

Citizen Survey Results: City Services in General

1. How satisfied are you with how well the City performs City services in general?

	<u>1997</u>	<u>1998</u>	<u>1999</u>	<u>2000</u>
Response rate:	100.0%	100.0%	100.0%	100.0% of those surveyed
Somewhat/very satisfied	41.1%	56.2%	57.8%	63.1%
Very satisfied	14.5%	11.5%	11.7%	15.0%
Somewhat satisfied	26.6%	44.7%	46.1%	48.1%
Neither satisfied nor dissatisfied	39.4%	17.9%	18.3%	14.7%
Somewhat dissatisfied	11.8%	15.0%	15.7%	14.5%
Very dissatisfied	7.7%	10.8%	8.3%	7.7%
Somewhat/very dissatisfied	19.5%	25.8%	24.0%	22.2%

Citizen Survey Results: Anti-Graffiti

1. Do you live within close walking distance of Broad Street, Germantown Avenue, or the American Street Empowerment Zone?

	<u>1997</u>	<u>1998</u>	<u>1999</u>	<u>2000</u>
Response rate:	-	100.0%	100.0%	100.00% of those surveyed
Yes	-	33.2%	31.6%	37.5%
No	-	66.8%	68.4%	62.5%

2. Have you ever seen City crews removing graffiti from buildings in your neighborhood?

	<u>1997</u>	<u>1998</u>	<u>1999</u>	<u>2000</u>
Response rate:	-	100.0%	100.0%	100.00% of those surveyed
Yes	-	18.8%	21.1%	20.1%
No	-	81.2%	78.9%	79.9%

3. How satisfied are you with the City's efforts to remove graffiti from public buildings and from neighborhood business corridors?

	<u>1997</u>	<u>1998</u>	<u>1999</u>	<u>2000</u>
Response rate:	-	88.3%	90.3%	84.3% of those surveyed
Very/somewhat satisfied	-	42.7%	42.5%	50.0%
Very satisfied	-	15.1%	16.2%	20.7%
Somewhat satisfied	-	27.6%	26.3%	29.3%
Neither satisfied nor dissatisfied	-	30.6%	30.4%	25.5%
Somewhat dissatisfied	-	15.7%	13.6%	12.9%
Very dissatisfied	-	11.0%	13.5%	11.5%
Very/somewhat dissatisfied	-	26.7%	27.1%	24.4%

4. How would you rate the City's performance with cleaning graffiti in the past year compared to five years ago?

	<u>1997</u>	<u>1998</u>	<u>1999</u>	<u>2000</u>
Response rate:	-	84.6%	90.5%	84.6% of those surveyed
Much/somewhat better	-	73.1%	73.0%	76.9%
Much better	-	34.6%	38.4%	42.5%
Somewhat better	-	38.5%	34.6%	34.4%
Not better or worse	-	18.8%	18.3%	17.1%
Somewhat worse	-	4.4%	5.9%	4.3%
Much worse	-	3.7%	2.8%	1.7%
Much/somewhat worse	-	8.1%	8.7%	6.0%

Citizen Survey Results: Fire Department

1. How satisfied are you with Fire protection?

	<u>1997</u>	<u>1998</u>	<u>1999</u>	<u>2000</u>
Response rate:	95.7%	95.2%	95.2%	96.1% of those surveyed
Very/somewhat satisfied	78.7%	80.6%	78.7%	83.0%
Very satisfied	49.6%	51.3%	47.9%	53%
Somewhat satisfied	29.1%	29.3%	30.8%	30%
Neither satisfied nor dissatisfied	14.6%	12.1%	14.6%	12%
Somewhat dissatisfied	2.9%	3.3%	3.4%	3.2%
Very dissatisfied	3.8%	3.9%	3.3%	1.6%
Very/somewhat dissatisfied	6.7%	7.2%	6.7%	4.8%

2. Were there any fires in your home in the past 12 months?

	<u>1997</u>	<u>1998</u>	<u>1999</u>	<u>2000</u>
Response rate:	100.0%	100.0%	99.9%	99.9% of those surveyed
Yes	1.7%	1.7%	2.3%	1.8%
No	98.3%	98.3%	97.7%	98.2%

3. Does your home have a working smoke detector?

	<u>1997</u>	<u>1998</u>	<u>1999</u>	<u>2000</u>
Response rate:	100.0%	99.9%	99.8%	99.6% of those surveyed
Yes	94.9%	95.6%	95.8%	96.1%
No	5.1%	4.4%	4.2%	3.9%

4. In the past year, have you ever called 911 for an emergency medical service?

	<u>1997</u>	<u>1998</u>	<u>1999</u>	<u>2000</u>
Response rate:	100.0%	99.8%	100.0%	99.8% of those surveyed
Yes	14.5%	13.9%	14.0%	16.8%
No	85.5%	86.1%	86.0%	83.2%

5. How satisfied were you with the EMS response?

	<u>1997</u>	<u>1998</u>	<u>1999</u>	<u>2000</u>
Response rate:	14.2%	13.9%	13.9%	16.7% of those surveyed
	98.1%	100.0%	99.4%	98.9% of those who had called 911 for EMS
Very/somewhat satisfied	81.5%	85.1%	77.8%	86.3%
Very satisfied	60.5%	61.7%	60.8%	68.7%
Somewhat satisfied	21.0%	23.4%	17.0%	17.6%
Neither satisfied nor dissatisfied	5.7%	7.1%	8.5%	4.9%
Somewhat dissatisfied	1.9%	1.9%	9.2%	3.3%
Very dissatisfied	10.8%	5.8%	4.6%	5.5%
Very/somewhat dissatisfied	12.7%	7.7%	13.8%	8.8%

Citizen Survey Results: Public Health

1. During the past year, did you or a member of your household ever visit a doctor, dentist, or nurse at one of the eight district health centers run by the City government?

	<u>1997*</u>	<u>1998</u>	<u>1999</u>	<u>2000</u>
Response rate:	100.0%	100.0%	100.0%	100.0% of those surveyed
Yes	9.6%	8.6%	9.5%	13.6%
No	90.4%	91.4%	90.5%	86.4%

*Note that in 1997 the questions regarding use of medical doctor or nurse and use of dental services were asked separately. These 1997 figures did not include the use of dental services. In 1997, 4.9 percent reported using dental services.

2. How satisfied were you or your household member with the services received at the district health care center?

	<u>1997</u>	<u>1998</u>	<u>1999</u>	<u>2000</u>
Response rate:	9.6%	8.6%	9.1%	13.6% of those surveyed
	100.0%	100.0%	96.2%	98.0% of those who used the health centers
Very/somewhat satisfied	75.5%	76.9%	72.0%	75.5%
Very satisfied	54.7%	47.4%	45.0%	46.9%
Somewhat satisfied	20.8%	29.5%	27.0%	28.6%
Neither satisfied nor dissatisfied	15.1%	12.6%	15.0%	9.5%
Somewhat dissatisfied	2.8%	3.2%	7.0%	5.4%
Very dissatisfied	6.6%	7.4%	6.0%	9.5%
Very/somewhat dissatisfied	9.4%	10.6%	13.0%	14.9%

3. In the past year, how long have you or a member of your household had to wait between the time you requested an appointment at one of the eight community-based City health centers and the date of your appointment?

	<u>1997</u>	<u>1998</u>	<u>1999</u>	<u>2000</u>
Response rate:	9.5%	8.1%	8.5%	13.6% of those surveyed
	86.1%	94.7%	89.4%	94.6% of those who reported using a medical doctor or nurse or dental services at one of the health centers
Less than one week	41.9%	41.1%	38.7%	28.9%
One week	16.2%	12.2%	12.9%	17.6%
Two weeks	15.2%	23.3%	15.1%	23.2%
Three weeks	5.7%	8.9%	9.7%	7.7%
More than three weeks	21.0%	13.3%	20.5%	22.5%
Other	0.0%	1.1%	3.3%	0.0%

4. How long do you or the household member wait to be seen, once you are at the center?

	<u>1997</u>	<u>1998</u>	<u>1999</u>	<u>2000</u>
Response rate:	10.1%	8.1%	8.8%	13.6% of those surveyed
	91.8%	94.7%	93.3%	94.6% of those who reported using a medical doctor or nurse or dental services at one of the health centers
Right away	8.9%	7.8%	15.5%	5.6%
Within 15 minutes	20.5%	16.7%	14.4%	9.2%
Within half an hour	28.6%	30.0%	26.8%	32.4%
Within an hour	22.3%	17.8%	16.5%	21.7%
Over an hour	19.6%	27.8%	26.8%	31.7%

5. How satisfied are you or the member of your household with the physical condition of the center?

	<u>1997</u>	<u>1998</u>	<u>1999</u>	<u>2000</u>
Response rate:	10.6%	8.5%	9.0%	13.6% of those surveyed
	95.9%	98.9%	95.2%	97.3% of those who reported using a medical doctor or nurse or dental services at one of the health centers
Very/somewhat satisfied	66.7%	79.8%	76.7%	74.0%
Very satisfied	38.5%	43.6%	34.3%	33.6%
Somewhat satisfied	28.2%	36.2%	42.4%	40.4%
Neither satisfied nor dissatisfied	19.7%	11.7%	14.1%	12.3%
Somewhat dissatisfied	10.3%	5.3%	6.1%	6.8%
Very dissatisfied	3.4%	3.2%	3.0%	6.8%
Very/somewhat dissatisfied	13.7%	8.5%	9.1%	13.6%

Citizen Survey Results: Free Library of Philadelphia

1. How satisfied are you with library services in your neighborhood?

	<u>1997</u>	<u>1998</u>	<u>1999</u>	<u>2000</u>
Response rate:	91.1%	90.8%	88.7%	87.2% of those surveyed
Very/somewhat satisfied	68.4%	64.4%	69.5%	74.6%
Very satisfied	38.4%	37.8%	40.7%	47.8%
Somewhat satisfied	30.0%	26.6%	28.8%	26.8%
Neither satisfied nor dissatisfied	16.0%	19.8%	19.5%	14.1%
Somewhat dissatisfied	7.6%	7.2%	5.9%	5.5%
Very dissatisfied	7.9%	8.7%	5.1%	5.8%
Very/somewhat dissatisfied	15.5%	15.9%	11.0%	11.3%

2. Other than for group meetings, about how often during the past year have you or members of your household used the services of the Free Library?

	<u>1997</u>	<u>1998</u>	<u>1999</u>	<u>2000</u>
Response rate:	95.9%	100.0%	100.0%	100.0% of those surveyed
At least once a week	16.4%	18.0%	16.4%	17.2%
At least once every month	25.8%	27.9%	26.3%	30.2%
At least once in the last year	18.7%	16.8%	16.8%	20.2%
Not at all	39.1%	37.3%	40.5%	32.6%

3. Why don't you use the Philadelphia Free Libraries more often?

	<u>1997</u>	<u>1998</u>	<u>1999</u>	<u>2000</u>
Response rate:	50.3%	49.1%	46.9%	45.6% of those surveyed
	90.8%	90.8%	81.8%	86.7% of those who reported only using the libraries once in the last year or not at all

No library conveniently located for me/my household	6.1%	14.3%	7.4%	11.4%
Library does not have books or other items I want	4.5%	3.1%	4.7%	4.0%
Too busy to go to library	29.7%	21.0%	34.5%	26.3%
Not interested in library	28.6%	28.7%	22.3%	24.5%
Buy my own books and magazines	14.9%	15.1%	11.0%	11.4%
Health problems prevent my using the library	10.1%	6.8%	7.9%	7.0%
Not familiar with Philadelphia's library services	1.8%	0.9%	1.2%	2.0%
Library not open at convenient times of day	5.4%	4.2%	4.3%	3.0%
Library hard to get to/no transportation	4.5%	2.9%	3.1%	4.2%
Library too noisy/too crowded	0.9%	0.6%	1.0%	0.4%
Poor staff service at library	0.5%	0.4%	0.4%	0.2%
No parking at the library	1.1%	1.3%	0.2%	0.4%
Use libraries other than Philadelphia's Free Library	5.4%	6.1%	3.9%	9.2%

Citizen Survey Results: Free Library of Philadelphia

4. How satisfied are you with...

	Year	Response Rate		Very/ Some. Sat.	Very Sat.	Somewhat Sat.	Neither Sat. nor Dissat.	Somewhat Dissat.	Very Dissat.	Very/ Some. Dissat.
		Of total surveyed	Of those who reported							
Hours of operation	1997	39.5%	97.3%	71.1%	41.7%	29.4%	17.4%	7.3%	4.1%	11.4%
	1998	59.6%	95.1%	72.7%	37.9%	34.8%	16.1%	7.6%	3.6%	11.2%
	1999	55.8%	93.9%	76.0%	43.3%	32.7%	14.8%	6.4%	2.8%	9.2%
	2000	64.5%	95.8%	80.5%	45.4%	35.1%	10.8%	7.6%	1.1%	8.7%
Availability of reading materials	1997	39.8%	98.2%	79.1%	47.7%	31.4%	14.3%	3.9%	2.7%	6.6%
	1998	61.2%	97.6%	80.6%	46.8%	33.8%	13.0%	4.3%	2.1%	6.4%
	1999	56.8%	95.6%	80.8%	45.9%	34.9%	11.8%	5.1%	2.2%	7.3%
	2000	65.1%	96.6%	84.9%	51.8%	33.1%	9.4%	4.5%	1.3%	5.8%
Comfort	1997	39.8%	98.2%	78.4%	48.9%	29.5%	15.7%	3.4%	2.5%	5.9%
	1998	60.5%	96.5%	80.2%	44.2%	36.0%	14.6%	3.3%	1.9%	5.2%
	1999	56.0%	94.2%	82.3%	46.4%	35.9%	12.5%	2.8%	2.4%	5.2%
	2000	64.7%	96.1%	86.3%	54.1%	32.2%	9.6%	2.8%	1.4%	4.2%
Helpfulness of Library personnel	1997	39.9%	98.4%	83.5%	56.5%	27.0%	11.3%	2.9%	2.3%	5.2%
	1998	60.8%	97.0%	86.3%	53.6%	32.7%	9.4%	3.3%	1.0%	4.3%
	1999	56.7%	95.4%	84.5%	49.7%	34.8%	10.3%	3.2%	2.1%	5.3%
	2000	65.4%	97.10%	89.2%	61.4%	27.8%	7.8%	1.5%	1.5%	3.0%
Availability of computers	1997	37.1%	91.5%	55.1%	33.4%	21.7%	24.9%	12.0%	8.0%	20.0%
	1998	50.2%	80.1%	63.1%	34.0%	29.1%	23.2%	7.2%	6.5%	13.7%
	1999	45.4%	76.3%	67.8%	35.9%	31.9%	20.4%	7.6%	4.2%	11.8%
	2000	51.3%	76.2%	69.8%	37.9%	31.9%	19.1%	8.0%	3.2%	11.2%
Response to telephone inquiry	1997	-	-	-	-	-	-	-	-	-
	1998	43.0%	68.6%	72.2%	42.2%	30.0%	21.4%	4.0%	2.3%	6.3%
	1999	43.2%	72.6%	74.5%	41.9%	32.6%	18.5%	4.0%	2.9%	6.9%
	2000	46.8%	69.5%	75.9%	46.0%	29.9%	19.2%	3.3%	1.6%	4.9%
Electronic information/website	1997	-	-	-	-	-	-	-	-	-
	1998	42.6%	68.0%	72.0%	39.8%	32.2%	19.9%	4.0%	4.0%	8.0%
	1999	38.9%	65.4%	72.2%	42.3%	29.9%	19.9%	3.7%	4.2%	7.9%
	2000	42.4%	63.0%	78.4%	46.7%	31.7%	16.3%	2.4%	3.0%	5.4%

5. Do you or any other member of this household have a library card for the Free Library of Philadelphia?

	<u>1997</u>	<u>1998</u>	<u>1999</u>	<u>2000</u>
Response rate:	98.7%	100.0%	99.2%	99.0% of those surveyed
Yes	66.6%	65.5%	63.4%	68.9%
No	33.4%	34.5%	36.6%	31.1%

Citizen Survey Results: Fairmount Park Commission

1. How satisfied are you with parks and recreation programs? *

	<u>1997</u>	<u>1998</u>	<u>1999</u>	<u>2000</u>	
Response rate:	90.3%	87.0%	-	-	of those surveyed
Very/somewhat satisfied	42.1%	46.4%	-	-	
Very satisfied	16.6%	21.0%	-	-	
Somewhat satisfied	25.5%	25.4%	-	-	
Neither satisfied nor dissatisfied	29.9%	27.0%	-	-	
Somewhat dissatisfied	14.8%	13.0%	-	-	
Very dissatisfied	13.2%	13.6%	-	-	
Very/somewhat dissatisfied	28.0%	26.6%	-	-	

* This question was modified for the 1999 survey.

1a. How satisfied are you with parks in your neighborhood?

	<u>1997</u>	<u>1998</u>	<u>1999</u>	<u>2000</u>	
Response rate:	-	-	90.8%	90.9%	of those surveyed
Very/somewhat satisfied	-	-	46.3%	52.1%	
Very satisfied	-	-	20.3%	23.0%	
Somewhat satisfied	-	-	26.0%	29.1%	
Neither satisfied nor dissatisfied	-	-	25.5%	25.4%	
Somewhat dissatisfied	-	-	14.3%	11.8%	
Very dissatisfied	-	-	13.8%	10.7%	
Very/somewhat dissatisfied	-	-	28.1%	22.5%	

2. How frequently in the past year did you or someone in your household visit Fairmount Park?

	<u>1997</u>	<u>1998</u>	<u>1999</u>	<u>2000</u>	
Response rate:	99.4%	99.8%	99.2%	99.0%	of those surveyed
At least once a week	8.8%	13.2%	11.0%	17.3%	
At least once a month	9.3%	15.5%	15.8%	16.5%	
At least once in the last year	19.4%	20.5%	20.6%	21.3%	
Not at all	62.5%	50.8%	52.6%	44.9%	

3. How satisfied were you with Fairmount Park?

	<u>1997</u>	<u>1998</u>	<u>1999</u>	<u>2000</u>	
Response rate:	36.9%	48.6%	46.2%	54.1%	of those surveyed
	99.0%	98.9%	98.3%	99.3%	of those who reported visiting the Park
Very/somewhat satisfied	71.3%	76.8%	75.6%	76.5%	
Very satisfied	36.3%	35.5%	36.4%	40.1%	
Somewhat satisfied	35.0%	41.3%	39.2%	36.4%	
Neither satisfied nor dissatisfied	20.8%	15.8%	18.9%	17.3%	
Somewhat dissatisfied	4.4%	5.2%	3.5%	4.2%	
Very dissatisfied	3.4%	2.2%	2.0%	2.0%	
Very/somewhat dissatisfied	7.8%	7.4%	5.5%	6.2%	

Citizen Survey Results: Fairmount Park Commission

4. How frequently in the past year did you or someone in your household visit a neighborhood park?

	<u>1997</u>	<u>1998</u>	<u>1999</u>	<u>2000</u>
Response rate:	99.4%	99.0%	98.2%	97.4% of those surveyed
At least once a week	18.1%	20.7%	18.9%	24.3%
At least once a month	14.8%	17.0%	17.6%	18.5%
At least once in the last year	10.8%	12.0%	10.9%	14.0%
Not at all	56.3%	50.4%	52.6%	43.3%

5. How satisfied were you with the neighborhood park?

	<u>1997</u>	<u>1998</u>	<u>1999</u>	<u>2000</u>
Response rate:	43.3%	48.6%	45.8%	54.8% of those surveyed
	99.6%	98.9%	98.4%	99.1% of those who reported using the parks
Very/somewhat satisfied	61.9%	64.0%	64.1%	66.5%
Very satisfied	29.7%	31.8%	29.0%	35.2%
Somewhat satisfied	32.2%	32.2%	35.1%	31.3%
Neither satisfied nor dissatisfied	22.2%	22.1%	21.4%	20.7%
Dissatisfied	9.4%	8.4%	9.7%	7.0%
Very dissatisfied	6.5%	5.6%	4.8%	5.8%
Very/somewhat dissatisfied	15.9%	14.0%	14.5%	12.8%

6. How satisfied are you with the physical condition of the neighborhood park?

	<u>1997</u>	<u>1998</u>	<u>1999</u>	<u>2000</u>
Response rate:	43.3%	48.0%	45.8%	54.5% of those surveyed
	99.8%	97.6%	98.4%	98.6% of those who reported using the parks
Very/somewhat satisfied	51.6%	59.7%	61.9%	63.7%
Very satisfied	21.3%	23.9%	23.8%	29.7%
Somewhat satisfied	30.3%	35.8%	38.1%	34.0%
Neither satisfied nor dissatisfied	28.0%	24.5%	20.6%	19.7%
Somewhat dissatisfied	11.3%	9.2%	9.9%	10.2%
Very dissatisfied	9.2%	6.6%	7.5%	6.5%
Very/somewhat dissatisfied	20.5%	15.8%	17.4%	16.7%

Citizen Survey Results: Police Department

1. How satisfied are you with Police protection in your neighborhood?

	<u>1997</u>	<u>1998</u>	<u>1999</u>	<u>2000</u>
Response rate:	98.2%	98.2%	98.0%	98.6% of those surveyed
Somewhat/very satisfied	45.7%	54.9%	50.3%	57.8%
Very satisfied	22.9%	27.3%	22.4%	28.8%
Somewhat satisfied	22.8%	27.6%	27.9%	29.0%
Neither satisfied nor dissatisfied	25.5%	22.6%	23.8%	20.9%
Somewhat dissatisfied	14.8%	12.5%	13.7%	12.2%
Very dissatisfied	14.0%	9.9%	12.2%	9.0%
Somewhat/very dissatisfied	28.8%	22.4%	25.9%	21.2%

2. During the past year in Philadelphia, have you or a member of your household been a victim of crime?

	<u>1997</u>	<u>1998</u>	<u>1999</u>	<u>2000</u>
Response rate:	99.7%	100.0%	100.0%	99.8% of those surveyed
Yes	21.4%	19.0%	18.7%	16.0%
No	78.6%	81.0%	81.3%	84.0%

3. How responsive would you say the Police were to your report of the crime?

	<u>1997</u>	<u>1998</u>	<u>1999</u>	<u>2000</u>
Response rate:	17.8%	17.6%	17.6%	14.8% of those surveyed
	83.5%	92.9%	94.2%	92.6% of those who were victims of crimes
Very/somewhat responsive	66.5%	57.9%	50.0%	57.0%
Very responsive	40.1%	29.2%	30.9%	32.5%
Somewhat responsive	26.4%	28.7%	19.1%	24.5%
Neither responsive nor unresponsive	7.1%	15.9%	14.9%	10.4%
Somewhat unresponsive	8.6%	9.7%	17.0%	9.8%
Very unresponsive	17.8%	16.4%	18.0%	22.7%
Very/somewhat unresponsive	26.4%	26.1%	35.0%	32.5%

4. In what way, specifically, were they unresponsive?

	<u>1997</u>	<u>1998</u>	<u>1999</u>	<u>2000</u>
Response rate:	4.5%	4.6%	6.1%	4.8% of those surveyed
	96.2%	100.0%	98.5%	100.0% of those who said the Police were unresponsive
Couldn't get anyone on phone	12.0%	7.8%	6.0%	5.7%
Police took too long to show up	46.0%	47.1%	49.3%	35.8%
Couldn't get anyone to come in person	28.0%	-	-	3.8%
Rudeness by person taking report	22.0%	19.6%	11.9%	13.2%
Police refused to take/file a report	14.0%	23.5%	9.0%	5.7%
Police wouldn't explain what I needed to do	8.0%	9.8%	9.0%	9.4%
No follow-up or investigation	10.0%	41.2%	34.3%	52.8%
Other	4.0%	7.9%	7.5%	13.3%

5. How satisfied are you with traffic law enforcement?

	<u>1997</u>	<u>1998</u>	<u>1999</u>	<u>2000</u>
Response rate:	95.5%	95.8%	95.9%	94.8% of those surveyed
Somewhat/very satisfied	42.5%	49.0%	50.3%	54.9%
Very satisfied	20.0%	19.2%	19.1%	20.2%
Somewhat satisfied	22.5%	29.8%	31.2%	34.7%
Neither satisfied nor dissatisfied	25.9%	26.8%	26.1%	19.6%
Somewhat dissatisfied	14.6%	11.0%	11.3%	11.6%
Very dissatisfied	17.1%	13.1%	12.3%	13.9%
Somewhat/very dissatisfied	31.7%	24.1%	23.6%	25.5%

Citizen Survey Results: Police Department

6. Why are you dissatisfied with traffic law enforcement?

	<u>1997</u>	<u>1998</u>	<u>1999</u>	<u>2000</u>
Response rate:	-	23.1%	22.6%	24.1% of those surveyed
	-	100.0%	100.0%	33.8% of those who were dissatisfied with traffic law enforcement
Police do not adequately enforce the traffic laws; Drivers do not pay attention to traffic laws	-	77.3%	73.1%	--
Police enforce the traffic laws more than they should, i.e. stop drivers too often for minor offenses	-	26.2%	32.1%	71.1%
Other	-	2.8%	9.6%	37.5%

7. How strongly do you agree with the statement: Police are respectful to people in my neighborhood?

	<u>1997</u>	<u>1998</u>	<u>1999</u>	<u>2000</u>
Response rate:	95.4%	94.8%	95.1%	94.3% of those surveyed
Strongly agree/agree	66.1%	71.7%	68.6%	70.9%
Strongly agree	37.1%	33.1%	30.3%	31.4%
Agree	29.0%	38.6%	38.3%	39.5%
Neither agree nor disagree	20.4%	15.8%	18.0%	15.2%
Disagree	6.3%	6.0%	7.3%	7.4%
Strongly disagree	7.2%	6.5%	6.1%	6.5%
Strongly disagree/disagree	13.5%	12.5%	13.4%	13.9%

8. How strongly do you agree with the statement: Police visibly patrol my neighborhood?

	<u>1997</u>	<u>1998</u>	<u>1999</u>	<u>2000</u>
Response rate:	97.0%	97.7%	98.1%	96.5% of those surveyed
Strongly agree/agree	50.3%	58.9%	56.9%	61.8%
Strongly agree	25.4%	25.7%	25.2%	26.90%
Agree	24.9%	33.2%	31.7%	34.90%
Neither agree nor disagree	22.0%	17.6%	18.0%	15.30%
Disagree	13.1%	12.3%	15.4%	13.30%
Strongly disagree	14.6%	11.3%	9.7%	9.60%
Strongly disagree/disagree	27.7%	23.6%	25.1%	22.9%

9. How strongly do you agree with the statement: Police do a good job of preventing crime in my neighborhood?

	<u>1997</u>	<u>1998</u>	<u>1999</u>	<u>2000</u>
Response rate:	95.4%	97.2%	97.0%	95.2% of those surveyed
Strongly agree/agree	45.8%	56.4%	54.3%	58.7%
Strongly agree	19.8%	21.7%	20.1%	22.5%
Agree	26.0%	34.7%	34.2%	36.2%
Neither agree nor disagree	28.4%	23.2%	25.1%	19.4%
Disagree	13.7%	10.5%	11.7%	13.5%
Strongly disagree	12.1%	9.9%	8.9%	8.4%
Strongly disagree/disagree	25.8%	20.4%	20.6%	21.9%

10. Are you aware of the City's abandoned vehicle removal efforts?

	<u>1997</u>	<u>1998</u>	<u>1999</u>	<u>2000</u>
Response Rate:				100.0% of those surveyed
Yes	--	--	--	92.8%
No	--	--	--	7.2%

Citizen Survey Results: Police Department

11. Overall, how satisfied are you with abandoned vehicle removal efforts?

	<u>1997</u>	<u>1998</u>	<u>1999</u>	<u>2000</u>
Response Rate:				87.6% of those surveyed 94.4% of those who are aware
Somewhat/very satisfied	--	--	--	83.1%
Very satisfied	--	--	--	54.8%
Somewhat satisfied	--	--	--	28.3%
Neither satisfied nor dissatisfied	--	--	--	10.4%
Somewhat dissatisfied	--	--	--	2.7%
Very dissatisfied	--	--	--	3.8%
Somewhat/very dissatisfied	--	--	--	6.5%
Don't Know				5.9%

12. How satisfied are you with abandoned vehicle removal efforts in your neighborhood?

	<u>1997</u>	<u>1998</u>	<u>1999</u>	<u>2000</u>
Response Rate:				81.9% of those surveyed 88.2% of those who are aware
Somewhat/very satisfied	--	--	--	80.2%
Very satisfied	--	--	--	53.9%
Somewhat satisfied	--	--	--	26.3%
Neither satisfied nor dissatisfied	--	--	--	12.8%
Somewhat dissatisfied	--	--	--	2.2%
Very dissatisfied	--	--	--	4.8%
Somewhat/very dissatisfied	--	--	--	7.0%
Don't Know	--	--	--	13.3%

Citizen Survey Results: Recreation Department

1. How satisfied are you with parks and recreation programs? *

	<u>1997</u>	<u>1998</u>	<u>1999</u>	<u>2000</u>	
Response rate:	90.3%	87.0%	-	-	of those surveyed
Very/somewhat satisfied	42.1%	46.4%	-	-	
Very satisfied	16.6%	21.0%	-	-	
Somewhat satisfied	25.5%	25.4%	-	-	
Neither satisfied nor dissatisfied	29.9%	27.0%	-	-	
Somewhat dissatisfied	14.8%	13.0%	-	-	
Very dissatisfied	13.2%	13.6%	-	-	
Very/somewhat dissatisfied	28.0%	26.6%	-	-	

This question was modified for the 1999 survey.

1a. How satisfied are you with recreation programs in your neighborhood?

	<u>1997</u>	<u>1998</u>	<u>1999</u>	<u>2000</u>	
Response rate:	-	-	80.4%	80.4%	of those surveyed
Very/somewhat satisfied	-	-	37.7%	43.8%	
Very satisfied	-	-	16.0%	20.2%	
Somewhat satisfied	-	-	21.7%	23.6%	
Neither satisfied nor dissatisfied	-	-	29.8%	26.2%	
Somewhat dissatisfied	-	-	13.8%	13.8%	
Very dissatisfied	-	-	18.8%	16.2%	
Very/somewhat dissatisfied	-	-	32.6%	30.0%	

2. How frequently in the past year did you or someone in your household visit a neighborhood recreation center?

	<u>1997</u>	<u>1998</u>	<u>1999</u>	<u>2000</u>	
Response rate:	99.6%	99.1%	97.5%	97.4%	of those surveyed
At least once a week	13.8%	12.9%	13.2%	16.8%	
At least once a month	8.4%	8.9%	8.4%	9.2%	
At least once in the last year	7.2%	7.3%	7.4%	11.0%	
Not at all	70.6%	70.8%	71.1%	63.0%	

3. How satisfied were you with the neighborhood recreation center?

	<u>1997</u>	<u>1998</u>	<u>1999</u>	<u>2000</u>	
Response rate:	29.2%	28.6%	27.8%	35.3%	of those surveyed
	99.7%	99.1%	98.7%	97.9%	of those who reported visiting the recreation centers
Very/somewhat satisfied	62.2%	67.5%	65.4%	67.9%	
Very satisfied	34.7%	34.7%	31.7%	36.0%	
Somewhat satisfied	27.6%	32.8%	33.7%	31.9%	
Neither satisfied nor dissatisfied	25.7%	20.2%	20.9%	20.3%	
Somewhat dissatisfied	7.1%	7.3%	8.8%	6.9%	
Very dissatisfied	5.0%	5.0%	4.9%	4.9%	
Very/somewhat dissatisfied	12.1%	12.3%	13.7%	11.8%	

Citizen Survey Results: Recreation Department

4. During the past year, did anyone in your household participate in an After School Program running five days per week at a city recreation center? *

	<u>1997</u>	<u>1998</u>	<u>1999</u>	<u>2000</u>
Response rate:	98.8%	99.7%	99.4%	99.4% of those surveyed
Yes	7.3%	4.2%	4.4%	5.5%
No	92.7%	95.8%	95.6%	94.5%

*Note: The wording of this question was changed slightly in 1998 to be more specific about the type of After School Programs.

5. How satisfied were you with the After School Program?

	<u>1997</u>	<u>1998</u>	<u>1999</u>	<u>2000</u>
Response rate:	7.0%	4.2%	4.3%	5.3% of those surveyed
	96.3%	100.0%	97.9%	98.3% of those who reported using the After School Programs
Very/somewhat satisfied	71.5%	76.1%	83.0%	88.1%
Very satisfied	40.3%	58.7%	55.3%	67.8%
Somewhat satisfied	31.2%	17.4%	27.7%	20.3%
Neither satisfied nor dissatisfied	20.8%	19.6%	10.6%	8.5%
Somewhat dissatisfied	2.6%	4.3%	2.1%	1.7%
Very dissatisfied	5.2%	0.0%	4.3%	1.7%
Very/somewhat dissatisfied	7.8%	4.3%	6.4%	3.4%

6. In the past year did you or someone in your household participate in any organized programs at the recreation centers, including baseball, basketball, hockey, soccer, volleyball, or other sports activities as well as ceramics, dance, tot recreation, or senior programs?

	<u>1997</u>	<u>1998</u>	<u>1999</u>	<u>2000</u>
Response rate:	-	99.5%	99.5%	98.6% of those surveyed
Yes	-	20.8%	19.3%	22.6%
No	-	79.2%	80.7%	77.4%

7. How satisfied were you with the programs that your family participated in?

	<u>1997</u>	<u>1998</u>	<u>1999</u>	<u>2000</u>
Response rate:	-	20.6%	19.0%	22.1% of those surveyed
	-	99.6%	99.1%	99.1% of those who reported participating in a sports league
Very/somewhat satisfied	-	81.6%	86.1%	85.6%
Very satisfied	-	49.1%	51.7%	53.5%
Somewhat satisfied	-	32.5%	34.4%	32.1%
Neither satisfied nor dissatisfied	-	11.0%	10.5%	10.7%
Somewhat dissatisfied	-	3.5%	2.4%	2.1%
Very dissatisfied	-	3.9%	1.0%	1.6%
Very/somewhat dissatisfied	-	7.4%	3.4%	3.7%

8. How frequently in the past year did you or someone in your household visit a public ice rink (not including Penn's Landing)?

	<u>1997</u>	<u>1998</u>	<u>1999</u>	<u>2000</u>
Response rate:	99.6%	99.5%	98.7%	97.5% of those surveyed
At least once a week	1.4%	2.3%	1.2%	2.7%
At least once a month	2.3%	4.0%	2.8%	2.7%
At least once in the last year	5.8%	9.9%	8.4%	10.3%
Not at all	90.6%	83.8%	87.7%	84.2%

Citizen Survey Results: Recreation Department

9. How satisfied were you with the public ice rink?

	<u>1997</u>	<u>1998</u>	<u>1999</u>	<u>2000</u>
Response rate:	9.2%	15.9%	11.8%	14.9% of those surveyed
	98.1%	98.9%	97.0%	97.0% of those who reported using the ice rinks
Very/somewhat satisfied	68.7%	73.3%	73.1%	82.4%
Very satisfied	37.3%	34.7%	37.7%	40.9%
Somewhat satisfied	31.4%	38.6%	35.4%	41.5%
Neither satisfied nor dissatisfied	20.6%	19.3%	22.3%	13.4%
Somewhat dissatisfied	8.8%	5.1%	2.3%	3.0%
Very dissatisfied	2.0%	2.3%	2.3%	1.2%
Very/somewhat dissatisfied	10.8%	7.4%	4.6%	4.2%

10. How frequently in the past year did you or someone in your household use a public swimming pool?

	<u>1997</u>	<u>1998</u>	<u>1999</u>	<u>2000</u>
Response rate:	99.6%	99.5%	98.5%	98.4% of those surveyed
At least once a week	7.1%	7.2%	9.0%	10.2%
At least once a month	3.8%	4.5%	4.3%	4.7%
At least once in the last year	5.7%	5.1%	6.1%	5.0%
Not at all	83.4%	83.2%	80.5%	80.1%

11. How satisfied were you with the public swimming pool?

	<u>1997</u>	<u>1998</u>	<u>1999</u>	<u>2000</u>
Response rate:	16.6%	16.3%	18.5%	18.7% of those surveyed
	100.0%	97.3%	96.7%	95.3% of those who reported using the pools
Very/somewhat satisfied	59.0%	60.0%	57.3%	70.8%
Very satisfied	27.3%	28.3%	23.5%	38.8%
Somewhat satisfied	31.7%	31.7%	33.8%	32.0%
Neither satisfied nor dissatisfied	24.0%	23.3%	23.0%	17.0%
Somewhat dissatisfied	8.7%	8.3%	8.3%	7.3%
Very dissatisfied	8.2%	8.3%	11.3%	4.9%
Very/somewhat dissatisfied	16.9%	16.6%	19.6%	12.2%

12. How satisfied were you with the physical condition of the neighborhood recreation center?

	<u>1997</u>	<u>1998</u>	<u>1999</u>	<u>2000</u>
Response rate:	29.0%	28.3%	27.6%	34.5% of those surveyed
	99.1%	97.8%	98.1%	95.7% of those who reported using the recreation centers
Very/somewhat satisfied	52.6%	57.5%	58.2%	59.2%
Very satisfied	20.2%	22.4%	20.7%	27.1%
Somewhat satisfied	32.4%	35.1%	37.5%	32.1%
Neither satisfied nor dissatisfied	27.1%	23.6%	21.7%	22.1%
Somewhat dissatisfied	12.5%	10.9%	10.9%	11.8%
Very dissatisfied	7.8%	8.0%	9.2%	6.8%
Very/somewhat dissatisfied	20.3%	18.9%	20.1%	18.6%

Citizen Survey Results: Recreation Department

13. Has someone in your family participated in the City's summer day camp program?

	<u>1997</u>	<u>1998</u>	<u>1999</u>	<u>2000</u>
Response rate:	100.0%	99.6%	99.7%	99.1% of those surveyed
Yes	7.2%	5.9%	5.1%	7.7%
No	92.8%	94.1%	94.9%	92.3%

14. How satisfied were you with the City's summer day camp program?

	<u>1997</u>	<u>1998</u>	<u>1999</u>	<u>2000</u>
Response rate:	7.0%	5.9%	5.1%	7.3% of those surveyed
	96.3%	100.0%	100.0%	96.4% of those who reported using the day camps
Very/somewhat satisfied	72.8%	82.8%	78.6%	90.2%
Very satisfied	48.1%	54.7%	42.9%	59.3%
Somewhat satisfied	24.7%	28.1%	35.7%	30.9%
Neither satisfied nor dissatisfied	18.2%	9.4%	17.9%	7.4%
Somewhat dissatisfied	5.2%	7.8%	0.0%	1.2%
Very dissatisfied	3.9%	0.0%	3.6%	1.2%
Very/somewhat dissatisfied	9.1%	7.8%	3.6%	2.4%

Citizen Survey Results: Streets Department -- Not Sanitation

1. How satisfied are you with street repair on city roads?

	<u>1997</u>	<u>1998</u>	<u>1999</u>	<u>2000</u>
Response rate:	99.4%	98.4%	97.9%	97.9% of those surveyed
Somewhat/very satisfied	24.1%	27.7%	27.5%	30.3%
Very satisfied	10.9%	11.8%	10.5%	10.5%
Somewhat satisfied	13.2%	15.9%	17.0%	19.8%
Neither satisfied nor dissatisfied	22.2%	24.3%	22.3%	22.2%
Somewhat dissatisfied	25.0%	19.6%	23.6%	23.3%
Very dissatisfied	28.7%	28.4%	26.6%	24.2%
Somewhat/very dissatisfied	53.7%	48.0%	50.2%	47.5%

2. Why are you dissatisfied with street repair?

	<u>1997</u>	<u>1998</u>	<u>1999</u>	<u>2000</u>
Response rate:	-	47.1%	48.8%	46.4% of those surveyed
		99.8%	99.3%	99.8% of those who were dissatisfied with street repair
Street repair crews are too noisy	-	2.1%	3.9%	2.3%
It takes too long for the city to respond to a problem	-	51.1%	53.8%	43.6%
Once crews begin work, it takes too long for them to finish	-	25.0%	23.5%	26.2%
The quality of the work is poor	-	43.0%	42.8%	38.6%
The process is inconvenient for neighborhood residents (because they have to move cars, detours, etc.)	-	8.1%	10.8%	9.8%
Problems not being repaired	-	1.3%	1.1%	4.9%
Street damaged my car/damaged streets	-	0.6%	1.5%	7.8%
Other	-	4.9%	4.3%	3.0%

3. How would you rate the condition of streets in your neighborhood?

Are they in good condition all over, mostly good but a few bad spots, or are there many bad spots?

	<u>1997</u>	<u>1998</u>	<u>1999</u>	<u>2000</u>
Response rate:	99.9%	99.7%	99.6%	99.5% of those surveyed
Good condition all over	14.9%	17.1%	19.3%	18.4%
Mostly good but a few bad spots	54.8%	56.3%	54.3%	57.6%
Many bad spots	30.3%	26.6%	26.4%	24.0%

3. Would you say the amount of street lighting at night in your neighborhood is about right, too low, or too bright?

	<u>1997</u>	<u>1998</u>	<u>1999</u>	<u>2000</u>
Response rate:	99.2%	99.2%	99.0%	99.2% of those surveyed
About right	66.0%	67.7%	68.5%	70.3%
Too low	32.1%	30.6%	29.8%	28.0%
Too bright	1.9%	1.7%	1.7%	1.6%

Citizen Survey Results: Streets Department -- Sanitation Division

1. How satisfied are you with trash collection?

	<u>1997</u>	<u>1998</u>	<u>1999</u>	<u>2000</u>
Response rate:	99.3%	94.0%	95.9%	94.1% of those surveyed
Very/somewhat satisfied	60.2%	65.7%	68.1%	67.1%
Very satisfied	31.1%	36.1%	35.7%	37.6%
Somewhat satisfied	29.1%	29.6%	32.4%	29.5%
Neither satisfied nor dissatisfied	21.1%	17.7%	17.6%	16.2%
Somewhat dissatisfied	10.8%	8.6%	8.2%	9.2%
Very dissatisfied	8.0%	8.0%	6.1%	7.4%
Somewhat/very dissatisfied	18.8%	16.6%	14.3%	16.6%

2. In the past year, would you say trash collectors picked up your trash on schedule...?

	<u>1997</u>	<u>1998</u>	<u>1999</u>	<u>2000</u>
Response rate:	97.6%	96.1%	98.0%	97.3% of those surveyed
Never	2.4%	2.3%	2.5%	1.5%
Sometimes	13.2%	11.7%	8.9%	11.5%
Frequently	31.0%	27.1%	19.9%	22.9%
Always	53.4%	58.9%	68.6%	64.1%

3. In the past year, how often would you say trash collectors spilled or scattered trash during pick up?

	<u>1997</u>	<u>1998</u>	<u>1999</u>	<u>2000</u>
Response rate:	97.3%	95.5%	97.3%	96.3% of those surveyed
Never	24.8%	28.6%	31.0%	26.6%
Sometimes	47.5%	46.9%	44.9%	47.1%
Frequently	14.4%	12.7%	12.9%	15.8%
Always	13.2%	11.8%	11.2%	10.6%

4. How satisfied are you with recycling collection and removal?

	<u>1997</u>	<u>1998</u>	<u>1999</u>	<u>2000</u>
Response rate:	97.9%	95.1%	94.8%	79.8% of those surveyed 98.6% those who participate regularly or occasionally
Very/somewhat satisfied	62.6%	62.2%	63.6%	80.5%
Very satisfied	34.8%	36.2%	36.4%	50.3%
Somewhat satisfied	27.8%	26.0%	27.2%	30.2%
Neither satisfied nor dissatisfied	17.8%	18.5%	18.6%	10.6%
Somewhat dissatisfied	9.6%	9.2%	7.9%	4.6%
Very dissatisfied	9.9%	10.1%	9.9%	4.3%
Somewhat/very dissatisfied	19.5%	19.3%	17.8%	8.9%

5. Do you participate in the city's recycling program?

	<u>1997</u>	<u>1998</u>	<u>1999</u>
Response rate:	99.5%	100.0%	100.0% of those surveyed
Yes	77.7%	71.3%	75.9%
No	22.3%	28.7%	24.1%

5a. Do you participate in the city's recycling collection program?*

	<u>1997</u>	<u>1998</u>	<u>1999</u>	<u>2000</u>
Response Rate:	--	--	--	100.0% of those surveyed
Regularly	--	--	--	61.4%
Occasionally	--	--	--	19.5%
Never	--	--	--	19.1%

*This question has been modified for the 2000 survey.

6. Why don't you participate more regularly in the city's recycling program?

	<u>1997</u>	<u>1998</u>	<u>1999</u>	<u>2000</u>
Response Rate:	--	--	--	31.3% of those surveyed 81.1% those who participate occasionally or never

6. Why don't you participate more regularly in the city's recycling program? (cont'd)

	<u>1997</u>	<u>1998</u>	<u>1999</u>	<u>2000</u>
Not sure of the pick-up schedule	--	--	--	23.5%
The kind of materials the city collects is too limited	--	--	--	13.9%
Not sure what materials are eligible for city recycling	--	--	--	9.9%
The city supplied container is too small	--	--	--	5.2%
Do not have the appropriate container	--	--	--	15.4%
Am not required to	--	--	--	20.9%
The benefit is not worth the trouble	--	--	--	16.5%

7. How often are your recyclables collected?

	<u>1997</u>	<u>1998</u>	<u>1999</u>	<u>2000</u>
Response rate:	73.6%	68.8%	72.8%	83.8% of those surveyed
	95.1%	96.6%	95.9%	-- of those who reported that they do recycle
Once a week	26.1%	25.5%	40.0%	44.6%
Once every other week	70.8%	72.6%	57.6%	52.3%
Once a month	3.1%	2.0%	2.5%	3.1%

8. How were you informed about your recycling collection schedule?

	<u>1997</u>	<u>1998</u>	<u>1999</u>	<u>2000</u>
Response Rate:	--	--	--	80.9% of those surveyed
Not sure of schedule	--	--	--	10.1%
Asked neighbor/Saw recycling collection bins in street	--	--	--	16.2%
Received mailing/water bill insert	--	--	--	51.6%
Website	--	--	--	--
Newspaper	--	--	--	16.5%
Neighborhood event/Customer Fair	--	--	--	6.3%
Home visit by recycling representative	--	--	--	5.4%

9. In the past year, how often would you say your street has been cleaned?

	<u>1997</u>	<u>1998</u>	<u>1999</u>	<u>2000</u>
Response rate:	95.6%	94.9%	94.5%	94.8% of those surveyed
More than one time	22.3%	23.3%	24.6%	37.3%
One time	24.4%	21.5%	20.3%	17.1%
Never	53.3%	55.2%	55.1%	45.6%

10. How satisfied are you with street cleaning?

	<u>1997</u>	<u>1998</u>	<u>1999</u>	<u>2000</u>
Response rate:	99.3%	95.3%	95.0%	95.0% of those surveyed
Very/somewhat satisfied	18.6%	25.7%	23.9%	33.0%
Very satisfied	9.7%	10.3%	10.4%	12.3%
Somewhat satisfied	8.9%	15.4%	13.5%	20.7%
Neither satisfied nor dissatisfied	19.1%	19.8%	21.8%	18.9%
Somewhat dissatisfied	20.1%	18.3%	18.9%	20.8%
Very dissatisfied	42.1%	36.2%	35.3%	27.3%
Somewhat/very dissatisfied	62.2%	54.5%	54.2%	48.1%

11. Why are you dissatisfied with street cleaning?

	<u>1997</u>	<u>1998</u>	<u>1999</u>	<u>2000</u>
Response rate:	-	51.8%	51.1%	45.2% of those surveyed
		99.7%	99.1%	99.2% who were dissatisfied with street cleaning
The process is inconvenient for neighborhood residents (because they have to move cars, detour, etc.)	-	1.9%	17.3%	5.0%
The crews do not do a good job when they clean the streets	-	10.1%	18.5%	19.5%
The streets are not cleaned often enough	-	91.1%	78.1%	78.5%
The streets are never cleaned	-	2.3%	1.8%	7.6%
Other	-	1.1%	2.0%	2.8%

Citizen Survey Results: Water Department and Water Revenue Bureau

1. How satisfied are you with the overall services provided by the Philadelphia Water Department?

	<u>1998</u>	<u>1999</u>	<u>2000</u>
Response rate:	100.0%	100.0%	100.0% of those surveyed
Very/somewhat satisfied	67.7%	69.1%	74.7%
Very satisfied	34.6%	31.2%	40.8%
Somewhat satisfied	33.1%	37.9%	33.9%
Neither satisfied nor dissatisfied	22.0%	19.9%	18.0%
Somewhat dissatisfied	4.7%	5.6%	4.2%
Very dissatisfied	5.6%	5.4%	3.1%
Very/somewhat dissatisfied	10.3%	11.0%	7.3%

2. How satisfied are you with the following aspects of your water?

A. Reliability

	<u>1998</u>	<u>1999</u>	<u>2000</u>
Response rate:	100.0%	100.0%	100.0% of those surveyed
Very/somewhat satisfied	80.7%	81.0%	85.6%
Very satisfied	51.6%	45.0%	56.3%
Somewhat satisfied	29.1%	36.0%	29.3%
Neither satisfied nor dissatisfied	13.7%	14.7%	10.6%
Somewhat dissatisfied	3.1%	2.5%	1.9%
Very dissatisfied	2.5%	1.7%	1.9%
Very/somewhat dissatisfied	5.6%	4.2%	3.8%

B. Pressure

	<u>1998</u>	<u>1999</u>	<u>2000</u>
Response rate:	100.0%	100.0%	100.0% of those surveyed
Very/somewhat satisfied	76.5%	77.7%	82.6%
Very satisfied	46.7%	43.6%	53.5%
Somewhat satisfied	29.8%	34.1%	29.1%
Neither satisfied nor dissatisfied	14.9%	14.5%	10.1%
Somewhat dissatisfied	5.1%	4.7%	4.8%
Very dissatisfied	3.4%	3.0%	2.5%
Very/somewhat dissatisfied	8.5%	7.7%	7.3%

C. Safety

	<u>1998</u>	<u>1999</u>	<u>2000</u>
Response rate:	100.0%	100.0%	of those surveyed
Very/somewhat satisfied	68.2%	70.7%	74.0%
Very satisfied	37.8%	37.0%	44.5%
Somewhat satisfied	30.4%	33.7%	29.5%
Neither satisfied nor dissatisfied	22.2%	22.0%	18.0%
Somewhat dissatisfied	4.5%	4.5%	4.9%
Very dissatisfied	5.1%	2.8%	3.1%
Very/somewhat dissatisfied	9.6%	7.3%	8.0%

Citizen Survey Results: Water Department and Water Revenue Bureau

D. Taste and Odor

	<u>1998</u>	<u>1999</u>	<u>2000</u>
Response rate:	100.0%	100.0%	100.0% of those surveyed
Very/somewhat satisfied	53.7%	58.2%	62.6%
Very satisfied	26.8%	25.8%	28.9%
Somewhat satisfied	26.9%	32.4%	33.7%
Neither satisfied nor dissatisfied	25.3%	25.8%	18.5%
Somewhat dissatisfied	9.7%	8.9%	10.0%
Very dissatisfied	11.3%	7.1%	8.9%
Very/somewhat dissatisfied	21.0%	16.0%	18.9%

E. Overall Quality

	<u>1998</u>	<u>1999</u>	<u>2000</u>
Response rate:	100.0%	100.0%	100.0% of those surveyed
Very/somewhat satisfied	64.3%	69.1%	72.2%
Very satisfied	29.6%	30.5%	34.8%
Somewhat satisfied	34.7%	38.6%	37.4%
Neither satisfied nor dissatisfied	24.1%	22.4%	15.8%
Somewhat dissatisfied	5.8%	5.5%	6.4%
Very dissatisfied	5.8%	3.0%	5.6%
Very/somewhat dissatisfied	11.6%	8.5%	12.0%

3. Aside from the cost, how satisfied are you with the way your water and sewer billing and collections are handled?

	<u>1998</u>	<u>1999</u>	<u>2000</u>
Response rate:	100.0%	100.0%	100.0% of those surveyed
Very/somewhat satisfied	60.1%	66.8%	69.4%
Very satisfied	28.8%	24.4%	35.5%
Somewhat satisfied	31.3%	42.4%	33.9%
Neither satisfied nor dissatisfied	27.1%	22.8%	20.8%
Somewhat dissatisfied	6.1%	5.5%	4.1%
Very dissatisfied	6.7%	5.0%	5.6%
Very/somewhat dissatisfied	12.8%	10.5%	9.7%

4. Why are you dissatisfied with water and sewer billing and collections?

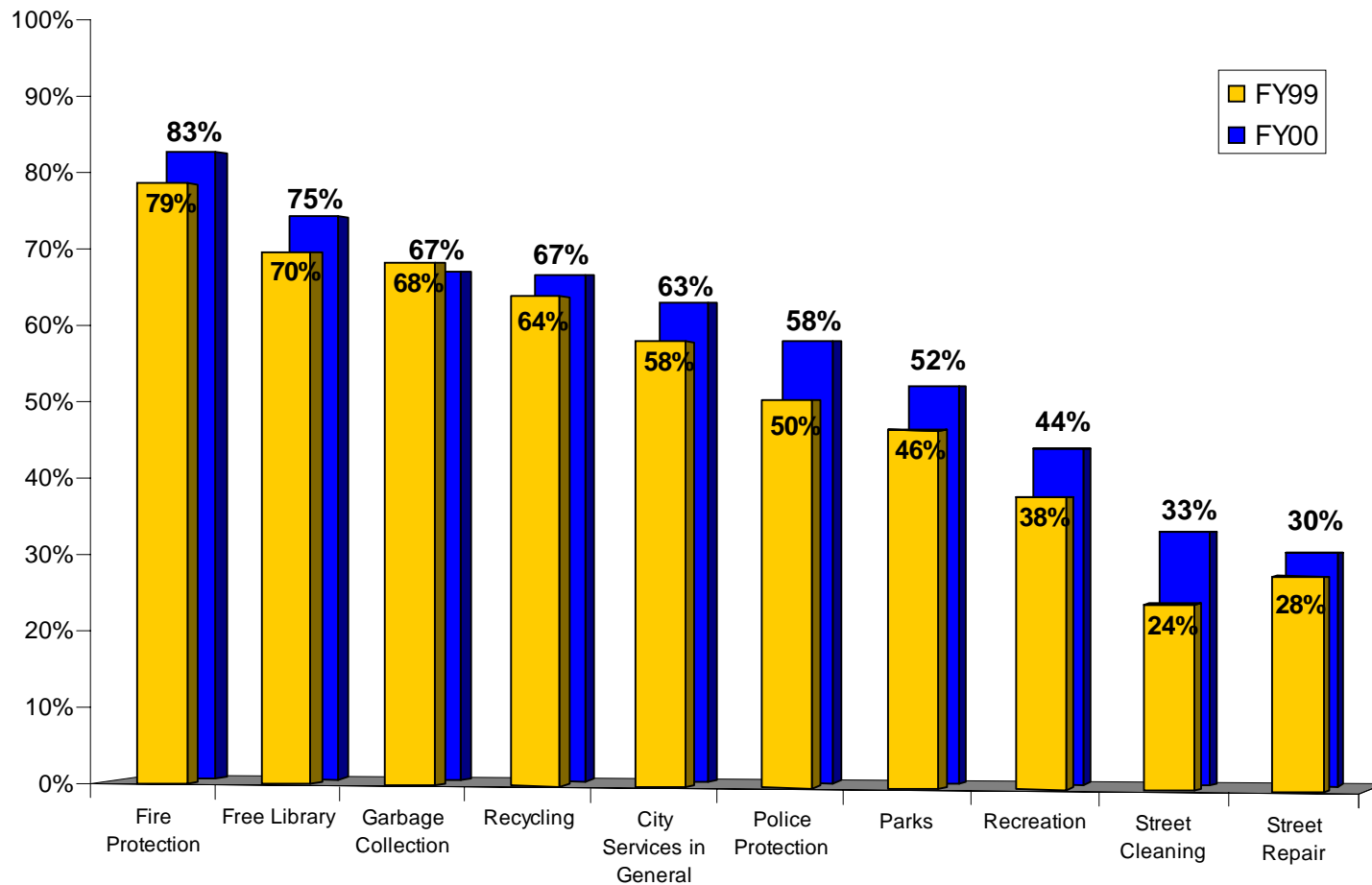
	<u>1998</u>	<u>1999</u>	<u>2000</u>
Response rate:	12.8%	10.5%	9.7% of those surveyed
	100.0%	100.0%	100.0% of those who reported being dissatisfied
Cost is too high	37.3%	52.2%	37.4%
Meter readings are estimated and/or inaccurate	28.2%	23.5%	22.4%
Poor customer service in person or on the telephone	16.2%	10.4%	24.3%
Bill itself is confusing	4.9%	3.5%	15.0%
Collection process is confusing	7.0%	7.0%	11.2%
Other	7.0%	3.6%	0.9%



Overview

Resident satisfaction with City of Philadelphia services increased for nearly every major City service from fiscal year 1999 to fiscal year 2000.

Satisfaction with City Services: FY99 TO FY00

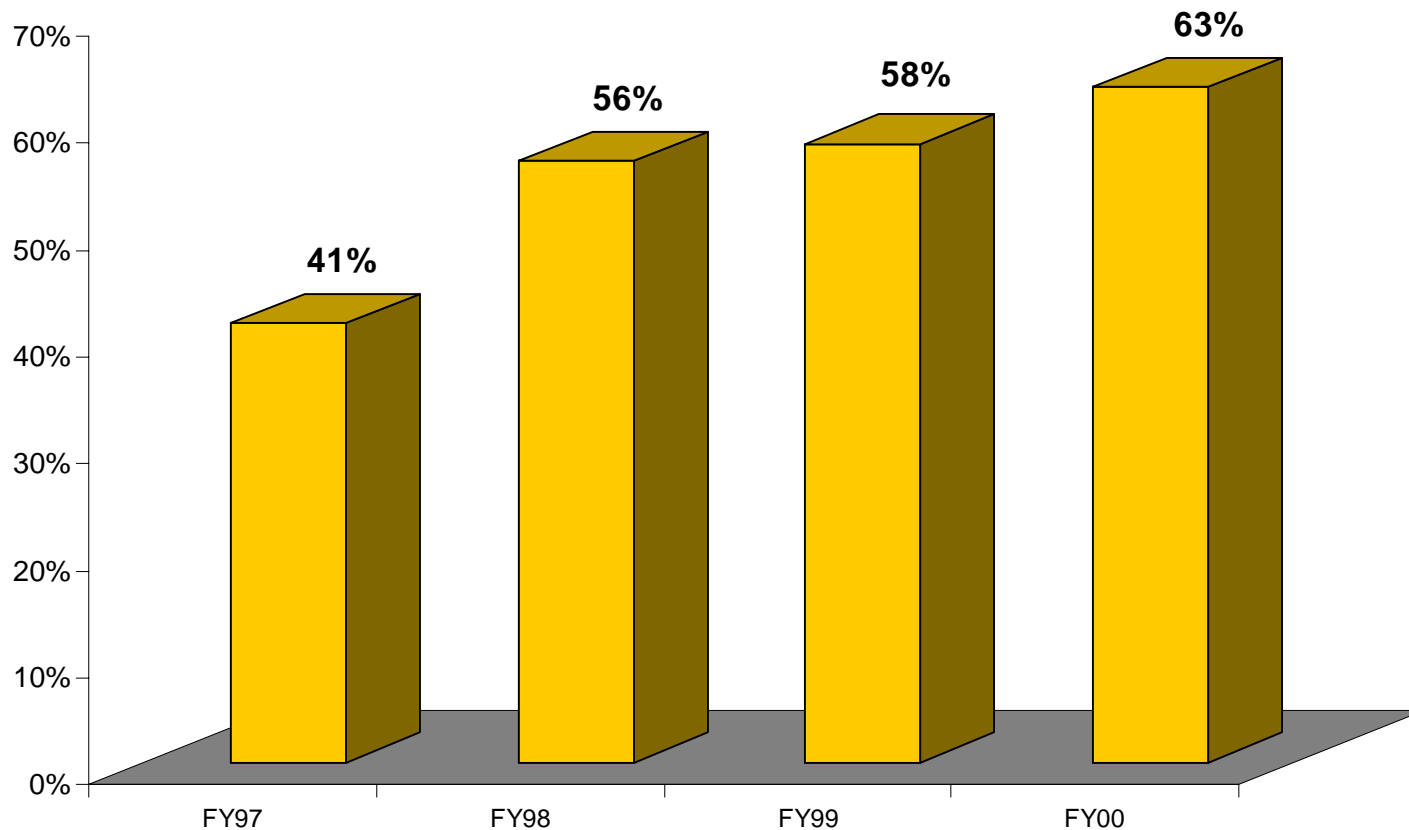




Overview

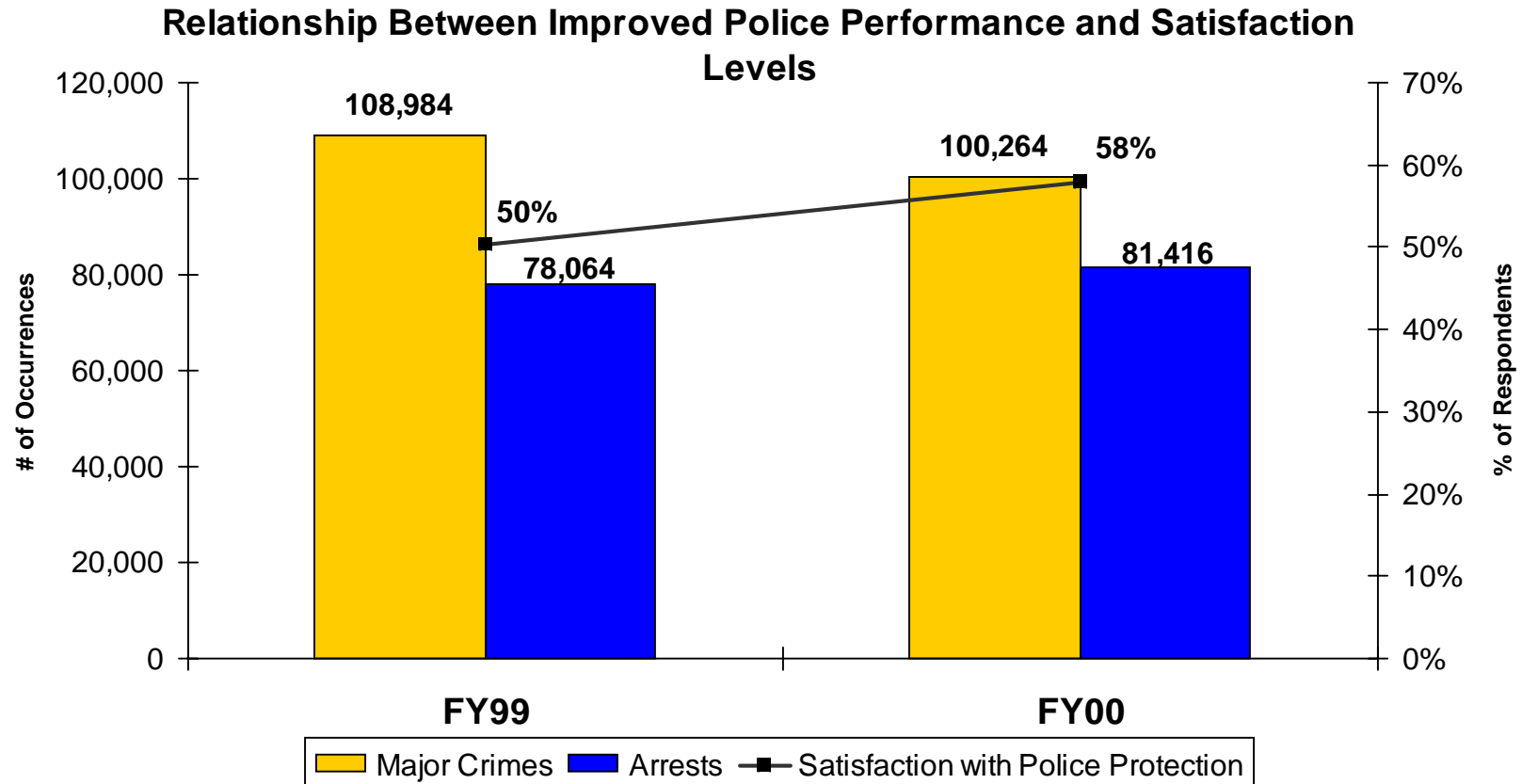
Resident satisfaction with City of Philadelphia services in general has increased each year of the citizen survey with a 22% improvement from FY97 to FY00.

**Satisfaction with City Services in General:
FY97 - FY00**





Police Department



In FY00, the number of major crimes dropped from 108,984 in FY99 to 100,264 while the number of arrests increased from 78,064 in FY99 to 81,416. This improvement in Police performance was matched by a significant increase in the percentage of respondents satisfied with Police Protection in their neighborhood, from 50% in FY99 to 58% in FY00.

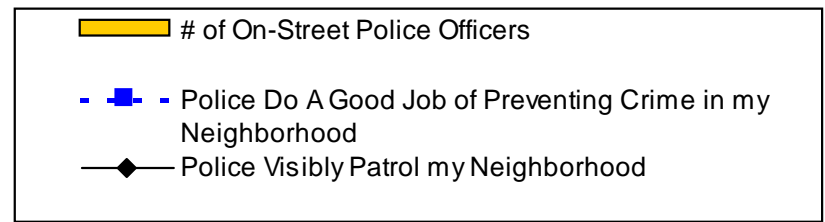
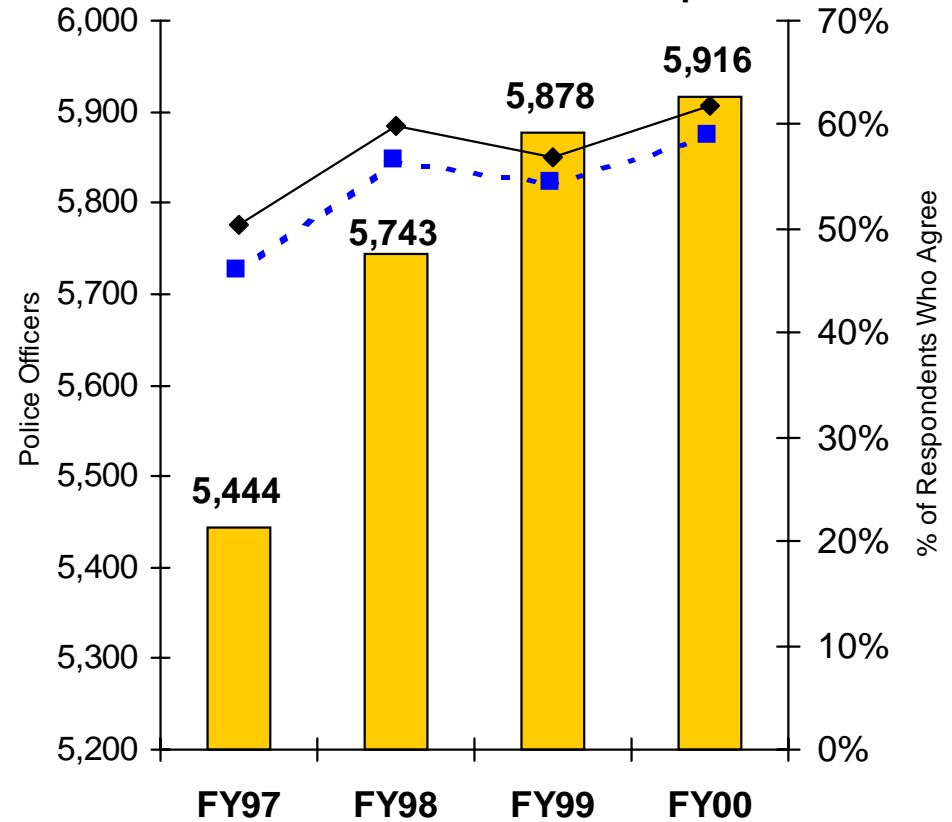


Police Department: Crime Prevention

The number of on-street police has continually increased over the past four years, from 5,444 in FY97 to 5,743 in FY98, 5,878 in FY99, and 5,916 in FY00. This growth has been matched by an increasing trend in the percentage of survey respondents who agreed that police visibly patrolled their neighborhood (from 50% in FY97 to 62% in FY00) and who agreed that police do a good job of preventing crime in their neighborhood (from 46% in FY97 to 59% in FY00).

Other crime prevention efforts included the development of a Warrant Squad to focus on tracking down violent and repeat offenders; an increased emphasis on narcotics through an expansion of the City's War on Drugs; and a major initiative to reduce quality of life crimes through concerted efforts including increased undercover work.

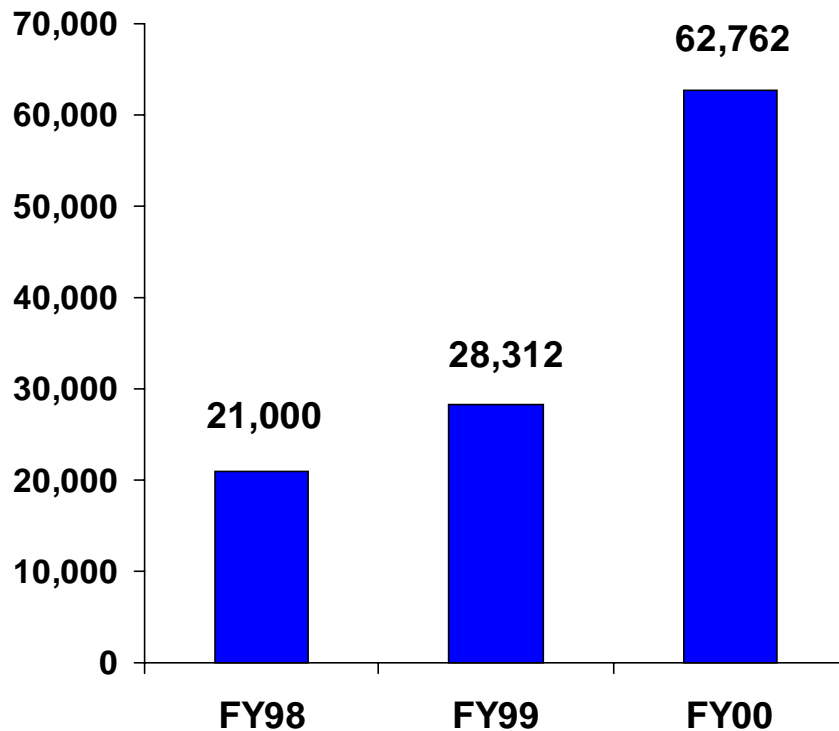
Relationship Between Increases in On-Street Police and Public Perceptions





Police Department: Abandoned Vehicle Removal

Significant Increases in the Number of Abandoned Vehicles Removed



In FY00, the City launched the Mayor's 40-day initiative to remove the abandoned vehicle backlog. As a result of the initiative, the total number of vehicles removed in FY00 increased 121% from the number removed FY99. Survey respondents were overwhelmingly satisfied with the abandoned vehicle removal efforts this year (83%).



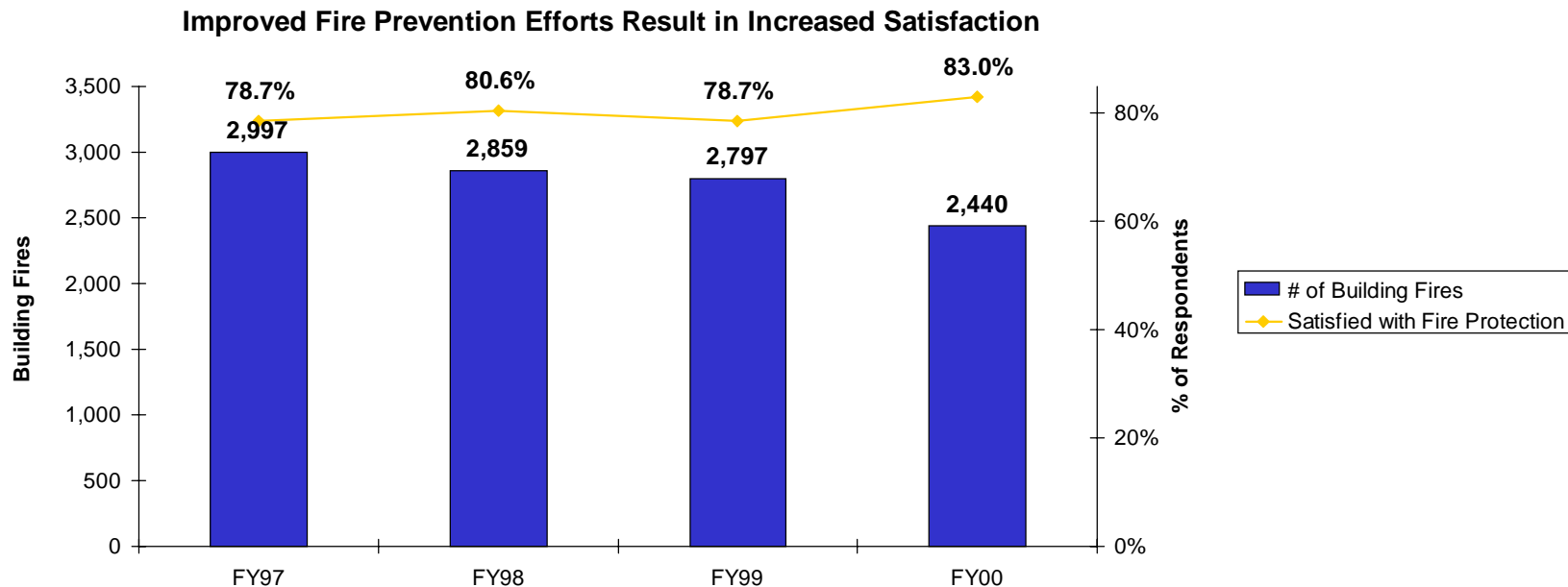
Police: Other Performance Indicators

	FY98	FY99	FY00
# of Homicides	367	322	306
# of Narcotics Arrests	14,203	19,306	22,766
% of Police in On-Street Bureaus	87.5%	87.2%	87.4%
% of respondents who believed Police were responsive to their report of a crime	57.9%	50.0%	57.0%
% of respondents who are satisfied with traffic law enforcement	49.0%	50.3%	54.9%
% of respondents who agreed that police were respectful to people in their neighborhood	71.7%	68.6%	70.9%



Fire Department: Fire Prevention

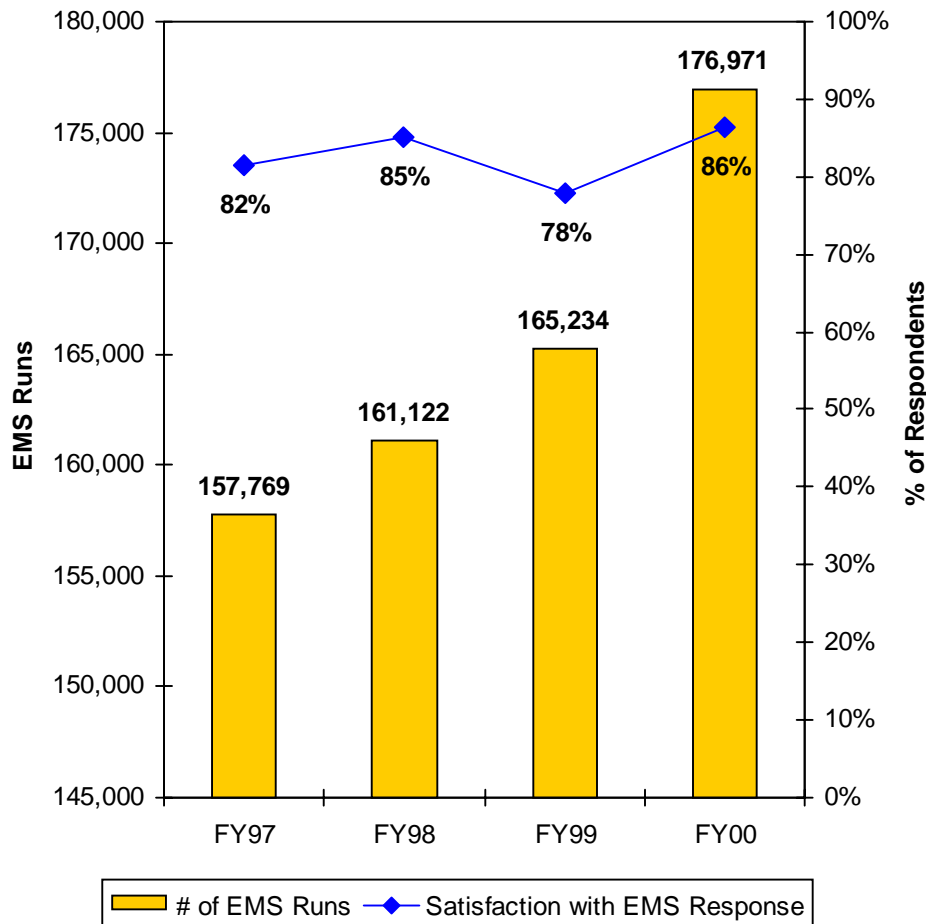
Satisfaction with Fire protection reached 83% in FY00, the second highest rated City service after EMS response. Since FY97, the number of structure fires has decreased 18.5%, the number of vacant building fires has decreased 39% (from 408 in FY97 to 248 in FY00), and the number of non-structure fires (including automobiles, rubbish, and grass) has decreased 11% (from 10,452 in FY97 to 9,308 in FY00). This decrease can be attributed to the success of new and expanded fire prevention efforts, including fire safety education via school programs, community forums, neighborhood outreach, and literature; Operation Children First, which provides and installs free fire detectors in homes with children under 12 and in census tracts with high incidents of fire deaths; and collaborative efforts with the Police Department and Town Watch groups to better monitor areas with high incidence of arson.





Fire Department: Emergency Medical Service

Satisfaction with EMS Rises as the Demand for EMS Runs Increases

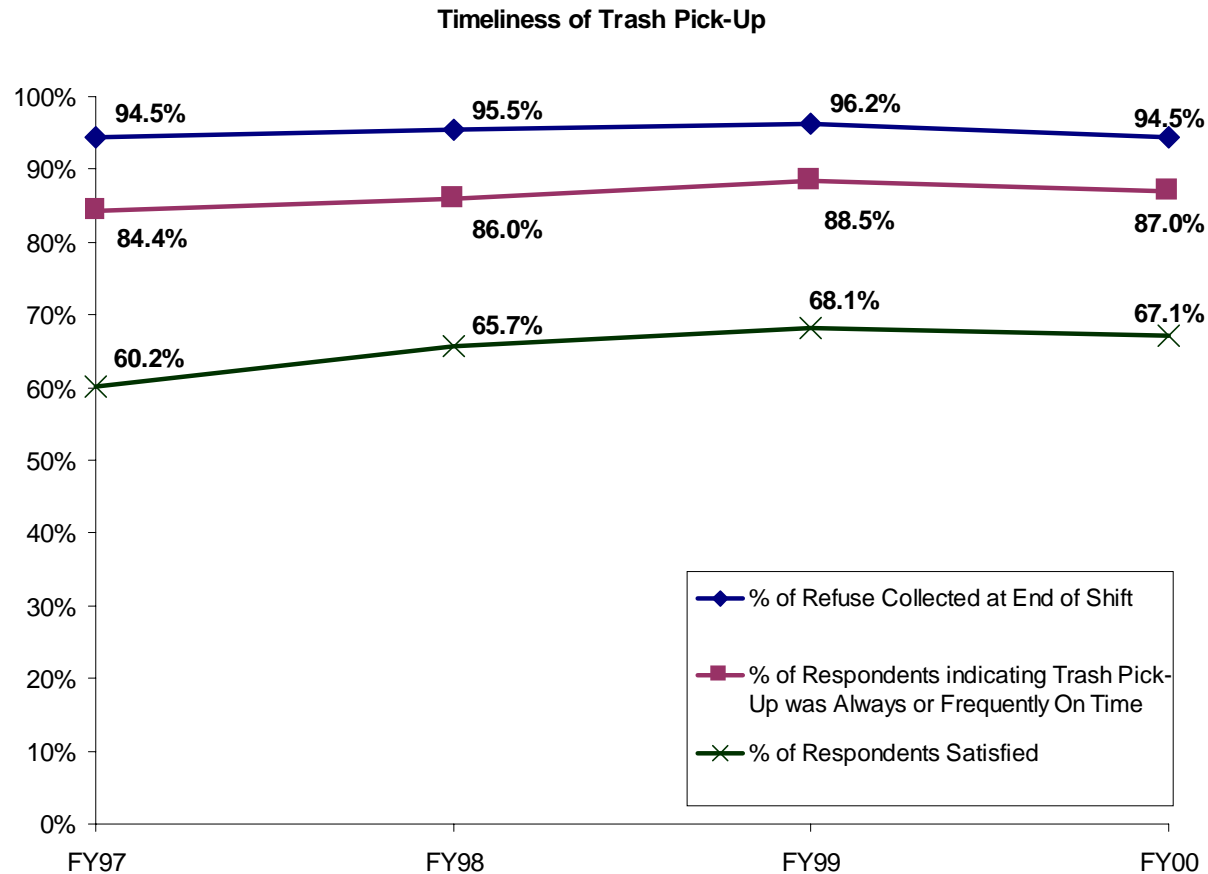


A large majority of those who had contact with Emergency Medical Service (EMS) was satisfied with the response: 69% were “very satisfied” and another 18% were “somewhat satisfied.” The number of EMS runs increased 12% since FY97, from 157,769 to 176,971 in FY00. The department believes the rise is related to the City’s growing aged population and the increasing use of EMS by uninsured individuals for basic medical care.

The Department schedules extra medic units during the peak demand periods, to augment the Department’s capacity while managing its resources. This has allowed the Department to improve its average response time, from 6 minutes and 20 seconds (6:20) in FY99 to 6:10 in FY00, while maintaining the same number of medic squads (37).



Streets Department: Trash Collection



While on-time trash collection has remained at or above the department's goal of 94% since FY97, a slight decline in the on-time rate in FY00 was matched by a slight decline in the percentage of survey respondents who reported that their trash was always or frequently picked up on schedule. The percentage of respondents who were satisfied with trash pick-up also fell slightly from 68.1% in FY99 to 67.1% in FY00. The high degree of rainfall at the end of FY00, at about the time the survey was conducted, increased tonnage (yard waste, water weight) and resulted in the slight decline in on time pick-up.

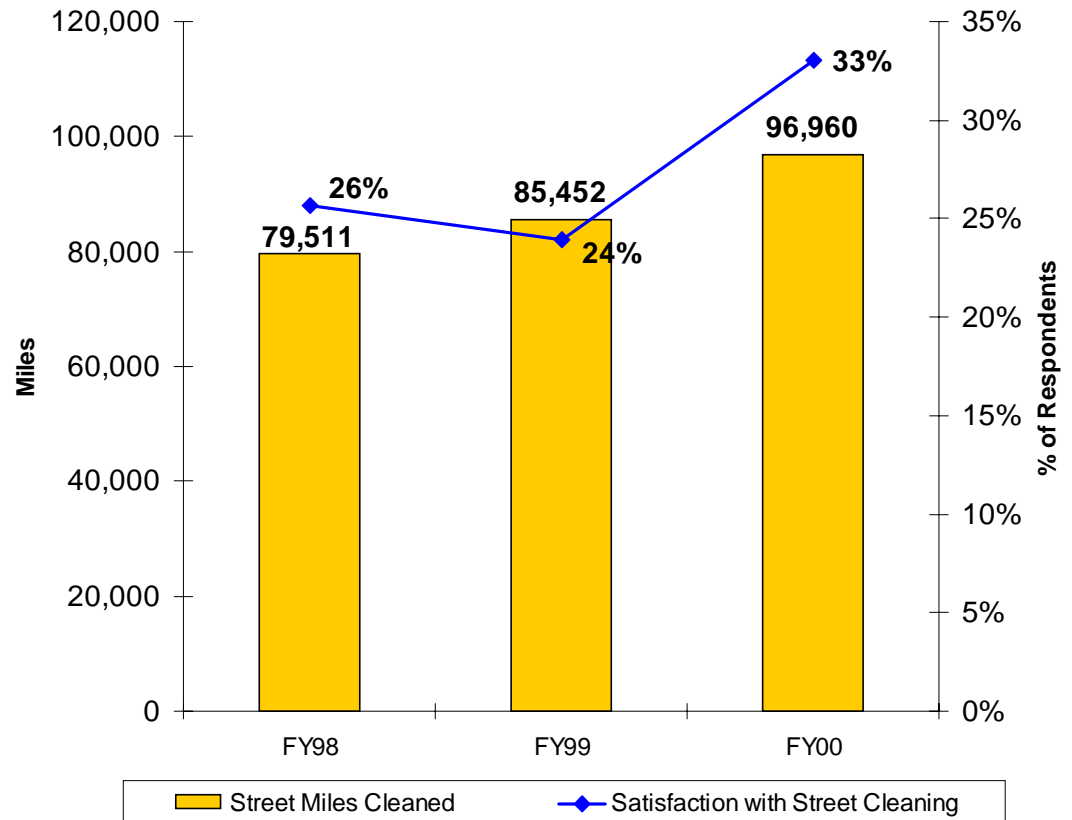


Streets Department: Street Cleaning

Growth in the number of street miles cleaned, from 85,452 in FY99 to 96,960 in FY00, corresponded to a significant increase in the percentage of respondents satisfied with street cleaning, from 24% in FY99 to 33% in FY00. However, dissatisfaction with street cleaning (48.1% in FY00) remains higher than satisfaction.

The Streets Department began addressing the dissatisfaction with street cleaning through a pilot street cleaning program in 10 neighborhoods throughout the City. One of the major obstacles for the Department had been the number of vehicles parked on streets during the designated day for cleaning. During the pilot program, the Department has combined increased enforcement and education with more frequent mechanical cleaning and the permanent posting of street cleaning schedule signs.

Relationship between Street Miles Cleaned and Satisfaction Levels





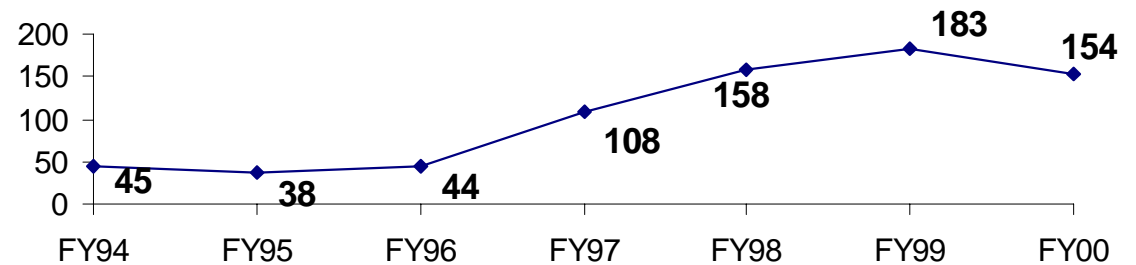
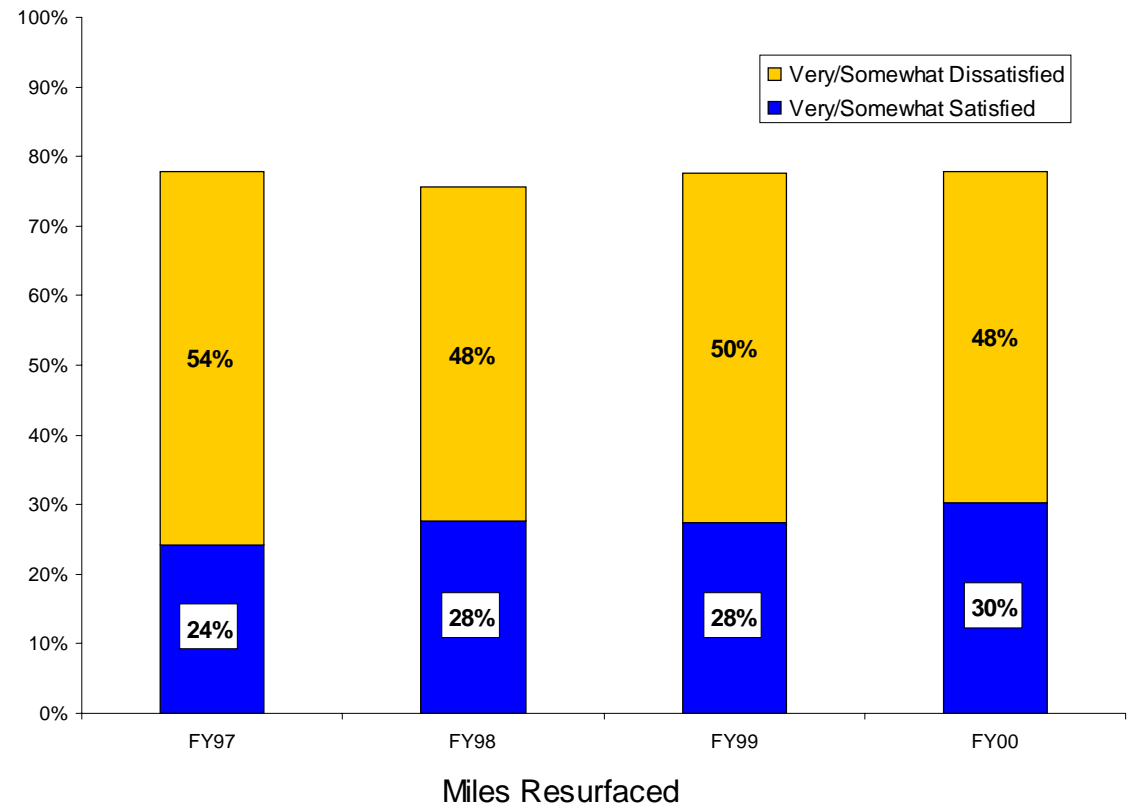
Streets Department: Highways

Satisfaction with street repair on City roads rose to 30% in FY00, a significant increase from the 24% satisfaction reported in FY97.

However, dissatisfaction with street repair, 48%, remained greater than satisfaction. The percentage of dissatisfied respondents stating that the City takes too long to respond to a problem declined significantly from 53.8% in FY99 to 43.6% in FY00.

The gradual increase in street repair satisfaction follows the implementation of a new resurfacing process which resulted in higher levels of street resurfacing. Higher levels of resurfacing have also contributed to recent declines in the number of pothole repairs and ditch restorations required.

City Road Street Repair Satisfaction Levels

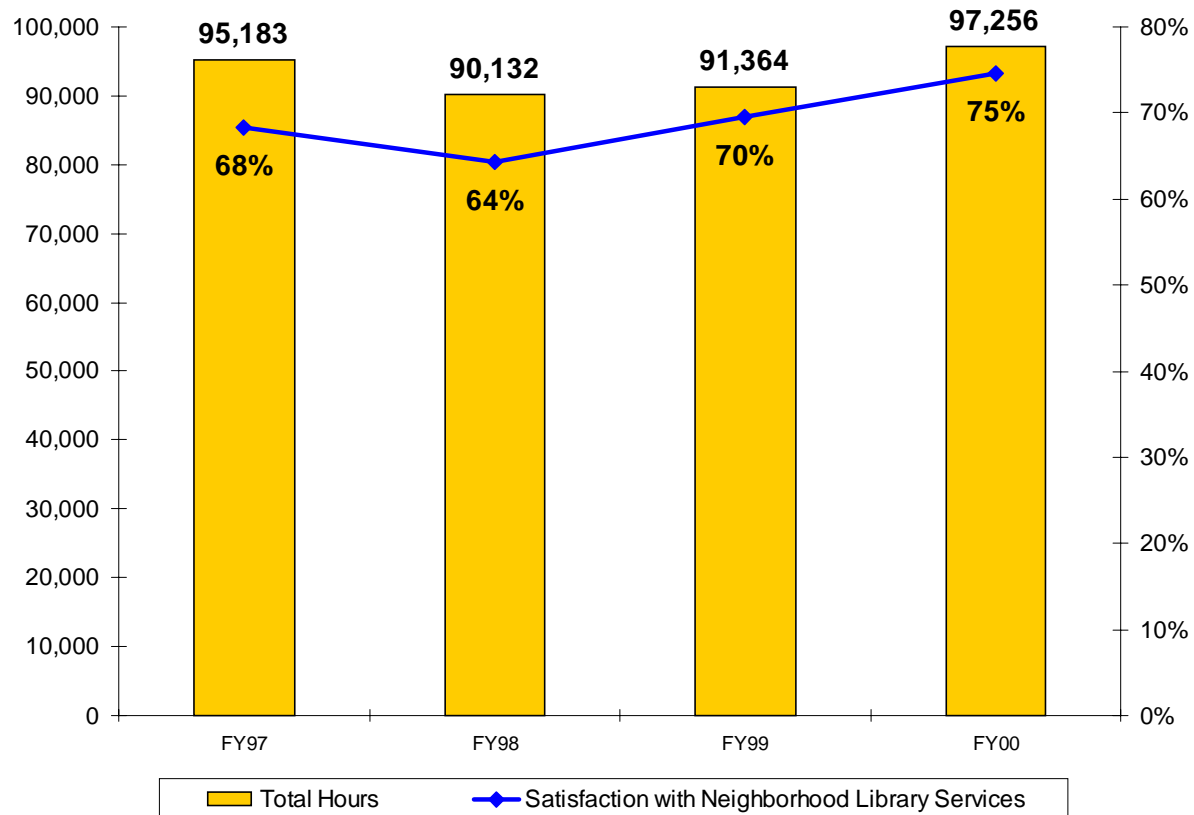




Free Library

Expanded service hours and the re-opening of renovated, upgraded libraries resulted in increases in Free Library system total hours of operation for FY99 (91,364 in FY99, up from 90,132 in FY98) and FY00 (97,256, an additional increase of 6.5%). Trends in the total hours of operation have mirrored citizen satisfaction with neighborhood library services, with the percentage of respondents expressing satisfaction increasing from 64% in FY98 to 70% in FY99 and 75% in FY00.

Relationship between Free Library Hours and Satisfaction Levels





Free Library

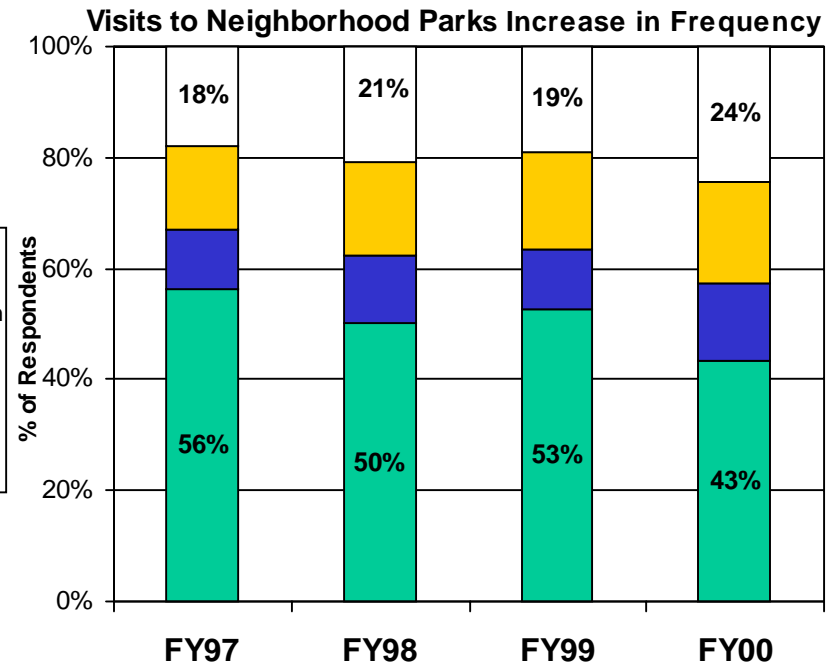
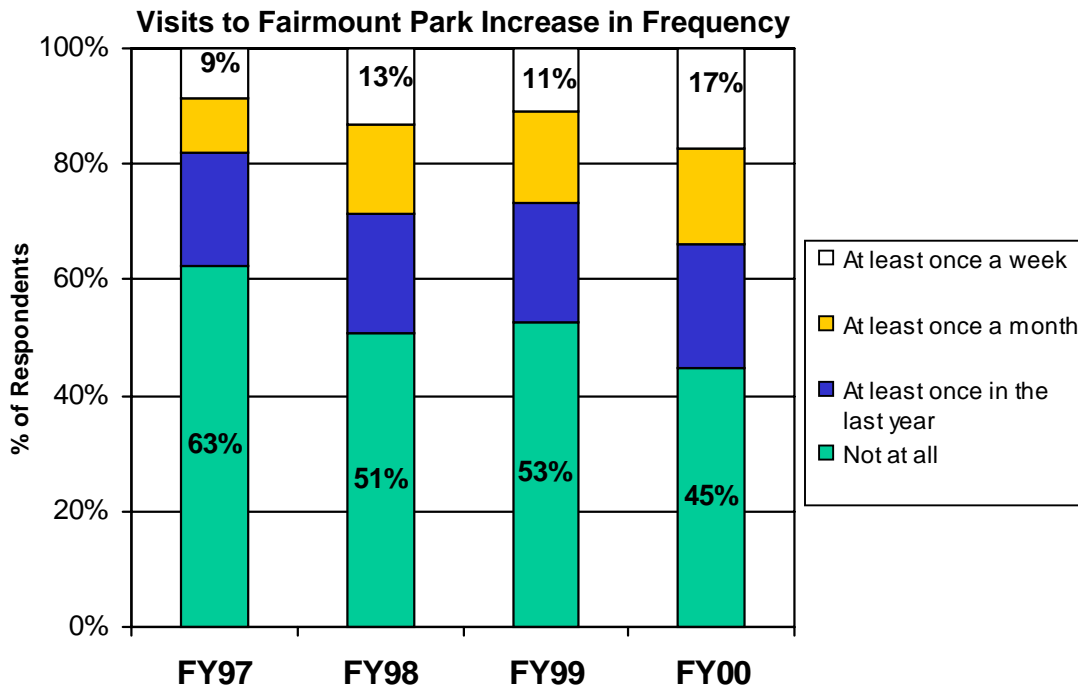
Satisfaction with all aspects of Free Library service increased from FY99 to FY00, when fifteen branches underwent renovations as part of the Free Library's seven-year project to modernize and upgrade its facilities. These improved satisfaction levels included:

- ↑ Hours of operation: from 76.0% satisfied to 80.5%
- ↑ Availability of reading materials: from 80.8% satisfied to 84.9%
- ↑ Comfort: a statistically significant increase from 82.3% to 86.3%
- ↑ Helpfulness of library personnel: a statistically significant increase from 84.5% to 89.2%
- ↑ Availability of computers: from 55.1% in FY97 and 67.8% in FY99 to 69.8%
- ↑ Response to telephone inquiry: from 74.5% to 75.9%
- ↑ Electronic information/website: from 72.2% to 78.8%



Fairmount Park Commission

The percentage of respondents very or somewhat satisfied with Fairmount Park and neighborhood parks has grown significantly in recent years, from 71.3% in FY97 to 76.5% in FY00 (for Fairmount Park), and from 61.9% in FY97 to 66.5% in FY00 (for neighborhood parks). Much of this increase in satisfaction is a result of the Fairmount Park Commission's Natural Land Restoration and Environmental Education Program (NLREEP). Funded by a five-year grant received from the William Penn Foundation, the NLREEP pays for five volunteer coordinators to work with the five Park District Managers. In addition to providing programs which educate the public on environmental concerns, the volunteer coordinators organize community groups to plant trees and saplings, repair trails and stream beds, eradicate weeds, and provide other restorative efforts. The improvements within Fairmount Park and neighborhood parks has led to an increase in the frequency of visits. The percentage of survey respondents who never visited Fairmount Park dropped from 63% in FY97 to 45% in FY00 and those who never visited a neighborhood park dropped from 56% in FY97 to 43% in FY00.

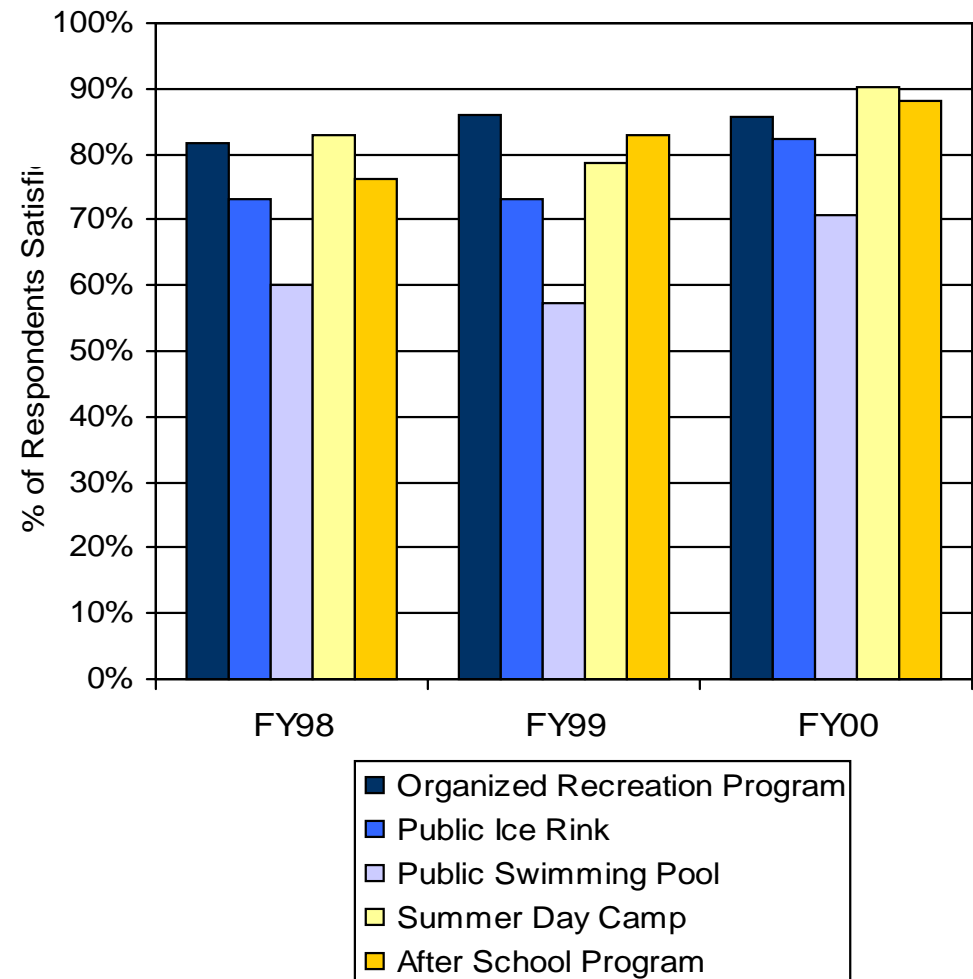




Department of Recreation

The percentage of survey respondents indicating satisfaction with major recreation programs has continued to rise, reaching 70% and higher in FY00. An increase in the number of facility caretakers (from 91 in FY99 to 135 in FY00) and new maintenance standards have helped improve the cleanliness of the recreation centers. Additional staff, including 14 new Assistant Recreation Leaders and 95 new Summer Camp Counselors has resulted in longer hours of operation and additional activities. During FY2000, the After School Program Staff participated in new training to improve the quality of the work performed.

Percent of Respondents Satisfied with Various Recreation Programs

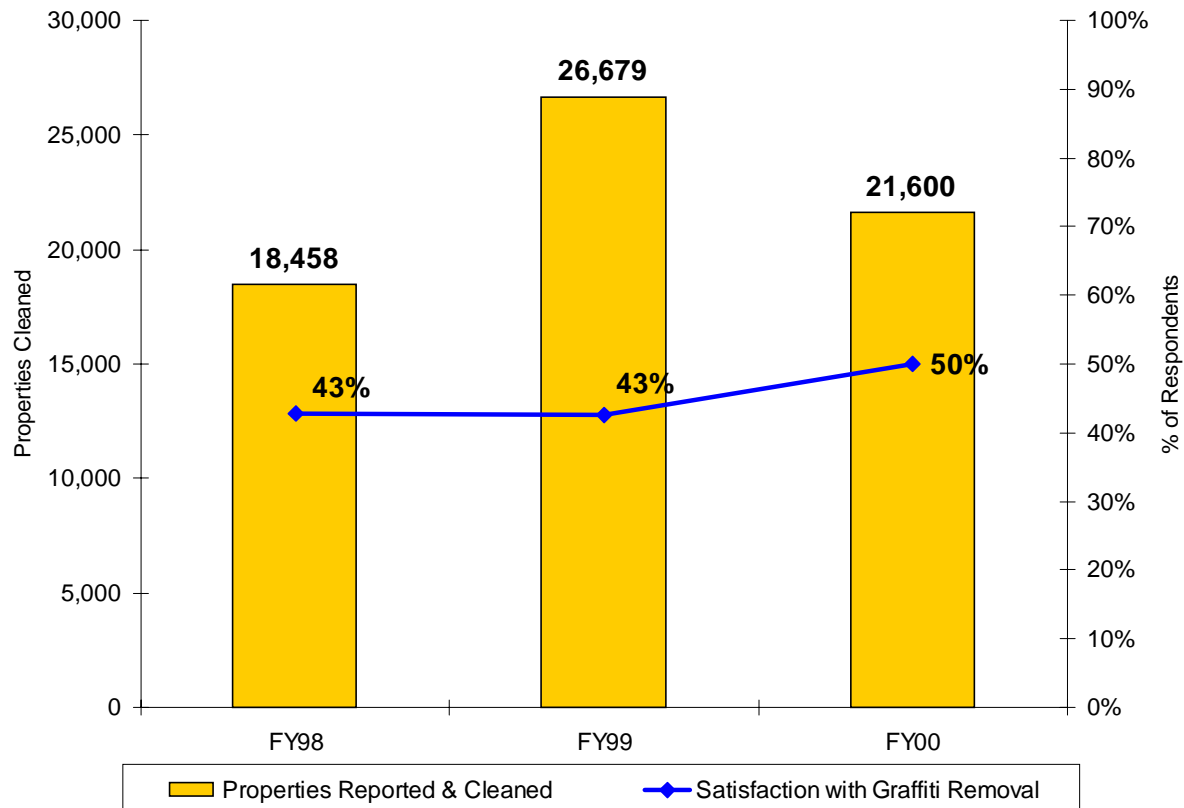




Anti-Graffiti

City crews have cleaned graffiti from **100%** of the properties reported as vandalized in the last three fiscal years. The number of properties cleaned in FY00 was 187% higher than the number of properties cleaned in FY97, when crews did not respond to instances of vandalism in all areas of the City. This consistent response to vandalism has been followed by a decline in the number of incidents reported from FY 99 to FY00 and a significant increase in resident satisfaction with the City's efforts to remove graffiti, from 43% in FY99 to 50% in FY00.

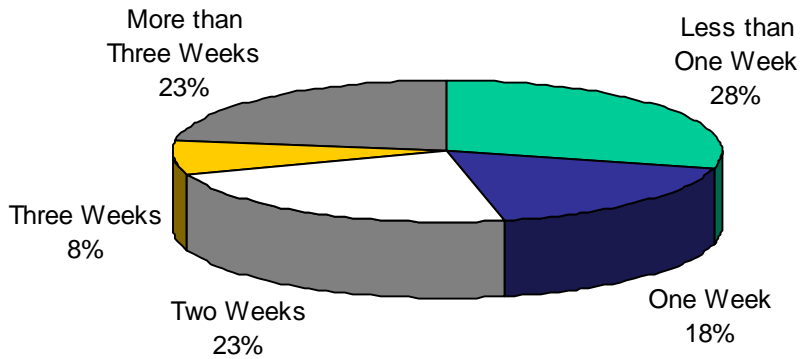
Comparison of Graffiti Cleaning Activity and Satisfaction





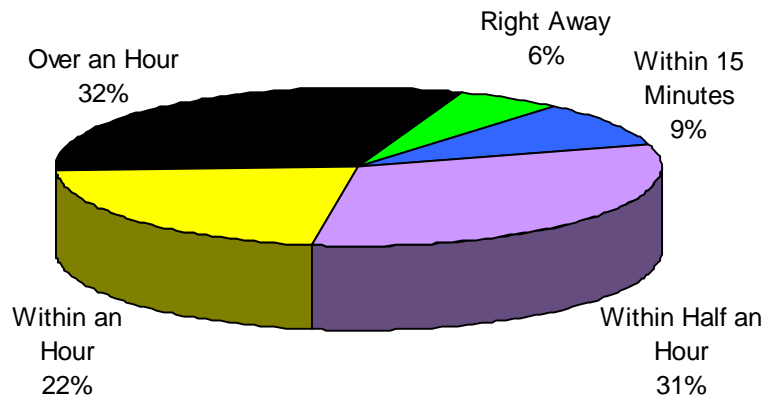
Public Health: Neighborhood Health Care Centers

Length of Wait Between the Time an Appointment was Requested and the Date of the Appointment



Source: FY2000 Citizen Satisfaction Survey

Length of Wait to Be Seen, Once at the Center



Source: FY2000 Citizen Satisfaction Survey

The percentage of survey respondents who were satisfied with the services they received at the City's neighborhood health care centers rose from 72% in FY99 to 75.5% in FY00. The number of visitors to the City's eight health care centers has fluctuated over the past few years, from 342,458 in FY97, down to 312,344 in FY98, up to 323,075 in FY99 and down to 319,633 in FY00. The percentage of uninsured visitors, however, has risen steadily since FY97, from 58% to 64% in FY00.

Although the percentage of survey respondents who waited less than a week between the time they requested an appointment and the date of the appointment fell from 39% in FY99 to 29% in FY00, over 75% were still able to schedule an appointment within three weeks.

Once in the Center, 68.3% of the FY00 survey respondents were seen within an hour. The percentage of respondents who waited over an hour increased from 27% in FY99 to 32% in FY00. This is primarily a result of a growing number of walk-in patients. Hospital staff have begun referring more uninsured patients from their emergency rooms to the City's health care centers. When these walk-in patients arrive at the centers, they typically have to wait longer to be seen by a doctor, and often cause a back-up for scheduled patients as well. Although survey results reflect that average wait time at the health care centers is increasing, the wait time is still comparable to or better than that of many private clinics and physician offices.

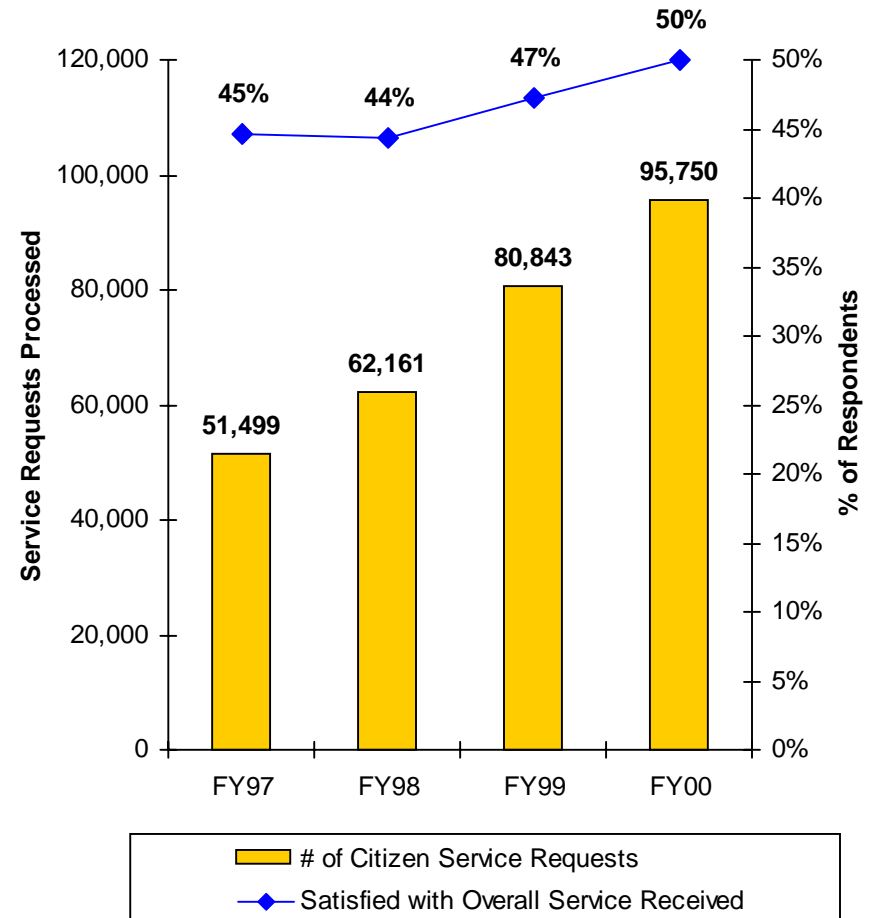


Department of Licenses and Inspections

Satisfaction with the overall service received from the Department of Licenses and Inspections rose from 47% of survey respondents in FY99 to 50% in FY00. In October 2000, the Department of Licenses and Inspections launched a new customer service software to better track and respond to citizen complaints and requests. The new software has significantly improved internal operations. Call center operators are better informed as to the status of a complaint and can let callers know when the unit responded and if violations were issued. The system can also track multiple calls involving the same property, which allows the operators to trigger warning flags for service requests with a high level of urgency.

Inspectors on limited duty are also supporting the call center. The inspectors are equipped to respond to calls requiring technical expertise and are able to train the call center operators who may not have field experience.

Satisfaction Levels Continue to Increase Modestly as the Number of Citizen Service Requests Grow

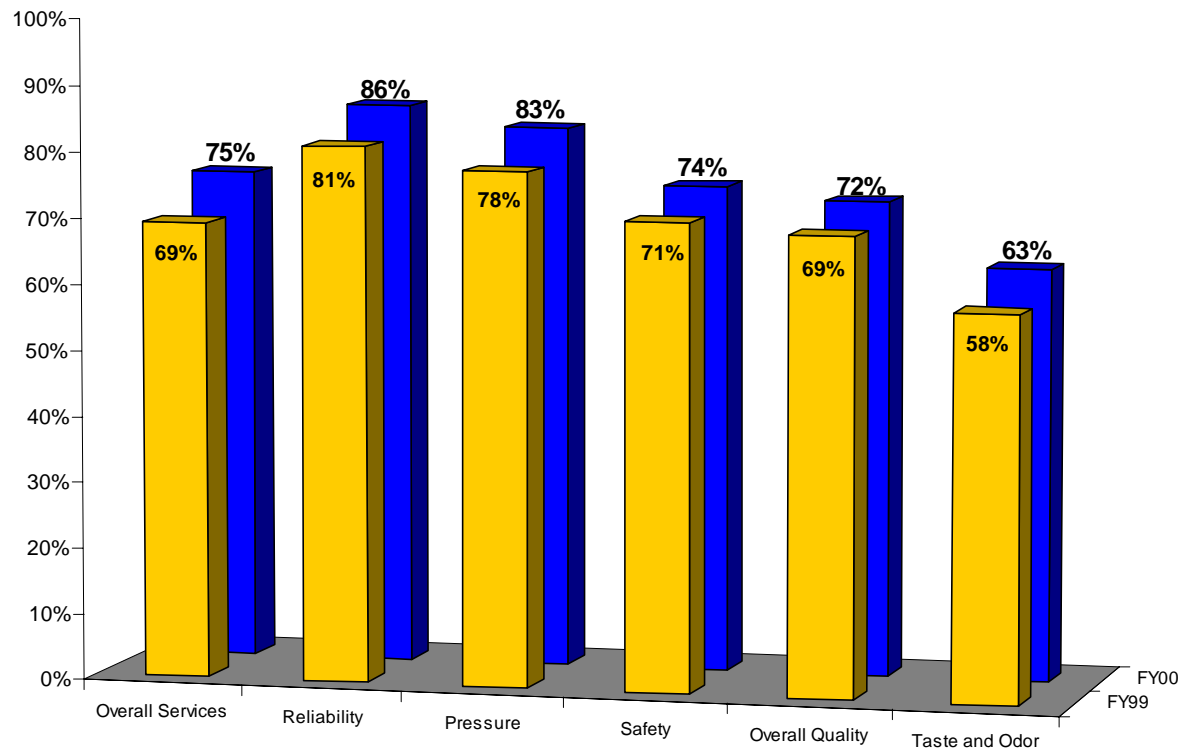




Water Department

Overall satisfaction with water services increased significantly from 69.1% in FY99 to 74.7% in FY00. In addition, in FY00 each aspect of water quality and service received the highest satisfaction ratings from City residents in the three years that water services were rated. This follows the Department's continued efforts to improve its water treatment processes, efforts which have resulted in water purity that is consistently safer and cleaner than all mandated requirements. These efforts have also resulted in state and national water quality awards in FY99 and FY00.

Satisfaction with Water Services





Water Department

By the end of FY00, the Water Department and Water Revenue Bureau had installed automated meter readers for nearly 95% of all accounts, including 92% of residential accounts. These readers provide consumers with accurate billing based on actual rather than estimated usage. In addition, efforts to improve water customer service have resulted in a substantial reduction in customer information calls abandoned, from 14% of all calls in FY99 to less than 3% in FY00.

Resident satisfaction with water and sewer billing and collections improved in FY99 and FY00

concurrent with these service improvements. The percentage of residents that were very or somewhat satisfied with billing and collections increased from 67% in FY99 to 70% in FY00. The percentage of residents that were *very* satisfied improved significantly, from 24% in FY99 to 36% in FY00.

Comparison of Water Service Indicators to Satisfaction with Water Billing and Collections

