



City of  
Philadelphia

# 2016-2017

## Philadelphia Resident Survey Report



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# Project Background

In 2016, for the first time in almost ten years, the City of Philadelphia relaunched an effort to survey its residents on perceptions of the quality of citywide services. The Office of Performance Management partnered with the Temple University Institute for Survey Research (ISR) to conduct a comprehensive survey of residents' attitudes towards a wide range of city services.

The purpose of the 2016 Philadelphia Resident Survey was to measure public opinion on the delivery of services such as garbage collection and street repairs, on the conditions of facilities such as parks and recreation centers, and to identify priorities for the Mayor and his administration. "Philadelphians have never been shy to voice their opinions about City services, but for too long the City has failed to use that feedback in a systemic way," said Mayor Kenney. "This resident survey is an important step in that direction." Mayor Kenney said the Philadelphia Resident Survey will take place bi-annually, reflecting his commitment to engaging residents from every neighborhood in the City and taking meaningful action on the issues raised. The last time the City conducted a resident survey was in 2007.

All Philadelphia residents, ages 18 and older, were invited to participate in the survey. ISR launched a two-fold effort, the first a scientific probability, address-based sample that was administered by mail, the second, an opt-in opportunity for residents. The opt-in survey was made available at [www.PHLsurvey.com](http://www.PHLsurvey.com). The opt-in data was intended to be blended with the probability-based data and weighted to the 2015 Philadelphia American Community Survey (ACS) estimates.

Each respondent who took the survey was also invited to join BeHeardPhilly<sup>SM</sup>, where they could enroll and be invited to take surveys in the future. BeHeardPhilly<sup>SM</sup> is an innovative platform developed by Temple ISR that gives all residents the chance to have their voices heard and continue to weigh in on important topics in the City.

The survey was conducted in both English and Spanish. The results will help City officials prioritize strategic initiatives and better serve citizens overall. In addition to the annual survey, the City also contracted with Temple ISR and BeHeardPhilly<sup>SM</sup> to conduct follow-up focus groups designed to collect more in-depth feedback on specific City Services and initiatives identified in the survey as priorities. Fifty percent of respondents to the survey stated that they would be willing to participate in a follow-up focus group (n=3541). A separate report on focus group findings is forth coming.

## Resident Survey Methodology

In this data collection effort, ISR administered the bilingual survey in multiple modes (paper, phone, and web) to ensure survey accessibility to all Philadelphian residents. The survey deployment consisted of 1) a probability-based sampling effort where surveys were mailed to an addressed based sample (ABS) of 4,500 randomly selected households, and 2) an opt-in sample of city residents. In the fall of 2016, ISR released the survey to all eligible BeHeardPhilly<sup>SM</sup> panelists. The survey, previously available at [www.PHLsurvey.com](http://www.PHLsurvey.com), was promoted through news outlets, a press release from the Mayor's Office, and neighborhood-based newsletter campaigns.

A total of 8,683 residents completed the survey, but only data for 7,232 of those residents included the demographic information needed for weighting and analysis. The combined survey results (ABS, BeHeardPhilly<sup>SM</sup>, and Opt-in) were weighted at the City level to more closely reflect the distribution of gender, age, race, ethnicity and education. The combined survey response rate of 21% was calculated from the ABS effort and BeHeardPhilly<sup>SM</sup>. The web-based opt-in respondents were not included in response rate calculations as there is no realistic way to calculate a denominator of all who saw the outreach but did not respond.

## About BeHeardPhilly<sup>SM</sup>



BeHeardPhilly<sup>SM</sup> is a civic engagement and community access tool used to understand the opinions, thoughts and activities of Philadelphia residents.

BeHeardPhilly<sup>SM</sup> is a platform used by community members who have "opted in" and who have agreed to take surveys and participate in ongoing research, driven by local government, and nonprofit organizations and initiatives. Each member of BeHeardPhilly<sup>SM</sup> has agreed to share his/her age, home zip code, gender, race and highest level of education. For those working in the social sector, it is a cost-effective and convenient resource for understanding community attitudes and perceptions, and conducting public opinion research in Philadelphia. BeHeardPhilly<sup>SM</sup> is owned, managed, and operated by the Institute for Survey Research at Temple University. There are over 8,000 active members of BeHeardPhilly<sup>SM</sup>.



## About the Institute for Survey Research (ISR)

The Institute for Survey Research at Temple University is a nationally-renowned academic research organization based in Philadelphia. Over the last 49 years, ISR has led or contributed to hundreds of projects on topics related to transportation, safety, crime, health, and education. Most of these projects have involved working with urban and "hard-to-reach populations," particularly in Philadelphia, to better understand their opinions, behaviors, and actions. ISR is a leader in the field of data collection and also has expertise in focus group research, phone interviewing, database creation and management. The Institute has pioneered studies using SMS text messaging as mode of data collection. ISR maintains a staff of highly trained field interviewers who specialize in field interviewing and field observations. ISR regularly collaborates with researchers across Temple University and at other institutions throughout Philadelphia and the nation.

# Survey Administration and Response

## 15% responded

Out of 4,500 surveys that were randomly mailed.

### Address-Based Probability Sample

The survey was initially mailed to an addressed based sample (ABS) of 4,500 randomly selected households. Six hundred and sixty-three surveys were returned to ISR by the US Postal Service due to inability to deliver the survey as addressed, housing unit vacancy, or expired forwards.

The process began earlier, as residents received three to four invitations to participate. Custom bilingual postcards were mailed one-week prior to the delivery of the paper survey packets. In the invitations, residents were encouraged to take part via web, phone, or wait for the arrival of the paper survey.

One week later, respondents received the paper survey with an accompanying letter signed by the Mayor and a pre-addressed postage paid return envelope. Two weeks after receiving the paper

survey, non-responders received an "urgent" postcard encouraging participation via web, phone, or paper. ISR's call center began calling matched phone numbers to the address-based sample to boost response rates. Respondent selection within a household for the ABS sample used the "birthday method," in which the person in the household, age 18 or older, with the closest birthday is asked to complete the survey. (This household respondent sampling method is commonly used in random address based sampling).

In total, 576 surveys were returned from the probability-based effort but only 550 were used for analysis due to missing data on demographics, thus the resulting response rate was 15% for the ABS sample.

# Survey Administration Schedule

## Data Collection Tools

	Phase 1	Phase 2
Pre-notice Postcard	September 9, 2016	
Paper Survey	September 15, 2016	January 18, 2017
City Press Release	September 19, 2016	February 2, 2017
BeHeardPhilly <sup>SM</sup> Panel Launch	September 21, 2016	January 10, 2017
Reminder Postcard	September 28, 2016	
Telephone Calls to ABS Sample with Appended Phone	October 1, 2016	February 6, 2017
Completed Surveys	6,960	1,723
Completed Surveys with Demo for Weighting	5,596	1,636
Survey Responses Omitted from Analysis	(-1,364) (19.6% loss)	(-87) (5% loss)

**29%** of BeHeardPhilly<sup>SM</sup> Panel Members responded

## Opt-In Sample

On September 19, 2016, the City of Philadelphia issued a press release announcing the launch of the Resident Survey and provided the link to the survey. The Mayor's Office contacted local newspapers to cover the City's commitment to engaging residents. As a result, the link was shared via multiple local media outlets, including Philly.com, Philadelphia's largest online media outlet. Temple ISR and the City of Philadelphia simultaneously launched a social media campaign which included a link to the survey on city department and agency websites, and used Facebook and Twitter accounts. In addition to the press release, Temple ISR completed a Spanish-only television interview with the local Philadelphia affiliate of Univision, the American Spanish language broadcast television network with programming aimed at Hispanic Americans.

Because the respondents in the initial opt-in effort skewed predominantly white, more female and more highly educated than the average Philadelphia resident, ISR, together with the City, launched an additional opt-in follow-up to minority communities via outreach to community organizations, churches and mosques that will be described below. City Council members and staff also encouraged constituents to participate in the resident survey in the second round.

In total, 7,193 surveys were completed via the opt-in methods; only 5,768 were used for analysis due to missing demographic data. No demographic information was imputed for this survey.

## BeHeardPhilly<sup>SM</sup> Panel Members

A total of 3,176 BeHeardPhilly<sup>SM</sup> members were eligible for and received the survey and 914 completed the Resident Survey for a response rate of 29%

## Data Collection Phases

The Resident Survey launched in Fall 2016 to the ABS, Opt-in, and BeHeardPhilly<sup>SM</sup> sample. Data collection wrapped up six weeks later on October 21, 2016. Additional paper survey returns trickled in through the end of November. At the close of Fall data collection, 5,596 surveys (inclusive of demographic information for weighting) were collected. Unweighted, the survey respondents consisted of 31.5% non- Caucasian residents. As a result, the Director of Performance Management relaunched the survey to encourage more minority participation.

The second data collection phase began with a soft relaunch and additional outreach to community organizations. In January 2017, ISR contacted local minority churches to gain permission to send flyers and literature to their congregations. Some churches opted for a city representative to come and speak at the church. The City of Philadelphia's Director of Performance Management, Angelina Ruffin, spoke to several congregations during the spring. Additional activities including targeted outreach with WURD, Philadelphia Tribune, and Al Dia.

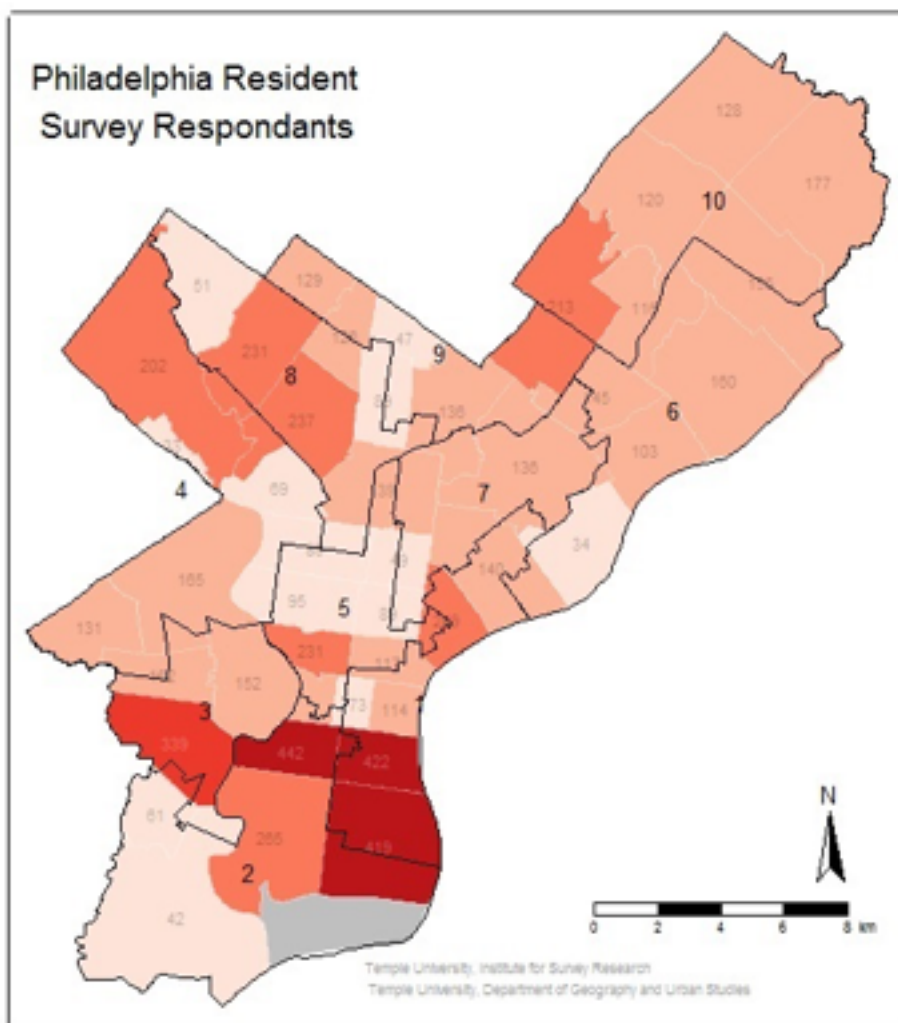
ISR re-mailed survey packets to 1,984 residents residing in twenty high minority zip codes. ISR also invited 1,474 minority BeHeardPhilly<sup>SM</sup> members (who had not previously completed the survey) to participate in the Resident Survey. The City also translated the paper survey into Spanish, since the only Spanish survey available was via web or phone. The second phase of data collection concluded on March 31, 2017 with an additional 1,636 respondents (inclusive of demographic information for weighting).

## Survey Processing

ISR programmed the Resident Survey in Qualtrics, a web-based survey tool. Trained telephone interviewers conducted the phone surveys in Temple ISR's call center. All calls were monitored for quality control purposes. Data processing staff, double keyed returned surveys and entered in the survey participation key for the addressed based sample. Opt-in paper surveys were keyed using the same processing rules. If a respondent picked more than one answer, ISR protocols called for a random selection of the submitted response. ISR double keyed all paper surveys for validation. Since the survey link was open to the public, ISR reviewed data for repetitive IP addresses and time stamps. ISR sent field staff to several of the City's KEYSPOTS to ascertain IP information so that questionnaires submitted from the same public terminals were not considered fraudulent.

# Survey Respondent Demographics

**Figure 1:**  
**Geographic Distribution of Unweighted Survey Respondents by Zipcode**



The map shows the unweighted geographical location of survey respondents. Respondents represented almost every populated zip code within the City. Darker shading represents a higher number of respondents within the zip code. Exact respondent numbers by zip code can be found in the Appendix.



Table 1 shows that females overall were more likely to respond than males; after the data was weighted the percentages closely reflect the City's gender breakdown as reported in the 2015 ACS estimates. Whites were more likely to respond than Black/African Americans and Asian/Pacific Islanders; after weighting the data closely reflect the percentages of Whites and Black/African Americans in the City.

Asians continue to be under-represented in the weighted data, 3.1% in the weighted sample vs. 7.0% in the ACS estimates. This may be due to language inaccessibility as the survey was only deployed in English and Spanish. In future surveys, a concerted effort in Mandarin and Cantonese may be necessary to reflect the Asian population living in Philadelphia.

Table 1 also shows that more highly educated individuals (Bachelors Degree or more) were more likely to respond than those with less than 9th grade, 9th-12th grade education or HS/GED. However, the data indicate that if you combine "some college" – no degree, vocation/trade, and associates – the weighted sample is fairly representative as compared to the population in the City who have "some college" overall.

The groups most under-represented are those with less than a high-school diploma. This is a common problem in data collection throughout the country; people with less than a high school diploma respond at a much lower rate (Corey & Freeman, 1990; Donovan, Holman, Corti, & Jalley, 1997). This is a challenge the City and ISR would want to address with over-sampling in future surveys.

The unweighted age distribution of responders is skewed towards the 55-64 age-group (21.2% of the unweighted respondents reported being age 55-64 whereas the weighted sample was 15% age 55-64 and the City residents overall are only 6% age 55-64). Weighting of the data corrected for lack of younger respondents (age 18-24) and over-representation of older age groups. This is also a common phenomenon with data collection across the country; younger age groups are much less likely to respond to surveys (Behr, Bellgardt, & Rendtel, 2005; Lillard & Panis, 1998; Stoop, 2005; Watson & Wooden, 2009).

**Table 1:**

Unweighted and Weighted Respondent Profile Compared to the City of Philadelphia Residents for Sex, Race, Ethnicity, Highest Level of Education and Age.

Demographics	Unweighted % n = 7232	Weighted % n = 7232	Philadelphia % 1,119,353
<b>Sex</b>			
Female Identifying	63.0	54.0	52.8
Male Identifying	36.6	45.4	47.2
Other	0.5	0.5	Not reported
<b>Race</b>			
Asian/Pac Islander	2.0	3.1	7.0
Black/African American			
American	27.0	41.9	42.8
White/Caucasian	61.5	42.8	41.7
Other	5.7	7.7	5.6
Two or more race	3.4	4.6	2.7
<b>Ethnicity</b>			
Identify as Hispanic	5.7 (n=7123) <sup>1</sup>	12.2	13.4
<b>Highest Level of Education</b>			
Less than 9th Grade	0.6	0.8	6.1
9th-12th Grade	2.9	4.3	11.9
HS / GED	29.6	32.9	33.8
Some College –			
No Degree	4.3	4.9	17.4
Vocational/Trade School <sup>2</sup>	7.1	7.0	Not reported
Associates	27.5	28.3	5.4
Bachelors or More	27.9	21.9	25.4
<b>Age</b>			
18-24	2.3	12.8	6.7 (15-19) 8.8 (20-24) <sup>3</sup>
25-34	19.3	23.8	17.7
35-44	18.0	16.5	12.2
45-54	18.0	15.7	12.4
55-64	21.2	15.0	6.0
65-74	16.8	12.6	5.2
75+	4.4	3.6	5.6

<sup>1</sup>US Census Data taken from: <https://factfinder.census.gov/faces/tables/services/jsf/pages/productview.xhtml?src=CF>

<sup>2</sup> If a sample size is noted in parentheses, it reports the total number of respondents who reported that demographic.

<sup>3</sup> Vocation and Trade schools are not reported in the ACS data. Education estimates are for adults 25+ in Philadelphia.

<sup>4</sup> Age range reported in Resident Survey overlaps age ranges reported in ACS data.

**Table 2:**

Unweighted and Weighted Respondent Employment / Housing Profile

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Demographics	Unweighted % n = 7232	Weighted % n = 7232
<b>Employment Status</b>		
Employed for Wages	59.2	59.7
Self-Employed	6.3	6.0
Homemaker	2.2	1.7
Student	1.7	4.7
Out of Work & Looking	4.0	5.3
Out of Work & Not Looking	0.4	0.6
Currently Unable to Work	4.8	5.2
Military	0.1	0.1
Retired	21.3	16.6
Missing	n=121	
<b>How Long Have you Lived in Philadelphia</b>		
Less than 1 Year	1.4	2.2
1-2 Years	3.5	4.9
3-5 Years	7.4	8.9
6-10 Years	10.6	10.4
11-20 Years	11.4	11.2
More than 20 Years	65.7	62.3
Missing	n=113	
<b>Work Inside Philadelphia Boundaries</b>		
Yes, from Home	14.2	12.0
Yes, outside the Home	51.9	58.4
Both inside and outside		
City boundary	12.8	10.7
No	21.1	18.9
Missing	n=113	
<b>Domicile Type</b>		
One-family house detached from any other house	9.4	8.1
One-family house attached to one or more houses	70.0	66.8
A building with 2 residences (duplex)	5.0	6.1
A building with 3-9 residences	6.1	7.9
A building with 10+ residences	7.5	8.9
Mobile Home	0.1	0.2
Other	1.9	2.1
Missing	n=13	n=18
<b>Rent / Own</b>		
Rent	24.2	35.6
Own	73.6	61.0
Other	2.2	3.4
Missing	n=28	n=32
<b>Smoke Detector in Home that Works</b>		
Yes	95.5	94.4
No	3.1	3.9
Not Sure	1.5	1.7
Missing	n=110	
<b>How Much is Your Monthly Housing Cost<sup>1</sup> per month</b>		
Less than \$300	5.8	6.5
\$300-\$599	14.2	15.1
\$600-\$999	24.6	29.5
\$1000 to \$1499	26.7	25.7
\$1500 to \$2499	21.8	18.2
\$2500+	7.0	5.0
Missing	n=310	

<sup>1</sup>Including rent, mortgage payment, property taxes, property insurance and HOA fees

Table 2 estimates are not compared with ACS estimates because only sex, race, age, ethnicity and highest level of education were used as variables in the weighting algorithm. In addition, the questions in this survey were crafted to meet the City's needs, thus the response categories for the variables in Table 2 do not precisely align with ACS categories. Weighting adjusts up slightly the percentage of respondents who report that they are newer to the City and adjusts slightly down the residents living in Philadelphia more than 20+ years. The weighting slightly adjusts up those who work in the City and outside the home and slightly down those who reported working inside the City and from home. The weighted sample also adjusts down the percentage of people who reported living in single family homes (unattached) and weights up the percentage of residents living in duplexes and multi-family dwellings. The weighting only slightly adjusts the percentage of respondents who reported having a smoke detector in the home down vs. weighting up those who responded saying that they do not have one or are unsure. The weighted data weight down the percentage of respondents who reported spending between \$1000 and \$2499 on housing per month and weighted up the percentage of respondents who reported spending less than \$999 and those who reported spending more than \$2500+.

**Table 3:**  
Parent / Caregiver of a School-age Child?

Demographics	Unweighted % n = 7232	Weighted % n = 7232
<b>Parent / Caregiver</b>		
Yes	22.9	24.4
No	77.1	75.6
Missing	n=24	n=29
	n=24	n=29

Table 3 shows that the percentage of respondents who reported being a parent or caregiver was 22.9% and the weighting adjusts that percentage up slightly to 24.4%.

**Table 4:**

Are you or any other member of your household age 65 or older?

Demographics	Unweighted % n = 7232	Weighted % n = 7232
<b>Household Member 65+</b>		
Yes	27.5	22.9
No	72.5	77.1
Missing	n=128	

Table 4 shows that 27.5% of the original respondents reported being in a household with a member over 65 or older but when weighted, the data indicated that only 22.9% of the households reported having a member over the age of 65.

**Table 5:**

What is your Household Income?

Demographics	Unweighted % n = 7232	Weighted % n = 7232
<b>Household Income</b>		
Less than \$14,999	6.7	11.7
\$15,000-\$24,999	7.3	11.1
\$25,000-\$34,999	7.5	8.5
\$35,000-\$49,999	11.7	13.7
\$50,000-\$74,999	16.8	14.9
\$75,000 - \$99,999	11.1	9.1
\$100K+	21.9	15.2
Prefer not to say	16.8	15.7
Missing	n=81	n=112

Table 5 reports on household income, a highly sensitive topic for respondents. The 2011-2015 ACS, 5- year estimates report that the median household income for the City of Philadelphia is \$38,253. Asking income directly can lead to large percentages of missing data. As can be seen in the respondents to this particular survey 16.8% (n=1119) "Prefer not to say" even though the income question is asked in income ranges. According to the unweighted data 45.1% of respondents report that their household income is less than \$49,999. Because only ranges of income were provided, we are unable to tell exactly where the median of our respondent sample lies. But we do know that weighting the data adjusts up the percentage of respondents in the "Less than \$14,999", "\$15,000-\$24,000", and "\$25,000-\$34,999"

and "\$35,000-\$49,999" and weights down the proportion of respondents in the "\$50,000-\$74,999" category and significantly weights down those who reported they make \$100K+. This indicates that the unweighted sample skewed upwards on household income. Again, this is not surprising as survey research indicates that the most compliant responders are overly educated white females. Least compliant responders identify in demographic categories such as poorer, younger, renters, and those who live in language isolated neighborhoods.

**Table 6:**

Including you, How many People are Supported by this Income?

Demographics	Unweighted % n = 7232	Weighted % n = 7232
<b>Household Income</b>		
1	31.7	34.6
2	37.4	33.4
3	14.8	15.0
4	10.4	10.1
5	3.6	4.1
6	1.3	1.7
7	0.4	0.6
8+	0.3	0.4
Missing	n=240	

Table 6 shows that the weighting did not significantly affect the data reported on the number of people supported by the household income. Households with only 1 person were weighted up by ~ 3% and those with 2 and 4 persons were all weighted slightly down. Households supporting 5+ people were weighted slightly up.

**Table 7:**

How did you hear about the survey? (Check all that apply)

Demographics	Unweighted % n = 7232	Weighted % n = 7232
<b>How did you Hear?</b>		
Postcard or Paper	668	782
News	1442	1373
Family or Friends	551	578
Other	3672	3294
BeHeardPhilly Invite	676	781

Table 7 shows the number of people who checked one of the following drop-down boxes in the survey. In a 'check all that apply' question, the data are reported in total numbers and not percentages.

Figure 2 below shows the results of the open-ended responses that were hand coded by ISR staff members, for how respondents heard about the survey. The responses are not necessarily mutually exclusive so a respondent could have heard in multiple ways. Respondents who answered the question via the drop-down menus did not necessarily write-in how they heard so the percentages will not match exactly. Each of the response categories begins with the word "Heard" in the legend. 'Email' indicates they received it from a friend, a family member or a community member via email. Neighborhood/Civic Associations indicates it came directly from an e-newsletter from their neighborhood association. 'Social Media-Online' indicates that they heard via Twitter, Facebook, or a website. This could be from a city-related social media account or a BeHeardPhilly social media account. 'BHP\_TUISR' means that someone knew a staff member at ISR and was also a member of BeHeardPhilly. 'City\_Council\_Agencies' indicates that they heard directly from a councilperson's communications. 'News Other' indicates a digital news outlet other than Philly.com. 'Heard News' specifies that they heard about it from a recognizable non-digital news source (radio, tv). 'Postcard\_Paper' indicates that respondent was a member of the address-based mailing effort. 'Other' could include hearing about the survey from a church, recreational center or library.

**Figure 2:**

How Philadelphia Residents Heard about the Resident Survey

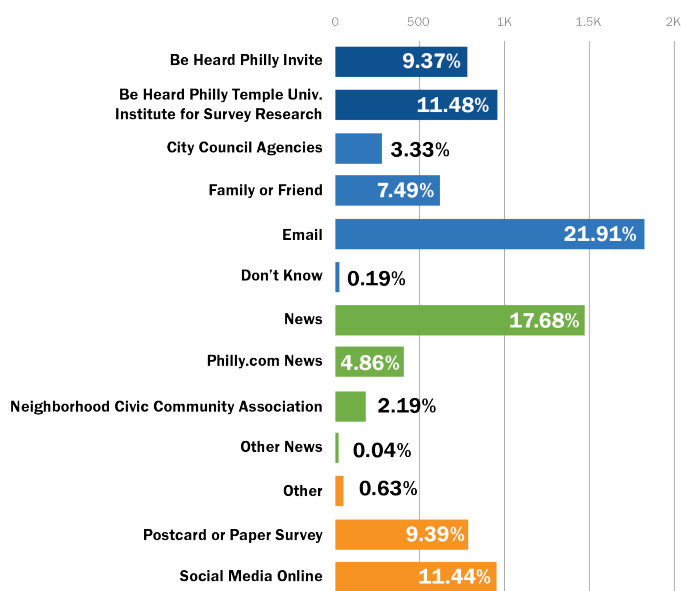


Table 8 describes the mode of response by each demographic group. In this section, we will only discuss the weighted results. Across survey deployments that included the web as an option, the majority of residents chose to respond to the survey via the web (84.5%). Over all deployments, the second highest mode of response was by paper survey (10.6%) which was only administered to the probability, address-based survey sample. Over all the deployments where phone was an option, the smallest number of people opted to respond by phone (4.9%). Note that if a respondent was a member of the BeHeardPhilly panel, and their preferred mode was to receive surveys via SMS – they were sent a text message with an embedded web link to the survey as the survey was too long to administer by SMS.

Looking at the mode results by demographic groups, more females than males responded by paper whereas there was not a significant difference in response rates by phone. Respondents who identified as Asian/Pacific Islander (11.5%), Black/African American (13.1%) or Other (17.3%) were much more likely to respond by paper than Whites (2.5%). Hispanic respondents also responded by paper at

**Table 8:**  
Response Mode Unweighted and Weighted by Demographic Breakdown

	Unweighted % n=7232	Weighted % N=7232
<b>All Respondents</b>		
Paper	7.4	10.6
Phone	4.1	4.9
Web	88.5	84.5
<b>Respondents By Demographic Groups</b>		
<b>Sex</b>		
Female	Paper = 8.3   Phone = 4.2   Web = 87.5	Paper = 12.0   Phone = 4.7   Web = 83.4
Male	Paper = 5.7   Phone = 3.9   Web = 90.4	Paper = 8.5   Phone = 5.4   Web = 86.2
Other	Paper = 2.9   Phone = 5.9   Web = 91.2	Paper = 7.9   Phone = 5.3   Web = 86.6
<b>Race<sup>1</sup></b>		
Asian/Pac Islander	Paper = 11.8   Phone = 2.1   Web = 86.1	Paper = 11.5   Phone = 1.6   Web = 86.8
Black/African Am	Paper = 13.9   Phone = 8.2   Web = 77.9	Paper = 13.1   Phone = 8.3   Web = 78.6
White/Caucasian	Paper = 2.6   Phone = 2.4   Web = 95.0	Paper = 2.5   Phone = 2.5   Web = 95.0
Other	Paper = 12.5   Phone = 4.3   Web = 83.1	Paper = 17.3   Phone = 3.6   Web = 79.1
<b>Ethnicity</b>		
Identify as Hispanic	Paper = 28.1   Phone = 5.1   Web = 66.7	Paper = 32.4   Phone = 3.9   Web = 63.7
<b>Highest Level of Education</b>		
Less than 9th Grade	Paper = 39.1   Phone = 10.9   Web = 50.0	Paper = 40.4   Phone = 10.5   Web = 49.1
9th-12th Grade	Paper = 28.8   Phone = 16.3   Web = 54.8	Paper = 29.6   Phone = 20.7   Web = 49.7
HS / GED	Paper = 9.3   Phone = 6.6   Web = 84.2	Paper = 12.7   Phone = 6.8   Web = 80.6
Some College – No Degree	Paper = 9.8   Phone = 5.9   Web = 84.4	Paper = 18.9   Phone = 4.6   Web = 76.6
Vocational/Trade/School <sup>2</sup>	Paper = 8.8   Phone = 3.9   Web = 87.2	Paper = 13.7   Phone = 4.6   Web = 81.7
Associates	Paper = 4.1   Phone = 2.0   Web = 93.9	Paper = 5.5   Phone = 2.8   Web = 91.7
Bachelors or More	Paper = 4.6   Phone = 2.0   Web = 93.4	Paper = 5.5   Phone = 1.9   Web = 92.6
<b>Age</b>		
18-24	Paper = 5.5   Phone = 3.0   Web = 91.5	Paper = 7.6   Phone = 4.6   Web = 87.8
25-34	Paper = 5.9   Phone = 1.8   Web = 92.3	Paper = 10.9   Phone = 2.2   Web = 86.9
35-44	Paper = 5.5   Phone = 2.6   Web = 91.9	Paper = 9.2   Phone = 3.5   Web = 87.4
45-54	Paper = 6.5   Phone = 3.9   Web = 89.6	Paper = 9.5   Phone = 5.8   Web = 84.7
55-64	Paper = 6.5   Phone = 5.1   Web = 88.4	Paper = 9.4   Phone = 6.5   Web = 84.1
65-74	Paper = 9.6   Phone = 6.0   Web = 84.5	Paper = 12.0   Phone = 7.9   Web = 80.1
75+	Paper = 20.6   Phone = 10.5   Web = 68.9	Paper = 26.4   Phone = 10.7   Web = 62.8

1: Values in the Demographic Columns are conditional on demographic, e.g. Of respondents who identified as Asian/Pacific Islander, 11.8% of them responded by paper, 2.1% responded by phone and 86.1 responded by Web

significantly higher rates (32.4%) than other groups. Forty percent of respondents who self-identified as having less than a 9th grade education responded by paper while 30% of those with a 9th-12th grade education responded by paper. Those who reported having an Associates' degree or higher were much less likely to respond by paper or phone. Twenty-six percent of older respondents (75+) responded by paper, followed by 12% for those age 65-74 followed by 10.9% age 25-34.

Another interesting finding in the mode of response is that for the lowest education groups (less than HS degree), the majority of respondents respond by some mode other than Web. These are important findings for future surveys conducted in Philadelphia. Any survey conducted only via the web risks underrepresentation of important demographic groups.

# Survey Results

## Section 1:

# City Services

The remainder of this report will discuss the ratings of City services; we will discuss only the weighted results. The unweighted data are presented to illuminate how different the point estimates can be when only relying on unweighted data.

The total sample size used for weighting data was n=7232. In each of the tables presented, if the desired sample size (n) is needed in any subcategory simply multiply the percentage by n=7232. The following tables show percentages across all demographic groups combined. Additionally, percentages in these tables are for the original set of response categories. Following each table is a set of figures that illustrate the results of the ratings where response categories 'excellent' and 'good' have been collapsed and then compared to 'fair', 'poor' and 'don't know'.

**Table 9:**

Public Safety. Thinking of where you live in the City, please rate each of the following services that are provided by the City of Philadelphia.

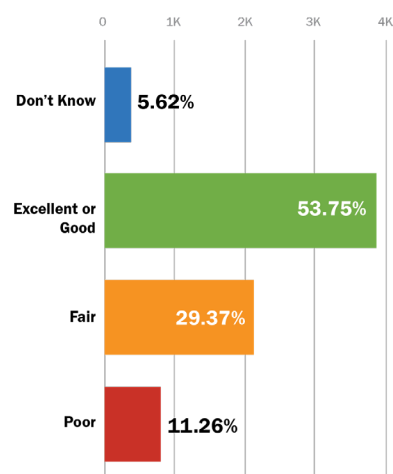
	Unweighted %	Weighted %
<b>Q1 A Police</b>		
Excellent	18.3	15.1
Good	41.7	38.7
Fair	25.9	29.4
Poor	9.3	11.3
Don't Know	4.7	5.6
Missing	n=26	n=28
<b>Q1 B Fire</b>		
Excellent	36.3	31.5
Good	40.7	43.1
Fair	6.3	8.5
Poor	0.9	1.1
Don't Know	15.8	15.9
Missing	n=33	n=34
<b>Q1 C Emergency Medical Services</b>		
Excellent	23.4	20.7
Good	37.0	38.5
Fair	10.7	13.8
Poor	2.2	2.9
Don't Know	26.7	24.0
Missing	n=38	n=44
<b>Q1 D Traffic Enforcement</b>		
Excellent	5.8	5.7
Good	22.4	22.2
Fair	28.2	29.2
Poor	28.9	28.3
Don't Know	14.7	14.5
Missing	n=55	n=56
<b>Q1 E Emergency Preparedness</b>		
Excellent	6.6	6.7
Good	19.2	19.0
Fair	12.8	14.3
Poor	10.4	12.1
Don't Know	51.1	47.9
Missing	n=44	n=44

Table 9 presents the responses to questions about public safety services. The majority of Philadelphia residents (53.8%) believe that services provided by the Police are Excellent or Good with 29.4% reporting that the services are Fair and 11.3% Poor. Approximately 6% of residents report that they Don't Know about Police services. Seventy-five percent of residents report that the services provided by the Philadelphia Fire Department are Excellent or Good. Fifty-nine percent rank service by Emergency Medical Services as Excellent or Good, with 24% reporting that they Do Not Know.

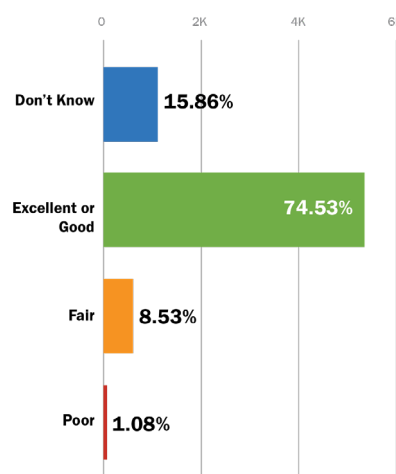
Only 27.9% of residents reported that the Traffic Enforcement services are Excellent or Good with 29.2% reporting that the services are Fair and 28.3% reporting that the services are Poor. Fifteen percent reported that they do not know about Traffic Enforcement services. Only 27.7% of residents ranked the City services for Emergency Preparedness as Excellent or Good but there was a large percentage (47.9%) of respondents who reported that they Did Not Know. Overall, Traffic Enforcement was lowest ranked among public safety services by residents. Figures 3 through 7 provide a graphical representation of the ratings of these services where Excellent and Good categories are combined and then compared to Fair, Poor and Don't Know.

## Public Safety

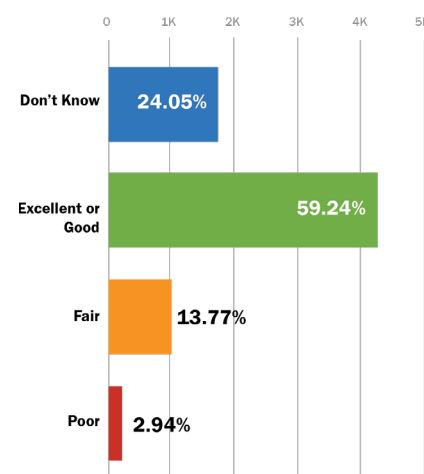
**Figure 3:**  
Rate Philadelphia's Police Services



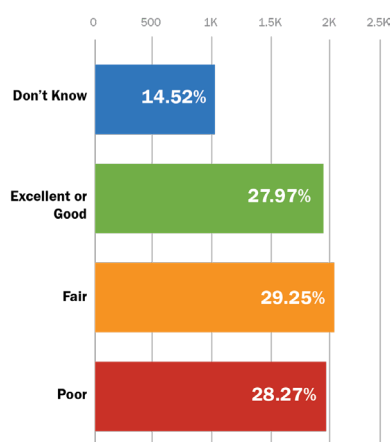
**Figure 4:**  
Rate Philadelphia's Fire Services



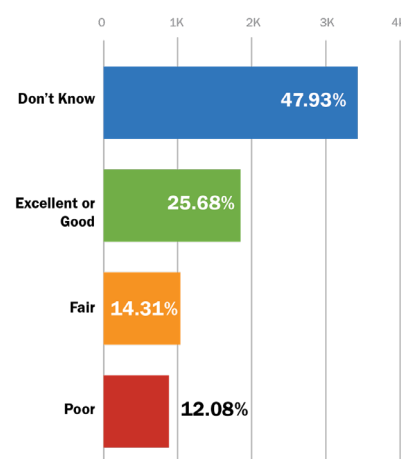
**Figure 5:**  
Rate Philadelphia's Emergency Medical Services



**Figure 6:**  
Rate Philadelphia's Traffic Law Enforcement Services



**Figure 7:**  
Rate Philadelphia's Emergency Preparedness Services





# Streets, Sanitation & Water

**Table 10:**

Streets, Sanitation and Water. Thinking of where you live in the City, please rate each of the following services that are provided by the City of Philadelphia

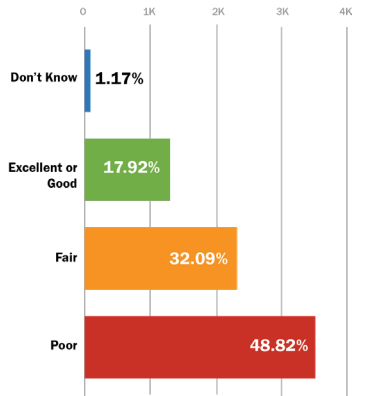
	Unweighted %	Weighted %		Unweighted %	Weighted %
<b>Q1 F Street Repair</b>			<b>Q1 J Traffic Signal Timing</b>		
Excellent	2.2	2.9	Excellent	5.9	7.5
Good	15.0	15.0	Good	42.0	41.5
Fair	34.5	32.1	Fair	31.2	31.3
Poor	47.2	48.8	Poor	15.8	15.1
Don't Know	1.1	1.2	Don't Know	5.1	4.6
Missing	n=17	n=29	Missing	n=27	n=38
<b>Q1 G Street Cleaning</b>			<b>Q1 K Trash/Garbage Collection</b>		
Excellent	2.8	3.7	Excellent	18.2	18.1
Good	12.5	12.6	Good	43.7	41.8
Fair	23.3	25.2	Fair	23.7	24.5
Poor	58.5	55.9	Poor	12.6	14.1
Don't Know	2.9	2.5	Don't Know	1.7	1.5
Missing	n=22	n=31	Missing	n=22	n=31
<b>Q1 H Street Lighting</b>			<b>Q1 L Recycling Collection</b>		
Excellent	9.2	9.8	Excellent	20.8	20.7
Good	43.5	40.5	Good	47.1	44.8
Fair	35.1	36.0	Fair	20.7	22.1
Poor	11.6	12.9	Poor	8.8	9.5
Don't Know	0.6	0.9	Don't Know	2.5	2.9
Missing	n=23	n=36	Missing	n=22	n=33
<b>Q1 I Snow Removal</b>			<b>Q1 M Quality of Drinking Water</b>		
Excellent	5.2	5.2	Excellent	14.0	12.5
Good	28.0	26.5	Good	39.7	36.2
Fair	33.7	34.0	Fair	24.1	27.3
Poor	30.4	30.6	Poor	10.6	12.5
Don't Know	2.8	3.8	Don't Know	11.5	11.5
Missing	n=27	n=40	Missing	n=27	n=38

Table 10 presents the results of resident perceptions of Streets, Sanitation and Water services and overall these services are rated the worst by Philadelphia residents. Only 17.9% of residents rank Street Repair Excellent/Good with the vast majority (81%) ranking street repair services Fair or Poor. Likewise, only 16.3% of residents consider Street Cleaning services to be Excellent or Good with the majority of residents ranking Street Cleaning services Poor (55.9%) and 81.1% ranking Street Cleaning Fair or Poor.

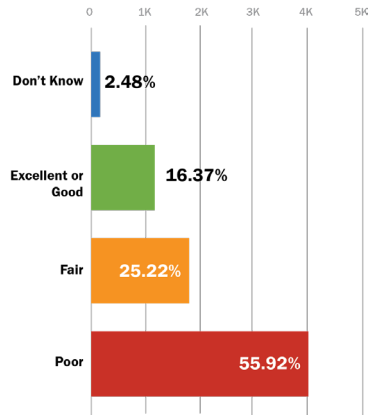
Street Lighting services fare better with 50.3% reporting that these services are Excellent or Good and 48.9% consider street lighting services as Fair (36.0) or Poor (12.9). Thirty-two percent of residents feel that the snow removal services are Excellent or Good while 65% reported these services to be Fair (34.0) or Poor (30.6). Ratings of perceptions of Traffic Signal Timing are split with 49% of residents reporting Excellent or Good and 46% rating Traffic Signal Timing Fair (31.3) or Poor (15.1). Sixty percent of residents ranked Trash collection as Excellent or Good while 38.6% reported Trash services as Fair (24.5) or Poor (14.1). Recycling services are ranked well with 66% of residents ranking recycling services Excellent or Good and 31.6% of residents ranking recycling services Fair (22.1) or Poor (9.5). Forty-nine percent of residents ranked the Quality of Drinking Water in Philadelphia as Excellent or Good with only 12.5% reporting the drinking water quality as Poor and 11.5% reporting that they Don't Know. Figures 8 through 15 present graphically the ratings of these services comparing Excellent and Good combined to Fair and Poor.



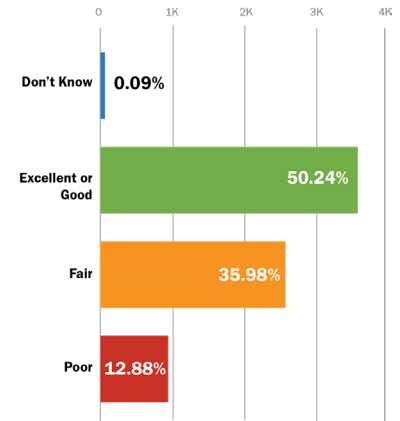
**Figure 8:**  
Rate Philadelphia's Street  
Repair Services



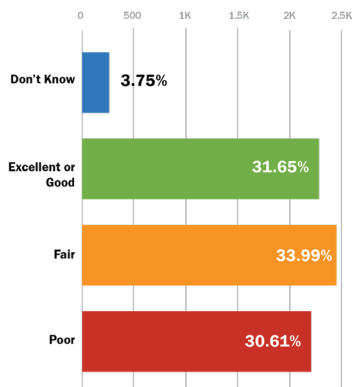
**Figure 9:**  
Rate Philadelphia's Street  
Cleaning Services



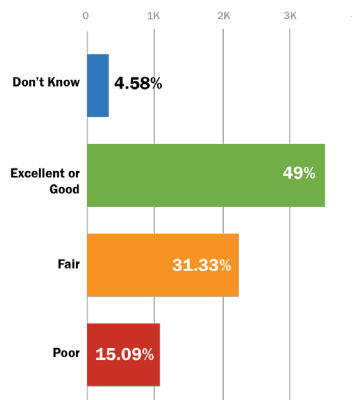
**Figure 10:**  
Rate Philadelphia's Street  
Lighting Services



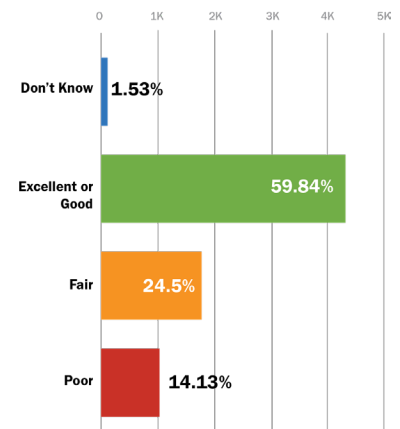
**Figure 11:**  
Rate Philadelphia's Snow  
Removal Services



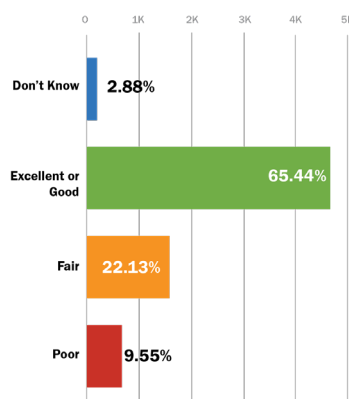
**Figure 12:**  
Rate Philadelphia's Traffic  
Signal Timing



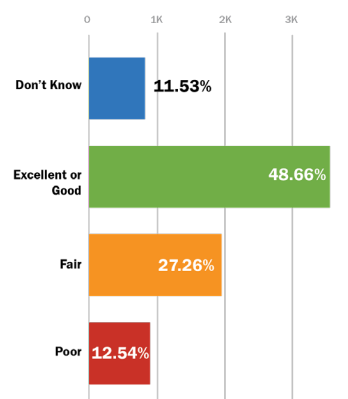
**Figure 13:**  
Rate Philadelphia's Trash and  
Garbage Collection Services



**Figure 14:**  
Rate Philadelphia's Recycling  
Collection Services



**Figure 15:**  
Rate Philadelphia's Drinking  
Water Quality



**Table 11:**

Parks and Recreation. Thinking of where you live in the City, please rate each of the following services that are provided by the City of Philadelphia.

	Unweighted %	Weighted %
<b>Q1 N Quality of Parks</b>		
Excellent	16.4	15.2
Good	41.1	38.5
Fair	26.2	28.1
Poor	10.8	12.8
Don't Know	5.6	5.3
Missing	n=28	n=28
<b>Q1 O Recreation Programs or Classes</b>		
Excellent	5.4	5.8
Good	20.7	19.4
Fair	18.9	21.1
Poor	14.0	17.4
Don't Know	41.0	36.2
Missing	n=29	n=31
<b>Q1 P Recreation Centers / Facilities</b>		
Excellent	4.9	5.5
Good	21.9	20.2
Fair	24.3	25.0
Poor	18.2	21.5
Don't Know	30.7	27.8
Missing	n=36	n=42

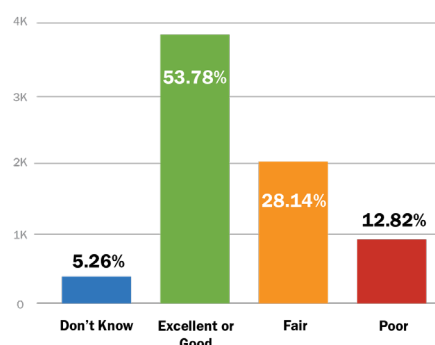
Table 11 shows residents' perceptions of Parks and Recreation services. The majority of Philadelphians (53.7%) report that the Quality of Parks is Excellent or Good. Collectively, Philadelphia has the largest landscaped urban parks in the country. Fairmount Park touches almost every neighborhood in Philadelphia. The parks in the Fairmount Park system are stewarded by Friends groups that act as force-extendors for the Parks and Recreation Department. Only 25% of Philadelphians consider Recreation Programs and Classes as Excellent or Good while 39% consider Recreation Programs and Classes as Fair (21.1) or Poor (17.4). Interestingly, 36.2% of Philadelphians report that they Don't Know about Recreation Programs or Classes offered by the Parks and Recreation Department. Twenty-five percent of residents reported that the services provided by Recreation Centers or Facilities are Excellent or Good and 47% report that these services are Fair (25.0) or Poor (21.5). An additional 28% report that they Don't Know about Recreation Centers and Facilities. This suggests that approximately 1 in 3

Philadelphians do not visit or do not know about the services, programs or classes that are offered by the Recreation Centers and Facilities. Figures 16 through 18 compare Parks and Recreation ratings graphically with Excellent and Good combined compared to Fair, Poor and Don't Know.

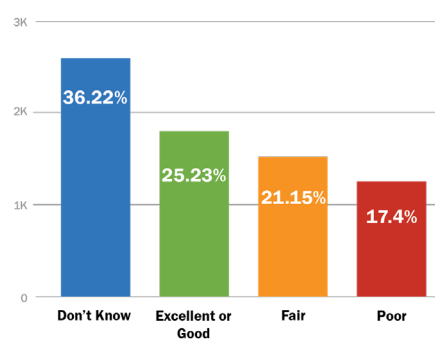
## Parks & Recreation

**Figure 16:**

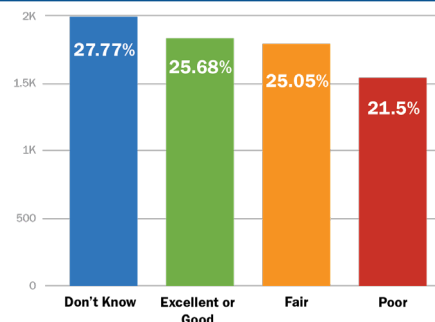
Rate Philadelphia's Quality of Parks

**Figure 17:**

Rate Philadelphia's Recreation Programs or Classes

**Figure 18:**

Rate Philadelphia's Recreation Centers and Facilities



# Neighborhood Development

**Table 12:**

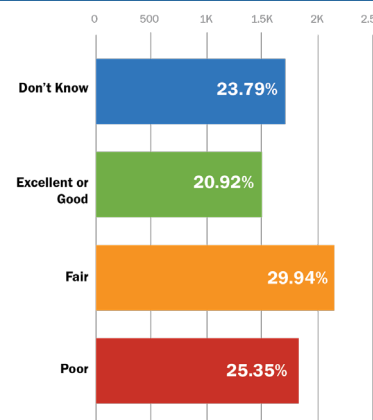
Neighborhood Development. Thinking of where you live in the City, please rate each of the following services that are provided by the City of Philadelphia.

	Unweighted %	Weighted %
<b>Q1 Q Land use, Planning and Zoning</b>		
Excellent	2.4	2.6
Good	18.4	18.3
Fair	30.2	29.9
Poor	25.6	25.3
Don't Know	23.3	23.8
Missing	n=20	n=20

Only twenty-one percent of residents reported that the services provided by Land Use, Planning and Zoning Departments were Excellent (2.6%) or Good (18.3%). Fifty-five percent ranked these services as Fair or Poor with 24% of residents reporting that they Do Not Know about these services. Figure 19 shows these results graphically.

**Figure 19:**

Rate Philadelphia's Land Use, Planning and Zoning



## Permits and Licensing Services

**Table 13:**

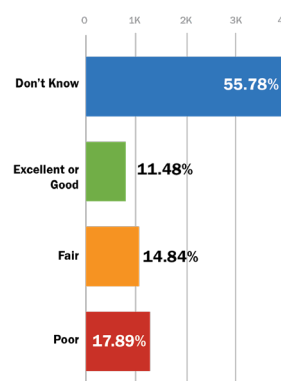
Permit and Licensing Services. Thinking of where you live in the City, please rate each of the following services that are provided by the City of Philadelphia.

	Unweighted %	Weighted %
<b>Q1 R Business Services and Assistance</b>		
Excellent	1.6	2.4
Good	10.1	11.1
Fair	18.3	19.7
Poor	17.9	17.5
Don't Know	52.1	49.2
Missing	n=37	n=37
<b>Q1 S Permit and Licensing Services</b>		
Excellent	1.5	1.7
Good	8.5	9.8
Fair	13.8	14.8
Poor	16.0	17.9
Don't Know	60.1	55.8
Missing	n=31	n=28

Table 13 reports resident perceptions of services related to Permits and Licensing. Only 13.5% of residents report that Business Services and Assistance services are Excellent or Good. Thirty-seven percent of residents rank these services as Fair (19.7) or Poor (17.5) and

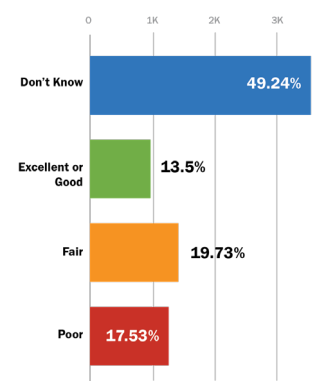
**Figure 20:**

Rate Philadelphia's Business Services and Assistance



**Figure 21:**

Rate Philadelphia's Permit and Licensing Services



another 49% say they Don't Know. While a very small fraction of residents who interact with Permit and Licensing services report that they are Excellent (1.7%) or Good (9.8%), the majority of residents who use these services report them as being Fair (14.8%) or Poor (17.9%). Fifty-six percent of Philadelphia residents report that they Don't Know about these services. Figures 20 and 21 show these results graphically with Excellent and Good combined as compared to Fair, Poor and Don't Know.

# Health and Human Services

**Table 14:**

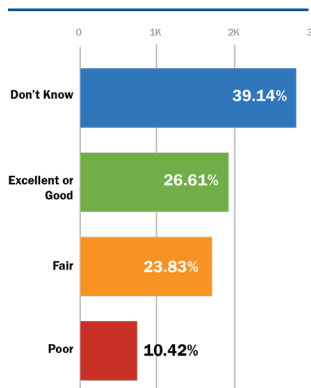
Health and Human Services. Thinking of where you live in the City, please rate each of the following services that are provided by the City of Philadelphia.

	Unweighted %	Weighted %		Unweighted %	Weighted %
<b>Q1 T Health Services (i.e. City Health Centers)</b>			<b>Q1 V Child Welfare Services (child safety and child abuse prevention, foster care, adoption)</b>		
Excellent	4.0	4.9	Excellent	1.7	2.3
Good	18.0	21.7	Good	9.8	12.7
Fair	20.5	23.8	Fair	15.9	17.4
Poor	10.0	10.4	Poor	14.5	14.9
Don't Know	47.6	39.1	Don't Know	58.1	52.7
Missing	n=44	n=43	Missing	n=33	n=27
<b>Q1 U Behavioral Health Services (counseling, therapy, addiction services and support,</b>			<b>Q1 W Youth Programs (Out of School Time programs, youth workforce development etc.)</b>		
Excellent	2.5	3.6	Excellent	1.8	2.4
Good	12.7	16.1	Good	10.2	11.4
Fair	16.9	18.9	Fair	16.0	18.1
Poor	14.6	15.6	Poor	19.9	22.1
Don't Know	53.3	45.8	Don't Know	52.2	45.9
Missing	n=41	n=40	Missing	n=42	n=41

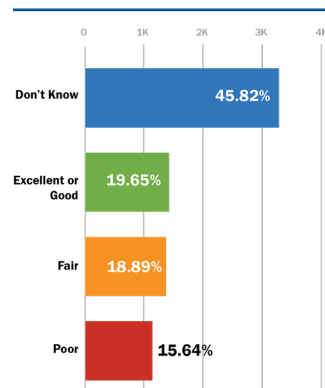
Table 14 captures the results of perceptions of the City's Health and Human Services. Twenty-seven percent of residents report that they think the City's Health Centers are Excellent or Good while 34% report that they are Fair (23.8) or Poor (10.4). Thirty-nine percent of residents who responded reported that they Do Not Know, indicating that they do not use the City Health Centers and instead use Public or Private University-based hospitals in the City.

When asked about Behavioral Health Services which include counseling, therapy, addiction services and support, approximately 20% report the services are Excellent or Good while 35% report they are Fair (18.9) or Poor (15.6). Forty-six percent of residents who responded reported that they Do Not Know about Behavioral Health services. For Child Welfare services, 15% of residents rank these services as Excellent or Good while 32% report that they are Fair (17.4) or Poor (14.9). The majority of Philadelphians who responded (53%) reported that they Do Not Know about Child Welfare services. Approximately 14% of residents reported that the Youth Programs (out-of-school time and workforce development) were Excellent or Good while 40% reported that these services were Fair (18.1) or Poor (22.1). A large proportion reported that they Do Not Know about these services (45%). Figures 22 through 25 show these results graphically.

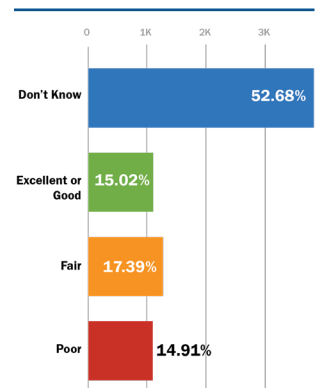
**Figure 22:**  
Rate Philadelphia's  
Health Services



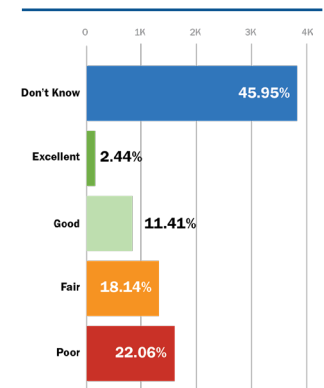
**Figure 23:**  
Rate Philadelphia's  
Behavioral Health Services



**Figure 24:**  
Rate Philadelphia's Child  
Welfare Services



**Figure 25:**  
Rate Philadelphia's Youth  
Programs



# Community Services

**Table 15:**

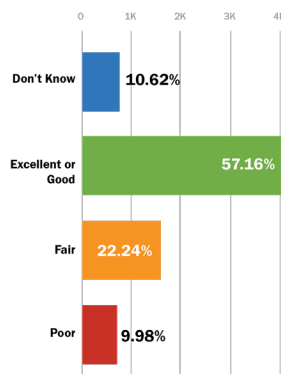
Community Services. Thinking of where you live in the City, please rate each of the following services that are provided by the City of Philadelphia.

	Unweighted %	Weighted %
<b>Q1 X Library Services</b>		
Excellent	19.0	18.1
Good	41.5	39.1
Fair	21.7	22.2
Poor	7.7	10.0
Don't Know	10.1	10.6
Missing	n=27	n=29
<b>Q1 Y Public Information Services (TV, radio, web, social media like Twitter, Facebook)</b>		
Excellent	10.8	12.2
Good	38.2	35.5
Fair	25.8	26.1
Poor	8.4	9.9
Don't Know	16.8	16.3
Missing	n=27	n=28

The majority of Philadelphians who responded to this survey reported the Library services as Excellent or Good (57.2%). Only 32% reported Library services as Fair (22.2) or Poor (10.0). Forty-eight percent of respondents

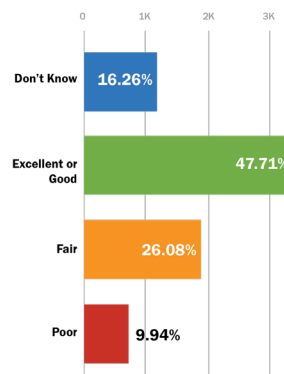
**Figure 26:**

Rate Philadelphia's Library Services



**Figure 27:**

Rate Philadelphia's Public Information Services



reported that they thought the Public Information Services (TV, Radio, Web, Social Media) were Excellent or Good. Thirty-six percent felt the Public Information services were Fair (26.1) or Poor (9.9). Sixteen percent reported that they Do Not Know about these services. Figures 26 and 27 report these numbers graphically.

## Overall

**Table 16:**

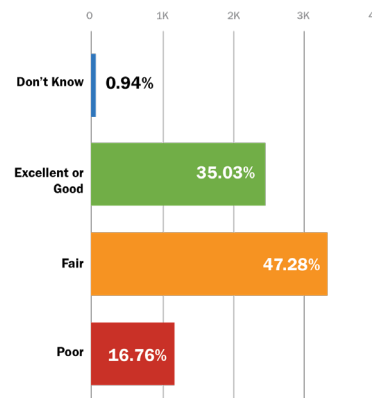
Overall. Thinking of where you live in the City, please rate the service provided by the City Overall

	Unweighted %	Weighted %
<b>Q2 Overall</b>		
Excellent	2.4	2.8
Good	34.8	32.2
Fair	46.3	47.3
Poor	16.0	16.8
Don't Know	0.6	0.9
Missing	n=183	n=225

Only thirty-five percent of residents who responded to this survey ranked the City's services overall as Excellent or Good. The majority, 64% ranked the City's services overall as Fair (47.3) or Poor (16.8).

**Figure 28:**

Rate the Quality of Services Provided by the City of Philadelphia Overall



**Figure 29:**  
Rate the Top Three Services that the City should focus on improving (TOP CHOICE)

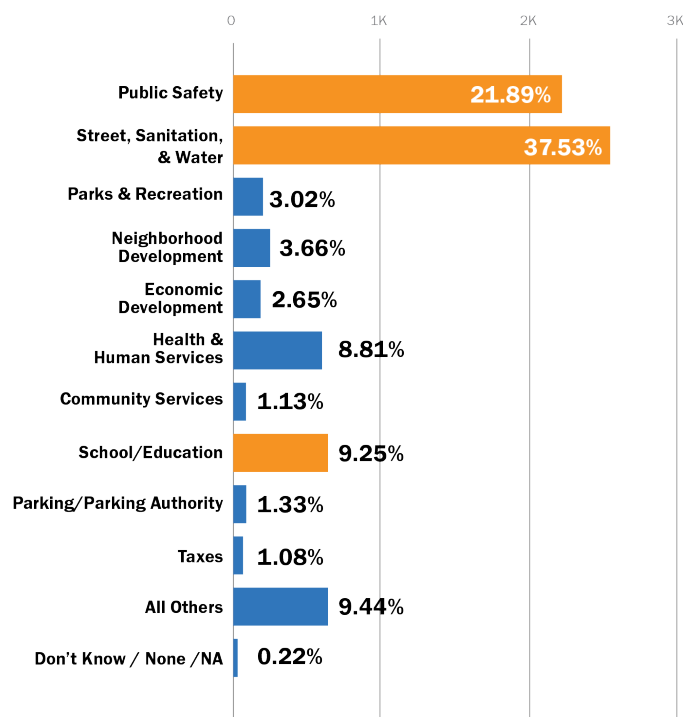
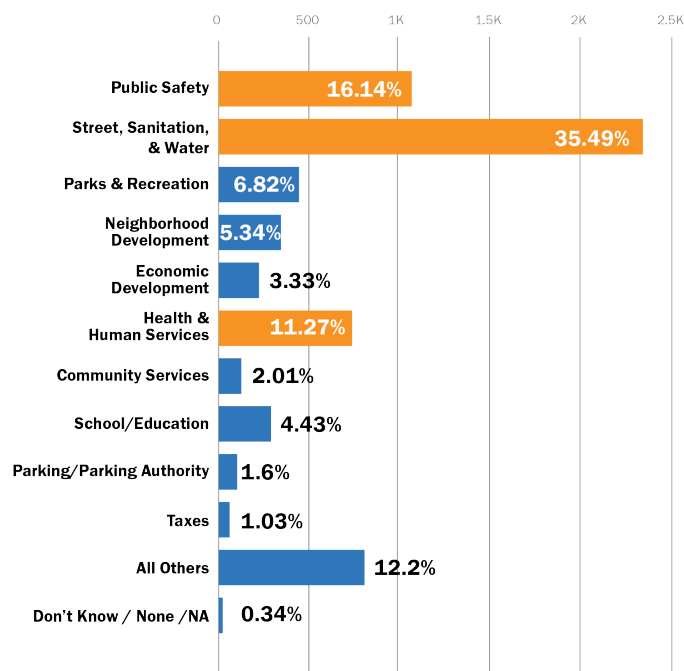


Figure 29 presents the weighted data for the top concern of Philadelphia residents. This variable was coded from open-ended responses to match the higher-level survey sections. Thirty-eight percent of the residents, the largest percent, reported that Streets, Sanitation and Water were the most important city services to be prioritized followed by 29% reporting that Public Safety was the top concern. Third most important was Schools at 9%. The "All Others" category captures overlap in categories, e.g. if a respondent reported Parking and Police in the same comment, it appears in All Other as there is no way to code these comments into a unique category because these data are weighted. That means that each weighted respondent is captured uniquely in this chart thus this chart is representative of all Philadelphia residents in regards to sex, age, race, ethnicity and highest level of education.

**Figure 30**  
Rate the Top Three Services that the City should focus on improving (SECOND CHOICE)

Figure 30 presents the weighted data for the second most important concern of Philadelphia residents. This variable was also coded from open-ended responses to match the higher-level survey sections. As with residents' top choice for City service improvement, when asked for their second most prioritized City service requiring improvement, Streets, Sanitation and Water was the most chosen (35%). Second most prioritized following Streets, Sanitation and Water was Public Safety (16%). Health and Human Services followed as third highest ranked priority, followed by All Other (All Other can indicate a specific concern or a combination of many concerns).



**Figure 31**

Rate the Top Three Services that the City should focus on improving (THIRD CHOICE)

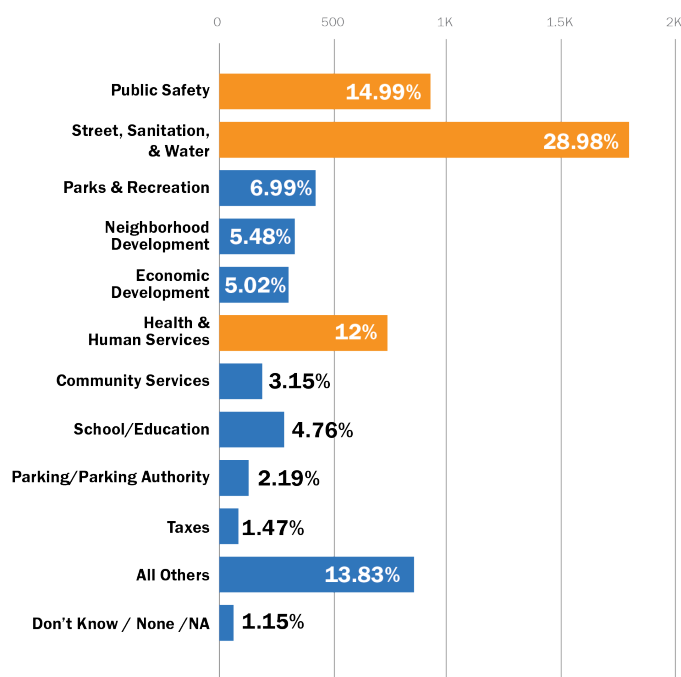


Figure 31 shows that even the third most important concern of Philadelphia residents pertain to Streets, Sanitation and Water (29%) followed by Public Safety (15%) and All Others.

**24%** of residents responded that the City does an excellent or good job at getting feedback.

## Feedback

**Table 17:**

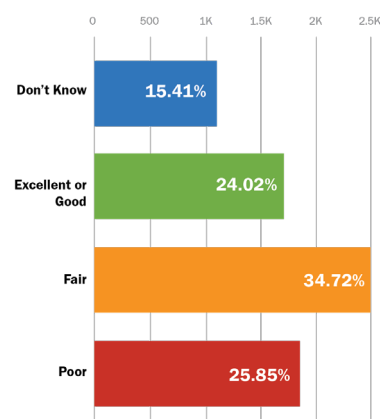
How would you rate the Philadelphia City government in terms of getting feedback from residents?

	Unweighted %	Weighted %
<b>Q2 Feedback from Residents</b>		
Excellent	2.8	3.4
Good	21.3	20.6
Fair	36.3	34.7
Poor	24.9	25.9
Don't Know	14.6	15.4
Missing	n=129	n=42

Twenty-four percent of residents report that the City does an Excellent or Good Job at getting feedback from residents about City services while the majority, 61% report that the City does a Fair (34.7) or Poor (25.9) job of getting feedback. Figure 32 shows these results graphically.

**Figure 32:**

Rate the Philadelphia City Government in Terms of Getting Feedback from Residents about City Services through Community Meetings, Events, and Other Means



# Police

**Table 18:**

Police – Thinking about the police in your neighborhood, how would you rate the following?

	Unweighted %	Weighted %
<b>Q5 A Level of Police Presence</b>		
Excellent	9.1	9.9
Good	33.5	32.6
Fair	34.6	35.1
Poor	20.7	20.1
Don't Know	2.0	2.4
Missing	n=125	n=34
<b>Q5 B Police Responsiveness</b>		
Excellent	10.7	9.7
Good	31.8	29.6
Fair	27.6	29.0
Poor	17.1	18.5
Don't Know	12.8	13.2
Missing	n=135	n=46
<b>Q5 C Police Approachability</b>		
Excellent	17.7	13.8
Good	34.7	31.0
Fair	23.4	26.5
Poor	14.0	18.6
Don't Know	10.2	10.1
Missing	n=135	n=44
<b>Q6 D Police Ability to Prevent Crime</b>		
Excellent	4.8	4.3
Good	22.9	21.8
Fair	31.8	32.3
Poor	24.5	26.8
Don't Know	16.0	14.8
Missing	n=134	n=41
<b>Q6 E Police Officer Conduct</b>		
Excellent	16.2	12.3
Good	36.3	32.9
Fair	22.6	26.1
Poor	10.1	14.1
Don't Know	14.9	14.6
Missing	n=132	n=38

Table 19 asks residents to rate their perceptions of the Philadelphia Police in their neighborhood. These data represent all Philadelphians. Overall, 42.5% of Philadelphians reported that the Level of Police Presence is Excellent or Good in their neighborhood and 55.2% reported that the Level of Police Presence is Fair (35.1) or Poor (20.1). Thirty-nine percent of residents reported that the Police Responsiveness in their neighborhood was Excellent or Good while 47.5% reported that the Police Responsiveness was Fair (29.0) or Poor (18.5).

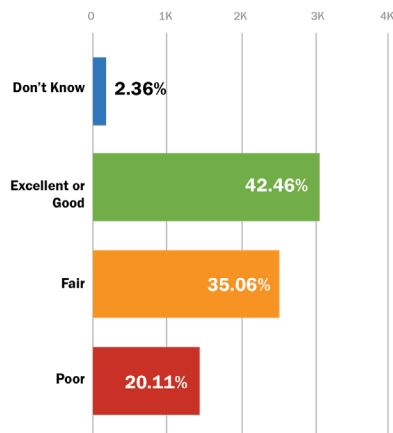
Regarding Responsiveness, it is important to note that 13.2% reported that they Did Not Know, suggesting that they have not had a need to call the police. Forty-five percent of residents reported that the Police Approachability was Excellent or Good while 45% reported that Approachability was Fair (26.5) or Poor (18.6). Again, 10% of residents reported that they Did Not Know, suggesting that they do not interact with Philadelphia Police.

Twenty-six percent of residents reported that the Police Ability to Prevent Crime was Excellent or Good while 59% reported that the Police Ability to Prevent Crime was Fair or Poor, with Fair representing the largest percentage (32.3%). Forty-five percent of residents reported that Police Officer Conduct was Excellent or Good while 40% reported Police Officer Conduct at Fair (26.1) or Poor (14.1), approximately 15% reported that they Did Not Know. Figures 33 through 37 present these results graphically.

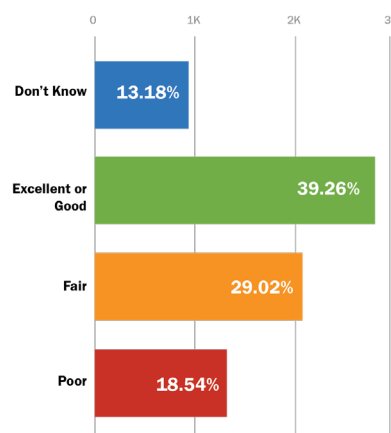
**42.5%** of Philadelphians responded that the level of police presence is excellent or good.



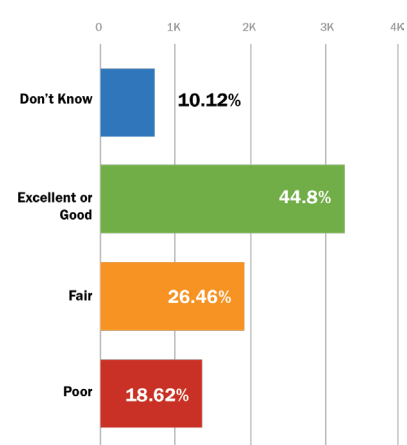
**Figure 33:**  
Rate the Level of  
Police Presence in Your  
Neighborhood



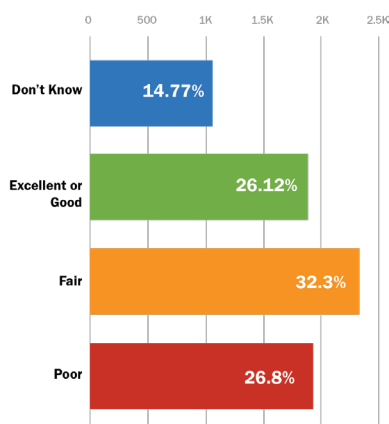
**Figure 34:**  
Rate the Level of Police  
Responsiveness in Your  
Neighborhood



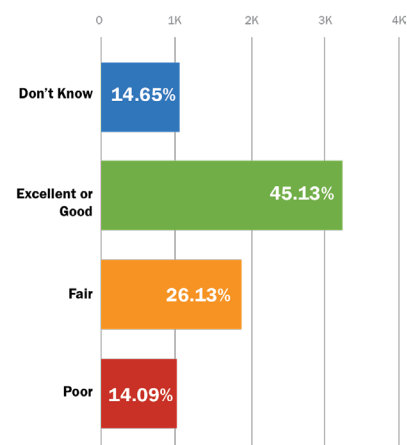
**Figure 35:**  
Rate the Level of Police  
Approachability in Your  
Neighborhood



**Figure 36:**  
Rate the Level of Police Ability  
to Prevent Crime in Your  
Neighborhood



**Figure 37:**  
Rate the Level of Police  
Officer Conduct in Your  
Neighborhood



# Code Violations

**Table 19:**

In your community, how big of a problem are code violations such as graffiti, litter, vacant lots, dilapidated/abandoned buildings?

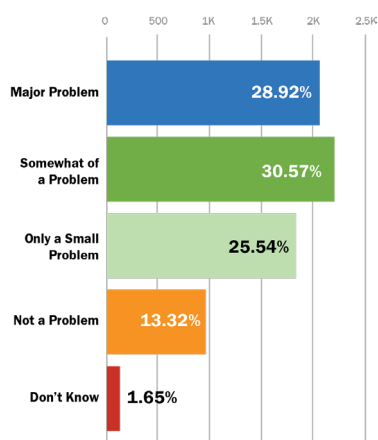
	Unweighted %	Weighted %
<b>Q6 Code Violation Problems</b>		
Major Problem	25.3	28.9
Somewhat a Problem	32.3	30.6
Only a Small Problem	28.2	25.5
Not a Problem	13.0	13.3
Don't Know	1.2	1.7
Missing	n=110	n=16

Table 20 represents residents' perceptions of neighborhood deterioration that includes code violations, graffiti, litter, the number of vacant lots and dilapidated or abandoned buildings. Twenty-nine percent of residents in the City believe these issues are a Major Problem. Approximately 60% of residents believe these issues are a Major or Somewhat of a Problem. Only 39% of residents believe they are a small or no problem at all. See the Supplemental Report to view these results by demographic groups.

**60%** of residents believe that code violations are a major or somewhat of a problem.

**Figure 38:**

How Big of a Problem are Code Violations such as Graffiti, Litter, Vacant Lots



**39%** of residents believe that code violations are a small or no problem at all.

# Survey Results

## Section 2:

# Contact with the City

**Table 20:**

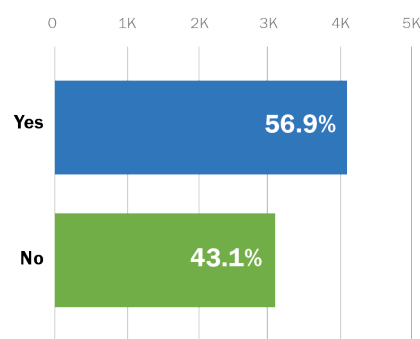
In the last 12 months, have you contacted the City of Philadelphia (in person, by phone or online) for help or information?

	Unweighted %	Weighted %
<b>Q7 A Did you contact the City</b>		
Yes	61.8	56.9
No	38.2	43.1
Missing	n=139	
<b>Q7 B Agency or 311</b>		
Contact Agency Directly	26.0	26.2
Contacted Philly 311	40.8	40.9
Both	29.5	27.7
Not Sure	3.6	5.2
Missing	n=2880	
<b>Q7 C Satisfied with Experience</b>		
Very Satisfied	10.6	11.0
Satisfied	31.0	31.1
Neither Satisfied nor Unsatisfied	21.5	22.0
Unsatisfied	24.5	23.2
Very Unsatisfied	12.4	12.7
Missing	n=2885	

Table 20 shows that 57% of respondents to this survey reported that they had contacted the City in the past 12 months. Of those who had contacted the City, most contact the City by 311, or they use 311 and contact someone directly. Of those who had contacted the City, 42% were very satisfied or satisfied. Twenty-two percent were neither satisfied or unsatisfied and 36% were unsatisfied or very unsatisfied.

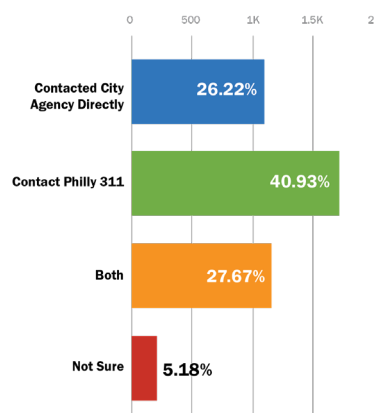
**Figure 39:**

In the Last 12 months, have you contacted the City?



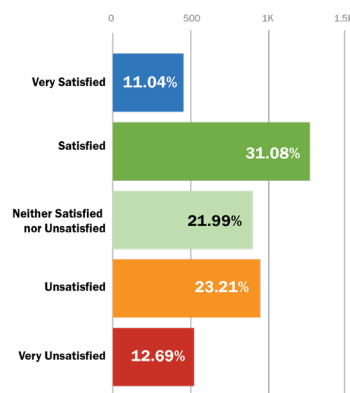
**Figure 40:**

In the Last 12 months, if you have contacted the City, how have you contacted them?



**Figure 41:**

Overall, how satisfied were you with your experience contacting someone at the City?



# Get Information About City Services

**Table 21:**

Which of the following do you use to get information about City of Philadelphia services?

	Unweighted %	Weighted %
<b>Q8 Get Information</b>		
Calling a City Agency or 311	2971	2809
Going in person to a City Agency		
Social Media	2563	2716
City Website	4565	4345
Other	1083	1088

Table 21 represents a tally of the ways in which Philadelphia residents get information about City of Philadelphia services. In this question, respondents could check all that apply. The most reported way that residents get information about the City is the City Website, followed by Calling a City Agency or using Philly 311. Social Media is reported being used the least.

## Provide More Information

**Table 22:**

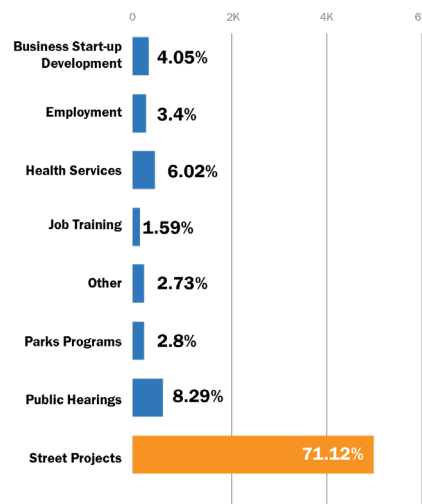
In which of the areas would you like the City to provide more information?

	Unweighted %	Weighted %
<b>Q8 Provide More Information about</b> Check All that Apply		
Streets Projects	5175	5004
Employment	2884	3501
Public Hearings	2884	2954
Job Training	2402	2972
Health Services	2621	2929
Biz Startup Development	1974	2417
Park Programs	3677	3689
Other	970	947

Table 22 shows the ways in which Philadelphia residents would like the City to provide more information. Again, this is a Check All that Apply question so these data are reported in numbers (n) and not percentages. The top area in which residents would like more information is about Street Projects, which is reflective of the top concerns Philadelphia residents reported. The remaining topics in rank order are Park Programs, Employment, Job Training, Public Hearings, Health Services and Business Startup Development programming.

**Figure 42:**

In which of the following areas would you like the City to provide more information?



# most

Philadelphians responded they get their information from the City website.

# Preferred Payment Method

**Table 23:**

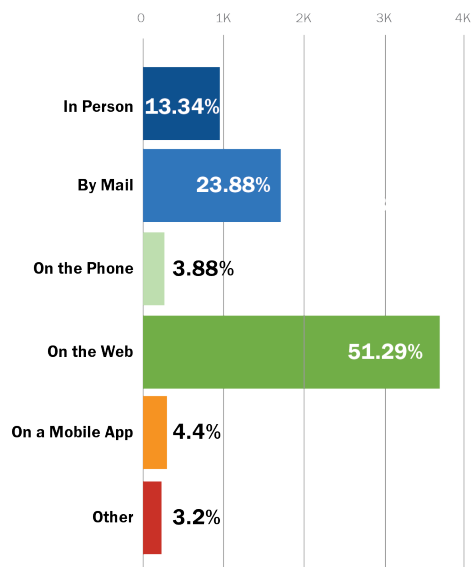
When you need to make a payment to the City, how do you prefer to make a payment?

	Unweighted %	Weighted %
<b>Q10 A Preferred Payment Method</b>		
In Person	9.1	13.3
By Mail	29.7	23.9
On the Phone	2.8	3.9
On the Web	51.7	51.3
On a Mobile App	3.3	4.4
Other	3.4	3.2
Missing	n=142	

Philadelphia residents reported that when they need to make a payment to the City, the majority (51.3%) prefer to pay On the Web. Twenty-four percent make a payment By Mail followed by In Person (13.3%), On the Phone (3.9%), On a Mobile App (4.4%) and Other (3.2%).

**Figure 43:**

When you need to make a payment to the City, how do you prefer to pay?



## Best Way to Pay

**Table 24:**

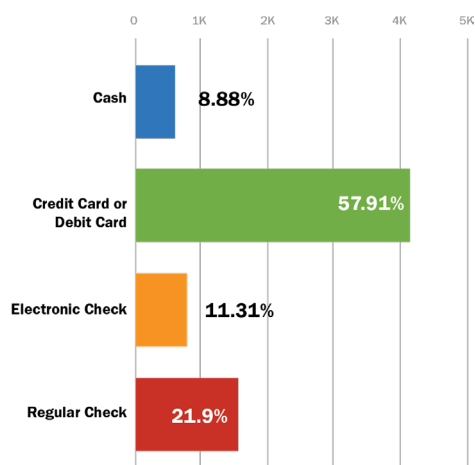
When you need to make a payment to the City, what is the best way for you to pay?

	Unweighted %	Weighted %
<b>Q10 B Best Way to Pay</b>		
Cash	5.1	8.9
Credit Card or Debit Card	52.7	57.9
Electronic Check (provide routing number)	13.3	11.3
Regular Check	28.8	21.9
Missing	n=177	

The majority (58%) of Philadelphia residents reported that when they need to make a payment to the City, the best way to make a payment is by Credit or Debit Card. Twenty-two percent use a Regular Check followed by Electronic Check (11.3%) and Cash (9%).

**Figure 44:**

When you need to make a payment to the City, what is the best way for you to pay?



# Survey Results Section 3: Resident Experiences

## Community Service / Volunteering

**Table 25:**

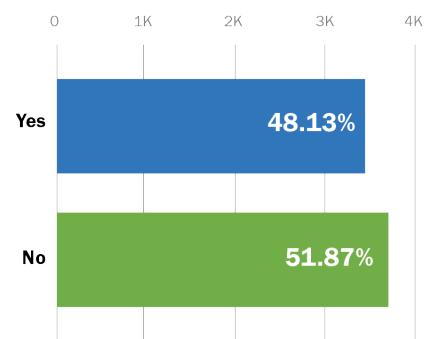
In the last 12 months, have you volunteered or participated in community service of any kind?

	Unweighted %	Weighted %
<b>Q11A Community Service</b>		
Yes	47.7	48.1
No	52.3	51.9
Missing	n=130	
<b>Q11B How often Volunteered</b>		
One a Year	16.4	15.9
A Few Times a Year	54.4	55.8
Every Month	15.9	15.6
Every Week	13.3	12.7

**48%** of  
Philadelphians responded  
that they have volunteered  
in community service in the  
past 12 months.

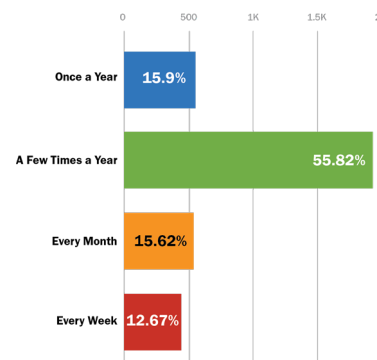
**Figure 45:**

In the past 12 months, have you volunteered or participated in community service?



**Figure 46:**

How often have you volunteered or participated in community service in the past 12 months?



# Home Energy Efficiency and Utility Bills

**Table 26:**

In the past 12 months, have you made effort to make your home more energy efficient or had difficulty paying home energy bills?

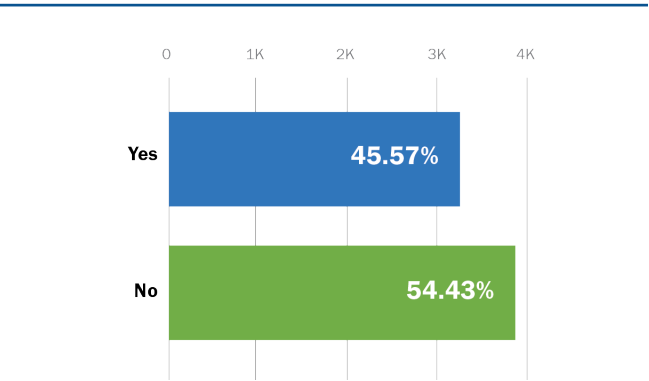
	Unweighted %	Weighted %
<b>Q12A Home More Energy Efficient</b>		
Yes	44.9	45.6
No	55.1	54.4
Missing	n=131	
<b>Q12B Difficulty Paying Energy Bills</b>		
Yes	27.0	32.9
No	73.0	67.1
Missing	n=128	

Forty-six percent of Philadelphians reported that they have made an effort to make their homes more energy efficient while 54% have not. One in three Philadelphians (33%) reported that they had difficulty paying their home energy bills in the past year.

**46%** of  
Philadelphians responded  
that they have made  
their homes more energy  
efficient.

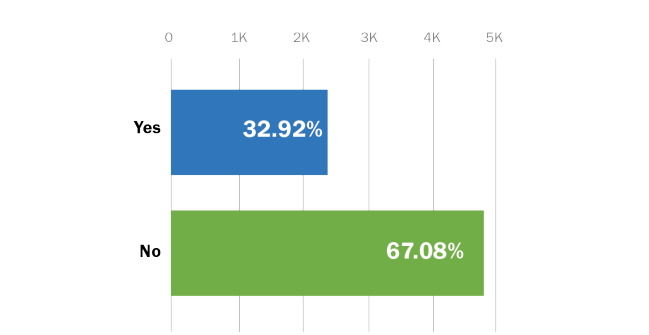
**Figure 47:**

In the past 12 months, have you made efforts to make your home more energy efficient (i.e. PECO Smart Ideas, PGW EnergySense Program, window unit rebates)?



**Figure 48:**

In the past 12 months, did you have difficulty paying your home energy bills?



# Summary

This report is the product of the City of Philadelphia's first Resident Survey in nearly ten years. The reported resident perceptions are one tool the City will use to identify opportunities for improvement and make changes to City practices, policies, and programs. Reportedly, the top concerns of residents include Streets services, Public Safety, Schools and Health and Human Services.

The Resident Survey reveals that Philadelphians feel the overall quality of services provided by the City are satisfactory, with more than 80% rating them as excellent, good, or fair. Residents are most concerned with Streets services, ranging from Sanitation to Snow Removal. More specifically, residents feel that Street Repair, Street Cleaning and the communication of Street Projects should be improved; with 49% and 56% of residents ranking Street Repairs and Street Cleaning as poor. Snow Removal is also a concern for residents with 31% of residents rating it as poor.

In terms of Public Safety, Fire services are ranked highest with 84% of residents ranking them as Excellent, Good, or Fair, 75% of whom rating them as excellent or good. Emergency Medical Services is the next highly rated Public Safety Service with 73% of residents rated them as excellent, good, or fair; followed by Police and Emergency Preparedness services. Traffic Enforcement is ranked lowest of the Public Safety services, with 28% of residents rating it as poor.

Eighty-three percent of residents are satisfied with Police Services - rating them as excellent, good or fair; 11% rated these services as poor. However, ratings of Police Services do vary significantly by race and ethnicity. Of those residents who rated police services as poor, 50% identified as Black/ African/American, 29% as White/ Caucasians, 20% as Other, and 1% Asian. In addition, of those rating police services poor, 24% identified as Hispanic vs. 76% as non-Hispanic.

When looking at specific police activities in neighborhoods, Police Approachability and Police Conduct are rated Excellent or Good at higher rates followed by Police Officer Presence; with 45%, 45%, and 43% excellent or good ratings, respectively. Police Responsiveness is ranked the lowest with 39% rating it as excellent or good and 19% of residents rating it as poor, followed by Police Ability to Prevent Crime.

Residents favor some City services overall, namely the City's Library Services and the Quality of Parks; both service areas were overall rated as either excellent or good. Approximately half of resident respondents do not know how to rate Permits and Licensing Business Services. Similarly, while Health & Human Services provided by the City are ranked Excellent/Good by roughly a quarter of respondents, another 40% did not know how to rate this City service area.

These findings will serve as a baseline as the City continues to conduct resident surveys on a biannual basis. In doing so, the City of Philadelphia will continue to better understand resident perceptions regarding the quality of citywide services, and make decisions to improve overall resident experiences.



## Appendix:

### Respondents by Zipcode

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Zip code	n	%
08003	3	.0
10122	1	.0
10127	1	.0
12123	1	.0
17522	1	.0
17554	1	.0
17557	1	.0
19006	0	.0
19022	1	.0
19027	1	.0
19038	1	.0
19040	1	.0
19048	1	.0
19050	2	.0
19053	0	.0
19061	1	.0
19067	1	.0
19082	3	.0
19100	1	.0
19101	1	.0
19102	27	.4
19103	121	1.7
19104	216	3.0
19105	2	.0
19106	77	1.1
19107	87	1.2
19110	1	.0
19111	175	2.4
19113	0	.0
19114	101	1.4
19115	74	1.0
19116	87	1.2
19118	30	.4
19119	206	2.8
19120	171	2.4
19121	159	2.2
19122	119	1.6
19123	111	1.5
19124	149	2.1

Zip code	n	%
19125	226	3.1
19126	50	.7
19127	30	.4
19128	131	1.8
19129	47	.6
19130	243	3.4
19131	231	3.2
19132	130	1.8
19133	74	1.0
19134	195	2.7
19135	78	1.1
19136	108	1.5
19137	22	.3
19138	174	2.4
19139	219	3.0
19140	205	2.8
19141	125	1.7
19142	107	1.5
19143	401	5.6
19144	291	4.0
19145	229	3.2
19146	422	5.8
19147	316	4.4
19148	332	4.6
19149	117	1.6
19150	160	2.2
19151	150	2.1
19152	77	1.1
19153	67	.9
19154	101	1.4
19162	1	.0
19179	1	.0
19335	1	.0
19352	1	.0
19428	1	.0
19608	1	.0
29138	0	.0
99999	2	.0
Total	7232	100.0



City of  
**Philadelphia**