	Improve plowing on non-major roads/side streets.	1
17566	It takes too long to plow the snow.	1
17569	It takes too long to plow the snow.	3
17579	Allow township to plow state roads.	1
	Plow a wider path on the streets.	1
17582	Use tax money, not Block grants, to fund snow removal.	1
17601	It takes too long to plow the snow.	1
	Snow removal needs to be more effective.	2
	Plowed snow blocks driveway.	1
17602	It takes too long to plow the snow.	2
	Improve plowing on non-major roads/side streets.	2
	Snow removal needs to be more effective.	1
	Plowed snow blocks driveway.	1
	It takes too long to plow the snow.	4
	Improve plowing on non-major roads/side streets.	3
	The snow isn't plowed.	2
17603	The snow isn't plowed often enough.	2
	Insufficient resources devoted to snow removal (budget).	1
	Snow removal needs to be more effective.	1
	Cars blocked in by plowed snow.	1
	The snow is plowed onto the sidewalks.	1
	Plow a wider path on the streets.	1
	Improve plowing on non-major roads/side streets.	1

STREET MAINTENANCE: CAN YOU TELL US HOW THIS SERVICE MIGHT BE IMPROVED?		
Zip code	Suggestion for Improvement	Frequency
17022	They don't do a good job of repairing the streets.	1
17501	It takes too long to repair streets.	1



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STREET MAINTENANCE (Continued)		
Zip code	Suggestion for Improvement	Frequency
17512	Insufficient resources for street maintenance (budget, personnel)	2
	Potholes need to be filled.	4
	Streets need to be repaved.	2
	Streets are patched instead of fixing correctly.	1
	It takes too long to repair streets.	1
	More frequent street maintenance needed.	1
	Sidewalks need to be repaired.	1
	Need more sidewalks.	1
	Streets need to be repaved.	1
17517	Fix bumpy/wavy pavement.	1
17522	They don't do a good job of repairing the streets.	1
	Insufficient resources for street maintenance (budget).	1
17529	Streets need to be repaved.	1
17538	They don't do a good job of repairing the streets.	1
	Potholes need to be filled.	1
17540	Streets need to be repaved.	1
17543	They don't do a good job of repairing the streets.	3
	Potholes need to be filled.	2
17545	Insufficient resources for street maintenance (budget, personnel).	1
	Streets need to be repaved.	1
17547	Insufficient resources for street maintenance (budget, personnel).	1
17551	Streets need to be repaved.	1
	They don't do a good job of repairing the streets.	1
17552	Streets need to be repaved.	1
	More frequent street maintenance needed.	1
17554	They don't do a good job of repairing the streets.	1
17562	More frequent street maintenance needed.	1
17563	Insufficient resources for street maintenance (budget).	1
	More frequent street maintenance needed.	1
17566	Fix bumpy/wavy pavement.	1
	Potholes need to be filled.	1
17569	Insufficient resources for street maintenance (budget).	1
17578	Potholes need to be filled.	1
17579	It takes too long to repair streets.	2
	They don't do a good job of repairing the streets.	1
17582	Insufficient resources for street maintenance (budget, personnel).	1
17584	More frequent street maintenance needed.	1
17601	Streets need to be repaved.	1
	It takes too long to repair streets.	1
	Potholes need to be filled.	1
	They should work at night.	1





STREET MAINTENANCE (Continued)		
Zip code	Suggestion for Improvement	Frequency
17602	Insufficient resources for street maintenance (budget, personnel).	2
	They don't do a good job of repairing the streets.	1
	Repair the non-major roads/side-streets.	1
	Streets need to be repaved.	1
17603	Insufficient resources for street maintenance (budget, personnel).	3
	Streets need to be repaved.	5
	Potholes need to be filled.	5
	Fix bumpy/wavy pavement.	2
	Repair the non-major roads/side-streets.	1
	They don't do a good job of repairing the streets.	2
	It takes too long to repair streets.	1

DRINKING WATER: CAN YOU TELL US HOW THIS SERVICE MIGHT BE IMPROVED?		
Zip code	Suggestion for Improvement	Frequency
17022	Too many chemicals in the water.	1
	Water seems unsafe.	1
	Generally unhappy with drinking water quality.	1
17501	They have to filter their water.	1
	Water seems unsafe.	1
17512	Doesn't taste right.	2
	The treatment facility needs better filters.	2
	Insufficient resources used for water sources (budget).	1
	There's no fluoride in the water.	1
	When there's flooding, you can't drink it.	1
	Their well water is contaminated.	2
17517	Doesn't taste right.	1
	The treatment facility needs better filters.	2
17520	Too many chemicals in the water.	1
17522	Water seems unsafe.	1
	Their well water is contaminated.	2
	The treatment facility needs better filters.	1
	Generally unhappy with drinking water quality.	1
	Concerned about industrial waste.	1
17536	Have to buy bottled water.	1
17538	Concerned about industrial waste.	1
	Doesn't taste right.	1
17540	Doesn't taste right.	1
	They have to filter their water.	1
	The treatment facility needs better filters.	1



DRINKING WATER (Continued)		
Zip code	Suggestion for Improvement	Frequency
17543	Water has unpleasant odor.	1
	They have to use a water softener.	1
	Doesn't taste right.	1
	Hard water/hard water deposits.	1
	They have to filter their water.	1
17545	Concerned about industrial waste.	1
	Doesn't taste right.	2
	Water is too expensive.	1
	Water has unpleasant odor.	1
	Hard water/hard water deposits.	1
17551	They have to filter their water.	1
	Hard water/hard water deposits.	2
	Generally unhappy with drinking water quality.	1
17552	Too many chemicals in the water.	1
	The treatment facility needs better filters.	1
17554	The treatment facility needs better filters.	1
17560	Their well water is contaminated.	1
17562	Concerned about industrial waste.	1
17566	Too many chemicals in the water.	3
	Doesn't taste right.	1
17569	Their well water is contaminated.	1
17584	Their well water is contaminated.	1
17601	The treatment facility needs better filters.	2
	The water doesn't taste right.	1
	Their water is not the right color.	1
	Too many chemicals in the water.	1
	Their water is contaminated; can't drink it.	1
17602	The water has an unpleasant odor.	1
	Hard water/hard water deposits.	3
	The water doesn't taste right.	3
	The water seems unsafe.	1
	The treatment facility needs better filters.	6
	Too many chemicals in the water.	1
	Concerned about industrial pollution.	1
17603	The treatment facility needs better filters.	5
	The water doesn't taste right.	2
	Insufficient resources used for drinking water (budget).	1
	They have to filter their water.	1
19362	The water is too expensive.	1
	The water seems unsafe.	1



RECYCLING: CAN YOU TELL US HOW THIS SERVICE MIGHT BE IMPROVED?		
Zip code	Suggestion for Improvement	Frequency
17022	They should separate recyclables.	1
	They do not have recycling.	1
17509	They do not have recycling.	2
17512	There should be a rule to require residents to recycle.	1
	Residents should be more supportive of recycling.	1
17516	They do not have recycling.	2
17519	Their recycling does not accept cardboard boxes.	1
17522	They should accept more items for recycling.	2
	Their recycling does not accept cardboard boxes.	1
	There should be an earlier pick up time for recycling.	1
17529	They do not have recycling.	1
17536	They do not have recycling.	1
17540	They should accept more items for recycling.	1
17543	They should accept fluorescent bulbs.	1
	They should accept batteries.	1
	Provide recycling drop-off sites.	1
17545	Recycling hauler sometimes leaves items on the lawn.	1
17551	Offer recycling more often.	1
	They should accept more items for recycling.	1
	They do not have recycling.	1
17552	Offer recycling more often.	1
17554	Offer incentives for recycling.	1
17562	They do not have recycling.	1
17563	They do not have recycling.	2
17565	Provide recycling drop-off sites.	1
17566	They do not have recycling.	3
17569	They do not have recycling.	1
17582	Insufficient resources for recycling (budget).	1
17601	They should accept more items for recycling.	2
17602	Offer recycling more often.	1
	They should accept more items for recycling.	1
	Provide recycling drop-off sites.	1
17603	They should accept more items for recycling.	2

THE POLICE: CAN YOU TELL US HOW THIS SERVICE MIGHT BE IMPROVED?		
Zip code	Suggestion for Improvement	Frequency
17022	Police weren't able to find criminal.	1
	Response time could be better.	1
	We need more local police.	1



THE POLICE (Continued)		
Zip code	Suggestion for Improvement	Frequency
17509	We need more local police.	1
17512	Patrol gas stations less often. Go to other areas.	1
	Insufficient resources given to police (budget and personnel).	1
	Need a new police department.	1
	There have been more drive bys in the neighborhood.	1
17517	Response time could be better.	4
17518	Response time could be better.	1
17527	Response time could be better.	1
17529	Response time could be better.	1
17536	We need more local police; dependent upon state police.	1
17543	The police should be friendlier.	1
17551	Response time could be better.	1
	The police are generally ineffective; need to change personnel.	1
	The police should be friendlier.	1
17552	The police need to be tougher on criminals.	1
	Response time could be better.	1
17554	The police should more aggressively enforce speed limits.	1
17563	We need more local police; dependent upon state police.	1
	Keep state police in Lancaster, PA.	1
17565	Insufficient resources given to police (budget and personnel).	1
17566	We need more local police; dependent upon state police.	1
17569	Insufficient resources given to police (budget and personnel).	1
17602	Response time could be better.	2
	Insufficient resources given to police (budget and personnel).	1
17603	Police weren't able to find criminal.	1
	The police needs to be more racially diverse.	1
	We need more police.	1
	Response time could be better.	1

LIBRARY SERVICES: CAN YOU TELL US HOW THIS SERVICE MIGHT BE IMPROVED?		
Zip code	Suggestion for Improvement	Frequency
17022	The library requires a picture identification.	1
17512	Need more libraries, or expand the existing one.	1
17538	We need more libraries.	2
	Expand existing library.	1
	Location could be more convenient.	1
17543	Wider selection of materials desired.	1
	We need more libraries.	1



LIBRARY SERVICES (Continued)		
Zip code	Suggestion for Improvement	Frequency
17551	There is no library.	3
	The Millersville University is closed.	1
17565	There is no library.	1
17569	We need more libraries.	1
17584	Hours could be more convenient.	1
17601	We need more libraries.	1
	Hours could be more convenient.	1
17602	Hours could be more convenient.	1
	Insufficient funding for libraries.	1
	Have a bookmobile visit the neighborhood.	1
17603	Library should have more computers available to the public.	1
	Location could be more convenient.	3
	Hours could be more convenient.	1

SENIOR SERVICES: CAN YOU TELL US HOW THIS SERVICE MIGHT BE IMPROVED?		
Zip code	Suggestion for Improvement	Frequency
17512	Insufficient funding for senior services.	1
17522	We need more dementia support groups.	1
	Senior services are not accessible in terms of location.	1
	Insufficient funding for senior services.	1
17540	It takes a long time to begin receiving senior services.	1
17545	Generally dissatisfied with the quality of senior services.	1
17551	Generally dissatisfied with the quality of senior services.	1
17552	Generally dissatisfied with the quality of senior services.	1
17563	Senior services are not accessible in terms of location.	1
17565	Insufficient funding for senior services.	1
17566	It is difficult to gain access to retirement homes.	1
17569	We need a building in town for seniors.	1
17602	Not enough senior services available.	2
	Senior services need to be available at multiple locations.	1

TRASH COLLECTION: CAN YOU TELL US HOW THIS SERVICE MIGHT BE IMPROVED?		
Zip code	Suggestion for Improvement	Frequency
17554	Trash pick-up should be offered more often.	1
17566	Trash pick-up should be more on schedule.	1



TRASH COLLECTION (Continued)

Zip code	Suggestion for Improvement	Frequency
17601	Trash contractor sometimes leaves trash on the ground.	1
17602	There should be yard waste recycling.	1
17602	The trash contractor should accept more bags/more weight.	1
17603	Trash pick-up should be more on schedule.	1
17603	Trash pick-up is too expensive.	1

FIRE: CAN YOU TELL US HOW THIS SERVICE MIGHT BE IMPROVED?

Zip code	Suggestion for Improvement	Frequency
17536	There is no fire department in this area.	2
17543	There are no fire hydrants in the area.	1
17552	Response time could be better.	1
17565	We need more fire departments.	1
17602	Response time could be better.	1

EMS/AMBULANCE: CAN YOU TELL US HOW THIS SERVICE MIGHT BE IMPROVED?

Zip code	Suggestion for Improvement	Frequency
17536	We need more EMS/Ambulance services in the area.	1
17552	Response time could be better.	1
17565	We need more EMS/Ambulance services in the area.	1
17602	Response time could be better.	1



The Center for Public Scholarship Polling & Research Office

The Polling & Research Office is a nonpartisan research and polling organization dedicated to providing high quality public opinion research and analysis serving the public interest. The Polling & Research Office (PRO), housed within Millersville University's Center for Public Scholarship, provides services for researching perceived community needs, quality of services, and attitudes of the public in order to help initiate and guide public policy decision-making.

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