

NRO Satisfaction Survey – Summary of Responses

The Neighborhood Resource Organization (NRO) developed a survey tool to gather information from members of various Neighborhood Watch Groups and Associations and community partners to better evaluate the work of the NRO and its effect on the community.

The goals of the survey are to:

- Provide a clearer picture of what citizens in Erie County think about crime and neighborhood issues in their own communities
- Determine residents' awareness of and participation in neighborhood groups
- Determine how frequently NRO services are being utilized
- Identify which NRO services are the most useful to the community
- Rate the level of satisfaction with the NRO in a number of areas
- Identify areas where the NRO needs to improve or expand training and assistance
- Measure the effect that the NRO has had on the community

Survey Results

1. Do you currently, or have you ever belonged to a Neighborhood Association? (29 responses)

Yes – 72.4%

No – 27.6%

2. If yes, how has it benefited you? (22 responses)

I take more pride in my neighborhood 81.8%

I know my neighbors 77.3%

Provides better access to services 59.1%

Makes me feel safer 59.1%

3. Do you participate in your Neighborhood Association? (28 responses)

Yes – 71.4%

No – 28.6%

4. If yes, how do you participate in your neighborhood association? (21 responses)

Attend meetings	100%
Attend events	85.7%
Provide or share information	85.7%
Volunteer time	76.2%
Participate in community clean-ups	71.4%
Provide resources	66.7%
Watch patrol	38.1%
Other	9.2%

5. If no, why not? (11 responses)

I did not know we had one	36.4%
Nothing gets done	18.2%
Involvement conflicts with my work schedule	18.2%
I am too busy	18.2%
Involvement conflicts with my family schedule	9.1%

6. How satisfied are you with the community's efforts in the following areas? (30 responses)

	Very satisfied	Somewhat satisfied	Not at all satisfied
People keep their home and property clean and free of trash	<input type="radio"/> 8.0%	<input type="radio"/> 76.0%	<input type="radio"/> 16%
Landlords maintain their properties	<input type="radio"/> 8.0%	<input type="radio"/> 44.0%	<input type="radio"/> 48.0%
Street lights make it possible to see	<input type="radio"/> 19.2%	<input type="radio"/> 46.1%	<input type="radio"/> 34.6%

	Very satisfied	Somewhat satisfied	Not at all satisfied
things at night			
Interesting and well-supervised youth programs are provided in this community	<input type="radio"/> 17.4%	<input type="radio"/> 60.9%	<input type="radio"/> 21.7%
The zoning regulations and building codes are in the best interest of this neighborhood	<input type="radio"/> 25.9%	<input type="radio"/> 40.7%	<input type="radio"/> 33.3%
People are organized to make a difference in this neighborhood	32.0%	48.0%	20.0%

7. Do you feel safe in your neighborhood? (30 responses)

Yes, very safe	20.0%
Yes, somewhat safe	73.3%
No, not safe	6.7%
No, not at all safe	0.0%

8. Do you feel safe in your neighborhood during the day? (29 responses)

Yes, very safe	62.1%
Yes, somewhat safe	37.9%
No, not safe	0.0%
No, not at all safe	0.0%

9. Do you feel safe in your neighborhood at night? (30 responses)

Yes, very safe	16.7%
Yes, somewhat safe	60.0%
No, not safe	20.0%
No, not at all safe	3.3%

10. What do you identify as the two biggest improvements within your neighborhood in the past year? (27 responses)

More community events/resident involvement	37.0%
Neighborhood is cleaner/less trash	22.2%
Crime reduction	18.5%
Community gardens	14.8%
Security cameras	11.1%

11. What do you like that is currently happening within your community? (26 responses)

National Night Out	65.4%
Neighborhood Watch	53.9%
Community gardens	34.6%
Blight removal	26.9%
Security cameras	23.1%
Housing rehabilitation	19.2%
Soup kitchen	19.2%
Children's programs	15.4%
Housing repair assistance	11.5%

12. What would you like to see more of in your community? (30 responses)

Removal of blight (run down) properties	66.7%
Community gardens	53.3%
Community events (picnics/concerts)	53.3%
Youth programs	46.7%
Flower garden/beautification contest	46.7%
Home repair assistance	43.3%
Educational opportunities (home repair, gardening, lawn maintenance, arts & crafts)	36.7%
Historic preservation/rehabilitation	36.7%
Year round produce market	33.3%
Murals/public art	30.0%
Retail stores	30.0%
Home ownership opportunities	26.7%
Marketplace with booths to rent to sell locally made products	26.7%
Restaurants	20.0%

13. Have you used the NRO for any services or consulting? (29 responses)

Yes – 62.1% No – 37.9 %

14. How did you find out about the NRO's services? (26 responses)

Neighborhood group meeting	30.8%
Email	19.2%
Community meeting	11.5%
Website	7.7%
Facebook	7.7%

15. How did you contact us? (24 responses)

Via email	33.3%
In person	29.2%
Via website	12.5%
Via telephone	8.3%
Other	16.7%

16. How long have you used the NRO's services? (19 responses)

12 or more months	42.1%
6-12 months	36.8%
Less than 3 months	21.1%

17. How often do you use the NRO's services? (21 responses)

1-3 times a month	52.4%
Once a month	22.8%
Once every few months	14.3%
Never	9.5%

18. What aspect(s) of the NRO's services do you use most often? (22 responses)

Information sharing	86.4%
Making connections with community partners	72.7%
Attendance at meetings	63.6%
Funding/resource notifications	59.1%
Workshops	36.4%
Publications	36.4%
Printing services	36.4%
Technical assistance/advice	36.4%

19. Would you use the NRO's services in the future? (27 responses)

Definitely	77.8%
Probably	7.7%
Not sure	18.5%

Probably not 0.0%

20. Would you recommend the NRO's services to colleagues or contacts? (26 responses)

Definitely 84.6%

Probably 7.7%

Not sure 7.7%

Probably not 0.0%

21. Rate your satisfaction with the NRO on the following: (23 responses)

	<input type="radio"/>	Very Satisfied	<input type="radio"/>	Satisfied	<input type="radio"/>	Neutral	<input type="radio"/>	Unsatisfied	<input type="radio"/>	Very unsatisfied
Overall satisfaction with services	<input type="radio"/>	68.2%	<input type="radio"/>	22.7%	<input type="radio"/>	9.1%	<input type="radio"/>	0.0%	<input type="radio"/>	0.0%
Ease of access to services	<input type="radio"/>	57.9%	<input type="radio"/>	26.3%	<input type="radio"/>	10.5%	<input type="radio"/>	5.3%	<input type="radio"/>	0.0%
Knowledge/expertise of NRO staff	<input type="radio"/>	73.7%	<input type="radio"/>	15.8%	<input type="radio"/>	10.5%	<input type="radio"/>	0.0%	<input type="radio"/>	0.0%
Assistance by staff	<input type="radio"/>	64.7%	<input type="radio"/>	17.6%	<input type="radio"/>	17.6%	<input type="radio"/>	0.0%	<input type="radio"/>	0.0%
Length of time between requesting and receiving services	<input type="radio"/>	66.7%	<input type="radio"/>	22.2%	<input type="radio"/>	5.6%	<input type="radio"/>	0.0%	<input type="radio"/>	5.6%

22. What aspect(s) of our services are you most dissatisfied with? (1 response)

Workshops	20.0%
Publications	20.0%
Technical assistance/advice	20.0%
Making connections with community partners	20.0%
Funding/resource notifications	20.0%

24. Please rate the effect that NRO services have had on your neighborhood: (21 responses)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Not applicable
The overall appearance of the neighborhood has improved	31.6%	15.8%	42.1%	0.0%	0.0%	10.5%
Crime has been reduced	<input type="radio"/> 0.0%	<input type="radio"/> 35.0%	<input type="radio"/> 50.0%	<input type="radio"/> 5.0%	<input type="radio"/> 5.0%	<input type="radio"/> 5.0%
Attendance at our meetings has increased	<input type="radio"/> 23.8%	<input type="radio"/> 28.6%	<input type="radio"/> 23.8%	<input type="radio"/> 14.3%	<input type="radio"/> 4.8%	<input type="radio"/> 4.8%
Participation in neighborhood events has increased	<input type="radio"/> 45.0%	<input type="radio"/> 10.0%	<input type="radio"/> 30.0%	<input type="radio"/> 0.0%	<input type="radio"/> 5.0%	<input type="radio"/> 10.0%
Our group has become better organized	<input type="radio"/> 40.0%	<input type="radio"/> 20.0%	<input type="radio"/> 25.0%	<input type="radio"/> 5.0%	<input type="radio"/> 5.0%	<input type="radio"/> 5.0%
Our group has become more knowledgeable about resources and information available to us	<input type="radio"/> 55.0%	<input type="radio"/> 28.6%	<input type="radio"/> 15.0%	<input type="radio"/> 0.0%	<input type="radio"/> 5.0%	<input type="radio"/> 0.0%

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Not applicable
The overall appearance of the neighborhood has improved	31.6%	15.8%	42.1%	0.0%	0.0%	10.5%
We have increased the number of community partners working together in the neighborhood i.e. social service organizations, businesses, schools, places of worship, code enforcement, etc.	<input type="radio"/> 50.0%	<input type="radio"/> 15.0%	<input type="radio"/> 25.0%	<input type="radio"/> 5.0%	<input type="radio"/> 5.0%	<input type="radio"/> 0.0%

26. Do you have any additional comments, suggestions or questions?

“You guys are awesome”

“The NRO has been invaluable to the success of our group. It’s been a great source of information and advice. Couldn’t have gotten our group to where it is without them”

“Our group has only been around for about 7 months, but the NRO has been invaluable to us. I could not have gotten our group as organized as we are without the NRO’s help. The NRO should be in every city and should bring on more staff to help!”

The NRO is a very essential partner to our neighborhood organization and I don’t know what we would do without them. I sincerely hope that funding is available so they can continue and expand services as well as bring on additional staff!”