Millersville University
CIVIC AND COMMUNITY ENGAGEMENT

Southeast Lancaster
Resident Survey Analysis

Report Presented to

Spanish American Civic Association

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Introduction

With support from the Wells Fargo Regional Foundation, the Spanish American Civic Association (SACA) is working to revitalize the southeast neighborhood in Lancaster, PA through a community planning effort. In 2018 and 2019, a neighborhood survey was conducted to garner information about resident perceptions within the neighborhood, including residents' satisfaction with various aspects of the neighborhood and neighborhood trends over the past three years. This information will be used to support SACA'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 3918 households in the designated area and randomly selected 1750 households to survey.[2] Millersville students employed by the CPSSC as well as community residents received training in the survey protocol and conducted the surveys with the randomly selected residents. The survey staff made at least three, and as many as six, attempts to secure a completed survey from each selected household. There were both English and Spanish versions of the survey used and, whenever possible, Spanish speaking survey staff administered the survey to people unable to complete the survey in English. The survey effort began on October 1, 2018 and ended on May 19, 2019. A total of 200 residents completed the surveys, yielding a response rate of 11.4%. It is important to note that the percentage of renters who completed the survey is lower than the percentage of renter-occupied households in the survey area. This is due in part to difficulty in accessing some of the rental units in large public housing buildings for surveying. It is also possible that renters were less likely to complete the survey, or more likely to refuse.

In general, the survey had a margin of error of plus or minus 6.5 percentage points at the 95% confidence level (that is, we can be 95% sure that the actual percentages for the survey are within 6.5 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

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[2] The initial sample was of 1000 households. Despite mail notification of the survey and its purpose, many people did not respond to the door when surveyors approached. Survey staff attempted to contact residents at varying times of day and on different days of the week. Spanish speaking survey staff also participated in surveying efforts. In February 2019, researchers drew a second sample of 750 new addresses. In April 2019, the Spanish American Civic Association (SACA) recruited several neighborhood residents who were able to complete surveys with many residents whom the student survey staff had not been able to contact.

detail, for example, when we compare results based on whether the respondent is an owner or a renter.

Key Findings

The answers given 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]
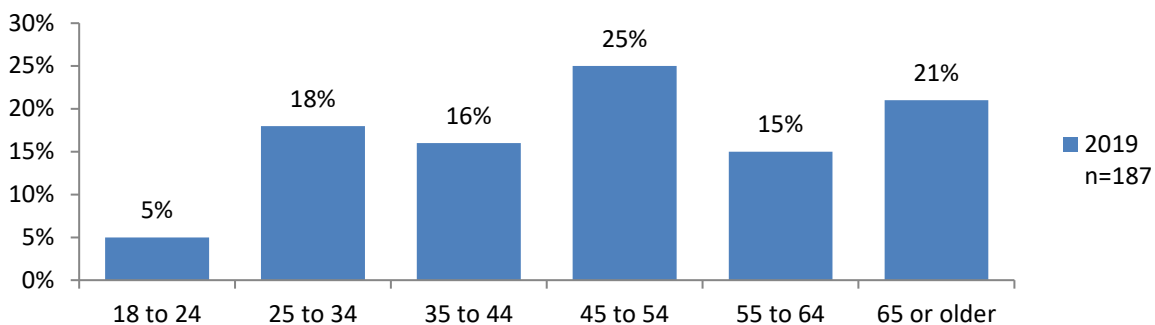
One issue of interest is whether there are differences between residents who own their own homes and those who rent. The responses of renters and owners to most questions were not different to a statistically significant degree.[4] The report will include a discussion of those questions to which renters and owners gave answers where the difference is statistically significant.

Demographic Characteristics of Residents in Sample

Age of Residents

The residents in the sample skew older: 61% (n=113) of those surveyed are 45 years of age or older, and 21% (n=39) are 65 or older. In reality, about 32% of the region's population is 45 or older, and 11% are 65 or older (see Figure 1 below).

Figure 1: Respondent age

A bar chart showing: 18 to 24: 5%; 25 to 34: 18%; 35 to 44: 16%; 45 to 54: 25%; 55 to 64: 15%; 65 or older: 21%. Legend: 2019, n=187.

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[3] All survey responses are found in Appendix A.

[4] The 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.

Residents' Gender

A majority—60% (n=117)—of respondents described themselves as female. Thirty-nine percent (n=75) identified as "male," and 1% (n=2) identified as "other" (see Figure 2 below).

Figure 2: Respondent gender
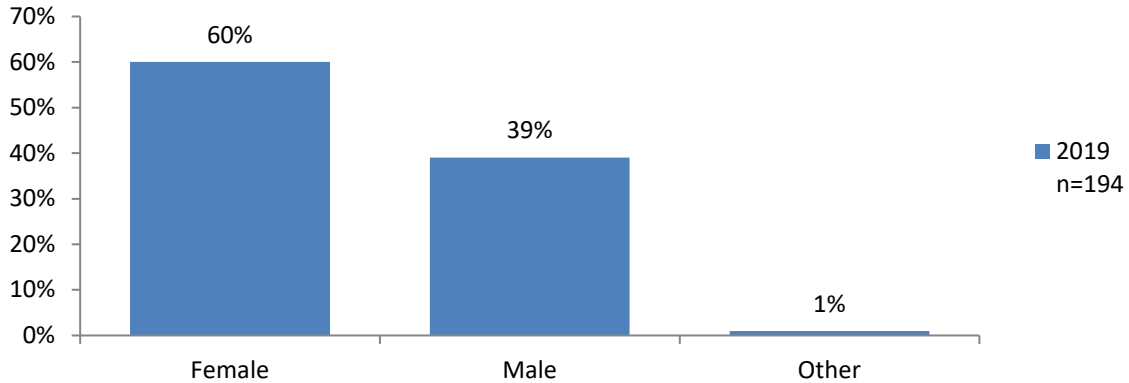
Residents' Race and Ethnicity

Respondents were asked to describe their race, as well as whether or not they considered themselves to be Hispanic, Latino, or Latina. Forty-nine percent (n=59) of respondents said that they were Caucasian/White. Twenty-nine percent (n=35) identified as Black/African American. Twenty-one percent (n=25) identified as mixed race, and 1% (n=1) identified as American Indian/Aleut/Eskimo/Alaska Native (see Figure 3 below). A majority of respondents, 59% (n=109), self-described as Hispanic/Latino/Latina (see Figure 4 on next page). The sample accurately represents the racial and ethnic makeup of the region when compared to census data.
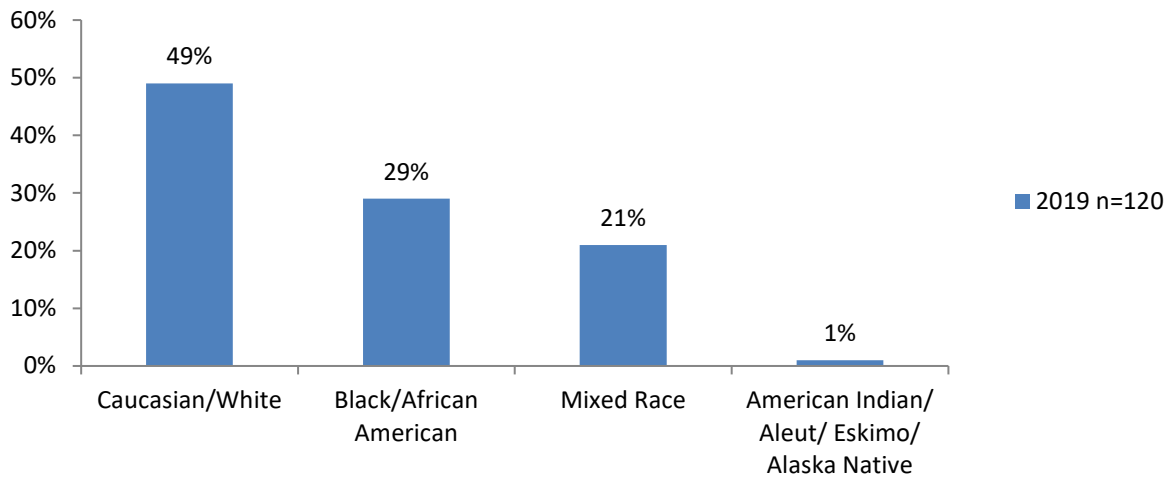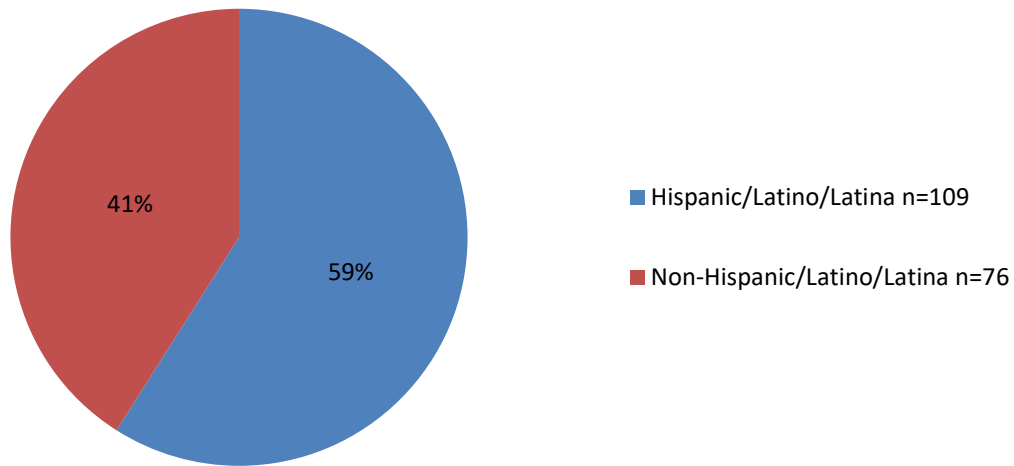
Figure 3: Respondent race

Figure 4: Respondent ethnicity

Hispanic/Latino/Latina n=109

Non-Hispanic/Latino/Latina n=76

Residents' Level of Education

Seventy-nine (42%) respondents reported having a high school education, while 43 (23%) reported having or some college or advanced training. The rest of the responses are distributed as follows:

TABLE 1: RESPONDENTS' LEVEL OF EDUCATION

Education level	Response rate
Less than high school	20% (n=37)
Bachelor's degree	13% (n=24)
Advanced degree	4% (n=7)

Residents' Home Ownership Status

A majority (57%, n=112) of the respondents reported that they rent their home. Forty-one percent (n=80) of the respondents own their own homes. Two percent (n=3) reported that they either live in someone else's home, or consider themselves neither home owners nor renters (see Figure 5 on next page).

Figure 5: Respondents' home ownership status

Figure 5: Respondents' home ownership status

Legend: ■ 2019 n=195

Bars: Rent 57%, Own 41%, Neither 3%
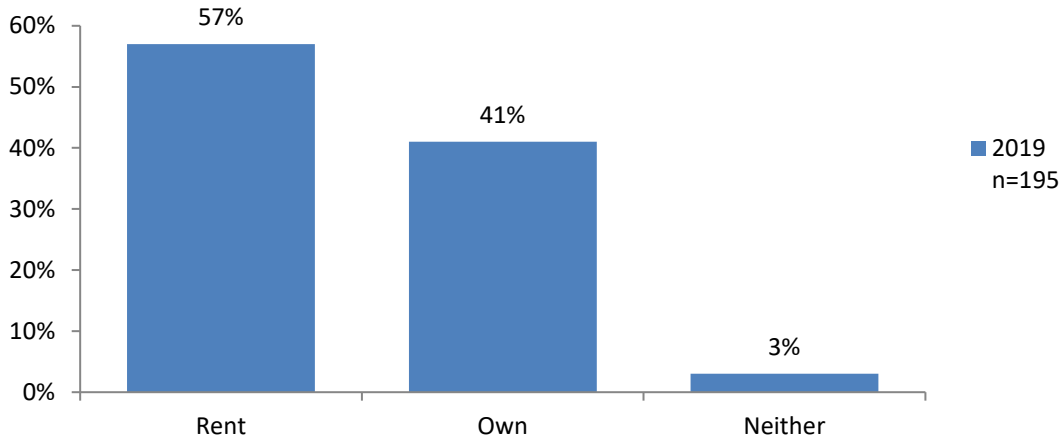
Residents' Length of Time in the Community

More than two thirds of the respondents (68%, n=112) have lived in the neighborhood for six years or more, including 16% (n=29) who have lived there more than thirty years. Only 3% (n=6) reported living there for less than one year. Long tenure in the neighborhood is the norm (see Figure 6 below).

Figure 6: Respondents' length of time in the community

Figure 6: Respondents' length of time in the community

Legend: ■ 2019 n=178

Bars: Less than 1 year 3%, 1 to 5 years 28%, 6 to 10 years 17%, 11 to 20 years 22%, 21 to 30 years 13%, More than 30 years 16%
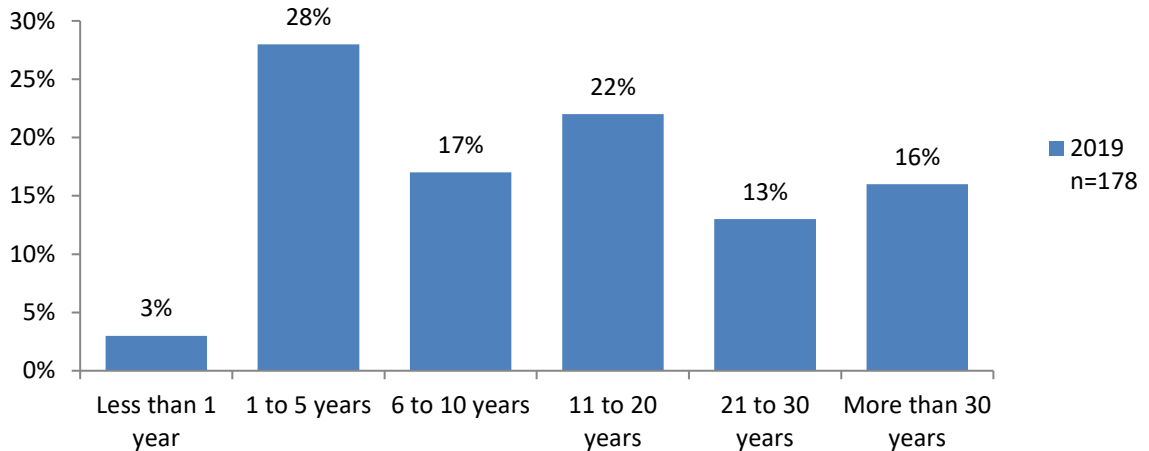
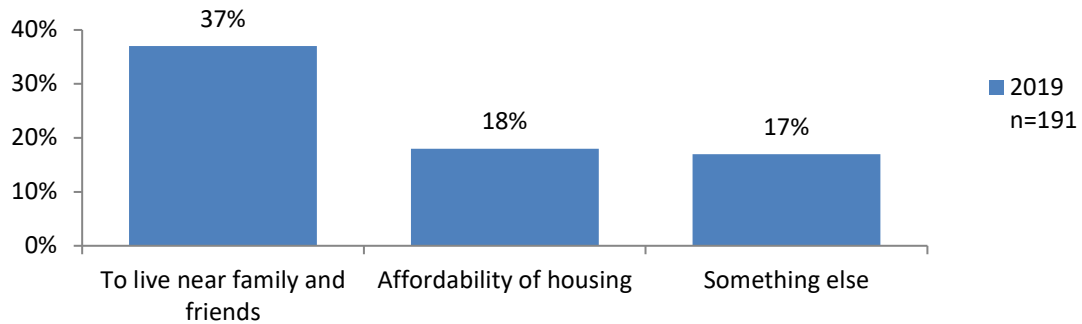**Quality of Life in the Community**

Reasons for Living in this Community

When asked to name "the major reason you decided to live in this community," the most frequent answer respondents provided (37%, n=70) was to be near friends and family. The affordability of housing is another important factor (18%, n=34). Of those who said "something else" (17%, n=33), answers included personal or professional reasons, easy access to parking, more living space, and "tranquility." Some respondents (6%, n=11) mentioned easy access to amenities such as community centers, stores, and downtown Lancaster City. Six percent of respondents (n=11) answered that they chose the community because of the schools it had to offer (see Figure 7 below).

## Figure 7: Reasons why respondents live in the community

Resident Satisfaction

Overall, residents seem to be satisfied with life in the community. Eighty-seven (n=170) percent of all respondents said that they were either satisfied or very satisfied. When asked, 85% (n=166) of all those surveyed responded that they would probably or definitely recommend this neighborhood to others (see Figure 8 on next page).

Figure 8: Respondents' satisfaction with life in the community

Figure 8: Respondents' satisfaction with life in the community

Very satisfied: 36%, Satisfied: 51%, Dissatisfied: 9%, Very dissatisfied: 4% — 2019 n=195
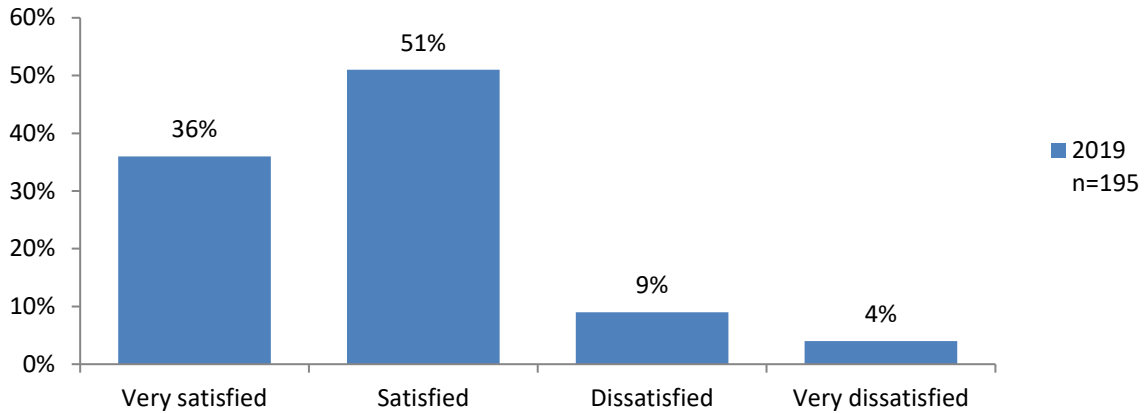
Desire to Stay in this Community

In response to the question of whether or not they would continue to live in the community if given the choice, 78% (n=152) of all those surveyed responded positively. Reasons given to support these responses were mixed, and largely echoed the reasons given for why residents decided to live in the community. Convenience to public space and the downtown region of the city was a common explanation, as were proximity to family, the relatively low cost of living, and personal history in the community. Positive relationships with neighbors were also mentioned a number of times. Negative responses mentioned crime, lack of space, lack of alternatives, poor parking options, and drug abuse (see Figure 9 below).

Figure 9: Respondents' desire to continue to live in the community

Yes: 78%, No: 22% — n=194 2019
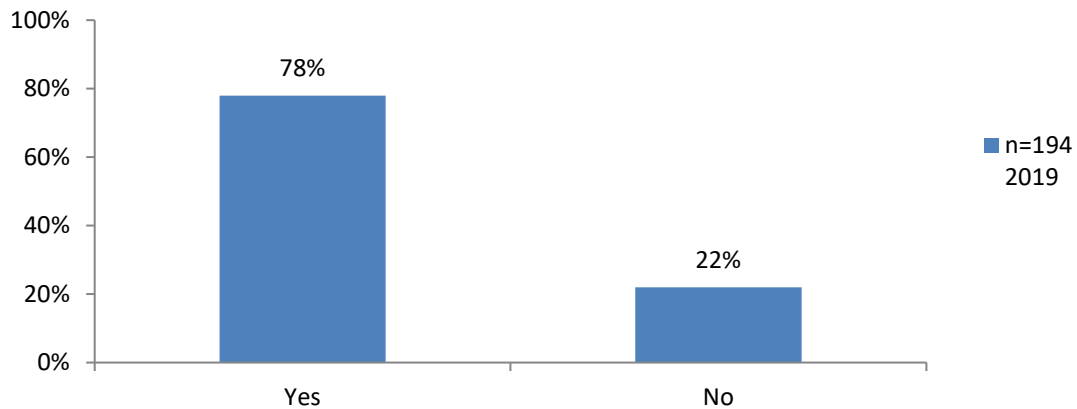
The survey asked renters, "Would you consider buying a home in the community?" Their responses were split evenly, with 50% (n=55) responding positively and 50% (n=55) responding negatively. The top two reasons given to why these residents would not want to buy a home in the neighborhood were their personal financial situations (42%, n=20) and crime and other safety issues (23%, n=11). Those who responded that they *would* like to purchase a home in the community also indicated that their personal financial situation did not allow them to do so (68%, n=38). Interestingly, very few (2%, n=1) of the people who answered they would like to buy a home in the neighborhood mentioned crime and safety issues as to why they had not. Several individuals mentioned a lack of available housing stock and unwillingness by their landlord to sell the property as their reason for having not yet bought their home (see Table 2 below).
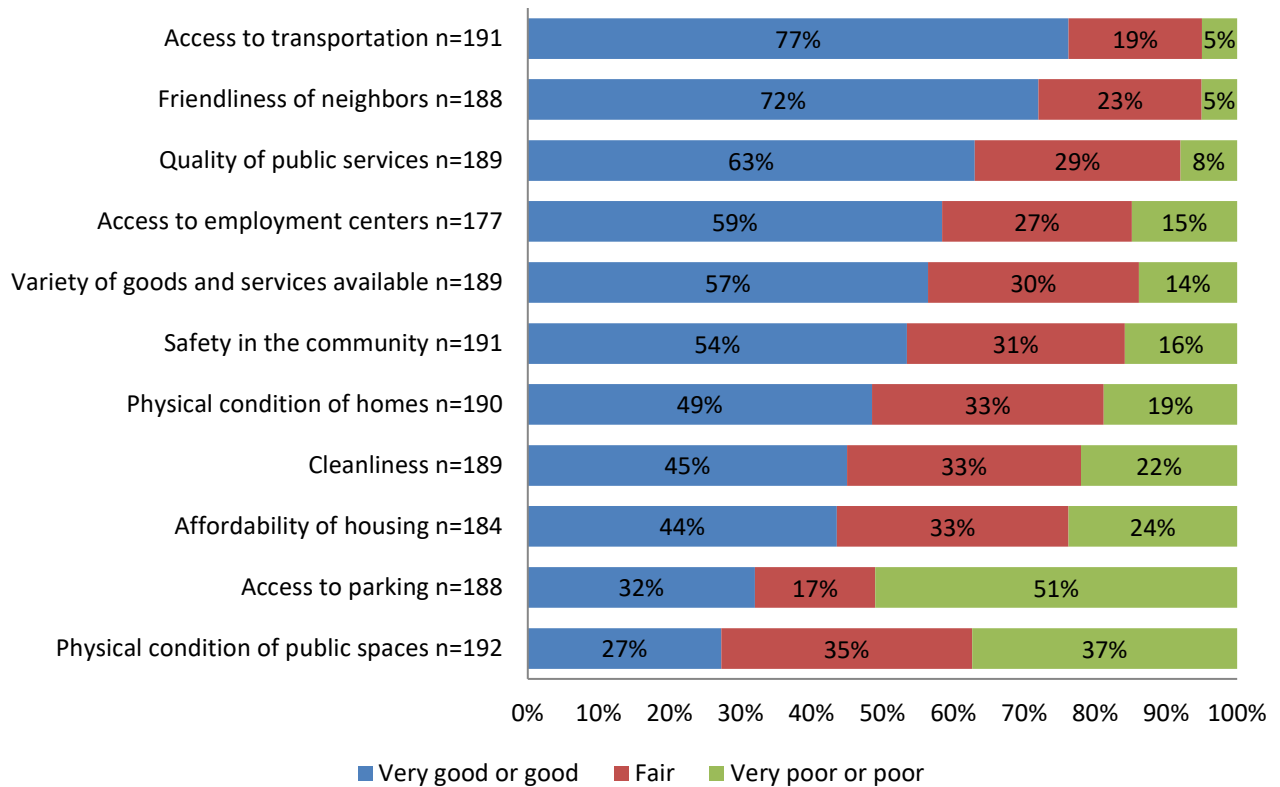
TABLE 2: COMPARISON OF DESIRE TO BUY A HOME IN THE COMMUNITY WITH PRIMARY REASON FOR NOT BUYING A HOME IN THE COMMUNITY

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	2%	23%
Personal financial situation	68%	42%

Rating Various Aspects of the Community

In order to gain a better understanding of residents' attitudes about their neighborhood, the survey asked respondents to rate a list of different aspects of the community on a scale from "Very good" to "Very poor." The aspect with the most positive responses (meaning "Very good" or "Good") was access to transportation, at 77% (n=146). Seventy-two percent (n=136) rated the friendliness of neighbors positively (n=136), and 63% (n=118) rated the quality of public services in the community positively. Access to parking had the highest rate of negative responses with 51% (n=97) saying that access to parking in the neighborhood was "poor" or "very poor." Affordability of housing and the physical condition of streets, sidewalks, and public spaces also had relatively high rates of negative responses at 24% (n=43) and 37% (n=72), respectively (see Figure 10 on next page).

Figure 10: Respondents' ratings of various aspects of the community

Aspect	Very good or good	Fair	Very poor or poor
Access to transportation n=191	77%	19%	5%
Friendliness of neighbors n=188	72%	23%	5%
Quality of public services n=189	63%	29%	8%
Access to employment centers n=177	59%	27%	15%
Variety of goods and services available n=189	57%	30%	14%
Safety in the community n=191	54%	31%	16%
Physical condition of homes n=190	49%	33%	19%
Cleanliness n=189	45%	33%	22%
Affordability of housing n=184	44%	33%	24%
Access to parking n=188	32%	17%	51%
Physical condition of public spaces n=192	27%	35%	37%

■ Very good or good ■ Fair ■ Very poor or poor
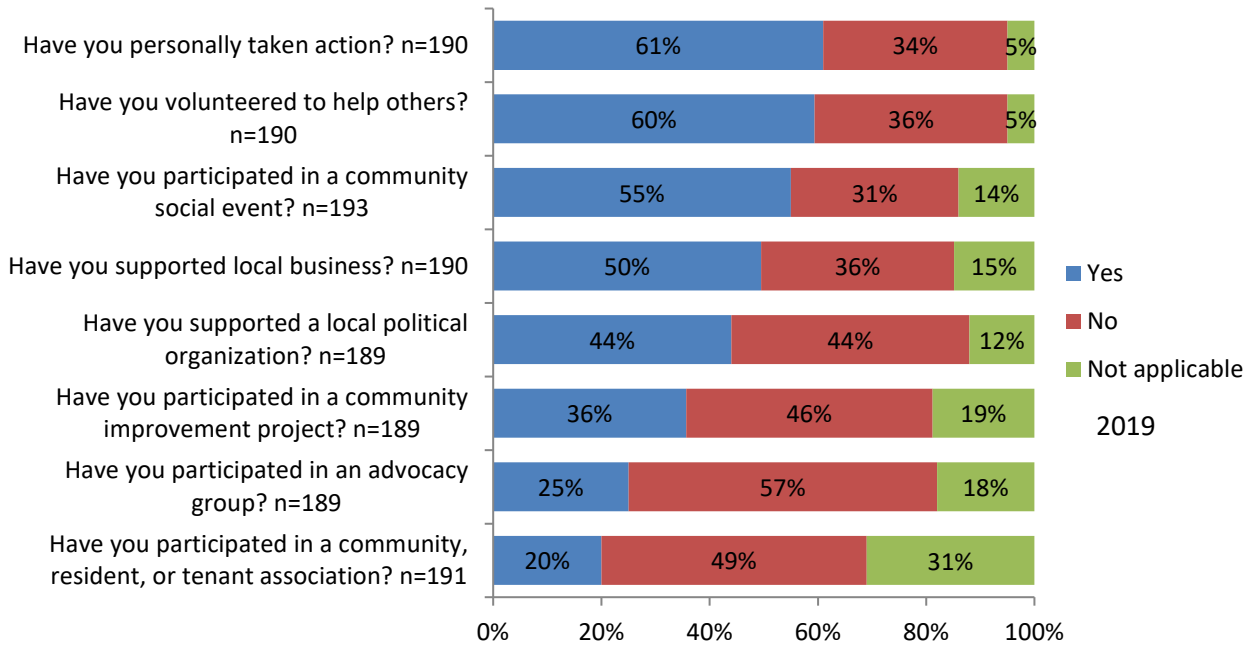
Community Involvement

In order to assess their involvement with the community, residents were asked whether or not they had participated in a number of activities. These included tenant associations, volunteering, political involvement, community clean-ups, and advocacy groups. Over half of respondents (60%, n=113) said that they had volunteered to help others in the community. Fifty percent (n=94) reported that they had supported local business events, 55% (n=107) said that they had participated in an organized community social event such as a festival or block party, and 61% (n=116) claimed to have personally taken action to improve the community by "reporting a hazard or contacting authorities about an incident."

On the other hand, when asked about community, resident, or tenant associations, only 20% (n=39) of those surveyed responded positively. Only 25% (n=47) reported that they had participated in an advocacy group, such as a school parent-teacher association, environmental organization, or labor union (see Figure 11 on next page).

Figure 11: Respondents' participation in community activities

Question	Yes	No	Not applicable
Have you personally taken action? n=190	61%	34%	5%
Have you volunteered to help others? n=190	60%	36%	5%
Have you participated in a community social event? n=193	55%	31%	14%
Have you supported local business? n=190	50%	36%	15%
Have you supported a local political organization? n=189	44%	44%	12%
Have you participated in a community improvement project? n=189	36%	46%	19%
Have you participated in an advocacy group? n=189	25%	57%	18%
Have you participated in a community, resident, or tenant association? n=191	20%	49%	31%

2019

Another question asked respondents how many of their neighbors they regularly speak to for five minutes or more. A majority of responses fell into the categories 1-3 (34%, n=66) and 4-6 (28%, n=55). Twenty-three percent (n=44) answered that they regularly speak to ten or more people for at least five minutes (see Figure 12 below).

Figure 12: Number of neighbors with whom respondents speak regularly for 5 minutes or more

n=195
2019

None	1 to 3	4 to 6	7 to 9	10 or more
8%	34%	28%	8%	23%
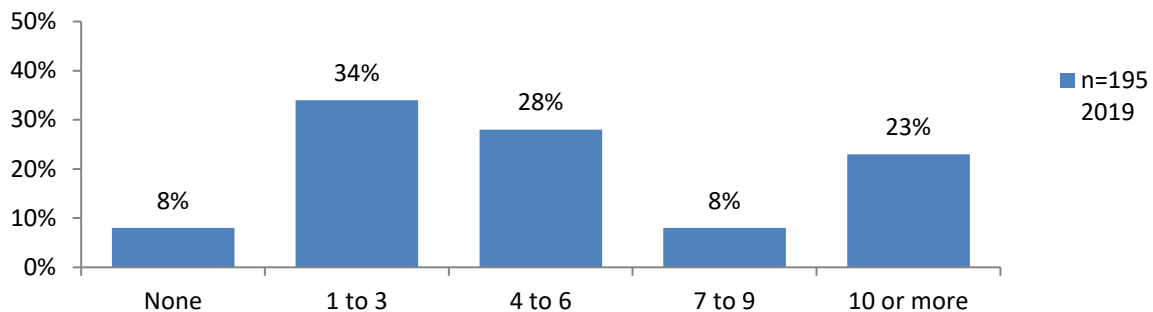
As another measure of social cohesion, respondents were asked what they felt was the likelihood that neighbors would help each other out in six different situations. Responses were
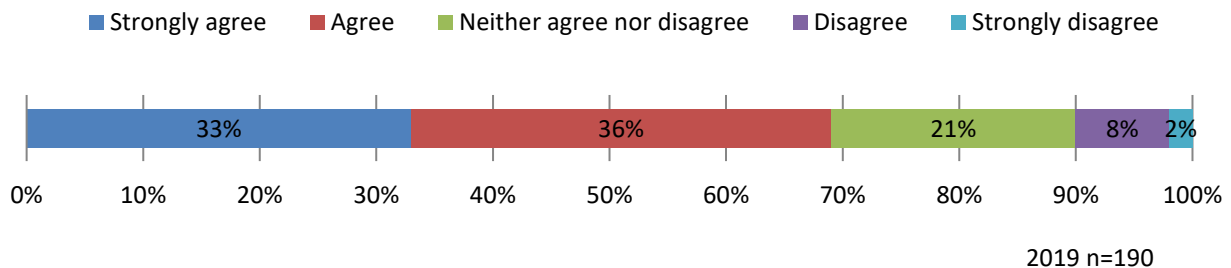
all positive overall, with a majority of responses falling into the "Likely" or "Very Likely" categories in all six situations (see Table 3 below).

TABLE 3: LIKELIHOOD PEOPLE IN THE COMMUNITY WILL HELP OUT IN DIFFERENT 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.	74%	11%
An elderly neighbor needed someone to periodically check on him or her.	75%	11%
You needed someone to watch your home when you were away.	67%	17%
A package was delivered when you were not at home and it needed to be accepted.	64%	17%
A neighbor needed someone to take care of a child in an emergency.	68%	16%
You needed a ride somewhere.	64%	16%

Another measure of social cohesion within a neighborhood is whether or not respondents feel neighbors will work together to fix a problem. Over two thirds (69%, n=131) of respondents say they agree or strongly agree that neighbors would work together. Twenty-one percent (n=40) say they neither agree nor disagree that neighbors would work together, and 10% (n=19) either disagreed or strongly disagreed (see Figure 13 below).

Figure 13: Respondents' belief that people in their neighborhood will try and fix problems

■ Strongly agree   ■ Agree   ■ Neither agree nor disagree   ■ Disagree   ■ Strongly disagree

33%	36%	21%	8%	2%

0%   10%   20%   30%   40%   50%   60%   70%   80%   90%   100%

2019 n=190

Neighborhood Change

Respondents were also asked about how their community has changed overall compared to *three years ago*, as well as how they expect their community to change in the *next three years*.

Over half of respondents (52%, n=100) said that the community had either improved a lot or improved some. Thirty-five percent (n=67) responded that it had stayed about the same, and 12% (n=25) said that it had declined some or declined a lot. When asked to give a reason for their answer, those who said that the neighborhood had improved mentioned a greater police presence, new home construction and renovation, community engagement, more businesses, less crime, and better street lighting, among others. Reasons why respondents believed the community had declined included crime, litter, a lack of concern on the part of residents, poor streets and sidewalks, and a lack of beautification efforts (see Figure 14 below).

Figure 14: Respondents' feelings about how the community has changed overall compared to three years ago
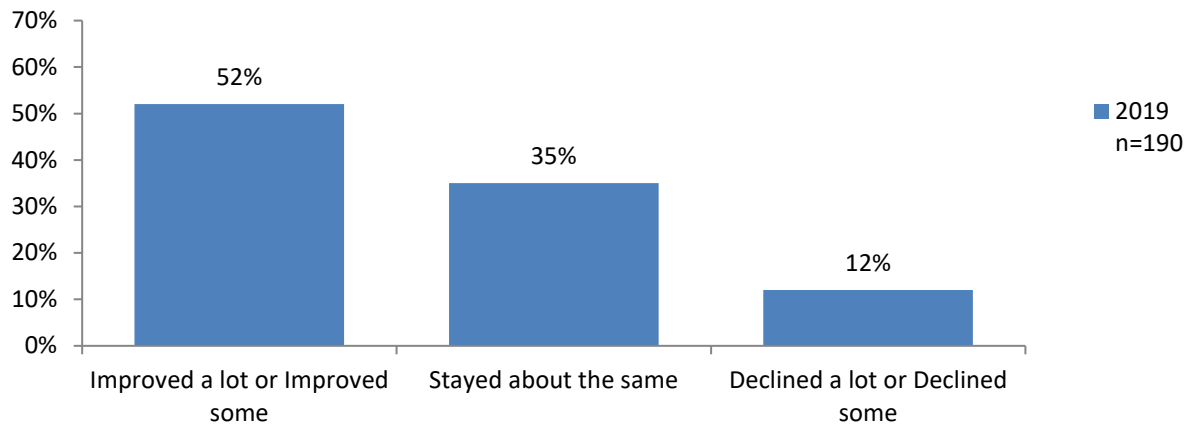
In response to the question of how the community is likely to change in the next three years, 60% (n=114) of respondents stated that it will improve a lot or improve some. Thirty-two percent (n=60) said that it will stay about the same, while 9% (n=16) said that it will decline some or decline a lot (see Figure 15 on next page).

## Figure 15: Respondents' feelings about how the community is likely to change in the next three years
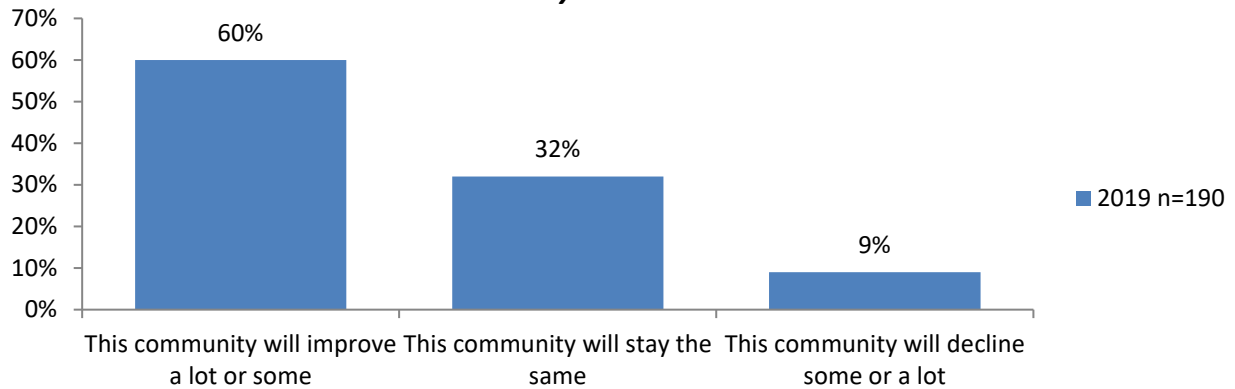
When asked to give a reason for their answer, those who said that the neighborhood would improve mentioned, among other things, an influx of younger families, the health of the economy, the revitalization of downtown Lancaster, economic development in the community, and neighborhood cohesion. Reasons why respondents believed the community would decline include the cost of living, a lack of concern on the part of landlords and younger renters, a lack of motivation for change, and a need for more home ownership.

Safety in the Community

Respondents were asked about how safe they felt walking in the community during the day, and at night. Responses to the question of daytime safety were almost entirely positive, with 74% (n=144) answering that they felt very safe, and 24% (n=47) responding that they felt somewhat safe. Only 2% (n=4) of respondents said that they felt somewhat or very unsafe during the day.

Responses to the question of nighttime safety were more evenly distributed, with 34% (n=66) answering that they felt very safe, 36% (n=70) answering that they felt somewhat safe, 21% (n=41) answering that they felt somewhat unsafe, and 9% (n=17) saying that they felt very unsafe. Responses between men and women to the question of daytime safety did not vary significantly. However, women were more than twice as likely to respond that they felt unsafe or very unsafe at night as men: 18% of men versus 38% of women (statistically significant, with p=0.007) (see Figure 16 on next page).

Figure 16. Respondents' feelings of safety in the community

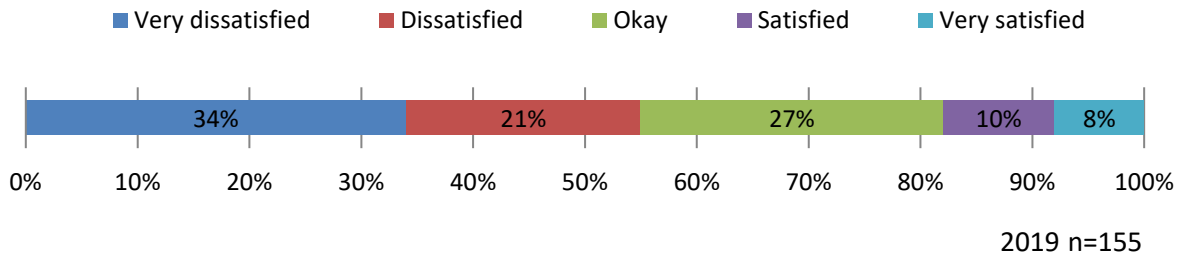|	Very safe	Somewhat safe	Somewhat unsafe	Very unsafe
Daytime safety n=195	74%	24%	2%	
Nighttime safety n=194	34%	36%	21%	9%
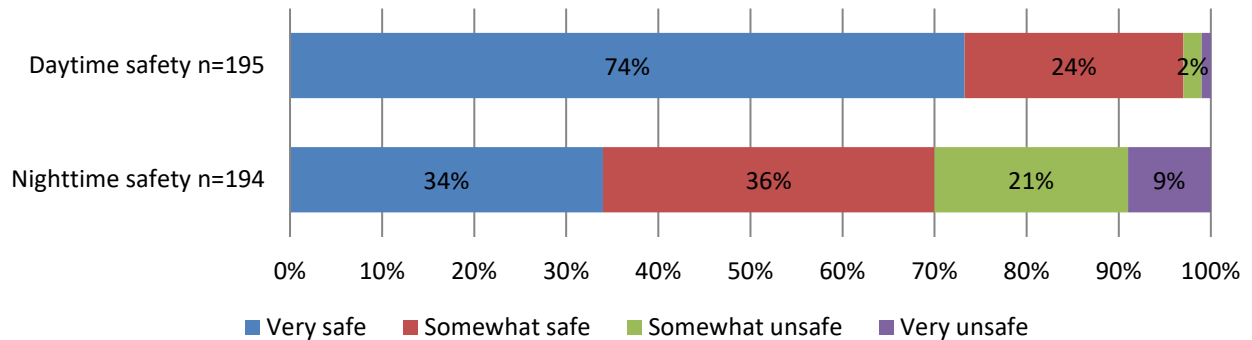
Parking in the Community

The survey asked a number of questions relating to parking in the community, including how many cars the respondent's household has, whether or not they have off-street parking, how satisfied they were with on-street parking, and how much money they spend on parking tickets each month. The majority of residents (87%, n=162) have at least one car; 38% (n=71) have one car and 34% (n=64) have two cars (see Figure 17 below).

Figure 17. Number of cars per respondent household

| Zero	One	Two	Three	Four or more
13%	38%	34%	9%	5%

2019 n=187
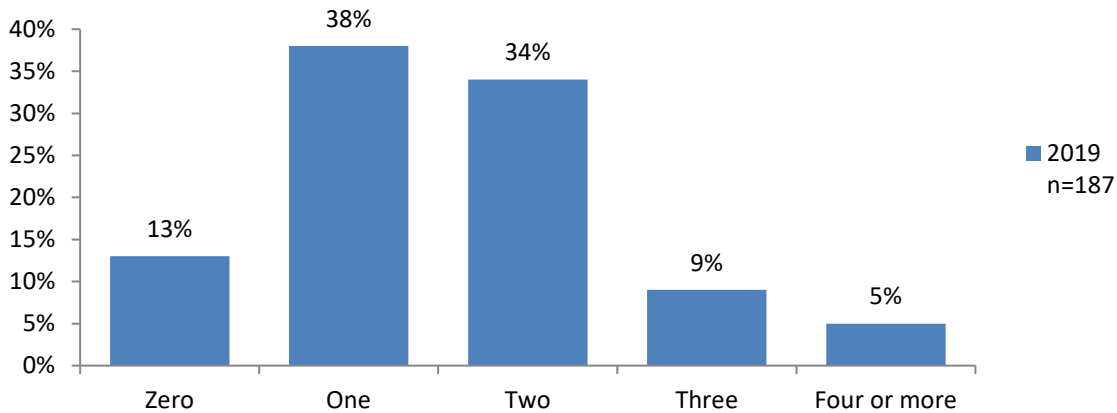
A majority (58%, n=109) of respondents did not have off-street parking. Of all of the questions asked about resident satisfaction, the one about on-street parking elicited the highest rate of negative responses. In this case, 55% (n=85) of respondents said that they were either dissatisfied or very dissatisfied. 27% (n=42) responded that it was "okay," and 18% (n=28) responded that they were satisfied or very satisfied (see Figure 18 on next page).

Figure 18. Respondents' satisfaction with on-street parking

■ Very dissatisfied   ■ Dissatisfied   ■ Okay   ■ Satisfied   ■ Very satisfied

| 34% | 21% | 27% | 10% | 8% |

0%   10%   20%   30%   40%   50%   60%   70%   80%   90%   100%

2019 n=155

When asked about how long it takes them to find a parking space, on average, 46% (n=75) responded that it took them less than five minutes. Thirty-four percent (n=56) said 5-14 minutes. Thirteen percent (n=21) said 15-30 minutes, and seven percent (n=12) said that it took them, on average, more than 30 minutes (see Figure 19 below).

Figure 19. Amount of time it takes for respondents to find a parking space on average

■ 2019
n=164

	Less than 5 minutes	5-14 minutes	15-30 minutes	Longer than 30 minutes
	46%	34%	13%	7%
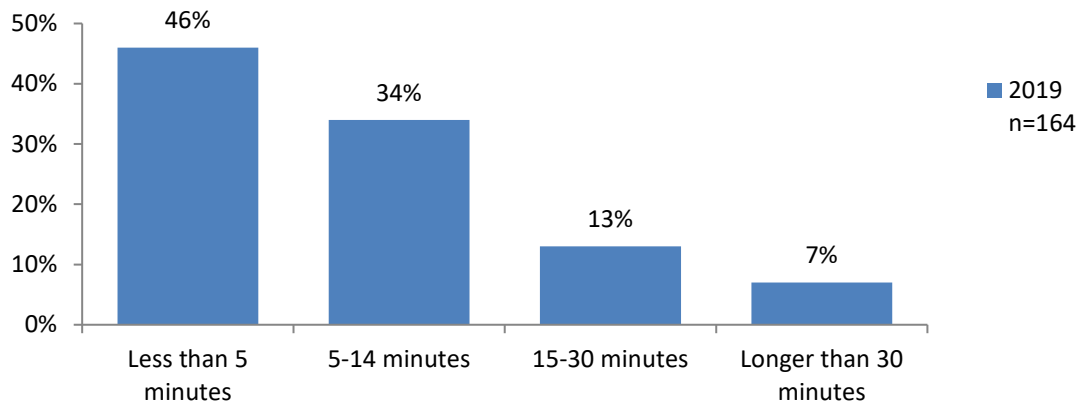
A majority (72%, n=112) of respondents reported that they spend less than $20 per month on parking tickets. Twenty-three percent (n=26) reported that they spend $20-$100 per month, and five percent (n=8) said that they spend more than $100 monthly (see Figure 20 on next page).

Figure 20. Amount of money respondents spend each month on parking tickets
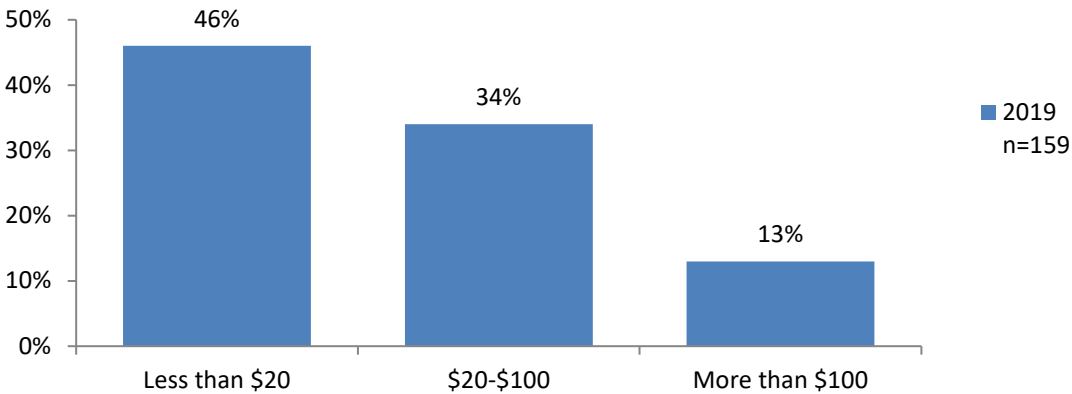
Children in the Community

Finally, respondents were asked whether there were children under the age of 18 currently living in their homes, and if so, how many. They were also asked whether they made use of any local recreational facilities or youth programs, and if they believed those facilities or programs were in need of improvements. Forty percent (n=79) of respondents said that they had children under 18 in their household. This is approximately in keeping with the census estimate for the area, 38%. Of these, a majority (69%, n=113) responded that they had either one or two children under 18 (see Figure 21 below).

Figure 21. Children under 18 currently living in respondents' homes
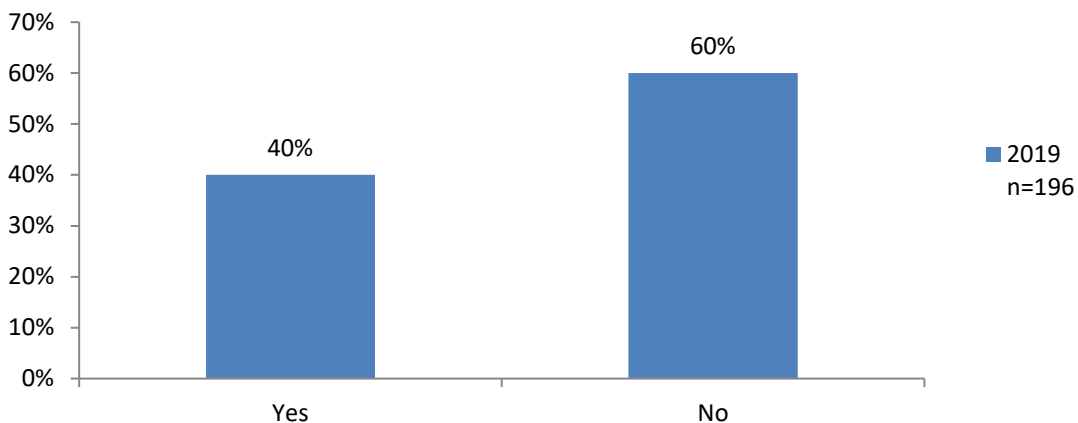
Responses to the question "Do your children use any local recreational facilities or youth programs?" were split almost evenly, with 49% (n=37) responding positively. When asked which ones, respondents mentioned Musser Park, Lancaster County Central Park, Reservoir Park, the

Boys and Girls Club, the Lancaster Rec Center, the YMCA, church youth groups, and the Reservoir Park "splash pad," among others. Forty-seven percent (n=27) said that these facilities or programs were in need of improvement. Several respondents said that Musser Park and the Martin Luther King Jr. Elementary School playgrounds needed new surfaces, while another requested more playgrounds. A need for more summer programs was also mentioned, as were youth sports.

Differences between Owners and Renters

Responses to all survey questions were cross tabulated in order to examine potential differences between those community members who rent their homes and those who own. For the most part, these differences were not statistically significant at or below the 0.05 level.

Statistically significant differences between renters and homeowners were found in response to questions of (1) educational attainment; (2) desire to continue living in the community; (3) participation in community activities; and (4) the likelihood of neighbors helping neighbors in certain situations. Other comparisons, such as those looking at the amount of time renters have lived in the community versus homeowners, overall satisfaction, and feelings about parking, were not found to be statistically significant.

(1) Homeowners were more than twice as likely to have at least a bachelor's degree (20%, n=15) as were renters (8%, n=9). On the other hand, renters had less than a high school diploma at a greater rate than homeowners: 23% (n=25) compared to 14% (n=11). Those differences are statistically significant at the 0.007 level.
(2) Homeowners were more likely than renters to express a desire to continue to live in the community—85% (n=66) and 73% (n=80), respectively. However, it is notable that both homeowners and renters are highly likely to say that they want to continue to live in the community.
(3) Homeowners were more likely than renters to have participated in a community improvement project, or to have supported a local political organization, candidate or initiative. Forty-eight percent (n=37) of homeowners responded that they had participated in a community improvement project, compared to 29% (n=31) of renters. Fifty-five percent (n=42) of homeowners responded that they had supported a local political organization, candidate, or initiative, compared to 39% (n=41) of renters.
(4) Homeowners were more likely than renters to respond positively to questions about the likelihood of other community members helping elderly neighbors, accepting packages, and watching their homes while they were away (see Table 4 on next page).

TABLE 4: LIKELIHOOD THAT PEOPLE 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	84%	1%	0.024
	Renters	72%	15%	
You needed someone to watch your home when you were away.	Owners	78%	7%	0.005
	Renters	62%	23%	
A package was delivered when you were not at home and it needed to be accepted.	Owners	80%	9%	0.004
	Renters	55%	23%	

Discussion and Conclusion

Taken together, survey responses from Southeast Lancaster portray a population that is quite satisfied with its neighborhood overall. Eighty-seven percent (n=170) of those surveyed reported being satisfied or very satisfied with their community, and 84% (n=166) said that they would probably or definitely recommend it to others. When asked about particular aspects of their community, access to transportation and the friendliness of neighbors rated highest, while access to parking and the physical condition of public spaces rated lowest. Overall, a majority of residents (78%, n=152) say that they want to continue to live in the neighborhood. Most say that they feel safe in the area both by day (98%, n=191) and night (70%, n=136).

Answers to questions about relationships between neighbors suggest that residents feel a sense of cohesion amongst themselves. Nearly all respondents (92%, n=180) report that they speak with at least one of their neighbors regularly for five minutes or more. Residents largely feel that their neighbors can be counted on to help out in routine situations. Questions about engagement within the community, however, such as those that ask whether or not respondents have participated in community events or advocacy groups, show less unity and commitment. Survey responses show low participation in community or tenant organizations (20%, n=39), community improvement projects (36%, n=68), and local advocacy (25%, n=47). On the other hand, 60% (n=113) of respondents said that they had volunteered in the community.

The survey asked residents about the parking situation in the area in a number of different ways, including their feelings of satisfaction, the amount of time it takes to find parking on

average, and how much they spend each month on parking tickets. All three dimensions showed reason for concern. A majority (55%, n=85) of those surveyed rated their satisfaction with parking as "dissatisfied" or "very dissatisfied." Of the two negative responses, "very dissatisfied" was more common. The amount of time that residents report spending in the search for parking is also of concern: most respondents answered that the search takes more than five minutes. A small number even said that they look for over a half hour, on average. Responses about parking tickets showed a similar need for more accessible parking. The physical conditions of streets, sidewalks, and public spaces in the community were rated poorly as well, lowest among the eleven domains measured. Thirty-seven percent (n=72) of respondents rated them as "poor" or "very poor."

Statistically significant differences were not found between renters (57%, n=112) and homeowners (41%, n=80) for the majority of the survey items. This suggests that the opinions of renters and owners are quite similar in most respects. Significant differences can be found in education levels, their desire to continue to live in the community, their level of participation in community involvement and improvement, and two specific questions about relationships between neighbors. More importantly, no significant differences could be found in many crucial domains, including resident satisfaction, safety, and neighbor relations.

Survey responses show that parking is a major concern for residents of southeast Lancaster, and that the neighborhood is in need of more parking options. Adding more public parking lots in the area and changing the zoning of permit parking in the area have the potential to improve parking accessibility. Developing parking areas in alleys and negotiating with businesses and other institutions to allow evening and weekend parking may also help to address this problem.

The survey data also suggest that the physical conditions of public spaces are of concern, and so plans to improve the neighborhood should involve infrastructure upgrades and maintenance. More than 80% of respondents judged the physical conditions of streets, sidewalks and public areas to be no better than fair. This is a situation that residents and community groups cannot address themselves.

Finally, respondents voiced concerns about the affordability of housing in the neighborhood. The most common reason given by those who said that they wished to buy a home in southeast Lancaster, but had not yet done so, was their personal financial situation. There is a gap between the cost of housing and what people in southeast Lancaster can afford. The city should invest in programs that assist people in improving their financial status. Educating residents about first-time home buyer programs is also important.

A lack of available housing was mentioned, too. It would also benefit the area to have greater support for the development of affordable housing to ensure that there is available stock both to renters and prospective buyers.

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?

Years	Months

5. How long have you lived in this community? (n=178)
○ Less than one year — 3% (n=6)
○ 1-5 years — 28% (n=50)
○ 6-10 years — 17% (n=31)
○ 11-20 years — 22% (n=39)
○ 21-30 years — 13% (n=23)
○ More than 30 years — 16% (n=29)

6. Which of these was the **major** reason you decided to live in this community? (n=191)
○ To live near family or friends — 37% (n=74)
○ To be close to work — 2% (n=3)
○ Accessibility of amenities, such as community centers and stores — 7% (n=13)
○ Proximity to public transportation — 2% (n=3)
○ Schools for my children — 6% (n=11)
○ Access to job opportunities — 2% (n=3)
○ Safety in the community — 4% (n=7)
○ Affordability of housing — 19% (n=37)
○ Born here — 5% (n=8)
○ No choice/nowhere else to go — 4% (n=8)
○ Something else — 14% (n=24)
Responses to "Something else" mentioned wanting more space (2 responses) or quiet (2 responses), the amount of available parking (2 responses), the quality of housing in the neighborhood (1 response), as well as personal or professional reasons (12 responses).

7. Overall, considering everything, how satisfied would you say you are living in this community? (n=195)

○ Very satisfied — 36% (n=71)
○ Satisfied — 51% (n=99)
○ Dissatisfied — 9% (n=17)
○ Very dissatisfied — 4% (n=8)

8. Overall, considering everything, how satisfied would you say you are living in this community? (n=195)
  ○ Very satisfied — 36% (n=71)
  ○ Satisfied — 51% (n=99)
  ○ Dissatisfied — 9% (n=17)
  ○ Very dissatisfied — 4% (n=8)

9. Right now, how likely are you to recommend this community to someone else as a good place to live? (n=196)
  ○ Definitely would recommend — 41% (n=81)
  ○ Probably would recommend —43% (n=85)
  ○ Probably would not recommend — 11% (n=22)
  ○ Definitely would not recommend — 4% (n=8)

10. If you had the choice, would you continue to live in this community? (n=194)
  ○ Yes — 78% (n=152)
  ○ No — 22% (n=42)

10. Please tell us why you feel this way:

Reasons **why** included (n=80):
  ○ Proximity to family or friends — 4 responses (5%)
  ○ Proximity to work — 3 responses (4%)
  ○ Accessibility of amenities or downtown — 12 responses (15%)
  ○ Quality of schools — 7 responses (9%)
  ○ Safety in the community — 10 responses (13%)
  ○ Affordability of housing — 10 responses (13%)
  ○ Born here — 4 responses (5%)
  ○ No choice/nowhere else to go — 2 responses (3%)
  ○ Noise — 5 responses (6%)
  ○ Relationships with neighbors — 18 responses (23%)
  ○ Space — 1 response (1%)
  ○ Quality of housing stock — 4 responses (5%)

Reasons **why not** included (n=39):
  ○ Safety in the community — 12 responses (31%)
  ○ Affordability of housing — 2 responses (5%)
  ○ No choice/nowhere else to go — 1 response (3%)
  ○ Noise — 6 responses (15%)
  ○ Difficulties with neighbors — 4 responses (10%)
  ○ Space — 2 responses (5%)
  ○ Quality of housing stock — 6 responses (15%)
  ○ Parking — 3 responses (8%)
  ○ Infrastructure — 3 responses (8%)

Next, we'd like to know in what ways, if any, you are involved in this community.

11. During the past year did you participate in the following community activities?

	Yes	No	Not applicable
Participated in a community, resident, or tenant association (n=191)	20% (n=39)	49% (n=93)	31% (n=59)
Volunteered to help others in the community (n=190)	60% (n=113)	36% (n=68)	5% (n=9)
Participated in a community improvement project, such as a clean-up, community gardening, or other beautification effort (n=189)	36% (n=68)	46% (n=86)	19% (n=35)
Supported local business events, such as a sidewalk sale or "shop local" day (n=190)	50% (n=94)	36% (n=68)	15% (n=28)
Participated in an organized community social event, such as a festival, block party, or other celebration (n=193)	55% (n=107)	31% (n=59)	14% (n=27)
Supported a local political organization, candidate, or ballot initiative (n=189)	44% (n=83)	44% (n=84)	12% (n=22)
Participated in an advocacy group, such as a school parent-teacher association, environmental organization, or labor union (n=189)	25% (n=47)	57% (n=108)	18% (n=34)
Personally took action to improve the community, such as reporting a hazard or contacting authorities about an incident (n=190)	61% (n=116)	34% (n=65)	5% (n=9)

We are also interested in the ways in which other residents are involved in the community.

12. With how many of your neighbors do you speak regularly for 5 minutes or more? (n=195)

- ○ None — 8% (n=15)
- ○ One to three — 34% (n=66)
- ○ Four to six — 28% (n=55)
- ○ Seven to nine — 8% (n=15)
- ○ Ten or more — 23% (n=44)

13. 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 (n=192)	34% (n=65)	30% (n=57)	21% (n=40)	9% (n=17)	7% (n=13)
You needed a favor, such as picking up mail or borrowing a tool (n=194)	47% (n=91)	27% (n=53)	14% (n=28)	6% (n=12)	5% (n=10)
An elderly neighbor needed someone to periodically check on him or her (n=192)	45% (n=86)	30% (n=58)	14% (n=27)	6% (n=11)	5% (n=10)
A neighbor needed someone to take care of a child in an emergency (n=189)	41% (n=78)	27% (n=50)	16% (n=30)	10% (n=19)	6% (n=12)
A package was delivered when you were not at home and it needed to be accepted (n=193)	34% (n=34)	30% (n=57)	19% (n=37)	9% (n=17)	8% (n=16)
You needed someone to watch your home when you were away (n=193)	45% (n=87)	22% (n=42)	16% (n=31)	8% (n=16)	9% (n=17)

14. If something is wrong in my neighborhood, I know that the people who live here will try to fix it (n=190)

- ○ Strongly agree — 33% (n=63)
- ○ Agree — 36% (n=68)
- ○ Neither agree/disagree — 21% (n=40)
- ○ Disagree — 8% (n=16)
- ○ Strongly disagree — 2% (n=3)

15. How much of a positive difference do you feel that you, yourself, can make in your community? (n=193)

- ○ A great deal — 31% (n=59)
- ○ A fair amount — 41% (n=79)
- ○ Some — 21% (n=40)
- ○ A little or none — 8% (n=15)

Now, please tell us a little about different aspects that impact quality of life in the community.

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

	Very good	Good	Fair	Poor	Very poor
Cleanliness of the community (n=189)	18% (n=34)	27% (n=50)	33% (n=63)	16% (n=31)	6% (n=11)
Physical condition of homes in the community (n=190)	20% (n=38)	28% (n=54)	33% (n=62)	12% (n=23)	7% (n=13)
Physical condition of streets, sidewalks, and public spaces in the community (n=192)	8% (n=16)	19% (n=37)	35% (n=67)	22% (n=43)	15% (n=29)
Safety in the community (n=191)	15% (n=28)	39% (n=75)	31% (n=59)	12% (n=22)	4% (n=7)
Friendliness of neighbors in the community (n=188)	31% (n=59)	41% (n=77)	23% (n=43)	3% (n=5)	2% (n=4)
Quality of public services in the community (n=189)	14% (n=26)	49% (n=92)	29% (n=55)	5% (n=10)	3% (n=6)
Variety of goods and services available for purchase in the community (n=189)	15% (n=28)	42% (n=80)	30% (n=56)	10% (n=18)	4% (n=7)
Access to transportation (n=191)	31% (n=59)	46% (n=87)	19% (n=37)	2% (n=3)	3% (n=5)
Access to employment centers (n=177)	16% (n=28)	43% (n=76)	27% (n=47)	10% (n=18)	5% (n=8)
Affordability of homes or apartments in the community (n=184)	11% (n=21)	33% (n=60)	33% (n=60)	19% (n=34)	5% (n=9)
Access to parking (n=188)	12% (n=23)	20% (n=37)	17% (n=31)	19% (n=36)	32% (n=61)

Next, we have a few questions about safety in the community

17. How safe would you say you feel walking in the community during the day time? (n=195)

- ○ Very safe — 74% (n=144)
- ○ Somewhat safe — 24% (n=47)
- ○ Somewhat unsafe — 2% (n=3)
- ○ Very unsafe — 1% (n=1)

18. How safe would you say you feel walking in the community at night? (n=194)

- ○ Very safe — 34% (n=66)
- ○ Somewhat safe — 36% (n=70)
- ○ Somewhat unsafe — 21% (n=41)
- ○ Very unsafe — 9% (n=17)

Now, we'd like to know about how you think the community has changed in the past three years

19. Compared to three years ago, how has the community changed overall? (n=190)
- Improved a lot — 18% (n=35)
- Improved some — 34% (n=65)
- Stayed about the same — 35% (n=67)
- Declined some — 8% (n=15)
- Declined a lot — 4% (n=8)

20. Please describe why you feel this way:

Those who responded that the community **had improved** gave responses that included (n=36):
- Greater access to amenities — 3 responses (8%)
- Improvements in schools — 1 response (3%)
- Improvements in public safety — 6 responses (17%)
- Lower noise levels — 2 responses (6%)
- Neighborhood relationships — 11 responses (31%)
- Improved housing stock — 10 responses (28%)
- Improvements in infrastructure — 3 responses (8%)

Those who responded that the community **had declined** gave responses that included (n=48):
- Quality of schools — 2 responses (4%)
- Public safety concerns — 7 responses (15%)
- Noise — 2 responses (4%)
- Issues with neighbors — 7 responses (8%)
- Increase in the number of renters — 7 responses (15%)
- Lack of space — 3 responses (6%)
- Quality of housing stock — 5 responses (10%)
- Issues with parking — 4 responses (8%)
- Infrastructure — 6 responses (13%)
- Increase in traffic — 2 responses (4%)
- Trash and litter — 2 responses (4%)
- Issues with landlord — 1 response (2%)

Next, please share your thoughts about how you see the future of this community.

21. Thinking about *the next three years*, how would you say your community is likely to change? (n=190)
- This community will improve a lot — 22% (n=41)
- This community will improve some — 38% (n=73)
- This community will stay about the same — 32% (n=60)
- This community will decline some — 6% (n=11)
- This community will decline a lot — 3% (n=5)

22. Please describe why you feel this way

Those who responded that the community **will improve** gave responses that included (n=33):

- ○ Greater access to amenities — 3 responses (9%)
- ○ Improvements in schools — 2 responses (6%)
- ○ Improvements in public safety — 3 responses (9%)
- ○ Better neighborhood relationships — 6 responses (18%)
- ○ Improvements in housing stock — 3 responses (9%)
- ○ Improvements in infrastructure — 5 responses (15%)
- ○ Increased homeownership — 4 responses (12%)
- ○ Changes in demographics — 5 responses (15%)
- ○ More engagement by city government — 1 responses (3%)
- ○ Increased citizen motivation — 1 responses (3%)

Those who responded that the community **will decline** gave responses that included (n=28):

- ○ Lack of programming for children and youth — 3 responses (11%)
- ○ Decline in safety — 2 responses (7%)
- ○ Lack of neighborhood relationships — 2 responses (7%)
- ○ Lack of community motivation and involvement — 6 responses (21%)
- ○ Infrastructure concerns — 5 responses (18%)
- ○ Lack of home ownership — 4 responses (14%)
- ○ Changes in demographics — 2 responses (7%)
- ○ Lack of resident income — 3 responses (11%)
- ○ Lack of attention from city government — 1 responses (4%)

23. Do you currently rent your home, own your home, or something else? (n=195)

- ○ Rent — 57% (n=112)
- ○ Own — 41% (n=80)
- ○ Other — 2% (n=3)

If Q23 is answered with Option 2 "Own," then Skip to Q39

24. Would you consider buying a home in this community? (n=110)

- ○ Yes — 50% (n=55)
- ○ No — 50% (n=55)

If Q24 is answered with Option 2 "No," then Skip to Q27
If Q24 is answered with Option 1 "Yes," then Skip to Q25

25. 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 responses
○ Physical conditions in the community — 10 responses
○ Crime or other safety issues — 4 responses
○ Quality of public services and/or schools — 7 responses
○ Convenience to work, school, or shopping — 8 responses
○ My personal financial situation — 48 responses
○ State of the economy — 20 responses
○ Access to parking — 15 responses
○ Something else — 12 responses

Responses to "Something else": Landlord won't sell (4 responses), physical and mental health (2 responses), citizenship status (1 response), type of housing available (1 response).

26. 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? (n=56)

○ Houses that are available in the community — 4% (n=2)
○ Physical conditions in the community — 5% (n=3)
○ Crime or other safety issues — 2% (n=1)
○ Quality of public services and/or schools — 0% (n=0)
○ Convenience to work, school, or shopping — 2% (n=1)
○ My personal financial situation — 64% (n=38)
○ State of the economy — 2% (n=1)
○ Access to parking — 0% (n=0)
○ Something else — 18% (n=10)

Responses to "Something else": Landlord won't sell (4 responses), physical and mental health (2 response), citizenship status (1 response), no available housing (1 response).

27. Which of these factors area reasons why you would not consider buying a home in this community? Check all that apply:

○ Houses that are available in the community — 6 responses
○ Physical conditions in the community — 13 responses
○ Crime or other safety issues — 14 responses
○ Quality of public services and/or schools — 7 responses
○ Convenience to work, school, or shopping — 7 responses
○ My personal financial situation — 31 responses
○ State of the economy — 11 responses
○ Access to parking — 12 responses
○ Something else — 9 responses

Responses to "Something else": Price of housing (3 responses), lack of interest in home ownership (2 responses), lack of handicap accessibility (1 response), resident's age (1 response).

28. Of the factors you have chosen, which one would you say is the primary reason why you would not consider buying a home in this community? (n=48)

○ Houses that are available in the community — 6% (n=3)
○ Physical conditions in the community — 2% (n=1)
○ Crime or other safety issues — 23% (n=11)
○ Quality of public services and/or schools — 4% (n=2)
○ Convenience to work, school, or shopping — 2% (n=1)
○ My personal financial situation — 42% (n=20)
○ State of the economy — 2% (n=1)
○ Access to parking — 0% (n=0)
○ Something else — 19% (n=9)

Responses to "Something else": Price of housing (2 responses), lack of interest in home ownership (2 responses), resident's age (1 response), house not for sale (1 response).

Now we would like to ask you a few questions about parking.

29. How many cars are in your household? (n=187)

○ Zero — 13% (n=25)
○ One — 38% (n=71)
○ Two — 34% (n=64)
○ Three — 9% (n=17)
○ Four or more — 5% (n=10)

30. Do you have off-street parking? (n=189)

○ Yes — 42% (n=80)
○ No — 58% (n=109)

31. If no, one a scale of 1-5, how satisfied are you with the on-street parking? (n=155)

○ 1 Very dissatisfied — 34% (n=52)
○ 2 Dissatisfied — 32% (n=33)
○ 3 Okay — 27% (n=42)
○ 4 Satisfied — 10% (n=15)
○ 5 Very satisfied — 8% (n=13)

32. On average, how long does it take you to find a parking space? (n=`64)

○ Less than five minutes — 46% (n=75)
○ Five to fourteen minutes — 34% (n=56)
○ Fifteen to thirty minutes — 13% (n=21)
○ Longer than thirty minutes — 7% (n=12)

33. How much do you spend on parking tickets each month? (n=156)
○ Less than $20 — 72% (n=112)
○ $20 - $100 — 23% (n=36)
○ More than $100 — 5% (n=8)
Now let me ask you some questions about your children and their activities
34. Are there children under the age of 18 currently living in your home? (n=196)
○ Yes — 40% (n=79)
○ No — 60% (n=117)
35. Do your children use any local recreational facilities or youth programs? (n=75)
○ Yes — 49% (n=37)
○ No — 51% (n=38)
36. If so, which ones?
○ Local schools — 2 responses
○ Festivals — 1 response
○ Musser Park — 2 responses
○ County Park — 1 response
○ Reservoir Park — 1 response
○ YMCA — 2 responses
○ Lancaster Rec Center — 1 response
○ Beat the Streets wresting program — 1 response
○ Splash Pad — 2 responses
○ The Mix at Arbor Place — 3 responses
○ Boys & Girls Club — 3 responses
○ Local playgrounds and parks — 6 responses
○ After school at La Academia Partnership Charter School — 1 response
○ Church youth groups — 1 response
37. Are there any needed improvements in those facilities or programs? (n=58)
○ Yes — 47% (n=27)
○ No — 53% (n=31)
38. If so, what?
○ More/ more frequent programming (including summer programming) — 6 responses
○ Better maintenance of space and facilities — 6 responses
○ Need for facilities closer to residents' homes — 2 responses
○ Better safety measures — 1 response
○ More or different programming — 2 responses

Finally, we'd like to finish up with questions about yourself
39. In what year were you born?
40. What is your age? (n=187)
○ 18 to 24 — 5% (n=10)
○ 25 to 34 — 18% (n=34)
○ 35 to 44 — 16% (n=30)
○ 45 to 54 — 25% (n=46)
○ 55 to 64 — 15% (n=28)
○ 65 or older — 21% (n=39)
41. What is your gender? (n=194)
○ Male — 39% (n=75)
○ Female — 60% (n=117)
○ Other — 1% (n=2)
42. What is your level of education? (n=190)
○ Less than a high school diploma — 20% (n=37)
○ High school diploma or GED — 42% (n=79)
○ Some college or advanced training — 23% (n=43)
○ Bachelor's degree — 13% (n=24)
○ Advanced degree — 4% (n=7)
43. Including you, how many people 18 years of age of older live in your household? (n=164)
○ One — 27% (n=45)
○ Two — 42% (n=68)
○ Three — 18% (n=30)
○ Four — 10% (n=17)
○ Five — 1% (n=1)
○ Seven — 1% (n=2)
○ Twelve — 1% (n=1)
44. Do you consider yourself to be Hispanic, Latino, or Latina? (n=185)
○ Yes — 59% (n=109)
○ No — 41% (n=76)
45. What is your race? (n=120)
○ Black/ African American — 29% (n=35)
○ Caucasian/ White — 49% (n=59)
○ American Indian/ Aleut/ Alaska Native — 1% (n=1)
○ Mixed race — 21% (n=25)