

Resident Satisfaction with Neighborhood

This abbreviated survey provides the core questions needed to measure changes over time in resident concerns and satisfaction with a variety of quality-of-life gauges in their neighborhoods.

1. Please identify your neighborhood by name and either define its boundaries or name the street intersection nearest your house or apartment.

2. How long have you lived in this neighborhood or near this location?

- Less than 1 year
- 1 - 5 years
- 6 - 10 years
- 11 - 20 years
- 21 - 30 years
- More than 30 years

3. Using the provided scale, please select the response that best describes your feeling about each of the following statements.

	5 - Strongly Agree	4 - Agree	3 - Neither agree/disagree	4 - Disagree	5 - Strongly disagree
The condition of houses and apartments in the area is satisfactory or better.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There are affordable houses or apartments available here that meet the needs of my family.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The cleanliness of the area is satisfactory or better.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My family and I feel safe in the area.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The neighbors here are friendly.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The quality of public services is satisfactory or better.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The quality of schools in the area is satisfactory or better.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access to transportation is satisfactory or better.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Access to employment centers is satisfactory or better.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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4. With how many of your neighbors do you regularly speak for 5 minutes or more?

- 0
- 1 - 3
- 4 - 6
- 7 - 9
- 10 or more

5. How many households in your neighborhood can you turn to in an emergency?

- 0
- 1 - 3
- 4 - 6
- 7 - 9
- 10 or more

6. What do you like **best** about this neighborhood?

- Safety
- Cleanliness of streets/homes
- Community pride or spirit
- Friendliness
- Available shopping
- Nearness to work
- Quality of schools
- Parks or open spaces
- Available jobs
- Other : _____

7. What is your **second favorite** thing about this neighborhood?

- Safety
- Cleanliness of streets/homes
- Community pride or spirit
- Friendliness
- Available shopping
- Nearness to work
- Quality of schools
- Parks or open spaces
- Available jobs
- Other : _____

8. What is the **worst** thing about this neighborhood?

- Crime or other safety issues
- Litter, graffiti or other cleanliness issues
- Number of abandoned or run-down buildings
- Poor-quality schools
- Unreliable public services
- Police non-responsiveness or harassment
- Presence of undesirable businesses
- Lack of neighborhood friendliness
- Distance from shopping
- Distance from work
- Lack of quality parks or open spaces
- Lack of available jobs
- Other : _____

9. What is the **second worst** thing about this neighborhood?

- Crime or other safety issues
- Litter, graffiti or other cleanliness issues
- Number of abandoned or run-down buildings
- Poor-quality schools
- Unreliable public services
- Police non-responsiveness or harassment
- Presence of undesirable businesses
- Lack of neighborhood friendliness
- Distance from shopping
- Distance from work
- Lack of quality parks or open spaces
- Lack of available jobs
- Other : _____

10. Using a scale of 1 to 5, where 5 = Strongly agree, 4 = Agree, 3 = Neither agree/disagree, 2 = Disagree and 1 = Strongly disagree, please select the response that best describes your feeling about each of the following statements.

	5 - Strongly agree	4 - Agree	3 - Neither agree/disagree	2 - Disagree	1 - Strongly disagree
If something is wrong in my neighborhood, I know that the people who live here will try to fix it.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would recommend this neighborhood to anyone as a good place to live.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would recommend this neighborhood to families with children as a good place to live.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would recommend this neighborhood to seniors as a good place to live.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please answer the following questions about owning and buying a home.

11. Do you own or rent your home?

- Own
- Rent
- Neither (for instance, live with a friend or relative)

12. If you own your home, how much do you think you could sell it for in today's market?

- \$29,999 or less
- \$30,000 – \$49,999
- \$50,000 – \$74,999
- \$75,000 – \$149,999
- \$150,000 – \$199,999

- \$200,000 – \$299,999
- More than \$300,000

13. If you don't own your home, would you like to buy a home in this neighborhood?

- Yes
- No

- If Q13 is answered with **Option 1 "Yes"** , then Skip to **Q15**
- If Q13 is answered with **Option 2 "No"** , then Skip to **Q14**

14. If you would not buy a home here, what is the main reason why?

- Crime or other safety issues
- Litter, graffiti or other cleanliness issues
- Number of abandoned or run-down buildings
- Poor-quality schools
- Unreliable public services
- Police non-responsiveness or harassment
- Presence of undesirable businesses
- Lack of neighborhood friendliness
- Distance from shopping
- Distance from work
- Lack of quality parks or open spaces
- Lack of available jobs
- Other : _____

15. If you would like to buy a home in this neighborhood, what is the main reason you haven't yet bought one?

- Don't make enough income
- Credit problems need to be cleared up
- Not sure how to start
- Can't find a good home
- Don't have enough for down payment/fees
- Not yet ready to buy
- This isn't a good time for buying a home
- Not applicable
- Other : _____

16. Do you have regular access to a computer? If so, do you use the Internet?

- No
- Yes, with Internet
- Yes, without Internet

17. What problems affect you or your family (check all that apply)?

- Lack of educational opportunities for youth
- Lack of educational opportunities for adults
- Lack of employment opportunities
- Difficulty finding a home that suites my family
- Unaffordable or inaccessible health care
- Unreliable city services
- Care of elderly family members
- Difficulty finding daycare for children
- Paying for food, rent, utilities, credit cards, etc.
- Police non-responsiveness or harassment
- Drug use and sale in the community

Please answer the following questions about transportation and how you get around the neighborhood.

18. Do you drive?
- Yes
 - No
19. If you do drive, about how much do you spend on gas per week?
- <\$30
 - \$30 - \$60
 - \$61 - \$90
 - >\$90
20. Do you ride SEPTA buses? If so, how often?
- No
 - Yes, daily
 - Yes, monthly
 - Yes, weekly
21. Do you ride the EI? If so, how often?
- No
 - Yes, daily
 - Yes, monthly
 - Yes, weekly

Please answer the following questions about where you shop.

22. In the past month, have you shopped on 52nd Street?
- Yes
 - No
23. In the past month, have you shopped on Spruce Street between 47th and 49th Streets?
- Yes
 - No
24. In the past month, have you shopped on 45th Street between Walnut and Locust Streets?
- Yes
 - No
25. In the past month, have you shopped on 69th Street?
- Yes
 - No
26. In the past month, have you shopped in Center City?
- Yes
 - No
27. In the past month, have you shopped somewhere else in Philadelphia?
- Yes
 - No
28. In the past month, have you shopped somewhere else outside of Philadelphia?
- Yes
 - No

The Future of Walnut Hill's Community Outreach with the Community Leaders

Since 2007, the Walnut Hill Street Team has gone door-to-door from 45th Street to 52nd Street between Market and Spruce Streets. They connect the Walnut Hill residents to information and valuable services such as: programs for seniors and youth, free home repairs, job training, healthy lifestyle transition, community events, and more. In 2012 the Street Team model was revamped to the Community Leaders Program, a 9-month training program which includes community outreach and service learning projects. This new model positions Community Leaders for full-time employment after successfully completing the 9-month training and outreach.

29. How important do you think the Community Leaders are to the Walnut Hill community?

- Very Important Somewhat important Not important Don't know
-

30. How important do you think the Street Team was to you and your family?

- Very important Somewhat important Not important Don't know
-

31. In your opinion, what are the 3 most important services that the Community Leaders offer?

- A friendly face
- Help with nuisance issues
- Monthly event calendars
- Community events
- Information about Walnut Hill
- Referrals to helpful services
- Crime deterrent
- Jobs for Walnut Hill residents
- Other : _____

32. What additional services do you think the Community Leaders should provide?

33. Would you be willing to pay a small yearly fee for the Community Leader's operations?

- Yes
 No

34. How much do you think you would be willing to pay?

- \$2/month (fewer services than Walnut Hill gets now)
 \$3/month
 \$4/month (same services Walnut Hill gets now)
 \$5/month
 Over \$5/month (more services than Walnut Hill gets now)

35. Would you be willing to pay/pay a little more if the Community Leaders also provides the additional services you suggested?

- Yes
 No

36. Do you have any other comments or ideas about Community Leaders?

37. What do you think the people in this neighborhood could do to make it a better place to live?

Please answer the following basic demographic questions about you and your household.

38. What is your age?

- 13 to 19 years
- 20 to 29 years
- 30 to 39 years
- 40 to 49 years
- 50 to 59 years
- 60 to 69 years
- 70 to 85 years
- over 85

39. What is your gender?

- Male
- Female

40. What is your race/ethnicity?

- White alone
- Black or African American alone
- American Indian or Alaskan Native alone
- Asian alone
- Native Hawaiian or other Pacific Islander alone
- Hispanic or Latino
- Two or More Races/Ethnicities

41. What is your occupation?

42. What is your family's annual income?

- \$9,999 or less
- \$10,000 – \$19,999
- \$20,000 – \$29,999
- \$30,000 – \$49,999
- \$50,000 or more

Thank you for sharing your thoughts with us. Your responses on this survey are confidential: we will never identify you by name or change the way the Community Leaders visit you based on your responses. However, if you feel comfortable doing so, we would appreciate your contact information so that we can hear more about the new Community Leader services that you suggested.

Optional: May we follow up with you about your ideas for new Community Leader services?

43. Name:

44. Address:

45. Phone Number or Email (whichever you prefer):

Thank you for completing the survey.