

LANCASTER *Crime Reduction Initiatives for the Next Generation*

CRIME COMMISSION



**LANCASTER NEIGHBORHOODS:
PERCEPTIONS OF DISORDER,
CRIME, AND COMMUNITY LIFE**

A SURVEY OF LANCASTER, PENNSYLVANIA

CONDUCTED FOR THE LANCASTER CRIME COMMISSION

BY THE 2001–2002 SERVICE LEARNING COLLABORATIONS PROGRAM

LANCASTER, PENNSYLVANIA

AUGUST 2002



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Background to the Survey

In August 2000, Mayor Charles Smithgall created the Lancaster Crime Commission and charged it with exploring ways of making the City of Lancaster safer. After six months of study, the Commission issued its first report and recommended that the “fixing broken windows strategy” offered the “the best hope for success in Lancaster” (*Initial Report 2001:6*).

Based upon the work of Harvard Professor James Q. Wilson and Rutgers Professor, George Kelling,¹ the broken windows theory views urban disorder, crime, and neighborhood decline as interrelated in simple if ominous ways. Disorder in urban neighborhoods, Kelling and Wilson argue, leads to fear, which, in turn, leads to urban flight, declining property values, neighborhood instability and further disorder. Urban dwellers who cannot afford to flee to the suburbs either become prisoners in their houses or curtail their behavior by going out only during the day, for example. Meanwhile, neighbors become estranged from each other as once clean and orderly neighborhoods become peppered with boarded-up houses and graffiti-covered walls while loud, unruly teenagers intimidate passers-by. These

conditions signal a breakdown in social control and provide a context in which criminal activity flourishes.

Dealing with crime under the broken windows theory means dealing with disorder by maintaining or rebuilding strong and safe neighborhoods. Rather than having police merely respond to calls for help—the 911 model—the broken windows theory calls for community policing strategies. By working their beats and establishing more open lines of communication, police get to know neighbors and community leaders and help them to establish and enforce acceptable norms of public behavior. Additionally, community police help residents address neighborhood problems by calling on appropriate city housing, sanitation and other authorities when necessary. Research has shown that when community-policing officers walk the beat in neighborhoods, levels of disorder and incivility decline, and citizens feel safer. Perhaps most importantly, Kelling and Sousa discovered in their study of New York City that when police target seemingly lesser problems of disorder, more serious crime goes down as well.²

“...THE BROKEN WINDOWS

THEORY VIEWS URBAN DISORDER,
CRIME, AND NEIGHBORHOOD

DECLINE AS INTERRELATED IN
SIMPLE IF OMINOUS WAYS.”

Background to the Survey *(continued)*

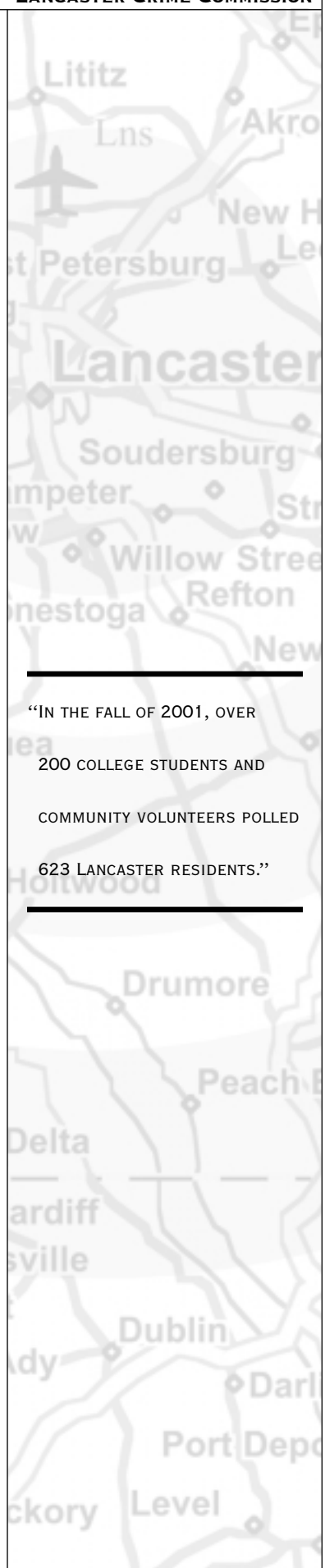
Given their adoption of this approach, the Crime Commission's *Initial Report* laid out a strategy that "[E]mpowers communities to make neighborhoods safe by focusing all crime-fighting efforts on a combination of: zero tolerance for crime and disorder, an emphasis on personal as well as collective responsibility, coordination of policing and prevention at the neighborhood level." The keys to success are the "active collaboration of public and private institutions in a comprehensive crime fighting effort" (P. 6).

The Research Committee of the Crime Commission decided that systematic study was needed to establish a base line against which to measure Lancaster's progress in its efforts to control disorder, fight crime, and to maintain the strong and safe neighborhoods that have always been the city's pride. Through a survey of over 600 Lancastrians, the committee sought answers to the following questions:

- How much disorder do Lancaster residents perceive?
- What problems do they worry about, and how fearful are they?

- How safe do they feel in their neighborhoods and to what extent do they trust their neighbors?
- How satisfied are they with the performance of the Lancaster Police Department?
- What accounts for the variation in attitudes?

The questions employed in this survey were drawn from past research that has used standardized questions to gauge residents' perceptions of disorder, crime, neighborhood satisfaction, fear, and police performance.³ Working with the Research Committee of the Lancaster Crime Commission, a team of professors and students from Franklin and Marshall College and Millersville University developed and pilot tested a questionnaire in the spring of 2001. During the summer of that year, the final questionnaire was drafted and a sample was drawn that allowed comparisons to be made among four geographic quadrants of the city, roughly delineated north and south by King Street and east and west by Prince Street. In the fall of 2001, over 200 college students and community volunteers polled 623 Lancaster residents.⁴



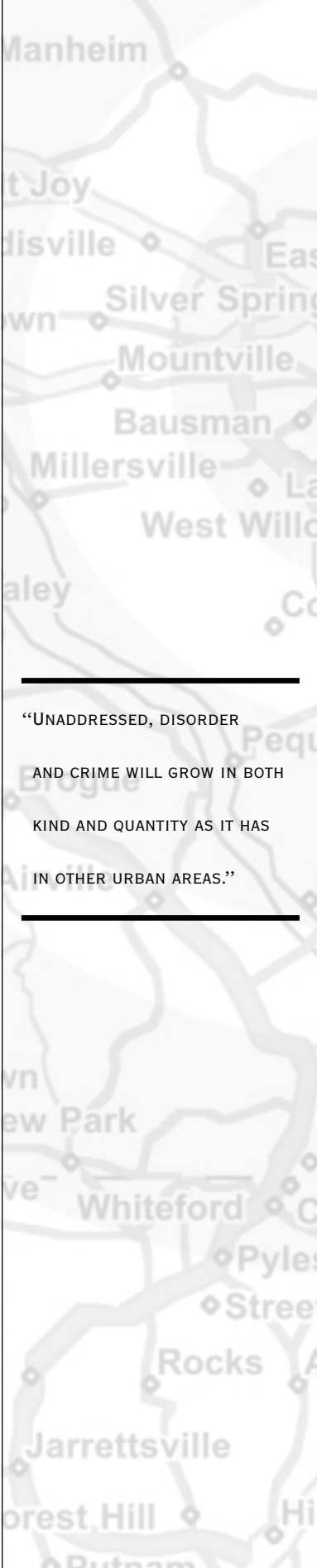
"IN THE FALL OF 2001, OVER
200 COLLEGE STUDENTS AND
COMMUNITY VOLUNTEERS POLLED
623 LANCASTER RESIDENTS."

¹ See James Q. Wilson and George L. Kelling, "Broken Windows," *The Atlantic Monthly*, March 1982, James Q. Wilson and George L. Kelling, "Making Neighborhoods Safe," *The Atlantic Monthly*, February 1989, George Kelling and Catherine Coles, *Fixing Broken Windows* (New York: Free Press, 1996), George Kelling and Catherine Coles, "The Promise of Public Order," *The Atlantic Monthly*, January 1997.

² George L. Kelling and William H. Sousa, Jr., "Do Police Matter? An Analysis of the Impact of New York City's Police Reforms," Executive Summary, Manhattan Institute, December 2001. Civic Report 22 available in pdf format from http://www.manhattan-institute.org/html/cr_22.htm

³ See Wesley Skogan, *Disorder and Decline*.

⁴ See the Methodological Appendix for details.



Major Findings

Before presenting the findings of this survey, it is important to make two things clear. First, this survey measures residents’ perceptions of disorder and crime in their neighborhoods, not necessarily actual levels of disorder or occurrences of crime. The goal of this survey was to learn what types of crime and disorder concern people and to what extent. Second, we will report interrelationships among such things as perceptions of disorder, fear of crime, perceptions of increasing crime and neighborhood dissatisfaction. However, based on this survey, we cannot say what the causes of those phenomena are.

1. What types of disorder do Lancaster residents see as “big problems?”

As Table 1 indicates, of the seventeen types of disorder the survey questioned residents about, the six most often chosen as “some problem” or a “big problem” are: illegal drug sales and use, noisy neighbors, loitering, vandalism, litter and noisy cars. Disorders such as these

do not go away if they are ignored. Unless steps are undertaken to get at the root of these perceptions, more people will become frustrated, more will move, and more will become fearful. Unaddressed, disorder and crime will grow in both kind and quantity as it has in other urban areas. Productive efforts to combat such disorders have led cities across the nation to establish community-policing programs and to implement strategies to maintain healthy communities.

Dealing with disorder should be a top priority not merely to keep the lid on crime, but to make Lancaster a place where people feel safe and secure in orderly neighborhoods—neighborhoods filled with trustworthy people who will respond when called upon to help others. The final section of this report, **Next Steps for the Crime Commission, Public Officials and Citizens**, provides concrete suggestions arising from the findings of the survey.

“UNADDRESSED, DISORDER AND CRIME WILL GROW IN BOTH KIND AND QUANTITY AS IT HAS IN OTHER URBAN AREAS.”

TABLE 1

Respondents’ Assessment of Extent to Which Types of Disorder are a Problem (by percentage of respondents)

INDICATOR OF DISORDER	BIG PROBLEM %	SOME PROBLEM %	NO PROBLEM %
NOISY CARS	27	39	34
LITTER	25	36	40
VANDALISM	16	39	45
LOITERING	22	31	47
NOISY NEIGHBORS	18	32	50
ILLEGAL DRUG SALES AND USE	20	24	56
VACANT LOTS WITH JUNK	8	20	71
ABANDONED BUILDINGS	6	20	74
HARASSMENT ON STREETS	8	17	75
GANGS	8	16	76
CAR THEFT	5	16	80
ABANDONED CARS	2	14	83
PICKING POCKETS	3	13	84
PEOPLE OBSTRUCTING FOOT TRAFFIC	5	11	84
PUBLIC URINATION	6	10	84
AGGRESSIVE PANHANDLERS	4	10	86
PROSTITUTES	5	7	88

Major Findings (continued)

2. What kinds of crime concern people in Lancaster?

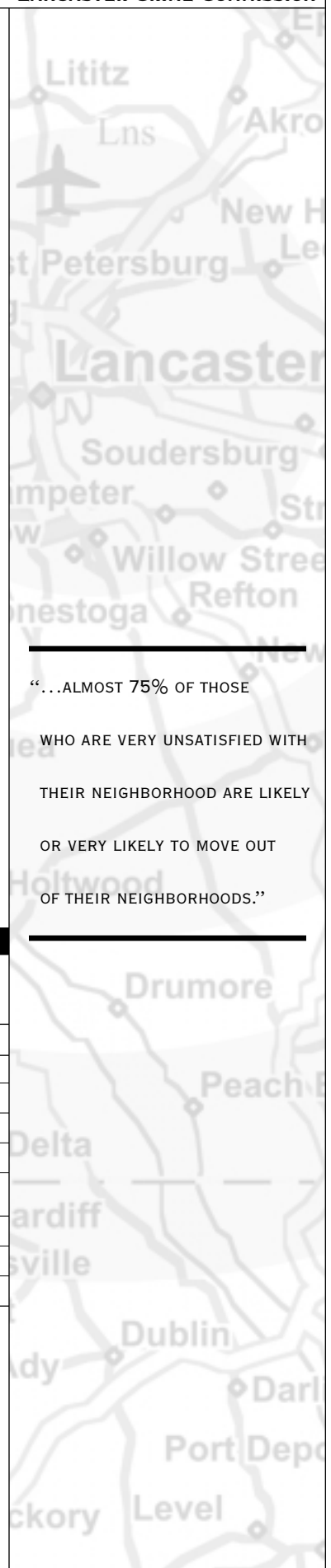
To answer this question, we asked residents about eight kinds of crime that have become problems in urban areas. As shown in Table 2, a majority of residents said that each type of crime was not a problem in their neighborhood. Residents were most likely to identify “stealing items from inside cars” as the crime mostly likely to be a problem in their neighborhoods. Responses to the questions, “How safe do you feel being outside in your neighborhood at night” and “How much crime do you think there is in your neighborhood” also indicate low levels of concern with crime. A minority of respondents (27%) said that they felt somewhat or very unsafe their neighborhoods. Only 8% thought that there was a lot of crime in their neighborhoods.

3. Are Lancaster residents satisfied with their neighborhoods?

Almost 15% are either unsatisfied or very unsatisfied living in their neighborhoods and 16% believe that

the people who live around them are unwilling to help their neighbors. In terms of trends of crime, Lancaster is seen as a place where “lots of crime” occurs by 8% of city residents, and 19% believe crime has increased over the past year.

Satisfaction with the city’s neighborhoods is especially important because our results reveal that the more unsatisfied people are with their neighborhood the more likely they are to move out of the city. As Figure 1 (P. 8) shows, *almost 75% of those who are very unsatisfied with their neighborhood are likely or very likely to move out of their neighborhoods.* On the other hand, among those who are very satisfied with their neighborhoods, almost 80 percent indicate that they are unlikely or very unlikely to move. These data clearly indicate that the Crime Commission was wise in approaching the problem of crime in Lancaster from a perspective that puts fighting disorder and maintaining safe and livable communities at the center of their recommendations.

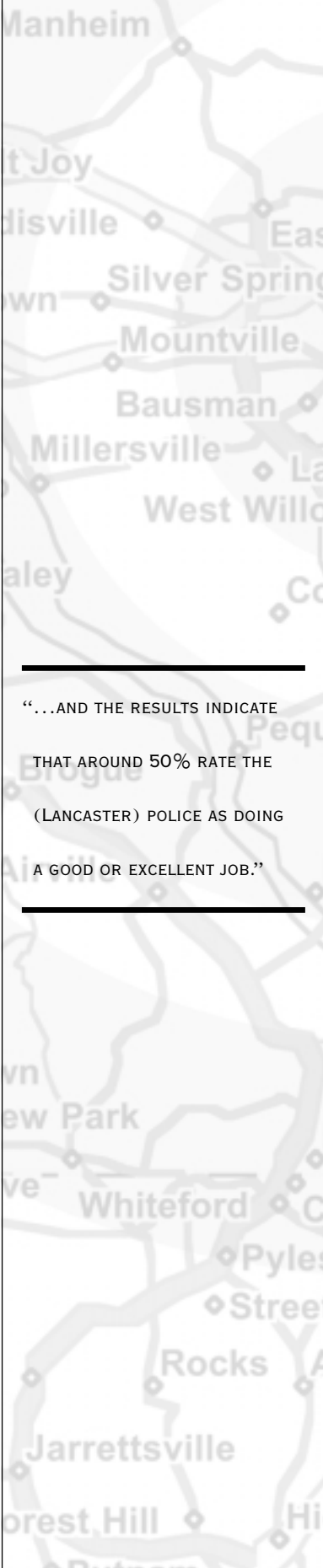


“...ALMOST 75% OF THOSE WHO ARE VERY UNSATISFIED WITH THEIR NEIGHBORHOOD ARE LIKELY OR VERY LIKELY TO MOVE OUT OF THEIR NEIGHBORHOODS.”

TABLE 2

Respondents’ Assessment of Extent to Which Types of Crimes are a Problem (by percentage of respondents)

TYPE OF CRIME	BIG PROBLEM %	SOME PROBLEM %	NO PROBLEM %
STEALING ITEMS FROM INSIDE CARS	11	32	57
PEOPLE BEATING UP/ATTACKING OTHERS	8	18	74
BREAKING INTO HOMES TO STEAL	6	25	70
MUGGERS WHO STEAL/EXTORT	6	16	79
PEOPLE STEALING CARS OR TAKING CARS FOR JOY RIDES	5	16	79
VIOLENCE AGAINST FAMILY MEMBERS	5	16	79
RAPE AND SEXUAL ASSAULT	4	7	88
PICKING POCKETS/PURSE SNATCHING	3	13	84



Major Findings *(continued)*

FIGURE 1

Satisfaction with Neighborhood vs. Likelihood of Moving

HOW SATISFIED ARE YOU LIVING IN YOUR NEIGHBORHOOD?
HOW LIKELY IS IT THAT YOU WOULD MOVE OUT OF THIS NEIGHBORHOOD IF YOU COULD AFFORD TO?

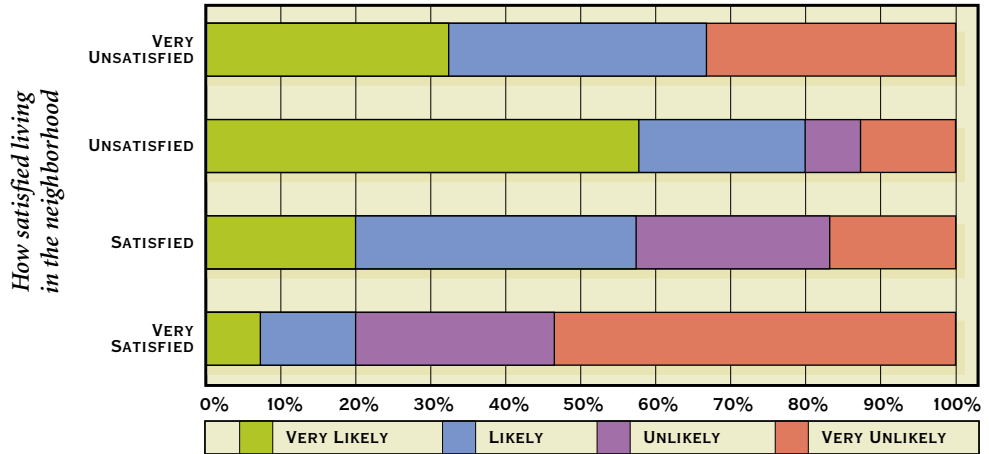


TABLE 3

Respondents' Assessment of Police (by percentage of respondents)

QUESTION	POOR %	FAIR %	GOOD %	EXCELLENT %
HOW GOOD A JOB DO YOU THINK THE POLICE ARE DOING TO PREVENT CRIME IN YOUR NEIGHBORHOOD?	14	35	42	9
HOW GOOD A JOB ARE THE POLICE IN YOUR NEIGHBORHOOD DOING IN KEEPING ORDER ON THE STREETS AND SIDEWALKS?	13	32	45	10
HOW GOOD A JOB ARE THE POLICE DOING IN DEALING WITH THE PROBLEMS THAT REALLY CONCERN PEOPLE IN YOUR NEIGHBORHOOD?	14	33	43	10

“...AND THE RESULTS INDICATE THAT AROUND 50% RATE THE (LANCASTER) POLICE AS DOING A GOOD OR EXCELLENT JOB.”

- Do Lancaster residents believe police are doing a good job?
Three questions tapped people’s satisfaction with the Lancaster Police Department, and the results indicate that around 50% rate the police as doing a good or excellent job with another 30–35% indicating that the police were doing a fair job. Table 3 displays these results.
- Do residents have different concerns depending on where they live?
In comparing our data across the four geographic sections of the city, we found that in the southwest quadrant of the city, perceptions of disorder are greater than in the other three quadrants. Table 4 (P. 9) contrasts the percentage of respondents from the southwest

who characterize each of six indicators of disorder as “big problems” with the percentage from the rest of the city who view them as big problems.

The southwest area also has the lowest percentage of people indicating that they can trust their neighbors (61%) and the largest percentage claiming that crime had increased in their neighborhood (23%). Residents of the southwest quadrant were also most likely to say that they were not satisfied living in their neighborhood (22%).

In contrast, residents of the southeast quadrant are more likely than any other quadrant to say that their neighborhood is close knit (72%) and that people are willing to help their neighbors (89%).

Major Findings (continued)

TABLE 4

Percentage of Respondents Who View Disorder as a “Big Problem”

INDICATOR OF DISORDER	SOUTHWEST %	REST OF CITY %
PEOPLE HANGING AROUND ON STREET CORNERS	36	17
ILLEGAL DRUG SALES AND USE	31	16
VANDALISM (BREAKING WINDOWS, GRAFFITI, DAMAGING CARS)	21	14
PEOPLE DRINKING IN PUBLIC PLACES	20	9
GANGS	12	7

TABLE 5

Percentage of Respondents within Each Quadrant Who Say Police are Doing a Poor Job

MEASURE OF POLICE PERFORMANCE	NORTHWEST %	NORTHEAST %	SOUTHWEST %	SOUTHEAST %
PREVENTING CRIME	11	10	17	18
KEEPING ORDER ON THE STREETS AND SIDEWALKS	13	8	15	16
DEALING WITH PROBLEMS THAT REALLY CONCERN PEOPLE	12	6	16	17

At the same time, the largest percentage of poor ratings of the police came from the southwest and southeast quadrants. While the differences between areas are not alarmingly high, they do suggest that the city administration and the Lancaster Police Department should use these statistics for further study. Table 5 contrasts each quadrant of the city in terms of the percentage of respondents judging police performance on each of the three measures as “poor.”

6. Are there racial, ethnic, gender or age differences in people’s concerns with disorder?

As with almost all other surveys of attitudes toward disorder, we found overall no statistically significant differences when we compared perceptions of disorder across racial, gender, ethnic, or age categories.

7. Are the survey findings consistent with broken windows theory?

To determine the extent to which the survey supports the Lancaster Crime Commission’s decision to adopt the broken windows theory, we set forth a series of propositions based on the

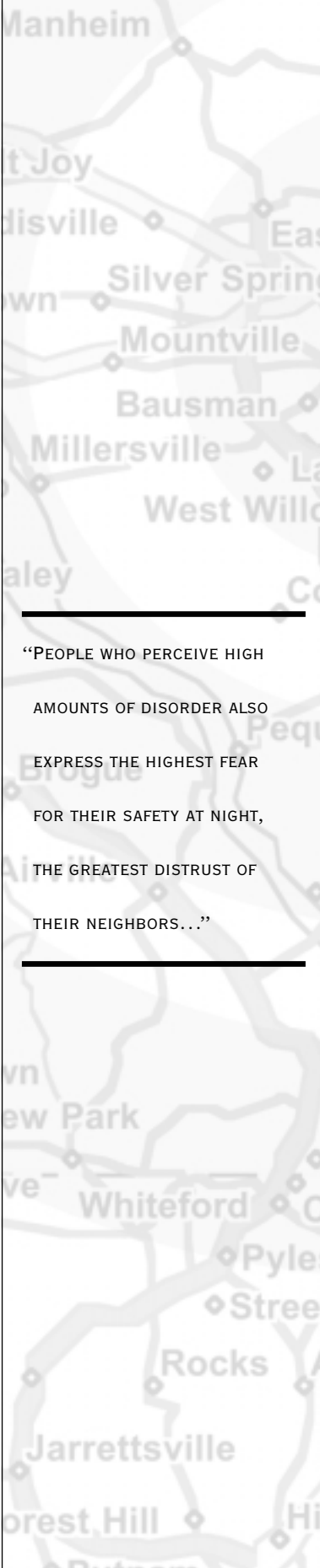
theory and used the data collected through the survey to test them.

For example, the theory suggests that:

- The greater the perception of disorder, the greater the perception of crime;
- The greater the perception of disorder, the greater the fear of being out at night;
- The greater the perception of disorder, the less the belief that people in the neighborhood can be trusted;
- The greater the perception of disorder, the greater the dissatisfaction with one’s neighborhood;
- The greater the perception of disorder, the greater the likelihood to move out of the neighborhood;
- The greater the perception of disorder, the less the satisfaction with police performance.

As the following figures make clear, in each case, our data are consistent with the broken windows theory. First, as shown in Figure 2 (P. 10), perceptions of disorder correlate strongly with perceptions of crime in Lancaster.

“WE FOUND OVERALL NO STATISTICALLY SIGNIFICANT DIFFERENCES WHEN WE COMPARED PERCEPTIONS OF DISORDER ACROSS RACIAL, GENDER, ETHNIC, OR AGE CATEGORIES.”



Major Findings *(continued)*

People who perceive little disorder, perceive little crime; on the other hand, people whose responses indicated that they perceived a great deal of disorder, were also more likely to perceive higher amounts of crime than other Lancaster residents.

Similarly, as the theory predicts, people who perceive high amounts of disorder also express the highest fear for their safety at night, the greatest distrust of their neighbors, and the greatest dissatisfaction with their neighborhood. Figure 3 shows that of those who perceived low levels of disorder, only twelve percent feel very unsafe or

“PEOPLE WHO PERCEIVE HIGH AMOUNTS OF DISORDER ALSO EXPRESS THE HIGHEST FEAR FOR THEIR SAFETY AT NIGHT, THE GREATEST DISTRUST OF THEIR NEIGHBORS...”

FIGURE 2

Average Crime Score by Perception of Disorder

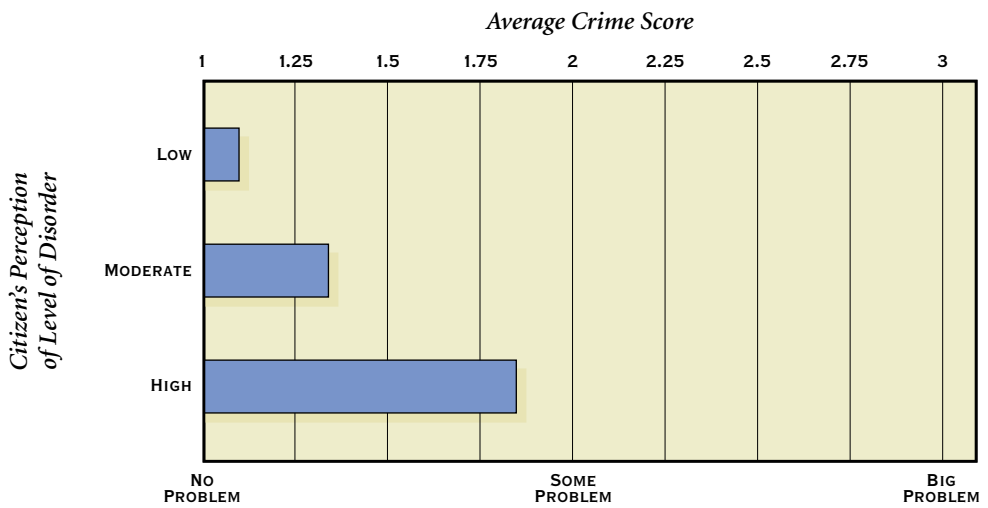
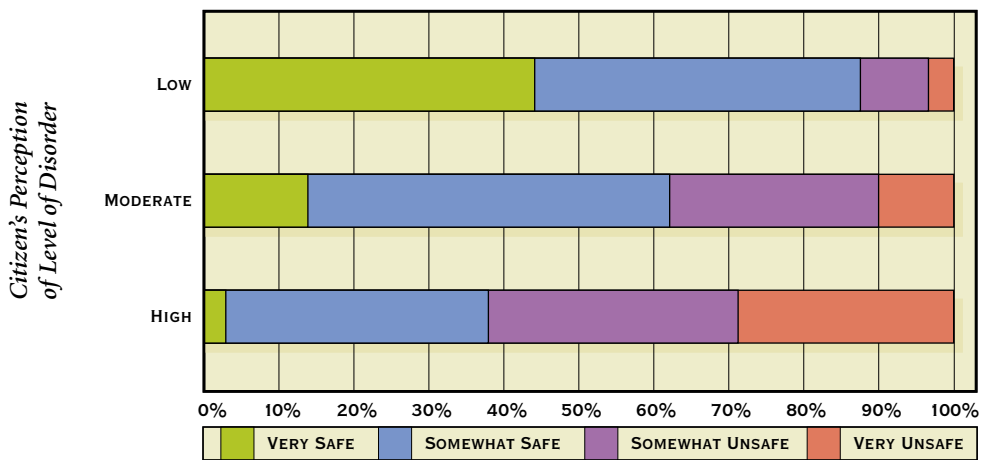


FIGURE 3

Feeling Safe at Night by Perception of Disorder

HOW SAFE DO YOU FEEL BEING OUTSIDE IN YOUR NEIGHBORHOOD AT NIGHT?



Major Findings (continued)

somewhat unsafe being out at night compared to 62 percent for those perceiving high levels of disorder.

Figure 4 reveals that a similar pattern is present when considering who believes that their neighbors can be trusted. In terms of neighborhood satisfaction/dissatisfaction, the evidence supports the

broken windows premise that the greater the perception of disorder, the greater the dissatisfaction with one's neighborhood. Figure 5 shows that of those who perceive low disorder, only 4 percent are dissatisfied with their neighborhoods as opposed to 45 percent from the high disorder group who are dissatisfied.

FIGURE 4

Trust by Perception of Disorder

PEOPLE IN THIS NEIGHBORHOOD CAN BE TRUSTED.

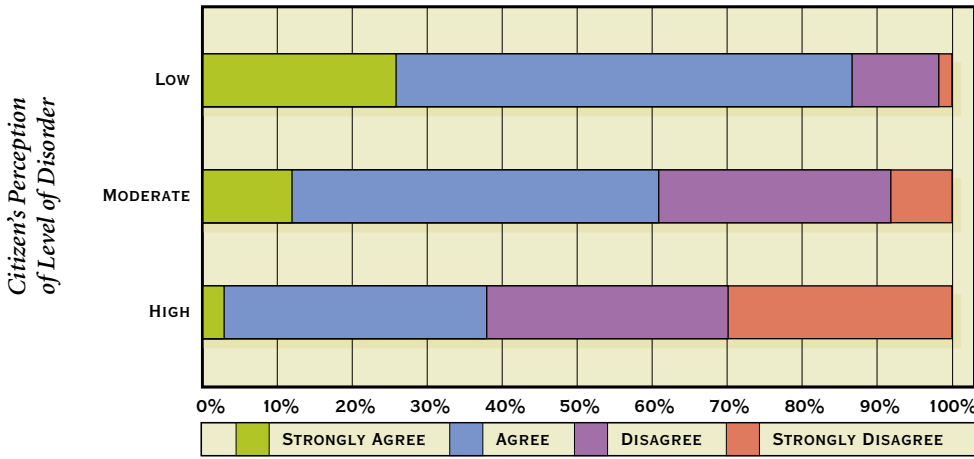
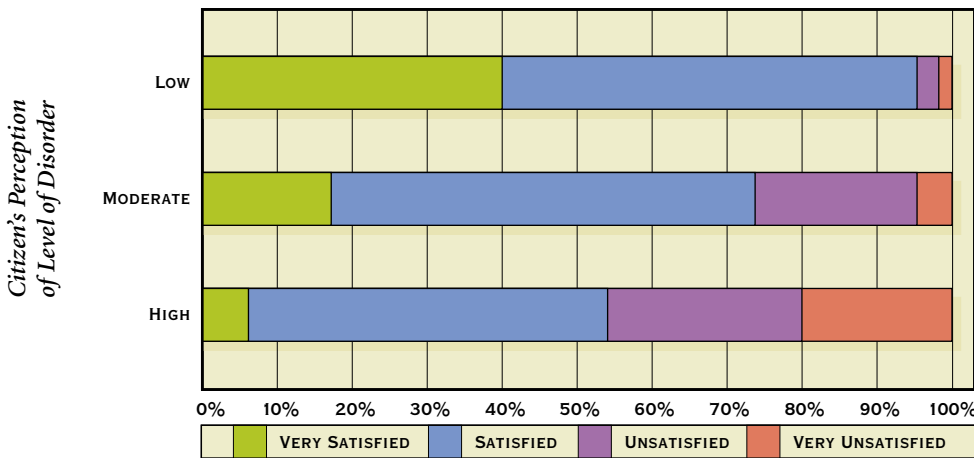


FIGURE 5

Satisfaction with Neighborhood by Perception of Disorder

HOW SATISFIED ARE YOU LIVING IN YOUR NEIGHBORHOOD?



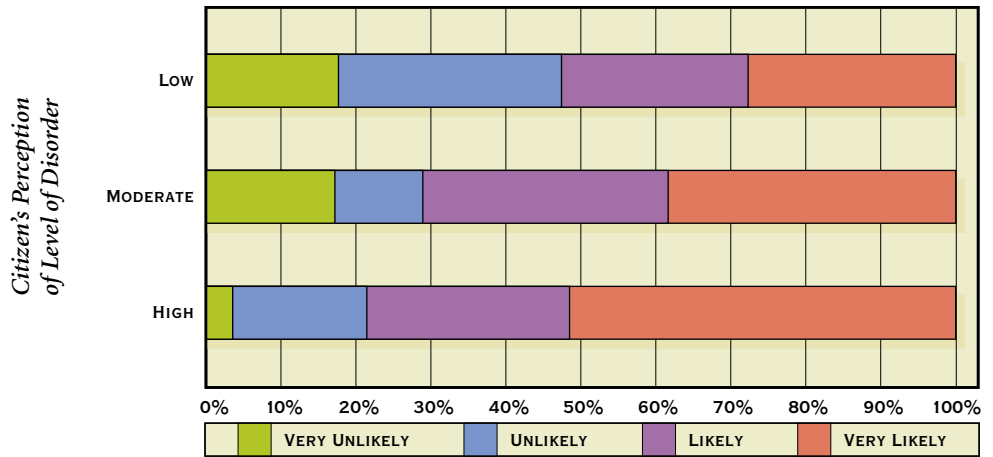
“THE EVIDENCE SUPPORTS THE BROKEN WINDOWS PREMISE THAT THE GREATER THE PERCEPTION OF DISORDER, THE GREATER THE DISSATISFACTION WITH ONE’S NEIGHBORHOOD.”

Major Findings *(continued)*

FIGURE 6

Likelihood of Moving by Perception of Disorder

HOW LIKELY IS IT THAT YOU WOULD MOVE OUT OF THIS NEIGHBORHOOD IF YOU COULD AFFORD TO?



“HIGHER PERCEPTIONS OF DISORDER ARE ALSO ASSOCIATED WITH AN INCREASED DESIRE TO MOVE OUT OF ONE’S NEIGHBORHOOD...”

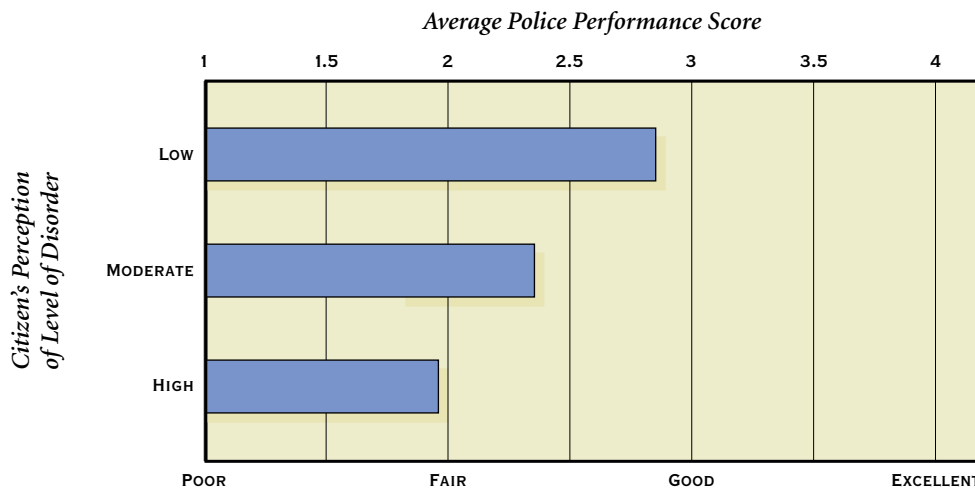
Higher perceptions of disorder are also associated with an increased desire to move out of one’s neighborhood; almost 80 percent of those in the highest disorder group say they would be likely or very likely to move out of their neighborhood if they could. Interestingly, Figure 6 shows that roughly 48 percent of those in the

lowest disorder group say they would be likely or very likely to move out of their neighborhood if they could. However, because people in this group perceive little disorder, trust their neighbors, and are satisfied with their neighborhood, it may be lower taxes or a suburban life style that they desire.

Major Findings (continued)

FIGURE 7

Police Performance Scale by Perception of Disorder



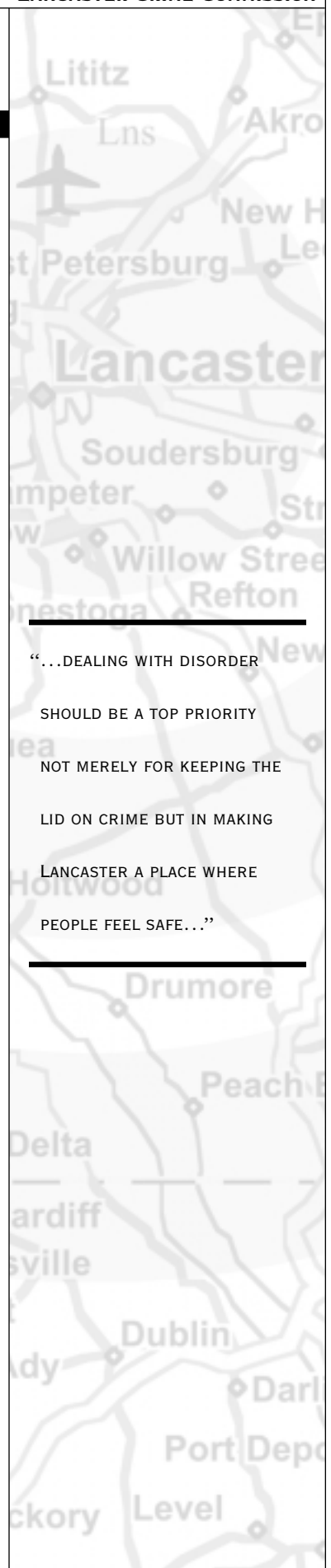
Finally, satisfaction with the Lancaster Police Department is highly correlated with perceptions of disorder as shown in Figure 7. The average rating of police performance for those who perceive low levels of disorder is close to the good rating. On the other hand, the rating for those in the high disorder group is less than fair.

Conclusion

In conclusion, these results cannot “prove” the broken windows theory, which states that greater disorder leads

to actual crime. However, our data do show that perceptions of disorder and crime, fear of crime, neighborhood dissatisfaction, trust in neighbors, and satisfaction with police performance are all interrelated. The inference from these findings should be clear—dealing with disorder should be a top priority not merely for keeping the lid on crime but in making Lancaster a place where people feel safe and secure in orderly neighborhoods filled with people whom they can both trust and call upon in need.

“...DEALING WITH DISORDER SHOULD BE A TOP PRIORITY NOT MERELY FOR KEEPING THE LID ON CRIME BUT IN MAKING LANCASTER A PLACE WHERE PEOPLE FEEL SAFE...”



Next Steps for the Crime Commission, Public Officials and Citizens

This survey was developed through a process model that outlines steps to ensure action plans based on thorough study and analysis. The steps in the model are: Plan–Do–Check–Act. We planned a survey on the basis of the best scholarly research, administered it to a large number of randomly drawn Lancastrians, and analyzed our results. Now is the time for action—and action not merely by those of us involved with the survey nor the Crime Commission itself. The entire Lancaster community needs to act.

What Public and Neighborhood Organizations Might Do:

- Community police officers, city policy makers and neighbors can determine the top issues in various neighborhoods and then decide what other information is needed to further define a problem for targeted action.
- Community policing officers, city policy makers, agencies charged with mitigating disorder and community residents can use this report to design neighborhood specific responses to problems.
- The Council of Neighborhoods can use the quadrant results to help decide

on activities that might best address their neighborhood's concerns.

- After determining who needs to act in order to change current neighborhood conditions, and the cost of doing so, this report can help police and other entities gain funding for intervention measures.
- This report can be used to help develop a campaign to encourage homeowners to stay and renters to buy.

What the Members of the Public Might Do:

In many ways dealing with crime is like fighting fires. When fires break out or crime occurs, police departments and fire departments need to respond. However, just as property owners can take steps to minimize the possibility of fire, citizens can do a lot to reduce disorder, improve neighborliness and thereby enhance the safety of their own neighborhoods. Little things such as just being friendlier neighbors, keeping an eye out, talking about problems sooner than later and building on the good relationships that already exist can be effective.

- Community residents may be able to stabilize their blocks just

“NOW IS THE TIME FOR ACTION...

THE ENTIRE LANCASTER

COMMUNITY NEEDS TO ACT.”

Next Steps for the Crime Commission, Public Officials and Citizens *(continued)*

by talking to their neighbors more, thereby making them feel more welcomed, safe and less likely to leave.

- Community residents can sweep their sidewalks regularly and try to get their neighbors to do so also.
- Neighbors can say “hello” to passersby on their street.
- Community residents can join neighborhood organizations and work on programs not so much to fight crime but to build ties among neighbors of all races and classes.
- Community residents can stay in touch with their neighborhood police officers.

What the Research Committee Might Do:

This survey has provided only a preliminary look at the applicability of the broken window theory to Lancaster City. The data gathered are important as a base line against which to assess future changes in community attitudes. To insure continuity and resources for future projects, the Research Committee recommends that deliberations begin on forming a Public Safety Institute to undertake research on public safety

issues and share its results with policy makers and citizens. The institute would foster collaboration among local professors, students, public officials, other interested professionals and citizens as well as with the Police Department and other agencies. Possible projects include:

- Further studies of the city’s various quadrants in order to improve crime prevention programs and to advance understanding of the broken windows theory.
- A revised follow-up survey in the fall of 2003.
- A study of Lancaster’s Council of Neighborhoods and its subgroups.
- Development and implementation of a youth survey similar to the adult survey.
- Technical support to the Lancaster Council of Neighborhoods and other local groups who wish to do research on neighborhood issues.
- Work with other communities to enable them to conduct similar surveys and obtain comparable data.
- Explore development of a regional consortium of colleges to investigate disorder and crime in small cities.



“...THE RESEARCH COMMITTEE RECOMMENDS ...A PUBLIC SAFETY INSTITUTE TO UNDERTAKE RESEARCH ON PUBLIC SAFETY ISSUES AND SHARE ITS RESULTS WITH POLICY MAKERS AND CITIZENS.”

Appendix 1: Methodology

The Research Committee of the Lancaster Crime Commission, in conjunction with a team of professors and students, designed the survey during spring and summer 2001. They recruited volunteers from Franklin and Marshall College, Millersville University, and the community and trained them to administer the survey to Lancaster City residents at their homes. The volunteers were responsible for attempting to complete surveys of adults at 2,195 addresses in Lancaster City.

The committee selected the addresses to be surveyed using a process known as a simple random cluster sample. First, it delineated the geographic area to include all of Lancaster City's neighborhoods. This area consisted of all of Lancaster City except the areas of the Lancaster County Park south of Chesapeake Street and west of Duke Street as well as all areas of the city north of Liberty Street and an area southeast of Grofftown Road. The survey area also included two small portions of Lancaster Township: northeast of Charles Road between High and Fremont Streets and northwest of East Chestnut Street and Grofftown Road from Broad Street to Ranck Avenue.

It then divided the city into four quadrants with east and west separated by North and South Queen Street, and north and south separated by East and West King Street,

until Old Dorwart Street, and then First Street. It identified each block, as defined by the U.S. Census Bureau, and measured its adult population. The committee excluded institutionalized populations, such as Franklin and Marshall College, Thaddeus Stevens Institute of Technology, the Lancaster Theological Seminary and the Lancaster County Prison. The total population for the areas to be surveyed was 36,187 (U.S. Census Bureau, 2000).

The next step was to divide each quadrant into three, four or five chunks of equal population. The committee chose three chunks from each quadrant, assigned every block within the selected chunks a unique block number and randomly selected the blocks on which to administer the survey. The committee used this process to limit to a manageable number the blocks on which the interviewers would work.

Because there is no accurate listing of all Lancaster City addresses, the committee identified by address each residence on the selected blocks and attempted to exclude vacant or abandoned dwellings. It also contacted the major apartment buildings by phone to obtain a listing of their apartments. The committee then randomly selected 35–40% of the addresses from this list. The sample chosen was distributed as follows:

QUADRANT	BLOCKS	ADDRESSES	SAMPLE CHOSEN
NORTHWEST	21	1595	555
NORTHEAST	32	1470	520
SOUTHWEST	35	1708	600
SOUTHEAST	25	1299	520
TOTAL	113	6072	2195

The addresses were broken down into 10-address lists, which the committee distributed to its volunteer interviewers. Each interviewer made at least three attempts to interview an adult member of the households selected. The interviewers noted refusals, vacancies and language problems on a form that they returned

with their completed interviews. There were some bilingual interviewers who attempted to reach those who were non-English speaking and who had no one in the household available to translate. The interviewers completed interviews with 623 residents which is a response rate of 28%.

Appendix 2: Survey Instrument

Hi, my name is _____. I am conducting a survey in conjunction with the Lancaster Crime Commission and Franklin & Marshall College. The Lancaster Crime Commission is very interested in your opinions regarding conditions in your neighborhood. Your opinions will help the Crime Commission decide the best ways to serve your neighborhood. Your replies will be kept confidential. Would you be willing to answer a few questions about your neighborhood?

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. Would you like to talk here or would it be easier for you if we went inside?
(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.

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.

* The only right answers to the questions are those which best describe and express your own opinions and experiences. Please give only one answer to each question. Since the questions I will be asking may not always express the specific nature of your opinion or experience, please give the answer which is closest to your opinion.

Be frank in your answers. The Crime Commission wants to know what you really think about your neighborhood. Your replies will be kept confidential. The findings will be analyzed only in statistical summaries with over 2000 residents of Lancaster. If there are any questions you are uncomfortable with, please feel free not to answer those questions.

Quadrant _____

Census ID Number _____

Survey Number _____

Interviewer's Number _____

What is your (the interviewer's) sex? 1. Male 2. Female

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

Today's Date _____



Appendix 2: Survey Instrument *(continued)*

Please rate the extent to which the following conditions are a problem in your neighborhood according to the following scale:

[1] No Problem; [2] Some Problem; [3] Big Problem


- | | |
|--|-------------|
| 1. Groups of people hanging around on corners or in streets | [1] [2] [3] |
| 2. Illegal drug sales and use | [1] [2] [3] |
| 3. Vandalism (such as people breaking windows, putting graffiti on buildings, damaging cars) | [1] [2] [3] |
| 4. Noisy neighbors (such as people who play loud music, have late parties, or have noisy quarrels) | [1] [2] [3] |
| 5. Gangs | [1] [2] [3] |
| 6. Abandoned or empty buildings in this area | [1] [2] [3] |
| 7. People drinking alcohol in public places (such as streets, corners, or playgrounds) | [1] [2] [3] |
| 8. Garbage or litter on streets or sidewalks | [1] [2] [3] |
| 9. Vacant lots filled with trash or junk | [1] [2] [3] |
| 10. People who harass others as they walk down the street | [1] [2] [3] |
| 11. Abandoned cars | [1] [2] [3] |
| 12. Dogs (barking loudly, relieving themselves, unleashed, threatening) | [1] [2] [3] |
| 13. Aggressive panhandlers | [1] [2] [3] |
| 14. Public urination | [1] [2] [3] |
| 15. People sitting or lying on sidewalks and obstructing foot traffic | [1] [2] [3] |
| 16. Prostitutes | [1] [2] [3] |
| 17. Noisy cars | [1] [2] [3] |
| 18. People breaking in or sneaking into homes to steal things | [1] [2] [3] |
| 19. People beating up or attacking others | [1] [2] [3] |
| 20. People committing rape or sexual assault | [1] [2] [3] |
| 21. Muggers (people forcing others to give up their money, jewelry, purses, or wallets) | [1] [2] [3] |

Appendix 2: Survey Instrument (continued)

- | | |
|--|--|
| <p>22. People picking pockets, purse snatching, or removing packages out of someone’s hands</p> | <p>[1] [2] [3]</p> |
| <p>23. People committing violent acts against their own family members</p> | <p>[1] [2] [3]</p> |
| <p>24. People stealing cars or taking cars for joy rides without permission from the owner</p> | <p>[1] [2] [3]</p> |
| <p>25. People stealing items from inside cars</p> | <p>[1] [2] [3]</p> |
| <p>26. How safe do you feel being outside in your neighborhood at night?</p> <ol style="list-style-type: none"> 1. Very safe 2. Somewhat safe 3. Somewhat unsafe 4. Very unsafe <p>For the following questions, please indicate the extent to which you agree with the following statements.</p> | <p>31. About how many times a month do you engage in a social activity with one or more of your neighbors?</p> <ol style="list-style-type: none"> 1. 0 2. 1–2 3. 3–4 4. 5 or more |
| <p>27. People around here are willing to help their neighbors.</p> <ol style="list-style-type: none"> 1. Strongly agree 2. Agree 3. Disagree 4. Strongly disagree | <p>32. How often do you chat with your neighbors when you run into them on the street?</p> <ol style="list-style-type: none"> 1. Often 2. Sometimes 3. Rarely 4. Never |
| <p>28. People in this neighborhood generally get along with each other.</p> <ol style="list-style-type: none"> 1. Strongly agree 2. Agree 3. Disagree 4. Strongly disagree | <p>33. How difficult is it to tell a stranger in this neighborhood from someone who lives here?</p> <ol style="list-style-type: none"> 1. Very difficult 2. Difficult 3. Easy 4. Very easy |
| <p>29. This is a close knit neighborhood.</p> <ol style="list-style-type: none"> 1. Strongly agree 2. Agree 3. Disagree 4. Strongly disagree | <p>34. How satisfied are you living in your neighborhood?</p> <ol style="list-style-type: none"> 1. Very satisfied 2. Satisfied 3. Unsatisfied 4. Very unsatisfied |
| <p>30. People in this neighborhood can be trusted.</p> <ol style="list-style-type: none"> 1. Strongly agree 2. Agree 3. Disagree 4. Strongly disagree | |



Appendix 2: Survey Instrument *(continued)*

- 
35. How likely is it that you would move out of this neighborhood if you could afford to?
1. Very likely
 2. Likely
 3. Unlikely
 4. Very unlikely
36. How much crime would you say there is in your own immediate neighborhood?
1. No crime
 2. A little crime
 3. Some crime
 4. A lot of crime
37. In the past year or so, has the amount of crime in your neighborhood...?
1. Decreased
 2. Stayed the same
 3. Increased
38. How good a job do you think the police are doing to prevent crime in your neighborhood?
1. Poor
 2. Fair
 3. Good
 4. Excellent
39. How good a job are the police in your neighborhood doing in keeping order on the streets and sidewalks?
1. Poor
 2. Fair
 3. Good
 4. Excellent
40. How good a job are the police doing in dealing with the problems that really concern people in your neighborhood?
1. Poor
 2. Fair
 3. Good
 4. Excellent
 5. This neighborhood has no problems

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

41. What is your age?
1. 18–25
 2. 26–35
 3. 36–45
 4. 46–55
 5. 56–65
 6. 65 or older
42. What is your highest educational attainment?
1. Less than a high school diploma
 2. High school diploma
 3. Some college or advanced training
 4. Bachelors degree
 5. Advanced degree
43. How long have you lived in this neighborhood?
[Don't read responses]
1. Less than a year
 2. Between one and two years
 3. Between two and five years
 4. More than five years
44. Do you rent or own this property?
[Don't read responses]
1. Rent
 2. Own
45. With which racial or ethnic group do you most closely identify yourself?
1. Asian or Pacific Islander
 2. Hispanic
 3. Black
 4. White, non-Hispanic
 5. Native American
(American Indian or Eskimo)
 6. Other (please specify: _____)

Thank you for your help. These results will be available to the public in statistical form once the study is completed.

Appendix 3: Survey Response Summary

I. Demographic Variables

Who did the survey reach? The survey design divided the city into quadrants. Representative samples were then selected from each quadrant. The distribution of respondents across Lancaster City by quadrant is as follows:

SURVEYED POPULATION BY QUADRANT

QUADRANT	FREQUENCY	PERCENT	CUMULATIVE PERCENT
NORTHWEST	162	26	26
NORTHEAST	169	27	53
SOUTHWEST	174	28	81
SOUTHEAST	118	19	100
TOTAL	623	100	100

ACTUAL ADULT POPULATION BY QUADRANT, ACCORDING TO U.S. CENSUS 2000

QUADRANT	POPULATION
NORTHWEST	8263
NORTHEAST	9910
SOUTHWEST	10789
SOUTHEAST	7865
TOTAL	36827

Who are the respondents?

Gender: The majority of respondents were female (56.7%). Some results for sex were unreported (missing: 4.3%).

Age: The two most populous age groups in this survey were 26 to 35 (23.6%) and 36 to 45 years of age (22.3%). There were not as many representatives for the 18 to 25 (16.1%) and 46 to 55 (13.6%) age groups. The remaining quarter of respondents (24.4%) reported ages of 56 to 65 and 65 and up.

Racial or Ethnic Group: The greatest portion of this sample (54.7%) indicated “White, non-Hispanic” as their racial/ethnic identity. Nearly one quarter (23.6%) of the respondents reported “Hispanic.” Fewer respondents indicated “Black” (15.0%). Very few respondents indicated “Asian or Pacific Islander” (2.3%), “Native American” (0.2%), “Other” (2.6%), or more than one category (1.5%).

Length of Residence: The greatest number of respondents (41.8%) reported having lived in their neighborhood for

more than five years. Next in frequency (25.4%) were those who reported between two and five years, followed by those between one and two years (19%) and those who lived less than one year in the city at the time of the survey (13.8%).

Rent or Own: Near equal numbers of the survey population reported either owning (55%) or renting (45%) their dwelling.

Education: The survey asked respondents to indicate their highest level of educational attainment. The most common response (42.1%) was a high school diploma. Just over one quarter of the population (26.7%) reported some college or advanced training. Few (13.6%) reported less than a high school diploma. Some reported either a bachelor’s degree (12.4%) or advanced degree (5.2%).

II. Substantive Variables

Perceptions of Physical and Social Disorder

The survey instrument begins with 25 items regarding elements of physical and social disorder. Respondents were asked to rate each item as it occurs *in their neighborhood* according to the following scale: [1] no problem, [2] some problem, or [3] big problem. The following tables represent percentages under each answer option. Questions have been separated by quadrant, followed by total population percentages. The questions have remained in the original survey order.



Appendix 3: Survey Response Summary *(continued)*

QUESTION 1

Groups of people hanging around on corners or in streets

QUADRANT	NO PROBLEM %	SOME PROBLEM %	BIG PROBLEM %	TOTAL %
SOUTHWEST	34	31	36	100
SOUTHEAST	45	30	25	100
NORTHWEST	52	34	14	100
NORTHEAST	58	30	12	100
TOTAL	47	31	22	100

QUESTION 2

Illegal drug sales and use

QUADRANT	NO PROBLEM %	SOME PROBLEM %	BIG PROBLEM %	TOTAL %
SOUTHWEST	41	27	31	100
NORTHWEST	53	28	20	100
SOUTHEAST	59	19	22	100
NORTHEAST	71	22	8	100
TOTAL	56	24	20	100

QUESTION 3

Vandalism (such as people breaking windows, putting graffiti on buildings, damaging cars)

QUADRANT	NO PROBLEM %	SOME PROBLEM %	BIG PROBLEM %	TOTAL %
NORTHWEST	40	46	14	100
NORTHEAST	49	41	10	100
SOUTHWEST	40	40	21	100
SOUTHEAST	54	27	19	100
TOTAL	45	39	16	100

QUESTION 4

Noisy neighbors (such as people who play loud music, have late parties, or have noisy quarrels)

QUADRANT	NO PROBLEM %	SOME PROBLEM %	BIG PROBLEM %	TOTAL %
SOUTHWEST	45	34	21	100
NORTHWEST	48	35	17	100
SOUTHEAST	53	31	16	100
NORTHEAST	56	28	16	100
TOTAL	50	32	18	100

QUESTION 5

Gangs

QUADRANT	NO PROBLEM %	SOME PROBLEM %	BIG PROBLEM %	TOTAL %
SOUTHWEST	67	21	12	100
NORTHWEST	76	18	6	100
SOUTHEAST	83	8	9	100
NORTHEAST	83	12	5	100
TOTAL	76	16	8	100

Appendix 3: Survey Response Summary *(continued)*

QUESTION 6

Abandoned or empty buildings

QUADRANT	NO PROBLEM %	SOME PROBLEM %	BIG PROBLEM %	TOTAL %
SOUTHWEST	65	24	11	100
NORTHWEST	71	23	6	100
SOUTHEAST	72	23	5	100
NORTHEAST	86	11	3	100
TOTAL	74	20	6	100

QUESTION 7

People drinking alcohol in public places

QUADRANT	NO PROBLEM %	SOME PROBLEM %	BIG PROBLEM %	TOTAL %
SOUTHWEST	59	21	20	100
NORTHWEST	63	24	12	100
SOUTHEAST	70	18	12	100
NORTHEAST	80	17	3	100
TOTAL	68	20	12	100

QUESTION 8

Garbage or litter on streets or sidewalks

QUADRANT	NO PROBLEM %	SOME PROBLEM %	BIG PROBLEM %	TOTAL %
NORTHWEST	33	43	24	100
SOUTHWEST	37	35	28	100
NORTHEAST	44	34	22	100
SOUTHEAST	47	29	25	100
TOTAL	40	36	25	100

QUESTION 9

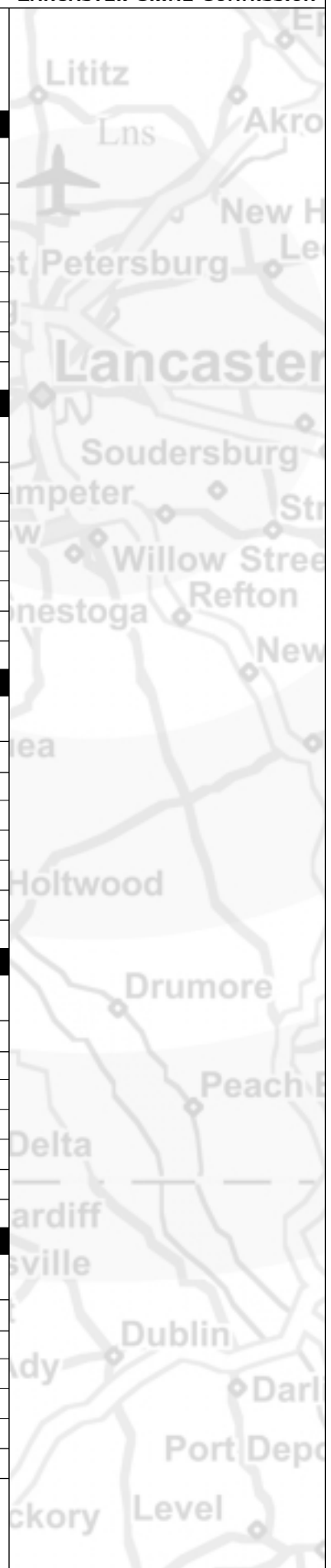
Vacant lots filled with trash or junk

QUADRANT	NO PROBLEM %	SOME PROBLEM %	BIG PROBLEM %	TOTAL %
NORTHWEST	62	27	11	100
SOUTHWEST	67	22	11	100
SOUTHEAST	78	16	6	100
NORTHEAST	80	15	5	100
TOTAL	71	20	8	100

QUESTION 10

People who harass others as they walk down the street

QUADRANT	NO PROBLEM %	SOME PROBLEM %	BIG PROBLEM %	TOTAL %
SOUTHWEST	70	20	10	100
NORTHWEST	72	21	7	100
SOUTHEAST	77	15	8	100
NORTHEAST	80	13	7	100
TOTAL	75	17	8	100





Appendix 3: Survey Response Summary *(continued)*

QUESTION 11

Abandoned cars

QUADRANT	NO PROBLEM %	SOME PROBLEM %	BIG PROBLEM %	TOTAL %
SOUTHEAST	76	19	5	100
SOUTHWEST	80	18	2	100
NORTHWEST	86	13	1	100
NORTHEAST	90	8	2	100
TOTAL	83	14	2	100

QUESTION 12

Dogs (barking loudly, relieving themselves, unleashed, threatening)

QUADRANT	NO PROBLEM %	SOME PROBLEM %	BIG PROBLEM %	TOTAL %
NORTHEAST	63	29	8	100
SOUTHWEST	64	24	12	100
NORTHWEST	67	28	5	100
SOUTHEAST	70	24	6	100
TOTAL	66	26	8	100

QUESTION 13

Aggressive panhandlers

QUADRANT	NO PROBLEM %	SOME PROBLEM %	BIG PROBLEM %	TOTAL %
SOUTHWEST	81	13	6	100
SOUTHEAST	85	10	4	100
NORTHWEST	86	10	4	100
NORTHEAST	91	7	2	100
TOTAL	86	10	4	100

QUESTION 14

Public urination

QUADRANT	NO PROBLEM %	SOME PROBLEM %	BIG PROBLEM %	TOTAL %
SOUTHWEST	76	14	9	100
SOUTHEAST	85	10	5	100
NORTHWEST	87	7	6	100
NORTHEAST	89	8	2	100
TOTAL	84	10	6	100

QUESTION 15

People obstructing foot traffic

QUADRANT	NO PROBLEM %	SOME PROBLEM %	BIG PROBLEM %	TOTAL %
SOUTHWEST	78	13	9	100
SOUTHEAST	80	15	5	100
NORTHWEST	82	14	3	100
NORTHEAST	96	4	1	100
TOTAL	84	11	5	100

Appendix 3: Survey Response Summary *(continued)*

QUESTION 16

Prostitution

QUADRANT	NO PROBLEM %	SOME PROBLEM %	BIG PROBLEM %	TOTAL %
SOUTHWEST	78	12	10	100
NORTHWEST	89	7	4	100
SOUTHEAST	91	3	6	100
NORTHEAST	96	2	1	100
TOTAL	88	7	5	100

QUESTION 17

Noisy cars

QUADRANT	NO PROBLEM %	SOME PROBLEM %	BIG PROBLEM %	TOTAL %
SOUTHWEST	32	41	27	100
NORTHEAST	34	47	20	100
NORTHWEST	34	31	35	100
SOUTHEAST	36	37	27	100
TOTAL	34	39	27	100

Perceptions of Neighborhood Crime

QUESTION 18

People breaking in or sneaking into homes to steal things

QUADRANT	NO PROBLEM %	SOME PROBLEM %	BIG PROBLEM %	TOTAL %
NORTHWEST	63	28	9	100
SOUTHWEST	67	27	6	100
NORTHEAST	75	24	1	100
SOUTHEAST	76	17	7	100
TOTAL	70	25	6	100

QUESTION 19

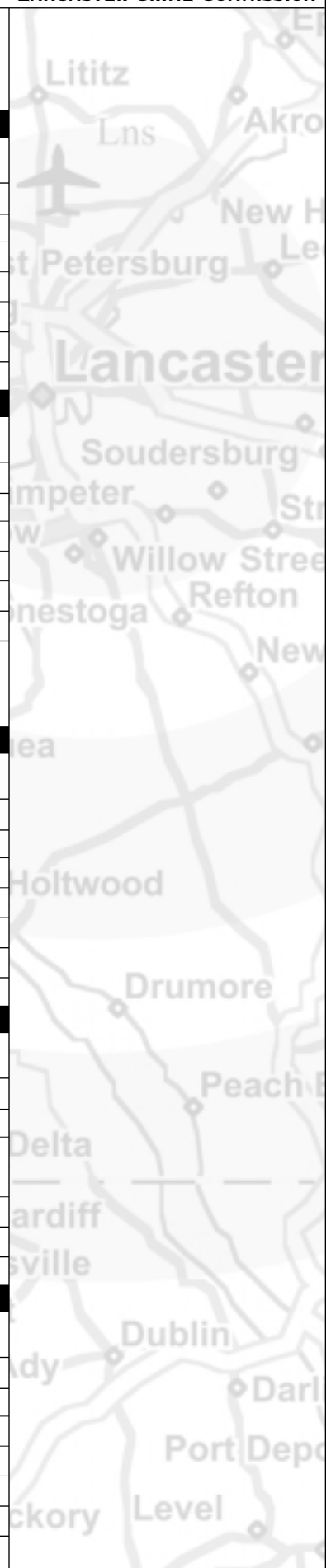
People beating up or attacking others

QUADRANT	NO PROBLEM %	SOME PROBLEM %	BIG PROBLEM %	TOTAL %
NORTHWEST	68	24	8	100
SOUTHWEST	68	20	11	100
SOUTHEAST	76	17	7	100
NORTHEAST	83	12	5	100
TOTAL	74	18	8	100

QUESTION 20

People committing rape or sexual assault

QUADRANT	NO PROBLEM %	SOME PROBLEM %	BIG PROBLEM %	TOTAL %
SOUTHWEST	86	7	7	100
NORTHWEST	86	10	4	100
NORTHEAST	91	8	1	100
SOUTHEAST	92	2	6	100
TOTAL	88	7	4	100



Appendix 3: Survey Response Summary *(continued)*

QUESTION 21

Muggers (people forcing others to give up their money, jewelry, purses, or wallets)

QUADRANT	NO PROBLEM %	SOME PROBLEM %	BIG PROBLEM %	TOTAL %
NORTHWEST	67	24	9	100
SOUTHWEST	82	14	4	100
SOUTHEAST	83	10	7	100
NORTHEAST	84	12	4	100
TOTAL	79	16	6	100

QUESTION 22

People picking pockets, purse snatching, or removing packages out of someone's hands

QUADRANT	NO PROBLEM %	SOME PROBLEM %	BIG PROBLEM %	TOTAL %
NORTHWEST	75	22	4	100
SOUTHEAST	82	13	5	100
SOUTHWEST	87	10	3	100
NORTHEAST	91	7	2	100
TOTAL	84	13	3	100

QUESTION 23

People committing violent acts against their own family members

QUADRANT	NO PROBLEM %	SOME PROBLEM %	BIG PROBLEM %	TOTAL %
NORTHWEST	73	21	7	100
SOUTHEAST	75	19	6	100
SOUTHWEST	77	17	6	100
NORTHEAST	89	9	2	100
TOTAL	79	16	5	100

QUESTION 24

People stealing cars or taking cars for joy rides without permission from the owner

QUADRANT	NO PROBLEM %	SOME PROBLEM %	BIG PROBLEM %	TOTAL %
SOUTHWEST	75	18	7	100
NORTHWEST	80	15	5	100
SOUTHEAST	81	16	3	100
NORTHEAST	84	13	4	100
TOTAL	80	16	5	100

QUESTION 25

People stealing items from inside cars

QUADRANT	NO PROBLEM %	SOME PROBLEM %	BIG PROBLEM %	TOTAL %
NORTHWEST	47	37	15	100
SOUTHWEST	58	28	14	100
SOUTHEAST	58	33	9	100
NORTHEAST	63	30	7	100
TOTAL	57	32	11	100

Appendix 3: Survey Response Summary (continued)

Thoughts on Safety, Crime, and Community

Questions #26 through 37 deal with feelings of safety, community cohesiveness, satisfaction with the neighborhood, and general perceptions of crime levels.

QUESTION 26

How safe do you feel being outside in your neighborhood at night?

QUADRANT	VERY SAFE %	SOMEWHAT SAFE %	SOMEWHAT UNSAFE %	VERY UNSAFE %	TOTAL %
NORTHWEST	24	46	20	9	100
NORTHEAST	40	38	16	5	100
SOUTHWEST	27	45	19	10	100
SOUTHEAST	21	47	17	14	100
TOTAL	29	44	18	9	100

QUESTION 27

People around here are willing to help their neighbors.

QUADRANT	STRONGLY AGREE %	AGREE %	DISAGREE %	STRONGLY DISAGREE %	TOTAL %
NORTHWEST	29	55	11	4	100
NORTHEAST	32	57	9	2	100
SOUTHWEST	20	52	19	8	100
SOUTHEAST	38	51	7	4	100
TOTAL	29	54	12	5	100

QUESTION 28

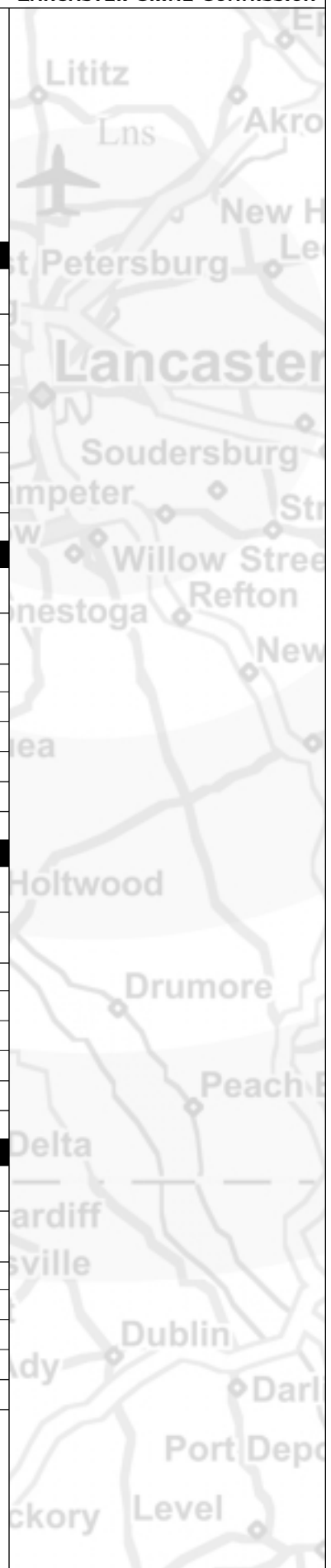
People in this neighborhood generally get along with each other.

QUADRANT	STRONGLY AGREE %	AGREE %	DISAGREE %	STRONGLY DISAGREE %	TOTAL %
NORTHWEST	25	61	10	3	100
NORTHEAST	31	63	5	1	100
SOUTHWEST	20	61	16	3	100
SOUTHEAST	35	51	11	3	100
TOTAL	27	60	11	2	100

QUESTION 29

This is a close-knit neighborhood.

QUADRANT	STRONGLY AGREE %	AGREE %	DISAGREE %	STRONGLY DISAGREE %	TOTAL %
NORTHWEST	19	38	34	9	100
NORTHEAST	12	58	28	2	100
SOUTHWEST	13	43	37	7	100
SOUTHEAST	33	39	20	9	100
TOTAL	18	45	31	6	100



Appendix 3: Survey Response Summary *(continued)*

QUESTION 30

People in this neighborhood can be trusted.

QUADRANT	STRONGLY AGREE %	AGREE %	DISAGREE %	STRONGLY DISAGREE %	TOTAL %
NORTHWEST	21	49	21	8	100
NORTHEAST	15	71	10	3	100
SOUTHWEST	13	48	28	11	100
SOUTHEAST	24	45	21	10	100
TOTAL	18	54	20	8	100

QUESTION 31

About how many times a month do you engage in a social activity with one or more of your neighbors?

QUADRANT	0	1–2	3–4	5 OR MORE	TOTAL
NORTHWEST	28	37	15	21	100
NORTHEAST	46	28	11	16	100
SOUTHWEST	35	35	11	19	100
SOUTHEAST	26	32	21	21	100
TOTAL	34	33	14	19	100

QUESTION 32

How often do you chat with your neighbors when you run into them on the street?

QUADRANT	OFTEN %	SOMETIMES %	RARELY %	NEVER %	TOTAL %
NORTHWEST	50	33	12	5	100
NORTHEAST	60	29	10	2	100
SOUTHWEST	37	36	18	9	100
SOUTHEAST	52	29	13	6	100
TOTAL	49	32	13	6	100

QUESTION 33

How difficult is it to tell a stranger in this neighborhood from someone who lives here?

QUADRANT	VERY DIFFICULT %	DIFFICULT %	EASY %	VERY EASY %	TOTAL %
NORTHWEST	12	36	38	14	100
NORTHEAST	10	30	45	15	100
SOUTHWEST	9	19	37	35	100
SOUTHEAST	7	16	41	35	100
TOTAL	10	26	40	24	100

QUESTION 34

How satisfied are you living in your neighborhood?

QUADRANT	VERY SATISFIED %	SATISFIED %	UNSATISFIED %	VERY UNSATISFIED %	TOTAL %
NORTHWEST	35	50	10	4	100
NORTHEAST	29	57	11	3	100
SOUTHWEST	16	61	14	8	100
SOUTHEAST	33	50	10	7	100
TOTAL	28	55	12	6	100

Appendix 3: Survey Response Summary (continued)

QUESTION 35

How likely is it that you would move out of this neighborhood if you could afford to?

QUADRANT	VERY LIKELY %	LIKELY %	UNLIKELY %	VERY UNLIKELY %	TOTAL %
NORTHWEST	28	31	25	15	100
NORTHEAST	32	23	31	14	100
SOUTHWEST	42	30	18	10	100
SOUTHEAST	38	22	24	15	100
TOTAL	35	27	24	13	100

QUESTION 36

How much crime would you say there is in your own immediate neighborhood?

QUADRANT	NO CRIME %	A LITTLE CRIME %	SOME CRIME %	A LOT OF CRIME %	TOTAL %
NORTHWEST	9	52	28	11	100
NORTHEAST	24	46	26	4	100
SOUTHWEST	14	39	36	11	100
SOUTHEAST	19	44	28	9	100
TOTAL	16	45	30	8	100

QUESTION 37

In the past year or so, has the amount of crime in your neighborhood...

QUADRANT	DECREASED? %	STAYED THE SAME? %	INCREASED? %	TOTAL %
NORTHWEST	11	72	17	100
NORTHEAST	9	75	17	100
SOUTHWEST	18	59	23	100
SOUTHEAST	24	58	19	100
TOTAL	15	66	19	100

Thoughts on Neighborhood Policing

The final substantive questions in the survey deal with attitudes regarding the quality of police services provided in the respondents' neighborhoods. The questions were derived from a previous study found in Wesley Skogan's book, *Disorder and Decline*.

QUESTION 38

How good a job do you think the police are doing to prevent crime in your neighborhood?

QUADRANT	POOR %	FAIR %	GOOD %	EXCELLENT %	TOTAL %
NORTHWEST	11	37	42	9	100
NORTHEAST	10	33	48	9	100
SOUTHWEST	17	42	34	6	100
SOUTHEAST	18	26	44	12	100
TOTAL	14	35	42	9	100



Appendix 3: Survey Response Summary *(continued)*

QUESTION 39

How good a job are the police doing in keeping order on the streets and sidewalks in your neighborhood?

QUADRANT	POOR %	FAIR %	GOOD %	EXCELLENT %	TOTAL %
NORTHWEST	13	34	44	9	100
NORTHEAST	8	30	53	9	100
SOUTHWEST	15	36	40	9	100
SOUTHEAST	16	29	41	13	100
TOTAL	13	32	45	10	100

QUESTION 40

How good a job are the police doing in dealing with the problems that really concern people in your neighborhood?

QUADRANT	POOR %	FAIR %	GOOD %	EXCELLENT %	NO PROBLEM %	TOTAL %
NORTHWEST	12	34	37	9	8	100
NORTHEAST	6	22	49	9	13	100
SOUTHWEST	16	35	37	9	4	100
SOUTHEAST	17	35	36	6	7	100
TOTAL	13	31	40	9	8	100