



City of  
Philadelphia

# 2016-2017

## Philadelphia Resident Survey Report



# Highlights

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

These findings will serve as a baseline of resident's perceptions on city services, we plan to conduct the surveys biannually. The methodology and survey details can be found on page 4.

## What do you think are the TOP THREE services that the City should focus on improving?

### 2016-2017

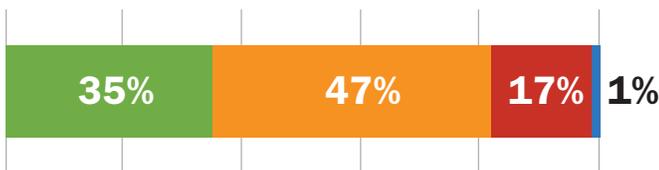
1. Streets
2. Sanitation
3. Public Safety

### 2007

1. Police Protection and Fire
2. Neighborhood Improvement and Blight Removal
3. Street Repair on City Roads

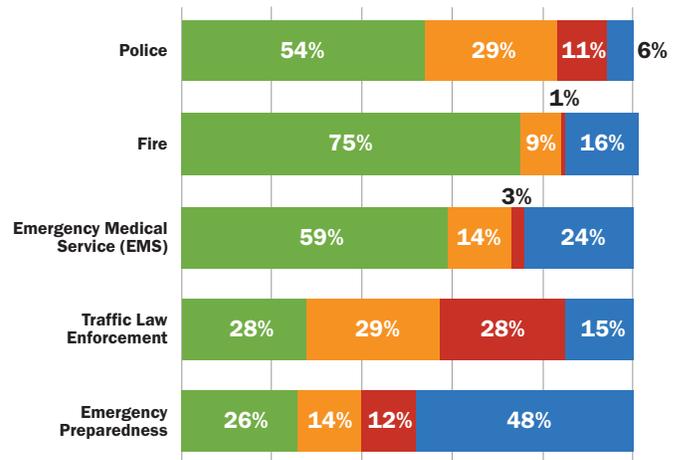
**Over 83%** of residents rated city services as excellent, good, or fair

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



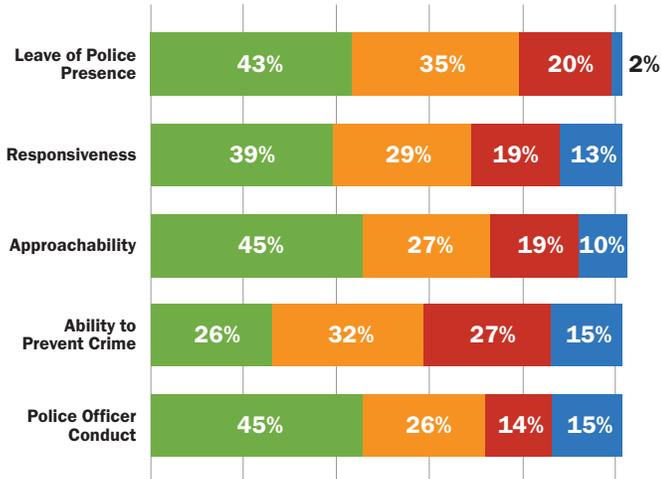
## Public Safety

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



## Police

Thinking about the police in your neighborhood, how would you rate the following:



## Streets, Sanitation & Water

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



## Code Violations

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



■ Excellent or Good
 ■ Fair

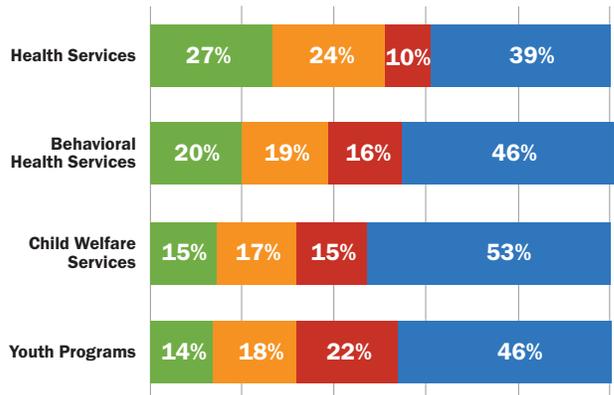
## Streets Department

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



## Health & Human Services

Thinking about the police in your neighborhood, how would you rate the following:



## Community Services

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



■ Poor
 ■ Don't Know

# Methodology:

All Philadelphia residents, ages 18 and older, were invited to participate in the survey. Temple University's Institute for Survey Research (ISR) launched a two-fold effort: the first a probability, address-based sample that was administered by mail, the second, an opt-in opportunity for residents. The survey was administered in both English and Spanish, and in multiple modes (paper, phone, and web) to ensure survey accessibility to as many Philadelphian residents as possible.

Data was collected in two phases. The first phase in Fall 2016 brought in 5,596 surveys, and since only 31.5% of respondents were non-Caucasian, the City decided another more targeted round of data collection was required to ensure the respondent pool more closely matched the true population of Philadelphia. The second phase of data collection in Spring 2017 brought in an additional 1,636 respondents of whom 63% identified as persons of color. The final sample was comprised of 39% persons of color.

A total of 8,683 residents completed the survey, but only data for 7,232 of those residents included the demographic information needed for weighting and analysis. The survey results were weighted at the City level to more closely reflect the distribution of gender, age, race, ethnicity and education. The combined survey response rate was 21%.