Neighborhood Revitalization Jordan Neighborhood

3-Year Follow-up Study

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Contents

Contents (continued)

Figures

Acknowledgments

Introduction

Twin Cities Habitat for Humanity (TC Habitat) seeks to break cycles of poverty by developing comprehensive housing solutions and providing decent and affordable shelter. TC Habitat works alongside families in the seven-county metro area by providing access to homeownership, home preservation, and mortgage foreclosure prevention services.

In 2011, TC Habitat, in coordination with a nationwide initiative of Habitat for Humanity International, launched its Neighborhood Revitalization (NR) program in two neighborhoods in Saint Paul and Minneapolis where TC Habitat had already established a presence. Through this effort, Habitat expanded from its traditional focus of impacting individual families to a broader goal of working in partnership to address multifaceted and ongoing challenges in historically disinvested communities. The neighborhood revitalization model involves more in-depth engagement with residents and community members. The goal of this model is to integrate and adapt the housing program delivery Habitat has traditionally provided into community goals, to have greater impact on improved quality of life in a neighborhood. Through collaborative planning, an 8-block area within the Jordan neighborhood of Minneapolis was chosen to implement NR work[1].

Making substantial programmatic changes through NR work requires shifting from evaluating impact on a single home/family level to neighborhood level outcomes. This report aims to track neighborhood level conditions and changes over time in the Jordan neighborhood focus area. With support of community members, TC Habitat administered a baseline survey in 2012 and a follow-up survey in 2015 using the Success Measures Data Systems (SMDS) tools developed by NeighborWorks America®.

This report is an evaluation of the property conditions and quality of life within the Jordan neighborhood (as described by the residents), not an evaluation of Habitat's program delivery and products. Neighborhood Revitalization work requires the collaboration of many partners who see and value residents as the driving force for neighborhood change. Improvements in neighborhood conditions should be attributed to local community members' long-standing commitment to the Jordan neighborhood, as well as their willingness to foster cross-sector synergies such as this effort.

TC Habitat intends to share this report and continue to gather feedback from community partners and Jordan residents. This report will serve as a guide for both TC Habitat and community members in aligning resources and goals, in addition to establishing further action steps to address ongoing challenges in the Jordan neighborhood.

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[1] TC Habitat's second NR focus was carried out in a 16-block area in the Frogtown neighborhood of Saint Paul.

TC Habitat is making this data available to organizations who would like to use it for further research, and they are inviting others to participate and support neighborhood revitalization work in Jordan.

Summary of results

Property Conditions

■ The number of vacant lots went from 11 in 2012 to five vacant lots in 2015. The other six vacant lots have been, or are in the process of being, developed by Habitat into new single-family, owner-occupied units. Two additional vacant lots appeared after 2012, and both were developed as Habitat single-family, owner-occupied units.

■ Overall, other property conditions did not change greatly from 2012 to 2015.

■ Exterior paint and trim was the most common feature identified as needing repair, affecting half of the homes evaluated in 2015. This was an increase from just over one-third of homes in 2012.

■ Homesteaded properties were significantly more likely to be in good condition, needing no repair, than non-homesteaded properties.

Resident Perceptions

■ 79 percent of resident respondents were satisfied with their neighborhood to at least some degree, which was considerably higher than 51 percent who were satisfied in 2012.

■ In both 2012 and 2015, residents rated their own homes or apartments and their relationship with their neighbors as the best aspects of their neighborhood.

■ In 2012, 83 percent of residents rated safety in the neighborhood as an aspect they least liked about their neighborhood, while in 2015, 62 percent of residents rated safety negatively. Safety in the neighborhood was the least liked aspect in both years.

■ The majority of residents do not feel safe walking in the neighborhood at night (in 2015, 55 percent felt not that safe or not at all safe, and 21 percent felt somewhat safe). Most feel at least somewhat safe in other locations and at other times in the neighborhood.

Main factors in resident satisfaction

■ Overwhelmingly, safety was important to homeowner satisfaction. For every measure of safety, except for walking, residents who said they felt safe were significantly more likely to say they were satisfied with the neighborhood overall.

- Residents who identified issues related to crime and safety in their neighborhood were significantly less likely to report overall satisfaction.

- Respondents who identified squatting or abandoned properties as a neighborhood issue were significantly less likely to report they were satisfied with the neighborhood.

- Respondents who were satisfied with the police response in the neighborhood were significantly more likely than other residents to report they were satisfied with the neighborhood overall.

- Respondents who were satisfied with the parks, playgrounds, and recreation centers in the neighborhood were significantly more likely to report overall satisfaction.

This study does not represent an evaluation of TC Habitat's specific work in North Minneapolis, but rather provides data about resident perceptions and housing conditions during the time of the TC Habitat NR work in the area. Any changes in those conditions or perceptions cannot be directly attributed to Habitat, but the NR program, along with other organizations in the area, may have contributed to the positive changes in the neighborhood.

Background

Purpose

TC Habitat has had a presence in North Minneapolis for almost three decades, providing production and preservation of homeownership, home repair, and mortgage foreclosure prevention services to more than 500 families. In the wake of the housing crisis and the devastating effects of a 2011 tornado that left a half mile wide path of destruction through six North Minneapolis neighborhoods, collaborative planning was key in preserving resilience and restoring the community. To support resident-driven development solutions, TC Habitat launched its Neighborhood Revitalization (NR) work in North Minneapolis in 2011 and committed to focusing housing work in the area, as well as deepening its level of engagement with the residents, partner organizations, and Habitat homeowners.

Jordan Neighborhood Focus

The Jordan neighborhood was chosen as an NR focus area within North Minneapolis. In the Jordan neighborhood alone, there are over 50 Habitat homeowners and over 20 homes have been preserved through TC Habitat's A Brush with Kindness repair program. As a whole, roughly 8,000 people reside in Jordan; 84 percent are people of color, the majority of whom are African American. In Jordan, 29 percent of residents speak another language other than English. The median household income for the neighborhood, roughly $35,800, is considerably lower than the Minneapolis area median income ($54,500). There are approximately 1,800 single family housing units in the Jordan neighborhood, averaging an appraised value at less than $200,000 in 2013. That same year, the median rent paid by Jordan residents was roughly $1,100.[2]

When TC Habitat decided to launch its NR work in 2011, there were 94 foreclosed homes in the Jordan neighborhood. This was the highest number of foreclosures in comparison to all other Minneapolis neighborhoods for that year.[3] With the goal of restoring the housing market after the foreclosure crisis, the city of Minneapolis has been administering various state and local funding to support the development community, including TC Habitat. To quickly address vacant homes, the city's Northside Home Fund used a cluster development approach and identified three cluster areas within the Jordan neighborhood to start development work. In 2011, TC Habitat, among other community developers, partnered

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[2]   Minnesota Compass. Jordan neighborhood profile.
        http://www.mncompass.org/profiles/neighborhoods/minneapolis/jordan

[3]   City of Minneapolis. (2011). Number of foreclosures by community and neighborhood.
        http://minneapolismn.gov/www/groups/public/@cped/documents/webcontent/convert_283074.pdf

with the Northside Home Fund and began developing a project adjacent to the Irving Triangle Park cluster.

With the intent of fostering cross-sector relationships, TC Habitat selected its NR focus area in the Minneapolis Promise Zone, a federally designated area of concentrated poverty encompassing 10 North Minneapolis neighborhoods, including Jordan. Promise Neighborhood families' median income is just $18,000 and their children experience one of the largest achievement gaps across the nation.[4] The Northside Achievement Zone (NAZ), a local nonprofit promoting sustainable community change, was awarded a five-year Promise Neighborhood implementation grant by the U.S. Department of Education in 2012. NAZ has been working to end generational poverty by providing a comprehensive education plan and wraparound services for families living in the "Zone" in collaboration with other schools and nonprofits.

After TC Habitat decided to focus work in the "Zone" and Jordan neighborhood, the Jordan Area Community Council helped define the focus area within the neighborhood that had some of the highest levels of vacancies and unrepaired tornado damage. In May 2012, an 8-block region was selected between James Ave N and Newton Ave N to the east and west and Lowry Ave N and 29th Ave N to the north and south. The area also contains natural boundaries such as a city park, a recreation center, and an elementary school on the eastern boundary. The southern boundary is marked by a large storm-water retention area that has been landscaped to create a naturalized pond. The northern boundary of the focus area is the commercial corridor of Lowry Avenue.

Building partnerships

TC Habitat cannot address ongoing community challenges alone, and many organizations are working within the neighborhood to build on the assets of the community and create positive change. Improving the overall quality of life in the neighborhood and creating long-lasting impacts requires building partnerships. Since 2012, multiple meetings, block parties, pop-up events, home dedications, and various other activities have been carried out with the purpose of building relationships with the neighborhood association, community developers, and congregations as well as engaging with neighbors, gathering feedback, and connecting residents to resources.

The NR work has included many partnerships. TC Habitat partnered with the American Institute of Architects who delivered pro-bono design projects within the focus area. With the Northside Pastor's Collaborative, TC Habitat carried out a Homeownership Expo, hosted at Shiloh Temple Missionary Baptist Church, which connected more than 200

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[4]   Northside Achievement Zone website: http://northsideachievement.org/why-we-exist/zone-conditions/

North Minneapolis residents with homeownership resources. In 2012, TC Habitat led the homeownership task force for NAZ's Housing Action Team. In the summer of 2013, together with Architecture for Humanity, TC Habitat carried out a series of workshops with residents that identified community assets, established housing goals, and addressed public safety issues.

Currently, TC Habitat is continuing to support Northside Home Fund's redevelopment efforts alongside other community developers who build and provide affordable housing in the area, such as PRG, Urban Homeworks, Greater Metropolitan Housing Corporation, City of Lakes Land Trust, and Project for Pride in Living. With the goal of engaging more Jordan residents in decision making processes within their neighborhood, TC Habitat is helping connect neighbors to the Jordan Area Community Council's housing and crime and safety committees. In response to commonly received feedback from Jordan residents and local housing agencies, TC Habitat is also partnering with various local organizations that provide pre-purchase counseling, such as Build Wealth MN and People for Pride in Living. With their collaboration, TC Habitat is making its homeownership services more accessible to Jordan residents and fast-tracking partner organizations' purchase-ready families.

Methods

With the focus of efforts in the Jordan neighborhood, TC Habitat was interested in gaining insight on changes to property conditions and resident perceptions of the neighborhood. Thus, TC Habitat surveyed property conditions and residents in the community in both 2012 and 2015 to get a picture of the neighborhood and how it has changed over the past three years.

Property conditions

Property conditions were assessed between May and June of 2012 and 2015 in the Jordan Neighborhood. For both years, TC Habitat's AmeriCorps VISTA staff completed visual assessments using the Success Measures NR8 – Residential Property assessment tool (see Appendix B). Success Measures is a participatory and outcome-based evaluation approach developed by the Social Enterprise of NeighborWorks America® and customized for Habitat for Humanity affiliates' Neighborhood Revitalization (NR) work. This tool assesses the conditions of several singular aspects of the house and yard, as well as the overall condition of the house and the area around the house for each parcel of land (referred to as parcel data). Assessors used SMDS training materials that included photos and descriptions of each scale to standardize their criteria for rating each property. In 2012, 208 out of the 224 properties in the 8-block focus area were assessed. In 2015, 214 properties in the 8-block focus area were assessed. It is known that 11 lots were vacant in 2012 and 5 were

vacant in 2015, and these were not included in the assessment. There may be additional properties (such as community gardens) that were not included in the assessment.

Vacant lot methodology

In 2012, we determined there were 11 vacant lots. This was done by comparing 2012 and 2015 parcel data and Hennepin County GIS database information[5], and confirming with 2011 and 2014 Google street view photos. The 2015 county records did not appear to be fully updated because eight properties listed as vacant lots in the 2015 county records are actually Habitat homes. However, they were used to confirm 2012 and 2015 vacancies.

- 8 out of 11 vacancies were noted in the 2012 parcel data and counted as vacant. To make sure these were truly vacant, they were compared with county GIS data. All of these were listed as vacant in the 2015 county records, and 7 were listed as vacant in 2012 county data.

- 2 additional properties were vacant in 2012 GIS data that were not listed as vacant in 2012 parcel data, but data collected on conditions of the building were either all listed as not applicable or not observable. Thus, these properties were counted as vacant.

- One property was vacant in both 2012 and 2015 county data, but the address was not originally in the parcel data, so it was added to the list of vacant lots.

There were 5 vacant lots in 2015. Vacant lots were not explicitly recorded in the 2015 parcel survey, but if a vacant lot was next to a home surveyed, it was recorded in the notes. Thus for vacancies in 2015, the 2015 county records and the notes of the 2015 parcel survey were used. Google street view was also used to confirm 5 vacancies in 2015.

- 8 vacant lots were described in the notes as being next to a property assessed in the 2015 parcel data. 5 of these assessed properties appeared to be next to addresses listed as vacant land in 2015 county records, so were counted as vacant. The additional 3 addresses did not appear to match vacancies listed in 2012 or 2015 county data. After investigating the properties on Google Maps, the 3 vacant lots were vacant in both 2011 and 2014, so were not new in 2015; they also did not appear to be separate parcels, but rather an extension of another property. These 3 vacancies were discounted.

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5   Hennepin County GIS data: MetroGIS Regional Parcel Dataset, accessed by TC Habitat, analyzed by Wilder Research https://gis.hennepin.us/property/map/default.aspx

Survey of residents

The resident perception survey was conducted by TC Habitat staff and members of the Jordan Area Community Council (JACC) in June and July of 2012 and 2015. In both years, the Success Measures NR4- Community Resident Survey was used as the assessment tool (see Appendix C).

In 2012, TC Habitat AmeriCorps VISTA volunteers door-knocked across the focus area, completing 52 surveys in-person. We do not know the total number of households in 2012, but, as shown below, there were an estimated 189 occupied households in 2015. There was no incentive provided in 2012.

In 2015, residents were able to complete the survey online, over the phone with a TC Habitat staff member, or in-person with JACC staff. In 2015, all units in the focus area were mailed a postcard in early May with directions on how to complete the survey online or by phone. A second round of postcards was mailed later in the month. The JACC staff door-knocked houses throughout the month of June and also held two pop-up community events, doing surveys in-person. Residents were given a $10 Target gift card for taking the survey online or over the phone, or a $5 gift card for taking the survey in-person. Surveys were collected from 86 out of the approximately 189 occupied units[6], giving a 46 percent response rate. Half of the surveys were collected in-person and half by phone or online.

Comparisons of responses from 2012 to 2015 should be done with some caution. In 2012, there were fewer residents who completed the survey (52, versus 86 in 2015). Participants over both periods were fairly similar in their housing-related characteristics, however, a slightly higher percentage of respondents owned their homes in the 2015 survey (50%, versus 44% in 2012). Also, we do not have identifiable data to be able to match responses between periods to see if a respondent changed their views over time. Some differences could be due to differences in the populations surveyed.

Data analysis

Data analysis was completed by Wilder Research staff using IBM's Statistical Package for Social Sciences (SPSS) data analysis software and Microsoft Excel. The building conditions data were cleaned for analysis by removing houses that were not in the focus area; removing any vacant lots from analysis, including properties where a majority of not applicable/not observable answers were given; confirming and modifying addresses in parcel data with county record data; removing duplicate data, including multiple

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[6] Using data from the City of Minneapolis Hennepin County GIS database and postcards returned from a mailing that went out to the neighborhood in the fall of 2014, it was estimated that 189 units in the focus area were occupied at the time the survey went out.

entries for duplexes; and using Google Maps to confirm any changes. Only properties with structures on them were counted in the overall analysis, as vacant lots were not recorded in 2015.

A few considerations and changes were also made to resident perception data. These include: backcoding "Other: specify" results that actually fit in a listed category to be included in the right category; for yes/no questions, assuming a passive "no" under certain circumstances; and allowing more than three responses for questions where up to three responses were supposed to be selected, but respondents chose more than three. Additionally, we could not match cases to compare an individual respondent's responses across years, instead we compare overall responses in 2012 and 2015. Thus, data should be interpreted with caution.

Property conditions

The property condition surveys were visual assessments of the exteriors of properties to document the physical condition of the neighborhood at the parcel level, and to begin to track changes over time. The properties were assessed from the front and/or side sidewalk.

Vacancies

Vacant lots

It was determined that there were 11 vacant lots in the 8-block area in 2012. Five of those were still vacant in 2015. Six were turned into Habitat homes, or have been acquired by Habitat to build homes that will close in 2016. Two lots became vacant after 2012, but they are both now Habitat homes. Of the five remaining vacant lots, one lot is owned by Habitat but will not be turned into a house, one lot is owned by a community developer, Greater Metro Housing Corporation, and three lots are in tax forfeiture according to the Hennepin County GIS database.

1.   Vacant lots in Jordan: 2012 & 2015
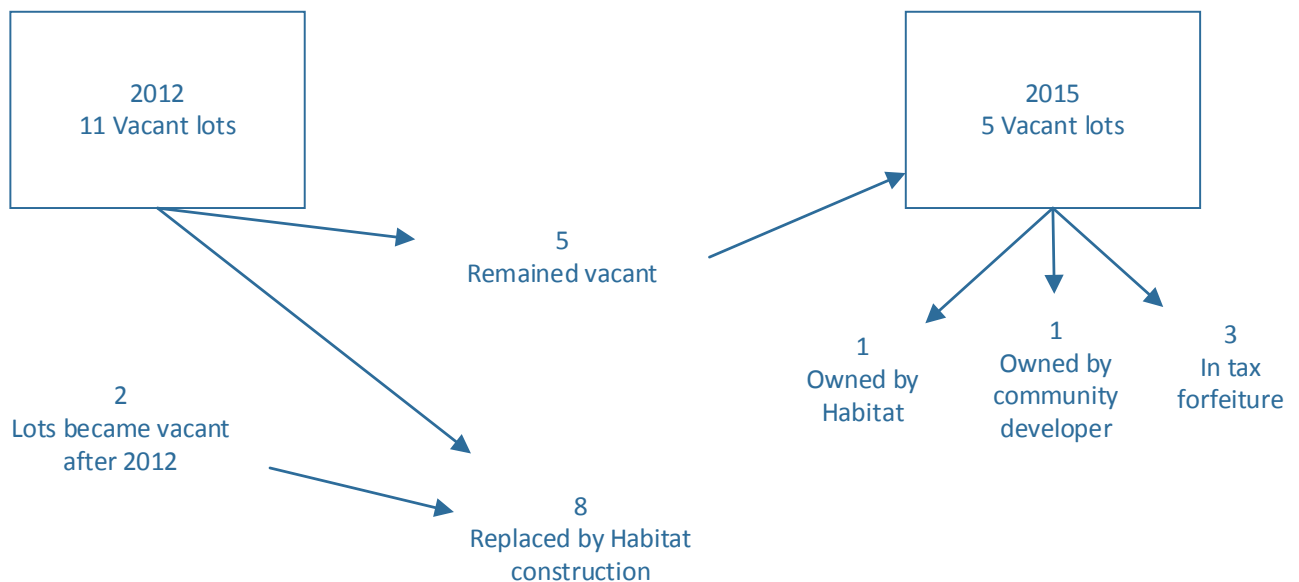
Vacant buildings

In 2015, from the parcel survey assessment, 12 homes appeared vacant, which is down from 18 in 2012. According to the GIS city database records, there were 25 homes in 2012 that were vacant. However, in 2015 there were no homes designated as vacant. It is unlikely there were no vacancies in 2015 given that the parcel survey listed 12 vacancies and noted seven homes with a foreclosure/bank ownership sign. In addition, the City's Vacant and Boarded (VBR)[7] list shows seven homes registered as boarded in the 8-block area, five of which were identified in the parcel survey assessment. It seems more plausible that the city records dropped the vacancy designation, therefore making it challenging to gain an accurate picture of neighborhood building vacancies.

Building conditions

Of the 214 houses assessed in 2015, 128 were in good condition, 71 needed minor repairs, 12 needed a limited number of major repairs, 2 required comprehensive renovation, and one was dilapidated and not able to be repaired or renovated. Overall, 7 percent of houses in 2015 needed major repairs or worse. This is down slightly from 10 percent in 2012 (Figure 2).

2. Overall exterior condition

■ Dilapidated and not able to be repaired or renovated
■ Requires comprehensive renovation
■ Requires a limited number of major repairs
■ Needs minor repairs only
■ Good and needs no maintenance or repair

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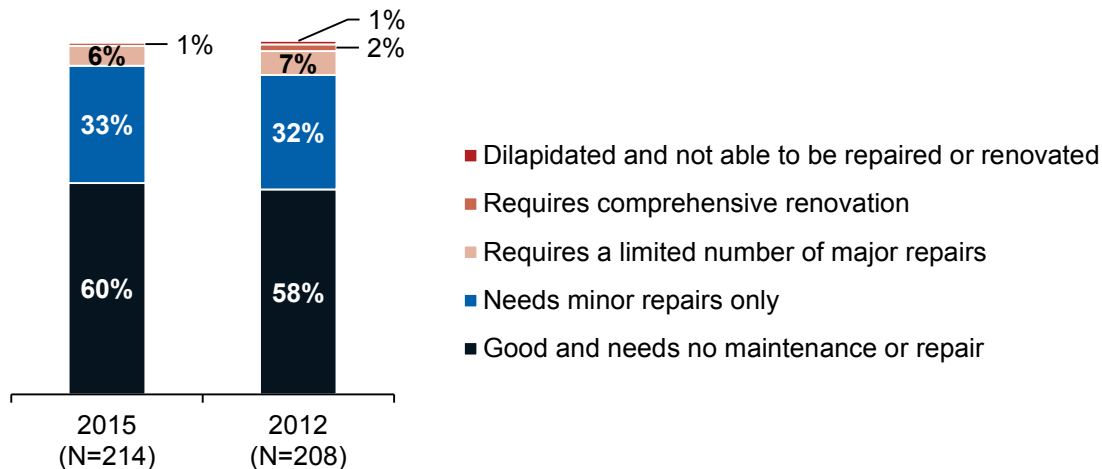
7   City of Minneapolis. Vacant Building Registration (VBR) Program.
     http://www.ci.minneapolis.mn.us/inspections/inspections_ch249list

Half of homes in 2015 needed new paint on walls and trim (Figure 3). The percentage of homes needing new paint was more than twice as high as the next highest area in need of repair, and considerably higher than 2012. Percentages for the remaining types of repairs needed were essentially the same or lower in 2015 than in 2012, and the percentages of houses needing repair on exterior walls, gutters, and roofs were considerably lower.

3. Types of repair needed

Category	2012	2015
Paint on walls and trim (2015 N=212; 2012 N=207)	36%	51%
Porches and balconies (2015 N=190; 2012 N=101)	31%	24%
Fencing (2015 N=134; 2012 N=135)	23%	21%
Windows (2015 N=214; 2012 N=207)	20%	20%
Siding/exterior walls (2015 N=198; 2012 N=208)	29%	19%
Exterior door (2015 N=214; 2012 N=208)	10%	13%
Gutter (2015 N=196; 2012 N=157)	27%	11%
Sidewalk and walkway (2015 N=213; 2012 N=208)	14%	10%
Foundation (2015 N=214; 2012 N=154)	9%	10%
Roof (2015 N=208; 2012 N=207)	14%	7%

■ 2012   ■ 2015

Note: Percentages include minor maintenance, repair, or replacement needed, and major repair or replacement needed. The chart only shows items where more than 20 properties needed repair.

General upkeep of the properties was also assessed. The presence of deteriorating or abandoned objects was not a large problem in this neighborhood in 2012 or 2015, but a slightly higher percentage of properties contained trash, debris, and litter in 2015 (18%) than in 2012 (13%) (Figure 4).

4.   Visibility of undesirable objects on property (2015 N=214; 2012 N=205)
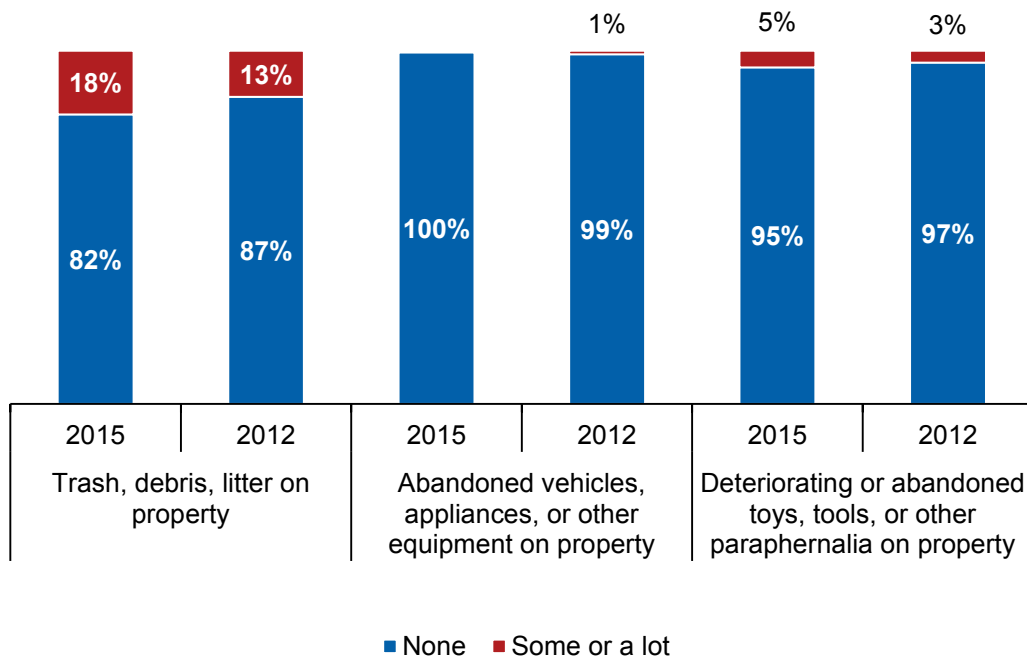
To further investigate differences in property conditions, crosstab significance tests were run for homesteaded vs. non-homesteaded properties. In 2015, homesteaded properties were significantly more likely than non-homesteaded homes to be in good condition and need no maintenance or repair (p<0.05) (Figure 5).

5. Homesteaded and non-homesteaded property conditions
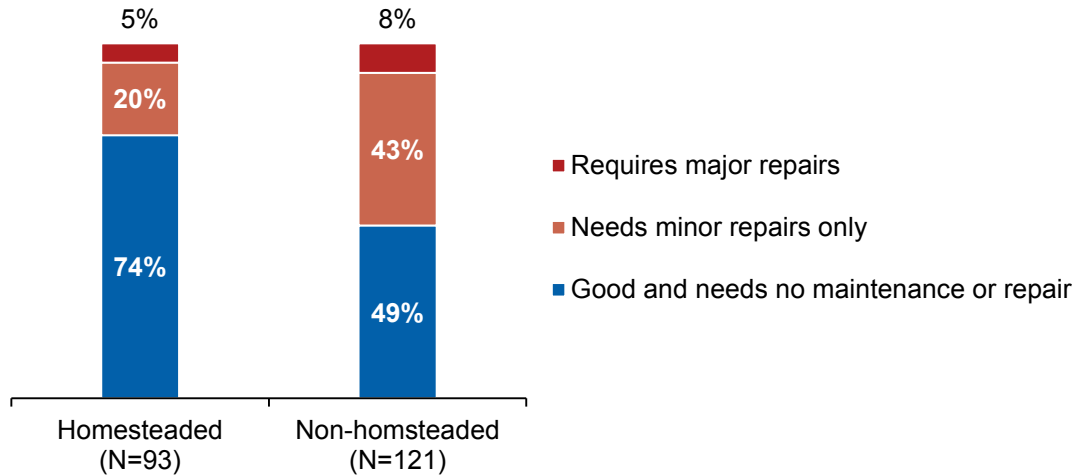
Note: "Requires major repairs" includes any homes listing "requires a limited number of major repairs," "requires comprehensive renovation," or "dilapidated and not able to be repaired or renovated."

Homesteaded indicates the owner lives on the property, and non-homesteaded usually indicates it is a rental property. However, you must register your house as homesteaded, so it is possible that non-homesteaded properties include some that are owner-occupied. All Habitat homes built since 2012 were actually listed in county records as non-homesteaded and are included in this category, even though they are or will be owner-occupied.

Mapping property conditions

The following maps of the study area show newly constructed Habitat homes outlined in yellow, and houses that have participated in A Brush with Kindness (ABWK), Habitat's home repair program outlined in red. Some of the houses that were in the worst condition or were vacant lots in 2012 have been converted to Habitat homes (Figures 6 and 7).

6. 2015 building conditions in Jordan neighborhood focus area
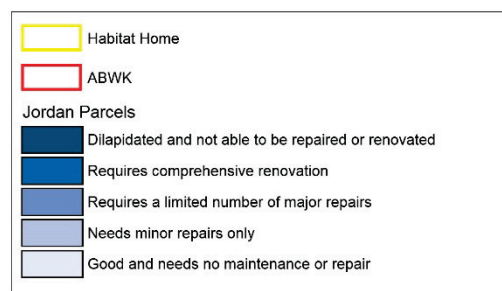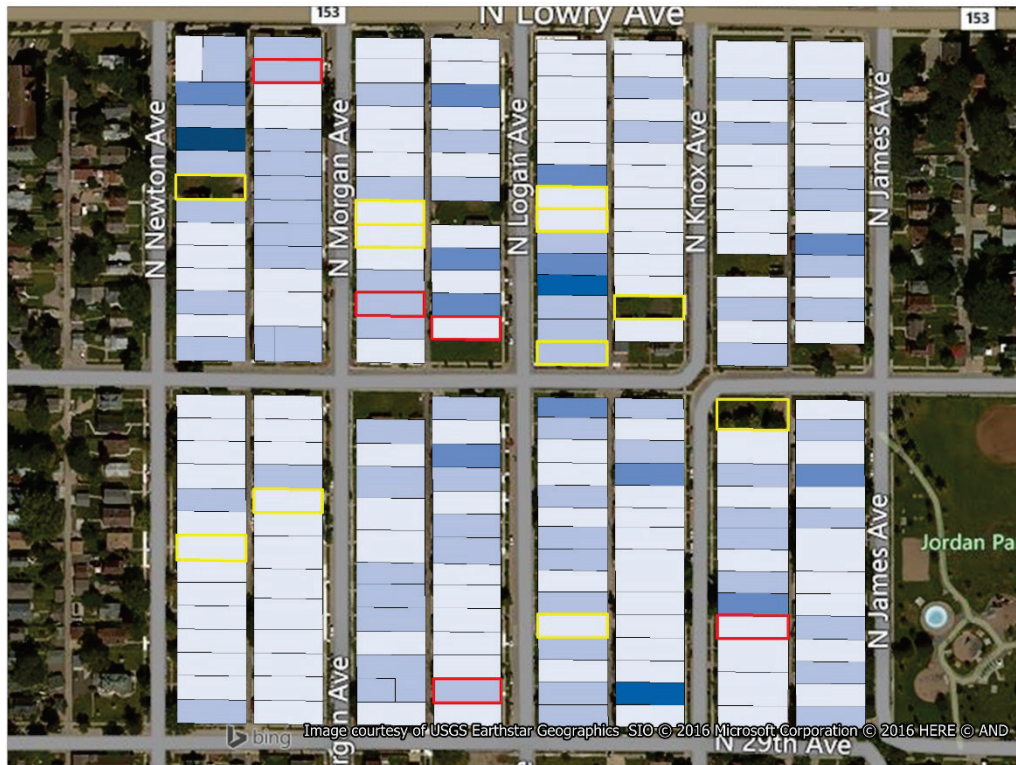
Note: Properties that are not shaded are either vacant lots or properties where no data was collected.

7. 2012 building conditions in Jordan neighborhood focus area
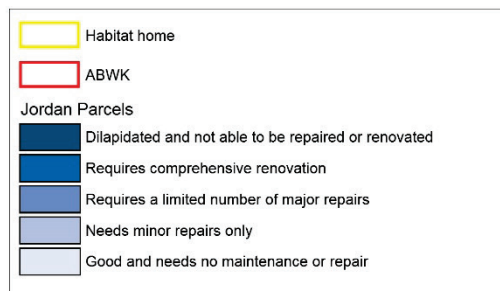
Legend:
- Habitat home (yellow outline)
- ABWK (red outline)

Jordan Parcels
- Dilapidated and not able to be repaired or renovated
- Requires comprehensive renovation
- Requires a limited number of major repairs
- Needs minor repairs only
- Good and needs no maintenance or repair

Note: Properties that are not shaded are either vacant lots or properties where no data was collected.

Ripple effects

Habitat hypothesizes that as conditions improve for one house in a neighborhood, the surrounding houses will be more likely to improve in conditions as well. To test this, this study analyzed Habitat homes (including ABWK homes), and houses that were located on either side of, or in front or behind of, Habitat homes. There were no significant differences in building conditions based on proximity to a Habitat home. Houses directly on either side of Habitat homes were least likely to be in good condition. It should be noted, however, that most of the Habitat homes were built in the past three years, so there has not been a lot of time to see ripple effect change. More research should be done in subsequent years to investigate this possible effect.

8.   2015 building conditions based on proximity to Habitat home
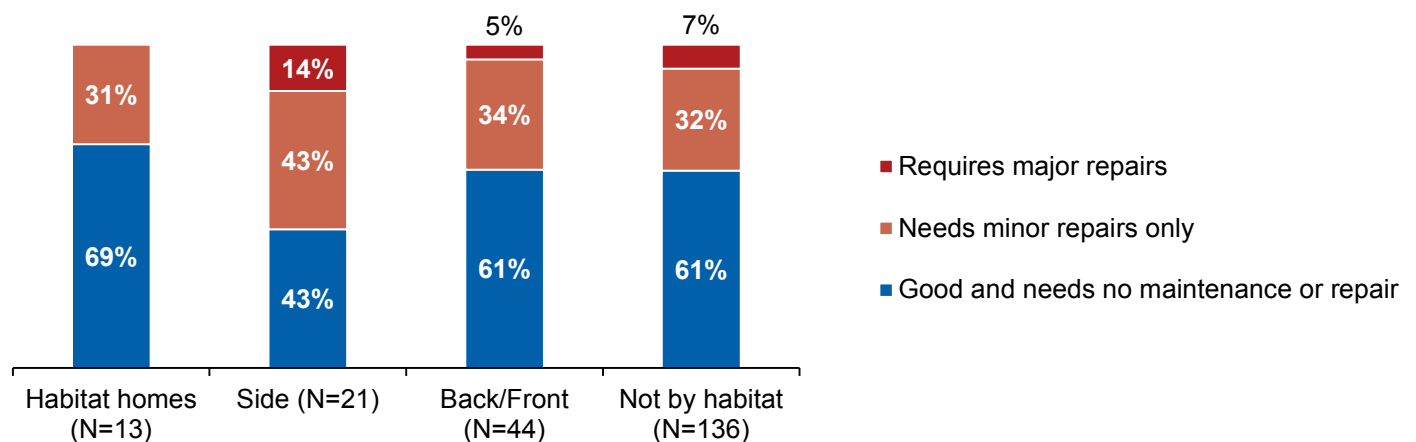
Note: "Requires major repairs" includes any homes listing "requires a limited number of major repairs," "requires comprehensive renovation," or "dilapidated and not able to be repaired or renovated." "Habitat homes" include both newly built or renovated Habitat homes and homes participating in A Brush with Kindness (ABWK) programs.

Resident perceptions survey

The primary goal of Twin Cities Habitat's Neighborhood Revitalization program is to improve quality of life for people living in the focus area. Evaluators collected and analyzed data on quality of life measures to inform their work and track changes over time. These measures include key indicators related to neighborhood satisfaction, perceptions of safety, social capital, and civic engagement.

Housing demographics

Half (50%) of respondents owned their home and half rented (Figure 9). This breakdown is close to the rate of homesteaded homeownership in the focus area, which is 45 percent of residential buildings (single, duplex, and triplex), according to 2015 data from Hennepin County's GIS database of homesteaded properties. Ninety-one percent of 2015 respondents lived in single-family homes, 59 percent moved into their homes less than five years ago, and 51 percent moved into the neighborhood less than five years ago.

The 2012 survey respondents had similar housing demographic characteristics, and are also similar to broader demographic study data. However, slightly fewer residents surveyed in 2012 owned their current home (44% in 2012 versus 50% in 2015).

Data from the American Community Survey 5-year estimates collected between 2009 and 2013, indicate that owner-occupied housing in the Jordan area has been at 43 percent, which is less than the overall Minneapolis owner-occupied housing rate (49%).

9. Resident perceptions survey: Housing demographics

Type of Housing	2015 (N=86)	2012 (N=48-52)
Single-family home	91%	92%
Apartment	1%	4%
Someplace else (e.g., duplex)	8%	4%
Ownership		
Own current home	50%	44%
Do not own current home	50%	56%
Tenure in home*		
5 or more years	41%	40%
Less than 5 years	59%	60%

9. Resident perceptions survey: Housing demographics (continued)

Type of Housing	2015 (N=86)	2012 (N=48-52)
Tenure in neighborhood*		
5 or more years	49%	50%
Less than 5 years	51%	50%

* For 2015 data, 5 or more years includes people who moved into their home or neighborhood in 2010 or before, and less than 5 years includes people who moved into their homes in 2011 or later. For 2012 data, 5 or more years includes people who moved into their home or neighborhood in 2008 or before, and less than 5 years includes people who moved into their homes in 2009 or later. These categories are independent of move-in date, and, since data were collected in the summer, it's likely some homeowners included in the 5 or more year categories had been there for a little less than 5 years.

Most renters have lived in the neighborhood for five years or less (78%), whereas less than half of homeowners have lived in the neighborhood for that short of time (Figure 10). Homeowners overall have lived in the neighborhood longer than renters, with 42 percent having lived more than 15 years in the neighborhood, compared to three percent of renters.

10. Number of years in the neighborhood: Owners versus renters (N=86)
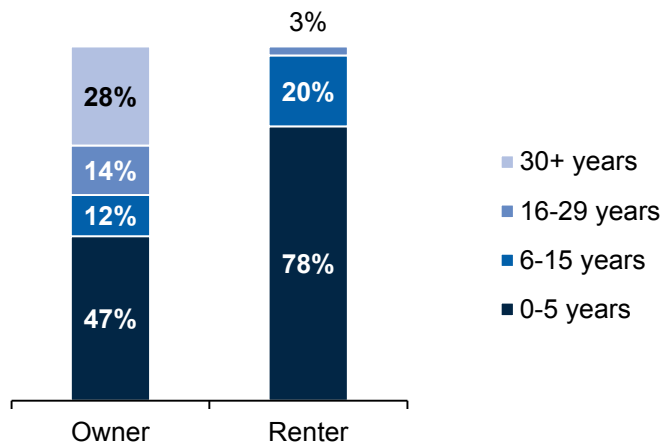
Race/ethnicity and language demographics

Nearly half of 2015 survey respondents were African American (46%), similar to the Jordan Neighborhood as a whole, according to data from the American Community Survey[8] (43%). Ninety percent of 2015 respondents spoke English as a main language at home, and 19 percent spoke another language as a main language at home. Languages listed by multiple people included Hmong, Lao, Somali, and Spanish. These data were not collected in 2012 (Figure 11).

11. Race/ethnicity and main languages spoken at home

Race/ethnicity	2015 (N=80)
Black or African American	46%
White	33%
Asian (including Hmong, Southeast Asian, Asian Indian, Pacific Islander, etc.)	16%
Hispanic or Latino	6%
African (including Somali, Ethiopian, Eritrean, etc.)	5%
Native American or American Indian	5%
Other	1%
Language	**2015 (N=73)**
English	90%
Non-English	19%

Note: Respondents could indicate one or more ethnicities and one or more main languages spoken at home, so percentages do not add up to 100%.

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[8]   Minnesota Compass. Jordan neighborhood profile.
       http://www.mncompass.org/profiles/neighborhoods/minneapolis/jordan

Neighborhood satisfaction

Overall satisfaction

Respondents were asked three questions about their overall satisfaction with the neighborhood. Satisfaction was fairly high for all three questions:

- 79% of respondents were satisfied with the neighborhood (somewhat satisfied, satisfied, or very satisfied); up from 51% in 2012 (Figure 12)

- 73% would "probably" or "definitely" recommend the neighborhood to someone as a good place to live; up from 45% in 2012 (Figure 13)

- 62% would continue to live in Jordan if they had a choice; up from 48% in 2012

12. Overall satisfaction with the neighborhood
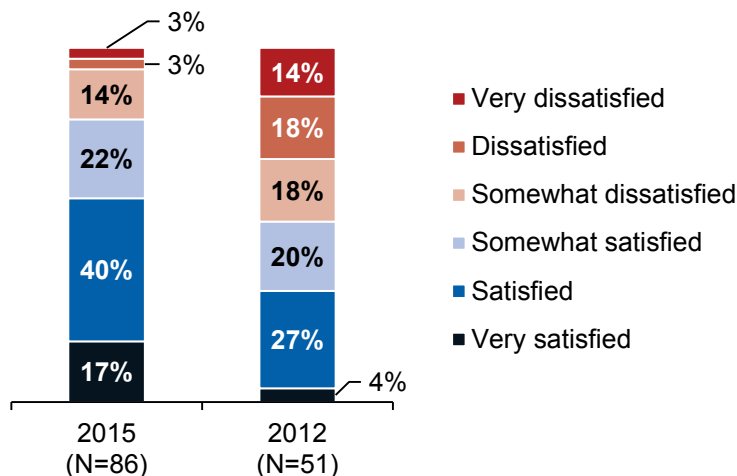
13. Likelihood that respondent would recommend the neighborhood
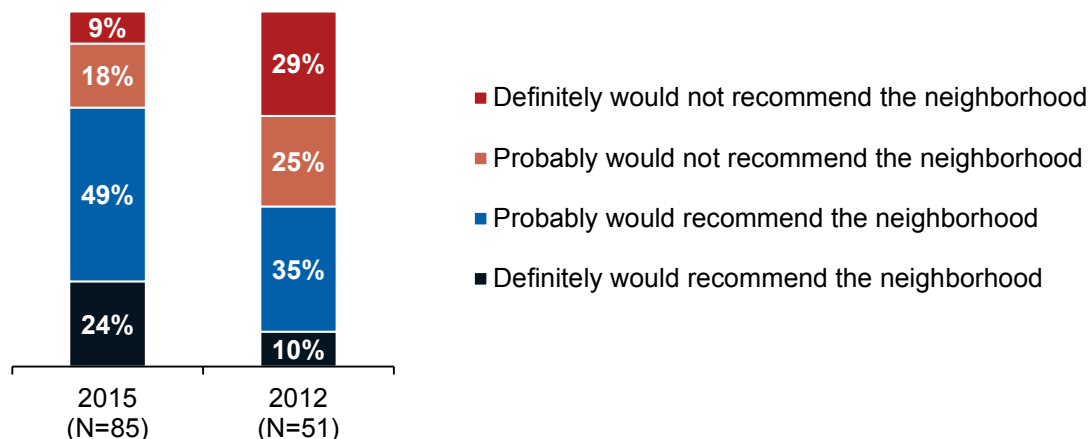
What residents liked BEST

This section presents insights related to what residents like best about their neighborhood.

Residents were asked to choose the three aspects they liked BEST about their neighborhood from a pre-populated list. In 2015, the top results were "my house or apartment," "my neighbors," and "access to amenities" (Figure 14).

When comparing 2015 to 2012, each of these answers was highly ranked in both years, indicating that they are consistently important to residents. In 2012, "proximity to transportation" was also a top response (42%), but a lower percentage of respondents chose that as a top response in 2015 (28%). "Distance to work" and "schools for my children" were chosen more often as a best aspect in 2015 than in 2012.

14. What residents liked best about neighborhood

Aspect of neighborhood	2015 (N=83)	2012 (N=52)
My house or apartment	54%	42%
My neighbors	51%	58%
Access to amenities, such as neighborhood centers and stores	35%	35%
Distance to work	29%	15%
Proximity to public transportation	28%	42%
Schools for my children	25%	13%
Affordability of housing	24%	23%
Safety in the neighborhood	11%	8%
Access to job opportunities	8%	8%
Types of housing available	4%	6%

Note: Respondents could chose up to three items, so the total does not add up to 100%. Only participants who selected at least one response are included in the percentages.

Additional measures of satisfaction

Respondents were also asked to indicate whether or not they were satisfied with various services offered in their community. In 2015, over 60 percent of respondents said they were satisfied with each of the services. Emergency services (95%) and public library facilities (94%) had the highest percentages of satisfaction; traffic control (61%), police response (63%), and street repair, cleaning, and plowing (63%) had the lowest percentages of satisfaction (Figure 15).

Three services related to outdoor public spaces had higher satisfaction in 2012 than in 2015, including: street repair, cleaning, and plowing; parks, playgrounds, and recreation centers; and traffic control.

15. Satisfaction with community services across years

Service	2012 (N=46-48)	2015 (N=81-83)
Emergency services	94%	95%
Public library facilities	100%	94%
Sanitation services	88%	91%
Public transportation	96%	89%
Public utilities	90%	88%
Overall satisfaction	50%	79%
Parks, playgrounds and recreation centers	87%	74%
Street repair, cleaning, and plowing	80%	63%
Police response	56%	63%
Traffic control	70%	61%

■ 2012 (N=46-48)   ■ 2015 (N=81-83)
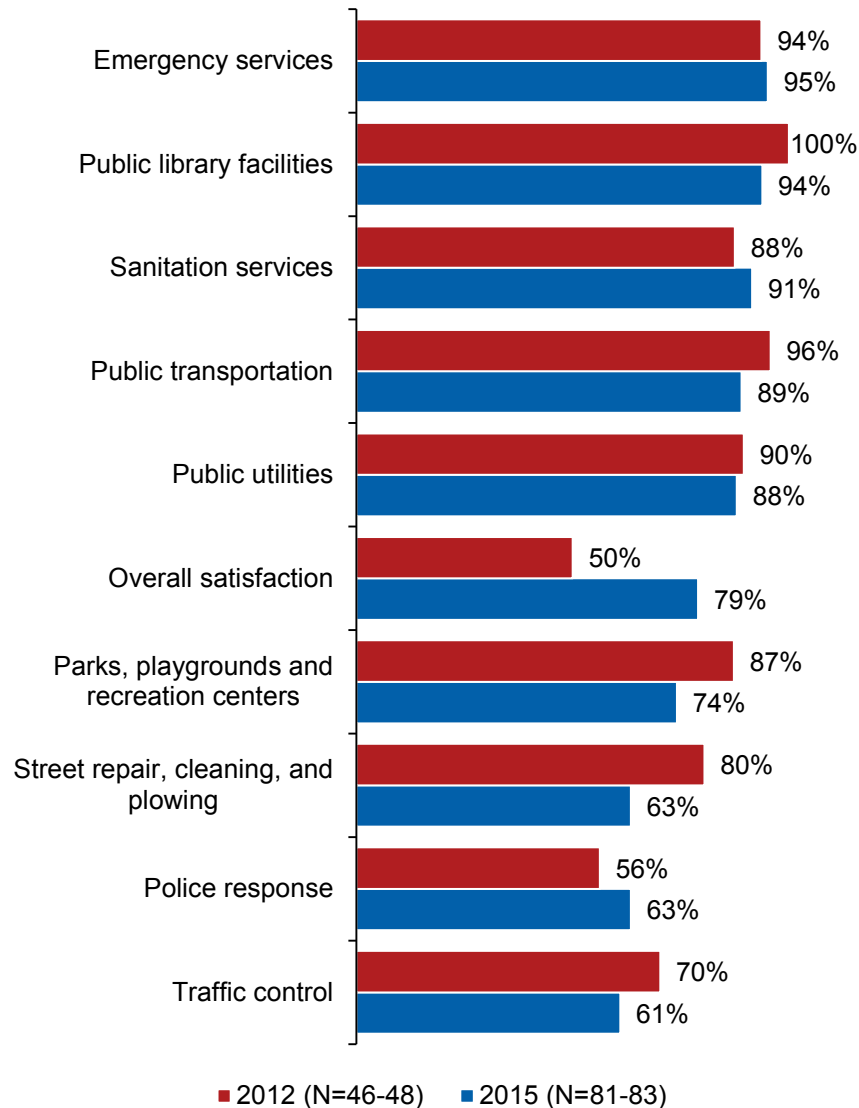
Note: Respondents could only answer "satisfied" or "not satisfied."

What residents liked LEAST

Residents were asked to choose the three aspects they liked LEAST about their neighborhood from a pre-determined list. "Safety in the neighborhood" was the least liked aspect of the neighborhood by a large margin, but there was a 20 percentage point decrease from the 2012 survey (Figure 16). Respondents' negative perceptions of the schools in the neighborhood also appear to have decreased since 2012, but most other measures saw stayed relatively consistent in negative perceptions. Access to amenities represents a potential growing concern among residents (up to 19% in 2015 from 8% in 2012).

16.   What residents liked least about neighborhood

Aspect of neighborhood	2015 (N=69)	2012 (N=48)
Safety in the neighborhood	62%	83%
My neighbors	22%	13%
Access to job opportunities	19%	15%
Access to amenities, such as neighborhood centers and stores	19%	8%
Affordability of housing	14%	13%
Schools for my children	13%	23%
My house or apartment	13%	10%
Types of housing available	10%	8%
Distance to work	9%	8%
Proximity to public transportation	3%	0%

Note: This shows percentage of residents who chose each aspect as one of their three least liked aspects. Numbers do not add up to 100%. Only participants who selected at least one response are included in the percentages.

Respondents were given a list of potential neighborhood problems and were asked if they were issues in their neighborhood (Figure 17).

Issues related to "litter, trash, or debris" and "traffic or speeding vehicles" were at the top of the list in both 2015 and 2012. "Poorly maintained streets" was an emerging issue increasing from 49 percent in 2012 to 60 percent in 2015. Other emerging issues to watch because of their increased identification from respondents include "abandoned or vacant non-residential buildings" and "inadequate street lighting." The issues that saw the biggest reductions in respondents identifying them were "abandoned or vacant houses or apartments," "dumping, "vandalism or break-ins," "drug activity," and "squatting."

17. Issues in the neighborhood

Potential neighborhood issue	% identified as an issue	
	2015 (N=80-84)	2012 (N=47-50)
Litter, trash, or debris	**71%**	**77%**
Traffic or speeding vehicles	**70%**	**67%**
Poorly maintained streets and sidewalks	**60%**	49%
Abandoned or vacant houses and/or apartments	59%	**78%**
Drug activity	54%	**63%**
Stray cats and/or dogs	54%	56%
Vandalism and/or break-ins	49%	**64%**
Abandoned or vacant non-residential buildings	48%	31%[a]
Dumping	43%	**61%**
Inadequate street lighting	43%	27%
Poorly maintained public spaces	36%	32%
Graffiti	30%	32%
Squatting	19%	29%

Note: Percentages above 60% are bolded to show top issues.

(a) The N for this question (Abandoned or vacant non-residential buildings) was 36 in 2012, which was significantly smaller than other questions; as the last question on the page it appears to have been commonly skipped.

Safety

Safety in various locations and times of day

Residents were asked to indicate how safe they feel at various locations and times of day (Figure 18). The majority of residents do not feel safe walking in the neighborhood at night (55%), but in all other contexts the majority of respondents feel at least "somewhat safe." The highest percentage of respondents feel at least "safe" in their homes at night (73%) compared to other locations and times of day.

18. Resident perceptions of safety, 2015 (N=80-82)
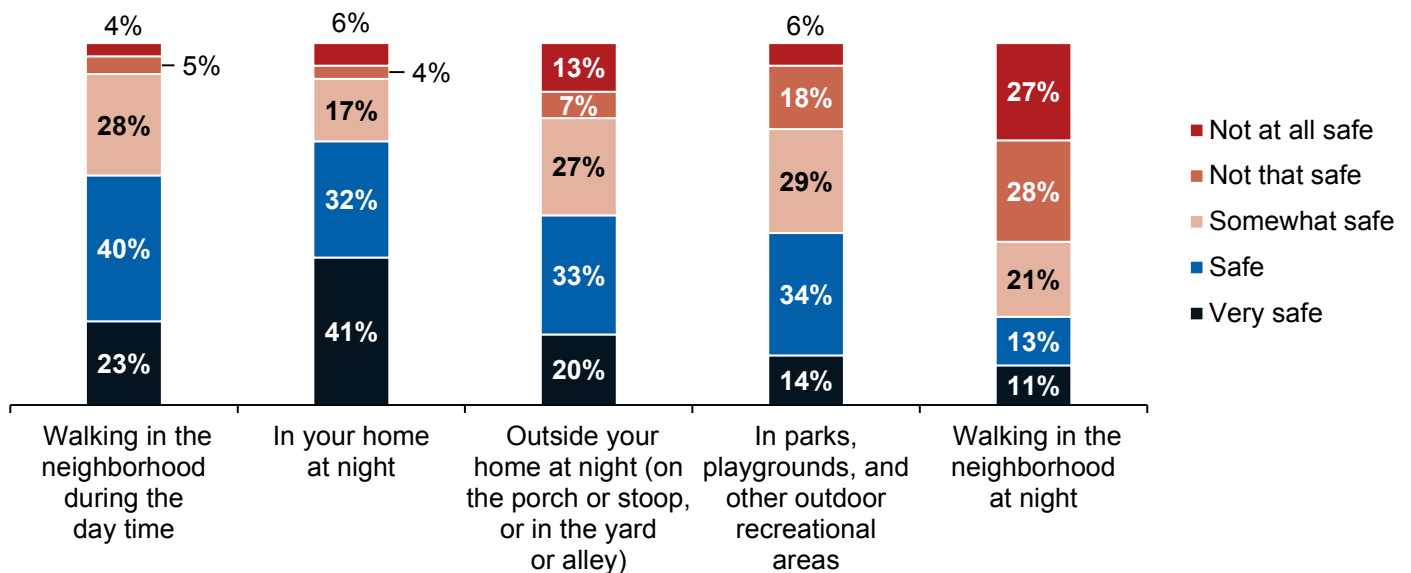
Overall, the 2015 respondents reported feeling safer than 2012 respondents in three of the five contexts described above, and almost the same in a fourth (Figure 19). Parks, playgrounds, or other outdoor recreational areas was the only situation for which there was a slight decline in perceptions of safety.

19. Respondents who feel "safe" or "very safe"

Locations or times of day	2015 (N=80-82)	2012 (N=47-49)
In your home at night	73%	47%
Walking in the neighborhood during the day time	63%	65%
Outside your home at night (on the porch or stoop, or in the yard or alley)	52%	33%
In parks, playgrounds, and other outdoor recreational areas	48%	56%
Walking in the neighborhood at night	24%	15%

Safety of specific populations

Respondents were also asked about the safety of specific populations in their neighborhood (Figure 20). There were not large differences regarding the perceived safety of specific populations, however "children who are playing outside" were perceived to be slightly less safe than other populations.

20. **Resident perceptions of safety for specific populations, 2015 (N=77-82)**
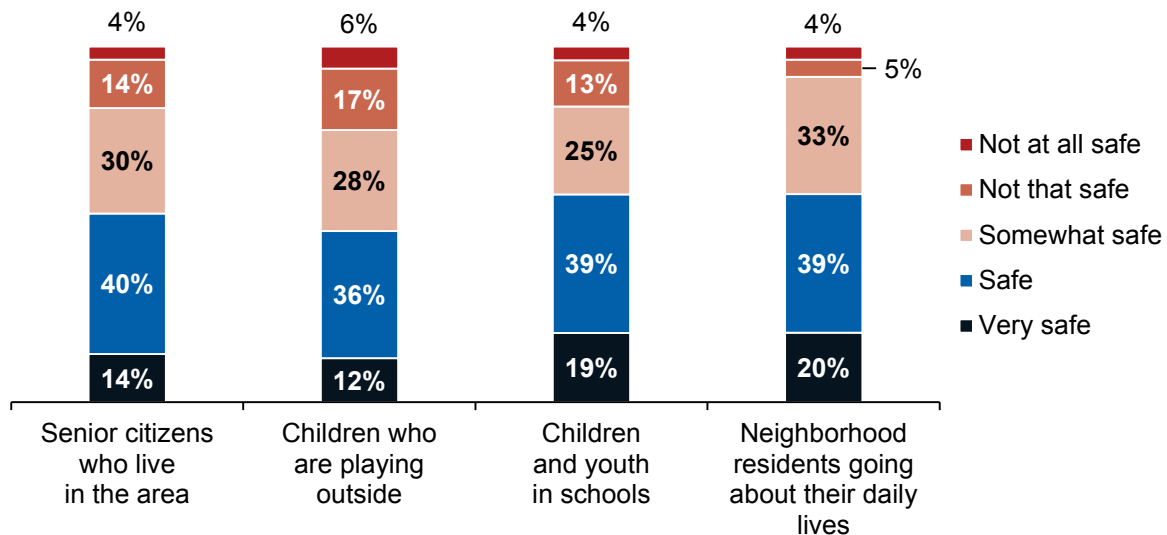
The perceived safety of all populations increased between 2012 and 2015 (Figure 21). The biggest change was for senior citizens and children playing outside.

21. **Respondents who perceive specific populations to be "safe" or "very safe"**

Specific resident populations	2015 (N=77-82)	2012 (N=44-47)
Neighborhood residents going about their daily lives	59%	53%
Children and youth in schools	58%	43%
Senior citizens who live in the area	53%[a]	30%
Children who are playing outside	48%	27%

(a) Percent does not match the sum of "safe" and "very safe" in Figure 30 due to rounding.

Social capital

Social capital, the network of relationships in a community and people's willingness to help each other, has been shown to be a key determinant of qualify of life in communities.

Feeling a part of the neighborhood

In 2015, 74 percent of respondents said they felt like a part of the neighborhood at least "to some extent," compared to 57 percent in 2012 (Figure 22).

22. Extent to which residents feel a part of their neighborhood

2015
(N=85)

12%
14%
38%
20%
16%

2012
(N=49)

22%
20%
31%
18%
8%

■ No extent
■ Little extent
■ Some extent
■ A great extent
■ A very great extent
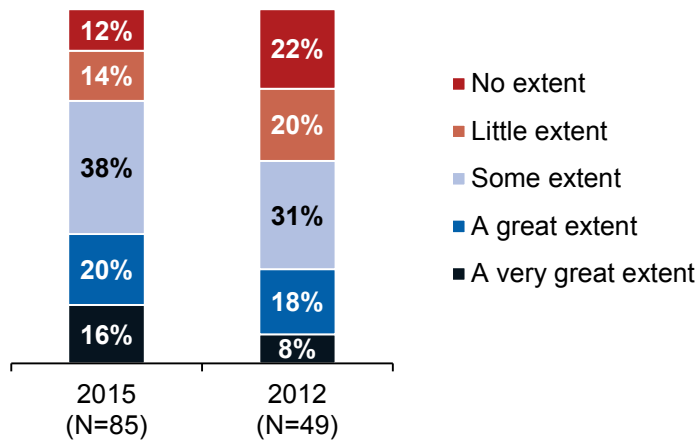
Receiving help from neighbors

Respondents were also asked a series of questions about situations in which someone in the community needed help in some way, and the likelihood of people in the community assisting with that need (Figure 23). In 2015, about half of respondents (49%) said it was at least "likely" that their neighbors would help if "you needed a favor, such as picking up mail or borrowing a tool" or "an elderly neighbor needed someone to periodically check on him or her."

23. How likely it would be for a neighbor to help in situations, 2015 (N=84-86)

Situation	Very likely	Likely	Somewhat likely	Not that likely	Not at all likely
You needed a favor, such as picking up mail or borrowing a tool.	22%	27%	20%	13%	19%
An elderly neighbor needed someone to periodically check on him or her.	21%	28%	17%	15%	19%
A neighbor needed someone to take care of a child in an emergency.	18%	27%	18%	18%	20%
You needed a ride somewhere.	16%	17%	20%	21%	26%
A package was delivered when you were not at home and it needed to be accepted.	19%	12%	19%	21%	29%

■ Very likely ■ Likely ■ Somewhat likely ■ Not that likely ■ Not at all likely

Compared to 2012 data, all situations had a smaller percentage of people say it was at least "likely" that their neighbors would help out when they needed it (Figure 24). The biggest decrease was in a situation where "a package was delivered when you were not at home and it needed to be accepted" (down 20 percentage points from 2012).

24. Respondents who say a neighbor would be "very likely" or "likely" to help

Situation	2015 (N=84-86)	2012 (N=44-49)
You needed a favor, such as picking up mail or borrowing a tool.	49%	63%
An elderly neighbor needed someone to periodically check on him or her.	49%	52%
A neighbor needed someone to take care of a child in an emergency.	45%	61%
You needed someone to watch your house when you were away.	40%	55%
A neighbor needed someone to watch a pet when he or she is not home.	35%	48%
You needed a ride somewhere.	34%	39%
A package was delivered when you were not at home and it needed to be accepted.	31%	51%

Civic engagement and neighborhood connection

The following section presents findings related to civic engagement and neighborhood connection in the form of participation in neighborhood activities, use of neighborhood businesses, and how residents get information about their community.

Participation in activities

Residents were asked to rank whether they had participated in a list of activities in the neighborhood in the past 12 months (Figure 25). Voting in local or national elections is the most common form of civic engagement from this list (64%), followed by participating in a community event or social activity sponsored by a local organization (48%). These remained relatively consistent across years.

The percentage of respondents volunteering with a nonprofit or community organization increased from 2012 to 2015. However, becoming involved in community affairs, civic activities, or political issues decreased among those surveyed.

25. Participation in neighborhood activities

	2015 (N=84-86)	2012 (N=48-49)
Vote in a local or national election	64%	65%
Participate in a community event or social activity sponsored by a local organization	48%	44%
Volunteer with a nonprofit or community organization	40%	29%
Work to improve public spaces	27%	29%
Attend a resident or tenant meeting, block club, or neighborhood association meeting	27%	31%
Attend a public meeting, write a public official, talk with a public official	27%	22%
Become involved in community affairs, civic activities, or political issues	23%	33%

Basic retail necessities

Respondents were asked several questions about basic retail necessities in their neighborhood. First, they were asked what portion of basic goods and services are available in the neighborhood, then how important it is to them to be able to do different activities in the neighborhood, and finally how often they do each of the activities in the neighborhood.

When asked about the availability of basic retail necessities, such as food, clothing, and banking, the 2015 respondents felt that fewer basic goods and necessities were available in the neighborhood than respondents did in 2012 (Figure 26).

26. Portion of basic goods and services available in the Jordan neighborhood
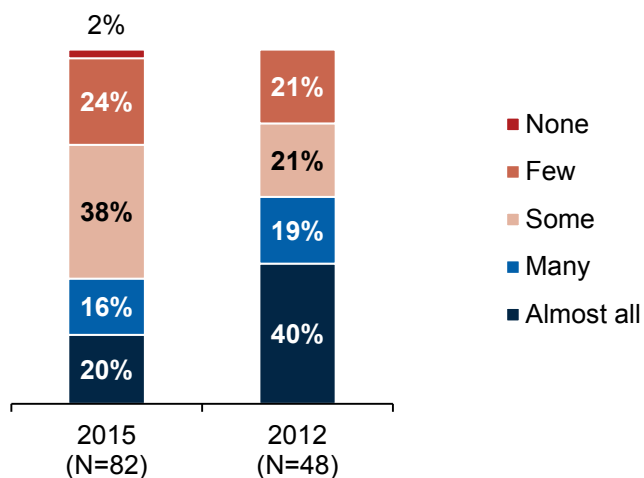
Residents were asked how important it is to have certain commercial and medical service activities in the neighborhood, and then asked how often they do each of those same activities in the neighborhood (Figure 27). With the exception of an increase in eating out, the other activities remained relatively consistent in importance across years. Purchasing gasoline, banking, receiving medical care, and receiving dental care all saw declines between 2012 and 2015 in the percentage of respondents who did these activities "often" or "sometimes" in the neighborhood.

27. Importance and prevalence of activities in the neighborhood

	Percentage in 2015		Percentage in 2012	
	Activity is important to have in the neighborhood (N=83-84)	Often or sometimes do activity in neighborhood (N=83-84)	Activity is important to have in the neighborhood (N=49-51)	Often or sometimes do activity in neighborhood (N=48-50)
Main food shopping	80%	79%	75%	78%
Purchase gasoline	75%	58%	76%	71%
Receive medical or health care	75%	51%	78%	60%
Receive dental care	67%	40%	63%	52%
Other kinds of shopping	62%	63%	67%	64%
Banking	60%	45%	65%	57%
Eat out	54%	54%	39%	44%

Note: Percentages listed are those who said the activity is "important" or "very important" and those who said they do the activity "often" or "sometimes."

Sources of information

Respondents receive information about the neighborhood in a variety of ways (Figure 28). Most commonly, they get information from their neighbors, relatives, and friends (78%), followed by flyers and newsletters (74%). Overall, a higher percentage of respondents said they get information about the neighborhood through each source in 2015 than in 2012.

28. Sources of information in the Jordan neighborhood

Legend:
■ 2015 (N=79-85)
■ 2012 (N=48-51)

- Neighbors, relatives, and friends: 78% / 71%
- Flyers or newsletters: 74% / 60%
- Faith community members: 39% / 36%
- Block clubs or neighborhood associations: 38% / 27%
- Local human service organizations: 35% / 18%
- Some other way: 20% / 6%
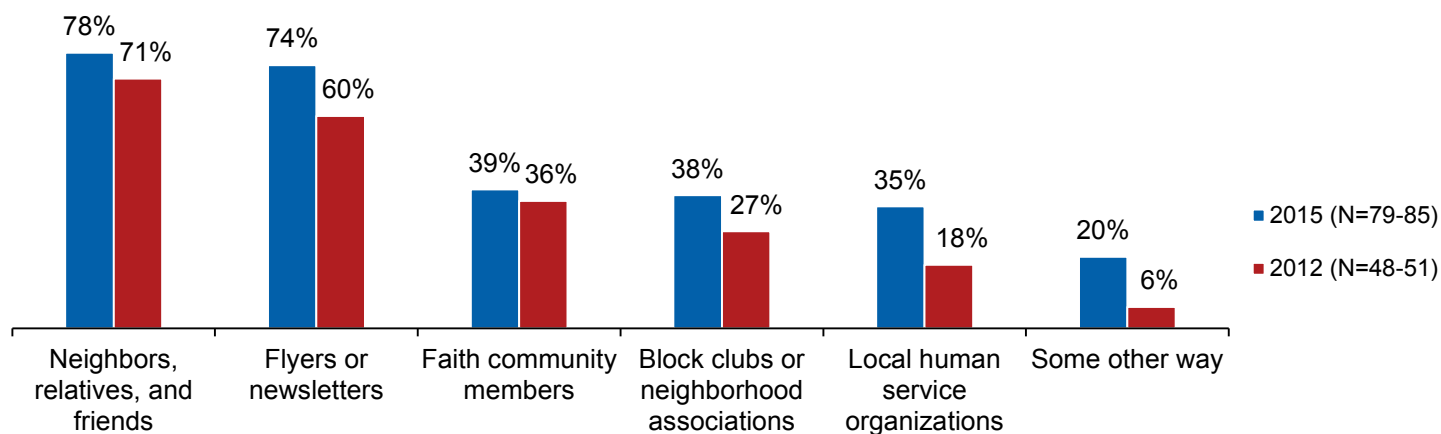
What drives resident satisfaction?

To help understand the factors that make residents happy in their neighborhood, this study compared overall satisfaction with the neighborhood to respondents' perceptions of safety, identification of potential issues, and satisfaction with community services in the neighborhood. This analysis included running cross-tabulated frequencies of those questions for statistically significant differences ($p \leq 0.05$). This section provides the key findings from that analysis. The entire analysis, including safety and community measures as they relate to desire to stay in the neighborhood, is included in Appendix A.

When respondents feel safe, they are more likely to be satisfied with their neighborhood

With every measure of safety, residents who reported feeling safe, or that others in their neighborhood were safe, were more likely to say they were satisfied overall (Figure 29).

For example, of the people who said they felt safe outside their home at night, 91 percent said they were satisfied with the neighborhood, whereas of the people who do not feel safe, only 67 percent said they were satisfied with the neighborhood. While most of these positive relationships between feelings of safety and overall satisfaction were statistically significant, the relationships between overall satisfaction and walking in the neighborhood both during the day and at night were not statistically significant.

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29. **Difference in overall neighborhood satisfaction by respondent perception of safety**

In specific places:		N	% satisfied with neighborhood	% dissatisfied with neighborhood
Outside your home at night (on the porch or stoop, or in the yard or alley)**	Feel safe	43	91%	9%
	Feel less than safe	39	67%	33%
In your home at night**	Feel safe	59	85%	15%
	Feel less than safe	22	64%	36%
In parks, playgrounds, and other outdoor recreational areas**	Feel safe	38	89%	11%
	Feel less than safe	42	69%	31%
Walking in the neighborhood during the day time	Feel safe	52	85%	15%
	Feel less than safe	30	70%	30%
Walking in the neighborhood at night	Feel safe	20	90%	10%
	Feel less than safe	62	76%	24%

For specific resident groups:		N	% satisfied with neighborhood	% dissatisfied with neighborhood
Senior citizens who live in the area**	It is safe	43	93%	7%
	It is less than safe	38	63%	37%
Children who are playing outside**	It is safe	39	92%	8%
	It is less than safe	42	67%	33%
Children and youth in schools**	It is safe	45	91%	9%
	It is less than safe	32	66%	34%
Neighborhood residents going about their daily lives**	It is safe	48	88%	13%
	It is less than safe	34	68%	32%

Note: Safety measures are sorted from biggest to smallest difference in overall satisfaction.

For safety, response options "very safe" and "safe" were combined into a "safe" category, and "somewhat safe," "not that safe," and "not at all safe" were combined into a "less than safe" category. Safety measures are sorted from biggest to smallest difference in overall satisfaction.

For satisfaction with the neighborhood, survey response options of "very satisfied," "satisfied," and "somewhat satisfied" were combined into the "satisfied" category for analysis, and survey response options of "very dissatisfied," "dissatisfied," and "somewhat dissatisfied" were combined into the "dissatisfied" category.

**The relationship between this safety measure and overall satisfaction is statistically significant ($p \leq 0.05$).

When respondents perceive issues with crime and property use they are less satisfied with their neighborhood

When residents perceive issues in their neighborhood they are less likely to be satisfied, but some issues show greater differences than other issues (Figure 30). The issues shown to have the most negative impact on respondents' perceptions in this study essentially fit in two categories.

The first set of issues that are associated with the greatest negative impact on resident satisfaction relate to the use of properties in the neighborhood. Residents who identified squatting as an issue had the biggest drop in overall satisfaction; of the people who said squatting was *not* an issue, 86 percent said they were satisfied with the neighborhood, whereas of the people who said squatting *was* an issue, 53 percent said they were satisfied with the neighborhood. Respondents who identified abandoned properties as a neighborhood issue were also significantly less likely to report they were satisfied with the neighborhood.

The second set of issues relate to crime and safety. If respondents identified vandalism or break-ins as an issue in the neighborhood, they were significantly less likely to report

overall satisfaction. These findings are similar for residents who identify issues with drug activity in the neighborhood. Respondents who identified inadequate street lighting, which could be a factor in feelings of safety and related to incidence of crime, were also significantly less likely than other residents to report they were satisfied with the neighborhood.

Litter, trash, or debris, traffic or speeding vehicles, and poorly maintained streets and sidewalks were the most mentioned issues in the neighborhood, but did not show significant differences related to overall satisfaction, indicating these are pervasive, but may not impact satisfaction with the neighborhood as much.

30. The negative impact of perceived neighborhood issues on resident satisfaction and desire to stay

Identified as an issue		N	% satisfied with neighborhood	% dissatisfied with neighborhood
	Yes	15	53%	47%
Squatting**	No	66	86%	14%
Abandoned or vacant non-residential buildings**	Yes	40	65%	35%
	No	44	93%	7%
Abandoned or vacant houses and/or apartments**	Yes	49	69%	31%
	No	34	97%	3%
	Yes	41	66%	34%
Vandalism and/or break-ins**	No	43	93%	7%
	Yes	44	68%	32%
Drug activity**	No	38	92%	8%
	Yes	36	69%	31%
Inadequate street lighting**	No	48	88%	13%

Note: Issues are sorted from biggest to smallest difference in overall satisfaction. Only the top 6 issues are shown.

For satisfaction with the neighborhood, survey response options of "very satisfied," "satisfied," and "somewhat satisfied" were combined into the "satisfied" category for analysis, and survey response options of "very dissatisfied," "dissatisfied," and "somewhat dissatisfied" were combined into the "dissatisfied" category.

For potential neighborhood issues, respondents were asked to answer "yes" or "no" if they felt the issue was a problem in the neighborhood.

**The relationships between this issue and overall satisfaction are statistically significant ($p \leq 0.05$).

When respondents are satisfied with police response and parks they are more likely to be satisfied with the neighborhood

Respondents who were satisfied with the police response in the neighborhood were significantly more likely than other residents to report they were satisfied with the neighborhood overall (Figure 31).

Recreational space is also associated with satisfied residents. Respondents who were satisfied with the parks, playgrounds, and recreation centers in the neighborhood were significantly more likely than those who were not satisfied to report overall satisfaction with the neighborhood.

31. The positive impact of satisfaction with community services on overall neighborhood satisfaction and desire to stay

Community services:		N	% satisfied with neighborhood	% dissatisfied with neighborhood
Police response**	Satisfied with service	52	92%	8%
	Not satisfied with service	30	57%	43%
Parks, playgrounds, and recreation centers**	Satisfied with service	60	87%	13%
	Not satisfied with service	21	62%	38%

Note: Community services are sorted from biggest to smallest difference in overall satisfaction. Only the top 2 services are shown.

For satisfaction with the neighborhood, survey response options of "very satisfied," "satisfied," and "somewhat satisfied" were combined into the "satisfied" category for analysis, and survey response options of "very dissatisfied," "dissatisfied," and "somewhat dissatisfied" were combined into the "dissatisfied" category.

For satisfaction with community services, respondents were only given two response categories: "satisfied" or "not satisfied." These categories were used in analysis.

**The relationships between this community service and overall satisfaction are statistically significant (p≤0.05).

Homeowners compared to renters

This study also analyzed the differences in perceptions among residents who own their homes and residents who rent. Key findings from that analysis are presented below. The full analysis is in Appendix A.

While these relationships are not statistically significant, higher percentages of homeowners would stay in the neighborhood if given the choice (65% homeowners to 58% renters), but higher percentages of renters were satisfied with the neighborhood overall (84% renters to 74% homeowners) and would recommend the neighborhood (77% renters to 69% homeowners).

A higher percentage of renters reported feeling safe across all safety measures (Figure 32). However, there was only a statistically significant difference for walking in the neighborhood at night.

32. Differences in feelings of safety between homeowners and renters

In specific places:		N	% feel safe	% feel less than safe
Walking in the neighborhood at night***	Homeowner	41	15%	85%
	Renter	41	34%	66%
In your home at night	Homeowner	41	66%	34%
	Renter	40	80%	20%
Walking in the neighborhood during the day time	Homeowner	41	59%	41%
	Renter	41	68%	32%
In parks, playgrounds, and other outdoor recreational areas	Homeowner	39	46%	54%
	Renter	41	49%	51%
Outside your home at night (on the porch or stoop, or in the yard or alley)	Homeowner	41	51%	49%
	Renter	41	54%	46%

32. Differences in feelings of safety between homeowners and renters (continued)

For specific resident groups:		N	% feel safe	% feel less than safe
Children who are playing outside	Homeowner	40	43%	58%
	Renter	41	54%	46%
Neighborhood residents going about their daily lives	Homeowner	41	54%	46%
	Renter	41	63%	37%
Senior citizens who live in the area	Homeowner	41	49%	51%
	Renter	40	58%	43%
Children and youth in schools	Homeowner	38	58%	42%
	Renter	39	59%	41%

Note: Safety measures are sorted from biggest to smallest difference in overall satisfaction.

For safety, response options "very safe" and "safe" were combined into a "safe" category, and "somewhat safe," "not that safe," and "not at all safe" were combined into a "less than safe" category.

***The relationship between homeownership and this safety measure is statistically significant (p≤0.05)

Homeowners feel slightly more a part of the neighborhood compared to renters (Figure 33).

33. Extent to which residents feel a part of the neighborhood by homeownership
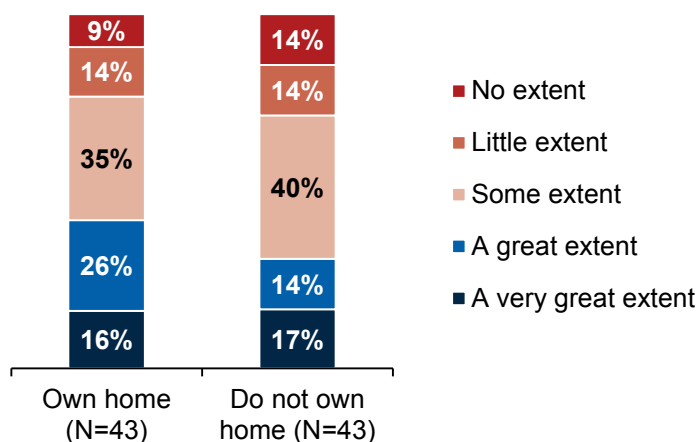
Next Steps

The data collected as part of this study help to inform organizations and community members about the possible impact of focused revitalization efforts in this 8-block area and can help guide the community's work moving forward. While a cause and effect relationship cannot be stated between revitalization efforts and community changes, the number of vacant lots has decreased, the net overall conditions of properties are relatively unchanged, and resident satisfaction with the neighborhood has increased since beginning NR work.

The data also shows opportunities to do more. TC Habitat and Jordan neighborhood community partners will be reviewing the following findings and making recommendations for future action. These recommendations are meant to inform conversations among community members and stakeholders who are planning future work in housing and other focus areas in the Jordan neighborhood.

	Finding
Vacant lots	Vacant lots were reduced from 11 in 2012 to only 5 in 2015
Property conditions	Overall property conditions did not change greatly from 2012 to 2015, although the number of homes needing major repairs slightly decreased. Paint on the walls and trim was the most common aspect needing repair.
Homesteaded differences	Homesteaded properties were statistically more likely to be in good condition needing no repair than non-homesteaded properties.
Resident satisfaction	More than ¾ of residents were satisfied with their neighborhood, up from ½ in 2012.
What residents liked the BEST	In both years, respondents said the best aspects of their neighborhood were their own homes or apartments and their neighbors.
What residents liked LEAST	Safety was by far the least liked aspect of the neighborhood. Litter, trash, and debris, and traffic or speeding vehicles were also top issues mentioned in the neighborhood.
Safety	Safety is a concern and is very important for overall satisfaction. The majority of respondents do not feel safe walking in the neighborhood at night, but feel at least somewhat safe in other locations or at other times in the neighborhood.
Driving forces for resident satisfaction	Safety, police response, and recreational space all play a significant role in resident satisfaction. If residents feel safe and are satisfied with these things, they are more likely to be satisfied overall. Similarly, if residents identified issues related to crime and safety or issues related to squatting or abandoned properties they were significantly less likely to be satisfied with the neighborhood.

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Appendix A – Data Tables

Parcel Survey Tables

A1. Exterior conditions of the dwelling

Feature	Sound condition and in good repair		Needs minor repairs only		Requires major repairs		Observable Total		Not observable/ not applicable	Total parcels
2015	#	%	#	%	#	%	#	%	#	#
Roof condition	193	93%	12	6%	3	1%	208	100%	6	214
Gutter condition	175	89%	21	11%	0	0%	196	100%	18	214
Window condition	172	80%	33	15%	9	4%	214	100%	0	214
Exterior door condition	186	87%	22	10%	6	3%	214	100%	0	214
Siding/exterior walls condition	161	81%	33	17%	4	2%	198	100%	16	214
Paint on walls and trim condition	103	49%	92	43%	17	8%	212	100%	2	214
Foundation condition	192	90%	21	10%	1	0%	214	100%	0	214
Porches and balconies condition	145	76%	39	21%	6	3%	190	100%	24	214
Attached garage condition	2	50%	2	50%	0	0%	4	100%	208	212
Other condition	0	0%	1	50%	1	50%	2	100%	2	4
2012	#	%	#	%	#	%	#	%	#	#
Roof condition	177	86%	21	10%	9	4%	207	100%	1	208
Gutter condition	115	73%	28	18%	14	9%	157	100%	50	207
Window condition	165	80%	31	15%	11	5%	207	100%	0	207
Exterior door condition	187	90%	16	8%	5	2%	208	100%	0	208
Siding/exterior walls condition	148	71%	53	25%	7	3%	208	100%	0	208
Paint on walls and trim condition	132	64%	70	34%	5	2%	207	100%	1	208
Foundation condition	140	91%	11	7%	3	2%	154	100%	54	208
Porches and balconies condition	70	69%	23	23%	8	8%	101	100%	107	208
Attached garage condition	1	100%	0	0%	0	0%	1	100%	207	208
Other condition	1	33%	2	67%	0	0%	3	100%	195	198

A2. Exterior conditions of features around the dwelling

Feature	Sound condition and in good repair #	Sound condition and in good repair %	Needs minor repairs only #	Needs minor repairs only %	Requires major repairs #	Requires major repairs %	Observable Total #	Observable Total %	Not observable/ not applicable #	Total parcels #
2015	**#**	**%**	**#**	**%**	**#**	**%**	**#**	**%**	**#**	**#**
Detached garage	17	94%	0	0%	1	6%	18	100%	196	214
Other detached structure	1	50%	1	50%	0	0%	2	100%	209	211
Fencing	106	79%	22	16%	6	4%	134	100%	80	214
Sidewalk and walkway	191	90%	19	9%	3	1%	213	100%	1	214
Driveway	11	79%	3	21%	0	0%	14	100%	199	213
Other	--	--	--	--	--	--	--	--	--	--
2012	**#**	**%**	**#**	**%**	**#**	**%**	**#**	**%**	**#**	**#**
Detached garage	70	70%	24	24%	6	6%	100	100%	108	208
Other detached structure	10	91%	1	9%	0	0%	11	100%	193	204
Fencing	104	77%	27	20%	4	3%	135	100%	73	208
Sidewalk and walkway	179	86%	26	13%	3	1%	208	100%	0	208
Driveway	12	71%	4	24%	1	6%	17	100%	191	208
Other	1	25%	3	75%	0	0%	4	100%	192	196

A3. Visible on the property

Feature	A lot #	A lot %	Some #	Some %	None #	None %	Total #	Total %
2015	**#**	**%**	**#**	**%**	**#**	**%**	**#**	**%**
Trash, litter, debris	175	82%	36	17%	3	1%	214	100%
Abandoned vehicles, appliances, or other equipment	213	100%	1	0%	0	0%	214	100%
Deteriorating or abandoned toys, tools, or other paraphernalia	204	95%	10	5%	0	0%	214	100%
2012	**#**	**%**	**#**	**%**	**#**	**%**	**#**	**%**
Trash, litter, debris	180	87%	26	13%	2	1%	208	100%
Abandoned vehicles, appliances, or other equipment	206	99%	2	1%	0	0%	208	100%
Deteriorating or abandoned toys, tools, or other paraphernalia	201	97%	7	3%	0	0%	208	100%

A4. Lawn and/or landscaping

	2015 (n=211)		2012 (n=208)	
	#	%	#	%
Well-maintained	69	33%	73	35%
Adequately maintained	135	64%	113	54%
Poorly maintained	7	3%	22	11%

A5. Signage on site

	2015 (n=214)		2012 (n=208)	
	#	%	#	%
Realtor's "For Sale" sign	2	1%	2	1%
Foreclosure/Bank ownership sign	7	3%	2	1%
No sign observed	205	96%	204	98%

A6. Dwelling appears vacant

	2015 (n=214)		2012 (n=208)	
	#	%	#	%
Yes	12	6%	18	9%
No	202	94%	190	91%

A7. Overall exterior condition of the dwelling

	2015 (n=214)		2012 (n=207)	
	#	%	#	%
Good and needs no maintenance or repair	128	60%	120	58%
Needs minor repairs only	71	33%	67	32%
Requires a limited number of major repairs	12	6%	14	7%
Requires comprehensive renovation	2	1%	4	2%
Dilapidated and not able to be repaired or renovated	1	0%	2	1%

A8. Overall condition of the features around the dwelling

	2015 (n=214)		2012 (n=208)	
	#	%	#	%
Good and needs no maintenance or repair	189	88%	184	88%
Needs minor repairs only	22	10%	22	11%
Requires a limited number of major repairs	2	1%	2	1%
Requires comprehensive renovation	1	0%	0	0%
Dilapidated and not able to be repaired or renovated	0	0%	0	0%

2015 Parcel Crosstab Tables

A9. 2015 Overall condition of dwelling by proximity to Habitat home

Proximity to Habitat home	Good and needs no maintenance		Needs minor repairs only		Requires major repairs	
	#	%	#	%	#	%
Habitat homes (N=13)	9	69%	4	31%	0	0%
Side (N=21)	9	43%	9	43%	3	14%
Back or front (N=44)	27	61%	15	34%	2	5%
Not by a Habitat home (N=136)	83	61%	43	32%	10	7%
Overall (N=214)	128	60%	71	33%	15	7%

Note: "Requires major repairs" includes any homes listing "requires a limited number of major repairs," "requires comprehensive renovation," or "dilapidated and not able to be repaired or renovated." "Habitat homes" include both newly built or renovated Habitat homes and homes participating in A Brush with Kindness (ABWK) programs.

A10. 2015 Overall condition of dwelling by homesteaded properties

	Good and needs no maintenance		Needs minor repairs only		Requires major repairs	
	#	%	#	%	#	%
Homesteaded	69	74%	19	20%	5	5%
Non-homesteaded	59	49%	52	43%	10	8%

Note: "Requires major repairs" includes any homes listing "requires a limited number of major repairs," "requires comprehensive renovation," or "dilapidated and not able to be repaired or renovated."

Homesteaded indicates the owner lives on the property, and non-homesteaded usually indicates it is a rental property. However, you must register your house as homesteaded, so it is possible that non-homesteaded properties include some that are owner-occupied. All Habitat homes built since 2012 were actually listed in county records as non-homesteaded and are included in this category, even though they are or will be owner-occupied.

2015 Resident Survey

A11. Type of home in 2015

Type of home (n=86)	#	%
Single-family home	78	91%
Apartment	1	1%
Someplace else	7	8%

A12. Residents who currently own their home

(n=86)	#	%
Yes	43	50%
No	43	50%

A13. How residents pay for their home

Method of payment (n=41)	#	%
I pay rent directly to a landlord.	37	90%
I pay rent to someone else living in the same home.	2	5%
I live in the home, but do not pay rent.	2	5%

Note: This was only asked of respondents who said they did NOT currently own their own home.

A14. How long residents have lived in their homes

Years (n=84)	#	%
0-5 years	57	68%
6-15 years	8	10%
16-29 years	8	10%
30 years or more	11	13%

A15. How long residents have lived in the neighborhood

Years (n=83)	#	%
0-5 years	51	61%
6-15 years	13	16%
16-29 years	7	8%
30 years or more	12	14%

A16. Overall satisfaction with the neighborhood

Level of satisfaction (n=86)	#	%
Very satisfied	15	17%
Satisfied	34	40%
Somewhat satisfied	19	22%
Somewhat dissatisfied	12	14%
Dissatisfied	3	3%
Very dissatisfied	3	3%

A17. How likely residents would be to recommend the neighborhood

(n=85)	#	%
Definitely would recommend the neighborhood	20	24%
Probably would recommend the neighborhood	42	49%
Probably would not recommend the neighborhood	15	18%
Definitely would not recommend the neighborhood	8	9%

A18. Would residents continue living in the neighborhood if given the choice

(n=86)	#	%
Yes	53	62%
No	33	38%

A19. What residents liked BEST about the neighborhood

Aspect of neighborhood (n=83)	#	%
My house or apartment	45	54%
My neighbors	42	51%
Distance to work	24	29%
Access to amenities, such as neighborhood centers and stores	29	35%
Proximity to public transportation	23	28%
Schools for my children	21	25%
Access to job opportunities	7	8%
Safety in the neighborhood	9	11%
Affordability of housing	20	24%
Types of housing available	3	4%
Something else	7	8%

A20. What residents liked LEAST about the neighborhood

Aspect of neighborhood (n=69)	#	%
My house or apartment	9	13%
My neighbors	15	22%
Distance to work	6	9%
Access to amenities, such as neighborhood centers and stores	13	19%
Proximity to public transportation	2	3%
Schools for my children	9	13%
Access to job opportunities	13	19%
Safety in the neighborhood	43	62%
Affordability of housing	10	14%
Types of housing available	7	10%
Something else	11	16%

A21. Extent to which residents feel a part of the neighborhood

Extent (n=85)	#	%
A very great extent	14	16%
A great extent	17	20%
Some extent	32	38%
Little extent	12	14%
No extent	10	12%

A22. Likelihood that people in the neighborhood would help out in certain situations

Situations (n=84-86)	Very likely		Likely		Somewhat likely		Not that likely		Not at all likely	
	#	%	#	%	#	%	#	%	#	%
You needed a ride somewhere.	14	16%	15	17%	17	20%	18	21%	22	26%
A package was delivered when you were not at home and it needed to be accepted.	16	19%	10	12%	16	19%	18	21%	24	29%
You needed a favor, such as picking up mail or borrowing a tool.	19	22%	23	27%	17	20%	11	13%	16	19%
You needed someone to watch your house when you were away.	16	19%	18	21%	21	25%	7	8%	23	27%
An elderly neighbor needed someone to periodically check on him or her.	18	21%	24	28%	15	17%	13	15%	16	19%
A neighbor needed someone to watch a pet when he or she is not home.	14	16%	16	19%	16	19%	16	19%	23	27%
A neighbor needed someone to take care of a child in an emergency.	15	18%	23	27%	15	18%	15	18%	17	20%

A23. Degree that residents share information about what's happening locally

Degree (n=85)	#	%
A great deal	14	16%
A fair amount	27	32%
Some	22	26%
A little	8	9%
Not at all	14	16%

A24. Where people get information about what's happening in their neighborhood

Method of getting information (n=84-86)	Yes #	Yes %	No #	No %
Neighbors, relatives, and friends	67	78%	19	22%
Flyers or newsletters	64	74%	22	26%
Block clubs or neighborhood associations	32	38%	53	62%
Faith community members	33	39%	51	61%
Local human service organizations	29	35%	55	65%
Some other way	17	20%	67	80%

A25. Activities people are involved with in their neighborhood

Activity (n=84-86)	Yes #	Yes %	No #	No %
Attend a resident or tenant meeting, a block club meeting, or a neighborhood association meeting.	23	27%	63	73%
Attend a public meeting, write to a public official, or talk with a public official.	23	27%	63	73%
Volunteer your time to support a nonprofit or community organization.	34	40%	52	60%
Become involved in community affairs, civic activities, or political issues.	20	23%	66	77%
Work to improve the public spaces in your neighborhood	23	27%	63	73%
Vote in a local or national election	54	64%	30	36%
Participate in a community event or social activity sponsored by a local organization	41	48%	44	52%

A26. Portion of basic retail needs available in the neighborhood

Portion (n=82)	#	%
Almost all	16	20%
Many	13	16%
Some	31	38%
Few	20	24%
None	2	2%

A27. Importance of being able to do different activities in their neighborhood

Situations (n=83-84)	Very important		Important		Somewhat important		Not that important		Not at all important	
	#	%	#	%	#	%	#	%	#	%
Do your main food shopping	45	54%	22	26%	11	13%	4	5%	2	2%
Do other kinds of shopping	28	33%	24	29%	20	24%	8	10%	4	5%
Purchase gasoline	38	45%	25	30%	10	12%	7	8%	4	5%
Eat out	24	29%	21	25%	17	20%	18	21%	4	5%
Do your banking	33	39%	17	20%	13	15%	16	19%	5	6%
Receive medical or health care	43	52%	19	23%	12	14%	8	10%	1	1%
Receive dental care	39	47%	17	20%	11	13%	11	13%	5	6%

A28. How often residents do different activities in their neighborhood

Situations (n=83-84)	Often		Sometimes		Rarely		Never	
	#	%	#	%	#	%	#	%
Do your main food shopping	40	48%	26	31%	11	13%	7	8%
Do other kinds of shopping	23	27%	30	36%	23	27%	8	10%
Purchase gasoline	27	33%	21	25%	16	19%	19	23%
Eat out	19	23%	26	31%	22	27%	16	19%
Do your banking	16	19%	21	25%	14	17%	32	39%
Receive medical or health care	21	25%	22	26%	11	13%	30	36%
Receive dental care	18	21%	16	19%	14	17%	36	43%

A29. Issues identified in the neighborhood

Issue (n=80-84)	Yes		No	
	#	%	#	%
Poorly maintained streets and sidewalks	50	60%	34	40%
Litter, trash, or debris	60	71%	24	29%
Abandoned or vacant houses and/or apartments	49	59%	34	41%
Abandoned or vacant non-residential buildings	40	48%	44	52%
Graffiti	25	30%	59	70%
Poorly maintained public spaces, such as parks and playgrounds	30	36%	54	64%
Traffic or speeding vehicles	59	70%	25	30%
Inadequate street lighting	36	43%	48	57%
Drug activity	44	54%	38	46%
Dumping	36	43%	47	57%
Vandalism and/or break-ins	41	49%	43	51%
Squatting	15	19%	66	81%
Stray cats and/or dogs	44	54%	38	46%
Other issue	8	10%	72	90%

A30. Satisfaction with neighborhood services

Service (n=81-83)	Satisfied		Not satisfied	
	#	%	#	%
Police response	52	63%	30	37%
Emergency services, such as fire department and ambulances	78	95%	4	5%
Public utilities, such as water, electric, and gas	73	88%	10	12%
Public transportation	73	89%	9	11%
Sanitation services, such as trash pickup and recycling	75	91%	7	9%
Street repair, cleaning, and plowing	52	63%	30	37%
Parks, playgrounds, and recreation centers	60	74%	21	26%
Public library facilities	76	94%	5	6%
Traffic control	50	61%	32	39%

A31. Feelings of safety in neighborhood locations

Locations (n=80-82)	Very safe		Safe		Somewhat safe		Not that safe		Not at all safe	
	#	%	#	%	#	%	#	%	#	%
In your home at night	33	41%	26	32%	14	17%	3	4%	5	6%
Outside your home at night (on the porch or stoop, or in the yard or alley)	16	20%	27	33%	22	27%	6	7%	11	13%
Walking in the neighborhood during the day time	19	23%	33	40%	23	28%	4	5%	3	4%
Walking in the neighborhood at night	9	11%	11	13%	17	21%	23	28%	22	27%
In parks, playgrounds, and other outdoor recreational areas	11	14%	27	34%	23	29%	14	18%	5	6%

A32. Resident perceptions of safety for specific populations

Resident group (n=77-82)	Very safe		Safe		Somewhat safe		Not that safe		Not at all safe	
	#	%	#	%	#	%	#	%	#	%
Senior citizens who live in the area	11	14%	32	40%	24	30%	11	14%	3	4%
Children who are playing outside	10	12%	29	36%	23	28%	14	17%	5	6%
Children and youth in schools	15	19%	30	39%	19	25%	10	13%	3	4%
Neighborhood residents going about their daily lives	16	20%	32	39%	27	33%	4	5%	3	4%

A33. Ethnicity of respondents

Ethnicity (n=80)	#	%
White	26	33%
Hispanic or Latino	5	6%
Black or African American	37	46%
African (including Somali, Ethiopian, Eritrean, etc.)	4	5%
Native American or American Indian	4	5%
Asian (including Hmong, Southeast Asian, Asian Indian, Pacific Islander, etc.)	13	16%
Other	1	1%

2015 Correlations with overall satisfaction

To understand the following data, it is important to note that in conducting the cross-tabulated analysis, original survey response categories were combined into only two categories to increase the strength of the test, as fewer categories allows more cases to be in each category. As respondents typically answered more positively, if a question had five response options, the top two were put into one category and the bottom three were lumped together. For example, for safety, response options "very safe" and "safe" were combined into a "safe" category, and "somewhat safe," "not that safe," and "not at all safe" were combined into a "do not feel safe" category. If a question had six response categories, the responses were split evenly on each side. For "overall satisfaction," survey response options of "very satisfied," "satisfied," and "somewhat satisfied" were combined into the "satisfied" category for analysis, and survey response options of "very dissatisfied," "dissatisfied," and "somewhat dissatisfied" were combined into the "dissatisfied" category for analysis.

A34. Difference in overall neighborhood satisfaction by respondent perception of safety

In specific places:		n	% satisfied with neighborhood	% dissatisfied with neighborhood
In your home at night**	Feel safe	59	85%	15%
	Feel less than safe	22	64%	36%
Outside your home at night (on the porch or stoop, or in the yard or alley)**	Feel safe	43	91%	9%
	Feel less than safe	39	67%	33%
Walking in the neighborhood during the day time	Feel safe	52	85%	15%
	Feel less than safe	30	70%	30%
Walking in the neighborhood at night	Feel safe	20	90%	10%
	Feel less than safe	62	76%	24%
In parks, playgrounds, and other outdoor recreational areas**	Feel safe	38	89%	11%
	Feel less than safe	42	69%	31%

For specific resident groups:		n	% satisfied with neighborhood	% dissatisfied with neighborhood
Senior citizens who live in the area**	It is safe	43	93%	7%
	It is less than safe	38	63%	37%
Children who are playing outside**	It is safe	39	92%	8%
	It is less than safe	42	67%	33%
Children and youth in schools**	It is safe	45	91%	9%
	It is less than safe	32	66%	34%
Neighborhood residents going about their daily lives**	It is safe	48	88%	13%
	It is less than safe	34	68%	32%

Note: For safety, response options "very safe" and "safe" were combined into a "safe" category, and "somewhat safe," "not that safe," and "not at all safe" were combined into a "less than safe" category.

**The relationship between this safety measure and overall satisfaction is statistically significant (p≤0.05).

A35. The positive impact of satisfaction with community services on overall neighborhood satisfaction and desire to stay

Community services:		n	% satisfied with neighborhood	% dissatisfied with neighborhood
Police response**	Satisfied with service	52	92%	8%
	Not satisfied with service	30	57%	43%
Emergency services, such as fire department and ambulances	Satisfied with service	78	79%	21%
	Not satisfied with service	4	75%	25%
Public utilities, such as water, electric, and gas	Satisfied with service	73	79%	21%
	Not satisfied with service	10	80%	20%
Public transportation	Satisfied with service	73	79%	21%
	Not satisfied with service	9	78%	22%
Sanitation services, such as trash pickup and recycling	Satisfied with service	75	81%	19%
	Not satisfied with service	7	71%	29%
Street repair, cleaning, and plowing	Satisfied with service	52	85%	15%
	Not satisfied with service	30	73%	27%
Parks, playgrounds, and recreation centers**	Satisfied with service	60	87%	13%
	Not satisfied with service	21	62%	38%
Public library facilities	Satisfied with service	76	80%	20%
	Not satisfied with service	5	100%	0%
Traffic control	Satisfied with service	50	84%	16%
	Not satisfied with service	32	72%	28%

Note: For satisfaction with community services, respondents were only given two response categories: "satisfied" or "not satisfied." These categories were used in analysis.

**The relationships between this community service and overall satisfaction are statistically significant (p≤0.05).

A36. The negative impact of perceived neighborhood issues on resident satisfaction

Identified as an issue		n	% satisfied with neighborhood	% dissatisfied with neighborhood
Poorly maintained streets and sidewalks	Yes	50	76%	24%
	No	34	85%	15%
Litter, trash, or debris	Yes	60	77%	23%
	No	24	88%	13%
Abandoned or vacant houses and/or apartments**	Yes	49	69%	31%
	No	34	97%	3%
Abandoned or vacant non-residential buildings**	Yes	40	65%	35%
	No	44	93%	7%
Graffiti	Yes	25	72%	28%
	No	59	83%	17%
Poorly maintained public spaces, such as parks and playgrounds	Yes	30	70%	30%
	No	54	85%	15%
Traffic or speeding vehicles	Yes	59	76%	24%
	No	25	88%	12%
Inadequate street lighting**	Yes	36	69%	31%
	No	48	88%	13%
Drug activity**	Yes	44	68%	32%
	No	38	92%	8%
Dumping	Yes	36	72%	28%
	No	47	85%	15%
Vandalism and/or break-ins**	Yes	41	66%	34%
	No	43	93%	7%
Squatting**	Yes	15	53%	47%
	No	66	86%	14%
Stray cats and/or dogs	Yes	44	80%	20%
	No	38	79%	21%
Other issue**	Yes	8	50%	50%
	No	72	85%	15%

Note: For potential neighborhood issues, respondents were asked to answer "yes" or "no" if they felt the issue was a problem in the neighborhood.

**The relationships between this issue and overall satisfaction are statistically significant ($p \leq 0.05$).

2015 Differences between homeowners and renters

A37.   Homeownership and neighborhood satisfaction

Homeownership status	n	% satisfied with neighborhood	% dissatisfied with neighborhood
Homeowner	43	74%	26%
Renter	43	84%	16%

A38.   Homeownership and likelihood of recommending the neighborhood

Homeownership status	n	% would recommend neighborhood	% would not recommend neighborhood
Homeowner	42	69%	31%
Renter	43	77%	23%

A39.   Homeownership and desire to continue living in the neighborhood

Homeownership status	n	% want to stay in neighborhood	% do not want to stay in neighborhood
Homeowner	43	65%	35%
Renter	43	58%	42%

A40. Homeownership and extent to which residents feel a part of the neighborhood

Homeownership status	n	% who feel a high level of connectedness	% who feel a low level of connectedness
Homeowner	43	42%	58%
Renter	42	31%	69%

Note: Respondents were asked "to what extent do you feel a part of this neighborhood?" Response options of "a very great extent" and "a great extent" are included in "a high level of connectedness." "Some extent," "little extent," and "no extent" are included in "a low level of connectedness."

A41. Homeownership and perceived likelihood of neighbors helping in different situations

Situations		n	% who feel neighbors are likely to help	% who do not feel neighbors are likely to help
You needed a ride somewhere.	Homeowner	43	40%	60%
	Renter	43	28%	72%
A package was delivered when you were not at home and it needed to be accepted.	Homeowner	42	36%	64%
	Renter	42	26%	74%
You needed a favor, such as picking up mail or borrowing a tool.	Homeowner	43	49%	51%
	Renter	43	49%	51%
You needed someone to watch your house when you were away.***	Homeowner	42	50%	50%
	Renter	43	30%	70%
An elderly neighbor needed someone to periodically check on him or her.	Homeowner	43	53%	47%
	Renter	43	44%	56%
A neighbor needed someone to watch a pet when he or she is not home.	Homeowner	42	36%	64%
	Renter	43	35%	65%
A neighbor needed someone to take care of a child in an emergency.	Homeowner	43	53%	47%
	Renter	42	36%	64%

Note: "% who feel neighbors are likely to help" includes response options of "very likely" and "likely." "% who do not feel neighbors are likely to help" includes response options of "somewhat likely," "not that likely," and "not at all likely."

***The relationship between homeownership and this situation is statistically significant (p≤0.05)

A42. Homeownership and perceived safety

In specific places:		n	% feel safe	% feel less than safe
In your home at night	Homeowner	41	66%	34%
	Renter	40	80%	20%
Outside your home at night (on the porch or stoop, or in the yard or alley)	Homeowner	41	51%	49%
	Renter	41	54%	46%
Walking in the neighborhood during the day time	Homeowner	41	59%	41%
	Renter	41	68%	32%
Walking in the neighborhood at night***	Homeowner	41	15%	85%
	Renter	41	34%	66%
In parks, playgrounds, and other outdoor recreational areas	Homeowner	39	46%	54%
	Renter	41	49%	51%

For specific resident groups:		n	% feel safe	% feel less than safe
Senior citizens who live in the area	Homeowner	41	49%	51%
	Renter	40	58%	43%
Children who are playing outside	Homeowner	40	43%	58%
	Renter	41	54%	46%
Children and youth in schools	Homeowner	38	58%	42%
	Renter	39	59%	41%
Neighborhood residents going about their daily lives	Homeowner	41	54%	46%
	Renter	41	63%	37%

Note: For safety, response options "very safe" and "safe" were combined into a "safe" category, and "somewhat safe," "not that safe," and "not at all safe" were combined into a "less than safe" category.

***The relationship between homeownership and this safety measure is statistically significant ($p \le 0.05$)

2012 Resident perception data

A43. Type of home in 2012

Type of home (n=52)	#	%
Single-family home	48	92%
Apartment	2	4%
Someplace else	2	4%

A44. Residents currently own their home

(n=52)	#	%
Yes	23	44%
No	29	56%

A45. How residents pay for their home

Method of payment (n=29)	#	%
I pay rent directly to a landlord.	26	90%
I pay rent to someone else living in the same home.	2	7%
I live in the home, but do not pay rent.	1	3%

Note: This was only asked of respondents who said they did NOT currently own their own home.

A46. How long residents have lived in their homes

Years (n=52)	#	%
0-5 years	34	65%
6-15 years	8	15%
16-29 years	5	10%
30 years or more	5	10%

A47. How long residents have lived in the neighborhood

Years (n=48)	#	%
0-5 years	26	54%
6-15 years	10	21%
16-29 years	7	15%
30 years or more	5	10%

A48. Overall satisfaction with the neighborhood

Level of satisfaction (n=51)	#	%
Very satisfied	2	4%
Satisfied	14	27%
Somewhat satisfied	10	20%
Somewhat dissatisfied	9	18%
Dissatisfied	9	18%
Very dissatisfied	7	14%

A49. How likely residents would be to recommend the neighborhood

(n=51)	#	%
Definitely would recommend the neighborhood	5	10%
Probably would recommend the neighborhood	18	35%
Probably would not recommend the neighborhood	13	25%
Definitely would not recommend the neighborhood	15	29%

A50. Would residents continue living in the neighborhood if given the choice

(n=52)	#	%
Yes	25	48%
No	27	52%

A51. What residents liked BEST about the neighborhood

Aspect of neighborhood (n=52)	#	%
My house or apartment	22	42%
My neighbors	30	58%
Distance to work	8	15%
Access to amenities, such as neighborhood centers and stores	18	35%
Proximity to public transportation	22	42%
Schools for my children	7	13%
Access to job opportunities	4	8%
Safety in the neighborhood	4	8%
Affordability of housing	12	23%
Types of housing available	3	6%
Something else	3	6%

A52. What residents liked LEAST about the neighborhood

Aspect of neighborhood (n=48)	#	%
My house or apartment	5	10%
My neighbors	6	13%
Distance to work	4	8%
Access to amenities, such as neighborhood centers and stores	4	8%
Proximity to public transportation	0	0%
Schools for my children	11	23%
Access to job opportunities	7	15%
Safety in the neighborhood	40	83%
Affordability of housing	6	13%
Types of housing available	4	8%
Something else	6	13%

A53. Extent to which residents feel a part of the neighborhood

Extent (n=49)	#	%
A very great extent	4	8%
A great extent	9	18%
Some extent	15	31%
Little extent	10	20%
No extent	11	22%

A54. Likelihood that people in the neighborhood would help out in certain situations

Situations (n=44-49)	Very likely		Likely		Somewhat likely		Not that likely		Not at all likely	
	#	%	#	%	#	%	#	%	#	%
You needed a ride somewhere.	7	14%	12	24%	9	18%	12	24%	9	18%
A package was delivered when you were not at home and it needed to be accepted.	6	12%	19	39%	8	16%	8	16%	8	16%
You needed a favor, such as picking up mail or borrowing a tool.	8	16%	23	47%	8	16%	7	14%	3	6%
You needed someone to watch your house when you were away.	11	22%	16	33%	9	18%	4	8%	9	18%
An elderly neighbor needed someone to periodically check on him or her.	8	18%	15	34%	8	18%	7	16%	6	14%
A neighbor needed someone to watch a pet when he or she is not home.	5	10%	18	38%	10	21%	10	21%	5	10%
A neighbor needed someone to take care of a child in an emergency.	5	11%	23	50%	9	20%	6	13%	3	7%

A55. Degree that residents share information about what's happening locally

Degree (n=49)	#	%
A great deal	9	18%
A fair amount	9	18%
Some	12	24%
A little	9	18%
Not at all	10	20%

A56. Where people get information about what's happening in their neighborhood

Method of getting information (n=50-51)	Yes		No	
	#	%	#	%
Neighbors, relatives, and friends	36	71%	15	29%
Flyers or newsletters	30	60%	20	40%
Block clubs or neighborhood associations	14	27%	37	73%
Faith community members	18	36%	32	64%
Local human service organizations	9	18%	41	82%
Some other way	3	6%	47	94%

A57. Activities people are involved with in their neighborhood

	Yes		No	
Activity (n=48-49)	**#**	**%**	**#**	**%**
Attend a resident or tenant meeting, a block club meeting, or a neighborhood association meeting.	15	31%	34	69%
Attend a public meeting, write to a public official, or talk with a public official.	11	22%	38	78%
Volunteer your time to support a nonprofit or community organization.	14	29%	35	71%
Become involved in community affairs, civic activities, or political issues.	16	33%	32	67%
Work to improve the public spaces in your neighborhood	14	29%	34	71%
Vote in a local or national election	32	65%	17	35%
Participate in a community event or social activity sponsored by a local organization	21	44%	27	56%

A58. Portion of basic retail needs available in the neighborhood

Portion (n=48)	**#**	**%**
Almost all	19	40%
Many	9	19%
Some	10	21%
Few	10	21%
None	0	0%

A59. Importance of being able to do different activities in their neighborhood

	Very important		Important		Somewhat important		Not that important		Not at all important	
Situations (n=49-51)	**#**	**%**	**#**	**%**	**#**	**%**	**#**	**%**	**#**	**%**
Do your main food shopping	23	45%	15	29%	5	10%	5	10%	3	6%
Do other kinds of shopping	17	33%	17	33%	6	12%	8	16%	3	6%
Purchase gasoline	21	43%	16	33%	4	8%	4	8%	4	8%
Eat out	10	20%	10	20%	15	29%	12	24%	4	8%
Do your banking	13	27%	19	39%	8	16%	3	6%	6	12%
Receive medical or health care	17	34%	22	44%	6	12%	2	4%	3	6%
Receive dental care	13	27%	18	37%	8	16%	4	8%	6	12%

A60. How often residents do different activities in their neighborhood

Situations (n=48-50)	Often		Sometimes		Rarely		Never	
	#	%	#	%	#	%	#	%
Do your main food shopping	31	62%	8	16%	6	12%	5	10%
Do other kinds of shopping	24	48%	8	16%	10	20%	8	16%
Purchase gasoline	27	55%	8	16%	9	18%	5	10%
Eat out	11	22%	11	22%	21	42%	7	14%
Do your banking	14	29%	14	29%	9	18%	12	24%
Receive medical or health care	13	27%	16	33%	6	13%	13	27%
Receive dental care	11	23%	14	29%	7	15%	16	33%

A61. Issues identified in the neighborhood

Issue (n=47-50)	Yes		No	
	#	%	#	%
Poorly maintained streets and sidewalks	23	49%	24	51%
Litter, trash, or debris	36	77%	11	23%
Abandoned or vacant houses and/or apartments	38	78%	11	22%
Abandoned or vacant non-residential buildings (n=36)	11	31%	25	69%
Graffiti	16	32%	34	68%
Poorly maintained public spaces, such as parks and playgrounds	16	32%	34	68%
Traffic or speeding vehicles	33	67%	16	33%
Inadequate street lighting	13	27%	36	73%
Drug activity	31	63%	18	37%
Dumping	30	61%	19	39%
Vandalism and/or break-ins	32	64%	18	36%
Squatting	14	29%	35	71%
Stray cats and/or dogs	28	56%	22	44%
Other issue (n=39)	15	38%	24	62%

A62. Satisfaction with neighborhood services

Service (n=46-48)	Satisfied #	Satisfied %	Not satisfied #	Not satisfied %
Police response	27	56%	21	44%
Emergency services, such as fire department and ambulances	44	94%	3	6%
Public utilities, such as water, electric, and gas	43	90%	5	10%
Public transportation	45	96%	2	4%
Sanitation services, such as trash pickup and recycling	42	88%	6	13%
Street repair, cleaning, and plowing	37	80%	9	20%
Parks, playgrounds, and recreation centers	41	87%	6	13%
Public library facilities	47	100%	0	0%
Traffic control	33	70%	14	30%

A63. Feelings of safety in neighborhood locations

Locations (n=47-49)	Very safe #	Very safe %	Safe #	Safe %	Somewhat safe #	Somewhat safe %	Not that safe #	Not that safe %	Not at all safe #	Not at all safe %
In your home at night	13	27%	10	20%	15	31%	6	12%	5	10%
Outside your home at night (on the porch or stoop, or in the yard or alley)	5	10%	11	22%	14	29%	8	16%	11	22%
Walking in the neighborhood during the day time	8	17%	23	48%	12	25%	3	6%	2	4%
Walking in the neighborhood at night	1	2%	6	13%	6	13%	12	26%	22	47%
In parks, playgrounds, and other outdoor recreational areas	3	6%	24	50%	13	27%	5	10%	3	6%

A64. Resident perceptions of safety for specific populations

Resident group (n=44-47)	Very safe #	Very safe %	Safe #	Safe %	Somewhat safe #	Somewhat safe %	Not that safe #	Not that safe %	Not at all safe #	Not at all safe %
Senior citizens who live in the area	1	2%	13	28%	15	33%	10	22%	7	15%
Children who are playing outside	2	4%	10	22%	15	33%	10	22%	8	18%
Children and youth in schools	2	5%	17	39%	14	32%	6	14%	5	11%
Neighborhood residents going about their daily lives	2	4%	23	49%	17	36%	4	9%	1	2%

Appendix B – Parcel Survey

Success Measures NR8 – Residential Property Assessment Tool

Survey Number: _____

Address: _____**City:** _____ **Zip:** _____

Exterior of the Dwelling	Sound condition and in good repair	Minor maintenance, repair, or replacement needed	Major repair or replacement needed	Not observable	Not applicable
Roof	☐	☐	☐	☐	☐
Gutters	☐	☐	☐	☐	☐
Windows	☐	☐	☐	☐	☐
Exterior doors	☐	☐	☐	☐	☐
Siding/Exterior walls	☐	☐	☐	☐	☐
Paint on walls and trim	☐	☐	☐	☐	☐
Foundation	☐	☐	☐	☐	☐
Porches/Balconies	☐	☐	☐	☐	☐
Attached garage	☐	☐	☐	☐	☐
Other:	☐	☐	☐	☐	☐
Features around the Dwelling					
Detached garage	☐	☐	☐	☐	☐
Other detached structure(s)	☐	☐	☐	☐	☐
Fencing	☐	☐	☐	☐	☐
Sidewalk(s) and walkway(s)	☐	☐	☐	☐	☐
Driveway	☐	☐	☐	☐	☐
Other:	☐	☐	☐	☐	☐

Visible on the Property	A lot	Some	None
Trash, debris, or litter	☐	☐	☐
Abandoned vehicles, appliances, or other equipment	☐	☐	☐
Deteriorating or abandoned toys, tools, or other paraphernalia	☐	☐	☐

Lawn and/or Landscaping

☐ Well maintained
☐ Adequately maintained
☐ Poorly maintained

Signage on Site

☐ Realtor's "For Sale" sign
☐ "For Sale by Owner" sign
☐ Foreclosure/Bank ownership sign

Dwelling Appears Vacant

☐ Yes
☐ No

Overall Exterior Condition of the Dwelling

☐ Good and needs no maintenance or repair
☐ Needs minor repairs only
☐ Requires a limited number of major repairs
☐ Requires comprehensive renovation
☐ Dilapidated and not able to be repaired or renovated
☐ Construction of dwelling is not complete

Overall Condition of the Features around the Dwelling

☐ Good and needs no maintenance or repair
☐ Needs minor repairs only
☐ Requires a limited number of major repairs
☐ Requires comprehensive renovation
☐ Dilapidated and not able to be repaired or renovated

Appendix C – Resident Satisfaction Survey

Success Measures NR4- Community Resident Survey

NR4 - Community Resident Survey

Thank you for taking the time to participate in this survey. We are interested in your thoughts about the neighborhood in which you live.

1. Address of Household [house number, street name, zip code]

2. Which of the following best describes where you currently live?

    ○ Single-family home
    ○ Apartment
    ○ Someplace else (please specify in next question)

    > 3. *If you selected "someplace else," please specify where you currently live:*

4. Do you currently own the home where you live?

    ○ Yes
    ○ No

    • If Q4 is answered with **Option 2 "No"** , then Skip to **Q5**
    • If Q4 is answered with **Option 1 "Yes"** , then Skip to **Q6**

5. Which of the following best descibes how you currently pay for your home?

    ○ I pay rent directly to a landlord.
    ○ I pay rent to someone else living in the same home.
    ○ I live in the home, but do not pay rent.

6. What year did you move into your current home?

7. What year did you move into this neighborhood?

8. Overall, considering everything, how satisfied would you say you are living in this neighborhood? Are you...?

○ Very satisfied
○ Satisfied
○ Somewhat satisfied
○ Somewhat dissatisfied
○ Dissatisfied
○ Very dissatisfied

9. Right now, how likely are you to recommend this neighborhood to someone else as a good place to live? Would you say you...?

○ Definitely would recommend the neighborhood
○ Probably would recommend the neighborhood
○ Probably would not recommend the neighborhood
○ Definitely would not recommend the neighborhood

10. If you had the choice, would you continue to live in this neighborhood?

☐ Yes
☐ No

11. Please describe why you feel this way.

12. What are the things that you like <u>best</u> about living in this neighborhood? You can choose up to <u>three</u> of the factors listed.

☐ My house or apartment
☐ My neighbors
☐ Distance to work
☐ Access to amenities, such as neighborhood centers and stores
☐ Proximity to public transportation
☐ Schools for my children
☐ Access to job opportunities
☐ Safety in the neighborhood
☐ Affordability of housing
☐ Types of housing available
☐ Something else (please specify in next question)

　13. *Please specify what else you like <u>best</u> about the neighborhood:*

14. What are the things that you like <u>least</u> about living in this neighborhood? You can choose up to <u>three</u> of the factors listed.
    - ☐ My house or apartment
    - ☐ My neighbors
    - ☐ Distance to work
    - ☐ Access to amenities, such as neighborhood centers and stores
    - ☐ Proximity to public transportation
    - ☐ Schools for my children
    - ☐ Access to job opportunities
    - ☐ Safety in the neighborhood
    - ☐ Affordability of housing
    - ☐ Types of housing available
    - ☐ Something else (please specify in next question)

    15. *If you selected "Something else" in the previous question, please specify what you like least about your neighborhood:*

16. To what extent do you feel a part of this neighborhood? Would you say to...?
    - ○ A very great extent
    - ○ A great extent
    - ○ Some extent
    - ○ Little extent
    - ○ No extent

17. The following are situations that sometimes occur. Please indicate how likely you think it is that people in this neighborhood would help out in these situations.
    Would you say it is very likely, likely, somewhat likely, not that likely, or not at all likely that people in this neighborhood would help out if...?

	Very likely	Likely	Some-what likely	Not that likely	Not at all likely
You needed a ride somewhere.	○	○	○	○	○
A package was delivered when you were not at home and it needed to be accepted.	○	○	○	○	○
You needed a favor, such as picking up mail or borrowing a tool.	○	○	○	○	○
You needed someone to watch your house when you were away.	○	○	○	○	○
An elderly neighbor needed someone to periodically check on him or her.	○	○	○	○	○
A neighbor needed someone to watch a pet when he or she is not home.	○	○	○	○	○
A neighbor needed someone to take care of a child in an emergency.	○	○	○	○	○

18. To what degree do people in this neighborhood share information about what's happening locally? Would you say they do so...?
○ A great deal
○ A fair amount
○ Some
○ A little
○ Not at all

19. The following are ways in which people sometimes find out about what is happening in their neighborhood. Please indicate whether or not you use these methods to get information. Do you get information about this neighborhood from...?

	Yes	No
Neighbors, relatives, and friends	○	○
Flyers or newsletters	○	○
Block clubs or neighborhood associations	○	○
Faith community members	○	○
Local human service organizations	○	○
Some other way (please specify in next question)	○	○

20. *Please specify another method:*

21. The following is a list of different ways in which people sometimes become involved in their communities. Please indicate whether or not you have participated in these activities in this neighborhood during the past 12 months. During the past 12 months, did you...?

	Yes	No
Attend a resident or tenant meeting, a block club meeting, or a neighborhood association meeting.	○	○
Attend a public meeting, write to a public official, or talk with a public official.	○	○
Volunteer your time to support a nonprofit or community organization.	○	○
Become involved in community affairs, civic activities, or political issues.	○	○
Work to improve the public spaces in your neighborhood	○	○
Vote in a local or national election	○	○
Participate in a community event or social activity sponsored by a local organization	○	○

22. Thinking about basic retail necessities, such as food, clothing, and banking, what portion of those basic goods and services are available right in this neighborhood? Would you say...?

○ Almost all
○ Many
○ Some
○ Few
○ None

23. The following are different activities that people sometimes can do in their communities. Please indicate how important it is to you that you can do each of these things right in this neighborhood.

	Very important	Important	Somewhat important	Not that important	Not at all important
Do your main food shopping	○	○	○	○	○
Do other kinds of shopping	○	○	○	○	○
Purchase gasoline	○	○	○	○	○
Eat out	○	○	○	○	○
Do your banking	○	○	○	○	○
Receive medical or health care	○	○	○	○	○
Receive dental care	○	○	○	○	○

24. Please indicate how often you do each of these activities right in this neighborhood. Would you say it's often, sometimes, rarely, or never?

	Often	Sometimes	Rarely	Never
Do your main food shopping	○	○	○	○
Do other kinds of shopping	○	○	○	○
Purchase gasoline	○	○	○	○
Eat out	○	○	○	○
Do your banking	○	○	○	○
Receive medical or health care	○	○	○	○
Receive dental care	○	○	○	○

25. The following are things that people sometimes consider issues in communities. Please indicate whether or not you think each is a problem in this neighborhood.

	Yes	No
Poorly maintained streets and sidewalks	○	○
Litter, trash, or debris	○	○
Abandoned or vacant houses and/or apartments	○	○
Abandoned or vacant non-residential buildings	○	○
Graffiti	○	○
Poorly maintained public spaces, such as parks and playgrounds	○	○
Traffic or speeding vehicles	○	○
Inadequate street lighting	○	○
Drug activity	○	○
Dumping	○	○
Vandalism and/or break-ins	○	○
Squatting	○	○
Stray cats and/or dogs	○	○
Other issue: (please specify in next question)	○	○

26. *Please specify another issue:*

27. The following is a list of services that are offered in communities. Please indicate whether or not you are satisfied with each of them.

	Satisfied	Not satisfied
Police response	○	○
Emergency services, such as fire department and ambulances	○	○
Public utilities, such as water, electric, and gas	○	○
Public transportation	○	○
Sanitation services, such as trash pickup and recycling	○	○
Street repair, cleaning, and plowing	○	○
Parks, playgrounds, and recreation centers	○	○
Public library facilities	○	○
Traffic control	○	○

28. Please indicate how safe you feel in each of the following places. Would you say you feel very safe, safe, somewhat safe, not that safe, or not at all safe?

	Very safe	Safe	Some-what safe	Not that safe	Not at all safe
In your home at night	○	○	○	○	○
Outside your home at night (on the porch or stoop, or in the yard or alley)	○	○	○	○	○
Walking in the neighborhood during the day time	○	○	○	○	○
Walking in the neighborhood at night	○	○	○	○	○
In parks, playgrounds, and other outdoor recreational areas	○	○	○	○	○

29. Please indicate how safe you believe the following residents are in this neighborhood. Would you say they are very safe, safe, somewhat safe, not that safe, or not at all safe?

	Very safe	Safe	Somewhat safe	Not that safe	Not at all safe
Senior citizens who live in the area	○	○	○	○	○
Children who are playing outside	○	○	○	○	○
Children and youth in schools	○	○	○	○	○
Neighborhood residents going about their daily lives	○	○	○	○	○

30. What other comments do you have about living in this neighborhood?

31. Please specify your ethnicity. Select all that apply.

☐ White
☐ Hispanic or Latino
☐ Black or African American
☐ African (including Somali, Ethiopian, Eritrean, etc.)
☐ Native American or American Indian
☐ Asian (including Hmong, Southeast Asian, Asian Indian, Pacific Islander, etc)
☐ Other : _____

32. What is the primary language spoken in your household? If more than one, please specify all.

Thank you for completing the survey!