

James Street Improvement District Initial Survey



Summary of Findings

Prepared for
JAMES STREET IMPROVEMENT DISTRICT
and
LANCASTER CITY POLICE DEPARTMENT

Prepared by
PUBLIC SAFETY RESEARCH INSTITUTE

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The broader membership of PSRI changes with school semesters and projects.

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The mission of PSRI includes teaching and mentoring students and community members about public safety issues concerning Lancaster, PA. The work of PSRI would not be possible without the work of dedicated and gifted students and their advisors who are members of PSRI. The following students were integral to the work done on the JSID project.

Katie Jones, Angela Knittle, Emily Baron, Christina Arlt, and Randi Weinberg. - Franklin and Marshall College
Amy Hauptly – Millersville University

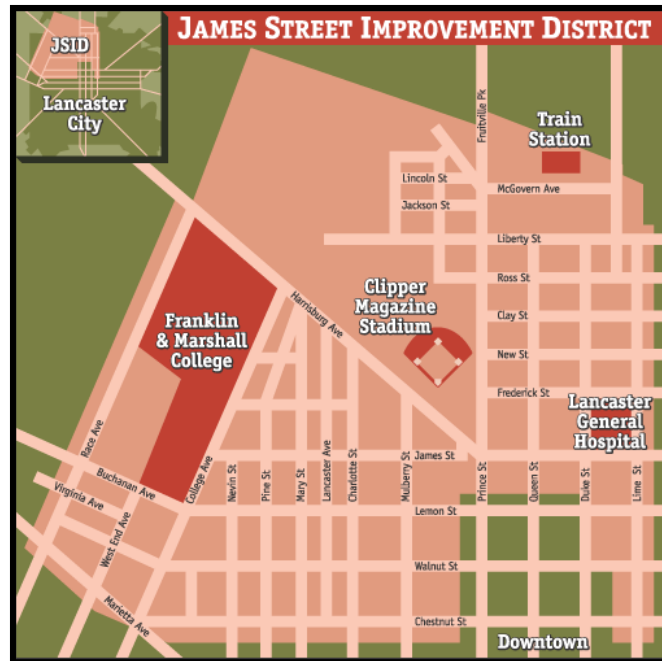
Special thanks to the students from Millersville University and Franklin & Marshall College who worked tirelessly to interview the residents of the JSID.

Finally, without someone volunteering to set our analysis down in a way that is understandable to those beyond our circle, our work would be useless. Special thanks must be given to Mary Glazier and Angela Knittle for taking on the task of writing and editing the final JSID report.

Background

Background to the JSID

The James Street Improvement District (JSID) was established in early 2003 as a non-profit organization focused on developing effective partnerships to promote urban redevelopment and strengthen neighborhoods in the northwest portion of Lancaster, Pennsylvania. The JSID seeks to maintain a clean, safe, and comfortable environment for residents and businesses, strengthen neighborhoods in the District by increasing community pride and supporting home ownership, and stimulate vibrant and dynamic economic development through public and private investments and local, county, and state partnerships. The JSID strives to develop northwest Lancaster City as a regional model of urban rejuvenation and community building.



James Street Improvement District

The JSID boundaries are Race Ave to the west, Chestnut Street and the Downtown Investment District to the south, Lime Street to the east, and the Amtrak Station and the railroad tracks to the north.

Background to the Survey

The JSID collaborated with the Public Safety Research Institute (PSRI) to design a systematic assessment of the District. This assessment provides baseline information on the residents' attitudes and opinions, informs the JSID of residents' perceptions of the region, and gauges the JSID's effectiveness over time.

To accomplish this attitudinal assessment, the JSID and PSRI developed a face-to-face survey of JSID residents (Appendix B). The initial interviewing was conducted in the fall of 2003, approximately six months after the JSID's inception and three months after JSID bike ambassadors began patrolling the District in June of 2003. The goals of the survey included:

- Assessing residents' concerns about the neighborhood.
- Determining residents' sentiment toward interaction with neighbors.
- Measuring residents' attitudes of police behavior and service.
- Gauging residents' knowledge of the JSID and its activities.

Because of difficulty obtaining a list of JSID residents, sampling was done by households. The JSID office provided block maps of households within the JSID, which were then verified and corrected relying on information from the Lancaster County Planning Office, the Lancaster City Department of Housing, and visual inspection of buildings. This process generated a list of households located within the JSID, from which a simple random sample of 1,500 households

was drawn. Trained interviewers from Millersville University and Franklin & Marshall College screened those answering the door for eligibility, so that only JSID residents eighteen years of age or older were interviewed.

The interviewing began on September 25, 2003 and continued through April 8, 2004. During the initial interviewing period from September 25, 2003 through November 23, 2003, the majority of completed and partial surveys were obtained (383 surveys). The clean-up period, which lasted from January 30, 2004 through April 8, 2004, generated an additional fifty-nine completed or partial surveys. Due to the respectively small number of surveys obtained during the clean-up period, distributions of responses were not greatly impacted by combining initial and clean-up surveys; therefore, for the purpose of this report, responses from the initial survey period and the clean-up period were combined.

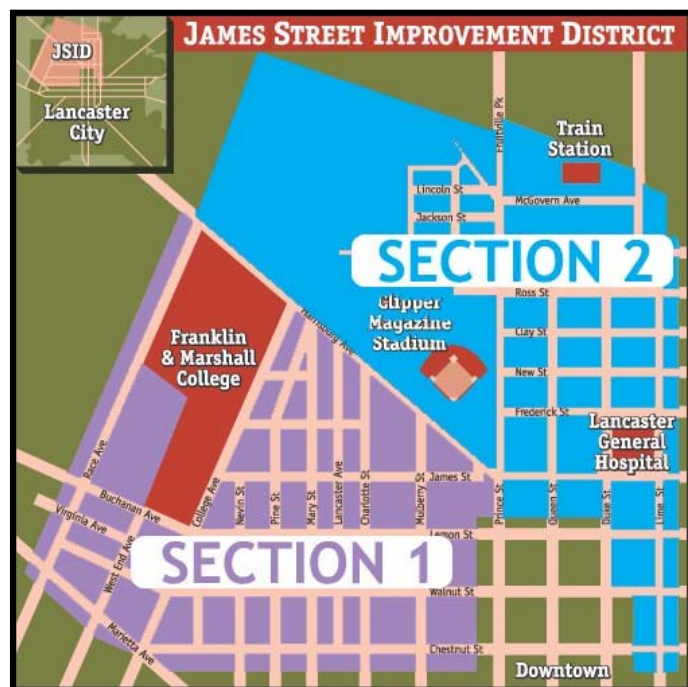
Major Findings

Before presenting the results of this survey, it is important to note two things. First, this survey measures residents' **perceptions** of their neighborhood, not objective conditions. Second, this report outlines the interrelationships among different issues measured by the survey; however, the **causes** of those phenomena cannot be determined.

Divisions of the JSID

Traveling through the JSID reveals obvious differences from one area to another. In the western portion, Franklin and Marshall College, Lancaster Theological Seminary, Buchanan Park, and the many owner-occupied dwellings contrast with the commercial establishments and larger apartment buildings found near Lancaster General Hospital to the east. These disparate physical features and ownership patterns suggest that people residing in different sections of the JSID could have different goals and concerns.

To explore possible differences, PSRI divided the JSID into two sections: Section 1, west of North Prince Street and south of Harrisburg Pike and Section 2, which includes all the JSID blocks east of North Prince Street as well as the portion of the JSID which is west of North Prince Street but north of Harrisburg Pike. Comparisons of residents' attitudes living in these two sections are made throughout this report.



JSID Sections

- Section 1: West of North Prince Street and south of Harrisburg Pike
- Section 2: East of North Prince Street and the portion west of North Prince Street but north of Harrisburg Pike.

Familiarity with JSID

Even though the JSID only began its effort in the region in early 2003, a majority of residents (58%) had heard of the James Street Improvement District by the fall of 2003 (Table 1). When interviewers described the JSID bike ambassadors, 44 percent of residents had heard of the ambassadors prior to receiving a description. While a majority of the residents (60%) saw the ambassadors often or sometimes, only a third of residents (35%) were familiar with what the ambassadors do. Two in five (40%) were not at all familiar with the duties ambassadors performed.

Residents' awareness of the JSID and its bike ambassadors differs within the JSID. Significantly more people were aware of the JSID and its activities in Section 1 of the District (71%) than in Section 2 of the District (40%). Furthermore, more than half of Section 1 residents (54%) were aware that the JSID provided bike ambassadors compared with one third (33%) of residents in Section 2. It is important to note that the JSID's offices are located in Section 1.

Table 1: Familiarity with JSID and Bike Ambassadors, 2003

FAMILIARITY WITH JSID AND BIKE AMBASSADORS				
		JSID	JSID by section	
			Section 1 (A & B)	Section 2 (C, D, E & F)
Have you heard of the JSID?*	Yes	58%	71%	40%
	No	43%	29%	60%
Prior to being told, were you aware that the JSID was providing ambassadors?*	Yes	44%	54%	33%
	No	56%	46%	66%
How often do you see JSID ambassadors in this neighborhood?*	Often	31%	36%	26%
	Sometimes	29%	30%	26%
	Rarely	16%	13%	20%
	Never	23%	20%	28%
Prior to being told, how familiar were you with what the JSID ambassadors do?*	Very familiar	11%	13%	10%
	Familiar	24%	27%	20%
	Not very familiar	25%	25%	24%
	Not at all familiar	40%	35%	47%

**Significant at the 0.01 level

*Significant at the 0.05 level.

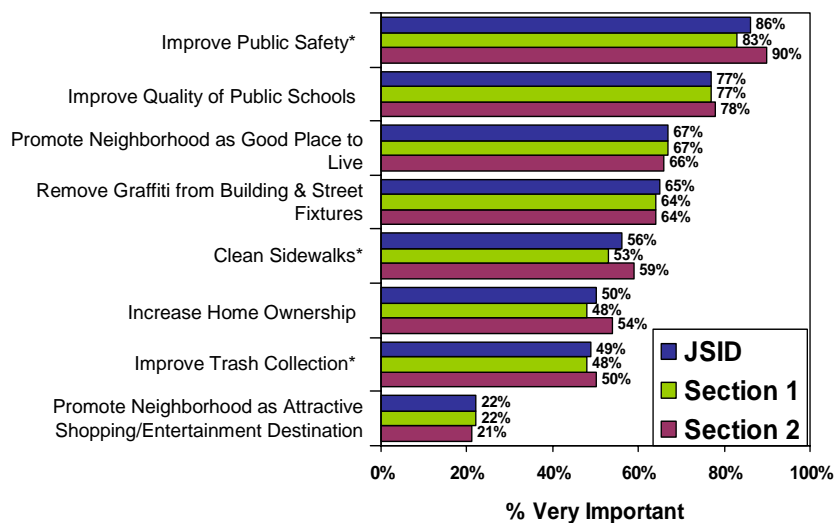
Neighborhood Goals

Residents assessed a series of eight goals the JSID had proposed for implementing in their neighborhoods. These goals included: improving public safety, improving the quality of public schools, promoting the neighborhood as a good place to live, removing graffiti from building and street fixtures, cleaning sidewalks, increasing home ownership, improving trash collection, and promoting the neighborhood as an attractive shopping/entertainment district.

Residents showed the most support for improving public safety (86%), improving the quality of public schools (77%), and promoting the neighborhood as a good place to live (67%) (Figure 1). Notably, 45 percent of residents said that promoting the neighborhood as an attractive shopping/entertainment destination was *not* an important goal.

Significant differences exist between the two sections of the JSID for three of the eight goals. Section 1 residents rated two of the goals, clean sidewalks and improving public safety, as more important than Section 2 residents. The significant difference for the other goal, improving trash collection, is derived from residents who felt it was not an important goal in Section 1 (17%) and in Section 2 (8%) (See Appendix C).

Figure 1: JSID Neighborhood Goals, 2003



*Significant at the 0.05 level.

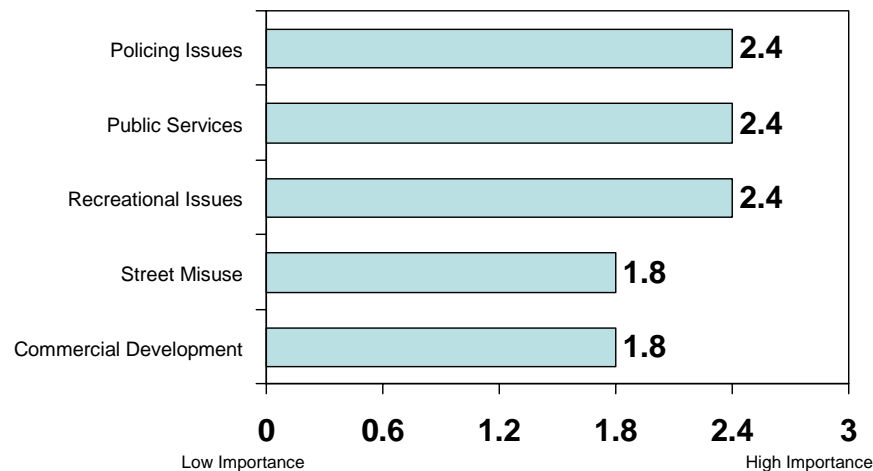
Neighborhood Changes

In addition to inquiring about broadly focused goals, the survey asked residents to rate the importance of twenty-five specific changes to their neighborhoods. These twenty-five questions were combined into five groups using factor analysis, a multivariate statistical process that groups items based on their internal consistency. This process suggested that the twenty-five items represent five broad categories of change.

Residents placed more emphasis on quality of life issues than on issues that affected them less directly, such as economic growth. Residents reported changes in policing, public services, and recreational issues as the most important factors for the neighborhood, while they ranked street misuse and economic issues a much lower priority for change (Figure 2). The ranking of these factors closely resembles the importance of the goals in the previous section.

Comparison of the mean for these factors between the two sections of the JSID did not demonstrate any significant findings. Despite the physical differences between the sections, JSID residents want the same things; to be safe, to have access to services, and to have things to do. This becomes very important in light of later findings that the residents in the two sections experience somewhat different realities. The following sections discuss in greater detail the items contained in each factor.

Figure 2: Mean Level of Importance for Factors of Neighborhood Change, 2003

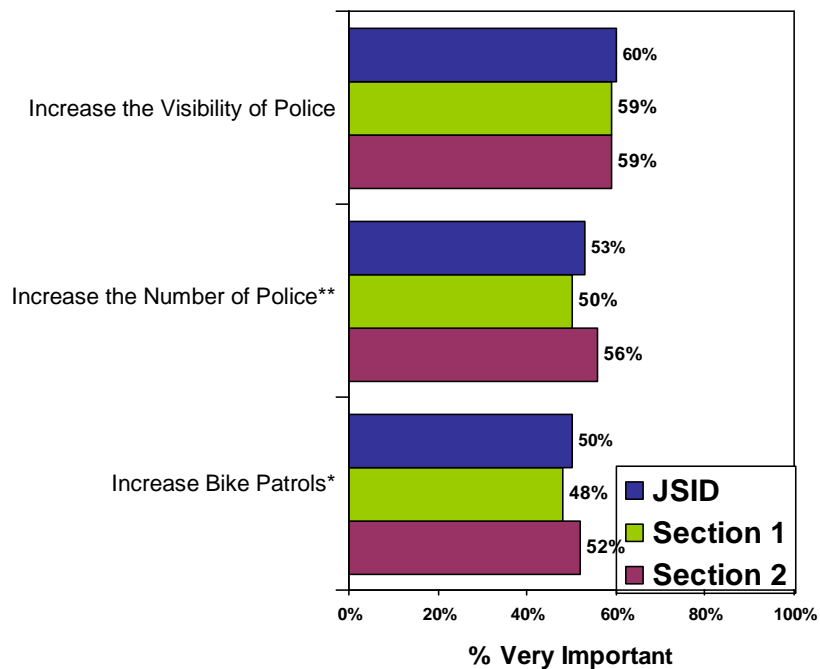


Policing Issues

Policing Issues is comprised of three questions: increasing the visibility of police, increasing the number of police, and increasing bike patrols. At least half of residents felt increasing the visibility of police (60%), increasing the number of police (53%), and increasing bike patrols (50%) was important (Figure 2a). The high importance of Policing Issues supports the four-fifths of residents who asserted improving public safety as a very important goal for their neighborhood (see Figure 1).

Section 2 residents indicate a stronger desire for greater police presence. Section 2 residents were significantly more likely to report increasing the number of police was very important (56%) than Section 1 residents (50%), and Section 2 residents were significantly more likely to report increasing bike patrols was very important (52%) than Section 1 residents (48%).

Figure 2a: Policing Issues, 2003



** Significant at the 0.01 level.

*Significant at the 0.05 level.

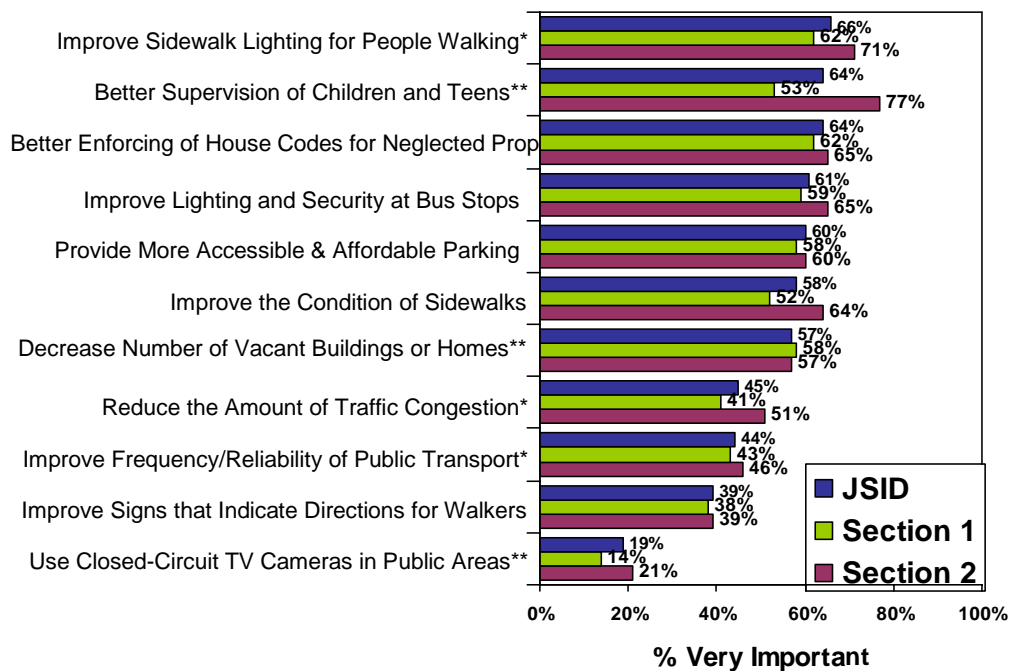
Public Services

The Public Services group consists of issues that concern public domain and community property. Of these issues, residents feel improving sidewalk lighting for people who are walking is the most important (66%) and using closed-circuit TV cameras in public areas is the least important (19%) (Figure 2b).

Unlike Section 1 residents who reported improving sidewalk lighting for people walking and better enforcement of housing codes for neglected properties (62%) as the most important changes to public services, Section 2 residents said that better supervision of children and teens was the most important change for their neighborhood (77%). Section 2 residents were more likely than Section 1 residents to say that all of the public service issues were very important for their neighborhood except for decreasing the number of vacant building or homes. Section 1 residents (58%) and Section 2 residents (57%) were about equally likely to report decreasing the number of vacant building or homes a very important change.

Several of the significant differences between the two JSID Sections only become apparent when evaluating the percentage of residents who said the goal was not important for their neighborhood (see Appendix C). For example, while almost one fourth of Section 1 residents (23%) felt improving the frequency and reliability of public transportation was *not* important, only twelve percent of Section 2 residents felt it was *not* important.

Figure 2b: Public Service, 2003



** Significant at the 0.01 level

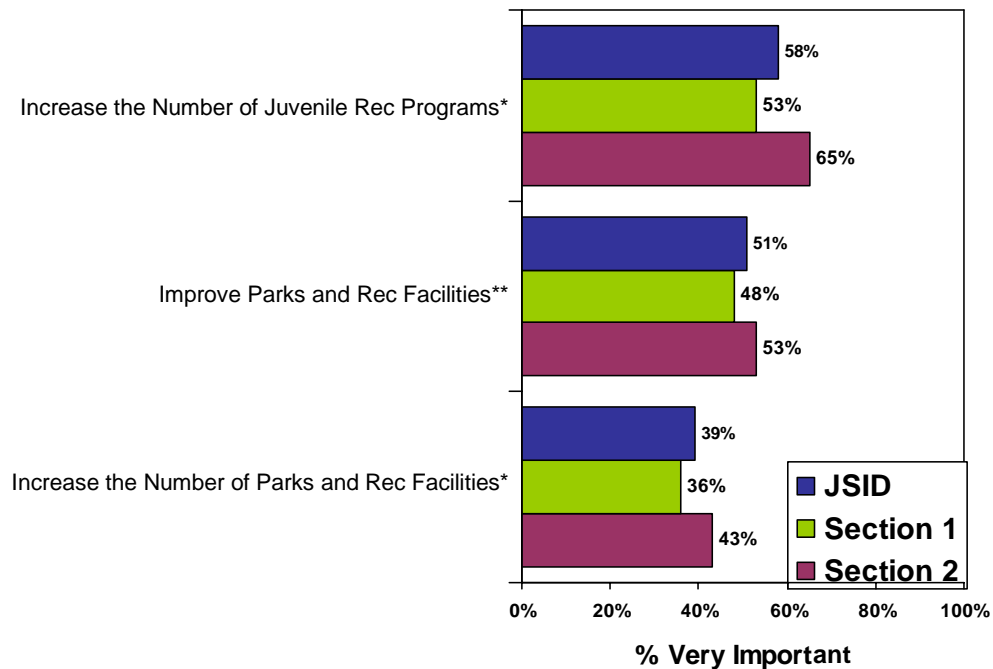
*Significant at the 0.05 level.

Recreational Issues

Increasing the number of juvenile recreation programs, improving parks and recreational facilities, and increasing the number of parks and recreational facilities compose the Recreational Issues factor. Rather than creating new recreational facilities, JSID residents would prefer improvements to existing parks. Slightly more than half of JSID residents believe improving parks and recreational facilities is very important (51%) and increasing the number of juvenile recreational programs is very important (58%) (Figure 2c).

Significantly more Section 2 residents felt Recreational Issues are very important changes for their neighborhood than Section 1 residents.

Figure 2c: Recreational Issues, 2003



** Significant at the 0.01 level.

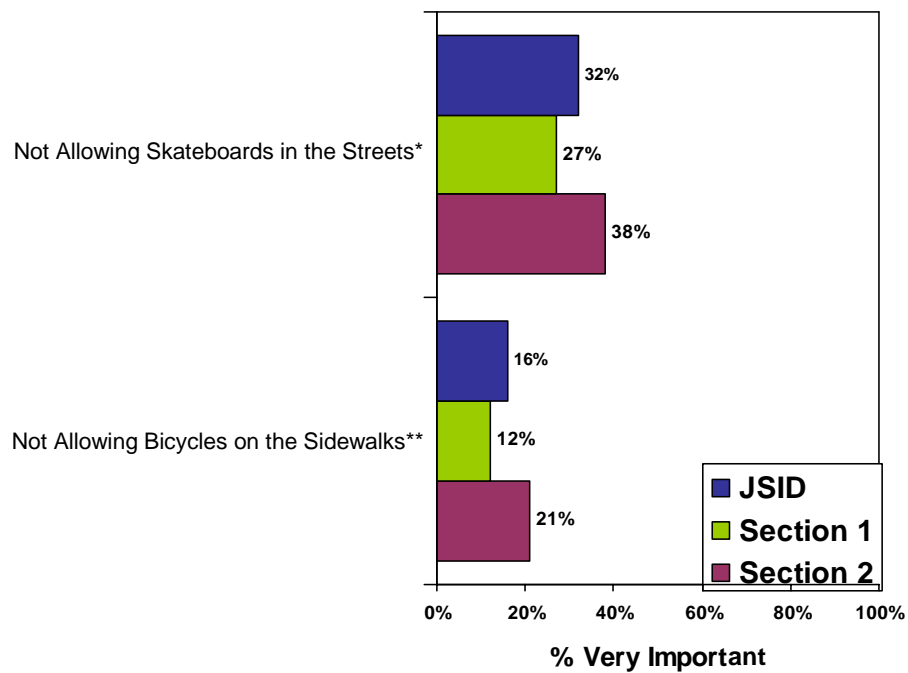
*Significant at the 0.05 level.

Street Misuse

Street Misuse pertains to the use of streets and sidewalks for transportation modes other than walking and motor vehicles. Residents did not rate these issues very highly with less than a third saying not allowing skateboards in the streets (32%) was very important and less than one-fifth (16%) saying not allowing bicycles on the sidewalk (16%) was very important.

Significantly more Section 2 residents felt Street Misuse a is very important change for their neighborhood than Section 1 residents.

Figure 2d: Street Misuse, 2003



** Significant at the 0.01 level.

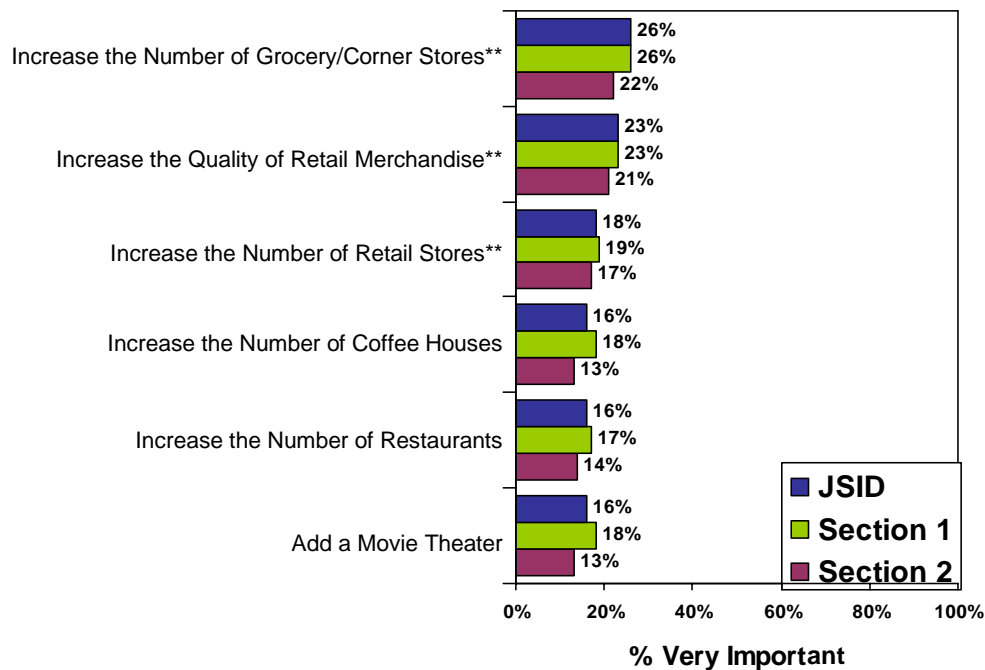
*Significant at the 0.05 level.

Commercial Development

Commercial Development includes six questions related to improvements in shopping and creation of more stores. Commercial Development is not a high priority for JSID residents. No more than one-fourth of residents felt any of the commercial development issues were very important. Residents said that increasing the number of grocery or corner stores was the most important commercial development (26%), while adding a movie theater and increasing the number of restaurants were the least important (16%).

Residents of Section 1 are slightly more likely than Section 2 residents to feel Commercial Development in their neighborhood is very important. The significant difference between the two sections lies in the percentage of residents who feel Commercial Development is *not* important (see Appendix C). One-third of Section 2 residents felt increasing the number of retail stores (37%), increasing the number of grocery stores or corner stores (33%), and increasing the quality of retail merchandise (30%) were *not* important. In comparison, over one-half of Section 1 residents felt increasing the number of retail stores was *not* important (55%), and almost half said increasing the number of grocery stores or corner stores (45%) and increasing the quality of retail merchandise (44%) was *not* important.

Figure 2e: Economic Issues, 2003



** Significant at the 0.01 level.

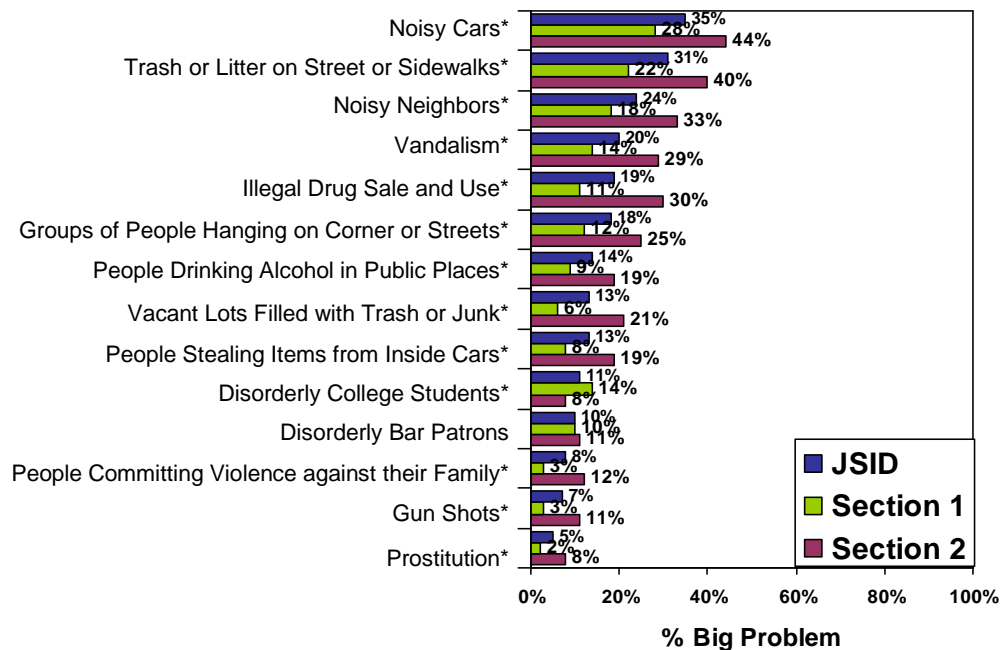
*Significant at the 0.05 level.

Crime and Disorder

Residents ranked fourteen types of crimes or disorders that might be found in their neighborhood as “no problem,” “some problem,” or “a big problem”. Of the crimes and disorders residents evaluated, residents found nuisance crimes to be the biggest problem. The crimes or disorders that residents reported most often as a “big problem” include noisy cars (35%), trash or litter on streets or sidewalks (31%), and noisy neighbors (24%) (Figure 3). The crimes or disorders that residents reported most often as “no problem” include prostitution (83%), gun shots (72%), and people committing violence against their own family (70%).

Statistically significant differences exist in residents’ responses by section for all types of crime and disorder questions except disorderly bar patrons. With one exception, Section 2 residents more often reported crimes and disorder as being a big problem in their neighborhoods than did Section 1 residents. More Section 1 residents say disorderly college students are a big problem (14%) than Section 2 residents (8%).

Figure 3: Crime and Disorders, 2003

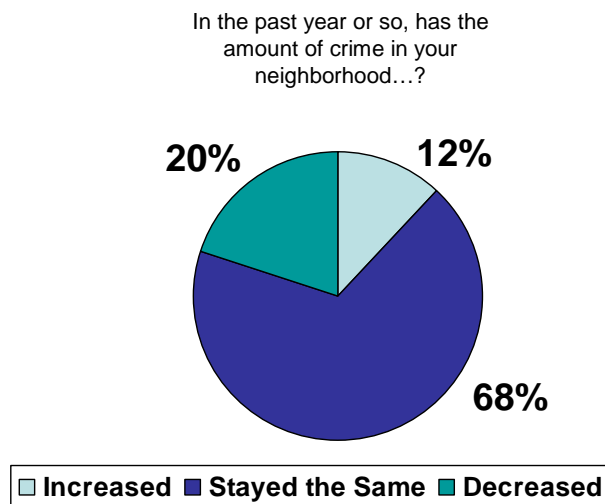


*Significant at the 0.05 level.

Respondents were asked at the time of the interview whether the crime rate had changed over the past year. The majority of residents (68%) believed the crime rate in their neighborhood had stayed the same over the past year (Figure 4). While 12 percent of residents felt crime in their neighborhood had increased in the past year, 20 percent of residents believed that crime had decreased in their neighborhood.

Although Section 2 residents were more likely to say crime and disorder are big problems in their neighborhood, comparison for crime change between the two sections of the JSID did not demonstrate any significant differences.

Figure 4: Perceptions of Change in Neighborhood Crimes, 2003



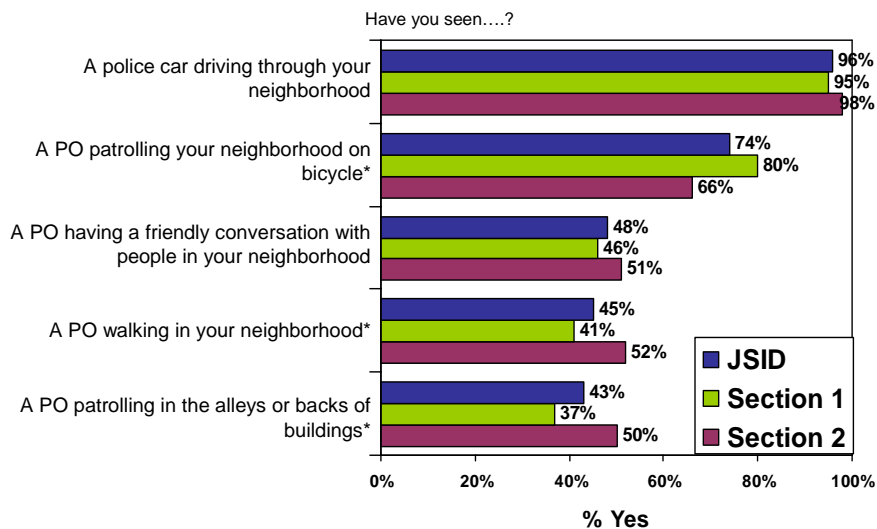
Police Issues

Police Visibility

Almost all residents (96%) have seen a police officer driving through their neighborhood, and most (74%) have seen a police officer patrolling their neighborhood on a bicycle (Figure 5). Slightly less than half of residents (48%) reported seeing a police officer having a friendly conversation with neighborhood residents, walking in their neighborhood (45%), or patrolling the alleys or backs of buildings (43%).

Comparison between the two sections of the JSID reveals several significant differences between the two regions. Section 2 residents saw police officers walking in their neighborhood slightly more (52%) than Section 1 residents (41%). They also saw police officers patrolling alleys or the backs of buildings much more (50%) than Section 1 residents (37%). Section 1 residents are more likely to have seen officers patrolling on bicycle (80%) than Section 2 residents (66%).

Figure 5: Police Visibility, 2003



*Significant at the 0.05 level.

Police Contact and Demeanor

Residents were asked a series of questions to determine whether or not they had police contact since January of 2003 and if so, what kind of contact and how the police conducted themselves. Forty-two percent of residents reported having had some type of police contact during the first nine months of 2003, and three-fourths (75%) of those who reported having had contact with the police said they had initiated the contact (Table 2).

Police contact and demeanor during contact is consistent across the two sections of the JSID. Comparison between the two sections of the JSID did not demonstrate any significant finding for whether or not residents had personal contact with the police, whether the respondent or the police initiated contact, or how satisfied residents were with their contact. As expected, however, some differences between the type of contact and police conduct existed depending on who initiated the contact.

Table 2: Police Contact and Demeanor, 2003

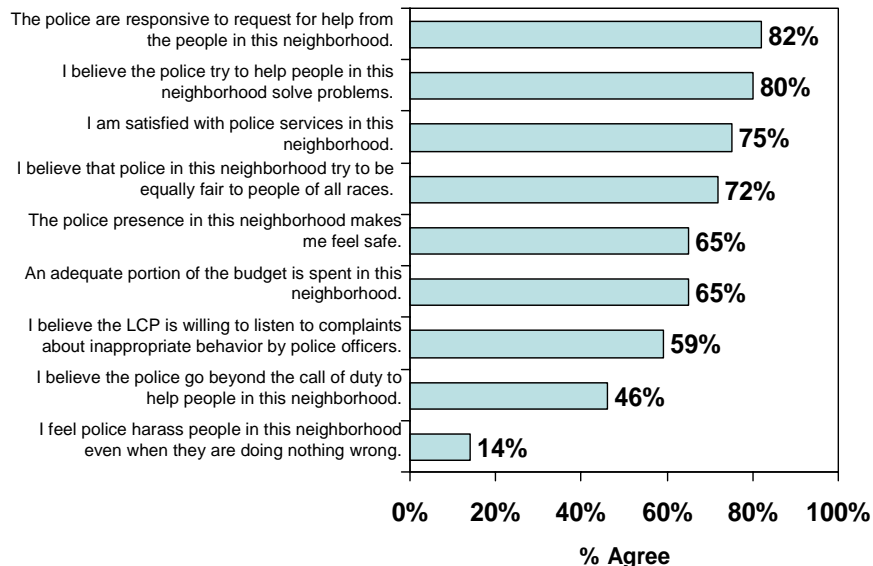
If you have had any personal contact with the police for any reason...				
	Respondent		Police	
Did you initiate the contact, or did the police?	75%		25%	
Did the contact include...				
	Respondent		Police	
	Yes	No	Yes	No
The police responding to your call for service	80%	20%	16%	84%
You informing the police about a problem	71%	29%	24%	76%
The police warning, arresting, or citing you	7%	92%	24%	76%
A causal conversation with an officer*	61%	40%	62%	38%
You reporting a crime to the police*	60%	40%	8%	92%
You asking the police for information or advice	41%	59%	27%	73%
Speaking with the police at a neighborhood meeting	13%	87%	5%	95%
* Responses are significant at the 0.05 level.				
Police Conduct on a 5 point Scale				
	Respondent		Police	
How unfriendly (1) or friendly (5) were the police?*	4.12		3.54	
How rude (1) or courteous (5) were the police?*	4.16		3.59	
How uninterested (1) or interested (5) were the police?	3.90		3.68	
How disrespectful (1) or respectful (5) were the police?*	4.26		3.86	
How incompetent (1) or competent (5) were the police?	4.16		3.83	
How intolerant (1) or tolerant (5) were the police?***	4.08		3.50	
How unfair (1) or fair (5) were the police?	4.10		3.86	
* Responses are significant at the 0.01 level		* Responses are significant at the 0.05 level.		
How satisfied were you with this contact?				
	Respondent		Police	
	Satisfied	Dissatisfied	Satisfied	Dissatisfied
How satisfied were you with this contact?	81%	19%	68%	32%

Police Behavior

Most residents expressed approval of police activities. A majority of residents (82%) believe the police are responsive to requests for help from people in their neighborhood. Most residents (80%) said that the police try to help people solve problems, they are satisfied with police services (75%), and that police try to be equally fair to persons of all races (72%). Less than half of residents (46%) believe the police go beyond the call of duty to help people. Very few residents (14%) believe police harass people when they do nothing wrong.

Comparison between the two sections of the JSID did not demonstrate any significant findings for questions related to police behavior. Comparison between whether the respondent or the police initiated contact did not demonstrate any significant findings for questions related to police behavior either.

Figure 6: Police Behavior, 2003

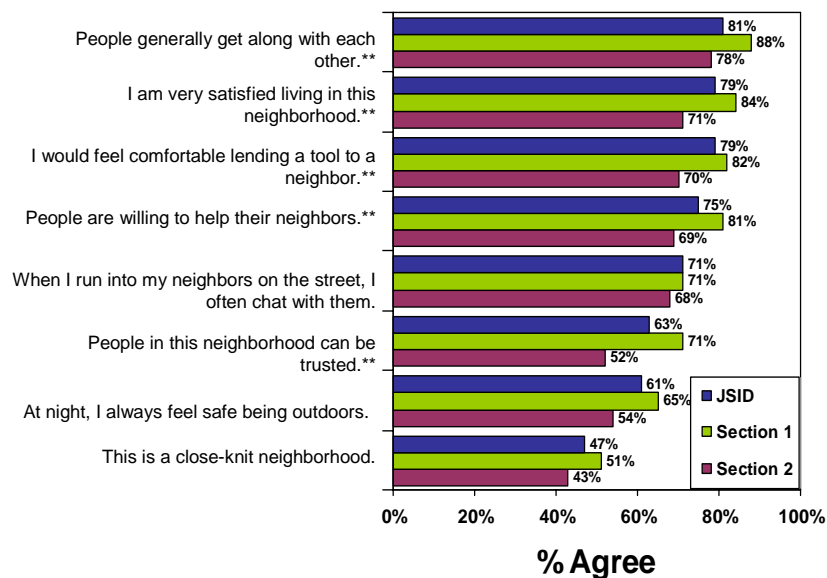


Neighborhood Sentiment

The level of community cooperativeness and interaction between JSID residents is relatively high, indicating a fertile environment for community initiatives. Despite slightly more than half of JSID residents (51%) not regarding their neighborhood as “close-knit,” about two-thirds of residents or more agreed with other measures of community cooperativeness and connectedness (Figure 7). For example, when residents run into their neighbors on the street, 71 percent agree that they often chat with them, and three-fourths of residents believe people in their neighborhood are willing to help each other. About four-fifths of residents said that people in their neighborhood generally get along with each other (81%), that they are very satisfied living in this neighborhood (79%), and that they would feel comfortable lending a tool to a neighbor (79%).

Developing strong community involvement in Section 2 may be more difficult than in Section 1. Section 2 residents were less likely than Section 1 residents to agree with questions of community connectedness. The largest significant difference between residents exists for whether or not residents feel people in their neighborhood can be trusted. Almost three-fourths of Section 1 residents (71%) agree that people in their neighborhood can be trusted, while only slightly more than half of Section 2 residents agree (52%).

Figure 7: Neighborhood Sentiment, 2003



Conclusion

As the JSID works toward its goals to maintain a clean, safe, and comfortable environment for residents and businesses, strengthen neighborhoods in the District by increasing community pride and supporting home ownership, and stimulate vibrant and dynamic economic development through public and private investments and local, county, and state partnerships, using residents' perceptions and opinions of their neighborhood will assist in the distribution of resources throughout the JSID. The results of the survey, however, indicate that residents differ in the degree to which they support the JSID's expressed goals.

JSID residents concurred with the JSID's goal of maintaining a clean, safe, and comfortable environment. Throughout the District, residents felt policing, public schooling, public safety, public services, and recreational issues were very important to them. To improve the quality of life for JSID residents, the JSID and the JSID bike ambassadors in collaboration with police might focus on reducing residents' problems with nuisance crimes, such as noisy cars, trash or litter in the streets or on sidewalks, noisy neighbors, and vandalism especially in Section 2.

Section 2 residents want greater improvements in public safety despite police contact, conduct, and behaviors being relatively constant across the JSID. While Section 2 residents were more likely than Section 1 residents to report crimes and disorders as a big problem, Section 2 residents were also more likely to see a police officer in their neighborhood under all five conditions except patrolling the neighborhood on a bicycle. Since Section 2 residents were significantly more likely than Section 1 residents to report improving public safety, increasing the number of police, and increasing bike patrols were very important for their neighborhood, increasing both police bike patrols and JSID ambassadors in that area may reduce residents' perceptions of disorder while fulfilling their greater desire for public safety.

In addition to improving residents' quality of life, the JSID also seeks to strengthen neighborhoods by increasing community pride and supporting home ownership. About two-thirds of residents or more agreed with most measures of community cooperativeness and connectedness. These levels of positive neighborhood sentiment, however, were not as strong in Section 2. This indicates the JSID might find lower levels of community involvement in that area. Despite differing levels of positive neighborhood sentiment, about half of both Sections felt increasing home ownership is very important in their neighborhood even though homeownership is significantly higher in Section 1 (see Appendix D).

The JSID also wants to stimulate vibrant and dynamic economic development throughout the District. JSID residents, however, did not feel commercial development was very important to them. In fact residents ranked the six questions related to commercial development among the eight lowest changes important to them. Because residents did not emphasize commercial development as an important change for their neighborhood, the JSID might encounter community resistance to economic initiatives.

In conclusion, while not suggesting that community preferences should drive the decisions of the JSID with regard to which goals it should focus on, the findings of the report provide guidance as to community priorities. If the JSID wishes to move in directions different from those endorsed by the residents of the district, it will be wise to provide thorough articulation of the rationale and clear articulation of the likely benefits to the residents. Successfully meeting the community's most strongly supported goals, clean, safe and orderly communities, will encourage trust in the efforts of the JSID to increase the economic vitality and diversity of the district.

Appendix A: Response Rates

<i>AAPOR Outcome Rate Calculator¹</i>	
I=Complete Interviews (1.1)	430
P=Partial Interviews (1.2)	12
R=Refusal or break off (2.1)	268
NC=Non Contact (2.2)	496
O=Other (2.3)	18
e=estimated proportion of cases of unknown eligibility that are eligible (enter a value or accept the calculated value as a default)	0.948
UH=Unknown household (3.1)	122
UO=Unknown other (3.2, 3.9)	87
Response Rate 1	
$I/(I+P) + (R+NC+O) + (UH+UO)$	0.300
Response Rate 2	
$(I+P)/(I+P) + (R+NC+O) + (UH+UO)$	0.308
Response Rate 3	
$I/(I+P) + (R+NC+O) + e(UH+UO)$	0.302
Response Rate 4	
$(I+P)/(I+P) + (R+NC+O) + e(UH+UO)$	0.311
Cooperation Rate 1	
$I/(I+P)+R+O$	0.591
Cooperation Rate 2	
$(I+P)/(I+P)+R+O$	0.607
Cooperation Rate 3	
$I/(I+P)+R$	0.606
Cooperation Rate 4	
$(I+P)/(I+P)+R$	0.623
Refusal Rate 1	
$R/(I+P)+(R+NC+O) + (UH + UO)$	0.187
Refusal Rate 2	
$R/(I+P)+(R+NC+O) + e(UH + UO)$	0.188
Refusal Rate 3	
$R/(I+P)+(R+NC+O)$	0.219
Contact Rate 1	
$(I+P)+R+O / (I+P)+R+O+NC+ (UH + UO)$	0.508
Contact Rate 2	
$(I+P)+R+O / (I+P)+R+O+NC + e(UH+UO)$	0.512
Contact Rate 3	
$(I+P)+R+O / (I+P)+R+O+NC$	0.595

¹ In 2000, AAPOR proposed a standardized classification system for final disposition of sample cases, and a series of formulas that use these codes to define and calculate the various rates. The outcome rates below were calculated using an Excel spreadsheet entitled the "AAPOR Outcome Rate Calculator Version 2.1." This spreadsheet greatly simplifies the task of computing outcome rates according to the methods described in AAPOR's document, "Standard Definitions: Final Dispositions of Case Codes and Outcome Rates for Surveys". Note: Outcome response definitions are presented in The American Association for Public Opinion Research. 2004. *Standard Definitions: Final Dispositions of Case Codes and Outcome Rates for Surveys*. Ann Arbor, Michigan: AAPOR; or online at http://www.aapor.org/default.asp?page=survey_methods/standards_and_best_practices/standard_definitions.

Appendix B: Survey Instrument

This document has been formatted to fit this publication.

Community Survey

Hi, my name is _____.
 I am a student from (Millersville University or Franklin and Marshall College) or
 I am a community volunteer
 and I am conducting a survey on behalf of the Public Safety Research Institute.

We are very interested in your opinions regarding conditions in your neighborhood. Your opinions will help community agencies decide the best ways to improve your neighborhood. Anything you say will be kept completely confidential. Would you be willing to answer a few questions about your neighborhood?

If the answer is "Yes":

Are you a resident of this household (and are you eighteen years old or older)?

Yes: Okay, great. The survey should only take about 15 minutes (Continue with survey *).

No: Is there someone else who lives here that we could talk to?

Yes: (Ask to speak to them and reread intro).

No: Thank you for your time. Have a nice day.

If the answer is No:

Is there someone else who lives here that we could talk to?

Yes: (Ask to speak to them and reread intro).

No: Thank you for your time. Have a nice day.

* We want to know what you really think about your neighborhood. Since the questions I will be asking may not always express your exact opinion or experience, please give the answer that is closest to your opinion. Please give only **ONE** answer to each question. Your replies will be kept confidential. The findings will be studied only in statistical summaries with over 1000 residents of the James Street Improvement District. If there are any questions you are uncomfortable with, please feel free not to answer those questions.

Plat ID Code _____ -1

Survey Number _____ -2-5 (Leave Blank)

Interviewer Number _____ -6-8

What is the respondent's sex? 1. Male 2. Female -9

Today's Date _____ -10-13

Hand the respondent the Answer Guide.

This Answer Guide will help you to answer portions of the survey. When using the Answer Guide, you may indicate the **number** of the response that corresponds to your opinion or experience. If you prefer, I can read the response choices for each question.

Using Part A of the Answer Guide (*Point Out Part A on the Answer Guide*), how important to you are the following **goals for your neighborhood**, according to the following scale: [1] not important; [2] somewhat important; or [3] very important.

1.	Clean sidewalks	[1]	[2]	[3]	-14
2.	Removing graffiti from buildings and street fixtures	[1]	[2]	[3]	-15
3.	Improving public safety	[1]	[2]	[3]	-16
4.	Promoting this neighborhood as an attractive shopping/entertainment destination	[1]	[2]	[3]	-17
5.	Promoting this neighborhood as a good place to live	[1]	[2]	[3]	-18
6.	Improving trash collection	[1]	[2]	[3]	-19
7.	Increasing home ownership	[1]	[2]	[3]	-20
8.	Improving the quality of public schools	[1]	[2]	[3]	-21

Using Part A of the Answer Guide (*Point Out Part A on the Answer Guide*), how important to you are the following **changes for your neighborhood**, according to the following scale: [1] not important; [2] somewhat important; or [3] very important.

9.	Not allowing bicycles on the sidewalks	[1]	[2]	[3]	-22
10.	Not allowing skateboards in the streets	[1]	[2]	[3]	-23
11.	Better supervision of children and teens	[1]	[2]	[3]	-24
12.	Decreasing the number of vacant buildings or homes	[1]	[2]	[3]	-25
13.	Using close-circuit TV cameras in public areas	[1]	[2]	[3]	-26
14.	Increasing the visibility of police	[1]	[2]	[3]	-27
15.	Increasing the number of police	[1]	[2]	[3]	-28
16.	Increasing bike patrols	[1]	[2]	[3]	-29
17.	Improving lighting and security at bus stops	[1]	[2]	[3]	-30
18.	Better enforcing of housing codes for deteriorated and neglected properties	[1]	[2]	[3]	-31
19.	Improving sidewalk lighting for people who are walking	[1]	[2]	[3]	-32
20.	Improving condition of sidewalks	[1]	[2]	[3]	-33
21.	Improving signs that indicate directions to destinations (like Central Market) for people who are walking	[1]	[2]	[3]	-34
22.	Providing more accessible and affordable parking	[1]	[2]	[3]	-35
	Improving the frequency and reliability of public transportation	[1]	[2]	[3]	-36
23.	Reducing the amount of traffic congestion	[1]	[2]	[3]	-37
24.	Improving parks and recreational facilities	[1]	[2]	[3]	-38
25.	Increase the number of parks and recreational facilities	[1]	[2]	[3]	-39
27.	Increase the number of grocery stores/corner stores	[1]	[2]	[3]	-40
28.	Increase the number of retail stores	[1]	[2]	[3]	-41
29.	Increase the quality of retail merchandise	[1]	[2]	[3]	-42
30.	Increase the number of accessible supervised recreational programs and activities centers for juveniles	[1]	[2]	[3]	-43

31.	Add a movie theater	[1]	[2]	[3]	-44
32.	Increase the number of restaurants	[1]	[2]	[3]	-45
33.	Increase the number of coffee houses	[1]	[2]	[3]	-46

Using Part B of the Answer Guide (*Point Out Part B on the Answer Guide*), how much do you agree with the following statements, according to the following scale: [1] strongly disagree; [2] disagree; [3] agree; or [4] strongly agree.

34.	At night, I always feel safe being outdoors in my neighborhood.	[1]	[2]	[3]	[4]	DK	-47
35.	People around here are willing to help their neighbors.	[1]	[2]	[3]	[4]	DK	-48
36.	People in this neighborhood generally get along with each other.	[1]	[2]	[3]	[4]	DK	-49
37.	This is a close-knit neighborhood.	[1]	[2]	[3]	[4]	DK	-50
38.	People in this neighborhood can be trusted.	[1]	[2]	[3]	[4]	DK	-51
39.	When I run into my neighbors on the street, I often chat with them.	[1]	[2]	[3]	[4]	DK	-52
40.	I would feel comfortable lending a tool to a neighbor.	[1]	[2]	[3]	[4]	DK	-53
41.	I am very satisfied living in this neighborhood.	[1]	[2]	[3]	[4]	DK	-54

Using Part C of the Answer Guide (*Point Out Part C on the Answer Guide*), please answer [1] Yes or [2] No to the following questions. Since January of this year (2003), have you seen....?

42.	A police car driving through your neighborhood	[1] Yes	[2] No	-55
43.	A police officer walking around in your neighborhood	[1] Yes	[2] No	-56
44.	A police officer patrolling in the alleys or in the back of buildings	[1] Yes	[2] No	-57
45.	A police officer having a friendly conversation with people in your neighborhood	[1] Yes	[2] No	-58
46.	A police officer patrolling your neighborhood on a bicycle	[1] Yes	[2] No	-59

The following questions concern police and police behavior. Using PART D of the Answer Guide (*Point Out Part D on the Answer Guide*), how much do you agree with the following statements, according to the following scale: [1] strongly disagree; [2] disagree; [3] agree; or [4] strongly agree.

47.	I am satisfied with police services in this neighborhood	[1]	[2]	[3]	[4]	DK
48.	I believe the police try to help people in this neighborhood solve problems	[1]	[2]	[3]	[4]	DK
49.	The police presence in this neighborhood makes me feel safe	[1]	[2]	[3]	[4]	DK
50.	An adequate portion of the city budget is spent in this neighborhood	[1]	[2]	[3]	[4]	DK
51.	The police are responsive to requests for help from the people in this neighborhood	[1]	[2]	[3]	[4]	DK
52.	I believe the police go beyond the call of duty to help people in this neighborhood	[1]	[2]	[3]	[4]	DK
53.	I feel the police harass people in this neighborhood even when they are doing nothing wrong	[1]	[2]	[3]	[4]	DK
54.	I believe the Lancaster Police Department is willing to listen to complaints about inappropriate behavior by police officers	[1]	[2]	[3]	[4]	DK
55.	I believe that the police in this neighborhood try to be equally fair to persons of all races	[1]	[2]	[3]	[4]	DK

56. Since January of this year (2003), have you had any personal contact with the police in your neighborhood for any reason? [1] Yes [2] No

*If respondent answers YES to question 56, proceed to question 57.
If respondent answers No to question 56, proceed to question 67.*

57. Did you initiate the contact, or did the police? [1] Respondent [2] Police

58. Using Part E of the Answer Guide (*Point Out Part E on the Answer Guide*), please answer [1] Yes or [2] No the following questions. Did your contact include....?

- | | | |
|---|---------|--------|
| a. A casual conversation with an officer | [1] Yes | [2] No |
| b. The police responding to your call for service | [1] Yes | [2] No |
| c. You reporting a crime to the police | [1] Yes | [2] No |
| d. You informing the police about a problem in the neighborhood | [1] Yes | [2] No |
| e. You reporting a crime to the police | [1] Yes | [2] No |
| f. You asking the police for information or advice | [1] Yes | [2] No |
| g. Speaking with the police at a neighborhood meeting | [1] Yes | [2] No |
| h. The police warning, arresting or citing you | [1] Yes | [2] No |

Using Part F of the Answer Guide (*Point Out Part F on the Answer Guide*, please indicate how the police acted during your most recent contact with them.

59. On a scale of 1 to 5, how unfriendly or friendly were the police with [1] being unfriendly to [5] being friendly?
- | | | | | | | |
|---------------|---|---|---|---|---|----------|
| a. Unfriendly | 1 | 2 | 3 | 4 | 5 | Friendly |
|---------------|---|---|---|---|---|----------|
60. On a scale of 1 to 5, how rude or courteous were the police with [1] being rude to [5] being courteous?
- | | | | | | | |
|---------|---|---|---|---|---|-----------|
| b. Rude | 1 | 2 | 3 | 4 | 5 | Courteous |
|---------|---|---|---|---|---|-----------|
61. On a scale of 1 to 5, how uninterested or interested were the police with [1] being uninterested to [5] being interested?
- | | | | | | | |
|-----------------|---|---|---|---|---|------------|
| c. Uninterested | 1 | 2 | 3 | 4 | 5 | Interested |
|-----------------|---|---|---|---|---|------------|
62. On a scale of 1 to 5, how disrespectful or respectful were the police with [1] being disrespectful to [5] being respectful?
- | | | | | | | |
|------------------|---|---|---|---|---|------------|
| d. Disrespectful | 1 | 2 | 3 | 4 | 5 | Respectful |
|------------------|---|---|---|---|---|------------|
63. On a scale of 1 to 5, how incompetent or competent were the police with [1] being incompetent and [5] being competent?
- | | | | | | | |
|----------------|---|---|---|---|---|-----------|
| e. Incompetent | 1 | 2 | 3 | 4 | 5 | Competent |
|----------------|---|---|---|---|---|-----------|
64. On a scale of 1 to 5, how intolerant or tolerant were the police with [1] being intolerant and [5] being tolerant?
- | | | | | | | |
|---------------|---|---|---|---|---|----------|
| f. Intolerant | 1 | 2 | 3 | 4 | 5 | Tolerant |
|---------------|---|---|---|---|---|----------|
65. On a scale of 1 to 5, how unfair or fair were the police with [1] being unfair and [5] being fair?
- | | | | | | | |
|-----------|---|---|---|---|---|------|
| g. Unfair | 1 | 2 | 3 | 4 | 5 | Fair |
|-----------|---|---|---|---|---|------|
66. How satisfied were you with this contact with police? (*Read Response Choices*)
- | |
|----------------------|
| [1] Very satisfied |
| [2] Satisfied |
| [3] Unsatisfied |
| [4] Very unsatisfied |
67. Have you heard of the James Street Improvement District? [1] Yes [2] No

The James Street Improvement District (JSID) is a community development organization focused on enhancing the quality of life in the north/northwest parts of Lancaster City. Its core programs center on creating a clean and safe

environment for residents, businesses, and visitors. The JSID bike ambassadors, who wear red shirts and black shorts, serve as extra eyes and ears on the streets. They are trained to interact with residents, business owners, and visitors.

- | | |
|--|--|
| <p>68. Prior to me telling you about the JSID ambassadors, were you aware that the JSID was providing these ambassadors?
[1] Yes [2] No</p> <p>69. How often do you see JSID ambassadors in this neighborhood? (<i>Read Response Choice</i>)
[1] Often
[2] Sometimes
[3] Rarely or
[4] Never</p> | <p>70. Prior to my telling you about the JSID ambassadors, how familiar were you with what the JSID ambassadors do? (<i>Read Response Choices</i>)
[1] Very familiar
[2] Familiar
[3] Not very familiar or
[4] Not at all familiar</p> <p>71. In the past year or so, has the amount of crime in your neighborhood...? (<i>Read Response Choices</i>)
[1] Decreased
[2] Stayed the same or
[3] Increased</p> |
|--|--|

Using Part G of the Answer Guide (*Point Out Part G on the Answer Guide*), how big of a problem are the following conditions in your neighborhood according to the following scale: [1] no problem; [2] some problem; [3] big problem.

- | | |
|---|-------------|
| 72. Groups of people hanging around on corners or in streets | [1] [2] [3] |
| 73. Illegal drug sales and use | [1] [2] [3] |
| 74. Vandalism (such as people breaking windows or keying cars) | [1] [2] [3] |
| 75. Noisy neighbors (such as people who play loud music) | [1] [2] [3] |
| 76. People drinking alcohol in public places (such as streets, corners, or playgrounds) | [1] [2] [3] |
| 77. Trash or litter on streets or sidewalks | [1] [2] [3] |
| 78. Vacant lots filled with trash or junk | [1] [2] [3] |
| 79. Noisy cars | [1] [2] [3] |
| 80. People stealing items from inside cars | [1] [2] [3] |
| 81. Disorderly college students | [1] [2] [3] |
| 82. Gun shots | [1] [2] [3] |
| 83. Disorderly bar patrons | [1] [2] [3] |
| 84. People committing violent acts against their own family members | [1] [2] [3] |
| 80. Prostitution | [1] [2] [3] |

The last thing I need you to do is answer some basic questions about yourself. Please choose the answer that best describes you.

- | | |
|--|--|
| <p>81. What is your age? (<i>Read Response Choices</i>)
[1] 18-25
[2] 26-35
[3] 36-45
[4] 46-55
[5] 56-65 or
[6] 65 or older</p> | <p>82. What is your highest educational attainment? (<i>Read Response Choices</i>)
[1] Less than a high school diploma
[2] High school diploma
[3] Some college or advanced training
[4] Bachelors degree or
[5] Advanced degree (e.g. Master's, Ph.D, professional)</p> |
|--|--|

83. How long have you lived in this neighborhood? (*Read Response Choices*)

- [1] Less than a year
- [2] One to two years
- [3] Three to five years
- [4] More than five years

84. Do you rent or own this property?

- [1] Rent
- [2] Own

85. With which racial or ethnic group do you most closely identify yourself? (*Read Response Choices*)

- [1] White, non-Hispanic
- [2] Black/African American
- [3] Hispanic/Latino
- [4] Asian or Pacific Islander
- [5] Other (please specify: _____)

86. What is your employment status? (Choose one) (*Read Response Choices*)

- [1] Full-time
- [2] Part-time
- [3] Not employed
- [4] Retired
- [5] Student or
- [6] Stay-at-home parent

Thank you for your time.

ANSWER GUIDE

PART A

- 1. Not Important
- 2. Somewhat Important
- 3. Very Important

PART B

- 1. Strongly Disagree
- 2. Disagree
- 3. Agree
- 4. Strongly Agree

PART C

- 1. Yes
- 2. No

PART D

- 1. Strongly Disagree
- 2. Disagree
- 3. Agree
- 4. Strongly Agree

PART E

- 1. Yes
- 2. No

PART F

	1	2	3	4	5	
a. Unfriendly	1	2	3	4	5	Friendly
b. Rude	1	2	3	4	5	Courteous
c. Uninterested	1	2	3	4	5	Interested
d. Disrespectful	1	2	3	4	5	Respectful
e. Incompetent	1	2	3	4	5	Competent
f. Intolerant	1	2	3	4	5	Tolerant
g. Unfair	1	2	3	4	5	Fair

PART G

- 1. No Problem
- 2. Some Problem
- 3. Big Problem

Appendix C: Frequencies and Frequencies by Section

NEIGHBORHOOD GOALS: HOW IMPORTANT TO YOU ARE THE FOLLOWING GOALS FOR YOUR NEIGHBORHOOD?				
		JSID	JSID by section	
			Section 1 (A&B)	Section 2 (C, D, E&F)
Clean sidewalks*	Not Important	5%	7%	1%
	Somewhat Important	39%	40%	40%
	Very Important	56%	53%	59%
Removing graffiti from buildings and street fixtures	Not Important	7%	9%	5%
	Somewhat Important	28%	27%	32%
	Very Important	65%	64%	64%
Improving public safety*	Not Important	3%	6%	1%
	Somewhat Important	11%	11%	10%
	Very Important	86%	83%	90%
Promoting neighborhood as an attractive shopping/entertainment destination	Not Important	45%	48%	43%
	Somewhat Important	33%	31%	36%
	Very Important	22%	22%	21%
Promoting neighborhood as a good place to live	Not Important	6%	7%	5%
	Somewhat Important	27%	27%	29%
	Very Important	67%	67%	66%
Improving trash collection*	Not Important	14%	17%	8%
	Somewhat Important	37%	35%	41%
	Very Important	49%	48%	50%
Increasing home ownership	Not Important	17%	19%	13%
	Somewhat Important	33%	34%	34%
	Very Important	50%	48%	54%
Improving quality of public schools	Not Important	8%	8%	8%
	Somewhat Important	14%	15%	13%
	Very Important	77%	77%	78%

*Significant at the 0.05 level.

NEIGHBORHOOD CHANGES: HOW IMPORTANT TO YOU ARE THE FOLLOWING CHANGED FOR YOUR NEIGHBORHOOD?				
		JSID	JSID by section	
			Section 1 (A&B)	Section 2 (C, D, E&F)
Not allowing bicycles on the sidewalks**	Not Important	56%	66%	44%
	Somewhat Important	28%	22%	35%
	Very Important	16%	12%	21%
Not allowing skateboards in the streets*	Not Important	40%	46%	32%
	Somewhat Important	28%	27%	29%
	Very Important	32%	27%	38%
Better supervision of children and teens**	Not Important	8%	11%	5%
	Somewhat Important	28%	37%	18%
	Very Important	64%	53%	77%
Decreasing number of vacant buildings or homes**	Not Important	13%	17%	7%
	Somewhat Important	31%	25%	37%
	Very Important	57%	58%	57%
Using close-circuit TV cameras in public areas*	Not Important	48%	55%	42%
	Somewhat Important	33%	32%	37%
	Very Important	19%	14%	21%
Increasing the visibility of police	Not Important	10%	13%	7%
	Somewhat Important	30%	28%	35%
	Very Important	60%	59%	59%
Increasing the number of police**	Not Important	11%	15%	5%
	Somewhat Important	36%	35%	39%
	Very Important	53%	50%	56%
Increasing bike patrols*	Not Important	13%	16%	8%
	Somewhat Important	37%	36%	40%
	Very Important	50%	48%	52%
Improving lighting and security at bus stops	Not Important	12%	14%	8%
	Somewhat Important	27%	26%	27%
	Very Important	61%	59%	65%
Better enforcing of housing codes for deteriorated and neglected properties	Not Important	11%	12%	8%
	Somewhat Important	26%	26%	27%
	Very Important	64%	62%	65%
Improving sidewalk lighting for people who are walking*	Not Important	8%	10%	4%
	Somewhat Important	27%	28%	25%
	Very Important	66%	62%	71%
Improving condition of sidewalks	Not Important	8%	10%	6%
	Somewhat Important	34%	38%	31%
	Very Important	58%	52%	64%
Improving signs that indicate directions to destinations (like Central Market) for people who are walking	Not Important	22%	26%	18%
	Somewhat Important	39%	37%	44%
	Very Important	39%	38%	39%

Providing more accessible and affordable parking	Not Important	18%	22%	14%
	Somewhat Important	22%	21%	25%
	Very Important	60%	58%	60%
Improving the frequency and reliability of public transportation*	Not Important	19%	23%	12%
	Somewhat Important	37%	35%	42%
	Very Important	44%	43%	46%
Reducing the amount of traffic congestion*	Not Important	16%	20%	10%
	Somewhat Important	39%	39%	40%
	Very Important	45%	41%	51%
Improving parks and recreational facilities	Not Important	10%	11%	10%
	Somewhat Important	40%	41%	38%
	Very Important	51%	48%	53%
Increase the number of parks and recreational facilities*	Not Important	22%	26%	16%
	Somewhat Important	39%	38%	41%
	Very Important	39%	36%	43%
Increase the number of grocery stores/corner stores**	Not Important	39%	45%	33%
	Somewhat Important	35%	29%	45%
	Very Important	26%	26%	22%
Increase the number of retail stores**	Not Important	47%	55%	37%
	Somewhat Important	35%	26%	46%
	Very Important	18%	19%	17%
Increase the quality of retail merchandise**	Not Important	38%	44%	30%
	Somewhat Important	39%	33%	48%
	Very Important	23%	23%	21%
Increase the number accessible supervised recreational programs and activities centers for juveniles*	Not Important	12%	15%	10%
	Somewhat Important	29%	32%	26%
	Very Important	58%	53%	65%
Add a movie theater	Not Important	43%	48%	38%
	Somewhat Important	27%	24%	30%
	Very Important	30%	29%	32%
Increase the number of restaurants	Not Important	49%	52%	44%
	Somewhat Important	35%	32%	42%
	Very Important	15%	17%	14%
Increase the number of coffee houses	Not Important	55%	56%	54%
	Somewhat Important	29%	26%	33%
	Very Important	16%	18%	13%

**Significant at the 0.01 level

*Significant at the 0.05 level.

NEIGHBORHOOD SENTIMENT: HOW MUCH DO YOU AGREE WITH THE FOLLWING STATEMENTS?				
		JSID	JSID by section	
			Section 1 (A&B)	Section 2 (C, D, E&F)
At night, I always feel safe being outdoors in my neighborhood	Strongly Disagree	12%	11%	14%
	Disagree	27%	24%	31%
	Agree	46%	48%	41%
	Strongly Agree	15%	17%	13%
	Don't Know	0%	0%	1%
People are willing to help their neighbors**	Strongly Disagree	5%	4%	8%
	Disagree	19%	15%	20%
	Agree	54%	55%	55%
	Strongly Agree	21%	26%	14%
	Don't Know	2%	1%	3%
People in this neighborhood generally get along with each other**	Strongly Disagree	3%	2%	4%
	Disagree	14%	8%	19%
	Agree	62%	63%	64%
	Strongly Agree	19%	25%	12%
	Don't Know	2%	2%	1%
This is a close-knit neighborhood	Strongly Disagree	9%	8%	10%
	Disagree	42%	39%	46%
	Agree	36%	37%	35%
	Strongly Agree	11%	14%	7%
	Don't Know	2%	2%	2%
People in this neighborhood can be trusted**	Strongly Disagree	9%	6%	14%
	Disagree	25%	20%	32%
	Agree	51%	54%	46%
	Strongly Agree	12%	17%	6%
	Don't Know	3%	3%	3%
When I run into my neighbors on the street , I often chat with them	Strongly Disagree	6%	7%	5%
	Disagree	24%	22%	27%
	Agree	48%	44%	51%
	Strongly Agree	23%	27%	17%
	Don't Know	0%	0%	0%
I would feel comfortable lending a tool to a neighbor**	Strongly Disagree	5%	3%	7%
	Disagree	18%	14%	22%
	Agree	50%	49%	57%
	Strongly Agree	29%	33%	13%
	Don't Know	0%	1%	1%
I am very satisfied living in this neighborhood**	Strongly Disagree	6%	3%	8%
	Disagree	15%	12%	20%
	Agree	50%	46%	54%
	Strongly Agree	29%	38%	17%
	Don't Know	0%	0%	0%

**Significant at the 0.01 level

POLICE VISIBILITY: SINCE JANUARY OF THIS YEAR (2003), HAVE YOU SEEN...?				
		JSID	JSID by section	
			Section 1 (A&B)	Section 2 (C, D, E&F)
A police car driving through your neighborhood	Yes	96%	95%	98%
	No	3%	5%	2%
A police officer walking around in your neighborhood*	Yes	45%	41%	52%
	No	55%	59%	48%
A police officer patrolling in the alleys or in the back of buildings*	Yes	43%	38%	50%
	No	57%	62%	50%
A police officer having a friendly conversation with people in your neighborhood	Yes	48%	46%	51%
	No	52%	54%	49%
A police officer patrolling your neighborhood on bicycle**	Yes	74%	80%	66%
	No	26%	19%	35%

**Significant at the 0.01 level

*Significant at the 0.05 level.

QUALITY OF POLICE SERVICES: HOW MUCH DO YOU AGREE WITH THE FOLLOWING STATEMENTS?				
		JSID	JSID by section	
			Section 1 (A&B)	Section 2 (C, D, E&F)
I am satisfied with police services in this neighborhood	Strongly Disagree	3%	2%	5%
	Disagree	20%	19%	19%
	Agree	62%	65%	62%
	Strongly Agree	12%	11%	13%
	Don't Know	2%	2%	1%
I believe that police try to help people in this neighborhood solve problems	Strongly Disagree	3%	2%	5%
	Disagree	14%	13%	16%
	Agree	67%	66%	69%
	Strongly Agree	13%	14%	10%
	Don't Know	3%	4%	1%
The police presence in this neighborhood makes me feel safe	Strongly Disagree	5%	5%	6%
	Disagree	28%	29%	26%
	Agree	53%	53%	54%
	Strongly Agree	12%	11%	14%
	Don't Know	1%	2%	1%
An adequate portion of the city budget is spent in this neighborhood*	Strongly Disagree	13%	8%	18%
	Disagree	32%	30%	33%
	Agree	33%	36%	27%
	Strongly Agree	4%	4%	4%
	Don't Know	20%	22%	19%

The police are responsive to requests for help from the people in this neighborhood	Strongly Disagree	3%	3%	4%
	Disagree	18%	20%	15%
	Agree	64%	60%	70%
	Strongly Agree	11%	13%	8%
	Don't Know	4%	5%	3%
I believe the police go beyond the call of duty to help people in this neighborhood*	Strongly Disagree	8%	6%	11%
	Disagree	39%	39%	40%
	Agree	39%	38%	39%
	Strongly Agree	7%	7%	6%
	Don't Know	8%	11%	4%
I feel police harass people in this neighborhood even when they are doing nothing wrong*	Strongly Disagree	33%	39%	26%
	Disagree	48%	45%	53%
	Agree	10%	7%	12%
	Strongly Agree	4%	3%	5%
	Don't Know	5%	6%	4%
I believe Lancaster City Police Department is willing to listen to complaints about inappropriate behavior by police officers	Strongly Disagree	7%	6%	10%
	Disagree	17%	16%	17%
	Agree	51%	55%	48%
	Strongly Agree	8%	8%	7%
	Don't Know	17%	15%	19%
I believe that the police in this neighborhood try to be equally fair to persons of all races	Strongly Disagree	5%	4%	7%
	Disagree	14%	15%	13%
	Agree	58%	58%	59%
	Strongly Agree	14%	14%	13%
	Don't Know	9%	10%	7%

*Significant at the 0.05 level.

POLICE CONTACT				
		JSID	JSID by section	
			Section 1 (A&B)	Section 2 (C, D, E&F)
Since January of this year (2003), have you had any personal contact with the police in your neighborhood for any reason?	Yes	42%	41%	45%
	No	58%	59%	55%
Did you initiate the contact, or did the police?	Respondent	74%	71%	79%
	Police	26%	30%	21%

**Significant at the 0.01 level.

TYPE OF POLICE CONTACT: DID YOUR CONTACT INCLUDE...?				
		JSID	JSID by section	
			Section 1 (A&B)	Section 2 (C, D, E&F)
A casual conversation with an officer	Yes	59%	60%	57%
	No	42%	40%	43%
The police responding to your call for service	Yes	63%	60%	68%
	No	37%	40%	32%
You reporting a crime to the police	Yes	48%	47%	48%
	No	52%	53%	52%
You informing the police about a problem in the neighborhood	Yes	59%	59%	61%
	No	41%	41%	39%
You asking the police for information or advice**	Yes	40%	48%	26%
	No	61%	53%	74%
Speaking with the police at a neighborhood meeting	Yes	12%	16%	8%
	No	88%	84%	92%
The police warning, arresting, or citing you	Yes	11%	12%	8%
	No	89%	87%	92%

**Significant at the 0.01 level.

POLICE DEMONSTRATION: ON A SCALE OF 1 TO 5...? (Mean Score)			
	JSID	JSID by section	
		Section 1 (A&B)	Section 2 (C, D, E&F)
How unfriendly or friendly were the police with [1] being unfriendly to [5] being friendly	3.83	3.86	3.79
How rude or courteous were the police with [1] being rude to [5] being courteous	3.88	3.98	3.79
How uninterested or interested were the police with [1] being uninterested to [5] being interested	3.73	3.82	3.59
How disrespectful or respectful were the police with [1] being disrespectful to [5] being respectful	4.03	4.17	3.89
How incompetent or competent were the police with [1] being incompetent to [5] being competent	3.94	3.99	3.96
How intolerant or tolerant were the police with [1] being intolerant to [5] being tolerant	3.86	3.96	3.71
How unfair or fair were the police with [1] being unfair to [5] being fair	3.96	4.06	3.88

CONTACT SATISFACTION				
		JSID	JSID by section	
			Section 1 (A&B)	Section 2 (C, D, E&F)
How satisfied were you with this contact with police?	Very satisfied	26%	27%	28%
	Satisfied	54%	51%	55%
	Unsatisfied	13%	14%	11%
	Very unsatisfied	6%	8%	6%

FAMILIARITY WITH JSID AND BIKE AMBASSADORS				
		JSID	JSID by section	
			Section 1 (A & B)	Section 2 (C, D, E & F)
Have you heard of the James Street Improvement District?***	Yes	58%	71%	40%
	No	43%	29%	60%
Prior to my telling you about JSID ambassadors, were you aware that the JSID was providing these ambassadors?***	Yes	44%	54%	33%
	No	56%	46%	66%
How often do you see JSID ambassadors in this neighborhood?*	Often	31%	36%	26%
	Sometimes	29%	30%	26%
	Rarely	16%	13%	20%
	Never	23%	20%	28%
Prior to my telling you about the JSID ambassadors, how familiar were you with what the JSID ambassadors do?	Very familiar	11%	13%	10%
	Familiar	24%	27%	20%
	Not very familiar	25%	25%	24%
	Not at all familiar	40%	35%	47%

**Significant at the 0.01 level

*Significant at the 0.05 level.

CRIME CHANGE				
		JSID	JSID by section	
			Section 1 (A&B)	Section 2 (C, D, E&F)
In the past year or so, has the amount of crime in your neighborhood...?	Decreased	20%	21%	20%
	Stayed the Same	68%	66%	71%
	Increased	12%	13%	10%

CRIMES AND DISORDERS: HOW BIG OF A PROBLEM ARE THE FOLLOWING CONDITIONS IN YOUR NEIGHBORHOOD?				
		JSID	JSID by section	
			Section 1 (A&B)	Section 2 (C, D, E&F)
Groups of people hanging around on corners or streets*	No Problem	41%	50%	28%
	Some Problem	41%	38%	47%
	Big Problem	18%	12%	25%

Illegal drug sales and use*	No Problem	43%	54%	28%
	Some Problem	38%	35%	42%
	Big Problem	19%	11%	30%
Vandalism (such as people breaking windows or keying cars)*	No Problem	36%	41%	29%
	Some Problem	44%	46%	43%
	Big Problem	20%	14%	29%
Noisy neighbors (such as people who play loud music)*	No Problem	43%	50%	34%
	Some Problem	33%	32%	34%
	Big Problem	24%	18%	33%
People drinking alcohol in public places (such as streets, corners or playgrounds)*	No Problem	54%	65%	39%
	Some Problem	33%	27%	42%
	Big Problem	14%	9%	19%
Trash or litter on streets or sidewalks*	No Problem	25%	29%	22%
	Some Problem	44%	49%	39%
	Big Problem	31%	22%	40%
Vacant lots filled with trash or junk*	No Problem	58%	72%	41%
	Some Problem	29%	22%	38%
	Big Problem	13%	6%	21%
Noisy cars*	No Problem	26%	31%	20%
	Some Problem	39%	42%	35%
	Big Problem	35%	28%	44%
People stealing items from inside cars*	No Problem	49%	55%	41%
	Some Problem	38%	36%	40%
	Big Problem	13%	8%	19%
Disorderly bar patrons	No Problem	64%	67%	59%
	Some Problem	26%	23%	30%
	Big Problem	10%	10%	11%
Disorderly college students*	No Problem	66%	53%	83%
	Some Problem	23%	33%	9%
	Big Problem	11%	14%	8%
Gun shots*	No Problem	72%	83%	59%
	Some Problem	21%	14%	31%
	Big Problem	7%	3%	11%
People committing violent against their family members*	No Problem	70%	81%	56%
	Some Problem	23%	16%	32%
	Big Problem	8%	3%	12%
Prostitution*	No Problem	83%	89%	75%
	Some Problem	12%	9%	16%
	Big Problem	5%	2%	8%

*Significant at the 0.05 level.

Appendix D: Demographic Data

DEOMGRAPHIC DATA				
		JSID	JSID by section	
			Section 1 (A&B)	Section 2 (C, D, E&F)
Age*	18-25	24%	28%	19%
	16-35	24%	22%	28%
	36-45	19%	15%	23%
	46-55	15%	13%	17%
	56-65	8%	10%	5%
	65 or older	10%	12%	8%
Educational attainment**	Less than a High School Diploma	9%	4%	14%
	High School Diploma	29%	21%	39%
	Some College or Advanced Training	33%	37%	29%
	Bachelors Degree	17%	22%	12%
	Advanced Degree	11%	16%	6%
How long have you lived in this neighborhood**	Less than a Year	19%	17%	20%
	One to Two Years	21%	17%	26%
	Three to Five Years	19%	17%	21%
	More than Five Years	42%	49%	33%
Do you rent or own this property**	Rent	51%	44%	61%
	Own	49%	56%	40%
With which racial or ethnic group do you most closely identify yourself**	White, non-Hispanic	70%	84%	54%
	Black/African American	9%	5%	15%
	Hispanic/Latino	15%	7%	24%
	Asian or Pacific Islander	4%	2%	4%
	Other	3%	3%	2%
What is your employment status**	Full-time	52%	51%	53%
	Part-time	14%	14%	13%
	Not employed	6%	4%	7%
	Retired	12%	13%	10%
	Student	13%	17%	8%
	Stay-at-home parent	5%	2%	10%
Respondents Sex	Male	44%	45%	41%
	Female	56%	55%	59%

**Significant at the 0.01 level

*Significant at the 0.05 level.