



**Borough of
State College, PA**
2008 Community Survey

Report of Results
July 2008



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Executive Summary

Survey Background

The 2008 Borough of State College Community Survey provided residents the opportunity to rate the quality of life in the Borough, as well as the service delivery and overall workings of local government. In addition, the community survey also provided residents the unique opportunity to weigh in on policy decisions, such as potential green practices and smoking bans, facing the Borough.

State College completed the National Citizen Survey™ in 2007, and this was the first locally focused community survey of Borough residents in 20 years.

A randomly selected sample of 1,000 residential addresses and 39 fraternity addresses within State College's boundaries were mailed the 2008 Borough of State College Community Survey. Of these, 958 were assumed to be delivered to occupied households. A total of 358 completed surveys were received, for a response rate of 38%.

The margin of error is plus or minus five percentage points around any given percentage point for the entire sample and plus or minus seven percentage points when comparing results over time.

Highlight of Results

Overall, residents of State College were pleased with their quality of life and the quality of services received from the Borough. The majority of residents felt safe regardless of where they were in State College, but ratings of safety were higher during the day than at night. Residents also reported higher perceptions of safety in their neighborhood than in other locations around the Borough.

Most residents felt the quality of their neighborhood had remained stable over time, and more felt it had improved than declined. Over half of those completing the survey reported speaking with their immediate neighbors several times a month or more. When asked if they would participate in a "Get To Know Your Neighbors" event, approximately half felt they would be likely to participate, while the other half felt they would not. When asked about potential problems in their neighborhood, none of the problems were considered a "moderate" or "major" problem by more than one-third of survey participants.

However, these same potential problems were rated for the Downtown area and were of larger concern there. Alcohol and volume of traffic were considered the most problematic downtown, while graffiti was considered least problematic. Various

aspects of parking in downtown also provide the Borough opportunities for improvement. While lighting and safety were rated as “excellent” or “good” by more than half of those completing the survey, both the availability and cost of parking were rated low.

Services across the Borough were rated favorably, especially garbage collection, animal control and police response to incidents. In addition, residents who had contact with a Borough employee in the last 12 months reported the experience to be favorable, and three-quarters had an overall impression that was either “excellent” or “good.” Ratings for public trust were slightly lower than that of quality of services, but this is often the case in jurisdictions across the country.

Supporting, and acting on, policy issues important to residents provides a great opportunity for Council and staff to increase public trust. The 2008 survey provided residents ample opportunities to lend their voice to causes important to them. A strong majority of all residents were in support of a smoking ban in State College, and supported the Borough increasing efforts to pass this legislation. After reviewing the list of Council priorities, residents indicated that the development of affordable single-family homes, providing opportunities for low-income families to own homes and the development of more trails were most important. Additionally, access to quality affordable housing (either “for rent” or “to own”) was rated poorly.

Residents also voiced their support of “green” practices; more than half “strongly” supported each “green” practice proposed by the Borough. While most residents were not currently composting their food waste, at least one-third felt they would be “very” likely to participate in a curbside food waste collection program, and another one-third felt they were “somewhat” likely to participate. An overwhelming majority (99%) supported the increase in recycling opportunities, and nearly as many supported increased composting opportunities.

Survey results suggest that the Borough should continue to provide the same high quality of customer service and safe environment it currently offers. Moving into the future, the Borough might consider focusing on increasing its “green” practices, increasing the affordability of quality housing, and increasing the accessibility of its downtown area.

Survey Results

Survey Background

The Borough of State College contracted with National Research Center, Inc. (NRC) to conduct a community-wide community survey. The 2008 Borough of State College Community Survey allowed residents to provide feedback on priorities for Council, including increased efforts towards a smoking ban and “green” practices that may be implemented. The community survey also serves as a consumer report card for State College by providing residents the opportunity to rate the quality of life in the Borough, as well as the community’s amenities, service delivery and satisfaction with local government.

The community survey works in partnership with the 2007 National Citizen Survey™ conducted by State College. Together, these surveys provide insight into the key services that local government controls to create a quality community. It is akin to private sector customer surveys that are used regularly by many corporations to monitor where there are weaknesses in product or service delivery before customers defect to competition or before other problems from dissatisfied customers arise.

Survey Administration

A randomly selected sample of 1,000 residential addresses and 39 fraternities within State College were mailed the 2008 Borough of State College Community Survey. Residential addresses were sampled equally from each of four regions, or neighborhoods: Suburban, Close-in Residential, Downtown and College Heights. A map outlining each of these neighborhoods can be seen in *Appendix B: Survey Methodology*. Of these, 958 were assumed to be delivered to occupied households. A total of 358 completed surveys were received, for a response rate of 38%.

Survey results were weighted so that respondent age, gender and housing unit type were represented in proportions reflective of the entire Borough. The margin of error is plus or minus five percentage points around any given percentage point for the entire sample and plus or minus seven percentage points when comparing results over time. More information about the survey methodology can be found in *Appendix B: Survey Methodology*.

“Don’t Know” Responses and Rounding

On many of the questions in the survey, respondents could answer, “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in *Appendix C: Complete Set of Frequencies*. However, “don’t know” responses have been removed from the analyses presented in the body of the report. In other words, the tables and graphs display the responses only from respondents who had an opinion about a specific item

For some questions, respondents were permitted to select multiple responses. When the total exceeds 100% in a table for a multiple response question, it is because some respondents are counted in multiple categories. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the customary practice of percentages being rounded to the nearest whole number.

Comparison of Results Over Time

Because this survey was the second in a series of resident surveys, the results will be presented along with earlier findings where possible. The margin of error when comparing the two surveys is plus or minus seven percentage points.

Report of Results

Quality of Life and Community

The 2008 Borough of State College Community Survey started by asking residents to rate the quality of life in State College, as well as, other quality of life aspects such as the Borough as a place to raise children and safety at parks.

Quality of Life

Aspects of quality of life were, on the whole, viewed favorably. State College as a place to live received positive ratings, with 87% of residents indicating it was “excellent” or “good,” and 82% rating overall quality of life as “good” or better. State College as a place to raise children received the lowest of the quality of life ratings but was still considered “excellent” or “good” by 7 in 10 respondents.

Comparison Over Time

Quality of life ratings in 2008 were compared to those in 2007. Results have remained stable from 2007 to 2008.

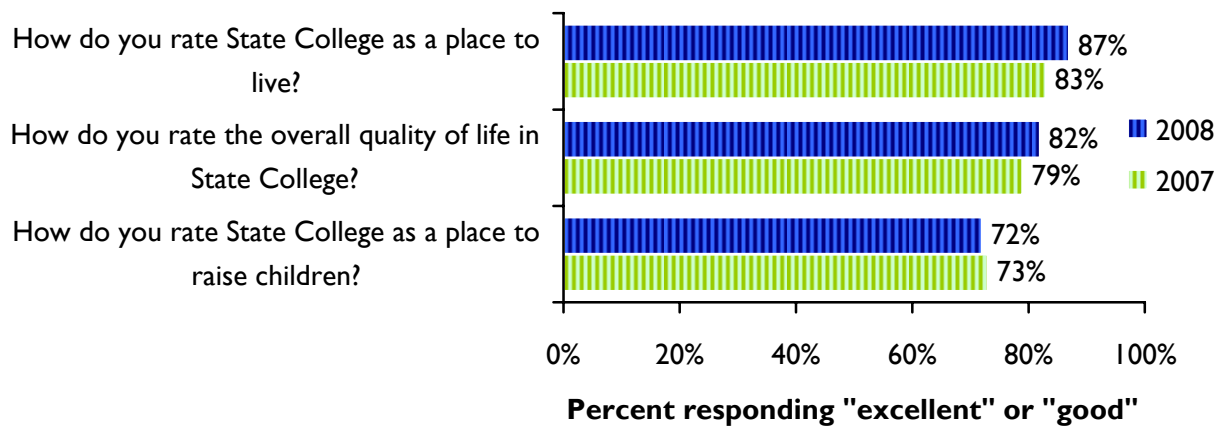
Comparison By Neighborhood

Select questions on the survey were compared by respondent neighborhood. Residents living in the Suburban area of town rated the Borough as a place to raise children higher than residents from other neighborhoods. A complete set of comparisons by neighborhood can be seen *Appendix D: Comparison by Respondent Neighborhood* and a map of neighborhoods can be found in *Appendix B: Survey Methodology*.

Table I: Quality of Life

Please circle the number that comes closest to your opinion for each of the following questions:	Excellent	Good	Fair	Poor	Total
How do you rate State College as a place to live?	32%	55%	12%	1%	100%
How do you rate the overall quality of life in State College?	28%	54%	16%	1%	100%
How do you rate State College as a place to raise children?	36%	36%	20%	8%	100%

Figure 1: Quality of Life



Safety of Parks

Survey participants were asked to rate how safe they felt in parks both during the day and after dark. A strong majority of residents reported feeling “very” or “somewhat” safe in parks during the day (95%). This percentage dropped when rating safety in parks after dark; 57% reported feeling “very” or “somewhat” safe.

Comparison Over Time

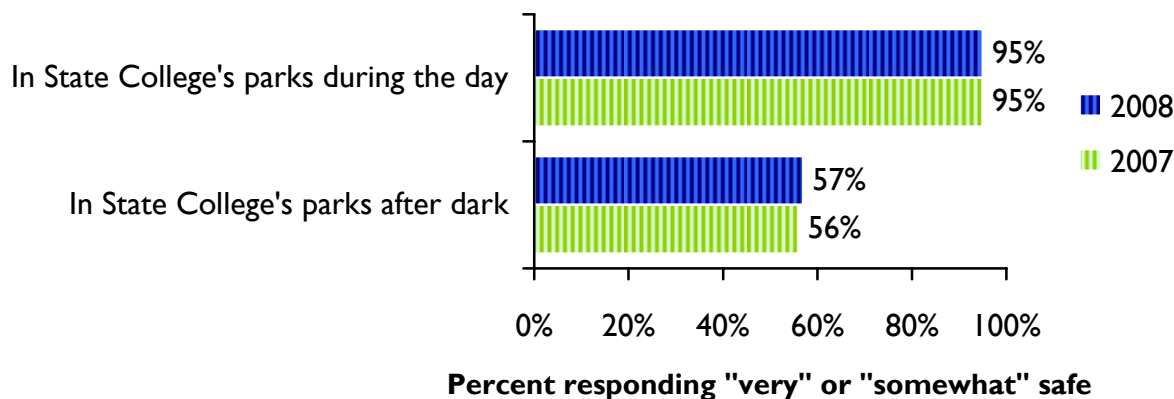
These safety ratings for parks were similar in 2008 and 2007.

Table 2: Safety in Parks

Please rate how safe you feel:	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Total
In State College’s parks during the day	81%	14%	2%	2%	1%	100%
In State College’s parks after dark*	21%	36%	18%	17%	9%	100%

*More than 20% of respondents answered “don’t know” to this question.

Figure 2: Safety in Parks



Housing

An important component of quality of life is the availability of affordable quality housing. The majority of residents felt this availability (whether through owning or renting) was either “fair” or “poor.” Four in 10 survey participants felt the access to affordable quality housing for rent was “excellent” or “good,” and only 20% felt this way about the access to affordable quality housing to own.

Comparison Over Time

In 2007 access to affordable quality housing was asked as a single question (i.e., not broken out by “for rent” or “to own”), and 26% considered it “excellent” or “good.” This was a lower rating than received in 2008 for renter occupied housing.

Comparison By Neighborhood

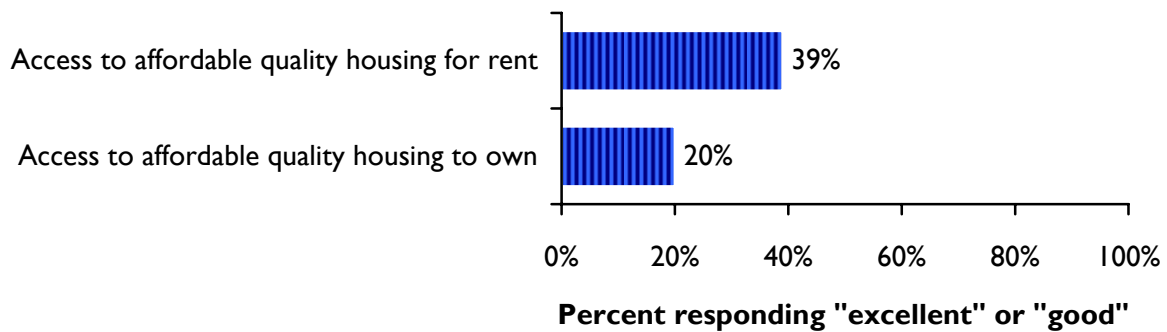
Residents living in Suburban rated the access to affordable quality housing to own lower than did residents from other neighborhoods. A complete set of comparisons can be seen in *Appendix D: Comparison by Respondent Neighborhood*.

Table 3: Affordable Housing

Please rate each of the following characteristics as they relate to State College as a whole:					Total
	Excellent	Good	Fair	Poor	
Access to affordable quality housing for rent	8%	31%	34%	27%	100%
Access to affordable quality housing to own*	5%	15%	37%	43%	100%

*Forty-one percent of respondents answered “don’t know” to this question.

Figure 3: Affordable Housing



Neighborhoods

Where a resident lives within the larger community can play a large role in their overall quality of life. Residents were happy with their neighborhood as place to live; 8 in 10 felt it was “excellent” or “good.” Less than one-quarter of residents felt their neighborhood was a “fair” or “poor” place to live.

Comparison Over Time

Ratings for neighborhood as a place to live has remained stable over time.

Comparison By Neighborhood

Residents living in College Heights rated their neighborhood higher than did residents from other neighborhoods and residents in Downtown provided the lowest ratings. A complete set of comparisons can be seen in *Appendix D: Comparison by Respondent Neighborhood*.

Figure 4: Neighborhood As a Place to Live

How do you rate your neighborhood as a place to live?

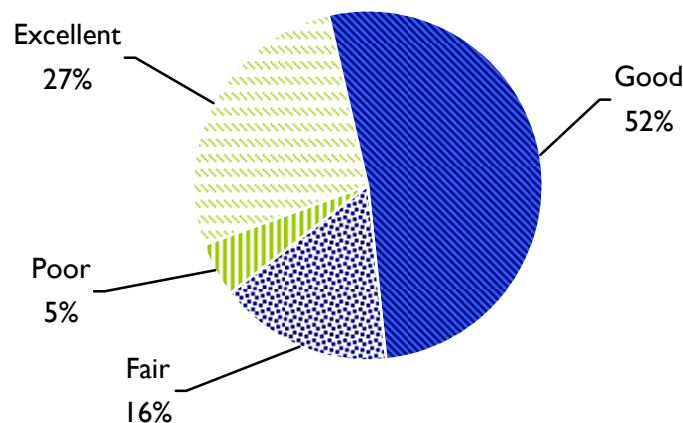
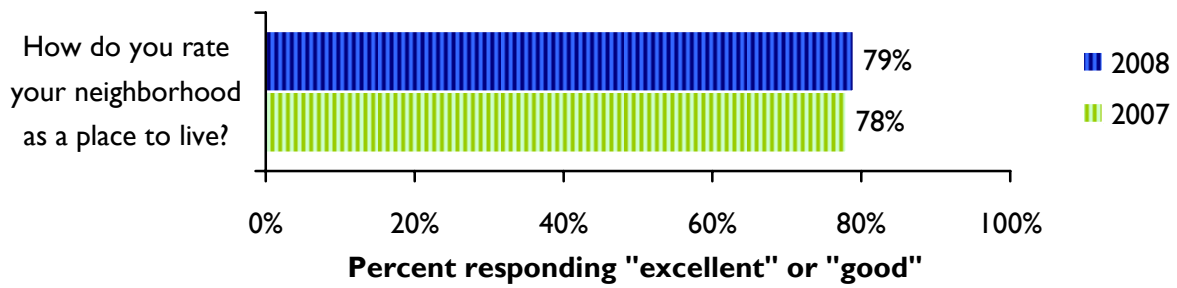


Figure 5: Neighborhood As a Place to Live

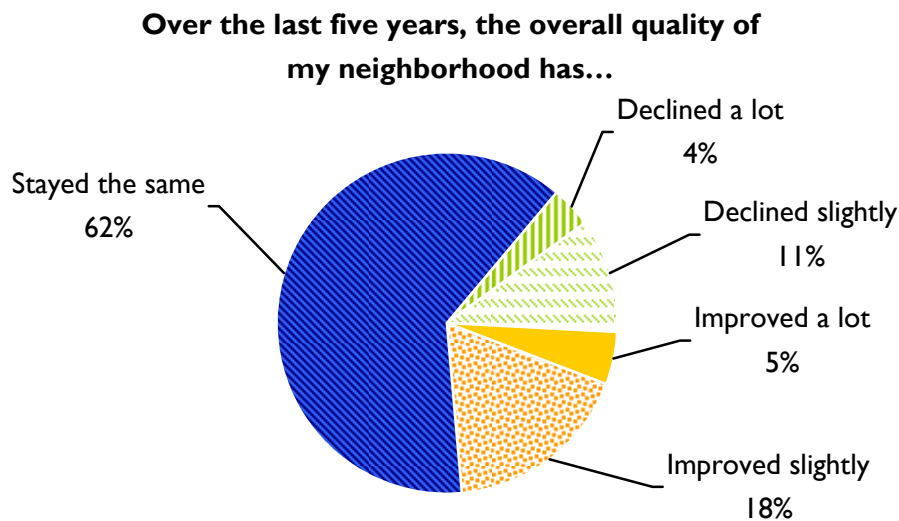


When asked if they felt the quality of their neighborhood had improved, declined or the stayed the same over the last five years, almost two-thirds of those who had an opinion reported that it had stayed the same. More residents (23%) felt their neighborhood had improved than declined (15%). Twenty-three percent of respondents felt they could not answer this question and answered “don’t know.”

Comparison by Neighborhood

A higher percentage of residents living in Downtown reported their neighborhood had improved over the last five years than residents from other neighborhoods. A complete set of neighborhood comparisons can be seen in *Appendix D: Comparison by Respondent Neighborhood*.

Figure 6: Quality of Neighborhood Over the Last Five Years



The questionnaire provided respondents an opportunity to state one aspect of their neighborhood they would change. Of the 262 respondents who provided a response, traffic issues and nuisance violations were mentioned the most frequently (18% and 16%, respectively). Seven percent of respondents indicated they would not make any change. "Other" responses, such as "more soccer fields" and "snow removal," can be seen in *Appendix E: Verbatim Responses*.

Table 4: Changing the Neighborhood

What one aspect of your neighborhood do you most want to change or fix?	Percent of respondents
Traffic issues	18%
Nuisance violations (e.g., noise, public drunkenness, vandalism)	16%
Parking issues	14%
Rental properties (e.g., students, absentee landlords, code enforcement)	14%
Community improvements (e.g., increased community engagement, increased pedestrian friendliness)	11%
No change	7%
Other	21%
Total	100%

Safety of Neighborhoods

Overall residents felt safe in their neighborhoods both during the day and after dark. Not surprisingly, safety ratings were higher during the day than after dark – 95% compared to 81% feeling “very” or “somewhat” safe, respectively.

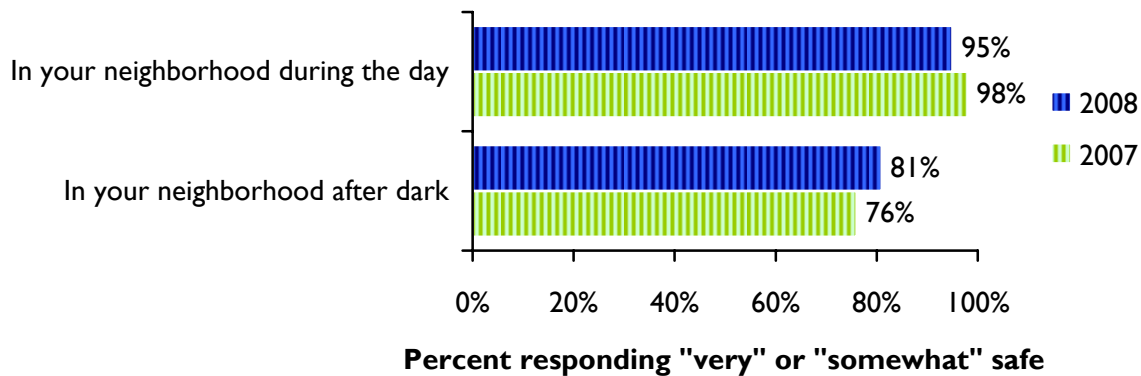
Comparison Over Time

Safety ratings in 2008 were compared to those in 2007, remaining stable over time.

Table 5: Safety in Neighborhood

Please rate how safe you feel:	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Total
In your neighborhood during the day	88%	7%	4%	1%	1%	100%
In your neighborhood after dark	43%	37%	7%	11%	2%	100%

Figure 7: Safety in Neighborhood



Some residences contain home security systems, often to increase feelings of safety. Less than 10% of State College residents who completed the survey reported that their home had a security system. While residents with a security system and those without felt equally safe during the day, residents with a security system reported feeling less safe after dark than those without a security system (63% versus 83%, respectively).

Figure 8: Home Security System

Do you have a home security system installed in your home?

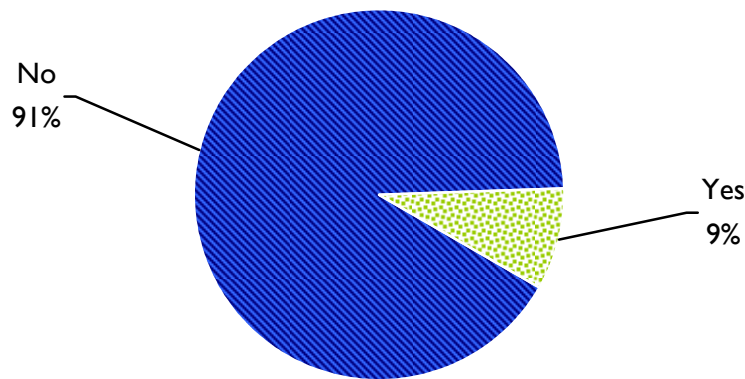


Table 6: Safety in Neighborhood by Home Security System

Please rate how safe you feel:	Do you have a home security system installed in your home?	
	No	Yes
In your neighborhood during the day	95%	92%
In your neighborhood after dark	83%	63%

Cells shaded grey indicate statistically significant differences, $p < .05$.

Neighborhood Relationships

The quality of community life and feelings of safety can be enhanced by strong relationships between immediate neighbors. Over half of those completing the survey reported visiting with their immediate neighbors several times a month or more, and 14% reported doing so just about every day. Seven percent reported communicating with neighbors once a year or less, and 14% reported they “never” communicate with their neighbors.

Comparison By Neighborhood

Residents living in Downtown and College Heights more frequently visited with their neighbors than did residents living in the other two neighborhoods. See *Appendix D: Comparison by Respondent* for a complete set of neighborhood comparisons.

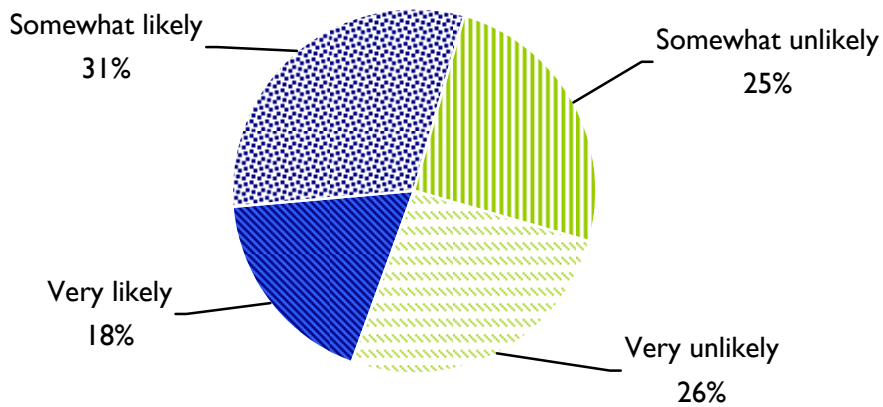
Table 7: Visiting with Neighbors

About how often, if at all, do you talk to or visit with your immediate neighbors (people who live in the 10 or 20 households that are closest to you)?	Percent of respondents
Just about every day	14%
Several times a week	23%
Several times a month	19%
Once a month	12%
Several times a year	11%
Once a year or less	7%
Never	14%
Total	100%

State College is interested in creating events for residents to “Get to Know” their neighbors. Residents were split with approximately half feeling they were likely (“very” or “somewhat”) to participate in a “Get to Know Your Neighbor” event and half felt they were unlikely (“very” or “somewhat”) to do so.

Figure 9: Get to Know Your Neighbor

How likely or unlikely would you be to participate in a “Get to Know Your Neighbor” event held at the start of fall semester 2008?



Potential Problems

The survey provided residents a place to indicate whether a list of 10 issues was at all a problem in their neighborhood. No issue was considered a “major” or “moderate” neighborhood problem by more than two-thirds of residents. Of largest concern were the speed of traffic (32% “moderate” or “major” problem) and the volume of traffic (23% “moderate” or “major” problem).

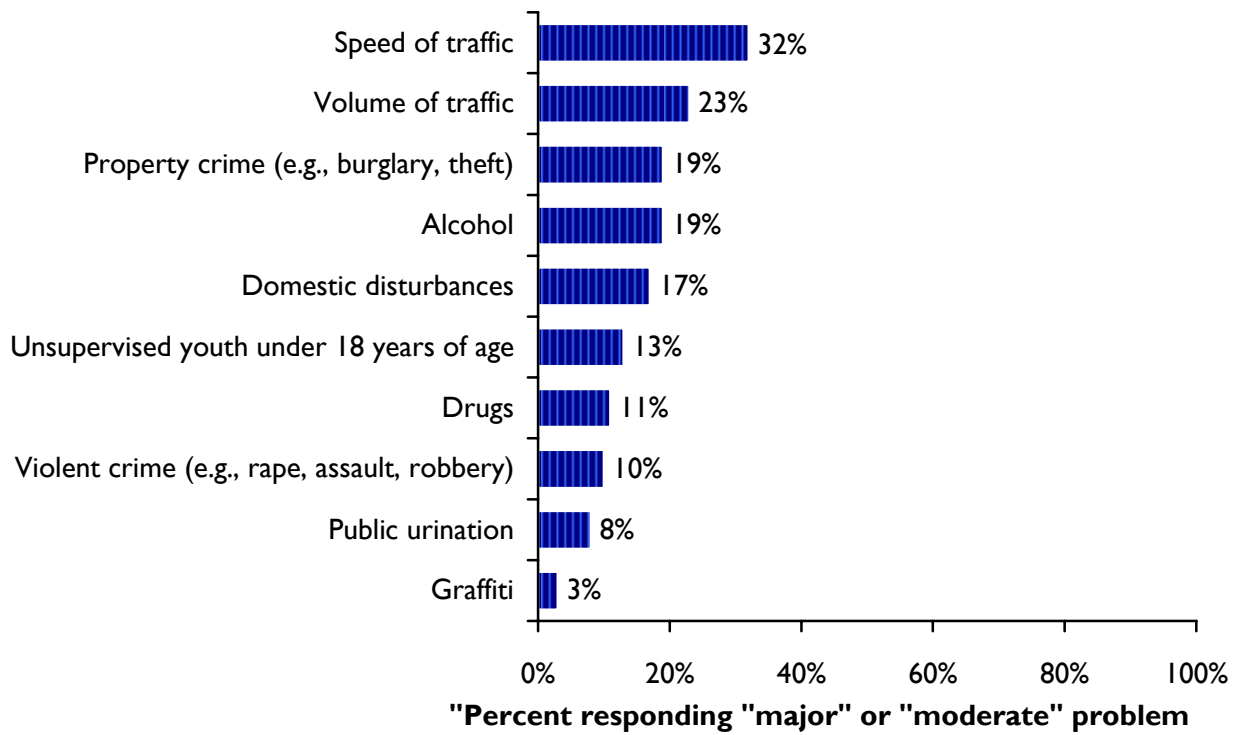
At least two in five respondents reported the following were *not* a problem: unsupervised youth, drugs, violent crime, public urination and graffiti.

Table 8: Potential Neighborhood Problems

Thinking first of downtown State College and then of your neighborhood, to what degree, if at all, are the following problems in State College:	Not a problem	Minor problem	Moderate problem	Major problem	Total
Speed of traffic	40%	28%	21%	10%	100%
Volume of traffic	53%	24%	15%	9%	100%
Property crime (e.g., burglary, theft)	43%	38%	17%	3%	100%
Alcohol	51%	30%	9%	11%	100%
Domestic disturbances	56%	27%	13%	4%	100%
Unsupervised youth under 18 years of age	70%	18%	8%	4%	100%
Drugs*	60%	29%	9%	2%	100%
Violent crime (e.g., rape, assault, robbery)	70%	20%	8%	2%	100%
Public urination	72%	20%	3%	5%	100%
Graffiti	80%	17%	1%	2%	100%

* More than 20% of survey respondents answered “don’t know” to this question.

Figure 10: Potential Neighborhood Problems



Downtown

Downtowns are often a hub of community activity with opportunities for shopping, entertainment, restaurants and businesses. It is usually important to residents that these hubs are easy to access, safe and problem-free as possible.

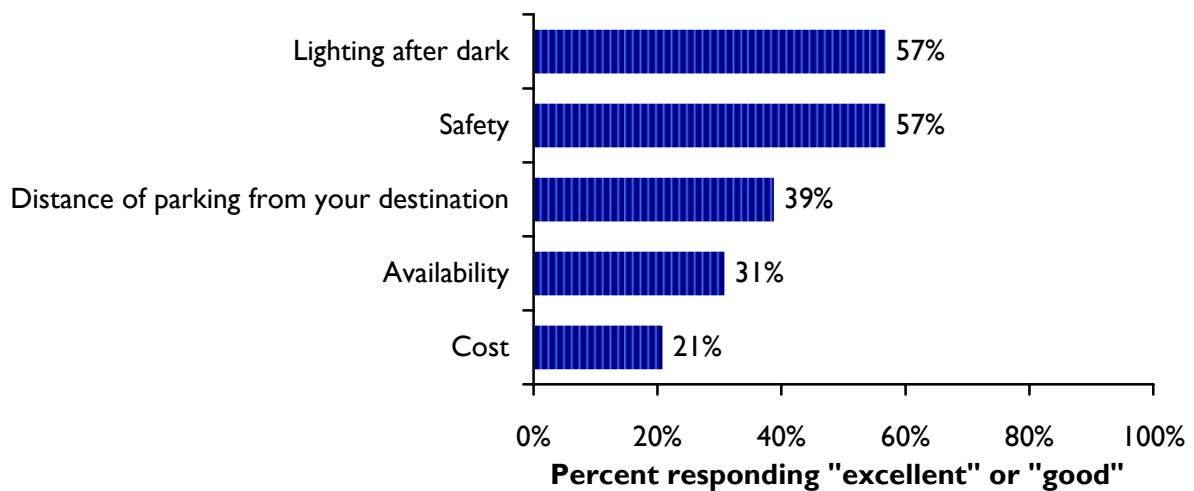
Parking in Downtown

Those completing the questionnaire were asked to rate several aspects of parking in downtown State College. Most residents felt lighting after dark (57%) and safety (57%) were “excellent” or “good.” However, ratings were lower for distance of parking from destination, availability and cost. In fact, approximately one-third rated the availability and cost of parking downtown as “poor.”

Table 9: Parking in Downtown State College

Please rate the following aspects of parking in downtown State College...	Excellent	Good	Fair	Poor	Total
Lighting after dark	11%	47%	32%	11%	100%
Safety	13%	43%	38%	6%	100%
Distance of parking from your destination	9%	31%	41%	20%	100%
Availability	10%	21%	37%	32%	100%
Cost	5%	15%	40%	39%	100%

Figure 11: Parking in Downtown State College



Safety of Downtown

Residents completing the survey reported feeling safe downtown during the day, with 94% indicating they felt “very” or “somewhat” safe, and 84% of those reporting “very” safe. The majority of residents also felt safe in downtown after dark; 7 in 10 reported feeling “very” or “somewhat” safe.

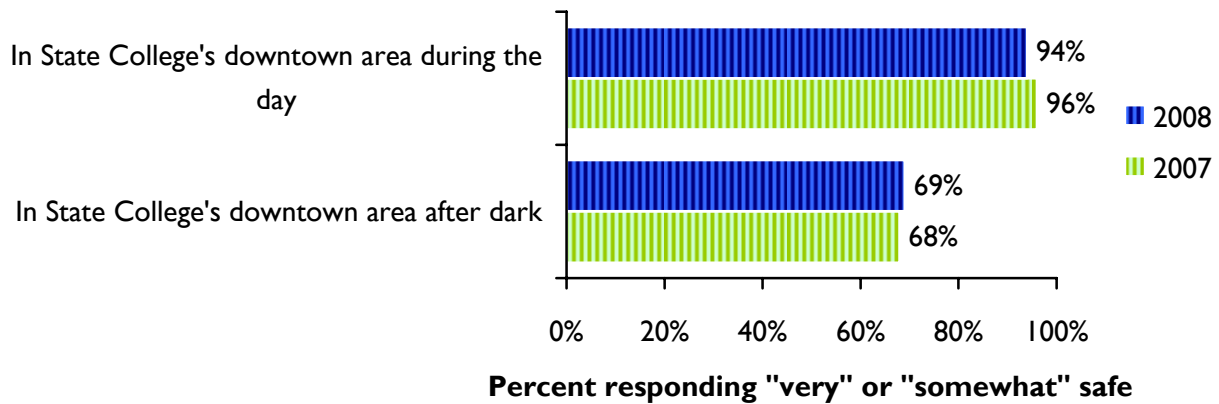
Comparison Over Time

As seen for safety ratings in other parts of State College, safety ratings for downtown have remained stable over time.

Table 10: Safety Downtown

Please rate how safe you feel:	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Total
In State College’s downtown area during the day	84%	10%	4%	1%	1%	100%
In State College’s downtown area after dark	31%	39%	12%	14%	4%	100%

Figure 12: Safety Downtown



Potential Problems Downtown

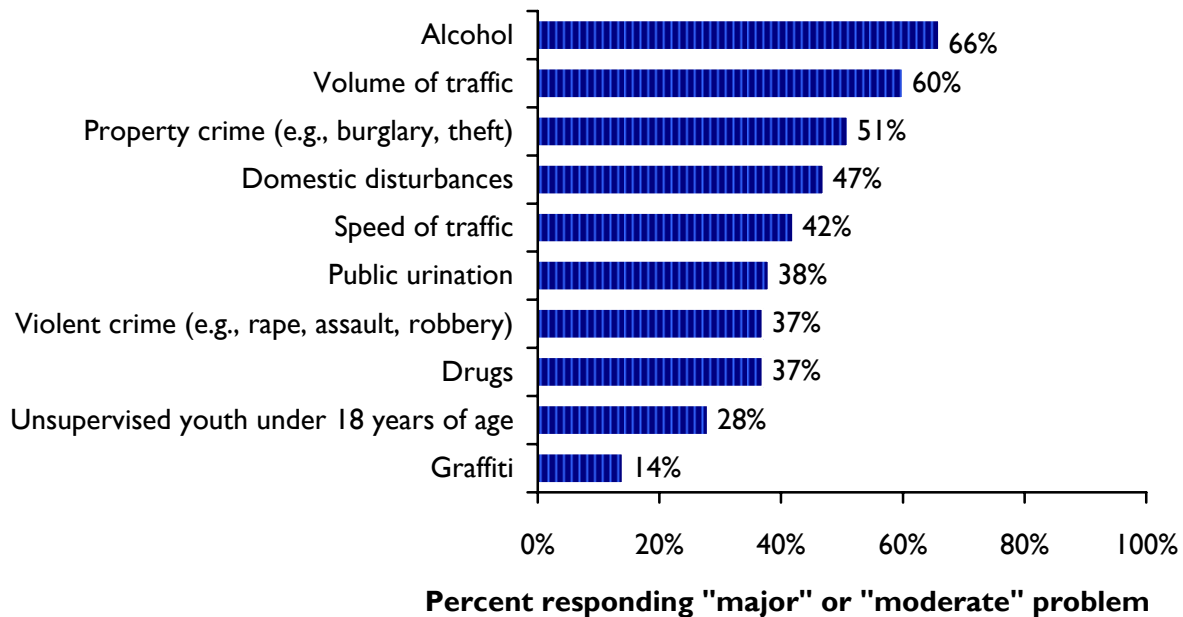
Residents were asked to rate for the downtown the same potential problems presented for their neighborhood. Overall, problem ratings were higher for downtown than for neighborhoods. Two-thirds of survey participants felt that alcohol was a “major” or “moderate” problem in downtown State College. Also considered a “major” or “moderate” problem by at least half of those completing the survey were volume of traffic (60%) and property crime (51%). Less than one-third felt unsupervised youth and graffiti were a “major” or “moderate” problem (28% and 14%, respectively).

Table II: Potential Downtown Problems

Thinking first of downtown State College and then of your neighborhood, to what degree, if at all, are the following problems in State College:	Not a problem	Minor problem	Moderate problem	Major problem	Total
Alcohol	9%	26%	33%	33%	100%
Volume of traffic	17%	23%	39%	21%	100%
Property crime (e.g., burglary, theft)	16%	33%	39%	12%	100%
Domestic disturbances*	23%	30%	37%	10%	100%
Speed of traffic	26%	32%	29%	13%	100%
Public urination	22%	39%	19%	19%	100%
Violent crime (e.g., rape, assault, robbery)	26%	37%	25%	13%	100%
Drugs*	26%	37%	20%	17%	100%
Unsupervised youth under 18 years of age	41%	31%	15%	13%	100%
Graffiti	46%	40%	10%	3%	100%

* More than 20% of respondents answered “don’t know” to this question.

Figure 13: Potential Downtown Problems



Evaluation of Borough Services

The survey explored various aspects of Borough services, including the quality of services provided, quality of contact with Borough staff and their trust in Borough staff and elected officials.

Quality of Services

The survey provided residents with 14 Borough services for which they could give quality ratings. Services were largely rated as “excellent” or “good” by a majority of residents. Garbage collection was perceived as the highest in quality; 88% said “excellent” or “good.” Animal control, police response, accessibility of parks, bus/transit services and crime prevention were considered “excellent” or “good” by three-quarters of respondents or more.

The two services receiving the lowest ratings were land use, planning and zoning and the amount of public parking (56% and 35%, respectively). One-third of residents felt the amount of public parking was “poor.”

Comparison Over Time

Service ratings for 2008 were compared to 2007 when available. Crime prevention showed an improvement in 2008. Although land use, planning and zoning was one of the lowest rated services, it did show a significant increase in 2008 when compared to 2007.

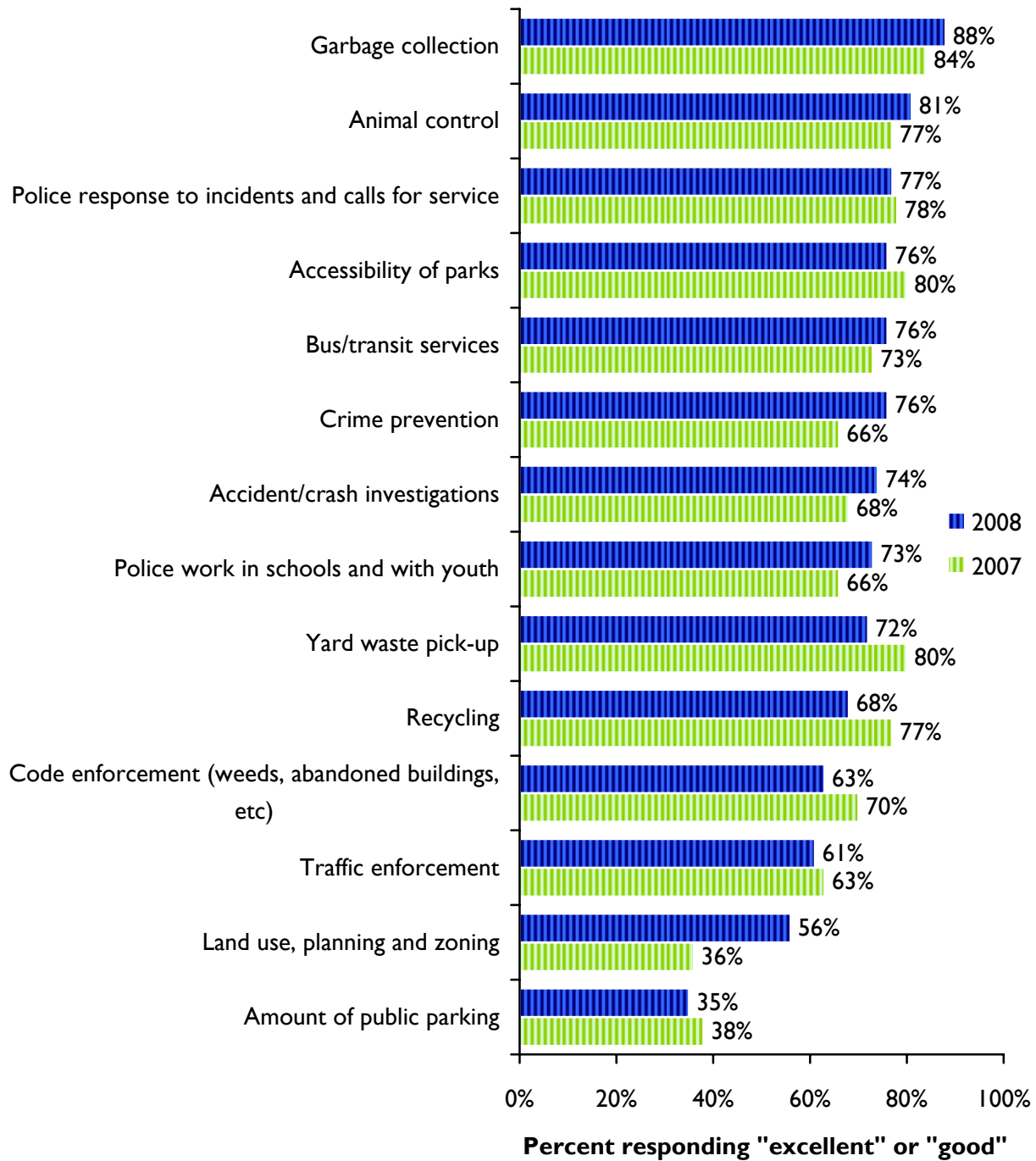
While garbage collection was rated highest overall, two services related to garbage collection – yard waste pick-up and recycling – both received lower quality ratings in 2008 than in 2007.

Table 12: Quality of Borough Services

How do you rate the quality of each of the following services in State College?	Excellent	Good	Fair	Poor	Total
Garbage collection	38%	50%	10%	2%	100%
Animal control*	21%	60%	18%	1%	100%
Police response to incidents and calls for service*	31%	46%	22%	1%	100%
Accessibility of parks	27%	50%	23%	1%	100%
Bus/transit services	35%	41%	21%	3%	100%
Crime prevention	13%	62%	18%	6%	100%
Accident/crash investigations*	21%	53%	25%	1%	100%
Police work in schools and with youth*	28%	45%	25%	2%	100%
Yard waste pick-up*	29%	43%	21%	8%	100%
Recycling	33%	35%	23%	9%	100%
Code enforcement (weeds, abandoned buildings, etc)	13%	50%	30%	7%	100%
Traffic enforcement	10%	52%	29%	9%	100%
Land use, planning and zoning*	11%	45%	35%	9%	100%
Amount of public parking	9%	26%	34%	31%	100%

*More than 20% of respondents answered "don't know" to this question.

Table 13: Quality of Borough Services



Residents were asked which municipal services they had accessed via the Internet in the last 12 months. Of the 129 people who had accessed a service via the Internet, one-third reported paying a parking ticket, and almost two-thirds had filed local tax documents. Seventeen percent indicated “other” services such as “codes, garbage pick-up” and “purchase compost.” For a complete set of “other” services see *Appendix E: Verbatim Responses*.

Table 14: Online Municipal Services

Which of the following municipal services have you accessed via the Internet in the last 12 months? Check all that apply.	Percent of respondents
Pay a parking ticket	34%
File your local tax documents	61%
Other	17%

Responses may add to more than 100% as respondents could select more than one service.

Public Employees

Half of the residents completing the survey reported that they had been in contact with a Borough employee in the last 12 months. Those residents who had been in contact were asked to rate their impression of the employees in their most recent contact.

Ratings for knowledge, responsiveness and courtesy were all high with at least three-quarters reporting these were “excellent” or “good.” The overall impression of employees also was viewed as favorable, with 76% saying it was “excellent” or “good.”

Comparison Over Time

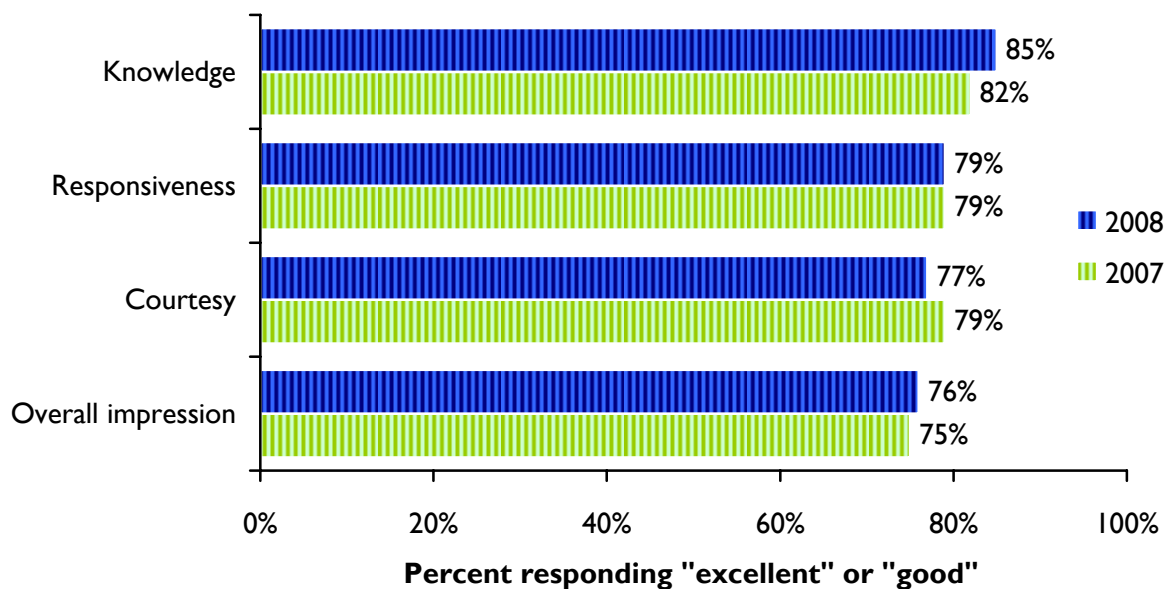
Ratings for quality of contact with Borough employees have remained consistent over time.

Table 15: Quality of Contact with Borough Employees

What was your impression of employees of the Borough of State College in your most recent contact? (Rate each characteristic below.)	Excellent	Good	Fair	Poor	Total
Knowledge	42%	43%	13%	2%	100%
Responsiveness	41%	38%	18%	3%	100%
Courtesy	51%	27%	14%	8%	100%
Overall impression	41%	35%	20%	3%	100%

Responses only from those residents who reported being in contact with a Borough employee in the last 12 months.

Figure 14: Quality of Contact with Borough Employees



Public Trust

The survey contained a series of questions used to measure public trust, or confidence in Borough officials and employees. In surveys across the nation, these ratings tend to be lower than more general service ratings, and this was the case in State College as well. Trust was highest for the job staff does listening to citizens (58% “excellent” or “good”) and responsiveness of staff (57%). Listening and responsiveness were both higher for staff than for Council. The job Council does listening to residents was rated “excellent” or “good” by 5 in 10 respondents, and 4 in 10 felt responsiveness was “excellent” or “good.”

Comparison Over Time

Comparisons to 2007 were available for the value of service received for the taxes paid and for the job the Borough Council does listening to residents. Ratings for the value received for the taxes paid has remained consistent over time. The job government does listening to residents was rated higher in 2008 than in 2007.

Table 16: Public Trust

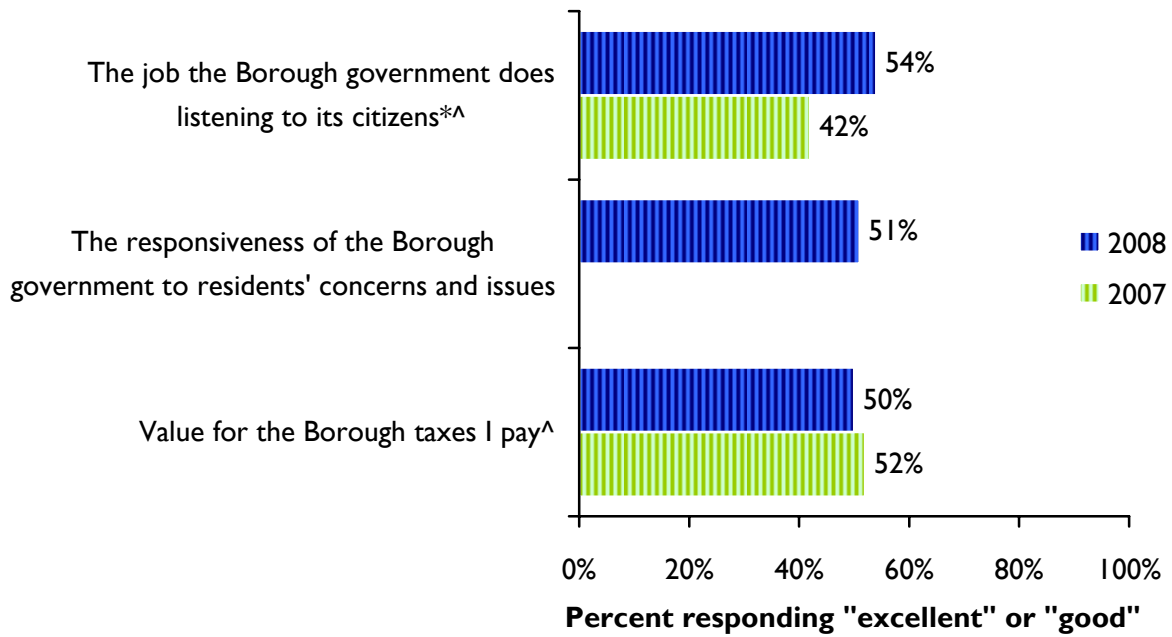
Please rate the quality of the following services:	Excellent	Good	Fair	Poor	Total
The job the Borough government does listening to its citizens* [^]	11%	43%	35%	12%	100%
The responsiveness of the Borough government to residents’ concerns and issues* [†]	8%	43%	40%	11%	100%
Value for the Borough taxes I pay*	10%	40%	39%	12%	100%

*More than 20% of respondents answered “don’t know” to this question.

[^]On the survey, the job Borough government does listening to its citizens was asked separately for “staff” and for “council.”

[†]On the survey, the responsiveness of Borough government was asked separately for “employees” and “council.”

Figure 15: Public Trust



*In 2007 this question was worded "Borough government listens to its citizens."

^In 2007 these questions were asked on an agree/disagree scale.

Policy Issues

Distinctive of the community survey when compared to the National Citizen Survey is the option to provide an unlimited number of custom policy questions to which residents can respond. In 2008 the focus of these policy questions was on a potential smoking ban, updating 2006 Council priorities and a variety of “green” (or environmentally friendly) issues.

Smoking Ban

Smoking bans in public places (including bars and restaurants) are becoming more and more popular as cities and entire states become “smoke free.” On the whole, State College residents were in favor a smoking ban in the bars and restaurants of State College. Eight in 10 residents supported (“strongly” or “somewhat”) the ban and the same proportion were supportive of more active lobbying by the Borough to help this legislation pass.

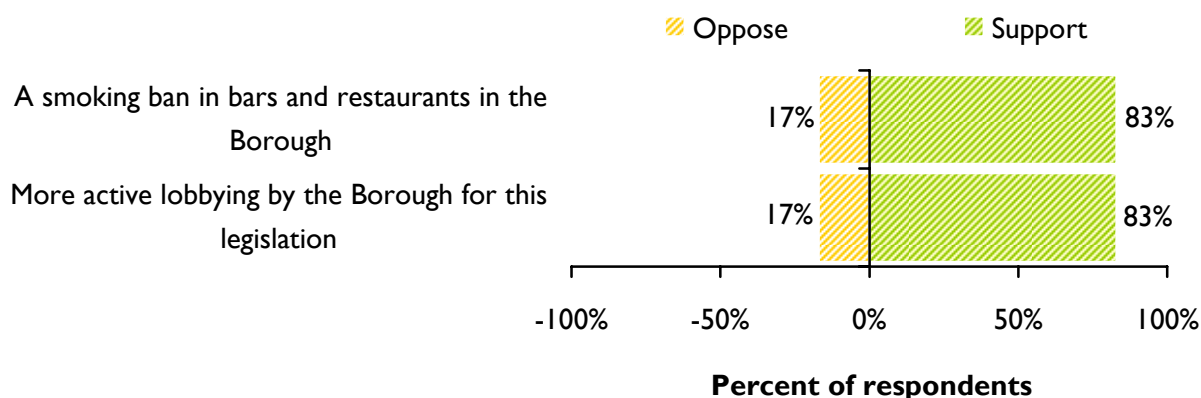
Less than 20% opposed these measures; however, those that did oppose were more likely to “strongly” oppose than “somewhat” oppose the potential legislation.

(Note: In June 2008, Governor Rendell today signed into law the Clean Indoor Air Act, which will protect Pennsylvanians from the deadly health effects of secondhand smoke by prohibiting smoking in most public places, including restaurants, workplaces and a portion of casino floors.)

Table 17: Smoking in State College

To what extent would you support or oppose the following...	Strongly support	Somewhat support	Somewhat oppose	Strongly oppose	Total
A smoking ban in bars and restaurants in the Borough	72%	11%	5%	12%	100%
More active lobbying by the Borough for this legislation	67%	15%	6%	12%	100%

Figure 16: Smoking in State College



Borough Council Priorities

In 2006, the Borough Council identified housing and quality of life priorities for the Borough. The survey asked residents to review 11 of these priorities and indicate how important, if at all, each one still was. Then to rank which two they felt were most important by placing a “1” next to the most important and a “2” next to the second most important.

One issue stood out as most important to residents with 71% saying that supporting the development of single-family homes for sale at prices workforce employees can afford was “essential” or “very important.” Approximately half of survey participants felt that development of more trails, expanding tenant/landlord services available to renters, enforcement of health and nuisance ordinances and providing opportunities for low income households to buy a home were “essential” or “very important.”

Lowest in importance on the priority list were neighborhood related issues: increasing neighborhood police patrols, reducing cut-through traffic in neighborhoods and the development of neighborhood task forces.

Comparison By Neighborhood

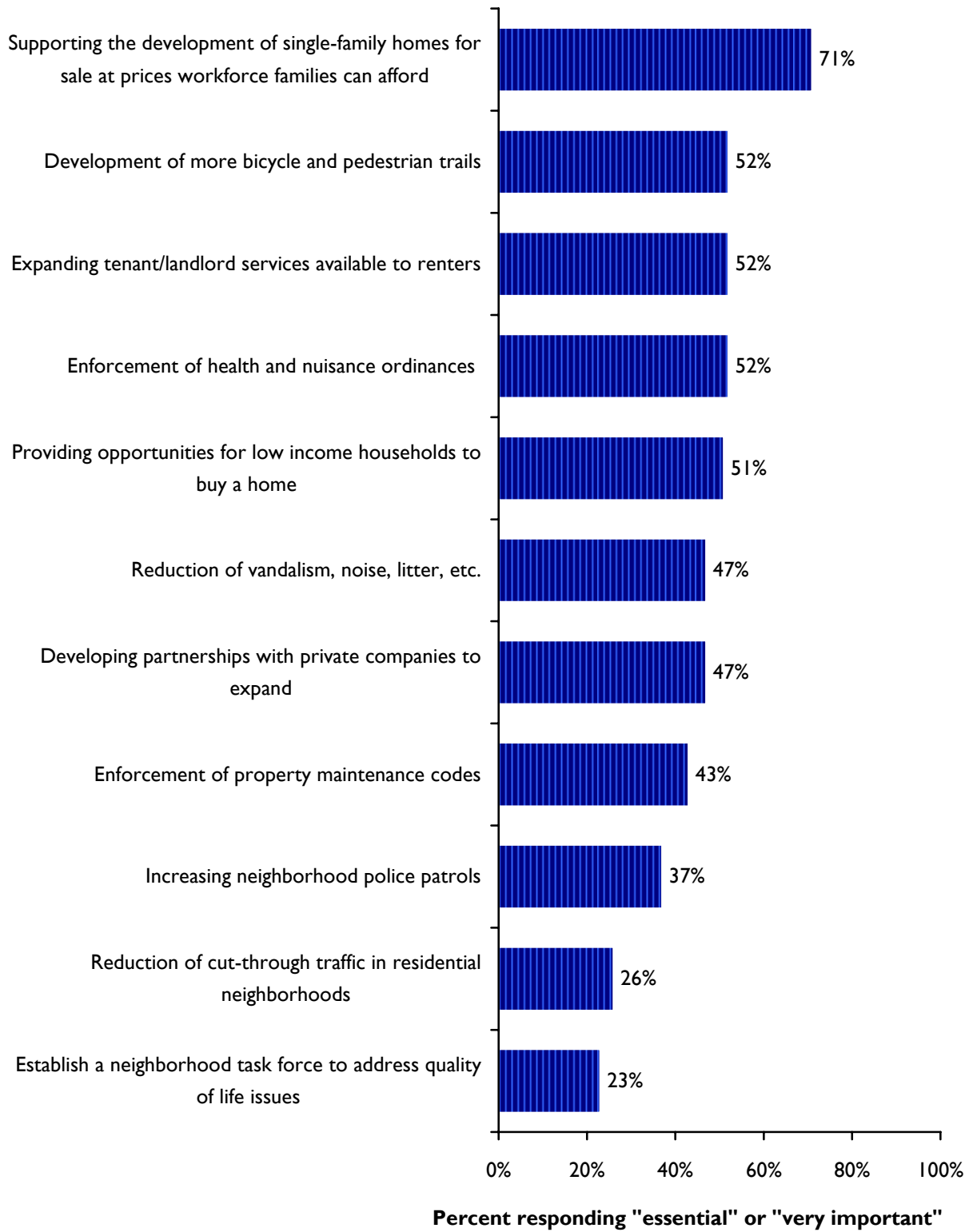
The importance of Council priorities varied by respondent neighborhood. Respondents living in Downtown rated the following priorities as more important than residents of other neighborhoods: enforcement of health and nuisance ordinances, enforcement of maintenance codes, increasing neighborhood patrols, establishing a neighborhood task force and a reduction in vandalism, noise and litter.

More residents in both Downtown and Suburban than in other neighborhoods felt supporting the development of single-family homes for sale at prices workforce families can afford was important. Finally more residents in Suburban felt it was important to provide opportunities for low income households to buy a home than other neighborhoods, while residents in Close-in Residential were least likely to feel this was important. A complete set of all comparisons by neighborhood can be seen in *Appendix D: Comparison by Respondent Neighborhood*.

Table 18: Borough Council Priorities

Below is a list of housing and quality of life issues that the Borough Council identified as priorities in 2006. Please rate how important, if at all, you think it still is that the Council address each issue?	Essential	Very important	Somewhat important	Not at all important	Total
Supporting the development of single-family homes for sale at prices workforce families can afford (e.g., police officers, teachers and nurses)	29%	42%	24%	5%	100%
Development of more bicycle and pedestrian trails	22%	30%	36%	12%	100%
Expanding tenant/landlord services available to renters (e.g., dispute resolution, mediation)	14%	38%	39%	8%	100%
Enforcement of health and nuisance ordinances (e.g., weeds, prompt removal of snow from sidewalks, loud neighbors, noisy cars, loitering, etc.)	16%	36%	36%	12%	100%
Providing opportunities for low income households to buy a home	19%	32%	42%	7%	100%
Reduction of vandalism, noise, litter, etc.	15%	32%	43%	10%	100%
Developing partnerships with private companies to expand housing opportunities	11%	36%	37%	16%	100%
Enforcement of property maintenance codes	11%	32%	41%	15%	100%
Increasing neighborhood police patrols	12%	25%	47%	15%	100%
Reduction of cut-through traffic in residential neighborhoods	7%	19%	37%	36%	100%
Establish a neighborhood task force to address quality of life issues	7%	16%	46%	30%	100%

Figure 17: Borough Council Priorities



The two issues ranked as the highest priority both focused on housing related issues: providing opportunities for low income households to buy a home and supporting the development of single-family homes for sale at prices workforce families can afford. While it was not the highest ranked top 1 or 2 priority, the development of more trails (bicycle and pedestrian) was also ranked highly.

Table 19: Borough Council Priority Rankings

Please rank which TWO you think should be the highest priority, with a "1" for the most important and a "2" for the second most important.	Percent ratings as #1 priority	Percent ratings as #2 priority	Percent ratings as #1 or #2 priority
Providing opportunities for low income households to buy a home	17%	10%	27%
Supporting the development of single-family homes for sale at prices workforce families can afford (e.g., police officers, teachers and nurses)	16%	15%	30%
Development of more bicycle and pedestrian trails	12%	11%	23%
Expanding tenant/landlord services available to renters (e.g., dispute resolution, mediation)	9%	7%	16%
Enforcement of health and nuisance ordinances (e.g., weeds, prompt removal of snow from sidewalks, loud neighbors, noisy cars, loitering, etc.)	8%	10%	18%
Reduction of vandalism, noise, litter, etc.	5%	8%	14%
Increasing neighborhood police patrols	4%	4%	8%
Developing partnerships with private companies to expand housing opportunities	3%	4%	7%
Enforcement of property maintenance codes	3%	4%	7%
Reduction of cut-through traffic in residential neighborhoods	2%	1%	3%
Establish a neighborhood task force to address quality of life issues	1%	1%	2%

Green Practices

A set of questions on the survey were dedicated to green initiatives such as composting, policies enforcing greener practices, and increasing opportunities to be more environmentally friendly.

Roughly two-thirds of survey participants reported having a working garbage disposal in their residence, and 70% of residents reported they “never” compost their kitchen waste. Those residents with a working garbage disposal were more likely to compost their kitchen waste than residents who did not have a garbage disposal.

Figure 18: Working Garbage Disposal

Do you have a working garbage disposal in your residence?

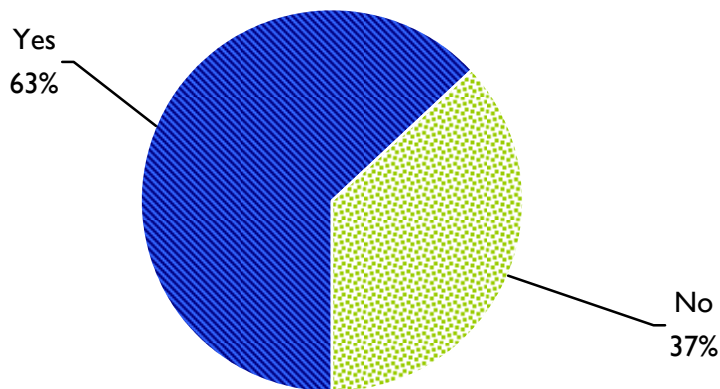


Figure 19: Composting Kitchen Waste

How frequently do you compost your kitchen waste?

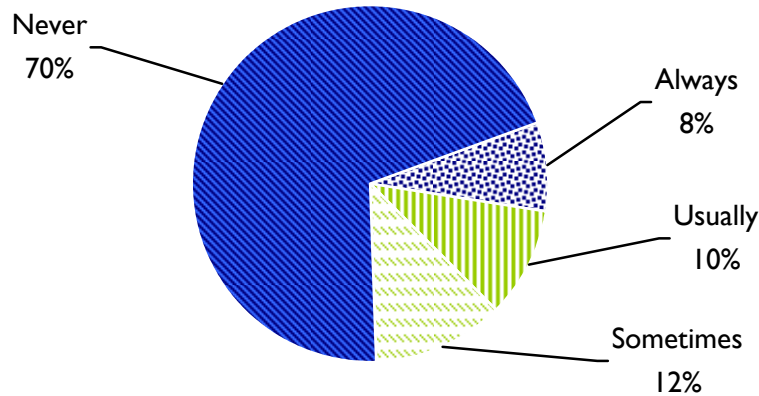


Table 20: Owning a Garbage Disposal by Frequency of Composting

How frequently do you compost your kitchen waste?	Do you have a working garbage disposal in your residence?	
	Yes	No
Always	11%	2%
Usually	15%	1%
Sometimes	14%	9%
Never	60%	88%
Total	100%	100%

Cells shaded gray indicate statistically significant differences, $p < .05$

Two-thirds of respondents indicated they would be “very” or “somewhat” likely to participate in a curbside food waste collection program. Those residents who reported “always” or “usually” composting their kitchen waste were less likely to participate in the curbside program than were those residents who were not regularly composting. This finding suggests that by providing curbside composting, the proportion of residents “recycling” food waste would increase throughout State College.

Figure 20: Likelihood of Participating in a Curbside Food Waste Collection Program

How likely or unlikely are you to participate in a curbside food waste collection program if it was offered by State College Borough?

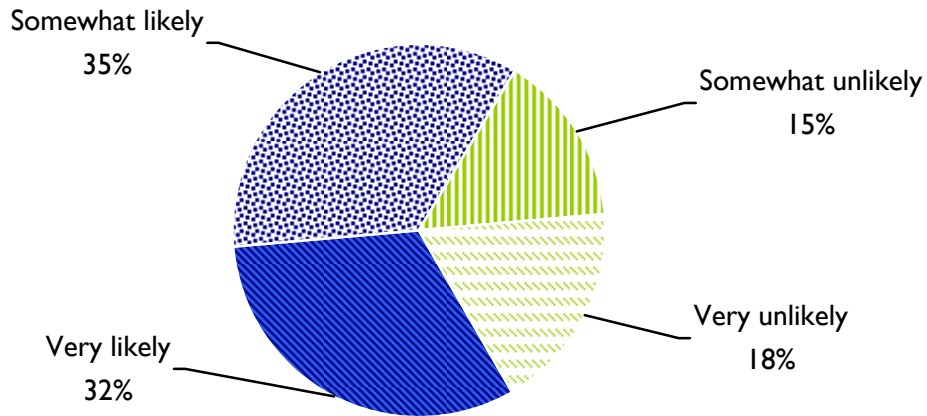


Table 21: Frequency of Composting Kitchen Waste by Likelihood of Participation in Collection Program

How likely or unlikely are you to participate in a curbside food waste collection program if it was offered by Sate College Borough?	How frequently do you compost your kitchen waste?			
	Always	Usually	Sometimes	Never
Very likely	12%	28%	34%	34%
Somewhat likely	39%	27%	38%	35%
Somewhat unlikely	34%	10%	23%	13%
Very unlikely	15%	35%	5%	19%
Total	100%	100%	100%	100%

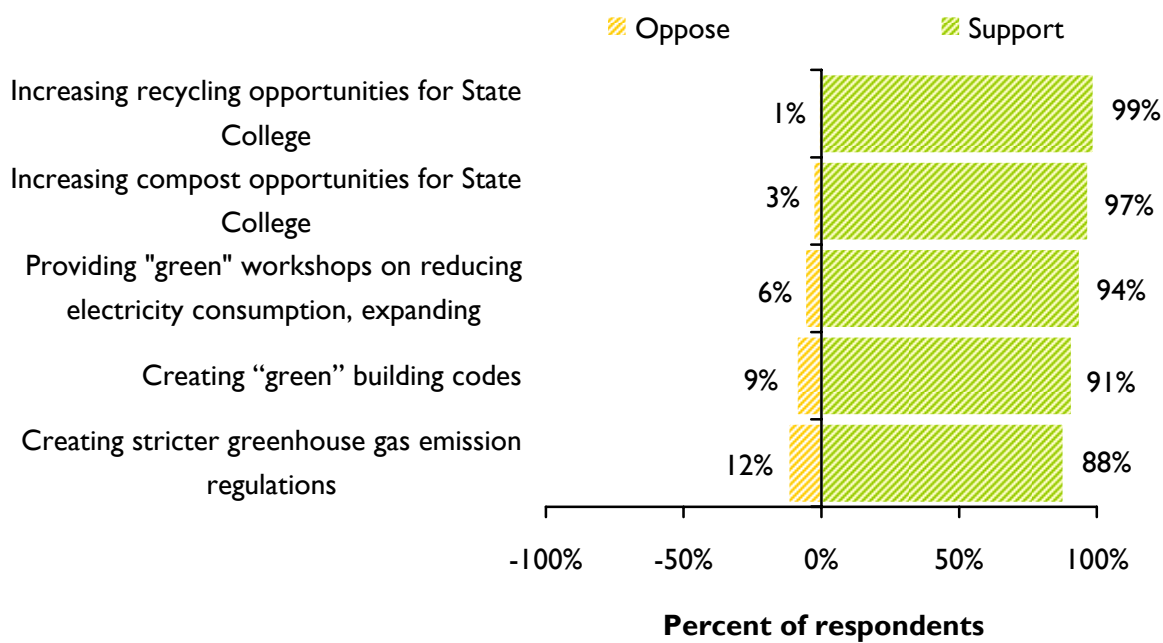
Cells shaded gray indicate statistically significant differences, $p < .05$

The Borough is considering adopting several other green practices in addition to the food waste collection program. A strong majority of those participating in the survey strongly supported the initiatives; 52% or more “strongly” supporting each. Increasing recycling opportunities received the highest level of support, with 99% indicating they would “strongly” or “somewhat” support this, and three-quarters “strongly” supporting it.

Table 22: Green Practices

To what extent would you support or oppose the Borough adopting the following practices...	Strongly support	Somewhat support	Somewhat oppose	Strongly oppose	Total
Increasing recycling opportunities for State College	74%	25%	1%	0%	100%
Increasing compost opportunities for State College	57%	40%	3%	0%	100%
Providing "green" workshops on reducing electricity consumption, expanding composting, etc	55%	38%	6%	1%	100%
Creating “green” building codes	55%	36%	5%	5%	100%
Creating stricter greenhouse gas emission regulations	52%	36%	3%	9%	100%

Figure 21: Green Practices



Appendix A: Respondent Demographics

Respondent Internet Access	
What type of Internet access do you have?	Percent of respondents
Broadband	86%
Dial up	4%
None	11%
Total	100%

Student at Penn State	
Are you currently enrolled as a student at Penn State?	Percent of respondents
No	45%
Yes	55%
Total	100%

Length of Residency	
How many years have you lived in State College?	Percent of respondents
Less than 2 years	20%
2-5 years	46%
6-10 years	13%
11-20 years	7%
More than 20 years	14%
Total	100%

Respondent Housing Unit Type	
Which best describes the building you live in?	Percent of respondents
One family house detached from any other houses	23%
House attached to one or more houses (e.g., a duplex or townhome)	12%
Building with two or more apartments or condominiums	58%
Mobile home	0%
Other	7%
Total	100%

Respondent Tenure	
Do you own or rent your current residence?	Percent of respondents
Own	22%
Rent	78%
Total	100%

Respondent Ethnicity	
Are you Spanish/Hispanic/Latino?	Percent of respondents
No	95%
Yes	5%
Total	100%

Respondent Race

What is your race? (Mark one or more races to indicate what race you consider yourself to be)	Percent of respondents
American Indian or Alaskan native	3%
Asian or Pacific Islander	4%
Black, African American	1%
White/Caucasian	88%
Other	6%

Respondent Age

In which category is your age?	Percent of respondents
18-24 years	44%
25-34 years	35%
35-44 years	3%
45-54 years	6%
55-64 years	3%
65-74 years	3%
75 years or older	5%
Total	100%

Respondent Sex

What is your sex?	Percent of respondents
Female	48%
Male	52%
Total	100%

Appendix B: Survey Methodology

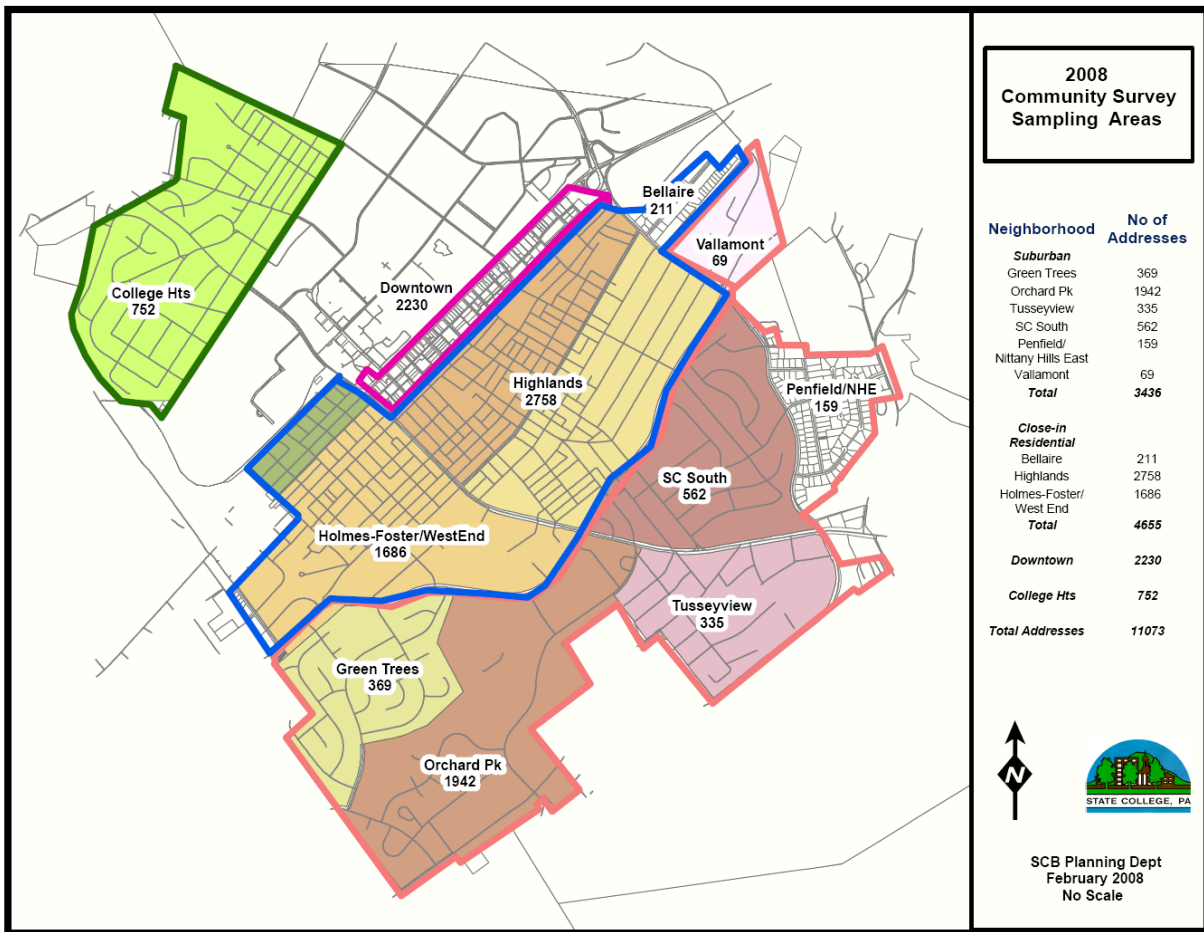
Developing the Questionnaire

This is the first year the Borough of State College has conducted a policy survey. Working with Borough Council, borough staff came together to develop a list of topics and questions that were pertinent to the Borough; topics and questions were modified to find those that were the best fit for the 2008 policy questionnaire. In an iterative process between Borough staff and NRC staff, a final three-page questionnaire was created.

Selecting Survey Recipients

“Sampling” refers to the method by which survey recipients are chosen. The “sample” refers to all those who were given a chance to participate in the survey. All households located in the Borough limits were eligible for the survey. NRC used a sample list provided by State College that identified which geographic region the household was located in or if the household was a fraternity. Below is a map that outlines the boundaries of each of the four regions: Suburban, Close-in Residential, Downtown and College Heights. A systematic sampling of households was used to select addresses within these regions. Systematic sampling is a procedure whereby a complete list of all possible items is culled, selecting every Nth one until the appropriate amount of items is selected.

Figure 22: Map of Community Survey Sampling Areas



Attached units were over-sampled as residents of this type of housing typically respond at lower rates to surveys than do those in detached housing units. An equal number of households from each of the four geographic regions were selected (250) and all available fraternities were selected.

An individual within each household was randomly selected to complete the survey using the birthday method. The birthday method selects a person within the household by asking the “person whose birthday has most recently passed regardless of age” to complete the questionnaire. The underlying assumption in this method is that day of birth has no relationship to the way people respond to surveys. This instruction was contained in the cover letter accompanying the questionnaire.

Survey Administration and Response

Each selected household was contacted three times. First, a pre-notification announcement, informing the household members that they had been selected to participate in the 2008 Borough of State College Community Survey was sent. Approximately one week after mailing the pre-notification, each household was mailed

a survey containing a cover letter signed by the Mayor and Council President enlisting participation. The packet also contained a postage paid return envelope in which the survey recipients could return the completed questionnaire directly to NRC. A reminder letter and survey arrived one week after the first survey, and was the final contact. The second cover letter asked those who had not completed the survey to do so and those who had already done so to refrain from turning in another survey.

Completed surveys were collected over the following seven weeks. About 8% of the 1,039 surveys mailed were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the 958 households presumed to have received a survey, 358 completed the survey, providing a response rate of 38%. This is a good response rate; typical response rates for a mailed resident survey range from 25% to 40%.

Confidence Intervals

The 95% confidence interval (or “margin of error”) quantifies the “sampling error” or precision of the estimates made from the survey results. A 95% confidence interval can be calculated for any sample size, and indicates that in 95 of 100 surveys conducted like this one, for a particular item, a result would be found that is within plus or minus five percentage points of the result that would be found if everyone in the population of interest was surveyed. The practical difficulties of conducting any resident survey may introduce other sources of error in addition to sampling error. Despite our best efforts to boost participation and ensure potential inclusion of all households, some selected households will decline participation in the survey (referred to as non-response error) and some eligible households may be unintentionally excluded from the listed sources for the sample (referred to as coverage error).

While the 95% confidence level for the survey is generally no greater than plus or minus five percentage points around any given percent reported for the entire sample, results for subgroups will have wider confidence intervals. For each subgroup from the survey, the margin of error rises to as much as plus or minus 13% for a sample size of 59 (Downtown area was the smallest) to plus or minus 8% for 141 completed surveys (College Heights was the largest). When comparing results by year, the margin of error is plus or minus 7%.

Survey Processing (Data Entry)

Mailed surveys were returned to NRC directly via postage-paid business reply envelopes. Once received, staff assigned a unique identification number to each questionnaire. Additionally, each survey was reviewed and “cleaned” as necessary. For example, a question may have asked a respondent to pick two items out of a list of five, but the respondent checked three; NRC staff would choose randomly two of the three selected items to be coded in the dataset.

Once all surveys were assigned a unique identification number, they were entered into an electronic dataset. This dataset was subject to a data entry protocol of “key and verify,” in which survey data were entered twice into an electronic dataset and then compared. Discrepancies were evaluated against the original survey form and corrected. Range checks as well as other forms of quality control were also performed.

Survey Analysis

Weighting the Data

The demographic characteristics of the survey sample were compared to those found in the 2000 U.S. Census estimates for the Borough of State College and were statistically adjusted to reflect the larger population when necessary. The results of the weighting scheme are presented in the following table. The shaded variables (gender, age and housing unit type) were the ones by which survey results were weighted.

Borough of State College, PA Weighting Table				
Characteristic	Percent in Population			
	Population Norm*	Unweighted Data	Weighted Data	
Sex and Age				
18-34 years of age	82%	35%	79%	
35-54 years of age	10%	21%	9%	
55+ years of age	9%	44%	11%	
Female	48%	53%	48%	
Male	52%	47%	52%	
Females 18-34	38%	18%	38%	
Females 35-54	5%	11%	5%	
Females 55+	5%	24%	5%	
Males 18-34	44%	18%	44%	
Males 35-54	5%	10%	5%	
Males 55+	4%	19%	4%	
Race and Ethnicity				
Hispanic	3%	3%	5%	
Not Hispanic	97%	97%	95%	
White	84%	91%	86%	
Non-white	16%	9%	14%	
Housing				
Own home	23%	55%	22%	
Rent home	77%	45%	78%	
Detached unit	22%	55%	23%	
Attached unit	78%	45%	77%	

* Source: 2000 U.S. Census

Analyzing the Data

The electronic dataset was analyzed by National Research Center, Inc. staff using the Statistical Package for the Social Sciences (SPSS). For the most part, frequency distributions are presented in the body of the report. A complete set of frequencies for each survey question is presented in *Appendix C: Complete Set of Frequencies*

Also included are results by respondent neighborhood (Appendix D: Comparison by Respondent Neighborhood). Chi-square or ANOVA tests of significance were applied to these breakdowns of selected survey questions. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between groups are due to chance; or in other words, a greater than 95% probability that the differences observed in the selected categories of the sample represent “real” differences among those populations. Where differences between subgroups are statistically significant, they have been marked with grey shading in the appendices.

Appendix C: Complete Set of Frequencies

Question 1						
Please circle the number that comes closest to your opinion for each of the following questions:	Excellent	Good	Fair	Poor	Don't know	Total
	How do you rate State College as a place to live?	32%	55%	12%	1%	0%
How do you rate your neighborhood as a place to live?	27%	52%	16%	5%	0%	100%
How do you rate State College as a place to raise children?	30%	30%	17%	6%	16%	100%
How do you rate the overall quality of life in State College?	28%	54%	16%	1%	0%	100%

Question 2	
Over the last five years, the overall quality of my neighborhood has	Percent of respondents
Improved a lot	3%
Improved slightly	14%
Stayed the same	48%
Declined slightly	8%
Declined a lot	3%
Don't know	23%
Total	100%

Question 3						
Please rate each of the following characteristics as they relate to State College as a whole:	Excellent	Good	Fair	Poor	Don't know	Total
	Access to affordable quality housing for rent	7%	29%	31%	24%	9%
Access to affordable quality housing to own	3%	9%	22%	25%	41%	100%

Question 4: Downtown

Thinking first of downtown State College and then of your neighborhood, to what degree, if at all, are the following problems in State College:	Not a problem	Minor problem	Moderate problem	Major problem	Don't know	Total
Alcohol	8%	25%	32%	32%	3%	100%
Drugs	20%	28%	15%	13%	25%	100%
Domestic disturbances	17%	22%	27%	7%	26%	100%
Property crime (e.g., burglary, theft)	13%	27%	32%	10%	17%	100%
Violent crime (e.g., rape, assault, robbery)	22%	31%	21%	11%	15%	100%
Graffiti	41%	36%	9%	3%	11%	100%
Public urination	19%	34%	17%	16%	13%	100%
Unsupervised youth under 18 years of age	35%	26%	12%	11%	16%	100%
Speed of traffic	25%	31%	28%	13%	3%	100%
Volume of traffic	16%	23%	38%	21%	2%	100%

Question 4: Neighborhood

Thinking first of downtown State College and then of your neighborhood, to what degree, if at all, are the following problems in State College:	Not a problem	Minor problem	Moderate problem	Major problem	Don't know	Total
Alcohol	48%	28%	8%	10%	6%	100%
Drugs	47%	22%	7%	2%	22%	100%
Domestic disturbances	47%	23%	11%	3%	16%	100%
Property crime (e.g., burglary, theft)	37%	33%	14%	2%	13%	100%
Violent crime (e.g., rape, assault, robbery)	57%	16%	6%	2%	19%	100%
Graffiti	71%	15%	1%	2%	11%	100%
Public urination	64%	18%	3%	4%	11%	100%
Unsupervised youth under 18 years of age	61%	15%	7%	4%	13%	100%
Speed of traffic	38%	27%	20%	10%	5%	100%
Volume of traffic	50%	22%	14%	8%	5%	100%

Question 5

Please rate the following aspects of parking in downtown State College...						Total
	Excellent	Good	Fair	Poor	Don't know	
Availability	9%	20%	36%	31%	4%	100%
Cost	5%	14%	38%	37%	6%	100%
Safety	12%	41%	35%	5%	6%	100%
Lighting after dark	10%	42%	28%	10%	10%	100%
Distance of parking from your destination	8%	29%	39%	19%	5%	100%

Question 6

Please rate how safe you feel:						Total
	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	
In your neighborhood during the day	87%	7%	4%	1%	1%	100%
In your neighborhood after dark	43%	37%	7%	10%	2%	100%
In State College's downtown area during the day	84%	10%	4%	1%	1%	100%
In State College's downtown area after dark	30%	38%	12%	14%	4%	100%
In State College's parks during the day	69%	12%	2%	1%	1%	100%
In State College's parks after dark	15%	25%	13%	12%	6%	100%

Question 7

To what extent would you support or oppose the following...						Total
	Strongly support	Somewhat support	Somewhat oppose	Strongly oppose	Don't know	
More active lobbying by the Borough for this legislation	61%	14%	5%	10%	9%	100%
A smoking ban in bars and restaurants in the Borough	69%	11%	5%	11%	4%	100%

Question 8						
Please rate how important, if at all, you think it still is that the Council address each issue?	Essential	Very important	Somewhat important	Not at all important	Don't know	Total
Providing opportunities for low income households to buy a home	17%	29%	38%	7%	9%	100%
Supporting the development of single-family homes for sale at prices workforce families can afford (e.g., police officers, teachers and nurses)	27%	39%	22%	4%	8%	100%
Developing partnerships with private companies to expand housing opportunities	9%	30%	31%	14%	16%	100%
Expanding tenant/landlord services available to renters (e.g., dispute resolution, mediation)	13%	35%	35%	8%	10%	100%
Enforcement of health and nuisance ordinances (e.g., weeds, prompt removal of snow from sidewalks, loud neighbors, noisy cars, loitering, etc.)	15%	34%	33%	11%	6%	100%
Enforcement of property maintenance codes	10%	29%	38%	13%	9%	100%
Increasing neighborhood police patrols	11%	23%	43%	14%	7%	100%
Establish a neighborhood task force to address quality of life issues	7%	15%	41%	27%	11%	100%
Reduction of cut-through traffic in residential neighborhoods	7%	17%	33%	32%	11%	100%
Reduction of vandalism, noise, litter, etc.	14%	29%	40%	10%	7%	100%
Development of more bicycle and pedestrian trails	21%	28%	33%	11%	7%	100%

Question 8 - Priorities			
Please rank which TWO you think should be the highest priority, with a "1" for the most important and a "2" for the second most important.	Percent ratings as #1 priority	Percent ratings as #2 priority	Percent ratings as #1 or #2 priority
Providing opportunities for low income households to buy a home	17%	10%	27%
Supporting the development of single-family homes for sale at prices workforce families can afford (e.g., police officers, teachers and nurses)	16%	15%	30%
Developing partnerships with private companies to expand housing opportunities	3%	4%	7%
Expanding tenant/landlord services available to renters (e.g., dispute resolution, mediation)	9%	7%	16%
Enforcement of health and nuisance ordinances (e.g., weeds, prompt removal of snow from sidewalks, loud neighbors, noisy cars, loitering, etc.)	8%	10%	18%
Enforcement of property maintenance codes	3%	4%	7%
Increasing neighborhood police patrols	4%	4%	8%
Establish a neighborhood task force to address quality of life issues	1%	1%	2%
Reduction of cut-through traffic in residential neighborhoods	2%	1%	3%
Reduction of vandalism, noise, litter, etc.	5%	8%	14%
Development of more bicycle and pedestrian trails	12%	11%	23%

Question 9

How do you rate the quality of each of the following services in State College?	Excellent	Good	Fair	Poor	Don't know	Total
Crime prevention	13%	59%	17%	5%	6%	100%
Traffic enforcement	9%	50%	28%	9%	4%	100%
Garbage collection	35%	47%	10%	2%	6%	100%
Recycling	31%	33%	22%	8%	6%	100%
Yard waste pick-up	23%	34%	16%	6%	21%	100%
Amount of public parking	9%	25%	33%	30%	2%	100%
Bus/transit services	32%	38%	19%	3%	8%	100%
Accessibility of parks	24%	44%	20%	1%	10%	100%
Land use, planning and zoning	9%	35%	27%	7%	23%	100%
Code enforcement (weeds, abandoned buildings, etc)	10%	41%	25%	6%	18%	100%
Animal control	15%	44%	13%	1%	27%	100%
Police response to incidents and calls for service	24%	35%	17%	1%	23%	100%
Accident/crash investigations	13%	32%	15%	1%	39%	100%
Police work in schools and with youth	12%	19%	10%	1%	58%	100%

Question 10

Have you had any in-person or phone contact with an employee of the Borough of State College within the last 12 months (including police, receptionists, planners or any others)?	Percent of respondents
No	50%
Yes	50%
Total	100%

Question 11

What was your impression of employees of the Borough of State College in your most recent contact? (Rate each characteristic below.)	Excellent	Good	Fair	Poor	Don't know	Total
Knowledge	41%	42%	13%	2%	2%	100%
Responsiveness	40%	38%	18%	3%	1%	100%
Courtesy	50%	27%	14%	8%	1%	100%
Overall impression	41%	35%	20%	3%	1%	100%

Question 12						
Please rate the quality of the following services:	Excellent	Good	Fair	Poor	Don't know	Total
Value for the Borough taxes I pay	7%	26%	26%	8%	34%	100%
The job the Borough Council does listening to citizens	4%	22%	20%	7%	47%	100%
The job the Borough staff does listening to citizens	7%	22%	16%	5%	50%	100%
The responsiveness of the Borough Council to residents' concerns and issues	3%	20%	24%	7%	46%	100%
The responsiveness of the Borough employees to residents' concerns and issues	5%	25%	18%	4%	47%	100%

Question 13	
About how often, if at all, do you talk to or visit with your immediate neighbors (people who live in the 10 or 20 households that are closest to you)?	Percent of respondents
Just about every day	14%
Several times a week	23%
Several times a month	19%
Once a month	12%
Several times a year	11%
Once a year or less	7%
Never	14%
Total	100%

Question 15	
How likely or unlikely would you be to participate in a "Get to Know Your Neighbor" event held at the start of fall semester 2008?	Percent of respondents
Very likely	18%
Somewhat likely	31%
Somewhat unlikely	25%
Very unlikely	26%
Total	100%

Question 16

What type of internet access to you have?	Percent of respondents
Broadband	86%
Dial up	4%
None	11%
Total	100%

Question 18

Do you have a working garbage disposal in your residence?	Percent of respondents
Yes	63%
No	37%
Total	100%

Question 19

How frequently do you compost your kitchen waste?	Percent of respondents
Always	8%
Usually	10%
Sometimes	12%
Never	70%
Total	100%

Question 20

How likely or unlikely are you to participate in a curbside food waste collection program if it was offered by State College Borough?	Percent of respondents
Very likely	32%
Somewhat likely	35%
Somewhat unlikely	15%
Very unlikely	18%
Total	100%

Question 21						
To what extent would you support or oppose the Borough adopting the following practices...	Strongly support	Somewhat support	Somewhat oppose	Strongly oppose	Don't know	Total
Creating "green" building codes	51%	33%	5%	4%	8%	100%
Creating stricter greenhouse gas emission regulations	48%	33%	3%	8%	7%	100%
Increasing recycling opportunities for State College	70%	24%	1%	0%	5%	100%
Increasing compost opportunities for State College	50%	35%	3%	0%	12%	100%
Providing "green" workshops on reducing electricity consumption, expanding composting, etc.	50%	35%	5%	1%	9%	100%

Question 22	
Do you have a home security system installed in your home?	Percent of respondents
No	91%
Yes	9%
Total	100%

Question 23	
Are you currently enrolled as a student at Penn State?	Percent of respondents
No	45%
Yes	55%
Total	100%

Question 24	
How many years have you lived in State College?	Percent of respondents
Less than 2 years	20%
2-5 years	46%
6-10 years	13%
11-20 years	7%
More than 20 years	14%
Total	100%

Question 25	
Which best describes the building you live in?	Percent of respondents
House attached to one or more houses (e.g., a duplex or townhome)	23%
One family house detached from any other houses	12%
Building with two or more apartments or condominiums	58%
Mobile home	0%
Other	7%
Total	100%

Question 26	
Do you own or rent your current residence?	Percent of respondents
Own	22%
Rent	78%
Total	100%

Question 27	
Are you Spanish/Hispanic/Latino?	Percent of respondents
No	95%
Yes	5%
Total	100%

Question 28	
What is your race? (Mark one or more races to indicate what race you consider yourself to be)	Percent of respondents
American Indian or Alaskan native	3%
Asian or Pacific Islander	4%
Black, African American	1%
White/Caucasian	88%
Other	6%

Question 29	
In which category is your age?	Percent of respondents
18-24 years	44%
25-34 years	35%
35-44 years	3%
45-54 years	6%
55-64 years	3%
65-74 years	3%
75 years or older	5%
Total	100%

Question 30	
What is your sex?	Percent of respondents
Female	48%
Male	52%
Total	100%

Appendix D: Comparison by Respondent Neighborhood

The following appendix compares the key survey responses by neighborhood. Cells shaded grey indicate statistically significant differences ($p < .05$). Because fewer than 10 fraternities responded to the survey, they have not been included in the comparisons. A map of State College Borough neighborhoods can be found in *Appendix B: Survey Methodology*.

Quality of Life by Neighborhood					
Please circle the number that comes closest to your opinion for each of the following questions:	Neighborhood				
	College Heights	Downtown	Suburban	Close-In Residence	Overall
How do you rate State College as a place to live?	85%	89%	91%	86%	88%
How do you rate your neighborhood as a place to live?	98%	55%	80%	76%	77%
How do you rate State College as a place to raise children?	78%	62%	86%	70%	75%
How do you rate the overall quality of life in State College?	83%	88%	81%	86%	84%

Percent reporting "excellent" or "good"

Neighborhood Over Time by Neighborhood					
Over the last five years, the overall quality of my neighborhood has...	Neighborhood				
	College Heights	Downtown	Suburban	Close-In Residence	Overall
Improved a lot	1%	10%	5%	0%	4%
Improved slightly	23%	18%	8%	23%	17%
Stayed the same	59%	54%	67%	70%	64%
Declined slightly	16%	13%	11%	6%	11%
Declined a lot	0%	5%	8%	1%	4%
Total	100%	100%	100%	100%	100%

Affordable Quality Housing by Neighborhood					
Please rate each of the following characteristics as they relate to State College as a whole:	Neighborhood				
	College Heights	Downtown	Suburban	Close-In Residence	Overall
Access to affordable quality housing for rent	37%	40%	32%	49%	39%
Access to affordable quality housing to own	30%	34%	8%	22%	20%

Percent reporting "excellent" or "good"

Potential Neighborhood Problems by Neighborhood					
Thinking of your neighborhood, to what degree, if at all, are the following problems in State College:	Neighborhood				
	College Heights	Downtown	Suburban	Close-In Residence	Overall
Alcohol	8%	53%	2%	26%	18%
Drugs	5%	30%	0%	13%	9%
Domestic disturbances	7%	33%	10%	20%	16%
Property crime (e.g., burglary, theft)	7%	47%	13%	15%	17%
Violent crime (e.g., rape, assault, robbery)	0%	21%	9%	4%	7%
Graffiti	0%	0%	1%	0%	1%
Public urination	0%	12%	4%	6%	5%
Unsupervised youth under 18 years of age	1%	13%	12%	19%	12%
Speed of traffic	32%	50%	30%	28%	33%
Volume of traffic	25%	46%	16%	21%	23%

Percent reporting "major" or "moderate" problem

Safety in State College by Neighborhood					
Please rate how safe you feel:	Neighborhood				
	College Heights	Downtown	Suburban	Close-In Residence	Overall
In your neighborhood during the day	99%	91%	98%	91%	95%
In your neighborhood after dark	94%	56%	88%	82%	82%
In State College's downtown area during the day	95%	95%	97%	91%	95%
In State College's downtown area after dark	79%	56%	68%	77%	70%
In State College's parks during the day	94%	95%	99%	93%	96%
In State College's parks after dark	48%	52%	66%	61%	59%

Percent reporting "very" or "somewhat" safe

Smoking Ban by Neighborhood					
To what extent would you support or oppose the following...	Neighborhood				
	College Heights	Downtown	Suburban	Close-In Residence	Overall
More active lobbying by the Borough for this legislation	85%	90%	81%	81%	83%
A smoking ban in bars and restaurants in the Borough	86%	95%	81%	82%	85%

Percent reporting "strongly" or "somewhat" support

Council Priorities by Neighborhood					
Please rate how important, if at all, you think it still is that the Council address each issue?	Neighborhood				
	College Heights	Downtown	Suburban	Close-In Residence	Overall
Providing opportunities for low income households to buy a home	54%	58%	67%	34%	54%
Supporting the development of single-family homes for sale at prices workforce families can afford (e.g., police officers, teachers and nurses)	66%	80%	83%	70%	76%
Developing partnerships with private companies to expand housing opportunities	48%	58%	53%	36%	49%
Expanding tenant/landlord services available to renters (e.g., dispute resolution, mediation)	54%	60%	46%	58%	53%
Enforcement of health and nuisance ordinances (e.g., weeds, prompt removal of snow from sidewalks, loud neighbors, noisy cars, loitering, etc.)	38%	66%	50%	61%	54%
Enforcement of property maintenance codes	35%	60%	49%	39%	46%
Increasing neighborhood police patrols	28%	56%	46%	23%	38%
Establish a neighborhood task force to address quality of life issues	13%	33%	30%	19%	24%
Reduction of cut-through traffic in residential neighborhoods	28%	41%	25%	23%	28%
Reduction of vandalism, noise, litter, etc.	34%	59%	47%	37%	44%
Development of more bicycle and pedestrian trails	63%	62%	51%	51%	55%

Percent reporting "essential" or "very important"

Quality of Services by Neighborhood					
How do you rate the quality of each of the following services in State College?	Neighborhood				
	College Heights	Downtown	Suburban	Close-In Residence	Overall
Crime prevention	81%	73%	83%	69%	77%
Traffic enforcement	51%	66%	72%	55%	63%
Garbage collection	98%	85%	90%	85%	90%
Recycling	69%	58%	72%	72%	69%
Yard waste pick-up	80%	68%	70%	71%	72%
Amount of public parking	48%	30%	41%	25%	36%
Bus/transit services	74%	90%	72%	68%	75%
Accessibility of parks	80%	62%	78%	81%	76%
Land use, planning and zoning	51%	74%	52%	62%	58%
Code enforcement (weeds, abandoned buildings, etc)	56%	67%	64%	63%	63%
Animal control	75%	93%	76%	82%	81%
Police response to incidents and calls for service	85%	86%	74%	74%	78%
Accident/crash investigations	100%	80%	72%	62%	74%
Police work in schools and with youth	83%	70%	72%	79%	75%

Percent reporting "excellent" or "good"

Public Trust by Neighborhood					
Please rate the quality of the following services	Neighborhood				
	College Heights	Downtown	Suburban	Close-In Residence	Overall
Value for the Borough taxes I pay	59%	63%	52%	42%	53%
The job the Borough Council does listening to citizens	44%	49%	50%	58%	51%
The job the Borough staff does listening to citizens	75%	54%	63%	54%	61%
The responsiveness of the Borough Council to residents' concerns and issues	44%	42%	40%	45%	43%
The responsiveness of the Borough employees to residents' concerns and issues	67%	54%	58%	58%	59%

Percent reporting "excellent" or "good"

Visiting with Neighbors by Neighborhood					
About how often, if at all, do you talk to or visit with your immediate neighbors (people who live in the 10 or 20 households that are closest to you)?	Neighborhood				
	College Heights	Downtown	Suburban	Close-In Residence	Overall
Just about every day	17%	35%	8%	5%	14%
Several times a week	31%	23%	16%	30%	24%
Several times a month	16%	18%	18%	23%	19%
Once a month	12%	5%	19%	7%	12%
Several times a year	15%	6%	15%	9%	11%
Once a year or less	8%	12%	4%	1%	5%
Never	0%	1%	21%	25%	15%
Total	100%	100%	100%	100%	100%

Likelihood of Participating in "Get to Know Your Neighbor" by Neighborhood					
How likely or unlikely would you be to participate in a "Get to Know Your Neighbor" event held at the start of fall semester 2008?	Neighborhood				
	College Heights	Downtown	Suburban	Close-In Residence	Overall
Very likely	21%	22%	18%	19%	20%
Somewhat likely	38%	28%	34%	23%	30%
Somewhat unlikely	28%	22%	22%	24%	24%
Very unlikely	13%	27%	26%	33%	26%
Total	100%	100%	100%	100%	100%

Likelihood of Participating in Curbside Food Waste Collection by Neighborhood					
How likely or unlikely are you to participate in a curbside food waste collection program if it was offered by State College Borough?	Neighborhood				
	College Heights	Downtown	Suburban	Close-In Residence	Overall
Very likely	37%	28%	33%	29%	32%
Somewhat likely	36%	39%	38%	26%	34%
Somewhat unlikely	10%	13%	13%	21%	15%
Very unlikely	17%	20%	16%	24%	19%
Total	100%	100%	100%	100%	100%

Support for Green Practices by Neighborhood					
To what extent would you support or oppose the Borough adopting the following practices...	Neighborhood				
	College Heights	Downtown	Suburban	Close-In Residence	Overall
Creating "green" building codes	87%	95%	98%	88%	93%
Creating stricter greenhouse gas emission regulations	87%	95%	96%	80%	90%
Increasing recycling opportunities for State College	99%	100%	100%	97%	99%
Increasing compost opportunities for State College	98%	99%	96%	95%	97%
Providing "green" workshops on reducing electricity consumption, expanding composting, etc	94%	90%	97%	92%	94%

Percent reporting "strongly" or "somewhat" support

Appendix E: Verbatim Responses

Following are verbatim responses for questions which permitted respondents to list “other” categories than those printed on the survey. Because these responses were written by survey participants, they are presented here in verbatim form, including any typographical, grammar or other mistakes. Within each question the responses are in alphabetical order.

Q14. What one aspect of your neighborhood do you most want to change or fix?

- ◆ I like it like it is-
- ◆ N/a
- ◆ N/a
- ◆ N/a
- ◆ Non
- ◆ None
- ◆ None
- ◆ None
- ◆ None
- ◆ None
- ◆ None
- ◆ None
- ◆ None
- ◆ None
- ◆ None
- ◆ None
- ◆ None
- ◆ None
- ◆ None
- ◆ None I can think of
- ◆ Nothing
- ◆ Nothing
- ◆ Nothing
- ◆ Nothing
- ◆ Nothing
- ◆ Nothing
- ◆ Nothing
- ◆ Nothing
- ◆ Nothing
- ◆ Nothing
- ◆ Nothing at this time
- ◆ Nothing/no change required
- ◆ Wouldn't change a thing (College heights)
- ◆ Alcohol
- ◆ Bar noise
- ◆ Barking dogs
- ◆ Barking dogs-
- ◆ Control of noisy parties after 11pm
- ◆ Decrease noise level (downtown Beowolf Ave where I live) especially at night
- ◆ Disturbances & litter, etc from college-age tenants.
- ◆ Drunken students vandalizing & littering (Fri. & sat.)
- ◆ I live on a street w/a lot of college students-so it is very noisy & we have had vandalism (to outside of house-no theft or robbery)
- ◆ In this neighborhood, noise & car speed are my concerns.
- ◆ Increase arrest for public drunks and litterers
- ◆ Keeping student parties under control
- ◆ Late night vandalism
- ◆ Loitering HS students at grocery store
- ◆ Loud/drunken people @ night
- ◆ Neighbors' loud radios outdoors in summers & TVs
- ◆ Noise violations
- ◆ Noise
- ◆ Noise
- ◆ Noise
- ◆ Noise
- ◆ Noise & fights bars on Beaver Ave nightly especially after bars close
- ◆ Noise control
- ◆ Noise level
- ◆ Noise level at night
- ◆ Noise level at night
- ◆ Noise past 2am
- ◆ Noise, night disruptions
- ◆ Noisy students on summer nights
- ◆ People peeing on our house
- ◆ Quieter evenings
- ◆ Reduce noise!
- ◆ Student disturbances on downtown streets
- ◆ Student rowdyismy at night.
- ◆ The noise
- ◆ Vandalism by drunken college students
- ◆ Violations of noise/loitering laws (drunk students late night; motorcycles blasting)
- ◆ Weekend student noise control
- ◆ 1)people running red lights
- ◆ 2)traffic on Atherton & hillcrest due to long traffic light at hillcrest
- ◆ Back alleys to be fixed of pot holes!
- ◆ Better street signs
- ◆ Cars to slow down/noise
- ◆ Cut through traffic
- ◆ Eliminate diverters
- ◆ Enforce 25 mph
- ◆ Enforce traffic laws at Park & Atherton! We nearly get run over every day. Cars routinely run the red light going 45+ mph.
- ◆ Enforcement of speed limits for cars
- ◆ Get rid of diverters
- ◆ Get rid of traffic divertives in College heights
- ◆ Longer light @ Hillcrest/Atherton in am
- ◆ More access roads to Atherton (College heights)

- ◆ More stop signs due to increase in children on Saxton Dr.
- ◆ More street lights
- ◆ More traffic lights/turning lanes
- ◆ Occasional thru traffic, speeding
- ◆ Our street was due to be repaved 3 or 4 yrs ago and it keeps being rescheduled by the borough
- ◆ Reduce speed of traffic
- ◆ Reduce traffic speed
- ◆ Remove traffic diverters
- ◆ Road noise
- ◆ Rt turn on Taylor off of
- ◆ Slow down the traffic.
- ◆ Slow traffic
- ◆ Slow traffic, enforce stop sign/light violations
- ◆ Speed of traffic
- ◆ Speed on N Atherton St.
- ◆ Speeding
- ◆ Speeding
- ◆ Speeding cars/traffic
- ◆ Speeding on MC Kee Street
- ◆ Speeding traffic on blue course dr.
- ◆ Street sign enforcement (one-way)
- ◆ Street signs would be nice.
- ◆ The roads/street
- ◆ Through traffic & street parking
- ◆ Traffic
- ◆ Traffic
- ◆ Traffic
- ◆ Traffic
- ◆ Traffic & # of rental prop.
- ◆ Traffic & parking
- ◆ Traffic (speed and compliance w/post regulation)
- ◆ Traffic and parking
- ◆ Traffic control
- ◆ Traffic control, upkeep by rental owners
- ◆ Traffic lights @ Atherton Hillcrest & Atherton & park-through traffic is pedestrian lethal
- ◆ Traffic on Atherton/speed on Atherton
- ◆ Traffic volume
- ◆ Traffic, rent increases
- ◆ Volume of traffic
- ◆ Volume of traffic
- ◆ Want the barriers down in College Heights
- ◆ Better parking
- ◆ Have some public parking
- ◆ Limited street parking for residents/homeowners
- ◆ More affordable parking
- ◆ More daytime parking not subject to towing
- ◆ More parking
- ◆ More parking in the neighborhood
- ◆ Needs overnight parking!
- ◆ Not enough parking, (people who don't live nearby parking here) & to much cut thru traffic.
- ◆ On street parking.
- ◆ Open street parking
- ◆ Parking
- ◆ Parking
- ◆ Parking
- ◆ Parking laws enforced
- ◆ Parking, esp. Overnight
- ◆ Street parking
- ◆ Street parking - more opportunity
- ◆ The rediculas parking codes that make it so I can't park in my own driveway without getting a ticket
- ◆ Visitor parking - while we live in the borough we are so far out that we should not have restrictions on street parking.
- ◆ Absentee landlords with student rentals
- ◆ Better property management by landlord (continental) (pick up trash, clean hallways, etc.)
- ◆ Care of rental houses in residential neighborhoods
- ◆ Cleanliness
- ◆ Cleanup of junk, etc from yards - front and back
- ◆ -control on how many students live in one rental (poor up keep & junk from too many in one house _____! His garbage, excess dogs, snow on street & leaves 265 Woodland Dr. Etc, etc, etc.
- ◆ Eliminate student housing
- ◆ Enforce or pass new rules to improve appearance of run down properties
- ◆ Enforce the 3-unrelated rule esp. 500 block of W. Hillcrest
- ◆ Excess car parking on lawns
- ◆ Excessive # of students in rentals - "2 related people" rule is not enforced
- ◆ Fewer/no rentals to make way for family-owned homes.
- ◆ Garbage
- ◆ Get rid of rental housing/students
- ◆ Get rid of student rentals
- ◆ Grafitti & trash
- ◆ Hi # of rental properties (houses) with very little prop maintenance
- ◆ It should be cleaner & buildings need repairs
- ◆ Keeping it clean
- ◆ Less rentals
- ◆ Less student housing
- ◆ Less student rentals
- ◆ Less students
- ◆ Limit student rental units
- ◆ Litter; safer pedestrian crossings
- ◆ Loud students & student parties
- ◆ Maintenance of properties
- ◆ Maintenance of property (sidewalks in winter)
- ◆ Monitor # of rental units
- ◆ Neighbor need, grass control
- ◆ No rentals!!!
- ◆ No student rental
- ◆ Not so many students
- ◆ Property maintenance
- ◆ Quality of the building structures, very old and of poor condition
- ◆ Reduce rental nuisances
- ◆ Reduce rental properties/enforce codes
- ◆ Reduction in rental props.
- ◆ Remove college students
- ◆ Rental properties for students

- ◆ Stop multi-resident rentals w/litter, noise, illegal parking.
- ◆ Stop the weekend rental of houses for football and similar weekends.
- ◆ Student rental properties in established neighborhoods
- ◆ Too many rental units w/owners who don't care.
- ◆ Trash removal - on the roads, etc.
- ◆ Better lighting on Saxton
- ◆ Bike access/safety.
- ◆ Community comradery
- ◆ Create more non-student "community" downtown & better retail/restaurant options/music/street life (i.e., diversify downtown)
- ◆ Fix side walks
- ◆ Friendliness
- ◆ Improve lighting
- ◆ Improve neighborhood as a community
- ◆ Involvement
- ◆ Know neighbors more
- ◆ Lighting @ night
- ◆ Lighting on Southgate Dr.
- ◆ More contact
- ◆ Pedestrian friendliness
- ◆ Rapport-no sense of neighborhood
- ◆ Sidewalk snow removal & plowing in winter. But this may be more an issue for my apt. Complex.
- ◆ Sidewalks
- ◆ Social distance among neighbors
- ◆ Street lighting
- ◆ We could use better lighting.
- ◆ We need more street lighting and electricity that doesn't constantly go out! (Greentree)
- ◆ Would like to know neighbors better
- ◆ ?
- ◆ ?
- ◆ Can't think of anything
- ◆ Don't know - I appreciate living in S.College, PA
- ◆ *skateboarders
- ◆ A bus stop added to Witehall Rd.
- ◆ Better weather
- ◆ Bicyclists riding in the middle of the road
- ◆ Borough enforces unneeded regulations
- ◆ Crime
- ◆ Dirt/stone lots should be paved
- ◆ Establish hours for use of power mowers & blowers, esp. On weekends
- ◆ Excessive dog walking: neighbor owns countless (!) Dogs
- ◆ Fewer students on the bus
- ◆ Finish construction
- ◆ Good paying jobs
- ◆ Gosip
- ◆ I don't really live in a neighborhood. All the drunks on football weekends annoy me, though.
- ◆ I don't support nuisance ordinances
- ◆ I wish electrical wiring/TV cable was underground
- ◆ Improve the cata service!
- ◆ Increase access to reliable public transportation
- ◆ Lack of lake area
- ◆ Less development!
- ◆ Lower real est taxes
- ◆ More night security
- ◆ More often police patrols
- ◆ More soccer fields
- ◆ More trash cans/recycling bins
- ◆ More trees/shrubs in the Aikens Pl green space to buffer from Waupelani traffic
- ◆ Move power lines underground
- ◆ My roommates
- ◆ No more religious groups!
- ◆ No strong feelings on this issue
- ◆ Non US people buying property
- ◆ Petty next door neighbors
- ◆ Police potrole
- ◆ Quality of living
- ◆ Reduce councils need to intervene in every aspect of life by creating yet another ordinance
- ◆ Reduced police activity
- ◆ Rent apartments to people over 30
- ◆ Rent prices
- ◆ Restaurants
- ◆ Safe at night
- ◆ Save tax dollars-one way is to get rid of the glossy magazine-useless.
- ◆ Snow removal
- ◆ Snow removal/ice
- ◆ The look
- ◆ To bury the power lines & to be able to park on the street in front of my house.
- ◆ To keep people from tearing down houses & building new "football" week-end houses which will often stand empty.
- ◆ Too general of a question
- ◆ Tree regulation
- ◆ Tree replacement

Q17. Which of the following municipal services have you accessed via the Internet in the last 12 months?

- ◆ Access general information
- ◆ Check and locate borough services
- ◆ Codes, garbage pick-up
- ◆ Community development and housing
- ◆ Engeneering dept
- ◆ General info
- ◆ General information
- ◆ Get # for public works
- ◆ Gypsy moth info
- ◆ Housing authority
- ◆ Looked up services & phone numbers looked for sc historical references
- ◆ Phone - personnel lookup codes garbage p/u dates
- ◆ Phone numbers; recycling info
- ◆ Read noise ordinances
- ◆ Schedules & meetings - web
- ◆ View meeting agendas
- ◆ View ordinances
- ◆ Voting information
- ◆ Arranging brush pick up
- ◆ Find phone number for trash pick up & parking permission
- ◆ I checked our leaf collection schedule.
- ◆ Purchase compost
- ◆ Refuse collection calendar
- ◆ Refuse pick up
- ◆ Schedule debris pickup
- ◆ Trash collection
- ◆ Waste collection info
- ◆ Drainage
- ◆ Job search
- ◆ Parking rental
- ◆ Service of water & quality
- ◆ Sewer problems
- ◆ Uaja

Appendix D: Survey Instrument

The survey instrument appears on the following pages.

Borough of State College 2008 Policy Survey

Please complete this questionnaire if you are the adult (age 18 or older) in the household who most recently had a birthday. The adult's year of birth does not matter. Please circle the response that most closely represents your opinion for each question. Your responses are anonymous and will be reported in group form only.

1. Please circle the number that comes closest to your opinion for each of the following questions:

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
How do you rate State College as a place to live?	1	2	3	4	5
How do you rate your neighborhood as a place to live?	1	2	3	4	5
How do you rate State College as a place to raise children?.....	1	2	3	4	5
How do you rate the overall quality of life in State College?.....	1	2	3	4	5

2. Circle the number that best represents how you feel about the statement below.

	<u>Improved a lot</u>	<u>Improved slightly</u>	<u>Stayed the same</u>	<u>Declined slightly</u>	<u>Declined a lot</u>	<u>Don't know</u>
Over the last five years, the overall quality of my neighborhood has	1	2	3	4	5	6

3. Please rate each of the following characteristics as they relate to State College as a whole:

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Access to affordable quality housing for rent	1	2	3	4	5
Access to affordable quality housing to own	1	2	3	4	5

4. Thinking first of downtown State College and then of your neighborhood, to what degree, if at all, are the following problems in State College:

	<u>Downtown</u>					<u>Neighborhood</u>				
	<u>Not a problem</u>	<u>Minor problem</u>	<u>Moderate problem</u>	<u>Major problem</u>	<u>Don't know</u>	<u>Not a problem</u>	<u>Minor problem</u>	<u>Moderate problem</u>	<u>Major problem</u>	<u>Don't know</u>
Alcohol.....	1	2	3	4	5	1	2	3	4	5
Drugs	1	2	3	4	5	1	2	3	4	5
Domestic disturbances	1	2	3	4	5	1	2	3	4	5
Property crime (e.g., burglary, theft) .	1	2	3	4	5	1	2	3	4	5
Violent crime (e.g., rape, assault, robbery)	1	2	3	4	5	1	2	3	4	5
Graffiti.....	1	2	3	4	5	1	2	3	4	5
Public urination	1	2	3	4	5	1	2	3	4	5
Unsupervised youth under 18 years of age	1	2	3	4	5	1	2	3	4	5
Speed of traffic.....	1	2	3	4	5	1	2	3	4	5
Volume of traffic.....	1	2	3	4	5	1	2	3	4	5

5. Please rate the following aspects of parking in downtown State College...

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Availability	1	2	3	4	5
Cost	1	2	3	4	5
Safety	1	2	3	4	5
Lighting after dark.....	1	2	3	4	5
Distance of parking from your destination.....	1	2	3	4	5

6. Please rate how safe you feel:

	<u>Very safe</u>	<u>Somewhat safe</u>	<u>Neither safe nor unsafe</u>	<u>Somewhat unsafe</u>	<u>Very unsafe</u>	<u>Don't know</u>
In your neighborhood during the day	1	2	3	4	5	6
In your neighborhood after dark.....	1	2	3	4	5	6
In State College's downtown area during the day.....	1	2	3	4	5	6
In State College's downtown area after dark	1	2	3	4	5	6
In State College's parks during the day	1	2	3	4	5	6
In State College's parks after dark	1	2	3	4	5	6

7. The Borough is considering increasing lobbying efforts to change state law to allow State College to ban smoking in bars and restaurants within the Borough. To what extent would you support or oppose the following...

	<u>Strongly support</u>	<u>Somewhat support</u>	<u>Somewhat oppose</u>	<u>Strongly oppose</u>	<u>Don't know</u>
More active lobbying by the Borough for this legislation	1	2	3	4	5
A smoking ban in bars and restaurants in the Borough	1	2	3	4	5

8. Below is a list of housing and quality of life issues that the Borough Council identified as priorities in 2006. Please rate how important, if at all, you think it still is that the Council address each issue? Then rank which TWO you think should be the highest priority, with a "1" for the most important and a "2" for the second most important.

	Essential	Very important	Somewhat important	Not at all important	Don't know	TOP PRIORITIES
Providing opportunities for low income households to buy a home	1	2	3	4	5	_____
Supporting the development of single-family homes for sale at prices workforce families can afford (e.g., police officers, teachers and nurses).....	1	2	3	4	5	_____
Developing partnerships with private companies to expand housing opportunities	1	2	3	4	5	_____
Expanding tenant/landlord services available to renters (e.g., dispute resolution, mediation)....	1	2	3	4	5	_____
Enforcement of health and nuisance ordinances (e.g., weeds, prompt removal of snow from sidewalks, loud neighbors, noisy cars, loitering, etc.) .	1	2	3	4	5	_____
Enforcement of property maintenance codes	1	2	3	4	5	_____
Increasing neighborhood police patrols	1	2	3	4	5	_____
Establish a neighborhood task force to address quality of life issues	1	2	3	4	5	_____
Reduction of cut-through traffic in residential neighborhoods	1	2	3	4	5	_____
Reduction of vandalism, noise, litter, etc.	1	2	3	4	5	_____
Development of more bicycle and pedestrian trails.....	1	2	3	4	5	_____

9. How do you rate the quality of each of the following services in State College?

	Excellent	Good	Fair	Poor	Don't know
Crime prevention	1	2	3	4	5
Traffic enforcement	1	2	3	4	5
Garbage collection.....	1	2	3	4	5
Recycling	1	2	3	4	5
Yard waste pick-up	1	2	3	4	5
Amount of public parking.....	1	2	3	4	5
Bus/transit services.....	1	2	3	4	5
Accessibility of parks	1	2	3	4	5
Land use, planning and zoning	1	2	3	4	5
Code enforcement (weeds, abandoned buildings, etc)	1	2	3	4	5
Animal control	1	2	3	4	5
Police response to incidents and calls for service	1	2	3	4	5
Accident/crash investigations.....	1	2	3	4	5
Police work in schools and with youth.....	1	2	3	4	5

10. Have you had any in-person or phone contact with an employee of the Borough of State College within the last 12 months (including police, receptionists, planners or any others)?

- No → Go to question #12 Yes → Go to question #11

11. What was your impression of employees of the Borough of State College in your most recent contact? (Rate each characteristic below.)

	Excellent	Good	Fair	Poor	Don't know
Knowledge.....	1	2	3	4	5
Responsiveness	1	2	3	4	5
Courtesy	1	2	3	4	5
Overall impression	1	2	3	4	5

12. Please rate the quality of the following services:

	Excellent	Good	Fair	Poor	Don't know
Value for the Borough taxes I pay	1	2	3	4	5
The job the Borough Council does listening to citizens	1	2	3	4	5
The job the Borough staff does listening to citizens	1	2	3	4	5
The responsiveness of the Borough Council to residents' concerns and issues	1	2	3	4	5
The responsiveness of the Borough employees to residents' concerns and issues	1	2	3	4	5

13. About how often, if at all, do you talk to or visit with your immediate neighbors (people who live in the 10 or 20 households that are closest to you)?
- Just about every day
 - Several times a week
 - Several times a month
 - Once a month
 - Several times a year
 - Once a year or less
 - Never

14. What one aspect of your neighborhood do you most want to change or fix?

15. How likely or unlikely would you be to participate in a "Get to Know Your Neighbor" event held at the start of fall semester 2008?

- Very likely
- Somewhat likely
- Somewhat unlikely
- Very unlikely

16. What type of internet access do you have?

- Broadband (DSL/Cable)
- Dial-up
- None

17. Which of the following municipal services have you accessed via the Internet in the last 12 months? Check all that apply.

- Pay a parking ticket
- File your local tax documents
- Other (please list): _____

18. Do you have a working garbage disposal in your residence?

- Yes
- No

19. How frequently do you compost your kitchen waste?

- Always
- Usually
- Sometimes
- Never

20. How likely or unlikely are you to participate in a curbside food waste collection program if it was offered by State College Borough?

- Very likely
- Somewhat likely
- Somewhat unlikely
- Very unlikely

21. To what extent would you support or oppose the Borough adopting the following practices...

	Strongly support	Somewhat support	Somewhat oppose	Strongly oppose	Don't know
Creating "green" building codes	1	2	3	4	5
Creating stricter greenhouse gas emission regulations	1	2	3	4	5
Increasing recycling opportunities for State College	1	2	3	4	5
Increasing compost opportunities for State College	1	2	3	4	5
Providing "green" workshops on reducing electricity consumption, expanding composting, etc	1	2	3	4	5

Our last questions are about you and your household. Again, all of your responses to this survey are completely anonymous and will be reported in group form only.

22. Do you have a home security system installed in your home?

- No
- Yes

23. Are you currently enrolled as a student at Penn State?

- No
- Yes

24. How many years have you lived in State College?

- Less than 2 years
- 2-5 years
- 6-10 years
- 11-20 years
- More than 20 years

25. Which best describes the building you live in?

- One family house detached from any other houses
- House attached to one or more houses (e.g., a duplex or townhome)
- Building with two or more apartments or condominiums
- Mobile home
- Other

26. Do you own or rent your current residence?

- Own
- Rent

27. Are you Spanish/Hispanic/Latino?

- No
- Yes

28. What is your race? (Mark one or more races to indicate what race you consider yourself to be)

- American Indian or Alaskan native
- Asian or Pacific Islander
- Black, African American
- White/Caucasian
- Other

29. In which category is your age?

- 18-24 years
- 25-34 years
- 35-44 years
- 45-54 years
- 55-64 years
- 65-74 years
- 75 years or older

30. What is your sex?

- Female
- Male

Thank you for completing this survey. Please return the completed survey in the postage paid envelope to: National Research Center, Inc., 3005 30th St., Boulder, CO 80301