

## City Residents' Priorities Are Streets, Police, and Public Safety

By Bonnie Eisenfeld

Using a sample of over 11,000 residents, in 2019 the City of Philadelphia, along with Temple University, conducted a survey to learn their opinions of city services and their priorities for improvement. The report was released in January.

The top services that residents most want the city to prioritize are streets—including structural conditions and cleanliness—police services, and public safety (including fire, traffic, emergency services, and emergency preparedness).

Respondents were relatively satisfied with some city services. Fire services were rated excellent or good by 76 percent of respondents, the highest rating of all city services. Just over half of residents rated recycling services and quality of drinking water excellent or good. Almost 60 percent of respondents were happy with their housing quality, and more residents felt safe in their neighborhood than not. Over 60 percent were satisfied with their travel between home and work.

However, there were many areas identified for improvement. Forty percent of respondents were not happy with the schools in their neighborhood. Other issues of concern were health services; parks and recreation; homelessness; open-air drug use; and illegal dumping, graffiti, vacant lots, and dilapidated buildings.

Traffic enforcement was rated the lowest of public safety services. Only one in five respondents rated emergency preparedness excellent or good. Less than half rated police services excellent or good, including approachability, conduct, presence, responsiveness, and ability to prevent crime. Residents were split on opinions of permits and licensing services and trash collection.

In general, ratings of city services decreased slightly since the previous survey in 2016-17. Respondents of color gave lower ratings than did white respondents to neighborhood safety, police approachability, quality of housing, quality of drinking water, quality of parks, code violations such as graffiti, litter, vacant lots, and abandoned buildings.

The survey was conducted by the Mayor's Offices of Policy, Public Engagement, Civic Engagement and Volunteer Services, and Performance Management. Temple University's Institute for Survey Research partnered in developing and administering the survey.

Between August and November 2019, Philadelphia residents 18 and older were invited to participate in the survey, conducted in English, Spanish, and simplified Chinese. The sample consisted of an address-based probability sample by mail; a web-based opportunity through [www.PHLsurvey.com](http://www.PHLsurvey.com); paper questionnaires at Police Athletic League Centers, Philadelphia Parks & Recreation Centers, and Free Library of Philadelphia branches, as well as phone participation. All responses were blended and weighted to reflect the distribution of population by gender, age, ethnicity, race, education, and income. The full report is available at: <https://www.phila.gov/media/20200113092058/2019ResidentSurvey-FINAL.pdf>

## Wanted: Board Member Candidates

CCRA is looking to fill several Board seats for our fiscal year beginning July 1, 2020. Board members generally serve a term of three years. CCRA's Board is a working board. We are seeking CCRA members with a passion for living in "CCRAville," an interest in issues of quality of life and community service, and a commitment to active Board participation.

Successful candidates must serve on at least one committee and agree to fulfill the responsibilities set forth in our Board Pledge, which includes devoting at least four hours per month on CCRA activities, not including time spent attending, and preparing for, monthly Board meetings. See website ([www.centercityresidents.org](http://www.centercityresidents.org)) for full Pledge and list of committees (click "About CCRA" tab on the toolbar).

Interested members are encouraged to forward a resume or statement of interest containing a summary of qualifications by **March 31** to: CCRA, 1900 Market St., 8th Fl., Phila., PA 19103, or by email: [centercity@centercityresidents.org](mailto:centercity@centercityresidents.org), with "Board Candidate" in the subject line.