



March 7, 2011

## KEY FINDINGS

A new public opinion poll commissioned by The Pew Charitable Trusts' Philadelphia Research Initiative shows a downward drift in Philadelphians' attitudes about their city and its government.

This slightly-less positive outlook is evident in answers to a wide range of questions. It comes in the forms of poorer ratings for most city services, lower assessments of the quality of life in the neighborhoods, fewer residents approving the city's overall direction and reduced job approval numbers for Mayor Michael Nutter and City Council this year compared to last.

Most of the declines are in the single digits. And several of the numbers—including those about the city's overall direction and the mayor's job performance—are not as low as they were in a special April 2009 survey conducted at the height of that year's city budget crisis.

The economic picture could well be contributing to these trends. As a group, Philadelphians remain disheartened about their own economic situations. More than half of all city residents—52 percent—report that they or someone in their household was unemployed and looking for work at some point in the last 12 months. Sixty-three percent describe their finances as "only fair" or poor.

This year, 60 percent of residents rate their neighborhoods as excellent or good places to live, down from 65 percent in 2009.

Compared to two years ago, ratings for specific city services, including libraries and street repair, are down anywhere from 1 to 13 percentage points.

And roughly equal numbers of Philadelphians see their city as being "headed in the right direction" (40 percent) as view it as "off on the wrong track" (39 percent). Last year, right direction outnumbered wrong track, 41 percent to 34 percent. In January 2009, it was right direction 46 percent, wrong track 37 percent.

Those who approve of Nutter's job performance continue to outnumber those who disapprove, 52 percent to 37 percent in the current survey. Last year, the margin was a bit wider, 53 percent to 32 percent.

In the past year, City Council's job-approval rating has moved from positive, 42 percent to 34 percent, to slightly negative, 39 percent to 42 percent.

Philadelphians remain optimistic that the tough times for their hometown will not last. Sixty-two percent rate the city an excellent or good place to live—little changed from previous years—and only 19 percent expect the city to get worse in the next five years. In the poll, 69 percent of residents report feeling proud to say that they live in the Philadelphia area.

On another front, residents are evenly divided about two choices that have been facing city government. Asked to choose between more government services and higher taxes on the one hand, or fewer services and lower taxes on the other, 43 percent opted for more services/higher taxes, 44 percent for fewer services/lower taxes. And when they were asked whether the city should seek to save money by reducing pension benefits for new employees, 44 percent said they would go along with the idea, 45 percent would not.

Philadelphians remain generally in favor of having casino gambling in the city. The margin is 53 percent to 34 percent, a result little changed from a year ago before the first casino opened within the city limits. As for a potential second casino in Philadelphia, 47 percent oppose the idea while 42 percent favor it. Only 2 percent of all respondents, a total of 31 people, said they had gambled more last year due to having casinos nearby in the city and suburbs.

The survey was conducted between January 31 and February 13, 2011, among a citywide random sample of 1,604 residents, ages 18 and older. The two previous benchmark surveys were taken in January 2009 and 2010.

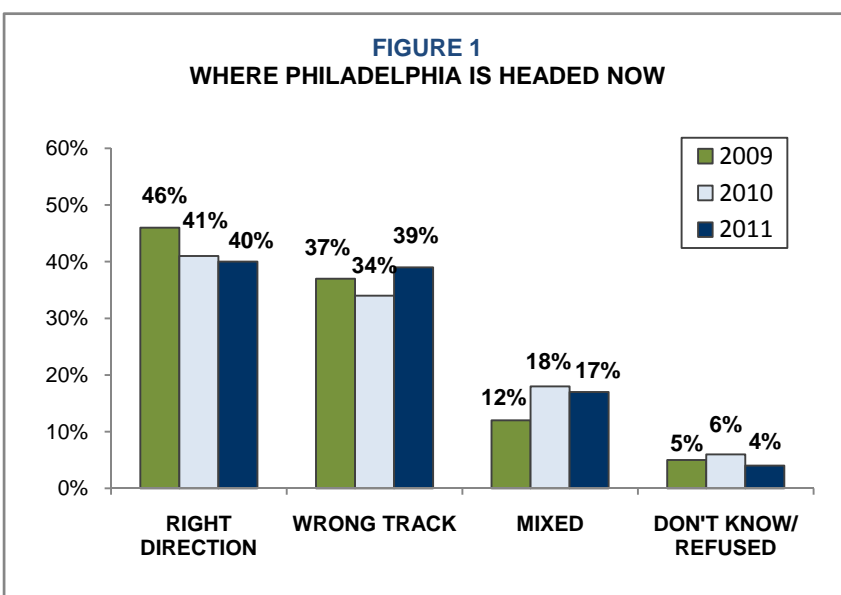
## THE MOOD OF THE CITY

The 2011 snapshot of residents' attitudes about Philadelphia, looked at in isolation, is not that bleak. It is only in comparison with the results of previous surveys from the Philadelphia Research Initiative that a modestly downward pattern emerges.

Forty percent of residents believe the city is headed in the right direction while 39 percent say it is off on the wrong track. Those results look good compared to national surveys about the country as a whole, in which the wrong track numbers tend to be twice as large as right direction. And they are better than during the height of the city budget crisis in April 2009, when 34 percent chose right direction and 47 percent wrong track. But a year ago, residents' view of Philadelphia was rosier than now, at 41 percent right direction, 34 percent wrong track. In January 2009, the numbers were 46 percent and 37 percent, respectively. See Figure 1.

Those most likely to view the city as headed in the right direction are people with family incomes over \$100,000 (61 percent), college graduates and West Philadelphians (both 50 percent), and residents who have lived in Philadelphia 10 years or less (51 percent). Most likely to think the city is off on the wrong track are residents of Northeast Philadelphia (48 percent) and people aged 35-49 (45 percent). For details, see Appendix Table 1.

As for quality of life in the neighborhoods, 60 percent of residents rate their neighborhoods as good or excellent. Two years ago, 65 percent did so, and last year 61 percent did. The good/excellent ratings by neighborhood are as follows: Northeast



Philadelphia—74 percent, Northwest Philadelphia—63 percent, South Philadelphia—59 percent, West Philadelphia—57 percent and North Philadelphia—40 percent. The survey does not allow for statistically significant results from other parts of the city such as Southwest Philadelphia, the River Wards and Center City.

A similar pattern emerges when Philadelphians are asked to rate city services as a group. Twenty-one percent say city services got worse in the past 12 months while 13 percent see improvement. A year ago, the numbers were 17 percent worse and 15 percent better, with the vast majority seeing no change in either year.

The mood carries over to residents’ ratings of specific city services as well. Over the past two years, the declines in the combined good and excellent ratings for various services range from a statistically insignificant 1 percentage point for senior services (down from 50 percent to 49 percent) to 13 percentage points for street maintenance and repair (from 33 percent to 20 percent). The rating for parks, playgrounds and recreational facilities was unchanged. See Figure 2. It is not clear how much of the declines in each category were due to actual service cutbacks or perceptions.

**FIGURE 2**  
**HOW RESIDENTS' RATINGS OF CITY SERVICES HAVE CHANGED**

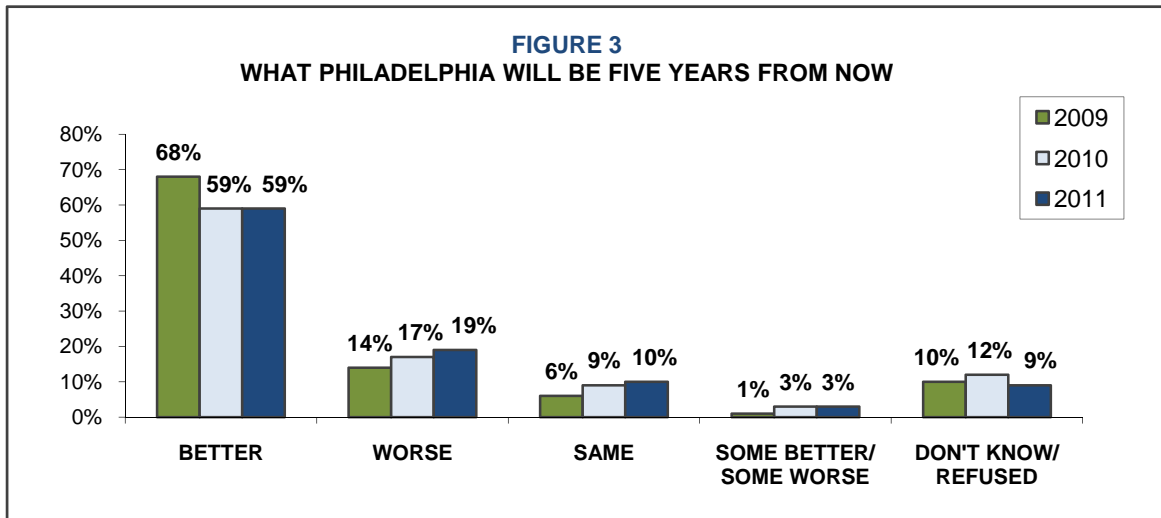
	2009 Excellent/Good Rating (percent)	2011 Excellent/Good Rating (percent)	Change (percentage points)
Public transportation	67	62	-5
Library services	65	61	-4
Availability of health care	60	55	-5
Trash collection	71	59	-12
Police protection	55	49	-6
Senior citizens programs	50	49	-1
Parks and Recreation	48	48	0
Street repair & maintenance	33	20	-13

When given the chance to take a longer-term perspective, though, Philadelphians voice optimism about the city and its future.

Sixty-two percent say they view the city as a good or excellent place to live, essentially unchanged from the two previous surveys. Sixty-nine percent say they are “very proud” or “somewhat proud” to tell people that they live in the Philadelphia area; only 60 percent of suburbanites expressed such pride in a Philadelphia Research Initiative poll conducted this past November.

Fifty-nine percent expect Philadelphia to be a better place five years from now while 19 percent expect it to get worse. That’s down from 2009, when optimists outnumbered pessimists 68 percent to 14 percent, but essentially unchanged from last year when the numbers were 59 percent and 17 percent, respectively. See Figure 3.

This long-term optimism is nearly universal, with relatively minor variations among demographic groups. Blacks (62 percent) are more optimistic than whites (57 percent), and people who have lived in the city less than 10 years (67 percent) are more optimistic than longer-term city residents.



When asked to name one or two things they like most about living in Philadelphia, 33 percent of those polled gave answers related to entertainment, recreation and culture while 29 percent talked about the overall ambience of the city. As for what they like least, 33 percent mentioned elements of public safety, and 32 percent cited problems with various public services including the schools and street repair.

### THE IMPACT OF THE ECONOMY

A year ago, the Philadelphia Research Initiative asked Philadelphians a series of questions about their personal economic situations. The results painted a grim picture. While the economy is said to be recovering, the new poll suggests that little has changed for city residents.

In January 2010, 49 percent of those questioned replied “yes” when asked whether they or anyone in their household had been without a job and looking for work during the past 12 months. This year, 52 percent answered in the affirmative. In addition, 18 percent of all respondents described themselves as unemployed and looking for work at the time the current poll was conducted. That total included 11 percent of whites, 24 percent of blacks and 29 percent of Hispanics. A year ago, the overall number was 21 percent.

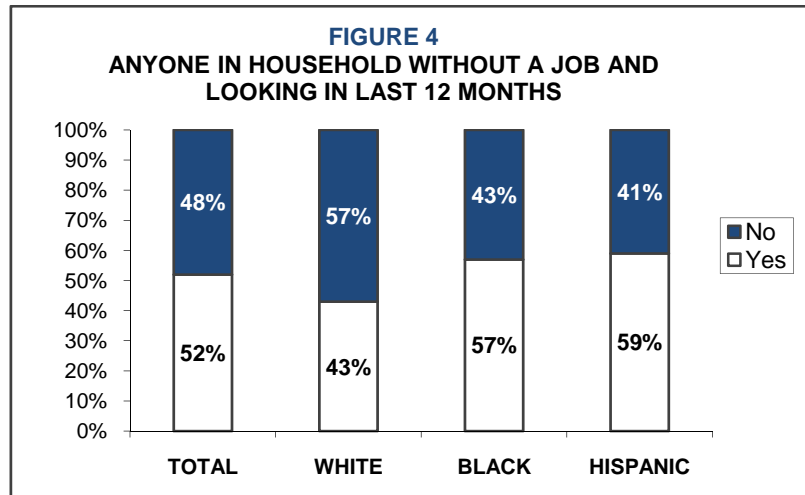
All of these responses may seem high—the official unemployment rate for the city averaged 11.5 percent in 2010—but the 18 percent unemployment reported by those polled is close to the national underemployment rate, which stands at about 17 percent, according to the U.S. Bureau of Labor Statistics. Unlike the conventional unemployment rate, the underemployment number includes people who are not actively looking for work, as defined by the federal government, as well as those who have part-time work and would like full-time jobs.

The highest percentages of people who say that they or someone in their household was out of work and looking for a job last year include the following: people under the age of 35 (64 percent), those with family incomes under \$30,000 (64 percent), and people who have never been married (61 percent). Fifty-nine percent of Hispanic households say they encountered unemployment last year, as did 57 percent of African American households and 43 percent of white households. See Figure 4. There is little variation by neighborhood. For more details, see Appendix Table 2.

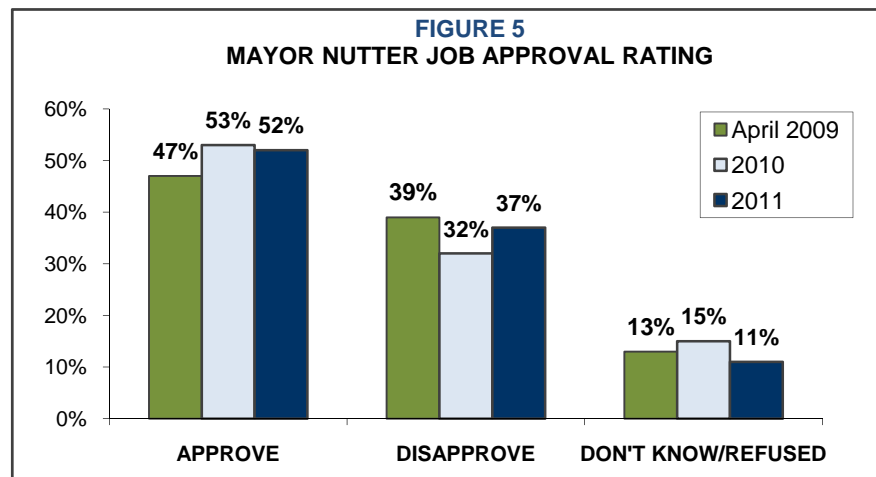
Sixty-three percent of residents describe their personal financial situations as “only fair” or poor. That is essentially unchanged from a year ago, when 65 percent did so. Fifty-one percent expect their situations to improve in the coming year; last year, the figure was 52 percent.

### JOB RATINGS OF THE MAYOR AND CITY COUNCIL

The assessment of Mayor Nutter’s performance in office, while still positive, is down slightly compared to a year ago. More precisely, his disapproval rating has risen somewhat. The percentage of residents who approve of his performance as mayor is essentially unchanged—52 percent this year compared to 53 percent in 2010—while the percentage who disapprove rose from 32 percent to 39 percent. See Figure 5. Nutter’s job approval margin was narrower, 47 percent to 39 percent, in a special poll taken in April 2009 at the height of the city budget crisis.



As has been the case throughout much of his term as mayor, Nutter does better among whites and Hispanics than among blacks, better among high-income residents than those with less income, and better among college graduates than people who are less well-educated. For instance, whites overwhelmingly approve of the job he is doing, 62 percent to 25 percent. Hispanics are nearly as positive about his



work, with 56 percent approving and 29 percent disapproving. But African Americans have a different view: 42 percent of them approve of his performance and 47 percent disapprove. Only 39 percent of black women like his performance as mayor. For more details, see Appendix Table 3.

City Council’s job-approval numbers are down slightly from last year as well. In 2010, 42 percent approved of council’s work while 34 percent disapproved. Now, 39 percent approve and 42 percent disapprove. In the April 2009 survey, 39 percent approved and 39 percent disapproved.

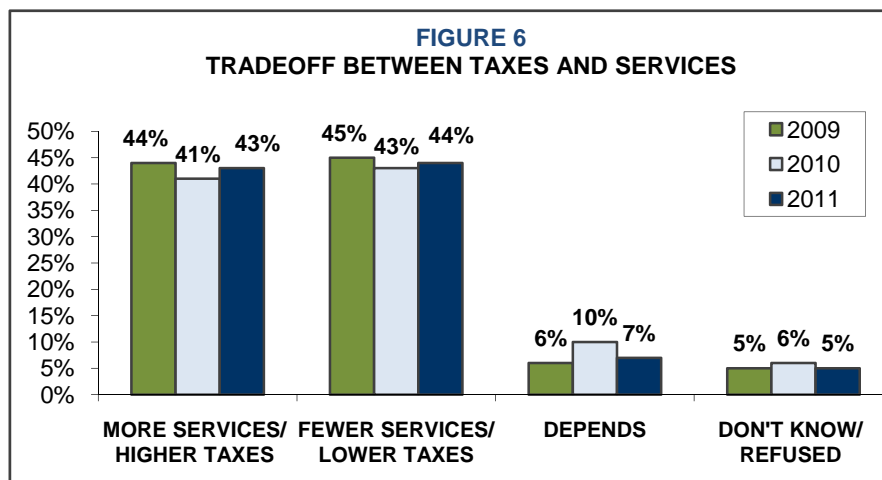
### POLICY CHOICES FOR CITY GOVERNMENT

Philadelphians remain deeply divided on two policy choices that city government has faced in recent years and will continue to face.

One is the tradeoff between taxes and city services. Given a choice between more services and higher taxes on the one hand, or fewer services and lower taxes on the other, 43 percent choose more services/higher taxes and 44 percent fewer services/lower taxes. That division has changed little over the past two years. See Figure 6.

Another policy question was posed for the first time this year in the Philadelphia Research Initiative poll. Residents were asked how they feel about the idea of new municipal employees having lower guaranteed pension benefits than current employees and retirees. The concept has been advocated in various forms by the Nutter administration. Forty-four percent say that it is all right

for city officials to seek lower guaranteed benefits for new workers while 45 percent say that new employees should not get reduced pensions. For more details, see Appendix Table 4.



There is a big split between African Americans and whites on this question. Fifty-two percent of blacks want new employees to get pension benefits equal to those of current and former city workers while only 36 percent of whites take that position. Answers also vary sharply by income. Among people with family incomes below \$30,000, 50 percent want to provide equal pension benefits compared to 29 percent among those with family incomes above \$100,000.

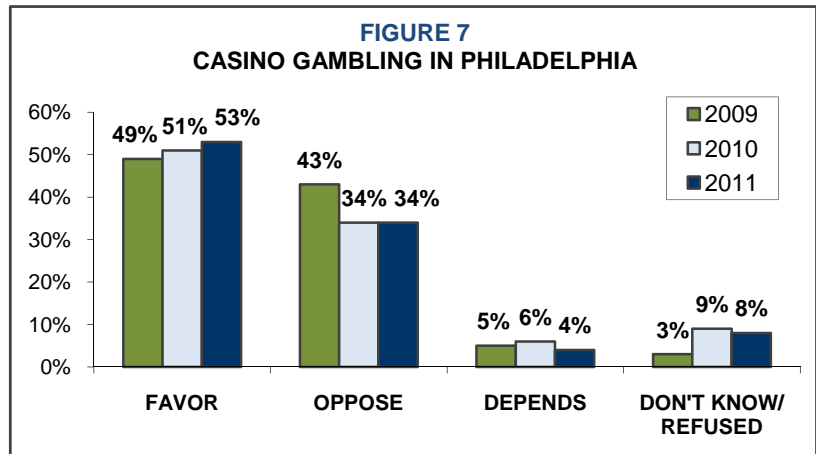
On another issue, 32 percent of those polled support the 10 percent property tax increase approved last year to help balance the city budget while 62 percent oppose it. In addition, the survey probed whether residents have been shopping outside of the city more often as the result of the 1 percentage point increase in the sales tax that took effect in the fall of 2009. Thirty-five percent of those questioned say that they have gone outside the city at least once to take advantage of a lower sales tax, and 69 percent of that group—equating to about one-quarter of the entire poll sample—say that they have done so more than three times.

## CASINO GAMBLING

The first casino in Philadelphia opened last fall on the Delaware River waterfront in Fishtown, and the fate of a proposed second casino remains unresolved.

The survey results suggest that public attitudes about casino gambling in the city have stabilized. Fifty-three percent of residents are in favor and 34 percent are opposed. A year ago, the numbers were 51 percent in favor and 34 percent opposed. See Figure 7.

As for building a second casino, public opinion is running slightly against the idea, with 42 percent pro and 47 percent con. The strongest support for a second casino comes from men (47 percent) and people in the \$50,000-\$100,000 family income range (48 percent). The most pronounced opposition comes from college graduates (54 percent) and Hispanics (53 percent). For more details, see Appendix Table 5.



The survey also probed the gambling habits of Philadelphians. Thirty percent of those questioned say they gambled in a casino somewhere during the past year. Within that 30 percent, 55 percent gambled at least once in one of the nearby Pennsylvania casinos—SugarHouse in Fishtown, Parx in Bensalem and Harrah’s in Chester.

Those who patronized the three area casinos were asked whether they gambled more, less or the same amount in 2010 compared with 2009. Twenty percent said more, 34 percent less and 44 percent the same. This suggests that the presence of nearby casinos has not caused an overall increase in gambling among Philadelphians and, instead, has caused some people to change where they gambled. (Industry analysts say the economy has led to reduced casino gambling throughout the country.)

Of the 1,604 people questioned in the poll, only 47 individuals said they gambled more last year than in 2009. Of those 47, 31 cited the presence of the three area casinos as a primary or contributing factor to their changed behavior.

## ABOUT THE SURVEY

The Philadelphia Research Initiative survey was conducted by telephone between January 31 and February 13, 2011, among a citywide random sample of 1,604 city residents, ages 18 and older. Interviews were conducted with 1,202 landline users and 402 cell phone users to reach a broad representative sample of Philadelphians.

The final sample was weighted to reflect the demographic breakdown of the city. The margin of error for the entire sample is approximately +/- 2.5 percentage points. The margin of error is higher for subgroups. Surveys are subject to other error sources as well, including sampling coverage error, recording error and respondent error.

Abt SRBI Public Affairs designed the survey and conducted all interviewing, working with Cliff Zukin, veteran pollster and professor of political science and public policy at Rutgers University. This report was written by Larry Eichel, project director of the Philadelphia Research Initiative, in consultation with Zukin.

## ABOUT THE PHILADELPHIA RESEARCH INITIATIVE

The Pew Charitable Trusts' Philadelphia Research Initiative provides timely, impartial research and analysis on key issues facing Philadelphia for the benefit of the city's citizens and leaders. Pew is a nonprofit organization that applies a rigorous, analytical approach to improve public policy, inform the public and stimulate civic life. [www.pewtrusts.org/philaresearch](http://www.pewtrusts.org/philaresearch).



## APPENDIX

Table 1		RIGHT DIRECTION / WRONG TRACK			
		Right Direction (percent)	Wrong Track (percent)	Mixed (percent)	Don't Know/Refused (percent)
<b>Total</b>		40	39	17	4
<b>Race</b>					
	White	42	37	16	5
	Black	39	40	18	3
	Hispanic	36	44	17	4
<b>Education</b>					
	H.S. or less	36	40	18	5
	Some College	41	41	16	2
	College Grad	50	31	15	5
<b>Gender</b>					
	Male	46	36	16	3
	Female	35	41	18	6
<b>Years in Philly</b>					
	10 or less	51	26	19	4
	11 to 30	37	41	19	4
	Over 30	38	41	16	5
<b>Age</b>					
	18-34	40	38	20	3
	35-49	40	45	13	2
	50-64	43	38	15	5
	65+	36	32	20	12
<b>Household Income</b>					
	<\$30,000	38	41	16	5
	\$30-\$50,000	37	42	15	6
	\$50-\$100,000	43	39	16	2
	\$100,000+	61	25	13	1
<b>Neighborhood</b>					
	South Philly	44	39	14	3
	West Philly	50	28	19	4
	North Philly	41	43	13	3
	N.W. Philly	43	34	19	3
	N.E. Philly	30	48	16	5
<b>Children in Household</b>					
	Yes	38	42	17	2
	No	41	36	17	5

APPENDIX

YOU OR SOMEONE IN YOUR HOUSEHOLD  
WAS UNEMPLOYED AND LOOKING FOR  
WORK IN THE PAST 12 MONTHS

Table 2

	Yes (percent)	No (percent)
<b>Total</b>	52	48
<b>Race</b>		
White	43	57
Black	57	43
Hispanic	59	41
<b>Education</b>		
H.S. or less	54	46
Some College	57	43
College Grad	41	59
<b>Gender</b>		
Male	53	47
Female	51	49
<b>Years in Philly</b>		
10 or less	50	50
11 to 30	61	39
Over 30	47	52
<b>Age</b>		
18-34	64	36
35-49	49	51
50-64	51	49
65+	29	70
<b>Household Income</b>		
<\$30,000	64	36
\$30-\$50,000	51	49
\$50-\$100,000	39	61
\$100,000+	26	74
<b>Neighborhood</b>		
South Philly	51	49
West Philly	54	46
North Philly	57	42
N.W. Philly	50	49
N.E. Philly	48	52
<b>Children in Household</b>		
Yes	60	40
No	47	53

APPENDIX

MAYOR NUTTER JOB APPROVAL

Table 3

	Job Approval (percent)	Job Disapproval (percent)	Don't Know/ Refused (percent)
<b>Total</b>	52	37	11
<b>Race</b>			
White	64	25	11
Black	42	47	11
Hispanic	56	29	15
<b>Education</b>			
H.S. or less	51	38	10
Some College	50	38	12
College Grad	58	31	11
<b>Gender</b>			
Male	53	36	11
Female	51	38	11
<b>Years in Philly</b>			
10 or less	59	25	17
11 to 30	46	41	17
Over 30	54	38	8
<b>Age</b>			
18-34	46	40	14
35-49	48	43	9
50-64	57	36	7
65+	66	23	11
<b>Household Income</b>			
<\$30,000	50	39	11
\$30-\$50,000	48	41	12
\$50-\$100,000	57	36	7
\$100,000+	69	22	8
<b>Neighborhood</b>			
South Philly	49	40	11
West Philly	56	36	8
North Philly	45	41	13
N.W. Philly	54	38	8
N.E. Philly	55	34	12
<b>Children in Household</b>			
Yes	45	42	13
No	57	34	10

APPENDIX

WHETHER NEWLY HIRED CITY EMPLOYEES SHOULD GET THE SAME PENSION BENEFITS AS CURRENT WORKERS AND RETIREES

Table 4

	Should Get Same (percent)	Ok to Provide Less (percent)	Depends (percent)	Don't Know/Refused (percent)
<b>Total</b>	45	44	5	6
<b>Race</b>				
White	36	54	4	5
Black	52	37	5	6
Hispanic	51	40	1	7
<b>Education</b>				
H.S. or less	48	42	4	6
Some College	48	42	5	5
College Grad	34	55	5	6
<b>Gender</b>				
Male	41	50	4	5
Female	48	40	5	7
<b>Years in Philly</b>				
10 or less	40	47	5	8
11 to 30	49	41	4	6
Over 30	44	45	5	6
<b>Age</b>				
18-34	48	43	3	6
35-49	43	49	5	4
50-64	44	46	6	4
65+	43	40	5	12
<b>Household Income</b>				
<\$30,000	50	42	3	5
\$30-\$50,000	47	41	5	6
\$50-\$100,000	37	54	6	3
\$100,000+	29	66	2	2
<b>Neighborhood</b>				
South Philly	39	48	4	9
West Philly	49	40	3	7
North Philly	47	42	5	6
N.W. Philly	47	43	5	5
N.E. Philly	45	46	4	5
<b>Children in Household</b>				
Yes	50	41	5	4
No	42	46	4	7

## APPENDIX

Table 5

### VIEW OF SECOND CASINO IN PHILADELPHIA

	Favor (percent)	Oppose (percent)	Depends (percent)	Don't Know/Refused (percent)
<b>Total</b>	42	47	6	6
<b>Race</b>				
White	41	46	7	5
Black	44	44	5	7
Hispanic	39	53	5	3
<b>Education</b>				
H.S. or less	43	47	5	6
Some College	46	40	7	7
College Grad	35	54	8	4
<b>Gender</b>				
Male	47	44	6	4
Female	38	48	6	7
<b>Years in Philly</b>				
10 or less	43	48	4	5
11 to 30	37	50	8	6
Over 30	44	44	6	6
<b>Age</b>				
18-34	42	46	7	5
35-49	46	46	4	5
50-64	43	46	5	5
65+	35	50	7	9
<b>Household Income</b>				
<\$30,000	44	47	5	4
\$30-\$50,000	42	43	8	8
\$50-\$100,000	48	42	8	3
\$100,000+	40	52	5	3
<b>Neighborhood</b>				
South Philly	41	47	6	5
West Philly	45	48	4	3
North Philly	39	48	8	6
N.W. Philly	38	51	4	7
N.E. Philly	45	42	7	7
<b>Children in Household</b>				
Yes	39	51	6	5
No	44	44	6	6

PHILADELPHIA RESEARCH INITIATIVE / ABT SRBI  
 TOPLINE FOR SELECTED QUESTIONS  
 JANUARY 31 – FEBRUARY 13, 2011 — ANNUAL BENCHMARK POLL

BASE= 1,602 Philadelphia Residents Except Where Noted

\* = less than 1%

- = question not asked/zero respondents

Q. TO BEGIN WITH, FOR HOW MANY YEARS HAVE YOU LIVED IN PHILADELPHIA OR HAVE YOU LIVED HERE ALL OF YOUR LIFE?

LESS THAN ONE	2%
ONE OR TWO	2%
3 - 5	6%
6 - 10	6%
11 - 20	6%
21 - 30	6%
MORE THAN 30	13%
ALL MY LIFE	60%

Q. HOW WOULD YOU RATE PHILADELPHIA AS A PLACE TO LIVE--EXCELLENT, GOOD, ONLY FAIR, OR POOR?

	FEBRUARY 2011	JANUARY 2010	JANUARY 2009
EXCELLENT	17%	16%	18%
GOOD	45%	47%	44%
ONLY FAIR	28%	28%	28%
POOR	10%	8%	9%
DON'T KNOW/REFUSED	1%	1%	1%

Q. DO YOU THINK THINGS IN PHILADELPHIA ARE GENERALLY HEADED IN THE RIGHT DIRECTION, OR WOULD YOU SAY THAT THINGS ARE PRETTY SERIOUSLY OFF ON THE WRONG TRACK?

	FEBRUARY 2011	JANUARY 2010	JANUARY 2009
RIGHT DIRECTION	40%	41%	46%
WRONG TRACK	39%	34%	37%
MIXED	17%	18%	12%
DON'T KNOW/REFUSED	4%	6%	5%

Q. ALL THINGS CONSIDERED, DO YOU THINK YOU WOULD OR WOULD NOT RECOMMEND PHILADELPHIA TO A FRIEND AS A PLACE TO LIVE?

	FEBRUARY 2011	JANUARY 2010	JANUARY 2009
WOULD	62%	62%	66%
WOULD NOT	29%	29%	27%
DEPENDS	8%	8%	6%
DON'T KNOW/REFUSED	1%	1%	1%

Q4. HOW DO YOU FEEL ABOUT SAYING TO PEOPLE FROM OTHER PARTS OF THE COUNTRY THAT YOU LIVE IN THE PHILADELPHIA REGION?

VERY PROUD	35%
SOMEWHAT PROUD	34%
NEITHER PROUD NOR EMBARRASSED	20%
SOMEWHAT EMBARRASSED	7%
VERY EMBARRASSED	3%
OTHER/DON'T KNOW/REFUSED	2%

Q. WHAT ARE THE ONE OR TWO THINGS YOU LIKE BEST ABOUT LIVING IN PHILADELPHIA?

--POPULATION (NET) 15%

POSITIVE ATTITUDE OF PEOPLE	9%
CULTURAL ACCESS/AVAILABILITY	1%
DIVERSIFICATION OF THE CULTURE/PEOPLE	3%
ALL OTHER POPULATION MENTIONS	2%

--COST (NET)

AFFORDABLE/REASONABLE COST OF LIVING	4%
AFFORDABLE/CHEAPER HOUSING/REAL ESTATE	2%
ALL OTHER COST MENTIONS	1%
	2%

--ENTERTAINMENT/RECREATION (NET)

GOOD RESTAURANTS/CHOICES OF FOOD	33%
ART/THEATER/MUSIC ACCESS/AVAILABILITY	12%
BARS/NIGHT CLUBS/NIGHT LIFE	4%
A LOT OF THINGS TO DO	2%
MUSEUMS ACCESS/AVAILABILITY	8%
ENTERTAINMENT/RECREATIONAL/FUN ACTIVITIES	3%
SPORTS TOWN	2%
PARKS	7%
	2%

ALL OTHER ENTERTAINMENT/RECREATION	4%
--EASE/CONVENIENCE (NET)	19%
CONVENIENCE (UNSPEC.)	2%
RETAIL/SHOPPING ACCESS/AVAILABILITY	5%
CONVENIENT LOCATION/CENTER CITY/CLOSE	6%
A LOT IN WALKING DISTANCE/EASY TO WALK	2%
PROXIMITY TO OTHER BIG CITIES	2%
CHURCH ACCESS/AVAILABILITY	1%
A/O EASE/CONVENIENCE MENTIONS	4%
--PUBLIC/COMMUNITY SERVICES (NET)	16%
GOOD TRANSPORTATION SYSTEM	11%
HOSPITAL/DOCTOR/HEALTH CARE ACCESS	1%
GOOD SCHOOLS/EDUCATIONAL OPPORTUNITIES	2%
ALL OTHER PUBLIC/COMMUNITY SERVICES	2%
--AMBIANCE (NET)	29%
HISTORY/ HISTORICAL SITES	9%
QUIET/PEACEFUL/CALM CITY/NEIGHBORHOODS	1%
HOME TOWN/GREW UP THERE/FAMILY/FRIENDS	7%
NICE CITY/NEIGHBORHOODS (UNSPEC.)	5%
SCENERY/LANDSCAPING	2%
ENVIRONMENT/ATMOSPHERE	5%
ALL OTHER AMBIANCE MENTIONS	2%
--MISCELLANEOUS (NET)	14%
JOBS/EMPLOYMENT OPPORTUNITIES	3%
CITY SIZE	2%
LIKE/GOOD CLIMATE/WEATHER	3%
ALL OTHER MISCELLANEOUS	7%
NOTHING I LIKE	6%
DON'T KNOW/REFUSED	5%

Q. AND WHAT ARE THE ONE OR TWO THINGS YOU LIKE LEAST ABOUT LIVING IN PHILADELPHIA?

--POPULATION (NET)	6%
NEGATIVE ATTITUDE OF PEOPLE	3%
RACIAL TENSION/SEGREGATION	1%
ALL OTHER POPULATION MENTIONS	2%
--COST (NET)	9%
TAXES/HIGH TAXES	7%
UNAFFORDABLE/HIGH COST OF LIVING	*
ALL OTHER COST MENTIONS	3%
--ENTERTAINMENT/RECREATION (NET)	3%
POOR RESTAURANTS/CHOICES OF FOOD	*
ALL OTHER ENTERTAINMENT/RECREATION	2%
--EASE/CONVENIENCE (NET)	1%
INCONVENIENT LOCATION	*
ALL OTHER EASE/CONVENIENCE MENTIONS	1%
--PUBLIC/COMMUNITY SERVICES (NET)	32%
DIRTY STREETS/TRASH	8%
CLOSING OF PUBLIC SERVICES	*
POOR EDUCATION/SCHOOL SYSTEM	7%
POOR TRANSPORTATION SYSTEM	4%
POOR POLICE FORCE/SYSTEM	4%
QUALITY OF CITY SERVICE	7%
STREET CONDITIONS/POTHoles	1%
PARKING AUTHORITY	1%
NO/POOR PARKING	2%
POOR AIR/WATER QUALITY/POLLUTION	*
ALL OTHER PUBLIC/COMMUNITY SERVICES	3%
--AMBIANCE (NET)	8%
OVERPOPULATED	1%
POOR CITY/NEIGHBORHOODS	1%
NOISY	*
BAD HOUSING/ABANDONED/NEEDING REPAIRS	1%
POVERTY/HOMELESSNESS	2%
ALL OTHER AMBIANCE MENTIONS	3%
--SAFETY (NET)	33%
CRIME/VIOLENCE	29%
DRUGS/ALCOHOL	4%
ALL OTHER SAFETY MENTIONS	2%

--MISCELLANEOUS (NET)	24%
UNEMPLOYMENT/LACK OF JOBS	4%
TRAFFIC	4%
POLITICS/LACK OF INTEGRITY/CORRUPTION	9%
BUDGET DEFICIT/CONCERNS	1%
POOR CLIMATE/WEATHER	4%
ALL OTHER MISCELLANEOUS MENTIONS	3%

ALL POSITIVE MENTIONS	1%
NOTHING I DISLIKE	9%
DON'T KNOW/REFUSED	4%

Q. ALL THINGS CONSIDERED, DO YOU THINK PHILADELPHIA HAS GOTTEN BETTER OR WORSE THAN IT WAS WHEN YOU [FIRST MOVED IN / 5 YEARS AGO], OR HAS IT STAYED ABOUT THE SAME AS A PLACE TO LIVE?

	FEBRUARY 2011	JANUARY 2010	JANUARY 2009
BETTER	28%	32%	33%
WORSE	28%	30%	27%
SAME	40%	34%	35%
SOME BETTER/SOME WORSE	2%	3%	3%
DON'T KNOW/REFUSED	1%	1%	1%
REFUSED			

Q. NOW, THINKING OF THE FUTURE, DO YOU THINK PHILADELPHIA WILL BE BETTER OR WORSE AS A PLACE TO LIVE 5 YEARS FROM NOW?

	FEBRUARY 2011	JANUARY 2010	JANUARY 2009
BETTER	59%	59%	68%
WORSE	19%	17%	14%
SAME	10%	9%	6%
SOME BETTER/SOME WORSE	3%	3%	1%
DON'T KNOW/REFUSED	9%	12%	10%

Q. PLEASE RATE EACH AS IT APPLIES TO THE CITY OF PHILADELPHIA.  
LIBRARY SERVICES IN YOUR AREA

	FEBRUARY 2011(804)	JANUARY 2010(795)	JANUARY 2009(1,600)
EXCELLENT	16%	15%	20%
GOOD	45%	43%	45%
ONLY FAIR	20%	19%	17%
POOR	12%	18%	11%
DON'T KNOW/REFUSED	7%	5%	7%

STREET REPAIR AND MAINTENANCE

	FEBRUARY 2011(804)	JANUARY 2010(795)	JANUARY 2009(781)
EXCELLENT	3%	4%	6%
GOOD	17%	24%	27%
ONLY FAIR	35%	33%	35%
POOR	43%	39%	32%
DON'T KNOW/REFUSED	2%	1%	*

SENIOR CITIZEN PROGRAMS AND FACILITIES

	FEBRUARY 2011(804)	JANUARY 2010(795)	JANUARY 2009(781)
EXCELLENT	13%	10%	14%
GOOD	36%	35%	36%
ONLY FAIR	22%	21%	21%
POOR	7%	11%	7%
DON'T KNOW/REFUSED	22%	22%	22%

POLICE PROTECTION

	FEBRUARY 2011(804)	JANUARY 2010(795)	JANUARY 2009(781)
EXCELLENT	8%	10%	15%
GOOD	41%	42%	40%
ONLY FAIR	31%	32%	30%
POOR	18%	13%	12%
DON'T KNOW/REFUSED	2%	2%	3%

THE CRIMINAL JUSTICE SYSTEM

	FEBRUARY 2011(804)	JANUARY 2010 (795)
EXCELLENT	3%	4%
GOOD	24%	19%
ONLY FAIR	36%	33%
POOR	28%	34%
DON'T KNOW/REFUSED	8%	10%



PUBLIC TRANSPORTATION

	FEBRUARY 2011(800)	JANUARY 2010(807)	JANUARY 2009(819)
EXCELLENT	19%	20%	20%
GOOD	43%	45%	47%
ONLY FAIR	23%	19%	24%
POOR	11%	10%	6%
DON'T KNOW/REFUSED	4%	6%	3%

FIRE PROTECTION

	FEBRUARY 2011(800)	JANUARY 2010 (807)
EXCELLENT	19%	26%
GOOD	50%	52%
ONLY FAIR	21%	15%
POOR	6%	3%
DON'T KNOW/REFUSED	5%	5%

PARKS, PLAYGROUNDS AND RECREATIONAL FACILITIES

	FEBRUARY 2011(800)	JANUARY 2010 (807)	JANUARY 2009 (1,600)
EXCELLENT	13%	12%	13%
GOOD	35%	36%	35%
ONLY FAIR	32%	31%	30%
POOR	16%	17%	18%
DON'T KNOW/REFUSED	4%	3%	4%

TRASH COLLECTION

	FEBRUARY 2011(800)	JANUARY 2010 (807)	JANUARY 2009 (819)
EXCELLENT	13%	17%	20%
GOOD	46%	51%	51%
ONLY FAIR	27%	21%	20%
POOR	13%	10%	9%
DON'T KNOW/REFUSED	1%	2%	1%

THE AVAILABILITY OF HEALTH CARE SERVICES

	FEBRUARY 2011(800)	JANUARY 2010 (807)	JANUARY 2009 (819)
EXCELLENT	18%	18%	18%
GOOD	37%	40%	42%
ONLY FAIR	27%	23%	21%
POOR	14%	14%	14%
DON'T KNOW/REFUSED	3%	5%	4%

Q. HOW OFTEN DO YOU USE SOME OF THESE SERVICES?

A PUBLIC LIBRARY IN PHILADELPHIA

	FEBRUARY 2011(804)	JANUARY 2009(1,600)
IN LAST WEEK	15%	20%
IN LAST MONTH	16%	22%
IN LAST YEAR, MORE THAN MONTH AGO	24%	24%
MORE THAN A YEAR AGO	30%	23%
NEVER	13%	10%
DON'T KNOW/REFUSED	1%	1%

A PARK OR RECREATION FACILITY IN THE CITY

	FEBRUARY 2011(804)	JANUARY 2009(1,600)
IN LAST WEEK	19%	22%
IN LAST MONTH	15%	19%
IN LAST YEAR, MORE THAN MONTH AGO	37%	32%
MORE THAN A YEAR AGO	15%	14%
NEVER	14%	12%
DON'T KNOW/REFUSED	*	1%

PUBLIC TRANSPORTATION

	FEBRUARY 2011(804)	JANUARY 2009 (1,600)
IN LAST WEEK	50%	47%
IN LAST MONTH	13%	15%
IN LAST YEAR, MORE THAN MONTH AGO	16%	17%
MORE THAN A YEAR AGO	11%	12%
NEVER	10%	9%
DON'T KNOW/REFUSED	*	1%

A HEALTH CARE CLINIC

	FEBRUARY 2011(804)	JANUARY 2009(1,600)
IN LAST WEEK	10%	13%
IN LAST MONTH	16%	19%
IN LAST YEAR, MORE THAN A MONTH AGO	17%	19%
MORE THAN A YEAR AGO	12%	11%
NEVER	45%	38%
DON'T KNOW/REFUSED	*	1%

Q. PLEASE RATE EACH AS IT APPLIES TO THE CITY OF PHILADELPHIA.

AS A PLACE TO EXPERIENCE CULTURE, SUCH AS MUSEUMS AND THE ARTS

	FEBRUARY 2011(800)	JANUARY 2009(802)
EXCELLENT	55%	50%
GOOD	34%	36%
ONLY FAIR	7%	8%
POOR	2%	2%
DON'T KNOW/REFUSED	3%	4%

AS A PLACE TO SEE PRO SPORTS

	FEBRUARY 2011(800)	JANUARY 2009(798)
EXCELLENT	48%	44%
GOOD	35%	37%
ONLY FAIR	9%	11%
POOR	2%	2%
DON'T KNOW/REFUSED	6%	6%

RESTAURANTS--THE VARIETY OF FOOD AND PLACES TO EAT

	FEBRUARY 2011(800)	JANUARY 2009(802)
EXCELLENT	57%	48%
GOOD	31%	35%
ONLY FAIR	8%	11%
POOR	1%	3%
DON'T KNOW/REFUSED	3%	4%

ENTERTAINMENT--LIVE MUSIC, THEATER AND MOVIES

	FEBRUARY 2011(800)	JANUARY 2009(798)
EXCELLENT	43%	38%
GOOD	38%	40%
ONLY FAIR	12%	14%
POOR	3%	4%
DON'T KNOW/REFUSED	4%	5%

Q. IN GENERAL, HOW WOULD YOU RATE THE JOB PUBLIC SCHOOLS ARE DOING IN PHILADELPHIA--EXCELLENT, GOOD, ONLY FAIR, OR POOR?

	FEBRUARY 2011	JANUARY 2010	JANUARY 2009
EXCELLENT	4%	4%	6%
GOOD	20%	20%	24%
ONLY FAIR	35%	35%	35%
POOR	33%	29%	28%
DON'T KNOW/REFUSED	8%	11%	8%

Q. OVERALL, DO YOU APPROVE OR DISAPPROVE OF THE JOB MICHAEL NUTTER IS DOING AS MAYOR?

	FEBRUARY 2011	JANUARY 2010	JANUARY 2009
APPROVE	52%	53%	47%
DISAPPROVE	37%	32%	39%
DON'T KNOW/REFUSED	11%	15%	13%

Q. AND DO YOU APPROVE OR DISAPPROVE OF THE JOB THE CITY COUNCIL IS DOING?

	FEBRUARY 2011	JANUARY 2010	JANUARY 2009
APPROVE	39%	42%	39%
DISAPPROVE	42%	34%	39%
DON'T KNOW/REFUSED	19%	24%	22%

Q. HOW WOULD YOU DESCRIBE THE FINANCIAL SHAPE OF THE CITY NOW--IS IT IN EXCELLENT SHAPE, PRETTY GOOD SHAPE, NOT VERY GOOD SHAPE, OR IN BAD SHAPE?

	FEBRUARY 2011	JANUARY 2010	JANUARY 2009
EXCELLENT	2%	1%	1%
PRETTY GOOD	23%	20%	16%
NOT VERY GOOD	42%	42%	39%

BAD SHAPE	30%	32%	42%
DON'T KNOW/REFUSED	4%	5%	3%

Q. IN GENERAL, IF YOU HAD TO CHOOSE BETWEEN MORE GOVERNMENT SERVICES AND HIGHER TAXES, OR FEWER SERVICES AND LOWER TAXES, WHICH WOULD YOU CHOOSE?

	FEBRUARY 2011	JANUARY 2010	JANUARY 2009
MORE SERVICES AND HIGHER TAXES	43%	41%	44%
FEWER SERVICES AND LOWER TAXES	44%	43%	45%
DEPENDS	7%	10%	6%
DON'T KNOW/REFUSED	5%	6%	5%

Q. THINKING ABOUT ALL CITY SERVICES, DO YOU THINK THEY GOT BETTER IN 2010, GOT WORSE, OR DID THEY STAY PRETTY MUCH THE SAME?

	FEBRUARY 2011	JANUARY 2010
BETTER	13%	15%
WORSE	21%	17%
SAME	62%	62%
DEPENDS	1%	2%
DON'T KNOW/REFUSED	3%	4%

Q. DO YOU THINK NEWLY HIRED CITY EMPLOYEES SHOULD GET THE SAME PENSION BENEFITS AS CURRENT WORKERS AND RETIREES, OR IS IT OK TO HIRE THEM AT A LOWER LEVEL OF BENEFITS TO SAVE MONEY FOR THE CITY?

SHOULD GET SAME	45%
OK TO PROVIDE LESS	44%
DEPENDS	5%
DON'T KNOW/REFUSED	6%

Q. CITY OFFICIALS RAISED PROPERTY TAXES BY 10 PERCENT LAST YEAR, SAYING IT WAS NECESSARY TO PREVENT BIG CUTS IN CITY SERVICES AND LAYOFFS OF CITY WORKERS. DO YOU APPROVE OR DISAPPROVE OF THIS TAX INCREASE?

APPROVE	32%
DISAPPROVE	62%
DEPENDS	3%
DON'T KNOW/REFUSED	4%

Q. AND IN THE FALL OF 2009 THE CITY RAISED THE SALES TAX TO 8 PERCENT. SINCE THEN HAVE YOU EVER GONE TO A STORE OUTSIDE THE CITY SPECIFICALLY BECAUSE OF A LOWER TAX OR NOT?

YES	35%
NO	64%
DON'T KNOW/REFUSED	1%

Q. DID YOU DO THIS ONCE, TWO OR THREE TIMES, OR MORE OFTEN?  
BASE: GONE TO A STORE OUTSIDE THE CITY (566)

ONCE	6%
TWO OR THREE TIMES	24%
MORE OFTEN	69%
DON'T KNOW/REFUSED	1%

Q. NOW ON ANOTHER TOPIC, HOW WOULD YOU RATE YOUR OWN PERSONAL FINANCIAL SITUATION?

	FEBRUARY 2011	JANUARY 2010
EXCELLENT	5%	5%
GOOD	31%	28%
ONLY FAIR	42%	40%
POOR	21%	25%
DON'T KNOW/REFUSED	1%	2%

Q. OVER THE COURSE OF THE NEXT YEAR, DO YOU THINK THE FINANCIAL SITUATION OF YOU AND YOUR FAMILY WILL IMPROVE A LOT, IMPROVE SOME, STAY THE SAME, GET A LITTLE WORSE OR GET A LOT WORSE?

	FEBRUARY 2011	JANUARY 2010
IMPROVE A LOT	15%	13%
IMPROVE SOME	36%	39%
STAY THE SAME	33%	33%
GET A LITTLE WORSE	8%	6%
GET A LOT WORSE	3%	3%
DON'T KNOW/DEPENDS	4%	6%

Q. OVER THE PAST 12 MONTHS, HAS THERE BEEN A TIME WHEN YOU OR SOMEONE IN YOUR HOUSEHOLD HAS BEEN WITHOUT A JOB AND LOOKING FOR WORK, OR NOT?

	FEBRUARY 2011	JANUARY 2010
YES	52%	49%
NO	48%	50%
DON'T KNOW/REFUSED	*	1%

Q. NOW ON A DIFFERENT SUBJECT, AS YOU MAY KNOW, THE FIRST CASINO HAS OPENED IN FISHTOWN. ON THE WHOLE DO YOU FAVOR OR OPPOSE SUCH GAMBLING IN PHILADELPHIA?

	FEBRUARY 2011	JANUARY 2010	JANUARY 2009
FAVOR	53%	51%	49%
OPPOSE	34%	34%	43%
DEPENDS	4%	6%	5%
DON'T KNOW/REFUSED	8%	9%	3%

Q. THERE HAS BEEN SOME QUESTION ABOUT OPENING ANOTHER CASINO IN THE CITY. DO YOU FAVOR OR OPPOSE A SECOND CASINO?

FAVOR	42%
OPPOSE	47%
DEPENDS	6%
DON'T KNOW/REFUSED	6%

Q. HAVE YOU LEGALLY GAMBLED AT ANY CASINO IN THE LAST 12 MONTHS, OR NOT?

YES	30%
NO	70%
DON'T KNOW/REFUSED	*

Q. THIS YEAR, HAVE YOU GAMBLED AT ANY OF THE NEW CASINOS IN THE PHILADELPHIA AREA - SUGARHOUSE IN FISHTOWN, PARX IN BENSALEM OR HARRAH'S IN CHESTER?

BASE: GAMBLER AT CASINO IN THE LAST 12 MONTHS (476)

YES	55%
NO	45%
DON'T KNOW/REFUSED	1%

Q. THINKING OVER THE YEAR 2010, DID YOU GAMBLE MORE TIMES THAN THE YEAR BEFORE, FEWER TIMES THAN BEFORE, OR THE SAME NUMBER?

BASE: GAMBLER AT ANY OF THE NEW CASINOS IN THE PHILADELPHIA AREA (258)

MORE	20%
FEWER	34%
SAME	44%
DON'T KNOW/REFUSED	1%

Q. DID YOU GAMBLE MORE THIS YEAR BECAUSE OF THE CLOSENESS OF THE NEW CASINOS, OR FOR SOME OTHER REASON?

BASE: GAMBLER MORE THAN THE YEAR BEFORE (47)

NEW CASINOS	60%
OTHER REASONS	34%
BOTH NEW CASINO AND OTHER REASONS	6%

Q. WHAT GEOGRAPHIC SECTION OF THE CITY DO YOU LIVE IN?

CENTER CITY	5%
SOUTH PHILADELPHIA	11%
WEST PHILADELPHIA	13%
SOUTHWEST PHILADELPHIA	6%
NORTH PHILADELPHIA	20%
RIVER WARDS	1%
NORTHWEST PHILADELPHIA	12%
NORTHEAST PHILADELPHIA	29%
OTHER (SPECIFY)	1%
DON'T KNOW/REFUSED	1%

Q. HOW WOULD YOU RATE YOUR NEIGHBORHOOD AS A PLACE TO LIVE?

	FEBRUARY 2011	JANUARY 2010	JANUARY 2009
EXCELLENT	22%	20%	25%
GOOD	38%	41%	40%
ONLY FAIR	27%	27%	27%
POOR	12%	11%	8%
DON'T KNOW/REFUSED	*	*	*

Q. HOW LONG HAVE YOU BEEN LIVING IN THIS SAME NEIGHBORHOOD?

	FEBRUARY 2011	JANUARY 2010	JANUARY 2009
LESS THAN 5	25%	24%	27%
BETWEEN 5 AND 10	19%	22%	17%
MORE THAN 10	56%	54%	56%
DON'T KNOW/ REFUSED	*	*	*

Q. ALL THINGS CONSIDERED, DO YOU THINK YOUR NEIGHBORHOOD HAS GOTTEN BETTER OR WORSE THAN IT WAS?

	FEBRUARY 2011	JANUARY 2010	JANUARY 2009
BETTER	23%	25%	27%
WORSE	27%	23%	25%
SAME	47%	48%	44%
SOME BETTER/SOME WORSE	1%	1%	1%
DON'T KNOW/REFUSED	3%	2%	2%

Q. IF YOU HAD THE OPPORTUNITY WOULD YOU WANT TO CONTINUE LIVING WHERE YOU ARE NOW, MOVE TO ANOTHER PART OF YOUR NEIGHBORHOOD, TO ANOTHER NEIGHBORHOOD IN PHILADELPHIA, OR MOVE OUT OF PHILADELPHIA ALL TOGETHER?

	FEBRUARY 2011	JANUARY 2010	JANUARY 2009
STAY WHERE IS	43%	42%	45%
MOVE IN SAME NEIGHBORHOOD	4%	5%	4%
MOVE OUT OF NEIGHBORHOOD	17%	15%	17%
MOVE OUT OF PHILADELPHIA	35%	37%	32%
OTHER	1%	1%	*
DON'T KNOW/REFUSED	1%	1%	1%

Q. I'M GOING TO READ YOU A LIST OF PROBLEMS THAT SOME PLACES FACE AND WOULD LIKE YOU TO TELL ME WHETHER YOU THINK EACH IS A VERY SERIOUS PROBLEM, SOMEWHAT SERIOUS, OR NOT VERY SERIOUS IN YOUR NEIGHBORHOOD.

THE QUALITY OF PUBLIC TRANSPORTATION

	FEBRUARY 2011(804)	JANUARY 2010	JANUARY 2009
VERY SERIOUS	11%	10%	8%
SOMEWHAT SERIOUS	12%	13%	14%
NOT VERY SERIOUS	72%	71%	73%
NO OPINION	3%	4%	2%
DON'T KNOW/REFUSED	2%	2%	3%

THE AVAILABILITY OF A HIGH QUALITY FOOD MARKET (804)

VERY SERIOUS	14%
SOMEWHAT SERIOUS	15%
NOT VERY SERIOUS	68%
NO OPINION	1%
DON'T KNOW/REFUSED	1%

CRIME

	FEBRUARY 2011(804)	JANUARY 2010	JANUARY 2009
VERY SERIOUS	35%	28%	33%
SOMEWHAT SERIOUS	29%	34%	31%
NOT VERY SERIOUS	34%	36%	35%
NO OPINION	*	1%	*
DON'T KNOW/REFUSED	1%	1%	1%

HIGH TAXES

	FEBRUARY 2011(804)	JANUARY 2010	JANUARY 2009
VERY SERIOUS	30%	27%	31%
SOMEWHAT SERIOUS	32%	28%	31%
NOT VERY SERIOUS	31%	36%	33%
NO OPINION	3%	5%	1%
DON'T KNOW/REFUSED	4%	4%	4%

LACK OF JOB OPPORTUNITIES

	FEBRUARY 2011(804)	JANUARY 2010	JANUARY 2009
VERY SERIOUS	45%	41%	46%
SOMEWHAT SERIOUS	28%	25%	24%
NOT VERY SERIOUS	16%	22%	22%
NO OPINION	3%	6%	3%
DON'T KNOW/REFUSED	7%	6%	6%

DRUGS

	FEBRUARY 2011(800)	JANUARY 2010	JANUARY 2009
VERY SERIOUS	35%	34%	40%
SOMEWHAT SERIOUS	25%	26%	23%
NOT VERY SERIOUS	34%	33%	32%
NO OPINION	2%	3%	1%
DON'T KNOW/REFUSED	4%	4%	4%

THE PHYSICAL CONDITION OF YOUR NEIGHBORHOOD

	FEBRUARY 2011(800)	JANUARY 2010	JANUARY 2009
VERY SERIOUS	16%	16%	17%
SOMEWHAT SERIOUS	26%	23%	25%
NOT VERY SERIOUS	55%	59%	56%
NO OPINION	1%	1%	*
DON'T KNOW/REFUSED	2%	1%	1%

THE QUALITY OF PUBLIC SCHOOLS

	FEBRUARY 2011(800)	JANUARY 2010	JANUARY 2009
VERY SERIOUS	32%	29%	31%
SOMEWHAT SERIOUS	21%	23%	25%
NOT VERY SERIOUS	34%	32%	33%
NO OPINION	5%	9%	3%
DON'T KNOW/REFUSED	7%	8%	8%

ETHNIC OR RACIAL PROBLEMS

	FEBRUARY 2011(800)	JANUARY 2010	JANUARY 2009
VERY SERIOUS	7%	8%	8%
SOMEWHAT SERIOUS	13%	15%	13%
NOT VERY SERIOUS	77%	75%	77%
NO OPINION	1%	2%	*
DON'T KNOW/REFUSED	2%	1%	1%

Q. HOW SAFE DO YOU FEEL IN YOUR NEIGHBORHOOD WHEN YOU ARE IN YOUR HOME AT NIGHT--COMPLETELY SAFE, PRETTY SAFE, A LITTLE UNSAFE, OR NOT SAFE AT ALL?

	FEBRUARY 2011	JANUARY 2010	JANUARY 2009
COMPLETELY SAFE	45%	36%	38%
PRETTY SAFE	42%	48%	46%
A LITTLE UNSAFE	10%	12%	11%
NOT SAFE AT ALL	3%	4%	3%
DON'T KNOW/DEPENDS/REFUSE	*	*	1%

Q. AND HOW SAFE DO YOU FEEL WHEN YOU ARE OUT IN YOUR NEIGHBORHOOD AT NIGHT--COMPLETELY SAFE, PRETTY SAFE, A LITTLE UNSAFE, OR NOT SAFE AT ALL?

	FEBRUARY 2011	JANUARY 2010	JANUARY 2009
COMPLETELY SAFE	19%	16%	18%
PRETTY SAFE	38%	39%	39%
A LITTLE UNSAFE	24%	23%	24%
NOT SAFE AT ALL	14%	13%	13%
DON'T KNOW/DEPENDS/REFUSE	5%	9%	6%

Q. DO YOU HAVE EITHER A COMPUTER AT HOME OR THE KIND OF CELL PHONE THAT ALLOWS YOU TO CONNECT TO THE INTERNET?

YES	76%
NO	24%
DON'T KNOW/REFUSED	*

Q. ARE YOU CURRENTLY GETTING ANY GENERAL ASSISTANCE, WELFARE, TANF, FOOD STAMPS OR PUBLIC HOUSING?

YES	22%
NO	77%
DON'T KNOW/REFUSED	1%

Q. DO YOU EVER USE YOUR CELL PHONE TO SEND OR RECEIVE EMAIL?

BASE: CELL PHONE SAMPLE OR HAVE BOTH CELL PHONE AND LAND LINE (1,310)

YES	39%
NO	60%
DON'T KNOW/REFUSED	*

Q. DO YOU EVER USE YOUR CELL PHONE TO SEND OR RECEIVE TEXT MESSAGES?

BASE: CELL PHONE SAMPLE OR HAVE BOTH CELL PHONE AND LAND LINE (1,310)

YES	71%
NO	29%

DON'T KNOW/ REFUSED

\*

Q. DO YOU EVER USE YOUR CELL PHONE TO ACCESS THE INTERNET?

BASE: CELL PHONE SAMPLE OR HAVE BOTH CELL PHONE AND LANDLINE (1,310)

YES

49%

NO

50%

DON'T KNOW/REFUSED

\*