



City of
Philadelphia

2019-2020

Philadelphia Resident Survey Report



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Executive Summary

Feedback from Philadelphia residents is an essential tool for the Kenney Administration to identify opportunities for improvement, reallocate taxpayer dollars to address newer priorities, and make changes to City practices, policies, and programs. The first resident survey in nearly 10 years was issued in 2017. The results of our 2019-2020 Survey, outlined in this report, offer a vivid snapshot of areas in which residents perceive City services to be satisfactory, and areas that residents feel need improvement.

Highest Ratings.

Highlights for City services rated as Excellent or Good by a majority of residents included the fire services (76 percent), recycling services (53 percent), and quality of drinking water (51 percent), followed by quality of parks (48 percent).

Fire services were also rated the highest in 2016-2017 (74 percent), followed by library services (57 percent) and quality of parks (54 percent), all of which were rated by a majority as Excellent or Good.

Top Concerns.

According to the 2019-2020 Survey, the top three concerns of residents were the quality of streets in the city (including structural conditions and cleanliness), police services, and public safety. Other issues that residents listed as areas for improvement included health services, school/education, parks and recreation, homelessness, open-air drug use, and illegal dumping. Residents wanted more information from the City on street and construction projects.

In 2016-2017, most residents were concerned with streets services, ranging from sanitation to snow removal, followed by public safety, schools, and health and human services.

Overall Ratings.

The 2019-2020 Resident Survey revealed that Philadelphians rank the overall quality of services provided by the City as satisfactory, with over 75 percent rating them as Excellent (4 percent), Good (28 percent), or Fair (45 percent). More Philadelphians felt safe in their neighborhood (48 percent) than not (28 percent); 62 percent felt they could travel between home and work easily. Forty percent were not happy with the schools in their neighborhoods. However, 59 percent of residents reported that they were happy with their current housing quality. Forty-six percent felt they had access to a job with a living wage and most Philadelphians would recommend their neighborhood to someone else.

In 2016-2017, 82 percent of residents who responded to this survey rated the City's services overall as Excellent or Good (35 percent) or Fair (64 percent). The other quality of life questions were not asked in the 2016-2017 Resident Survey, and therefore no comparison information was available.

Public Safety.

When it came to public safety, fire services were rated highest (Excellent or Good), followed by emergency medical services, police services, and Philly311. Traffic enforcement was rated the lowest of the public safety services. One in five Philadelphians believed the City offered Excellent or Good emergency preparedness services. These public safety ratings have remained consistent since 2016-2017.

Police Department.

When asked about specific police activities in neighborhoods in 2019, residents rated police approachability and police officer conduct as Excellent or Good (45 percent and 43 percent, respectively), followed by police officer presence (39 percent). Although 39 percent of respondents rated police presence as Excellent or Good, it also had the second-highest proportion of residents rating it as Poor (25 percent). Thirty-seven percent of residents rated police responsiveness as Excellent or Good. Police ability to prevent crime was rated the lowest (26 percent as Excellent or Good and 30 percent as Poor).

In comparison to the 2016-2017 Survey, police approachability remains unchanged; however, the ratings for police officer presence and police officer conduct both fell by four percentage points, and two percentage points, respectively. The percentage of residents that rated police presence as Poor increased from 20 percent in 2016-2017 to 25 percent in 2019. The percentage of residents rating police ability to prevent crime as poor increased from 27 percent to 30 percent between 2016-2017 and 2019-2020.

Quality Of Life Issues.

About 30 percent of residents rated graffiti, vacant lots, and dilapidated buildings as a major problem in 2019, and this was true in 2016-2017 as well. Although code violation issues such as graffiti, vacant lots, and dilapidated buildings did not rise to the top as critical issues for the City to prioritize, residents generally did not feel the City was addressing these problems at an Excellent or Good service level.

Customer Service.

Of those who used permits and licensing either for residential or business purposes, there was an even split across residents who believed the City was performing Excellent or Good and Fair or Poor service with approximately 14 percent in each category. This was an improvement from 2016-2017, when 18 percent of residents rated permit and licensing services as Poor.

More residents were still contacting the City through phila.gov than any other means (similar to 2016-2017). When residents needed to pay a bill, they preferred to pay by credit or debit card (57 percent). However, more residents were using mobile apps to make payments in 2019 (9 percent) than in 2016-2017 (4 percent).

Health Services.

Twenty-five percent of Philadelphians rated health services as Excellent or Good, while one-third of residents who responded felt that health services were Fair or Poor. Health services was also mentioned as the third-highest issue residents would like the City to focus on improving, a similar finding from the 2016-2017 Survey.

Affordability.

One in five residents had difficulty paying utility bills such as electricity and gas in the past year, a decrease since 2016-2017 when a little more than one-third of Philadelphians had difficulty paying their energy or utility bill.

Transportation.

Almost a majority of residents drove to work (45 percent) followed by traveling by bus (32 percent), walking (27 percent), using the subway (23 percent) and ridesharing such as using Uber/Lyft or taxi (11 percent). Eight percent of Philadelphians reported riding a bike to work on a normal day. Residents felt most safe while moving about the city in a car and felt the least safe while biking. Walking and public transit were similar in terms of perceived safety.

Project Background

In 2019, the City of Philadelphia launched an effort to survey its residents on perceptions of the quality of citywide services. The Mayor's Policy Office, in collaboration with the Office of Performance Management, the Mayor's Office of Public Engagement, and the Mayor's Office of Civic Engagement & Volunteer Services, partnered with the Temple University Institute for Survey Research (ISR) to conduct a comprehensive survey of residents' attitudes towards a wide range of City services. Temple ISR also worked with the City of Philadelphia to conduct the previous 2016-2017 Resident Survey.

The purpose of the 2019-2020 Philadelphia Resident Survey was to measure resident experiences, and to inform priorities for the Mayor and his Administration's second term.

"The priorities identified in Administration's first resident survey were instrumental in guiding our policies and investments since then," said Mayor Kenney. "So I'm pleased that as we embark on a second term, residents have had another opportunity to voice their thoughts and concerns through this new survey. As I noted before, Philadelphians are never shy about speaking up, and that is part of what makes this City great. I pledge to take the results here to heart as we move forward to address Philadelphia's many opportunities and challenges."

This biennial survey reflects the Mayor's commitment to engaging residents from every neighborhood in the city and taking meaningful action on the issues raised.

All Philadelphia residents, ages 18 and older, were invited to participate in the survey. The survey was conducted in English, Spanish, and simplified Chinese.

The City and Temple ISR launched a two-fold effort: the first a scientific probability, Address-Based Sample that was administered by mail and the second an Opt-In opportunity for residents. The Opt-In survey was made available at www.PHLsurvey.com. The Opt-In data was blended with the probability, Address-Based data and weighted to the 2018 Philadelphia American Community Survey (ACS) estimates to more closely reflect the distribution of gender, age, ethnicity, race, education, and income. Weights adjusted the survey responses so that the respondents were representative of Philadelphia with respect to these five demographic categories.

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

About BeHeardPhillySM



BeHeardPhillySM is a civic engagement and community access tool used to understand the opinions, thoughts, and activities of Philadelphia residents.

BeHeardPhillySM is a group of community members who have "opted in" and who have agreed to take surveys and participate in ongoing research, driven by local government, and nonprofit organizations and initiatives.

Each member of BeHeardPhillySM has agreed to share his/her age, home zip code, gender, race, and highest level of education. For those working in the social sector, it is a cost-effective and convenient resource for understanding community attitudes and perceptions and conducting public opinion research in Philadelphia.

BeHeardPhillySM is owned, managed, and operated by the Institute for Survey Research at Temple University. There are over 10,000 active members of BeHeardPhillySM.



About the Institute for Survey Research (ISR)

The Institute for Survey Research at Temple University (ISR) is a nationally-renowned academic research organization based in Philadelphia.

Over the course of the last 51 years, ISR has led or contributed to hundreds of projects on topics related to transportation, safety, crime, health, and education. The majority of these projects have involved working with urban and hard-to-reach populations, particularly in Philadelphia, to better understand their opinions, behaviors, and actions.

ISR is a leader in the field of data collection and also has expertise in focus group research, phone interviewing, and database creation and management, and has pioneered studies using SMS text messaging as a mode of data collection.

ISR maintains a staff of highly trained field interviewers who specialize in field interviewing and field observations. ISR regularly collaborates with researchers across Temple University and at other institutions throughout Philadelphia and the nation.

Survey Results

All figures show weighted results for the full sample (including ABS, BeHeardPhillySM, and Opt-In responses). Weighted results were adjusted to more accurately represent Philadelphia residents in gender, age, race and ethnicity, and education. Comparisons across demographic groups excluded groups with small numbers of responses (for example, comparisons by race looked only at White, Black, and Hispanic residents).

Overall Rating of City Services

Table 1:

Respondent Rating of City Services Overall.

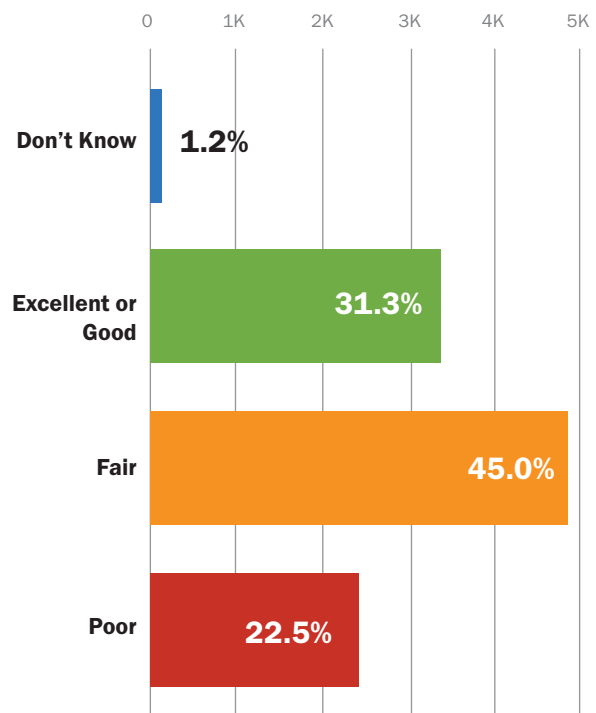
	Unweighted % n = 11,370	Weighted % n = 11,370
Quality of Service Overall		
Excellent	2.0%	3.7%
Good	28.8%	27.6%
Fair	48.3%	45.0%
Poor	20.0%	22.5%
Don't know (Missing)	0.8%	1.2%
	n = 227	

When asked to rate the quality of the services provided by the City of Philadelphia, most residents who responded to this survey rated the City's services overall as Fair (45 percent). Only 31 percent of residents reported that services overall were Excellent or Good, and 23 percent rated overall City services as Poor.

Since 2016-2017, both overall Excellent or Good and Fair ratings have decreased slightly, and Poor ratings have increased. In 2016-2017, 47 percent of residents rated the City's overall services as Fair. Thirty-five percent of residents rated overall City services as Good or Excellent, and 17 percent of residents rated City services as Poor.

Figure 1:

Overall, how would you rate the quality of the services provided by the City of Philadelphia?



Resident Experience

Residents were asked to indicate their level of agreement with seven statements concerning their overall experience as a Philadelphia resident. Statements included perceptions of safety, neighborhood improvement, ease of travel between home and work, quality of schools in their neighborhood, quality of housing, access to a living wage job, and if they would recommend their neighborhood to someone else.

Table 2:

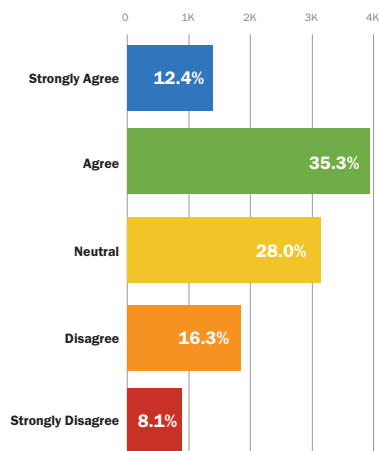
Thinking about your neighborhood, how would you rate the following statements on perceptions of safety, neighborhood improvement, ease of travel between home and work, quality of schools in their neighborhood, access to a living wage job, and if you would recommend your neighborhood to someone else?

	Unweighted % n = 11,370	Weighted % n = 11,370		Unweighted % n = 11,370	Weighted % n = 11,370
"I feel safe in my neighborhood"			"I am satisfied with the quality of housing that I live in now"		
Strongly Agree	12.9%	12.4%	Strongly Agree	23.8%	18.1%
Agree	45.0%	35.3%	Agree	47.7%	41.3%
Neutral	23.2%	28.0%	Neutral	16.3%	21.6%
Disagree	13.8%	16.3%	Disagree	8.1%	11.6%
Strongly Disagree	5.0%	8.1%	Strongly Disagree	4.0%	7.4%
(Missing)	n = 71		(Missing)	n = 136	
"I feel my neighborhood has improved since I've moved here"			"I feel like I have access to a job that pays a living wage"		
Strongly Agree	9.4%	8.5%	Strongly Agree	27.0%	19.0%
Agree	23.8%	19.1%	Agree	35.8%	30.7%
Neutral	33.9%	31.9%	Neutral	22.3%	27.4%
Disagree	21.6%	25.6%	Disagree	9.4%	13.9%
Strongly Disagree	11.3%	14.8%	Strongly Disagree	5.5%	9.0%
(Missing)	n = 122		(Missing)	n = 537	
"I can easily travel between my home and my job"			"I would recommend my neighborhood to someone else"		
Strongly Agree	26.2%	22.9%	Strongly Agree	29.6%	20.7%
Agree	40.9%	38.8%	Agree	37.4%	33.6%
Neutral	20.2%	24.3%	Neutral	17.2%	21.3%
Disagree	8.7%	8.7%	Disagree	9.1%	12.6%
Strongly Disagree	4.0%	5.3%	Strongly Disagree	6.7%	11.8%
(Missing)	n = 451		(Missing)	n = 125	
"I am satisfied with the quality of the schools in my neighborhood"					
Strongly Agree	3.8%	5.9%			
Agree	15.2%	17.0%			
Neutral	39.2%	36.7%			
Disagree	24.0%	22.8%			
Strongly Disagree	17.9%	17.6%			
(Missing)	n = 309				

Resident Experience

Figure 2:

I feel safe in my neighborhood.

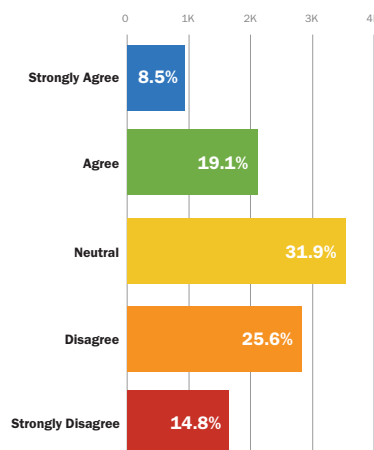


Forty-eight percent of residents reported that they felt safe in their neighborhood. Twenty-eight percent reported that they were Neutral about safety in their neighborhood, while 24 percent reported that they Disagreed or Strongly Disagreed that they felt safe in their neighborhood.

White residents were much more likely to Agree that they felt safe in their neighborhood (42 percent) than Black or Hispanic residents (29 and 30 percent, respectively). Residents with bachelor's or graduate degrees were more likely to Agree or Strongly Agree that they felt safe in their neighborhood (65 and 70 percent, respectively), compared to residents with a high school diploma (40 percent) or less (35 percent).

Figure 3:

I feel my neighborhood has improved since I have moved here.



Twenty-eight percent of residents reported they felt their neighborhood improved since they moved there, while 40 percent Disagreed or Strongly Disagreed with that statement. Another 32 percent were Neutral about their neighborhood improving.

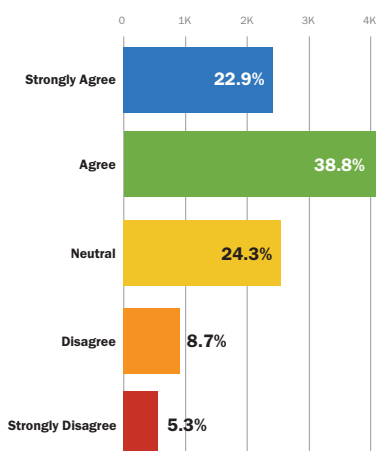
Residents with bachelor's or graduate degrees were more likely to Agree or Strongly Agree that their neighborhood had improved since they moved there (35 and 41 percent, respectively) compared to residents with a high school diploma (23 percent) or less (27 percent).

48% of residents reported that they felt safe in their neighborhood.

Resident Experience

Figure 4:

I can travel easily between my home and my job.

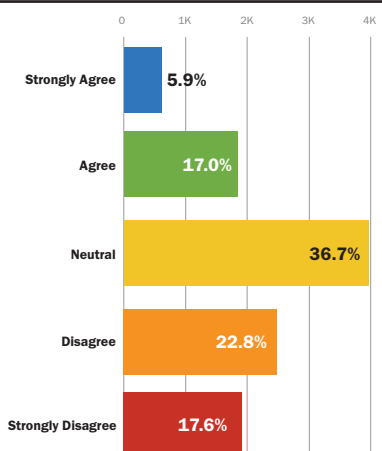


The majority of Philadelphians reported that they could easily travel between their home and their job (62 percent). Only 14 percent reported that they Disagreed or Strongly Disagreed that they could travel easily between their home and their job. Another 24 percent were Neutral.

Residents with bachelor's or graduate degrees were more likely to Agree or Strongly Agree that they could easily travel between their home and job (72 and 74 percent, respectively) than residents with high school diplomas (56 percent) or less (50 percent).

Figure 5:

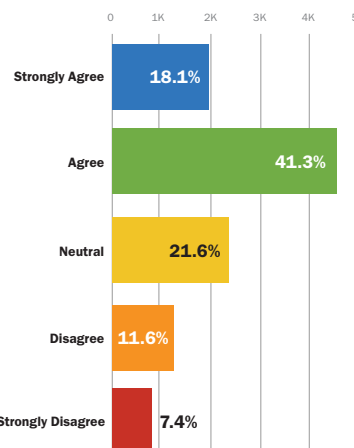
I feel satisfied with the quality of schools in my neighborhood.



Only 23 percent of Philadelphians reported that they Strongly Agreed or Agreed with the statement that they were satisfied by the quality of schools in their neighborhood. Another 37 percent responded Neutral and 40 percent Disagreed or Strongly Disagreed.

Figure 6:

I am satisfied with the quality of housing that I live in now.



Fifty-nine percent of residents reported that they Strongly Agreed or Agreed that they were satisfied with the quality of their housing. Twenty-two percent responded Neutral while 19 percent Disagreed or Strongly Disagreed.

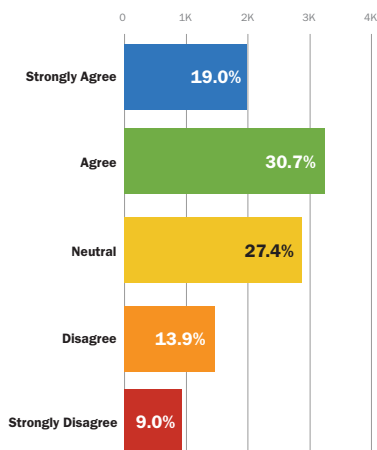
White residents were more likely to Agree or Strongly Agree that they were satisfied with the quality of their housing (60 percent) than Black or Hispanic residents (49 percent).

Residents with bachelor's or graduate degrees were more likely to Agree or Strongly Agree that they were satisfied with their housing quality (74 and 80 percent, respectively), compared to residents with high school diplomas (52 percent) or less (48 percent).

Resident Experience

Figure 7:

I feel like I have access to a job that pays a living wage.



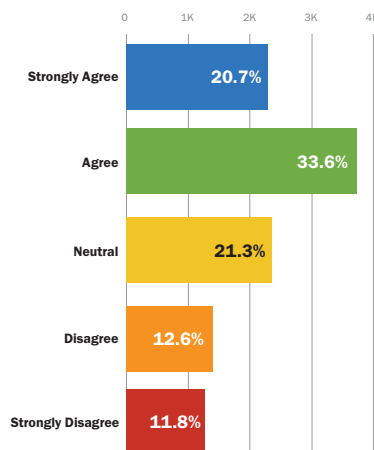
Forty-six percent of residents reported that they Strongly Agreed or Agreed that they had access to a job that pays a living wage. Twenty-five percent of Philadelphians responded Neutral. Nearly 25 percent Disagreed or Strongly Disagreed that they had access to a job that pays a living wage.

White residents were more likely to Agree or Strongly Agree that they felt like they had access to a job that pays a living wage (61 percent) than Black or Hispanic residents (38 and 39 percent, respectively).

Residents with bachelor's or graduate degrees were more likely to Agree or Strongly Agree that they had access to a job that pays a living wage (72 and 78 percent, respectively) compared to residents with a high school diploma (40 percent) or less (25 percent).

Figure 8:

I would recommend my neighborhood to someone else.



The majority (54 percent) of Philadelphians Strongly Agreed or Agreed that they would recommend their neighborhood to someone else. Twenty-one percent responded Neutral while 24 percent Disagreed or Strongly Disagreed.

White residents were more likely to Agree or Strongly Agree that they would recommend their neighborhood to someone else (64 percent) than Black or Hispanic residents (46 and 44 percent, respectively).

most residents
who responded to this
survey rated the City
services overall as Fair.

Top 3 Services the City Should Focus on Improving

Figure 9:

Top Issue Residents would like to see the City focus on improving

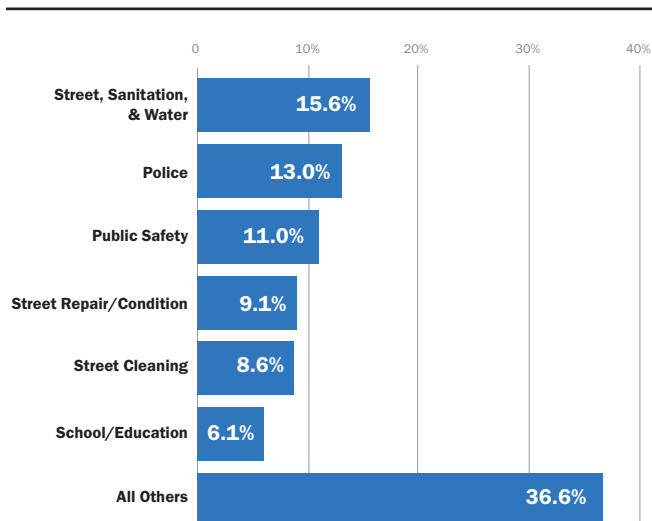


Figure 9 shows that issues around streets were the most common issues raised by residents, including the general category of Streets, Sanitation, and Water (16 percent), Street Repair/Condition (9 percent), and Street Cleaning (9 percent).

After streets, the most common issues were related to Police (13 percent) and Public Safety (11 percent).

Schools/Education was also a common response (6 percent).

As shown in the graph, residents raised many different issues, with 37 percent of residents mentioning other services. This highlighted only the most common answers.

Figure 10:

Second Top Issue Residents would like to see the City focus on improving

Figure 10 shows that the same issues around Streets, Sanitation, and Water (14 percent), Street Cleaning (7 percent) and Street Repair/Conditions (7 percent), were common second choice issues for residents. Public Safety (9 percent), and Police (8 percent) were also common answers. Health and Human Services was one of the top second-choice issues for residents (5 percent).

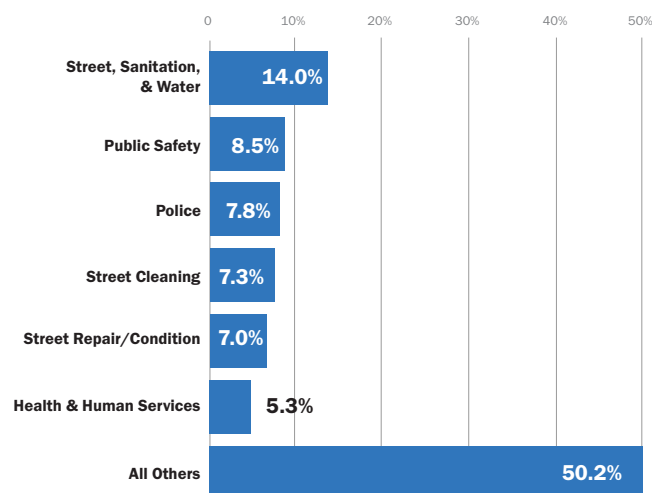


Figure 11:

Third Top Issue Residents would like to see the City focus on improving

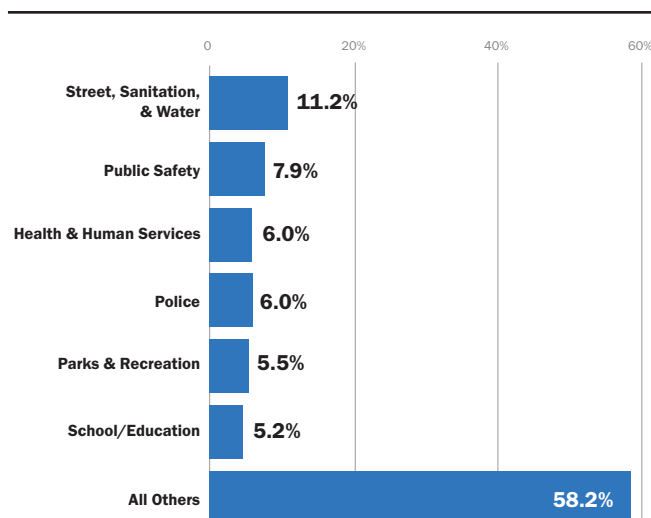


Figure 11 demonstrates the third-choice issue for residents, which was generally more varied than their first or second choices. While issues around Streets, Sanitation, and Water (11 percent), Public Safety (8 percent) and Police (6 percent) were still most common, residents also mentioned Health and Human Services (6 percent), Parks and Recreation (6 percent), and School/Education (5 percent) as areas needing focus.

Survey Results Section 1:

City Services

Rating of the City of Philadelphia's Public Safety Services

Table 3 presents the responses to questions about public safety services. Nearly half of Philadelphia residents (48 percent) believed that the services provided by the Police were Excellent or Good with 30 percent reporting that the services were Fair and 18 percent reporting Poor. Approximately 3 percent of residents reported that they Did Not Know about police services. These ratings depended on the race of the resident. Only 16 percent of White residents rated police services as Poor, while 18 percent of Black residents and 24 percent of Hispanic residents rated police services as Poor. Ratings of police services slightly declined from 2016-2017. In 2016-2017, 54 percent of residents perceived police services as Excellent or Good, and 11 percent of residents rated police services as Poor.

Seventy-six percent of residents reported that the services provided by the Philadelphia Fire Department were Excellent or Good. Eleven percent of residents rated fire services as Fair, and only two percent rated them as Poor.

Sixty-four percent rated emergency medical services as Excellent or Good, which was an increase since the 2016-2017 Survey in which 60 percent of residents rated emergency services as Excellent or Good. Eighteen percent rated emergency medical services as Fair in 2019 than 14 percent in 2016-2017. Only four percent rated emergency services as Poor and 12 percent reported that they Did Not Know in 2019.

Thirty-five percent of residents thought Philly311 services were Excellent or Good with another 25 percent who thought they were Fair, followed by 19 percent of residents rating Philly 311 services as Poor. Hispanic residents were more likely to say they Did Not Know about Philly311 (23 percent versus 16 percent for White and Black residents , respectively).

Only 25 percent of residents reported that the traffic enforcement services were Excellent or Good with 26 percent reporting that the services were Fair and 33 percent reporting that the services were Poor. Twelve percent reported that they Did Not Know about traffic enforcement services.

Only 29 percent of residents rated the City services for emergency preparedness as Excellent or Good but over a third (38 percent) reported that they Did Not Know. Overall, traffic enforcement rated lowest in the public safety ratings by residents.

Public Safety Services

Table 3: Rating of Philadelphia's Public Safety Services

	Unweighted % n = 11,370	Weighted % n = 11,370		Unweighted % n = 11,370	Weighted % n = 11,370
Police			Philly 311		
Excellent	13.5%	13.9%	Excellent	8.1%	10.3%
Good	38.7%	33.9%	Good	25.4%	25.1%
Fair	29.8%	30.3%	Fair	28.6%	25.3%
Poor	14.0%	17.7%	Poor	20.4%	18.9%
Don't know	3.2%	3.0%	Don't know	15.5%	16.5%
N/A	0.9%	1.2%	N/A	2.1%	3.8%
(Missing)	n = 1,283		(Missing)	n = 1,966	
Fire			Traffic Enforcement		
Excellent	36.5%	35.1%	Excellent	4.2%	6.8%
Good	40.1%	40.7%	Good	16.4%	18.5%
Fair	7.5%	10.8%	Fair	26.6%	25.7%
Poor	1.0%	1.9%	Poor	39.6%	33.2%
Don't know	12.9%	9.0%	Don't know	11.1%	12.4%
N/A	1.9%	2.6%	N/A	2.2%	3.5%
(Missing)	n = 3,044		(Missing)	n = 2,128	
Emergency Medical Services			Emergency Preparedness		
Excellent	23.4%	24.3%	Excellent	6.4%	9.1%
Good	38.3%	39.6%	Good	18.2%	20.2%
Fair	13.3%	17.6%	Fair	13.6%	16.0%
Poor	2.8%	3.9%	Poor	10.4%	12.1%
Don't know	20.1%	12.2%	Don't know	47.7%	37.5%
N/A	2.2%	2.5%	N/A	3.8%	5.2%
(Missing)	n = 3,377		(Missing)	n = 3,778	

Figure 12:
Rating of the City of Philadelphia's Police Services

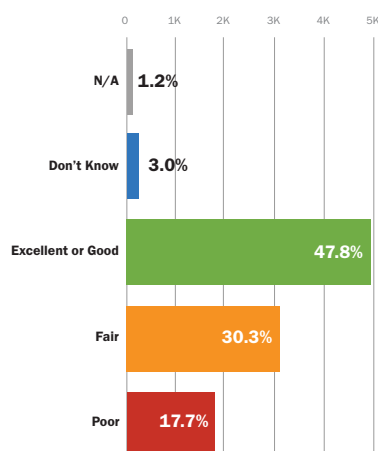
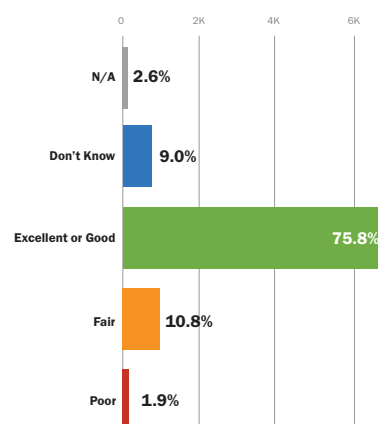


Figure 13:
Rating of the City of Philadelphia's Fire Services



Public Safety Services

Figure 14:
Rating of the City of Philadelphia's Emergency Medical Services (EMS)

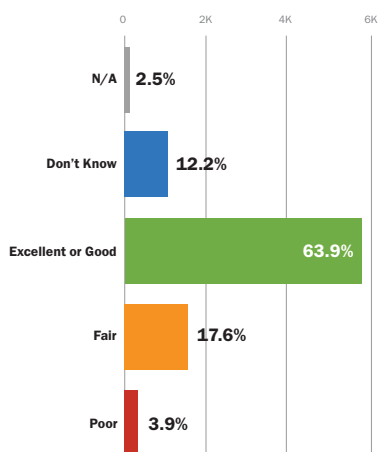


Figure 16:
Rating of the City of Philadelphia's Traffic Law Enforcement Services

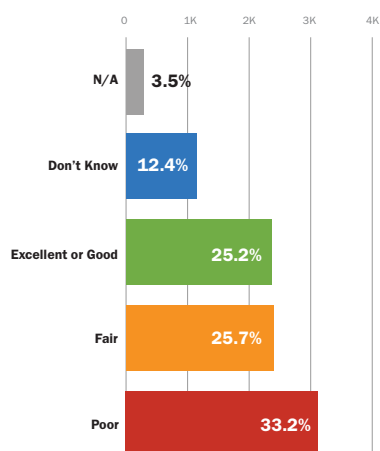


Figure 15:
Rating of the City of Philadelphia's Philly 311 Services

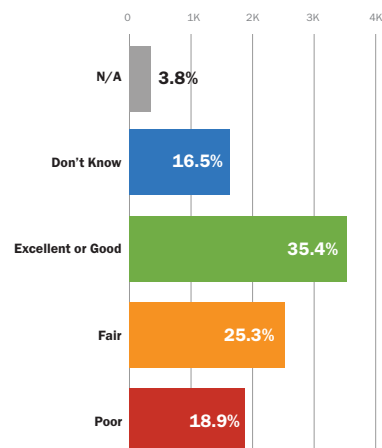
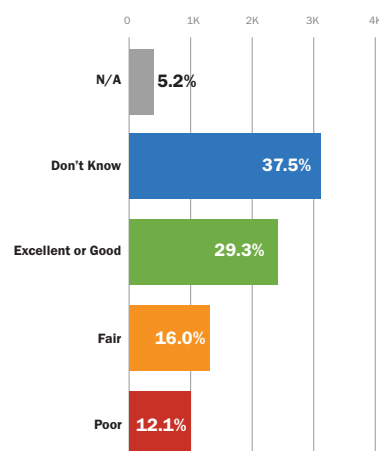


Figure 17:
Rating of the City of Philadelphia's Emergency Preparedness Services



Streets, Sanitation & Water

Table 4 presents the results of questions on resident perceptions of streets, sanitation and water services. Overall, residents rated these services as most in need of improvement.

Only 21 percent, about one in five residents, rated street conditions as Excellent or Good with the majority (76 percent) rating street conditions as Fair (29 percent) or Poor (46 percent). These perceptions have stayed relatively unchanged since 2016-2017 when street conditions were rated: Excellent or Good by 17 percent, Fair by 32 percent, and Poor by 48 percent.

Likewise, 15 percent of residents rated street cleaning as Excellent or Good with 78 percent rating street cleaning as Fair (21 percent) or Poor (57 percent). These findings were similar in the 2016-2017 Resident Survey when street cleaning was rated Excellent or Good by 16 percent of residents, Fair by 25 percent of residents, and Poor by 56 percent of residents.

Street lighting services fared better, with 46 percent of residents reporting that these services were Excellent or Good and 41 percent as Fair (35 percent) or Poor (16 percent). These perceptions changed slightly since 2016-2017 when 50 percent of residents rated street lighting services as Excellent or Good, 36 percent as Fair, and 13 percent as Poor. A greater percentage of Hispanic residents rated street lighting services as Poor (26 percent) compared to Black residents (18 percent) or White residents (12 percent).

Thirty percent of residents rated the snow removal services as Excellent or Good while 62 percent reported these services to be Fair (33 percent) or Poor (30 percent). This remains unchanged since 2016-2017 when 32 percent of residents rated snow removal services as Excellent or Good, 34 percent as Fair, and 30 percent as Poor.

Ratings of perceptions of traffic signal timing were split with 45 percent of residents rating it Excellent or Good and 44 percent rating it Fair (30 percent) or Poor (15 percent). In 2016-2017, 49 percent of residents rated traffic signal timing as Excellent or Good, 31 percent rated it Fair, and 15 percent rated it Poor.

Forty-nine percent of residents rated trash collection as Excellent or Good while another 49 percent reported trash services as Fair (30 percent) or Poor (19 percent). These numbers reflected a decline since 2016-2017 when 60 percent of residents rated trash collection as Excellent or Good, 25 percent rated it Fair, and 14 percent rated it Poor.

Recycling services were rated well with a majority of residents (53 percent) rating recycling services as Excellent or Good and 41 percent as Fair (27 percent) or Poor (14 percent). These ratings also reflected declines since 2016-2017 when recycling services were rated Excellent or Good by 65 percent of residents, Fair by 22 percent, and Poor by 10 percent.

Fifty-one percent of residents rated the quality of drinking water in Philadelphia as Excellent or Good with only 12 percent reporting the drinking water quality as Poor and 7 percent reporting that they Did Not Know. Twenty-five percent rated drinking water quality as Fair. Black and Hispanic residents were more likely to rate the quality of drinking water as Poor (16 percent) compared to White residents (8 percent).

In contrast, 49 percent of residents rated quality of drinking water as Excellent or Good in 2016-2017, 27 percent rated it as Fair, 13 percent as Poor, and 11 percent Did Not Know.

Twenty-four percent of residents rated the water repairs in Philadelphia as Excellent or Good. Nineteen percent rated water repairs as Fair. Only 15 percent reported the quality of water repairs as Poor and 19 percent reported that they Did Not Know. This was a new question on the 2019-2020 Resident Survey, so no 2016-2017 comparison was available.

Streets, Sanitation & Water

Table 4: Rating of the City of Philadelphia's Streets, Sanitation, and Water

	Unweighted % n = 11,370	Weighted % n = 11,370		Unweighted % n = 11,370	Weighted % n = 11,370
Street Condition			Trash and Garbage Collection		
Excellent	3.2%	4.2%	Excellent	13.0%	13.1%
Good	18.8%	17.0%	Good	39.5%	35.7%
Fair	32.7%	29.3%	Fair	27.9%	29.8%
Poor	43.4%	46.4%	Poor	15.8%	18.5%
Don't know	0.3%	0.5%	Don't know	0.9%	0.5%
N/A	1.5%	2.6%	N/A	3.0%	2.4%
(Missing)	n = 14		(Missing)	n = 23	
Street Cleaning			Recycling		
Excellent	2.5%	3.6%	Excellent	13.8%	14.3%
Good	11.6%	11.3%	Good	41.2%	39.0%
Fair	19.9%	21.0%	Fair	25.8%	27.3%
Poor	57.5%	56.9%	Poor	13.6%	14.4%
Don't know	2.1%	1.7%	Don't know	2.1%	2.0%
N/A	6.4%	5.5%	N/A	3.6%	3.2%
(Missing)	n = 16		(Missing)	n = 23	
Street Lighting			Drinking Water Quality		
Excellent	7.7%	9.0%	Excellent	15.6%	12.8%
Good	42.3%	37.0%	Good	42.4%	38.4%
Fair	35.2%	35.2%	Fair	22.6%	24.9%
Poor	13.2%	16.2%	Poor	8.8%	12.4%
Don't know	0.3%	0.6%	Don't know	7.6%	7.0%
N/A	1.3%	2.1%	N/A	3.0%	4.5%
(Missing)	n = 18		(Missing)	n = 27	
Snow Removal			Water Repairs		
Excellent	4.7%	5.8%	Excellent	3.1%	4.5%
Good	28.1%	24.2%	Good	18.4%	19.6%
Fair	32.8%	32.6%	Fair	18.1%	19.3%
Poor	26.3%	29.6%	Poor	13.1%	15.3%
Don't know	4.9%	4.4%	Don't know	22.5%	19.5%
N/A	3.3%	3.4%	N/A	24.7%	21.8%
(Missing)	n = 20		(Missing)	n = 46	
Traffic Signal Timing					
Excellent	5.4%	7.1%			
Good	39.7%	37.4%			
Fair	29.2%	29.9%			
Poor	14.3%	14.7%			
Don't know	3.3%	3.0%			
N/A	8.1%	7.9%			
(Missing)	n = 35				

78% of residents
rated street cleaning as
Fair or Poor.

Streets, Sanitation & Water

Figure 18

Rating of the City of Philadelphia's Street Conditions

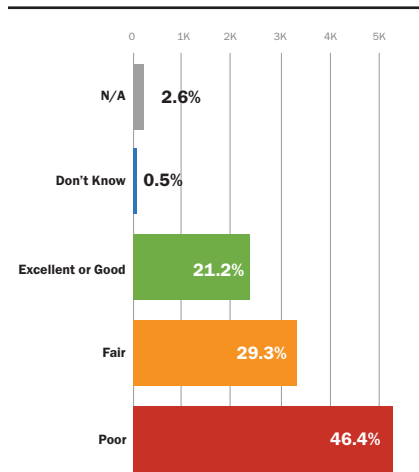


Figure 19

Rating of the City of Philadelphia's Street Cleaning

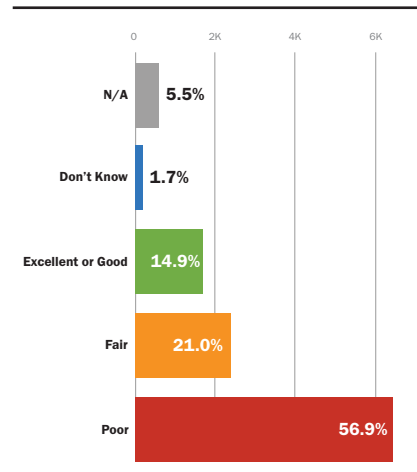


Figure 20

Rating of the City of Philadelphia's Street Lighting

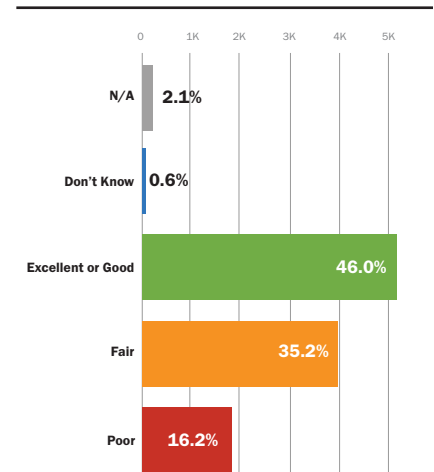


Figure 21

Rating of the City of Philadelphia's Snow Removal

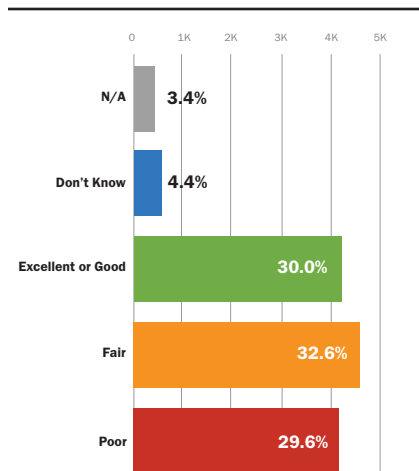


Figure 22

Rating of the City of Philadelphia's Traffic Signal Timing

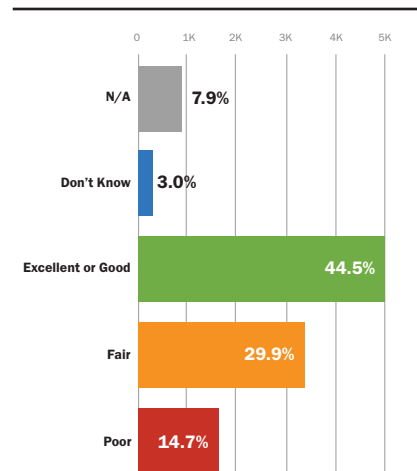


Figure 23

Rating of the City of Philadelphia's Trash Collection

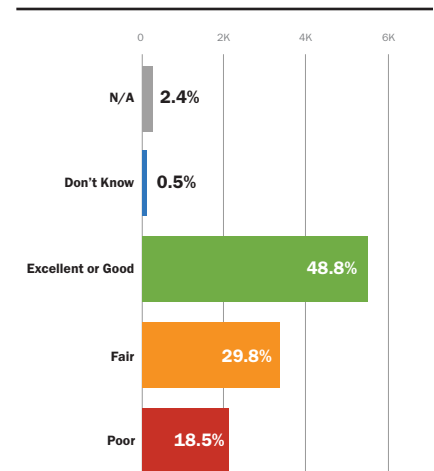


Figure 24

Rating of the City of Philadelphia's Recycling Collection

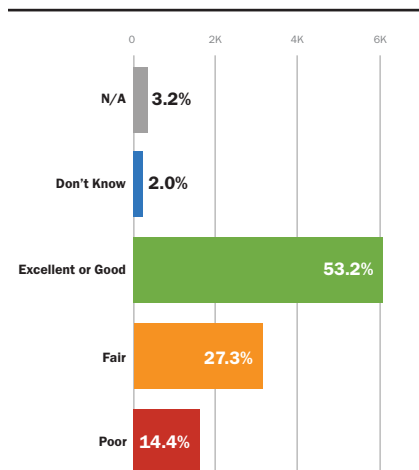


Figure 25

Rating of the City of Philadelphia's Quality of Drinking Water

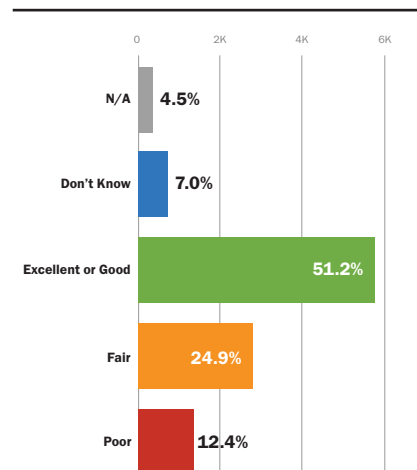
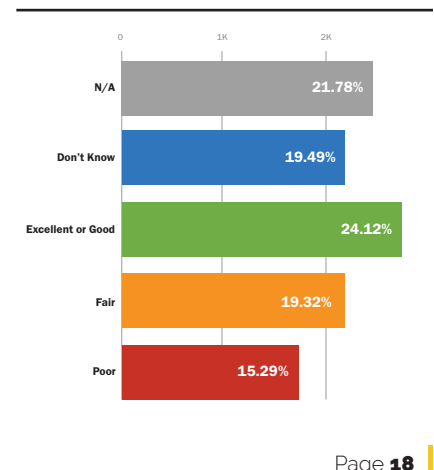


Figure 26

Rating of the City of Philadelphia's Water Repairs



Parks & Recreation

Table 5:

Quality of Parks, Recreation Programs and Classes, Recreation Centers and Facilities

	Unweighted % n = 11,370	Weighted % n = 11,370
Quality of Parks		
Excellent	16.1%	12.8%
Good	40.6%	34.7%
Fair	25.4%	27.9%
Poor	11.7%	16.4%
Don't know	2.1%	3.2%
N/A	4.1%	5.0%
(Missing)	n = 20	
Recreation Programs or Classes		
Excellent	6.3%	6.8%
Good	19.9%	20.8%
Fair	15.4%	17.8%
Poor	11.2%	15.5%
Don't know	22.0%	18.9%
N/A	25.2%	20.3%
(Missing)	n = 25	
Recreation Centers / Facilities		
Excellent	4.2%	5.0%
Good	19.2%	19.8%
Fair	24.6%	25.8%
Poor	16.7%	19.4%
Don't know	16.2%	13.8%
N/A	19.0%	16.1%
(Missing)	n = 26	

Forty-seven percent of Philadelphia residents reported that the quality of parks was Excellent or Good with 44 percent reporting the quality as Fair (28 percent) or Poor (16 percent). Another 8 percent of residents reported that they Did Not Know or that it was Not Applicable to them.

More people of color rated the quality of parks as Poor (19 percent for Black residents and 27 percent of Hispanic residents) compared to White residents (12 percent). Residents with college or graduate degrees were more likely to rate the quality of parks as Excellent or Good (59 and 63 percent, respectively) than residents with a high school diploma (46 percent) or less (33 percent).

In 2016-2017, a higher proportion of residents (54 percent) rated the quality of parks as Excellent or Good. Forty-one percent rated the quality as Fair (28 percent) or Poor (13 percent). Another five percent Did Not Know.

Twenty-eight percent of Philadelphians considered recreation programs and classes as Excellent or Good, while 33 percent considered recreation programs and classes as Fair (18 percent) or Poor (16 percent). Interestingly, 39 percent of Philadelphians reported either that they Did Not Know about recreation programs or classes offered by the Parks and Recreation Department (19 percent) or that they were Not Applicable to them (20 percent). More people of color used recreation programs and classes. Of those who used the classes, more Black residents rated them as Excellent or Good (32 percent), while more Hispanic residents rated them as Poor (28 percent).

In the previous 2016-2017 Survey, 36 percent of residents reported that they Did Not Know. Twenty-five percent of residents rated the classes as Excellent or Good, another 21 percent rated them as Fair, and 17 percent rated them as Poor.

Twenty-five percent of residents reported that the services provided by recreation centers or facilities were Excellent or Good and 45 percent reported that these services were Fair (26 percent) or Poor (19 percent). Twenty-eight percent of residents listed they Did Not Know in the 2016-2017 Survey. Twenty-five percent of residents rated the service as Excellent or Good, 25 percent as Fair, and 22 percent as Poor.

An additional 30 percent of residents reported that they Did Not Know about recreation centers and facilities (14 percent) or that they were Not Applicable to them (16 percent). This suggests that approximately 1 in 3 Philadelphians did not visit or did not know about the services, programs, or classes that were offered by the recreation centers and facilities.

Parks & Recreation

Figure 27

Rating of the City of Philadelphia's Quality of Parks

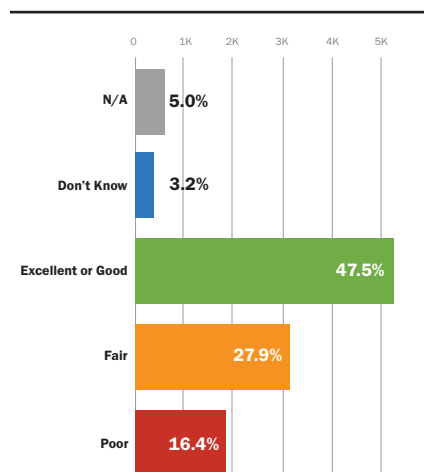


Figure 28

Rating of the City of Philadelphia's Recreation Programs and Classes

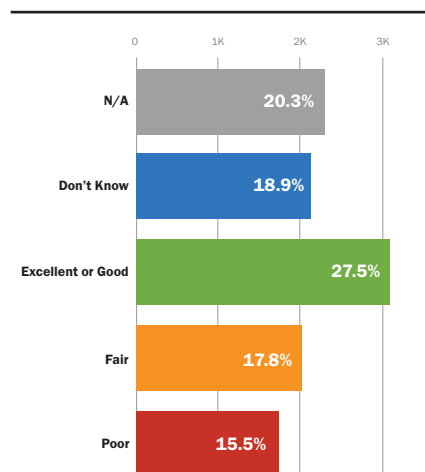
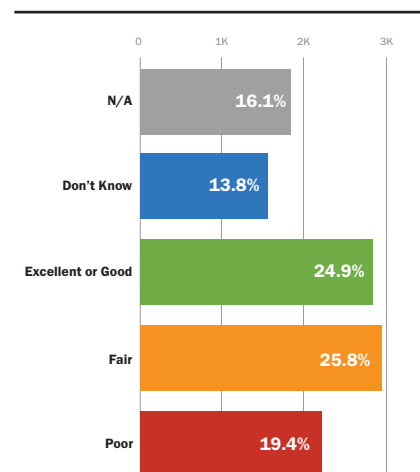


Figure 29

Rating of the City of Philadelphia's Recreation Centers and Facilities



Neighborhood Development

Table 6:

Thinking about where you live in the city, please rate each of the following Neighborhood Development services that are provided by the City of Philadelphia including the City's response to unsafe buildings and vacant lot clean-up.

	Unweighted % n = 11,370	Weighted % n = 11,370
Response to Unsafe Buildings		
Excellent	1.5%	2.8%
Good	8.4%	10.5%
Fair	14.9%	17.2%
Poor	23.2%	25.6%
Don't know	19.7%	17.7%
N/A	32.2%	26.2%
(Missing)	n = 33	
Vacant Lot Clean Up		
Excellent	1.5%	2.9%
Good	6.6%	8.3%
Fair	14.8%	16.2%
Poor	36.4%	39.2%
Don't know	12.4%	10.4%
N/A	28.4%	22.9%
(Missing)	n = 26	

Residents were asked about their perceptions of services related to neighborhood development, including the City's response to unsafe buildings and vacant lot clean-up. Only 13 percent of residents thought the City's response to unsafe buildings was Excellent or Good. Forty-three percent reported those services as Fair (17 percent) or Poor (26 percent). Forty-four percent reported that they Did Not Know or that this question was Not Applicable to them.

Black and Hispanic residents were more likely to rate the City's response to unsafe buildings as Poor (28 percent and 35 percent, respectively), while White residents were more likely to say that the service was Not Applicable to them (31 percent).

A large percentage (55 percent) of Philadelphians reported that the city did a Fair or Poor job of cleaning up vacant lots. Another third reported that they Did Not Know about or that these services were Not Applicable to them, while only 11 percent of residents thought the City did an Excellent or Good job of cleaning up vacant lots.

Neighborhood Development

Figure 30:

Rating of the City of Philadelphia's Response to Unsafe Buildings

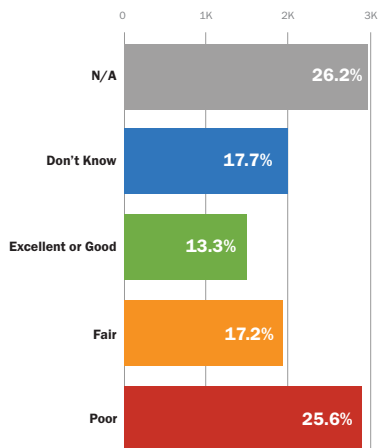
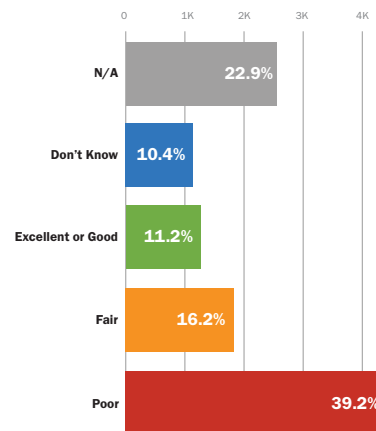


Figure 31:

Rating of the City of Philadelphia's Vacant Lot Clean-Up



Economic Development Services

Table 7:

Thinking about where you live in the city, please rate each of the following Economic Development services that are provided by the City of Philadelphia including business services, assistance services, and permit and licensing services for both residents and businesses.

	Unweighted % n = 11,370	Weighted % n = 11,370
Business Services		
Excellent	1.6%	3.1%
Good	7.6%	10.1%
Fair	9.6%	12.6%
Poor	9.7%	13.3%
Don't know	24.5%	23.2%
N/A	46.9%	37.6%
(Missing)	n = 48	

	Unweighted % n = 11,370	Weighted % n = 11,370
Business Permit & Licensing Services		
Excellent	1.3%	3.0%
Good	7.0%	9.6%
Fair	10.0%	12.1%
Poor	9.6%	11.0%
Don't know	24.8%	23.6%
N/A	47.3%	40.7%
(Missing)	n = 57	

	Unweighted % n = 11,370	Weighted % n = 11,370
Residential Permit & Licensing Services		
Excellent	1.7%	2.9%
Good	11.8%	12.9%
Fair	15.4%	15.8%
Poor	12.8%	13.6%
Don't know	20.8%	20.6%
N/A	37.4%	34.2%
(Missing)	n = 48	

Economic Development Services

Residents were asked about their perceptions of services related to economic development, including business services, assistance services, and permit and licensing services for both residents and businesses.

Only 13 percent of residents reported that business services and assistance services were Excellent or Good, however this reflected a two percentage point improvement from 2016-2017. Twenty-six percent of residents rated these services as Fair (13 percent) or Poor (13 percent) and another 61 percent said they Did Not Know about or that these services were Not Applicable to them.

White residents were more likely to report that business support and assistance services were Not Applicable to them (48 percent), while Black residents and Hispanic residents were more likely to rate them as Poor (18 and 21 percent, respectively, compared to 8 percent for White residents).

Sixteen percent of residents who interacted with residential permit and licensing for services reported that they were Excellent (3 percent) or Good (13 percent), a three percentage point improvement since 2016-2017. Another 30 percent of residents who used the services in 2019 reported them as Fair (16 percent) or Poor (14 percent). Fifty-five percent of Philadelphia residents reported that they Did Not Know about or that these services were Not Applicable to them.

Thirteen percent of residents who used permit and licensing for business services reported them as Excellent (3 percent) or Good (10 percent). Twenty-two percent reported these services as Fair (12 percent) or Poor (11 percent). The majority of residents reported that they Did Not Know about (24 percent) or that these services were Not Applicable to them (41 percent). There were no comparisons available from 2016-2017 because this was a new question in the 2019-2020 Resident Survey.

Figure 32

Rating of the City of Philadelphia's Business Support Services and Assistance

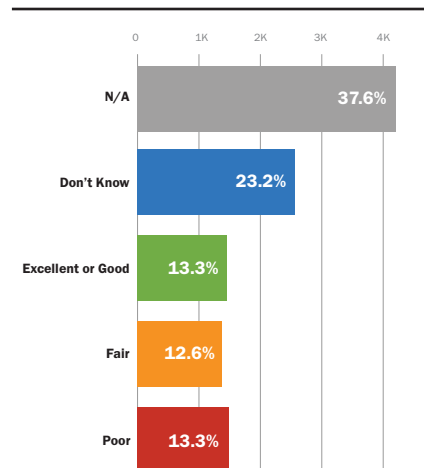


Figure 33

Rating of the City of Philadelphia's Residential Permitting and Licensing Services

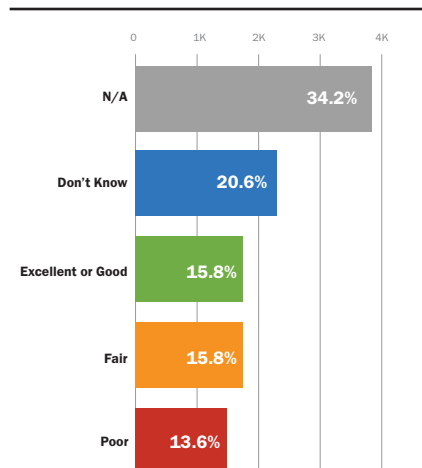
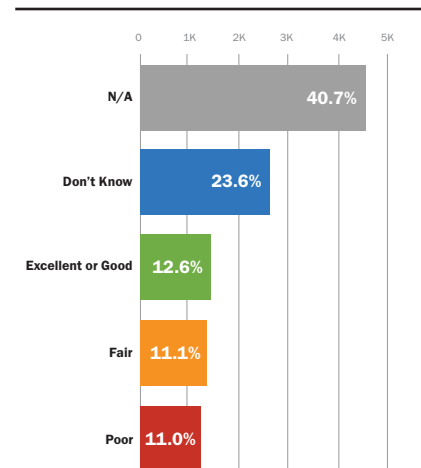


Figure 34

Rating of the City of Philadelphia's Business Permit and Licensing Services



Code Violation Services

Table 8:

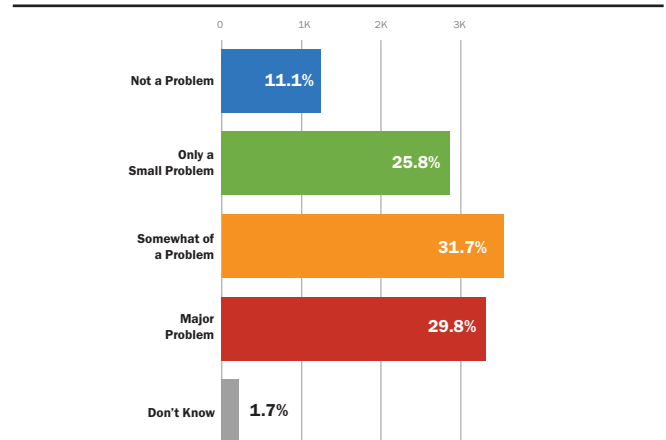
In your community, how big of a problem are things like graffiti, litter, vacant lots, dilapidated/abandoned buildings?

	Unweighted % n = 11,370	Weighted % n = 11,370
Code Violations (graffiti, litter, vacancy, abandonment)		
Don't Know	0.9%	1.7%
Major Problem	24.7%	29.8%
Somewhat of a Problem	34.2%	31.7%
Only a Small Problem	28.5%	25.8%
Not a Problem	11.7%	11.1%
(Missing)	n = 48	

We asked residents their perceptions of neighborhood code violations, specifically, how big of a problem was graffiti, litter, vacant lots, and dilapidated or abandoned buildings. Thirty percent of residents in the city believed these issues were a Major Problem. Approximately 57 percent of residents believed these issues were Somewhat of a Problem (32 percent), or a Small Problem (26 percent). Only 11 percent of residents believed they were Not a Problem at all. People of color were more likely to rate things like graffiti, litter, vacant lots, and dilapidated or abandoned buildings as a Major Problem (41 percent for Hispanic residents and 34 percent for Black residents, compared to 24 percent for White residents). These trends in perception have remained relatively consistent since 2016-2017.

Figure 35:

In your community, how big of a problem are things like graffiti, litter, vacant lots, dilapidated/abandoned buildings?



30% of residents in the City believed graffiti, litter, vacant lots, and dilapidated or abandoned buildings were a Major Problem.

Health & Human Services

Table 9:

Thinking of where you live in the City, please rate each of the following services that are provided by the City of Philadelphia, including health services, behavioral health services, and child welfare services.

	Unweighted % n = 11,370	Weighted % n = 11,370
Health Services		
Excellent	3.3%	5.8%
Good	12.8%	18.7%
Fair	13.8%	18.8%
Poor	8.9%	11.6%
Don't know	18.7%	15.1%
N/A	42.6%	30.0%
(Missing)	n = 41	
Behavioral Health Services		
Excellent	2.3%	5.3%
Good	7.6%	12.9%
Fair	10.1%	14.3%
Poor	14.1%	16.1%
Don't know	20.6%	18.1%
N/A	45.3%	33.4%
(Missing)	n = 45	
Child Welfare Services		
Excellent	1.5%	4.0%
Good	6.0%	10.3%
Fair	9.2%	12.0%
Poor	10.0%	13.3%
Don't know	23.5%	21.9%
N/A	49.7%	38.5%
(Missing)	n = 45	

Twenty-four percent of residents reported that they thought the City's health center services were Excellent or Good, while 30 percent reported that they were Fair (19 percent) or Poor (12 percent). Forty-five percent of residents who responded reported that they Did Not Know (15 percent) or that they were Not Applicable to them (30 percent). In the previous 2016-2017 Survey, 27 percent of residents perceived the City's health center services as Excellent or Good while 24 percent rated them as Fair. Ten percent of residents rated health center services as Poor, while another 39 percent Did Not Know.

When asked about behavioral health services, which included counseling, therapy, addiction services, and support, approximately 18 percent reported the services were Excellent or Good, while 30 percent reported they were Fair (14 percent) or Poor (16 percent). Fifty-one percent of residents who responded reported that they Did Not Know about behavioral health services or that these services were Not Applicable to them. In the previous 2016-2017 Survey, 20 percent of residents perceived the City's behavioral health services as Excellent or Good while 19 percent rated them as Fair, and another 16 percent rated behavioral health services as Poor. Forty-six percent of residents said they Did Not Know about the services in 2016-2017.

For child welfare services, 14 percent of residents rated these services as Excellent or Good, while 25 percent reported that they were Fair (12 percent) or Poor (13 percent). The majority of Philadelphians who responded (60 percent) reported that they Did Not Know about or the services were Not Applicable to them. In 2016-2017, 17 percent of residents reported child welfare services as Excellent or Good, 17 percent rated them as Fair, while another 15 percent perceived child welfare services provided by the City as Poor. A little over half (53 percent) Did Not Know.

24% of residents reported that they thought the City's health services were Excellent or Good.

Health & Human Services

Figure 36

Rating of the City of Philadelphia's Health Services

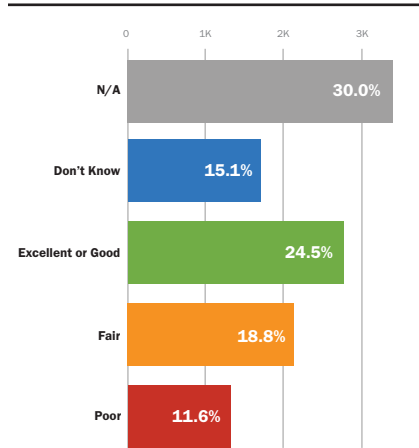


Figure 37

Rating of the City of Philadelphia's Behavioral Health Services

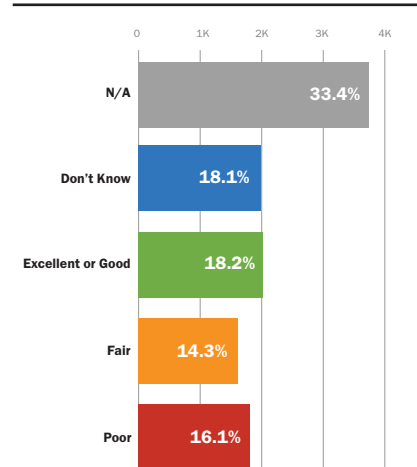
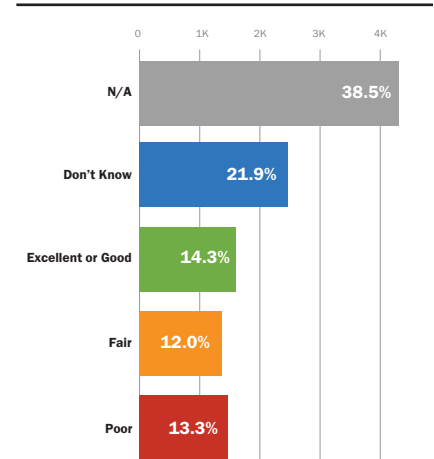


Figure 38

Rating of the City of Philadelphia's Child Welfare Services



Community Services

Table 10: Thinking of where you live in the City, please rate each of the following services that are provided by the City of Philadelphia (including PHL Pre-K, Youth Programs, Library Programs and Services, Library Conditions, and Communication with the public).

	Unweighted % n = 11,370	Weighted % n = 11,370		Unweighted % n = 11,370	Weighted % n = 11,370
PHL Pre-K			Library Conditions		
Excellent	3.7%	5.9%	Excellent	12.4%	13.3%
Good	9.9%	13.1%	Good	34.0%	32.1%
Fair	7.1%	10.0%	Fair	23.0%	21.8%
Poor	5.5%	7.4%	Poor	8.4%	8.9%
Don't know	23.2%	24.0%	Don't know	9.4%	10.8%
N/A	50.5%	39.6%	N/A	12.7%	13.1%
(Missing)	n = 90		(Missing)	n = 72	
Youth Programs			Communication with the Public		
Excellent	2.4%	4.5%	Excellent	4.7%	6.9%
Good	9.8%	13.2%	Good	24.5%	25.1%
Fair	11.5%	14.0%	Fair	27.4%	26.1%
Poor	12.3%	16.7%	Poor	17.1%	17.2%
Don't know	19.7%	18.5%	Don't know	13.6%	12.3%
N/A	44.3%	33.0%	N/A	12.8%	12.4%
(Missing)	n = 73		(Missing)	n = 80	
Library Programs and Services					
Excellent	12.5%	11.9%			
Good	28.7%	27.0%			
Fair	15.4%	17.2%			
Poor	6.4%	8.1%			
Don't know	14.0%	15.7%			
N/A	23.0%	20.1%			
(Missing)	n = 67				

Community Services

We asked residents to think of where they live in the City, and rate a host of community services including PHL Pre-K, youth programs, library programs and services, library conditions, and overall communication with the public.

Of those residents who rated PHLPreK, 19 percent reported it as Excellent or Good, while 17 percent reported it as Fair (10 percent) or Poor (7 percent). Sixty-four percent of residents Did Not Know about or that PHLPreK was Not Applicable to them. There were no comparisons available from 2016-2017 because this was a new question in the 2019-2020 Resident Survey.

Seventeen percent of residents who responded reported that youth programs were Excellent or Good, while another 31 percent reported them as Fair (14 percent) or Poor (17 percent). The majority of residents (52 percent) Did Not Know about them or reported youth program services were Not Applicable. In the 2016-2017 Survey, only 14 percent of residents identified youth program services as Excellent or Good, while another 18 percent rated them as Fair or Poor (22 percent). Nearly half (46 percent) of residents Did Not Know.

Thirty-nine percent of residents who responded reported that library programs and services were Excellent or Good and another 25 percent (1 in 4 Philadelphians) reported these services as Fair (17 percent) or Poor (8 percent). Thirty-six percent reported that they Did Not Know or that the library programs and services were Not Applicable to them. In the 2016-2017 Survey, 57 percent rated library programs and services as Excellent or Good, while another 32 percent rated them as Fair (22 percent) or Poor (10 percent). Eleven percent reported that they Did Not Know.

Forty-five percent of residents reported library conditions as Excellent or Good, while 31 percent reported conditions as Fair (22 percent) or Poor (9 percent). Twenty-four percent reported that they Did Not Know or that it was Not Applicable to them. There were no comparisons available from 2016-2017 because this was a new question in the 2019-2020 Resident Survey.

Thirty-two percent of residents reported that the City's communications with residents were Excellent (7 percent) or Good (25 percent). An additional 26 percent reported that the City's communications were Fair followed by 17 percent of residents who thought they were Poor. Twenty-four percent of residents reported that they Did Not Know (12 percent) or that the communications were Not Applicable to them (12 percent). Forty-eight percent of residents in the 2016-2017 Survey reported that the City's communications were Excellent or Good. Twenty-six percent reported that they were Fair, while another 10 percent reported they were Poor. Sixteen percent reported that they Did Not Know.

Figure 39:
Rating of the City of Philadelphia's PHL Pre-K

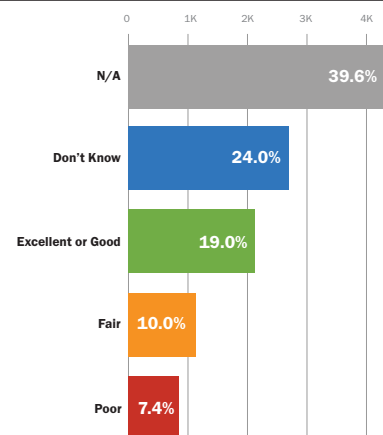
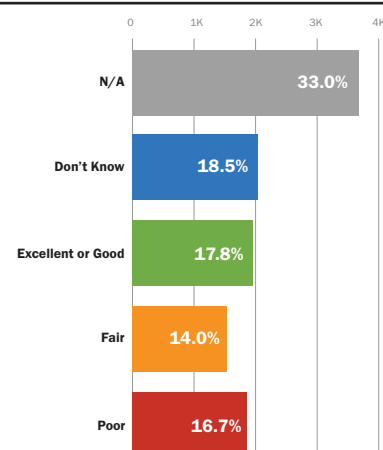


Figure 40:
Rating of the City of Philadelphia's Youth Programs



Community Services

Figure 41

Rating of the City of Philadelphia's Library Programs and Classes

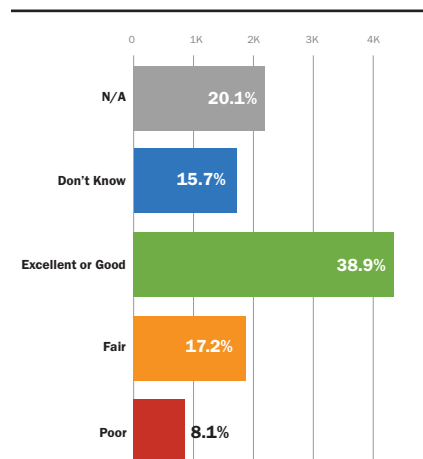


Figure 42

Rating of the City of Philadelphia's Library Conditions

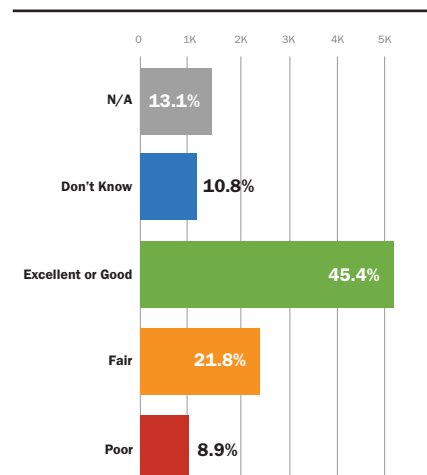
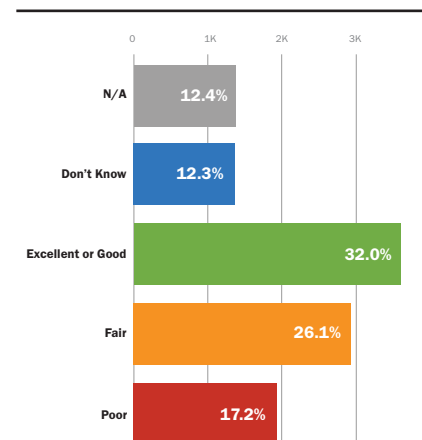


Figure 43

Communication with the Public



Quality of Obtaining Resident Feedback

Table 11:

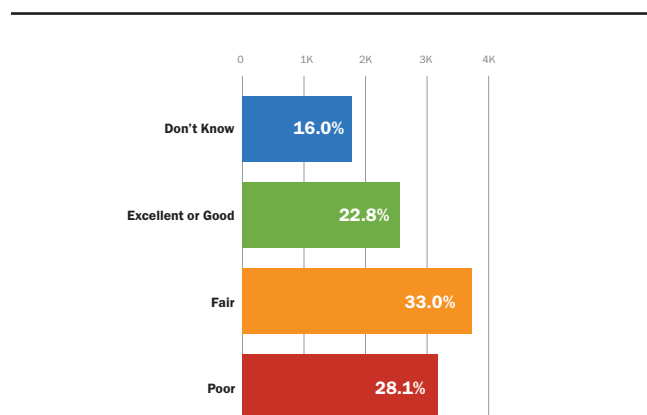
How would you rate the Philadelphia City government in terms of getting feedback from residents about City services through community meetings, events or other means?

	Unweighted % n = 11,370	Weighted % n = 11,370
Getting Feedback from Residents		
Don't Know	17.0%	16.0%
Poor	25.8%	28.1%
Fair	34.6%	33.0%
Good	20.2%	19.1%
Excellent	2.3%	3.7%
(Missing)	n = 60	

Twenty-three percent of residents reported that the City did an Excellent or Good job at getting feedback from residents about City services while the majority (60 percent) reported that the City did a Fair (33 percent) or Poor (28 percent) job of getting feedback.

Figure 44:

How would you rate the Philadelphia City government in terms of getting feedback from residents about City services through community meetings, events or other means?



Survey Results

Section 2:

Contact with the City

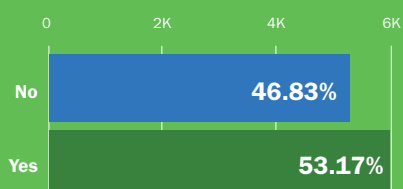
Table 12:

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

	Unweighted % n = 11,370	Weighted % n = 11,370
Did you contact the City?		
Yes	61.9%	53.2%
No	38.1%	46.8%
(Missing)	n = 73	
Agency or 311		
Contacted City Agency directly	22.0%	20.2%
Contacted Philly 311	43.4%	47.7%
Both	31.5%	27.0%
Not sure	3.1%	5.1%
(Missing)	n = 4,305	
Satisfaction with Experience		
Very Unsatisfied	13.5%	13.6%
Unsatisfied	25.5%	23.0%
Neither Satisfied nor Unsatisfied	23.3%	23.3%
Satisfied	28.8%	29.5%
Very Satisfied	8.9%	10.5%
(Missing)	n = 4,323	

Figure 45:

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



We asked residents if they contacted the City of Philadelphia (in person, by phone, or online) for help or information in the last 12 months. Table 12 shows that 53 percent of residents reported that they had contacted the City in the past 12 months, a decrease since 2016-2017 when 57 percent of residents reported they had contacted the City in the past 12 months. Residents with some college or more education were more likely to contact the City of Philadelphia for help or information.

Of those who had contacted the City, most contacted the City by using 311 (48 percent) or they used both 311 and contacted someone directly (27 percent), a trend which has remained the same since 2016-2017.

Of those who had contacted the City in 2019, 11 percent were Very Satisfied and 30 percent were Satisfied. Thirteen percent were Neither Satisfied Nor Unsatisfied, while 23 percent were Unsatisfied and 14 percent were Very Unsatisfied.

Figure 46:

Did you contact a City Agency directly or use Philly311?

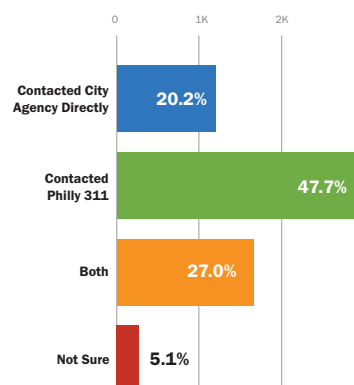
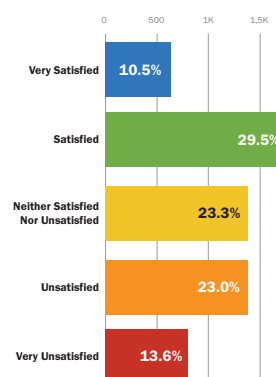


Figure 47:

Overall, how satisfied were you with your experience contacting someone in City government?



Get Information About City Services

Table 13:

Which of the following do you use to get information about City of Philadelphia services? (Mark all that apply)

	Unweighted %	Weighted %
Getting Information About City Services		
City Website (www.phila.gov)	8,126	6,609
Social Media (Twitter, Facebook, Instagram, Other)	5,513	5,144
311	4,785	4,132
Calling A City Agency	3,377	2,890
Going In Person To A City Agency	1,636	1,608
Other (Please Describe)	1,472	1,333
Municipal Building Concourse	821	986

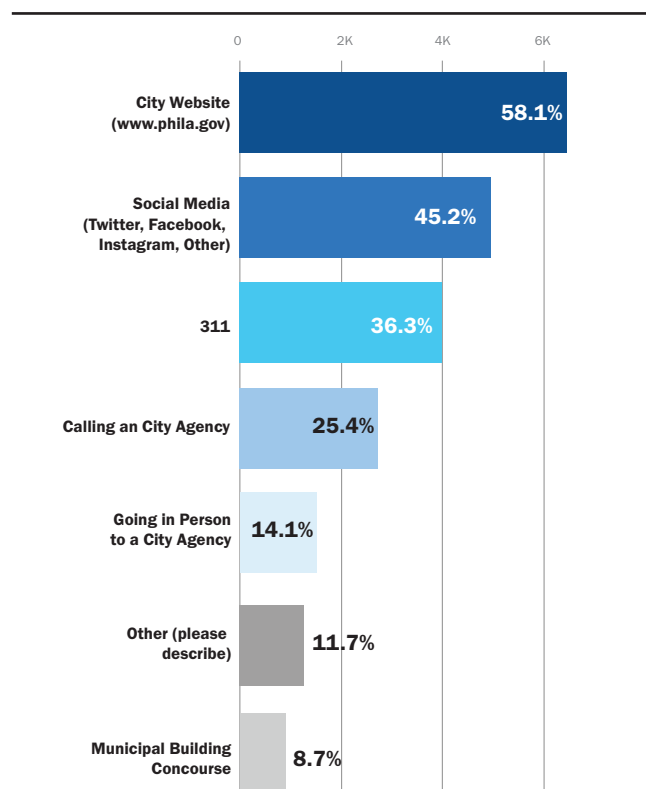
Table 13 represents a tally of the ways in which Philadelphia residents get information about the City. In this question, respondents could check all that applied which was why the results were provided in number format (n) rather than percentage. The most reported way that residents get information about the City was the City website, followed by social media, followed by using 311.

People of color were less likely to use social media and the City's website to access information about the City of Philadelphia. More Black and Hispanic residents obtained information in person or by calling a city agency. Residents with some college or more education were more likely to get information about the City of Philadelphia from social media, the City website, or using 311, compared to people with a high school diploma or less.

This has changed since 2016-2017, when calling a city agency was the second most frequent way residents got information about city services. Interestingly, in 2016-2017, social media was reported being used least, and in 2019 was the second most utilized source after the City's Website.

Figure 48:

Which of the following do you use to get information about City of Philadelphia services? (Mark all that apply)



Providing Additional Information

Table 14:

In which of the following areas would you like the City to provide more information? (Mark all that apply)

	Unweighted %	Weighted %
Providing Additional Information		
Street Projects	8,566	7,954
Crime Information	6,812	6,868
Park Programs	6,125	5,896
Employment	3,855	5,359
Health Services	4,510	5,314
Construction Projects	5,823	5,309
Job Training	3,422	4,773
Public Hearings	4,727	4,505
Business Start-Up Development	2,948	3,540

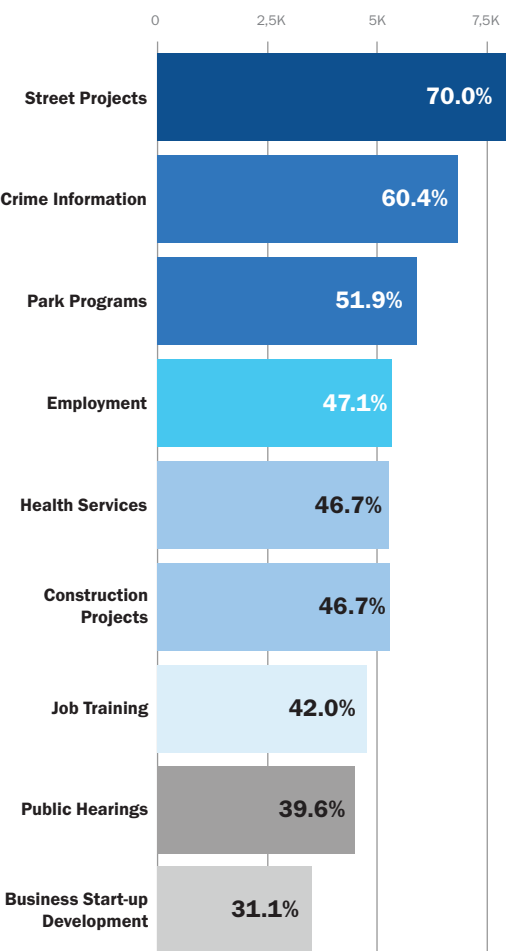
Providing Additional Information

City of Philadelphia residents were asked to identify areas which they would like the City to provide more information. Again, this was a check all the applied question so the data was reported in numbers (n) and not percentages.

The top area in which residents would like more information was on Street Projects, which was reflective of the top concerns Philadelphia residents reported. The remaining topics in rank order were crime information, park programs, construction projects, public hearings, health services, employment, job training, and business start-up development programming.

Women, in particular, were more likely to want more information on health services (52 percent versus 41 percent for men), employment (52 percent versus 42 percent for men), and job training (47 percent versus 36 percent for men). People of color were more likely than White residents to want more information on health services, business start-up development, employment information, and job training. Hispanic residents were also more likely to want information about park programs than White or Black residents. Residents with some college or more education were more likely to want more information from the City on construction projects, while residents with a high school diploma or less were more likely to want more information on health services, business start-up development, employment, and job training.

Figure 49:
In which of the following areas would you like the City to provide more information? (Mark all that apply)



Preferred Payment Method

Table 15:
When you need to make a payment to the City, how do you prefer to make the payment?

	Unweighted % n = 11,370	Weighted % n = 11,370
Preferred Payment Method		
In person	7.7%	16.2%
By Mail	19.9%	19.6%
On the Phone	2.9%	5.6%
On the Web	58.7%	46.6%
On a Mobile App	7.3%	8.5%
Other (please describe)	3.5%	3.6%
(Missing)	n = 295	

Almost the majority (47 percent) of Philadelphia residents made a payment on the web. Twenty percent made a payment by mail, followed by in person (16 percent), on a mobile app (8 percent), on the phone (5 percent), and by other means (4 percent).

White residents were much more likely to make payments on the web (60 percent) than Black residents (29 percent) or Hispanic residents (15 percent). Black and Hispanic residents were more likely to make payments in person (29 percent and 15 percent, respectively) than White residents (6 percent).

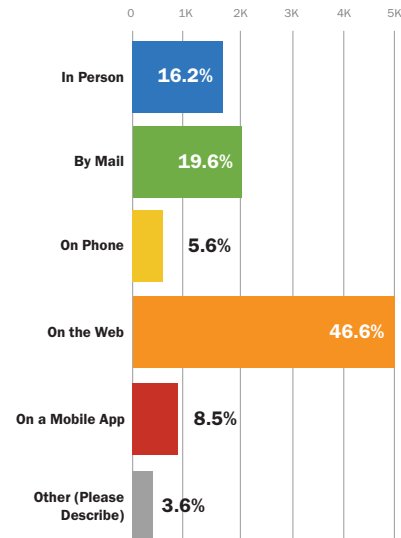
Preferred Payment Method

Residents with bachelor's or graduate degrees were much more likely to pay their bills on the web than people with high school diplomas or less. In contrast, people with high school diplomas or less were relatively more likely to pay their bills in person or by mail.

More residents made payments using a mobile app in 2019 than in 2016-2017 (4 percent). Subsequently, there was a four percent decrease in making payments using the web (51 percent), and a three percent decrease in making payments in person (13 percent) in 2019 than in 2016-2017.

Figure 50:

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



Best Way to Pay

Table 16:

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

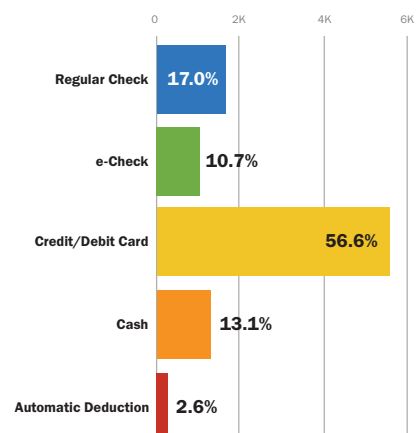
	Unweighted % n = 11,370	Weighted % n = 11,370
Best Way to Pay		
Automatic Deduction	3.6%	2.6%
Cash	4.4%	13.1%
Credit/Debit card	58.9%	56.6%
e-Check	14.4%	10.7%
Regular check	18.7%	17.0%
(Missing)	n = 910	

The majority (57 percent) of Philadelphia residents reported that when they needed to make a payment to the City the best way to make a payment was by credit or debit card, which remained relatively unchanged from 2016-2017 (58 percent). Seventeen percent used a regular check, followed by cash (13 percent), and electronic check (11 percent).

Residents with some college or more were much more likely to make payments to the City with a credit or debit card than people with high school diplomas or lower, while people with a high school diploma or lower were relatively more likely to make payments via cash or check.

Figure 51:

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



Survey Results Section 3: Resident Experiences

Perceptions of Police in My Neighborhood

Table 17 shows how residents rated Philadelphia Police in their neighborhood.

Overall, 39 percent of Philadelphians rated the level of police presence as Excellent or Good in their neighborhood, while 58 percent rated it as Fair (33 percent) or Poor (25 percent). Forty-two percent of residents in the 2016-2017 Survey reported the level of police presence as Excellent or Good, while 35 percent reported the level as Fair and another 20 percent reported the level as Poor. Two percent Did Not Know about the level of presence.

Thirty-seven percent of residents reported that police responsiveness in their neighborhood was Excellent or Good while 40 percent reported that the police responsiveness was Fair (28 percent) or Poor (22 percent). It is important to note that 13 percent reported that they Did Not Know suggesting that they have not had a need to call the police. Hispanic residents were more likely to rate police responsiveness as Poor (32 percent) compared to White residents (20 percent) and Black residents (22 percent).

In the 2016-2017 Survey, 39 percent of residents rated responsiveness as Excellent or Good. Twenty-nine percent rated it as Fair and 19 percent as Poor. Thirteen percent also reported that they Did Not Know.

Forty-five percent of residents reported that police approachability was Excellent (15 percent) or Good (30 percent), while 45 percent reported that approachability was Fair (26 percent) or Poor (19 percent). Again, 10 percent of residents reported that they Did Not Know, suggesting that they did not interact with Philadelphia Police. Philadelphia residents of color were more likely to rate police approachability as Poor (23 percent for Black residents and 24 percent for Hispanic residents) compared to White residents (14 percent).

Forty-five percent of residents in the 2016-2017 Survey also reported approachability as Excellent (15 percent) or Good (30 percent). Twenty-six percent reported approachability as Fair and 19 percent as Poor. Ten percent of residents reported that they Did Not Know.

One quarter of residents reported that police ability to prevent crime was Excellent (5 percent) or Good (20 percent), while 59 percent reported that police ability to prevent crime was Fair (29 percent) or Poor (30 percent). In the 2016-2017 Survey, 26 percent of residents reported police ability to prevent crime as Excellent or Good, while 59 percent reported it as Fair (32 percent) or Poor (27 percent). Fifteen percent of residents reported that they Did Not Know.

Perceptions of Police in My Neighborhood

Table 17:

Thinking about police in your neighborhood, how would you rate the following: Level of Police Presence, Police Responsiveness, Police Approachability, Police Ability to Prevent Crime, and Police Officer Conduct.

	Unweighted % n = 11,370	Weighted % n = 11,370		Unweighted % n = 11,370	Weighted % n = 11,370
Police Presence			Police Officer Conduct		
Don't Know	3.7%	2.9%	Don't Know	20.5%	15.9%
Excellent	7.5%	9.5%	Excellent	13.7%	13.2%
Good	31.9%	29.5%	Good	33.2%	30.1%
Fair	34.9%	33.4%	Fair	21.8%	24.6%
Poor	22.1%	24.7%	Poor	10.8%	16.2%
(Missing)	n = 101		(Missing)	n = 113	
Police Responsiveness					
Don't Know	17.9%	13.0%			
Excellent	8.8%	9.5%			
Good	29.6%	27.3%			
Fair	26.2%	28.3%			
Poor	17.5%	21.9%			
(Missing)	n = 110				
Police Approachability					
Don't Know	12.7%	10.5%			
Excellent	16.4%	14.7%			
Good	33.7%	30.3%			
Fair	22.4%	25.6%			
Poor	14.8%	18.8%			
(Missing)	n = 121				
Police Ability to Deter Crime					
Don't Know	19.2%	14.9%			
Excellent	3.9%	5.4%			
Good	19.7%	20.3%			
Fair	29.7%	29.3%			
(Missing)	n = 118				

Forty-three percent of residents reported that police officer conduct was Excellent (13 percent) or Good (30 percent), while 51 percent reported police officer conduct as Fair (25 percent) or Poor (16 percent). Approximately 16 percent reported that they Did Not Know. People of color were more likely to rate police officer conduct as Poor (22 and 21 percent for Black and Hispanic residents, respectively), compared to 10 percent for White residents.

In 2016-2017, police officer conduct was rated Excellent or Good by 45 percent of residents. Twenty-six percent reported as Fair, while 14 percent as Poor. Another 14 percent reported that they Did Not Know.

Figure 52

Level of Police Presence in my Neighborhood

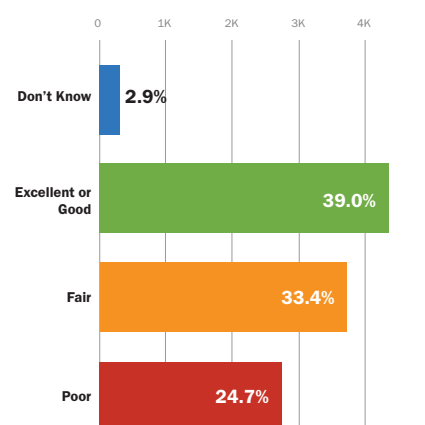


Figure 53

Police Responsiveness in my Neighborhood

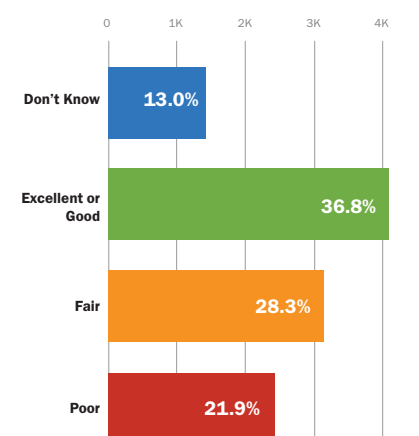
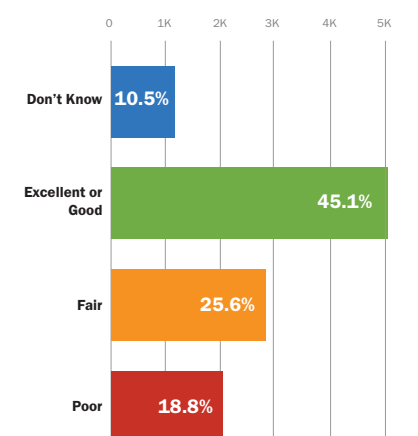


Figure 54

Police Approachability in my Neighborhood



Perceptions of Police in My Neighborhood

Figure 55

Police Ability to Prevent Crime in my Neighborhood

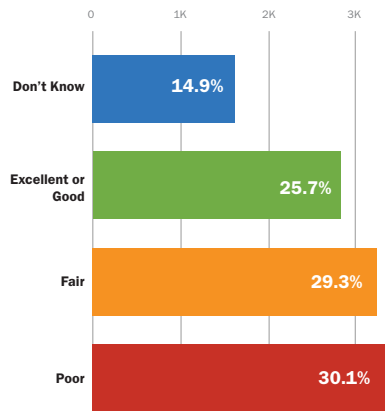
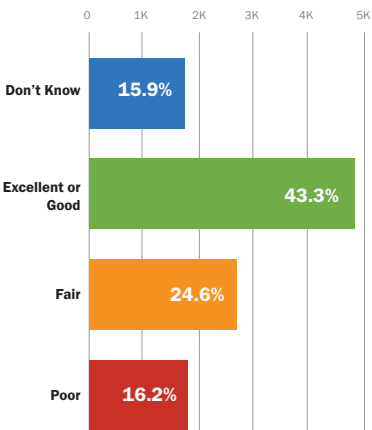


Figure 56

Police Officer Conduct in my Neighborhood



Traveling and Perceptions of Safety While Traveling Around the City

Table 18 shows how residents get to work on a normal day in Philadelphia. Most residents reported driving to work (45 percent), followed by taking the bus (32 percent), walking (27 percent), taking the subway (23 percent) and ridesharing (11 percent). Another 8 percent reported biking to work, taking the trolley (7 percent), and using regional rail (7 percent). Very few residents carpooled (2 percent).

White residents were more likely to walk or bike to work than people of color. Black and Hispanic residents were more likely to take the bus to work, and Black residents were less likely to drive to work than White or Hispanic residents.

Residents with bachelor's or graduate degrees were more likely to report walking, taking the subway, or biking to work, than residents with high school diplomas or less.

Table 18:

How do you get to work on a normal day? (Mark all that you use regularly.)

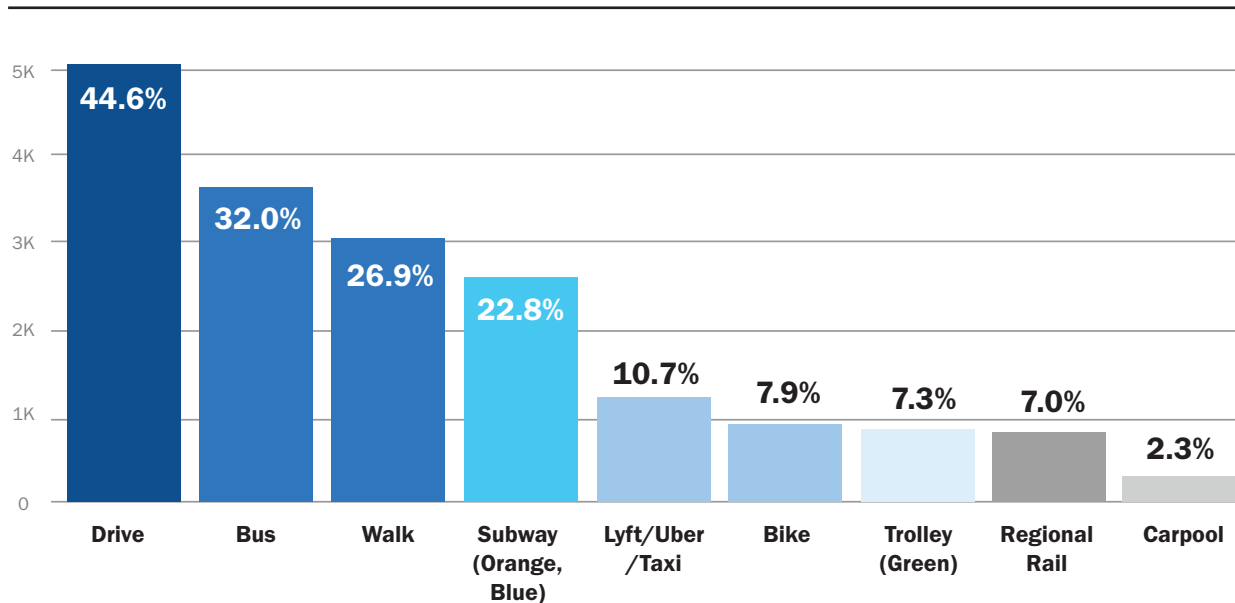
	Unweighted %	Weighted %
Drive	5,290	5,069
Bus	3,046	3,639
Walk	3,741	3,063
Subway (Orange, Blue)	2,641	2,587
Lyft/Uber/Taxi	1,113	1,215
Bike	1,282	893
Trolley (Green)	753	829
Regional Rail	1,069	798
Carpool	222	264

45% of
Philadelphians responded
that they drive to work.

Traveling and Perceptions of Safety

Figure 57:

How do you get to work on a normal day? (Mark all that you use regularly.)



How safe do you feel while moving around the city by (walking, biking, driving, public transit)?

Twenty-nine percent of residents reported that they did not feel safe at all or not so safe while moving around the city while walking. Twenty-five percent of Philadelphians reported feeling very safe or extremely safe while walking.

Forty-five percent of residents reported not feeling safe at all or not so safe while moving around by bike. Only 12 percent reported feeling very safe, with an additional 4 percent feeling extremely safe on a bike.

Almost a majority of residents reported that they felt somewhat (43 percent) or very safe (32 percent) while moving around the city while driving. Only 14 percent reported feeling not safe at all or not so safe while driving.

Thirty-one (31) percent of residents reported not feeling safe at all or not so safe while moving around the city on public transit. Seventy percent reported feeling somewhat, very or extremely safe moving around the city on public transit.

Residents with bachelor's and graduate degrees were more likely to say they felt safe driving around the city or taking public transit, compared to residents with high school diplomas or less.

How safe do you feel while moving around the city

Table 19:

How safe do you feel while moving around the city by (walking, biking, driving, public transit)?

	Unweighted % n = 11,370	Weighted % n = 11,370
Walking		
Extremely safe	6.4%	6.9%
Very Safe	24.8%	18.1%
Somewhat safe	46.2%	45.8%
Not so safe	15.7%	18.8%
Not safe at all (Missing)	6.9%	10.4%
	n = 126	
Biking		
Extremely safe	2.9%	4.1%
Very Safe	10.1%	11.7%
Somewhat safe	36.7%	39.0%
Not so safe	31.7%	28.2%
Not safe at all (Missing)	18.6%	17.0%
	n = 1,382	
Driving		
Extremely safe	11.7%	12.2%
Very Safe	36.5%	31.5%
Somewhat safe	40.6%	42.7%
Not so safe	8.0%	8.8%
Not safe at all (Missing)	3.2%	4.9%
	n = 472	
Public Transit		
Extremely safe	7.2%	7.4%
Very Safe	25.6%	19.4%
Somewhat safe	42.6%	42.8%
Not so safe	15.8%	18.4%
Not safe at all (Missing)	8.7%	12.1%
	n = 261	

45% of Philadelphians responded that they do not feel safe at all or not so safe while moving around by bike.

Figure 58:

How safe do you feel while moving around the city by walking?

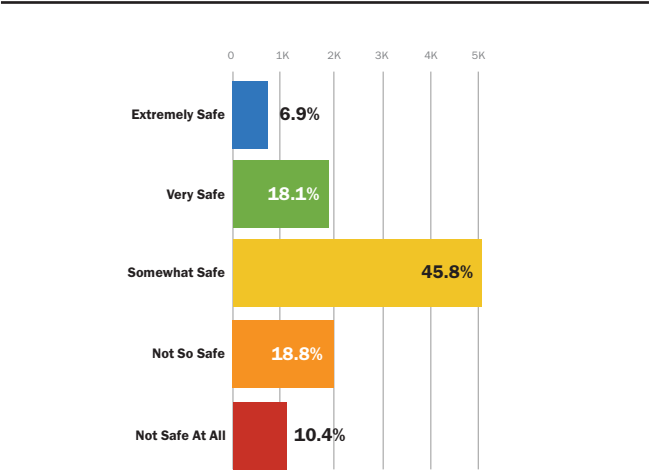
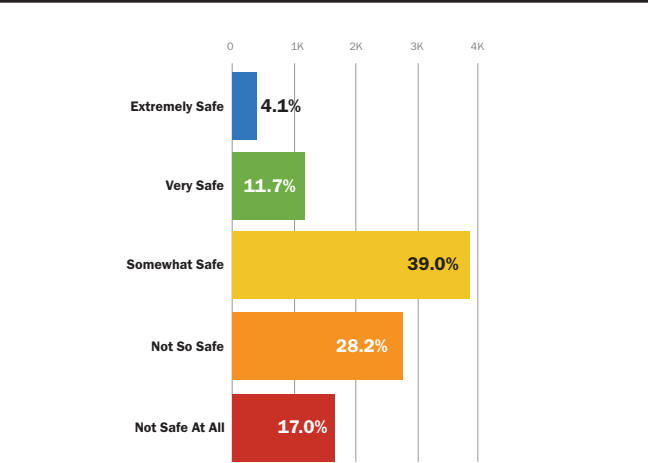


Figure 59:

How safe do you feel while moving around the city by biking?



How safe do you feel while moving around the city

Figure 60:

How safe do you feel while moving around the city by driving?

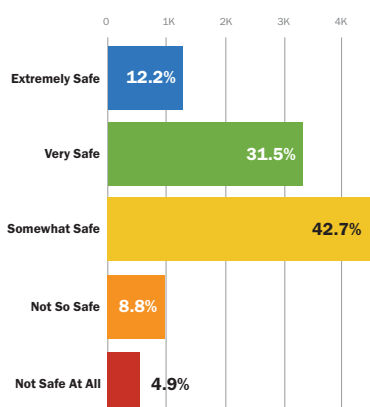
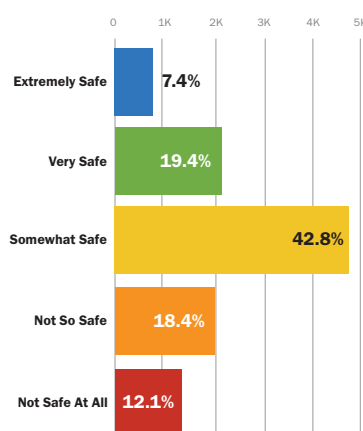


Figure 61:

How safe do you feel while moving around the city by public transit?



Community Service & Volunteering

Table 20:

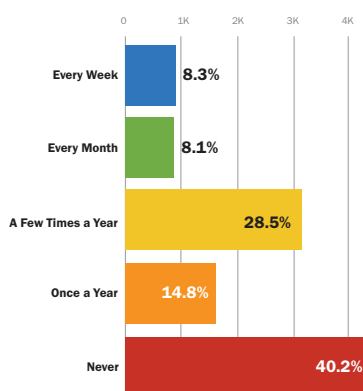
In the past 12 months, how often have you volunteered or participated in community service of any kind?

	Unweighted % n = 11,370	Weighted % n = 11,370
Volunteer or Participate in Community Service		
Never	32.8%	40.2%
Once a Year	15.9%	14.8%
A few times a year	32.3%	28.5%
Every Month	9.9%	8.1%
Every Week	9.0%	8.3%
(Missing)	n = 93	

Fifty-nine (59) percent of Philadelphians reported that they volunteered in the past year, an 11 percentage point increase since 2016-2017 when only 48 percent reported they had volunteered in the past year. Forty (40) percent reported that they had not volunteered or participated in community service in the past 12 months.

Figure 62:

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



For those that did volunteer in 2019, the 28 percent reported that they volunteered a few times a year. Another 15 percent reported that they volunteered once a year followed by every month (8 percent) and every week (8 percent).

Home Energy Efficiency & Utility Bills

Twenty-four percent of residents reported they had difficulty paying their electric bill in 2019, another 22 percent had difficulty paying the gas bill. Only 5 percent had difficulty paying oil bills but that was reflective of the fact that far fewer homes in Philadelphia have oil as a heating source than gas or electric. Seventeen percent of residents had difficulty paying their water bill.

Black and Hispanic residents were more likely than White residents to report difficulty paying electric, gas, and water bills. People with bachelor's or graduate degrees were less likely to report issues paying their electric, gas, oil, or water bills (9-12 percent) than people without bachelor's or graduate degrees (24-27 percent).

In 2016-2017, 33 percent of residents reported that they had difficulty paying their home energy bills.

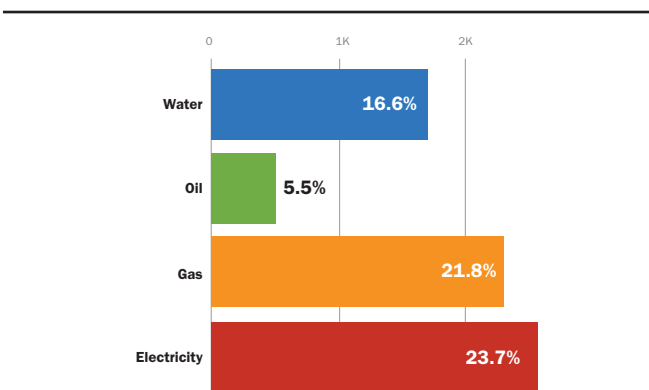
Table 21:

In the past 12 months, did you have difficulty paying your home energy bills (including electricity, gas, oil)?

	Unweighted % n = 11,370	Weighted % n = 11,370
Bill		
Electricity	15.8%	23.7%
Gas	15.4%	21.8%
Oil	2.85%	5.49%
Water	12.0%	16.6%

Figure 63:

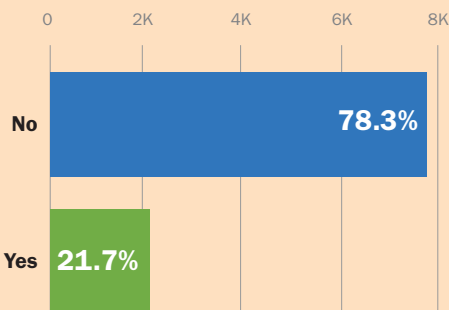
In the past 12 months, did you have difficulty paying your home energy bills (including electricity, gas, oil)?



Are you already enrolled in a relief program to lower your utility bills?

Twenty-two percent of residents were enrolled in a relief program to lower their utility bills, which was on average reflective of the number of residents who had difficulty paying utility bills in the last year. Seventy-eight percent of residents were not already enrolled in a relief program at the time of completing the Resident Survey.

	Unweighted % n = 11,370	Weighted % n = 11,370
Yes	11.8%	21.7%
No	88.2%	78.3%
(Missing)	n = 784	



Appendix 1: Survey Methodology

In this data collection effort, Temple ISR worked collaboratively with the Mayor's Policy Office, the Office of Performance Management, the Mayor's Office of Public Engagement, and the Mayor's Office of Civic Engagement & Volunteer Service to administer the multi-lingual (English, Spanish, and simplified Chinese) survey in multi-modes (paper, phone, and web) to ensure survey accessibility to all Philadelphia residents.

The survey deployment consisted of a probability-based sampling effort where surveys were mailed to an address-based sample (ABS) of 6,000 randomly selected households, and an opt-in sample of city residents. ISR also released the survey to all eligible BeHeardPhillySM panelists (n = 3,695). The survey was available via web at www.PHLsurvey.com, and by phone through Temple ISR's call center to all city residents.

Approximately 14,440 residents participated in the survey. This number includes both partials and completed surveys. Only data for 11,370 of those residents included enough survey and demographic information needed for weighting and analysis.

The combined survey results (ABS, BeHeardPhillySM, and Opt-In samples) were weighted at the city level to more closely reflect the distribution of gender, age, ethnicity, race, education, and income. Weights adjusted the survey responses so that the respondents were representative of Philadelphia with respect to these five demographic categories. The combined survey response rate of 15.8 percent was calculated from the probability-based sample and BeHeardPhillySM. The web-based Opt-In respondents were not included in response rate calculations.

Address-Based Sample

The survey was initially mailed to an address-based sample (ABS) of 6,000 randomly selected households. This approach was designed to collect responses from a representative sample of Philadelphia residents. It was especially important because it reached people who respond to opt-in surveys at lower rates, such as people of color, people without college degrees, and younger people. The ABS sample consisted of a random sample of 4,000 selected households and 2,000 random oversamples of minority households. One thousand oversamples of Asian households and 500 oversamples each of African-American and Hispanic households were randomly selected based on census geography and density. Approximately 893 surveys were returned to ISR by the U.S. Postal Service due to the inability to deliver the survey as addressed, housing unit vacancy, or expired forwards. Residents received up to six survey invitations.

Custom tri-lingual (English, Spanish and simplified Chinese) postcards were mailed two weeks prior to the paper survey packets. Residents were encouraged to participate via web, phone, or to wait for the paper survey. Two weeks later, residents received the English paper survey with an accompanying tri-lingual survey letter signed by the Mayor and a pre-addressed postage paid return envelope. Two weeks after receiving the paper survey, non-responders received an urgent postcard encouraging participation via web, phone, or paper. ISR's call center began calling matched phone numbers to the address-based sample to boost response rates. Only one-third of the sample contained appended phone information. Three

weeks after the survey mailing, residents received an additional paper survey packet. Two weeks later, residents received a final reminder urgent postcard.

Respondent selection within a household for the ABS sample used the "birthday method" to request the person in the household, age 18 or older, with the closest birthday to complete the survey. This household respondent sampling method is commonly used in random address-based sampling. In total, 581 surveys were returned from the probability-based effort, but only 515 were used for analysis due to missing data on demographics. Thus the resulting response rate was 10 percent for the ABS sample. This response rate was slightly lower than the ABS sample in the 2016-17 survey, likely due to two factors. First, a delay in the U.S. Postal Service delivery led to reduced time to collect ABS responses. Second, oversampling minority households (which was not done in the 2016-2017 ABS survey), should result in a lower overall response rate precisely because of these households' historically lower likelihood to respond.

Opt-In Sample

The City of Philadelphia initiated a soft launch of the 2019-2020 Resident Survey at Philly Free Streets on August 3, 2019. Less than two weeks later, on August 13, the City publicly launched the project with a press release and a number of press interviews. During the following months, the City conducted four press interviews and pitched stories to twelve media outlets, including WURD, Radio One, Telemundo, El Sol, Al Dia, Clear Channel WDAS, the West Philadelphia Local, and the Northeast Times, to name a few.

Over the three month collection period, from early August to early November, the City worked with over 60 partners to administer the survey. Partners that helped collect surveys included community members; City employees; community organizations; local nonprofits; external organizations; internal City agencies; elected officials; the Mayor's Office; and coalitions that comprised all of those stakeholders.

Resident Survey project team members and partners worked together to collect surveys at a wide variety of distinct opportunities. Surveys were collected at 47 meetings and 12 events hosted by community organizations, local nonprofits, City agencies, the Philadelphia Police Department, the Mayor's Commissions, and the Mayor's Office. They were also collected at nine trainings and three church services hosted by faith organizations, local nonprofits, coalition convenings, City agencies, the Philadelphia Police Department and the Mayor's Office.

In addition to in-person collection during the course of the open period, survey materials and dropboxes were located at 18 sites across the City. Those sites offered an opportunity for community members to complete the survey outside of the structure of a meeting, event, training, or service, and deposit their completed survey at one of the dropbox locations. Hosts of those sites included Police Athletic League centers, Philadelphia Parks & Recreation centers and Philadelphia Free Libraries. Additionally, survey materials and dropboxes were located at four elected officials' offices and the Mayor's Office.

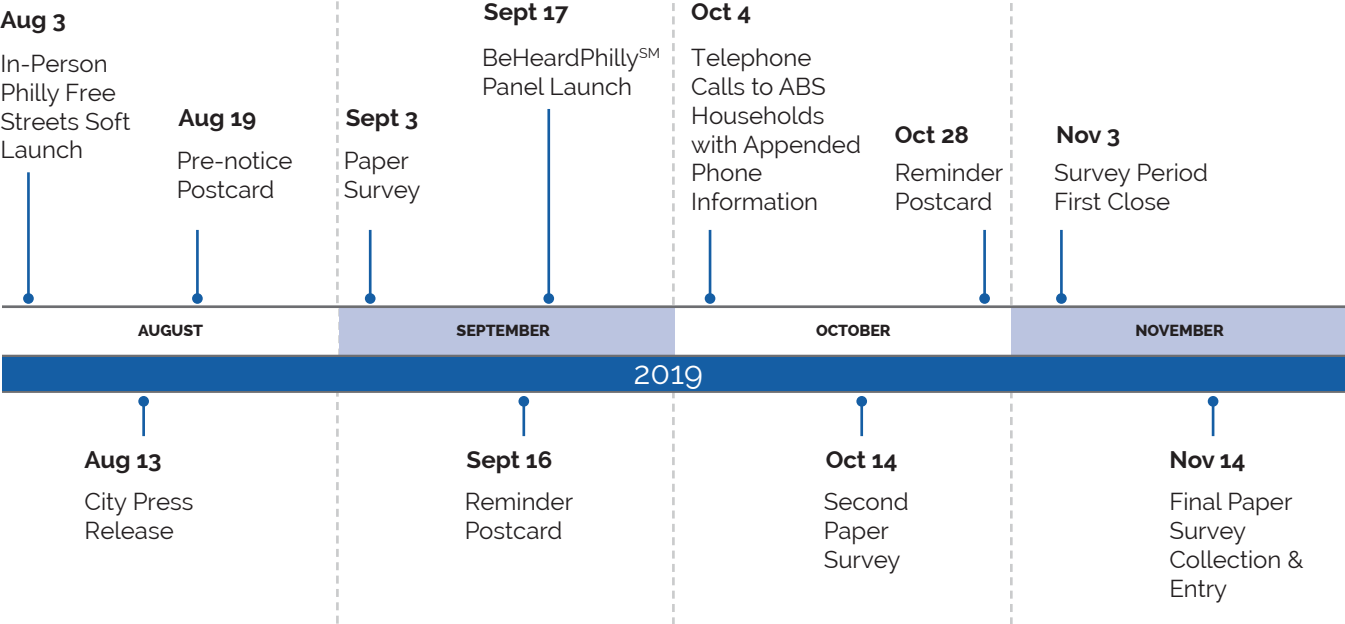
The City of Philadelphia also collected surveys over the phone and online. The link to the online survey was shared in over 40 digital communications sent out by community organizations, local nonprofits, City agencies, and the Mayor's Office.

The City of Philadelphia collected 9,976 opt-in surveys from 8,687 online surveys, 1,206 paper surveys and 83 over-the-phone surveys. Online and paper surveys were collected in English, Spanish and simplified Chinese. The City of Philadelphia provided use of its telephone interpreter access line for non-English telephone surveys.

BeHeardPhillySM Panel Members

Approximately 3,695 BeHeardPhillySM members received the survey and 879 completed the Resident Survey for a response rate of 23.7 percent.

Survey Administration Schedule



Survey Processing

ISR programmed the Resident Survey in Qualtrics. Trained telephone interviewers conducted phone surveys in Temple ISR's call center. All calls were monitored for quality control purposes.

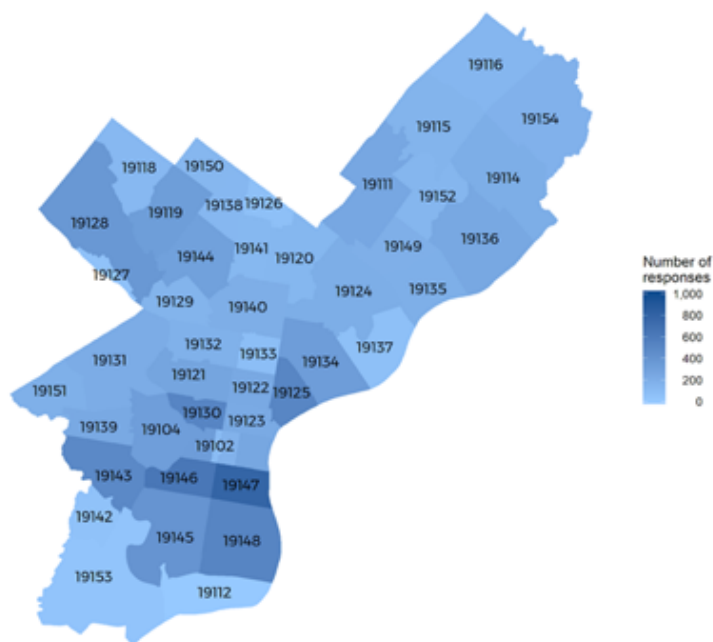
The English and simplified Chinese paper surveys were scan-friendly and only required key entry for open end items. The Spanish paper instrument required manual data entry. Data processing staff double keyed all non-scannable surveys.

Since the survey link was open to the public, ISR reviewed data for repetitive IP addresses within frequent time stamps. ISR also reviewed paper surveys for ballot stuffing and removed duplicate surveys. ISR sent field staff to several of the city's KEYSPOt locations to ascertain IP information so that questionnaires submitted from the same public terminals were not considered fraudulent.

Appendix 2:

Survey Respondent Demographics

Figure 1:
Respondents by Zip Code



The map shows the unweighted geographical location of survey respondents. Respondents represented almost every populated zip code within the City. Darker shading represents a higher number of respondents within the zip code. Exact respondent numbers by zip code can be found in Appendix 3.

Respondent Profile by Gender Identity, Race, Ethnicity, Education, and Age

Table 1 shows that females overall were more likely to respond than males, and White residents were more likely to respond than Black and Asian residents. When weighted, the data more closely reflected the city's gender and racial demographics. However, Asian residents continued to be substantially under-represented in the weighted data, 2.3 percent in the weighted sample versus 9.6 percent in the city, despite efforts to offer the survey in simplified Chinese. Weighting did not address this disparity, because Asian residents who responded were also very likely to have bachelor's or Graduate degrees, to have higher household income, and to be female, all of which were downweighted to better match the distribution of income, education, and gender in Philadelphia.

Table 1 also shows that for the combined sample, more highly-educated individuals (bachelors or more) were much more likely to respond than those with less than a 9th grade education, 9th-12th grade education, or high school degree or GED, proportional to Philadelphia residents overall. Asian residents and people with less than high school degrees are populations defined as "hard to reach" in

national survey efforts (Corey & Freeman, 1990; Donovan, Holman, Corti, & Jalley, 1997). The weighted estimates for education attainment were representative, except for those with less than a 9th grade education.

Residents in the youngest age group (18-24) were less likely to respond than residents in age groups 35 years and up. This is also a common phenomenon with data collection across the country. The youngest age groups are much less likely to respond to surveys than those ages 25 and older (Behr, Bellgardt, & Rendtel, 2005; Lillard & Panis, 1998; Stoop, 2005; Watson & Wooden, 2009). Weighting the data resulted in a distribution that more closely represented age groups in the city.

Table 1: Respondent Profile by Gender Identity, Race, Ethnicity, Education, and Age

Demographics	Unweighted % n = 11,370	Weighted % n = 11,370	Philadelphia % n = 1,240,168
Gender			
Female Identifying	61.5	52.6	52.7
Male Identifying	33.7	42.7	47.3
Other	1.4	1.3	Not reported
Prefer not to say	3.0	2.4	Not reported
Missing	n = 52		
Race			
Asian/Pacific Islander/Native American	3.1	2.3	9.6 ¹
Black/African American	20.9	39.5	43.7
White/Caucasian	64.2	46.4	42.1
Other	5.3	5.8	8.7
Two or more races	4.3	2.8	3.7
Missing	n = 259		
Ethnicity			
Identify as Hispanic	5.9	7.9	15.2
Missing	n = 340		
Highest Level of Education			
Less than 9th Grade	0.5	2.0	5.12
9th-12th Grade	2.7	11.1	9.0
High School / GED	9.0	34.5	33.1
Some College – No Degree	13.0	15.7	16.2
Vocational / Trade School ²	3.1	3.5	Not reported
Associates	5.7	6.2	5.7
Bachelors or More	64.7	25.2	30.9
Missing	n = 153		
Age			
18-24	3.6	7.9	6.1 (ages 15-19) 7.0 (ages 20-24) ³
25-34	22.4	26.9	19.1
35-44	21.2	15.9	12.6
45-54	16.0	15.7	11.4
55-64	17.4	15.0	11.7
65-74	14.1	12.1	7.8
75+	4.3	4.7	5.8
Missing	n = 128		

1: Race estimates were taken from those identifying as predominant plus one or more – which is why the estimates sum to more than 100%

2: Vocation and Trade schools were not reported in the ACS data. ACS Education estimates were for adults 25+ in Philadelphia.

3: Age range reported in the Resident Survey overlapped age ranges reported in ACS data.

NOTE: Percentages may not sum to 100% due to missing data, missing-ness reported at the bottom of each variable. US Census Data taken from: data.census.gov (2018 ACS Survey, 1-Year Estimates), Philadelphians 18+ years of age.

Respondent Employment and Housing Profile

Table 2 estimates were not compared with ACS estimates for two reasons. First, only sex, race, age, ethnicity and highest level of education were used as variables in the weighting algorithm. Weights adjusted the survey responses so that the respondents were representative of Philadelphia with respect to these five demographic categories.

The second reason was that the survey questions shown in Table 2 were not drafted to precisely align with the ACS. Weighting decreased the proportion of respondents who were employed for wages or were self-employed, and increased those respondents who reported being out of work but were looking, who were students, or who were unable to work. This was consistent with lower response rates from younger age groups.

Weighting adjusted down the percentage of respondents who reported living in Philadelphia for fewer than 20 years, skewing the sample towards longer-term residents. The weighting adjusted down the proportion of respondents who work outside the home, but adjusted slightly up those who reported commuting outside the city limits for work. The weighted sample also adjusted down the percentage of people who owned a home and up those who rent, also consistent with lower response rates from younger age groups. The weighted data increased the proportion of respondents paying less housing costs per month (0-\$999).

Table 2: Respondent Employment and Housing Profile

	Unweighted %	Weighted %
Employment Status		
Employed for Wages	64.7	55.4
Self-Employed	7.6	5.6
Homemaker	1.8	3.0
Student	2.2	4.6
Out of Work & Looking	3.0	5.1
Out of Work & Not Looking	0.4	1.1
Currently Unable to Work	3.5	7.0
Military	0.1	0.1
Retired	15.5	16.0
Missing	n=125	
How Long Have you Lived in Philadelphia		
Less than 1 Year	2.1	1.8
1-2 Years	4.9	3.8
3-5 Years	10.4	7.8
6-10 Years	12.1	8.8
11-20 Years	14.3	10.3
More than 20 Years	55.6	66.2
Missing	n=63	
Work Inside Philadelphia Boundaries		
Yes, from Home	9.3	8.8
Yes, outside the Home	52.9	46.9
Both inside and outside City boundary	9.4	8.7
No	22.4	26.0
Missing	n=673	
Domicile Type		
One-family house detached from any other house	8.4	8.5
One-family house attached to one or more houses	63.0	60.6
A building with 2 residences (duplex)	5.2	6.2
A building with 3-9 residences	7.7	7.1
A building with 10+ residences	10.5	9.4
Mobile Home	0.0	0.2
Other	4.4	6.4
Missing	n=79	

Table 2: Respondent Employment and Housing Profile

	Unweighted %	Weighted %
Rent / Own		
Rent	28.5	38.0
Own	63.6	49.1
Other	4.4	7.8
Missing	n=396	

Smoke Detector in Home that Works		
Yes	94.0	89.7
No	3.1	6.2
Not Sure	2.2	2.9
Missing	n=70	

How Much is Your Monthly Housing Cost¹ per month		
Less than \$300	4.5	8.2
\$300-\$599	9.4	12.2
\$600-\$999	19.7	24.4
\$1000 to \$1499	24.8	22.3
\$1500 to \$1999	18.0	13.3
\$2000 to \$2499	9.3	6.7
\$2500+	9.7	5.7
Missing	n=534	

1: Including rent, mortgage payment, property taxes, property insurance, and HOA fees

Respondent Profile by Parents/Caregivers of a School-Age Child

Table 3 shows that the unweighted percentage of respondents who reported being a parent or caregiver was adjusted upwards by weighting.

Table 3: Respondent Profile by Parents/Caregivers of a School-Age Child

	Unweighted %	Weighted %
Parent / Caregiver		
Yes	22.2	26.3
No	77.1	72.2
Missing	n=76	

Respondent Profile by Members of Household Age 65 or Older

Table 4 shows that the unweighted percentage of respondents who reported being or having a member of the household age 65 or older was 25 percent, with the weighted estimate adjusted slightly down.

Table 4: Respondent Profile by Members of Household Age 65 or Older

	Unweighted %	Weighted %
Household Member 65+		
Yes	25.3	25.0
No	74.7	75.0

Respondent Profile by People with Disabilities

Table 5 shows that weighting increased the proportion of respondents who reported being disabled from the unweighted estimate (22 percent versus 13 percent). Because disabled status was not used in the weighting algorithm, it was likely correlated with one of the under-represented groups in the survey, for example, males, people with less than a high school education, younger residents, Asian residents, or Black residents, or Hispanic residents.

Table 5: Respondent Profile by People with Disabilities

	Unweighted %	Weighted %
Disability		
Yes	13.2	21.5
No	86.8	78.5

Respondent Profile by Households with One or More Children Under the Age of 5

Table 6 shows that 11 percent of survey respondents had children under 5, adjusted upwards by weighting. This was not surprising, as younger respondents, who were less likely to respond, were more likely to have younger children.

Table 6: Respondent Profile by Households with One or More Children Under the Age of 5

	Unweighted %	Weighted %
Child under 5 in the household		
Yes	11.4	12.8
No	88.6	87.2

Respondent Profile by Household Income

Table 7, consistent with previous tables, indicates that poorer families were under-represented in the unweighted sample. Weighting adjusted up significantly the percentage of households with income under \$14,999, slightly adjusted up households making \$15,000-\$24,000, and adjusted down households making over \$50,000.

Table 7: Respondent Profile by Household Income

	Unweighted %	Weighted %
Household Income		
Less than \$14,999	6.2	16.7
\$15,000-\$24,999	5.5	8.1
\$25,000-\$34,999	5.5	7.9
\$35,000-\$49,999	10.0	10.1
\$50,000-\$74,999	15.6	12.8
\$75,000 - \$99,999	12.0	8.7
\$100K+	27.0	14.5
Prefer not to say	16.1	16.8
Missing	n = 254	

Respondent Profile by Number of People Supported by that Income

Table 8 shows that the weighting helped to adjust down the proportion of people in smaller households (1-2 people), who were more likely to respond to the survey, and adjust up households with 3+ people.

Table 8: Respondent Profile by Number of People Supported by that Income

	Unweighted %	Weighted %
Household Size		
1	23.0	21.9
2	39.8	32.5
3	16.9	18.2
4	11.7	12.9
5	4.4	6.6
6	1.6	2.7
7	0.9	2.1
8+	0.3	0.8
Missing	n=160	

Respondent Profile by Sexual Orientation

Table 9 shows that weights did not substantially change the estimated 21 percent of residents who identify as Lesbian, Gay, Bisexual, Pansexual/Queer, Asexual, or a different identity than Heterosexual / straight.

Table 9: Respondent Profile by Sexual Identity

	Unweighted %	Weighted %
Sexual Identity		
Heterosexual / straight	80.1	79.4
Gay	4.4	3.9
Lesbian	1.6	1.1
Bisexual	3.4	3.8
Pansexual/Queer	1.9	1.6
Asexual	0.5	0.3
Different Identity	1.9	1.9
Missing	n = 705	

Respondent Profile by How They Heard About the Survey

Table 10 indicates how respondents heard about the survey. The 422 weighted respondents who heard about the survey through postcard or paper were from the probability, address-based sample. 890 weighted respondents were BeHeardPhillySM (BHP) members. The sample was released to BHP members in batches, starting with members who had joined in the past year, followed by members who had joined two years ago, followed by members who joined three years ago. The majority of the remaining opt-in sample reported hearing through means such as Facebook groups, Reddit, NextDoor, RCO's and CDC email lists, Philadelphia Department of Public Health Bulletin Listserv, Mayor's email, 311 email, and other social media. Thirteen percent heard through news channels, 10 percent from family and friends, 7 percent from city agencies, and less than 1 percent at a city event.

Table 10: Respondent Profile by How They Heard About the Survey

	Unweighted %	Weighted %
How did you Hear?		
Postcard or Paper	325 (2.9%)	422 (3.7%)
News	2,042 (18%)	1,476 (13%)
Family or Friends	1,380 (12.1%)	1,122 (9.9%)
City Agency	940 (8.3%)	836 (7.4%)
City Event	65 (0.6%)	82 (0.7%)
BeHeardPhilly SM Invite	744 (6.5%)	890 (7.8%)
Other	5,228 (46%)	5,171 (46%)

Mode of Response by Sample Type

Table 11 illustrates how each sample reached a different set of respondents, and affected the modes they used to respond. Because the address-based (ABS) respondents were reached first by a postcard and a paper survey, it was not surprising that 42 percent responded via paper. But 13 percent of the ABS sample elected to call the Institute for Survey Research (ISR) to conduct the survey over the phone, and the remaining 47 percent elected the “push to web” option, using their unique web link to complete the survey. In contrast, the majority of the opt-in sample received the survey via an open web-link. Therefore, 87 percent responded using the web-link, less than 1 percent called ISR to conduct the survey over the phone, and the remaining 12 percent of the opt-in sample who responded by paper received the survey in paper form through outreach conducted by the City. The BeHeardPhillySM sample was not offered a paper option, and members responded via their preferred mode, thus 31 percent of the sample elected to respond by phone, while 69 percent responded via the web link they received. This data showed that Philadelphia is a city in which large proportions of residents preferred conducting surveys through non-web modes, and this can inform future survey design efforts.

Table 11: Mode of Response by Sample Type

	Unweighted %	Weighted %
All Respondents¹		
Paper	12.5	25.0
Phone	3.6	8.0
Web	83.9	67.0

Table 11: Mode of Response by Sample Type

	Unweighted %	Weighted %
Respondents By Sample Type		
Address-based sample	Paper = 42.5	Paper = 46.0
	Phone = 12.9	Phone = 17.3
	Web = 47.2	Web = 36.7
BeHeardPhilly SM	Paper = 0.0	Paper = 0.0
	Phone = 31.3	Phone = 54.4
	Web = 68.7	Web = 45.6
Opt-in	Paper = 12.1	Paper = 7.9
	Phone = 0.8	Phone = 5.3
	Web = 87.1	Web = 86.6

1: Percentages by sample were conditional on sample type, e.g. Of respondents in the ABS sample, 42.5% of them responded by paper, 12.9% responded by phone and 47.2 responded by Web

Mode of Response by Demographic Breakdown

Table 12 describes the mode of response by each demographic group used in the weighting algorithm. These percentages were conditional on the demographic group. For example, for people responding to the survey choosing Female, 25 percent responded by paper (available only in the ABS sample and through the City’s outreach efforts). Another 9 percent responded by phone, and 66 percent responded via the web, which was available in all sample types.

Because each sample had access to different response modes, this table does not indicate any group’s preferred mode. On the other hand, the table does illustrate that in general, White residents, non-Hispanic residents, and groups with more education responded at higher rates via the web.

Table 12: Mode of Response by Demographic Breakdown

	Unweighted %	Weighted %
Sex		
Female	Paper = 13.3 Phone = 4.1 Web = 82.6	Paper = 24.9 Phone = 9.4 Web = 65.7
Male	Paper = 10.9 Phone = 3.2 Web = 85.9	Paper = 24.5 Phone = 7.1 Web = 68.4
Other or prefer not to say	Paper = 5.0 Phone = 0.0 Web = 95.0	Paper = 10.6 Phone = 0.0 Web = 88.9
Race¹		
Asian/Pac Islander	Paper = 12.5 Phone = 1.0 Web = 86.6	Paper = 24.8 Phone = 0.9 Web = 74.3
Black/African Am	Paper = 27.4 Phone = 10.2 Web = 62.4	Paper = 38.2 Phone = 15.3 Web = 46.5
White/Caucasian	Paper = 4.3 Phone = 1.5 Web = 94.2	Paper = 8.0 Phone = 2.8 Web = 89.1
Other	Paper = 27.0 Phone = 4.5 Web = 68.4	Paper = 41.1 Phone = 6.5 Web = 52.3
Ethnicity		
Identify as Hispanic/Latino	Paper = 23.5 Phone = 4.2 Web = 72.3	Paper = 34.9 Phone = 5.6 Web = 59.5
Do not identify as Hispanic/Latino	Paper = 9.9 Phone = 3.7 Web = 86.4	Paper = 19.6 Phone = 8.7 Web = 71.7
Highest Level of Education		
Less than 9th Grade	Paper = 60.7 Phone = 16.4 Web = 23.0	Paper = 57.2 Phone = 14.0 Web = 28.8
9th-12th Grade	Paper = 52.2 Phone = 17.4 Web = 30.2	Paper = 54.4 Phone = 15.7 Web = 29.9
HS / GED	Paper = 21.4 Phone = 12.3 Web = 66.3	Paper = 29.0 Phone = 12.4 Web = 58.6
Some College – No Degree	Paper = 12.0 Phone = 5.4 Web = 82.6	Paper = 14.2 Phone = 5.9 Web = 79.9

	Unweighted %	Weighted %
Highest Level of Education (cont)		
Vocational/Trade School ²	Paper = 17.4 Phone = 5.1 Web = 77.4	Paper = 21.8 Phone = 5.6 Web = 72.7
Associates	Paper = 16.0 Phone = 5.1 Web = 77.4	Paper = 18.7 Phone = 4.5 Web = 76.8
Bachelors	Paper = 8.0 Phone = 1.6 Web = 90.4	Paper = 9.4 Phone = 1.3 Web = 89.3
Graduate or Professional Degree	Paper = 7.2 Phone = 0.9 Web = 91.9	Paper = 7.9 Phone = 0.8 Web = 91.2
Age		
18-24	Paper = 20.1 Phone = 1.5 Web = 78.4	Paper = 27.9 Phone = 3.9 Web = 68.2
25-34	Paper = 9.3 Phone = 0.7 Web = 90.0	Paper = 22.8 Phone = 2.5 Web = 74.6
35-44	Paper = 8.4 Phone = 1.7 Web = 89.9	Paper = 17.5 Phone = 5.7 Web = 76.8
45-54	Paper = 11.7 Phone = 2.7 Web = 85.6	Paper = 23.6 Phone = 7.3 Web = 69.1
55-64	Paper = 14.3 Phone = 5.5 Web = 80.3	Paper = 26.3 Phone = 11.4 Web = 62.3
65-74	Paper = 14.9 Phone = 7.1 Web = 78.0	Paper = 25.9 Phone = 17.5 Web = 56.6
75+	Paper = 21.9 Phone = 14.8 Web = 63.3	Paper = 37.8 Phone = 23.3 Web = 38.9

¹ Values in the Demographic Columns were conditional on demographic, e.g. Of respondents who identified as Asian/Pacific Islander, 12.5% of them responded by paper, 1.0% responded by phone and 86.6% responded by Web.

² Vocation and Trade schools were not reported in the ACS data. ACS Education estimates were for adults 25+ in Philadelphia.

Appendix 3:

Respondents by Zip Code

Zip Code	Respondents (unweighted)	Zip Code	Respondents (unweighted)
19147	794	19154	178
19146	638	19107	171
19148	528	19115	162
19130	524	19129	162
19125	518	19152	144
19143	494	19116	140
19145	405	19120	139
19128	378	19150	137
19134	337	19138	134
19103	332	19141	130
19119	331	19118	125
19104	326	19102	97
19144	306	19133	81
19121	276	19126	69
19106	260	19137	67
19111	256	19142	53
19136	251	19127	52
19122	243	19153	37
19139	242	19101	2
19123	236	19109	2
19131	219	19110	1
19114	206	19112	1
19124	206	19155	1
19140	205	19158	1
19135	198	19168	1
19149	196	19172	1
19151	192	19175	1
19132	184		

All figures show weighted results for the full sample (including ABS, BeHeardPhillySM, and Opt-In responses). Weighted results were adjusted to more accurately represent Philadelphia residents in gender, age, race and ethnicity, and education. Comparisons across demographic groups excluded groups with small numbers of responses (for example, comparisons by race looked only at White, Black, and Hispanic residents).



City of
Philadelphia



Institute for Survey Research