EAST KING IMPROVEMENT DISTRICT BUSINESS SURVEY

SUMMARY FINDINGS

PREPARED FOR
EAST KING IMPROVEMENT DISTRICT

PREPARED BY THE
PUBLIC SAFETY RESEARCH INSTITUTE
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SEIZE THE OPPORTUNITY

AND

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BACKGROUND

The East King Improvement District (EKID)

The East King Improvement District (EKID) was established in the spring of 2004 as a non-profit organization focused on creating and maintaining a clean, safe and comfortable environment for both residents and businesses in a portion of the southeast area of Lancaster City, Pennsylvania. Its mission is "to create livable communities by making our diverse neighborhood an even greater place to live and work." EKID seeks to strengthen neighborhoods through urban redevelopment, increase safety through a reduction in crime, and provide support for businesses that will enhance the community. In addition, EKID strives to improve residents' perceptions of their neighborhood and create an environment that welcomes residents to take an active role in improving their community. Over time EKID will also pursue increased home ownership and provide support for community education initiatives. EKID strives to ensure the sustainability of its goals.

EKID is a subsidiary of Tabor Community Services and works in conjunction with the Housing Development Corporation, the Inner City Group, the Lancaster Alliance, the SACA Development Corporation, and Thaddeus Stevens College of Technology. Their collaborative efforts are focused on development of the EKID area of Lancaster City as a regional model of urban rejuvenation and community building.

Background to the Survey

The Public Safety Research Institute (PSRI), in collaboration with EKID, designed and administered a systematic assessment of businesses located within the area EKID serves. The resulting assessment provided baseline information on businesses' views on a variety of issues. These views can be used by EKID to create a supportive environment for local businesses. They also can be compared at a later date with the results of subsequent surveys to document changes following implementation of EKID projects.

The survey assessed the responses of businesses on the following topics:

- Concerns and attitudes about crime in the neighborhood.
- Perceptions of the effects of crime on business.
- Attitudes of police behavior and service.
- Knowledge of the EKID and its activities.
- Perceptions on the impact of EKID projects.

Survey Area

The survey was conducted on businesses in the EKID area shown in the map below.

East King Improvement District

EKID Area Profile

The area that EKID serves is immediately adjacent to the downtown shopping district and consists of a wide range of residential housing types from large, well-kept single-family homes to small apartments located in deteriorating buildings as well as numerous business establishments. The 2000 United States Census data depict the EKID area as ethnically diverse with half of its 9000 residents (50%) identifying themselves as Hispanic or Latino. Twenty-three percent of the residents identify themselves as black, 38% identify as white and 30% indicate they are some other race. One third of EKID residents are below the poverty line, 48% have less than a high school diploma and 10% are unemployed. A major state route with considerable truck traffic bisects the district.

Sampling

Because of the small size of the EKID area, researchers designed their survey to provide all businesses in the EKID with an opportunity to complete the survey. The EKID provided an initial list of businesses operating within its district. PSRI also used GIS to supplement the list that EKID provided. The project manager cross-referenced the two lists to eliminate duplicate listings and made an on-site confirmation to ensure that each business from both lists existed and that it was in operation. The total number of businesses operating in the area during the survey was 176. All businesses received a notification card approximately one week before the survey began informing them of the surveys and its goals.

The businesses surveyed included retail trade, professional, scientific, and technical services, personal care services, repair and maintenance services, healthcare services, food services, financial and insurance services, real estate services, transportation and warehousing.

The survey was conducted over a two month period from October through November 2006 with assistance from the Center for Opinion Research at Franklin & Marshall College (COR). Interviewers made an effort to complete face-to-face surveys with the owner or operator of all businesses that were open to walk-in business by the general public. Millersville University and Harrisburg Area Community College sociology students, who had received classroom training in survey methodology and interviewer training by COR, conducted the face-to-face surveys. Each student was assigned at least one business to survey. The students were required to visit the business three times or until they competed a survey or the business refused to participate in this research. The students were able to complete 48 face-to-face surveys.

The COR mailed surveys to professional offices and other businesses that typically do not serve a walk-in clientele. Businesses who were sent the mailed survey received two reminders to complete it: a postcard and a second survey packet. Twenty-eight mail surveys were completed and returned.

The average business completing a survey had been in operation for 11 to 20 years. In a majority of cases (55%), the business proprietor owned the property on which the business was located.

MAJOR FINDINGS

Before presenting the results of this survey, it is important to note two things. First, this survey measures business owners' and operators' **perceptions** of their neighborhood, not necessarily objective conditions. Second, this report outlines the interrelationships among different issues measured by the survey; however, the **causes** of those phenomena are beyond the scope of this survey.

Biggest Problems Facing Businesses

In response to the open-ended question, "what is the biggest problem facing your business", respondents most commonly identified crime, drugs, violence (20% of responses) and parking (20%) as their biggest problems. The appearance of the neighborhood and environment was a problem for 10% of the respondents, and 18% stated that the economy, competition and lack of business are their biggest concerns. Six percent reported facing no problems. A small number of respondents reported traffic issues, vandalism, taxes, finances, and loitering as their biggest problems. In total, 34% of the responses to the open-ended question indicate that crime or the social and physical disorder (including appearance of the neighborhood, vandalism and loitering) often associated with crime is the top problem facing their business.

Table 1: Biggest Problems Facing EKID Businesses

Crime, drugs, violence	20%
Parking	20%
Other (E.G., finding good employees)	13%
Appearance of neighborhood, environment	10%
(Un)employment, economy, stock market, competition	9%
Lack of customers, downtown business	9%
No problems, none, nothing	6%
Traffic, roads, construction	4%
Taxes	3%
Vandalism	3%
Personal finances, paying bills, retirement	1%
Loitering	1%

Amount of Crime in Neighborhood

The survey asked respondents to rank the amount of crime that they think is present in the neighborhood where their business is located. Most businesses reported that "a little to some crime" is present in the neighborhood. The highest percentage of respondents (41%) reported some crime in the neighborhood where their business is located. Seventeen percent of respondents reported that they think there is a lot of crime in the neighborhood. A very small percentage of respondents (5%) replied that there is no crime in their neighborhood. One percent of respondents did not know about crime in the neighborhood.

Figure 1: Amount of Crime Noted by Businesses
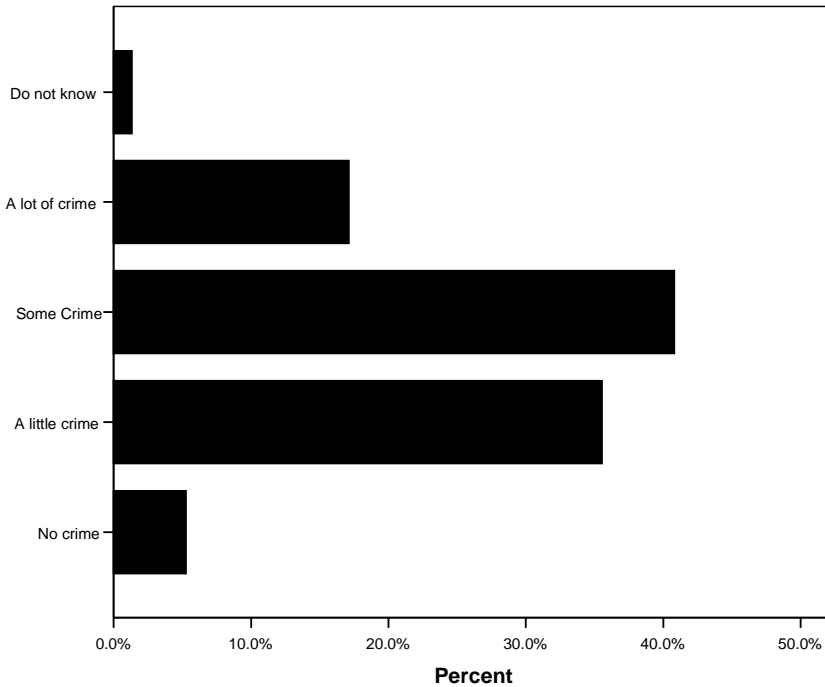
Persistence of Crime in Neighborhood

Respondents were asked to give their perception of the difference in the amount of crime now compared to the amount of crime one year ago. The majority of respondents (55%) did not see a change in the amount of crime in the neighborhood over the past year. The percent of respondents who reported an increase or decrease in crime is approximately equal. Nineteen percent of respondents reported a decrease in crime, and eighteen percent reported an increase in crime.

Figure 2: Changes in the Amount of Crime Over One Year
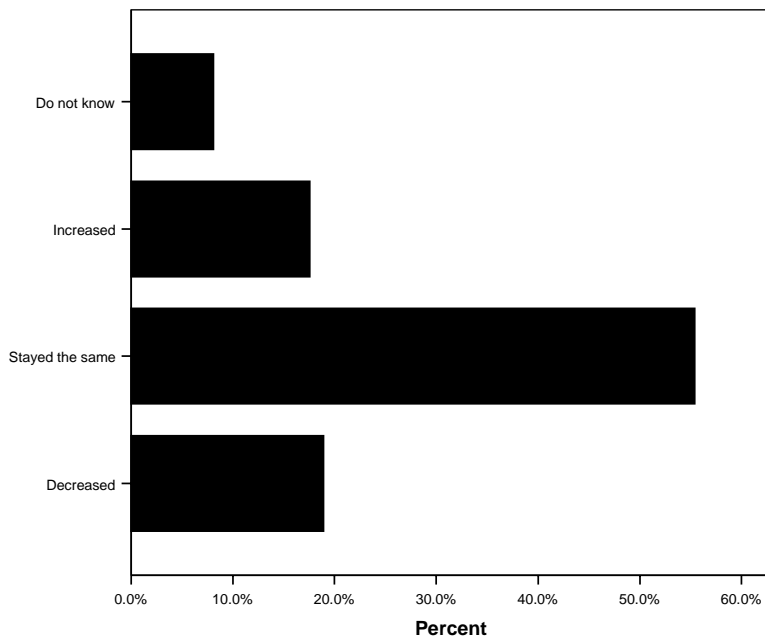
Crime in their Place of Business

Businesses were asked to report the number of crimes that occurred in or on the property of their business. The majority of respondents (58%) did not have any crimes occur in or on the property of their business. Sixteen percent of respondents reported that one or two crimes occurred and seventeen percent reported having three or more crimes occur on the property of their business. Nine percent of respondents did not know if any crimes had occurred in their place of business.

Figure 3: Number of Crimes that Occurred at Business with Past Year
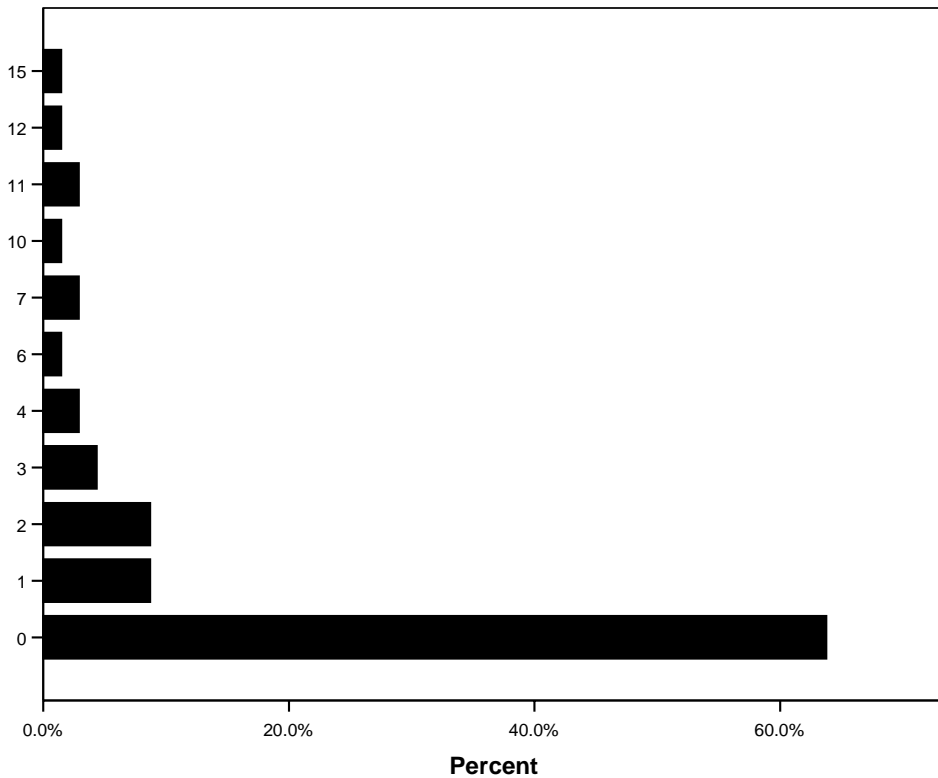
Amount of Crime Reported to Police

Businesses were asked about the number of crimes that they reported to the police. Twenty percent of those who said that at least one crime occurred at their business within the last year did not report any crimes to the police. Forty-four percent reported one or two crimes to the police. Sixteen percent of businesses reported three or four crimes and twelve percent reported five or six crimes. Eight percent of respondents reported seven or more crimes.

Figure 4: Amount of Crime Reported to the Police
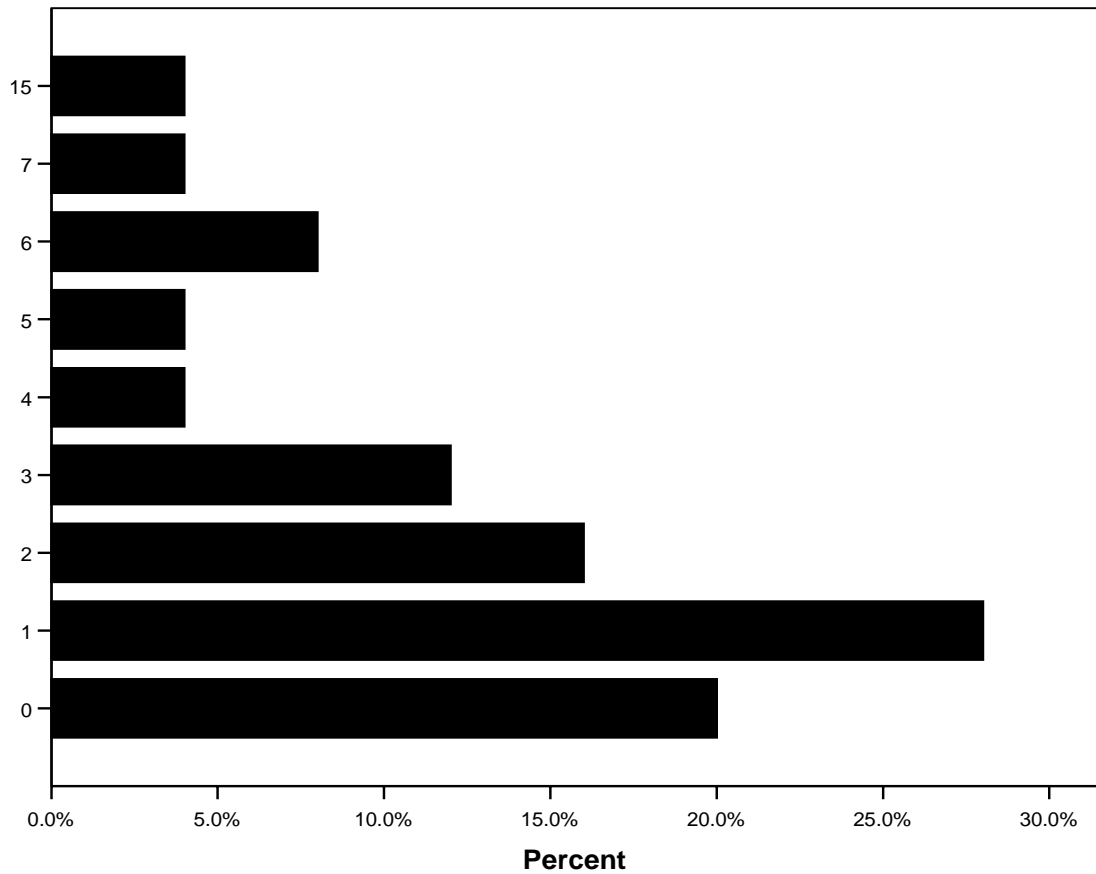
Effects of Crime on Business

The majority of respondents (83%) said that crime had an effect on the success of their business. Twenty four percent of respondents felt that crime affected their business "very much", while 27% thought that crime affected their business "somewhat". Thirty two percent felt that crime had "a little" effect on business.

Figure 5: Effects of Crime on Business's Success
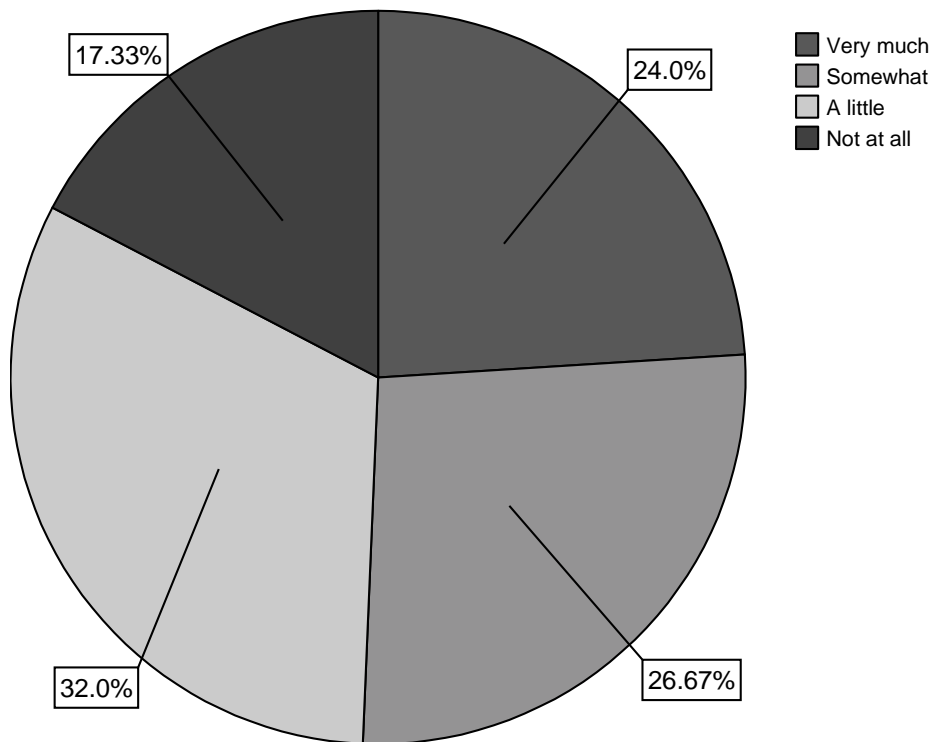
Who Believes Crime Affects Success of Their Business?

Victimization

Although it might be expected that those who reported criminal victimization would be more likely to view crime as affecting the success of their business than those who had not been victimized, this does not appear to be the case for these respondents. As Table 2 shows, those who reported having been the victim of crime in the past year were just as likely to say that neighborhood crime has "a little" or no effect on the success of their business than those who were not the victim of crime.

Table 2: Reported Victimization and Beliefs Regarding Extent to Which Neighborhood Crime Affects Their Business

	Neighborhood Crime Affects Success of Business (n=68)	
Victimization	**Very much/somewhat**	**A little or not at all**
None	49%	51%
One or more	48%	52%

Perception of Neighborhood Crime

However, a comparison of those who thought there was little or no crime in the neighborhood with those who thought there was some crime or a lot of crime in the neighborhood suggests that these differences in perceptions may be related to differences in their view of whether crime has an effect on the success of their business. Table 3 shows that 42% of those who reported there is little or no crime in the neighborhood said that crime "very much" or somewhat" affects their business. In contrast, 57% of those who answered that there is "some" or "a lot of" crime in the neighborhood responded that crime "very much" or "somewhat" affects their business. Although this is not a substantial difference, there appears to be a stronger association between the subjective sense of how much crime there is in the neighborhood and the belief that crime affects the success of a business than between actual victimization experiences and that belief.

Table 3: Perception of Crime in the Neighborhood and Beliefs Regarding Extent to Which Neighborhood Crime Affects Their Business

	Neighborhood Crime Affects Success of Business (n=75)	
Amount of Crime in the Neighborhood	**Very much/somewhat**	**A little or not at all**
None/A little	42%	58%
Some/A lot	57%	43%

Recently Established Businesses

One of EKID's goals is to foster a safe environment that promotes business development. Fifteen businesses that responded to survey opened after the establishment of EKID. Were businesses that are new to the EKID as likely to perceive neighborhood crime affecting their business as those that predated EKID's establishment? The results depicted in Table 4 suggest that there is a difference between the perceptions of newly established businesses and older businesses. Fifty-seven percent of older businesses reported that neighborhood crime "very much" or "somewhat" affects the success of their business in comparison to only 31% of the businesses established during EKID's tenure. This difference may suggest that newer businesses are hopeful that public safety initiatives instituted in the EKID district will create a positive climate for businesses.

Table 4: Comparisons of Perceptions that Neighborhood Crime Affects Business Success for Pre and Post EKID Businesses

	Neighborhood Crime Affects Success of Business (n=72)	
When business opened at that location	**Very much/somewhat**	**A little or not at all**
Before 2003	57%	43%
2003 – 2006	31%	69%

Types of Businesses

Another issue considered was whether the different types of businesses who responded to the survey differed in their perceptions that crime is a problem for business. Those perceptions were measured by either the open-ended question, "what is the biggest problem facing your business" or by their answer to the question "does crime in this neighborhood affect the success of your business". Four types of businesses had at least ten respondents in each category:

- Accommodation and food services
- Professional, scientific, technical and financial
- Retail trade
- Repair and maintenance services and personal care services.

The comparisons presented in both Table 5 and Table 6 show that there are differences among the four types of businesses in terms of what they indicated as the biggest problem facing them and their perception that neighborhood crime can affect their chances for success. Table 5 shows that professional, scientific, technical and financial businesses were the least likely to choose crime as their biggest problem and the most likely to choose traffic, parking, and neighborhood appearance.

Table 5: Comparison by Type of Business of Biggest Problem Facing Respondent's Business

Type of Business	Biggest Problem Facing My Business n=57				
	Crime	Traffic/parking/neighborhood appearance	Economic Issues	Other	None
Accommodation and food services (n=10)	20%	40%	30%	0	10%
Professional, scientific, technical and financial (n=15)	13%	67%	7%	13%	0
Retail trade (n=14)	29%	29%	21%	21%	0
Repair and maintenance services and personal care services (n=18).	28%	22%	28%	11%	11%

In addition, professional, scientific, technical and financial business were the least likely to say that neighborhood crime has "very much" or "some" effect on the success of their business. At the other extreme, repair and maintenance services and personal care services were most likely to believe that neighborhood crime affects the success of their businesses.

Table 6: Comparisons by Type of Business of Perception that Neighborhood Crime Affects Business Success

Neighborhood Crime Affects Success of Business (n=62)		
Type of Business	Very much/somewhat of an effect	A little or no effect
Accommodation and food services (n=10)	40%	60%
Professional, scientific, technical and financial (n=19)	32%	68%
Retail trade (n=15)	33%	67%
Repair and maintenance services and personal care services (n=18).	67%	33%

Problems in the Neighborhood

In order to learn whether businesses were concerned about the presence of specific types of criminal activity and disorderly behavior in the EKID area, the survey presented the respondents with a list of seven activities and asked them to report whether each of them was a problem in the neighborhood of the business. The survey asked the respondents who answered "yes" how much that problem affected the success of their business. The activities the respondents most often categorized as problems were: illegal drug use and sale, garbage and litter and vandalism.

The largest problem reported was illegal drug use and sale. Seventy-three percent of respondents agreed that drug use and sales are a problem. Two thirds of those who reported that drug use and sales were problems categorized the affect on the success of their business as "very much" or "somewhat".

Sixty-seven percent of respondents identified garbage and litter as problems and 61% saw vandalism as neighborhood problems. Approximately two thirds of those respondents said that these problems affected the success of their business "very much" or "somewhat".

Sixty percent of respondents reported noisy cars as a problem. Nearly two thirds of the respondents who reported noisy cars were a problem answered that it had "very much" or "somewhat" of an effect on their business.

A majority of respondents (55%) also thought that groups of people on the streets were a problem. Of these, 39% reported that groups of people on the streets "very much" affect the success of their business and 32% reported that they have "somewhat" of an impact.

Most respondents did not view panhandling or harassment as a problem in the neighborhood. However, most of those who did think it was a problem also believe it adversely affected their business more than a little

Overall, the responses suggest a moderately high level of concern with conditions often associated with crime and a belief that these forms of disorder have a negative impact on their businesses.

Table 7: Problems in the Neighborhood and Effect on the Success of the Business

	Yes	No	n =	Very Much	Somewhat	A little	Not at all	Do not know
Illegal drug use and sales	73%	27%	54	33%	33%	22%	9%	2%
Garbage and litter in the streets and sidewalks	67%	33%	50	32%	36%	24%	8%	0%
Vandalism (such as people breaking windows, putting graffiti on buildings or damaging of cars)	61%	39%	46	28%	41%	24%	7%	0%
Noisy cars	60%	40%	42	31%	24%	31%	14%	0%
Groups of people hanging around on the corners or streets	55%	45%	41	39%	32%	20%	10%	0%
People who harass others as they walk by	36%	65%	26	27%	35%	35%	4%	0%
Aggressive panhandling	35%	65%	26	27%	27%	39%	8%	0%

Types of Businesses and Perceptions of Problems

Just as different types of businesses appeared to have different perceptions regarding the extent to which crime in general was a problem, different types of businesses also varied in their characterizations of the prevalence of particular types of crime and disorder. Professional, scientific, technical and financial businesses were less likely than any of the other business groups to regard drug use and sales or vandalism as problems in the neighborhood in which they are located. Businesses characterized as repair and maintenance services and personal care services were most likely to view all three as problems in the neighborhood.

Table 8: Comparisons by Type of Business that Disorderly Conditions Are a Problem in the Neighborhood

	Type of Disorderly Condition		
Type of business	Drug use and sales	Garbage and Litter	Vandalism
Accomodations and food service	70%	80%	60%
Professional, scientific and technical	56%	60%	47%
Retail trade	73%	47%	53%
Repair and maintenance services and personal care services	94%	78%	83%

Spatial and geographic factors may play an important role in interpreting these findings. Most of the businesses categorized as professional, scientific, technical and financial were located in relatively secure buildings into which access was controlled. For those businesses, neighborhood disorder may be much more remote than for the small grocery store or other storefront establishment that interacts much more frequently with the people who live in and travel to that neighborhood.

In addition, most of the restaurants and professional offices were located closest to the central business district and operated during business hours when safety is presumed to be greatest. On the other hand, retail establishments, beauty salons, garages and other service establishments were located throughout the EKID area. Some were on streets and alleys traditionally associated with drug sales and other illegal activities and many were open in the evenings when many people's concerns about crime increased.

Police Presence

Businesses also reported on police activity in the neighborhood. In response to a series of questions asking, "when was the last time you have seen" a police officer driving, walking or biking through the neighborhood, the respondents provided various responses including, "today", "frequently", "all the time" and "rarely" or "a while ago". Each of the various responses indicated that the respondents were more likely to see police driving than patrolling on a bicycle and rather unlikely to see police walking around the neighborhood.

Table 9: Frequency of Police Presence

Responses	Driving through this neighborhood?	Walking around this neighborhood?	Patrolling this neighborhood on a bicycle?
Today	15%	9%	11%
Yesterday	14%	6%	9%
Daily	23%	9%	16%
Frequently, often, regularly, all of the time, always	12%	6%	8%
More than once a day, hourly, multiple times a day	3%	0%	1%
Rarely, a while ago	7%	19%	11%
Never	0%	27%	7%

Satisfaction with Police Services

Respondents also rated their satisfaction with police services in the EKID neighborhood. The majority of respondents (50%) reported that they were satisfied with police. Thirty percent are very satisfied with police in the community. Only 19% said that they were unsatisfied or very unsatisfied with police.

Figure 6: Satisfaction with Police

Legend:
- Very satisfied
- Satisfied
- Unsatisfied
- Very unsatisfied
- Do not know

4.05%
1.35%
14.86%
29.73%
50.0%
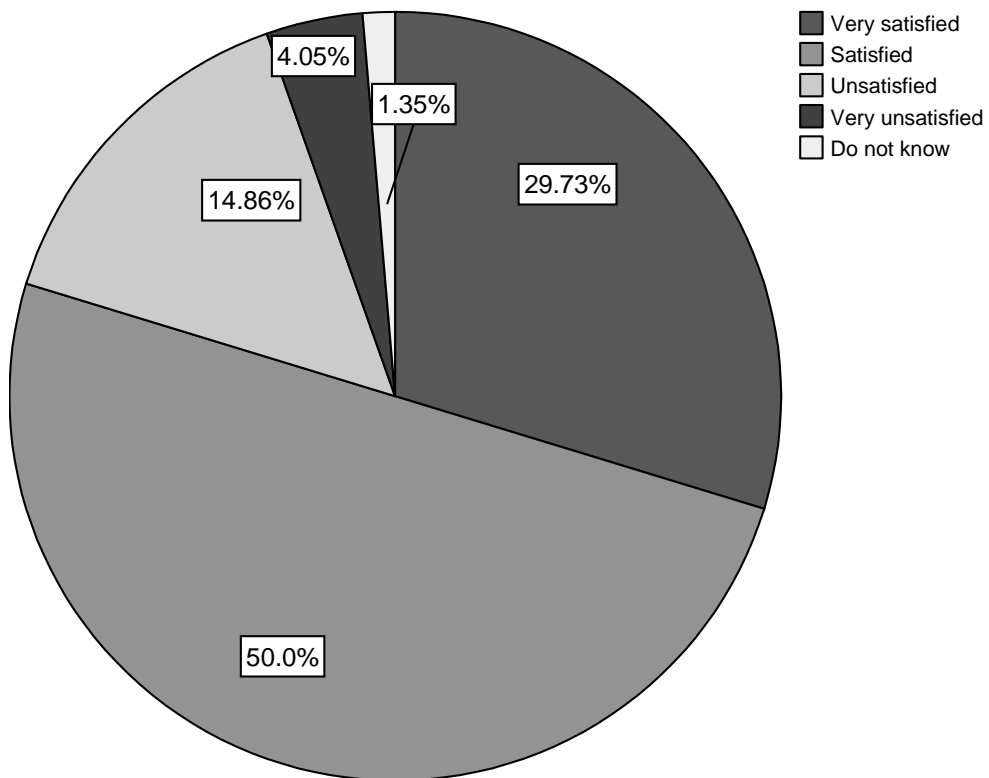
Contact with Police

The survey asked respondents if they had any contact with police since January 2006. The respondents who reported contact also indicated whether they or the police initiated the contact and the type of interaction they had with the police. Fifty eight percent of respondents reported having contact with police and of those, 67% reported that they had initiated the contact
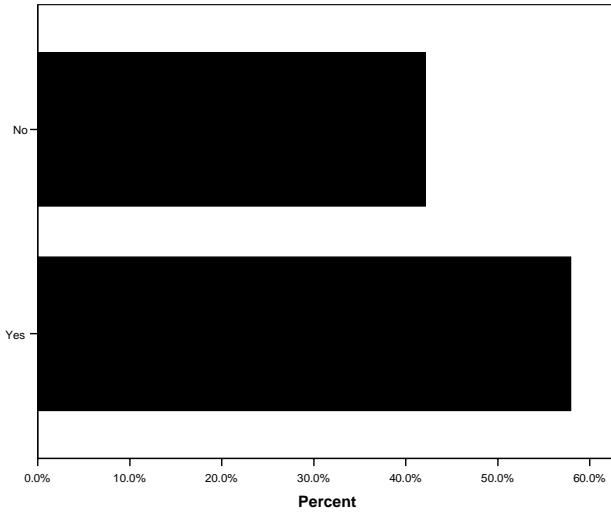
Figure 7: Contact with Police since January 2006

Figure 8: Initiation of Contact
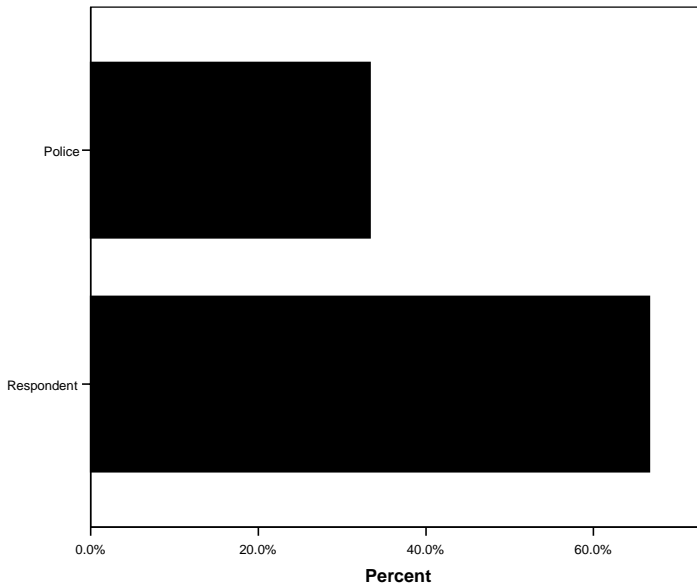
Type of Contact with Police

The majority of respondents (57%) who had contact with the police called the police for service. Respondents were more likely to provide information to the police than to seek advice from the police. Only 19% of respondents contacted the police to ask for information or advice whereas 50% reported a crime to the police and 44% informed the police of a problem in the neighborhood. Respondents were much more likely to see the police at their place of business (64%) than to speak with police at a neighborhood meeting (11%).

The survey also asked respondents whether they knew the names of the police officers patrolling the neighborhood. Twenty-five percent reported that they did.

Table 10: Type of Contact with Police

	Yes	No
A police officer stopping by your place of business?	64%	36%
The police responding to your call for service?	57%	43%
Include your reporting a crime to the police?	50%	50%
You informing the police about a problem in the neighborhood?	44%	56%
You asking the police officer for information or advice?	19%	81%
Speaking with the police at a neighborhood meeting?	11%	89%

Police Interaction

In order to assess the quality of interactions between business owners or operators and the police, the survey asked respondents to rate their most recent contact with the police on four dimensions of police behavior: interest, respectfulness, fairness, and responsiveness. Respondents used a five-point scale with one being the worst and five being the best. Respondents' answers were averaged. For every category, the mean score was above four and suggested that respondents felt that the police were respectful, fair, interested, and responsive to their needs.

Table 11: Rating of Police Contact

	Mean
How uninterested or interested were the police, with 1 being uninterested to 5 being interested?	4.12
How disrespectful or respectful were the police, with 1 being disrespectful to 5 being respectful?	4.57
How unfair or fair were the police, with 1 being unfair to 5 being fair?	4.55
How unresponsive or responsive were the police, with 1 being unresponsive to 5 being responsive?	4.27

Satisfaction with Police on Most Recent Contact

Respondents were asked how satisfied they were with their most recent contact with police. Eighty-seven percent of respondents were either "very satisfied" or "satisfied". Fourteen percent were "unsatisfied" or "very unsatisfied". The degree of satisfaction of respondents with particular police contacts was similar to the degree of satisfaction that respondents expressed with policing in the neighborhood in general.

Figure 9: Satisfaction with Police Contact
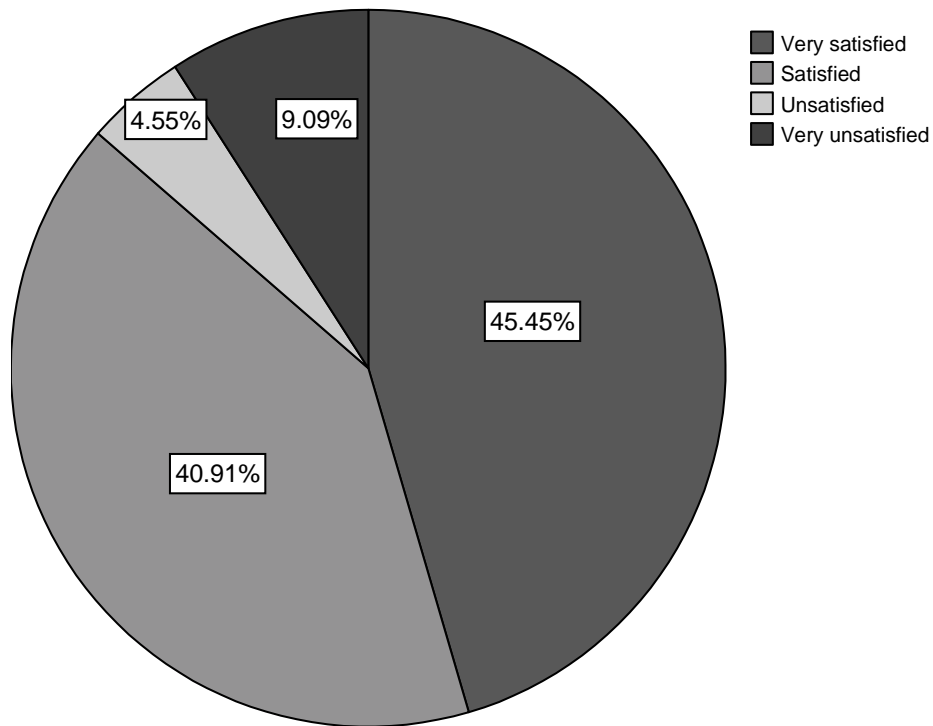
Familiarity with EKID

Respondents were asked if they had ever heard of the EKID before being interviewed. The majority of respondents (60%) had heard of the EKID before. Forty percent had not heard of the EKID in the past.

Figure 10: Familiarity with EKID

Effect of EKID Projects on Business

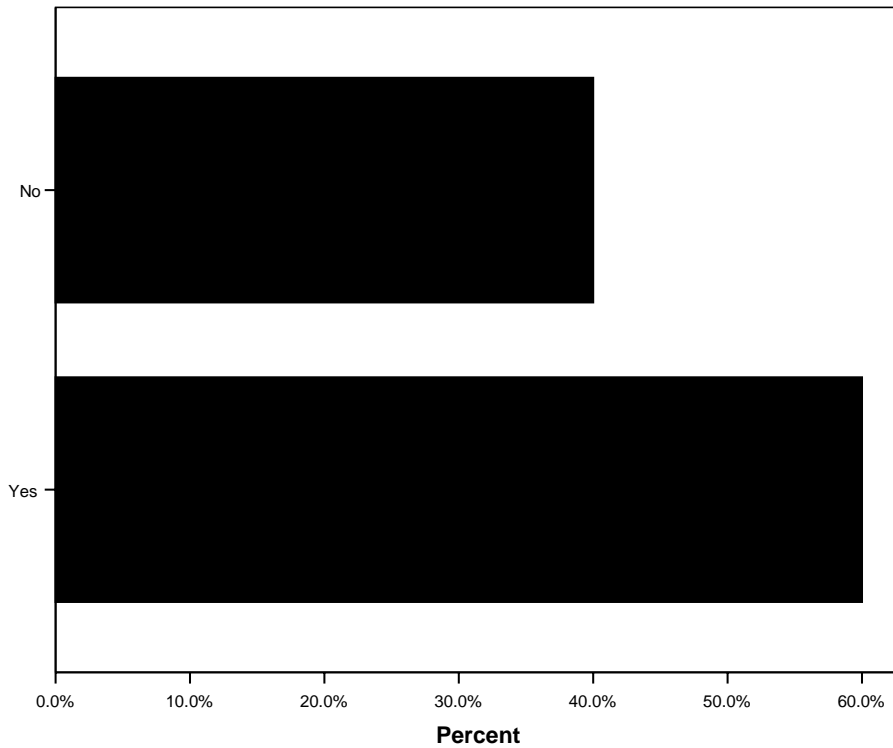Businesses were asked to evaluate the success of EKID projects. The survey provided respondents with a list of projects with which EKID had assisted and asked them to rate how these projects impacted their business.

The majority of respondents (58%) reported that improving the appearance of buildings in the area helped the success of their business "very much" or "somewhat". The other projects that many respondents believed affected the success of their business "very much" or "somewhat" included: closing two problem bars (45%), improved lighting (46%), bringing problem properties to the attention of city agencies (46%) and installing litter receptacles (46%) in the area. However, from a quarter to two fifths of respondents answered that each of the EKID projects was not at all helpful to their business. Business owners and operators responding to the survey saw the East King Improvement District brochure and neighborhood meetings as least likely to help their businesses.

Table 12: Impact of EKID Projects on Success of Business

	Very Much	Somewhat	A little	Not at all	Do not know
Improving the appearance of people's buildings	30%	28%	8%	27%	7%
Assisted in closing two problem bars	24%	21%	13%	28%	15%
Improving the lighting on the house in the area	19%	27%	8%	34%	11%
Bringing problem properties to the attention of the city agencies	18%	28%	6%	36%	13%
Installing litter receptacles in the area	17%	29%	17%	32%	6%
Revitalizing Reservoir Park	17%	19%	10%	40%	14%
Promoting Historic East Side in the media	17%	18%	14%	35%	17%
Opening Eastern Market	16%	19%	9%	38%	19%
Publishing and circulating the East King Improvement District brochure	11%	16%	16%	41%	16%
Holding neighborhood meetings	16%	12%	17%	39%	16%

Participation with EKID

Businesses were asked if they would be interested in working with the EKID to solve neighborhood problems. The majority of businesses (65%) responded that they would be willing to work with the EKID.

Figure 11: Businesses Willingness to Work with EKID
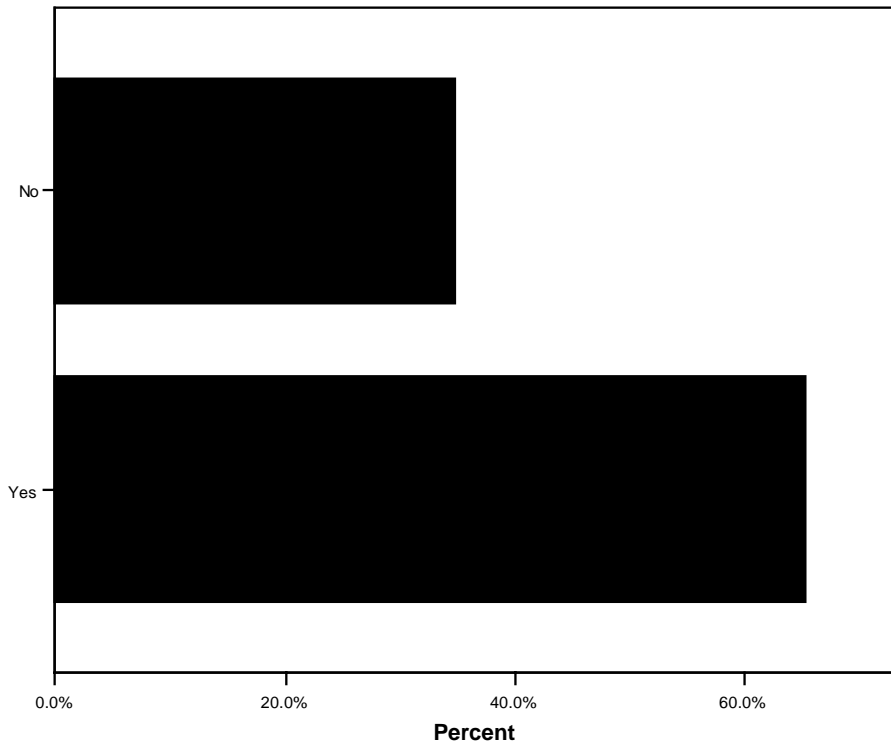
CONCLUSIONS

Concerns about Crime and Other Issues

Businesses in the EKID agree that crime in the area is a problem. When asked how much crime is in the neighborhood of their business, 58% said there is some crime or a lot of crime. In addition, 51% of the respondents believe that crime has more than a little impact on the success of their business. The respondents perceive illegal drug use and sales, in particular, as problems in the community in which they are located and as a threat to the success of their business. Almost three quarters (73%) of respondents perceive illegal drug use and sales as a problem in the neighborhood and two-thirds say that it has more than a little effect on the success of their business.

Although many businesses in the EKID are concerned about crime in their neighborhood, it is only one of a number of problems that they mention when asked to name "the biggest problem facing your business." Although 20% of respondents mentioned crime, drugs or violence as the main problem, parking and business-related issues (finding good employees, economic issues, having customers) were also frequently offered concerns. In contrast, when the 2005 Keystone Poll asked Lancaster City residents, "what is the most important problem facing your neighborhood," 33% offered crime, drugs or violence as their top concern.

These results suggest that although crime is an issue for businesses, promoting businesses in the EKID area will require more than just the creation of a safer neighborhood. Parking, in particular, appears to challenge businesses in the EKID area and may also be related to the lack of customers mentioned as a problem by many respondents. Because 65% of respondents expressing a willingness to work with EKID on solving some of the neighborhood's problems, EKID might be able to build a coalition of interested parties to address parking issues.

Interaction with Police

Respondents expressed relatively high levels of satisfaction with the police. Eighty percent of respondents said that they were satisfied or very satisfied with police services in their neighborhood. Even more impressive were the high scores respondents gave police officers when asked about their most recent contact with them. Mean scores ranging from 4.1 to 4.6 on a scale of one to five show that the respondents felt that police were very interested, respectful, fair and responsive during their most recent encounter.

Responses to several of the policing questions indicate areas of interest for future surveys. Beginning in 2006, the Lancaster Bureau of Police placed greater emphasis on foot and bicycle patrols and stressed the importance of officers on patrol visiting businesses and becoming better acquainted with community members. These efforts should result in a greater percentage of respondents seeing police walking or patrolling on bicycle. More community interaction between police and citizens may also increase the percentage of respondents who have personal contact with the police, the number of police-initiated contacts and the likelihood that respondents will know the name of the officers who patrol their area. It would also be interesting to see if such changes in police/business interaction increase the proportion of crimes reported to the police.

EKID and Its Programs

A majority of the business owners and operators who completed the survey were aware of EKID. The survey itself and EKID's efforts to communicate the results of the survey will no doubt increase that percentage. This awareness, coupled with a surprisingly high number of respondents (65%) who said they would be willing to work with EKID to solve some of the neighborhood's problems, suggest that EKID can and should continue its efforts to work collaboratively with community members, including business owners and operators, in order to create and maintain a vital community.

In light of the somewhat lukewarm response of business owners and operators to the question of whether EKID's projects will enhance the success of their businesses, perhaps EKID should re-examine some of its projects in terms of the concerns and needs businesses have. It is possible that some of the projects have not yet reached their full potential in terms of affecting businesses positively or that businesses do not realize the connection between the types of activities EKID has undertaken and their success. Area businesses may be able to suggest projects that would enhance their likelihood of success.

APPENDIX A: Marginal Frequency Report

MODE.   Type of survey

    37%   Mail
    63%   Face to Face

Q1.   Respondent's Sex

    52%   Male
    48%   Female

Q2.   Type of business

U.S. Census Industry Codes	
Other Services (e.g. repair and maintenance services, personal care services and civic organizations)	25%
Professional, Scientific and Technical Services (e.g. legal services, accounting, architecture, engineering, design services, consulting services, research and development and advertising)	24%
Retail Trade	21%
Accommodation and Food Services	14%
Health Care and Social Assistance	6%
Finance and Insurance	4%
Transportation and Warehousing	1%
Real Estate, Rental and Leasing	1%
Information (e.g. media companies, telecommunication and libraries)	1%
Arts, Entertainment and Recreation (e.g. museums, promotions, performing arts companies, amusement and gambling industries, fitness and recreational sports)	1%
Administrative and Support or Waste Management and Remediation Services(e.g. employment services, call centers, collections agencies, travel/reservation services, investigation or security)	1%

Q3.   How long have you been in business in this location?

    21%   Less than 3 years
    18%   3 – 10 years
    25%   11-20 years
    18%   21 – 29 years
    18%   30 or more years
    Mean: 21.97 years

Q4.   What is the biggest problem facing your business?

Responses	
Crime, drugs, violence	20%
Parking	20%
Other	13%
Appearance of neighborhood, Environment	10%
(Un)employment, economy, stock market, competition	9%
Lack of customers, downtown business	9%
No problems, none, nothing	6%
Traffic, Roads, construction	4%
Taxes	3%
Vandalism	3%
Personal finances, paying bills, retirement	1%
Loitering	1%

Q5.   Do you rent or own this property?

45%   Rent
55%   Own

Q6.   How much crime do you think is in the neighborhood of your business? Do you think there is...

5%   No Crime
36%   A little Crime
41%   Some crime
17%   A lot of crime
1%   Do not know

Q7.   In the past year would you say that the amount of crime in the neighborhood of your business has...

19%   Decreased
55%   Stayed the same
18%   Increased
8%   Do not know

Q8.   In the past year, how many crimes occurred in/or on your business property?

58%   No crimes
16%   1 – 2 crimes
17%   3 or more crimes
9%   Do not know

Mean: 1.65

Q9.   How many of those crimes were reported to the police?
       n= 25

       20%   No crimes
       44%   1 – 2 crimes
       16%   3 – 4 crimes
       12%   5 – 6 crimes
       8%   7 or more crimes

       Mean: 2.68

Q10.   How much do you think crime in this neighborhood affects the success of your
       business? Do you think it affects your business...

       24%   Very much
       27%   Somewhat
       32%   A little
       17%   Not at all

Which of the following do you think is a problem in this neighborhood?

	Yes	No	n (yes) =	Very Much	Somewhat	A little	Not at all	Do not know
Groups of people hanging around on the corners or streets	55%	45%	41	39%	32%	20%	10%	0%
Garbage and litter in the streets and sidewalks	67%	33%	50	32%	36%	24%	8%	0%
Noisy cars	60%	40%	42	31%	24%	31%	14%	0%
Vandalism (such as people breading windows, putting graffiti on buildings or damaging of cars)	61%	39%	46	28%	41%	24%	7%	0%
People who harass others as they walk by	36%	65%	26	27%	35%	35%	4%	0%
Aggressive panhandling	35%	65%	26	27%	27%	39%	8%	0%
Illegal drug use and sales	73%	27%	54	33%	33%	22%	9%	2%

The following questions concern police behavior. When was the last time you have seen a police officer…

Responses	Driving through this neighborhood?	Walking around this neighborhood?	Patrolling this neighborhood on a bicycle?
Daily	23%	9%	16%
Other	15%	16%	20%
Today	15%	9%	11%
Yesterday	14%	6%	9%
Frequently, Often, Regularly, all of the time, always	12%	6%	8%
Do not know, Can't remember	10%	10%	8%
Rarely, A while ago	7%	19%	11%
More than once a day, Hourly, Multiple times a day	3%	0%	1%
Occasionally	1%	0%	7%
Never	0%	27%	7%
Weekly, but not once a day	0%	0%	1%
Monthly, but not once a week		0%	1%

Q21. How satisfied are you with the police services in this neighborhood? Are you...

30% Very satisfied
50% Satisfied
15% Unsatisfied
4% Very unsatisfied
1% Do not know

Q22. Since January 2006, have you had any personal contact with the police who patrol this neighborhood?

58% Yes
42% No

Q23. Thinking about your most recent contact with the police, did you initiate the contact, of did the police?
n = 44

67% Respondent
33% Police

Did your most recent call to the police who patrol this neighborhood include…

	Yes	No
A police officer stopping by your place of business?	64%	36%
The police responding to your call for service?	57%	43%
Include your reporting a crime to the police?	50%	50%
You informing the police about a problem in the neighborhood?	44%	56%
You asking the police officer for information or advice?	19%	81%
Speaking with the police at a neighborhood meeting?	11%	89%

Think about your most recent contact with the police, on a scale from 1 to 5…

	Mean
How uninterested of interested were the police, with 1 being uninterested to 5 being interested?	4.12
How disrespectful or respectful were the police, with 1 being disrespectful to 5 being respectful?	4.57
How unfair or fair were the police, with 1 being unfair to 5 being fair?	4.55
How unresponsive of responsive were the police, with 1 being unresponsive to 5 being responsive?	4.27

Q34. How satisfied were you with this contact with the police? Were you...
n = 44

46%   Very satisfied
41%   Satisfied
5%   Unsatisfied
9%   Very unsatisfied

Q35. Do you know the names of the police officers who patrol this neighborhood?

25%   Yes
75%   No

The East King Improvement District is a community development organization trying to make our diverse neighborhood a better place in which to live, work and invest. It's main purpose is to rebuild a sense of community among people that live and work in this area.

Q36. Before today, had you ever heard of the East King Improvement District?
60%   Yes
40%   No

The East King Improvement District has taken a number of projects in this neighborhood. Please tell me how many each of the projects has affected the success of your business.

	Very Much	Somewhat	A little	Not at all	Do not know
Improving the appearance of people's buildings	30%	28%	8%	27%	7%
Assisted in closing two problem bars	24%	21%	13%	28%	15%
Improving the lighting on the house in the area	19%	27%	8%	34%	11%
Bringing problem properties to the attention of the city agencies	18%	28%	6%	36%	13%
Revitalizing Reservoir Park	17%	19%	10%	40%	14%
Promoting Historic East Side in the media	17%	18%	14%	35%	17%
Opening Eastern Market	16%	19%	9%	38%	19%
Publishing and circulating the East King Improvement District brochure	11%	16%	16%	41%	16%
Installing litter receptacles in the area	17%	29%	17%	32%	6%
Holding neighborhood meetings	16%	12%	17%	39%	16%

Q47. Would you be willing to work with the EKID to solve some of the neighborhood's problems?
65% Yes
35% No