



# SURVEY OF HOUSEHOLDS

CITY OF NEW CASTLE

Prepared by  
**Timothy K. Barnekov**  
with the assistance of  
**Elizabeth Appel**

DELAWARE PUBLIC ADMINISTRATION INSTITUTE  
COLLEGE OF URBAN AFFAIRS AND PUBLIC POLICY  
UNIVERSITY OF DELAWARE  
NEWARK, DELAWARE

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## ACKNOWLEDGEMENTS

The survey of the city of New Castle, which is described in this report, was undertaken for the city's Planning Commission. The purpose of the survey is to provide citizen input in the development of a new comprehensive plan for the city of New Castle. The staff of the Delaware Public Administration Institute of the College of Urban Affairs and Public Policy designed and carried out the survey and prepared this report. The assistance of Edward Ratledge, Phyllis Raab, Lola Hoffman, Sandra Thomas, Jo-El Malloy, Carol Porter, and Robbie Miller, of the College's Center for Applied Demography and Survey Research, is greatly appreciated.

We wish to thank the members of the New Castle Planning Commission, and particularly its chairman, Mr. Willard Crichton, for their cooperation and assistance. We also thank the Trustees of New Castle Common for providing financial support for the project and all the citizens of New Castle who generously gave their time to respond to our questionnaire.



## EXECUTIVE SUMMARY

This survey of households was conducted by the College of Urban Affairs and Public Policy at the University of Delaware for the city of New Castle's Planning Commission. The purpose was to obtain public input about city services, about areas of concern to New Castle's distinct neighborhoods, about directions for city development, and about the form of city government.

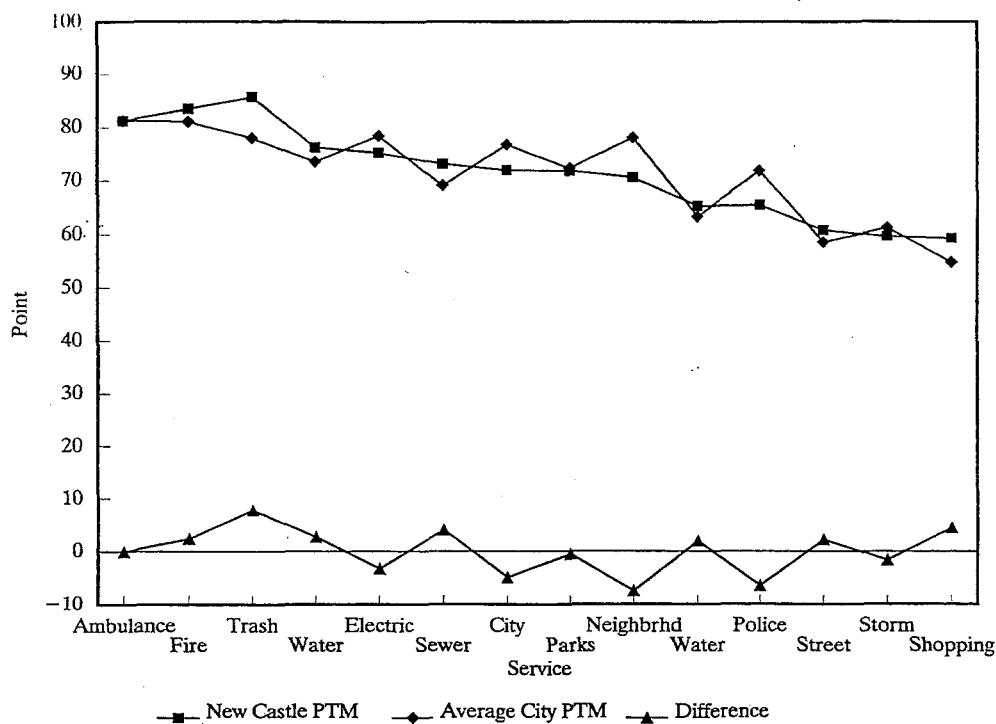
Household addresses were obtained from a mailing list supplied by the Board of Water and Light. When the survey was closed in January 1993, 813, or 47 percent of the 1,715 households surveyed had returned the questionnaire. This executive summary reviews the overall results of the survey. The full report includes an analysis of how households located in different neighborhoods differ in terms of views about important issues affecting the community.

### Ratings of Services

Respondents were asked to indicate their satisfaction with eleven services received by residents of New Castle. They were also asked to indicate how satisfied they were with the drinking water and the surface (river) water in New Castle. It should be noted that citizens in all jurisdictions tend to rate some types of services highly and others not so highly. It is important, then, to look at how a community rates a service but also how these ratings compare to the ratings of these services in other communities. These comparisons are shown in the table below.

#### SERVICE RATINGS

##### NEW CASTLE COMPARED TO OTHER COMMUNITIES



Generally, the rating pattern from the New Castle survey follows the pattern found in other surveys. Using a standard of 5 points or more as a measure of significant difference, the residents of New Castle rated trash collection higher than the national norm but they rated neighborhood and police lower. When asked whether they thought neighborhoods were treated equally in the provision of services, a substantial proportion of the respondents (56 percent) said no.

Anticipating that there was some dissatisfaction with respect to police service, respondents were also asked to provide their views about the changes they would most like to see in the service provided by New Castle's police. Respondents said that the following proposals were either very important or somewhat important: greater police presence in neighborhoods (93 percent), more attention to community relations (87 percent), involvement in youth programs (84 percent), more off-hours availability (82 percent), more foot patrols (80 percent), development of a town watch program (78 percent), and contracting out of police service to the county or the state (48 percent).

### **Reorganizing City Government**

The survey included a series of questions about city government to determine how aware citizens were of certain basic features of the New Castle governing system. Only one person in four was aware that New Castle's city budget is now prepared by a professional trained in financial management. Just over 43 percent knew that the Board of Water and Light is not a department of city government. Almost 60 percent knew that registration for Trustees of New Castle Common elections is separate from registration for city elections.

When provided with a series of proposals for change in city government, over 70 percent of the respondents agreed that public revenue should be spent on a city newsletter; nearly 70 percent agreed that the offices and departments of the city should be directed and supervised by a professional manager who is appointed by the city council and is responsible to the council; 65 percent supported the idea of staggering the terms of council members; 42 percent were in favor of changing from an at-large system of elections to district elections for city council; just one-third supported the elimination of the Mayor's Court; 26 percent said that the Board of Water and Light should be merged with city government; and only 21 percent felt that the positions of City Clerk and Treasurer should be appointed rather than elected.

### **Parking and Traffic**

Just over 50 percent of the respondents said there was a parking problem in the city, but only a quarter felt that there was a traffic problem. Generally, respondents most frequently cited Delaware Street and Downtown New Castle as the location of parking and traffic problems.

A slight majority supported the construction of additional parking facilities but only 39 percent were in favor of special resident-only parking.

### **Development of the Waterfront**

Only nine percent felt that building on the waterfront should be encouraged and just 19 percent felt that it should be permitted. Indeed, fully 40 percent said building should be prohibited. There was strong support (86 percent) for extending a river walk and nearly three-quarters of the respondents favored the development of additional park land on the waterfront. Only a minority expressed support for providing restaurant facilities on the waterfront (44 percent), building public docking facilities (39 percent), or constructing additional waterfront residential units (16 percent).

## **Tourism**

Over three-quarters of the respondents agreed that tourism should be promoted in the city of New Castle and a similar percentage favored the development of special parking areas for tourists. About half were supportive of more special events, but only one-third indicated support for user fees for tourists. Just 11 percent said that parking meters should be installed.

## **Annexation**

Only one-third of the respondents agreed that city boundaries should be expanded. When asked about annexing existing residential property, proposed residential property, undeveloped property, existing commercial property or proposed commercial property, support only ranged from 20 percent to 33 percent.

## **Historic Preservation**

The vast majority (90 percent) of the respondents said they are proud to live in a city which has preserved so much of its heritage. Eight out of ten agreed that protection of the city's architectural heritage is important to the entire community but the same proportion also said that they support the concept of historic preservation but not necessarily the way it is being carried out. Nearly 70 percent agreed that tax credits and increased property values are among the benefits of historic preservation, while 60 percent felt that there should be efforts to encourage historic preservation in neighborhoods outside the existing Historic District.

## **Restoration of the Broad Dyke Marsh**

Fully 90 percent of the respondents said that, with the help of the state, the marsh behind the Broad Dyke should be restored as a normal freshwater marsh.



# INTRODUCTION AND METHODOLOGY

In September of 1992, the city of New Castle's Planning Commission asked the College of Urban Affairs and Public Policy to conduct a survey of all households in New Castle. The purpose of the survey was to obtain public input about city services, about areas of concern to New Castle's distinct neighborhoods, about directions for city development, and about the form of city government. This report summarizes the results of the household survey.

## Methodology

In most cases, it is unnecessary to survey all households in a community to obtain reasonably accurate estimates of general attitudes and preferences. A random sample of 300 to 500 households will provide estimates within 5 percent accuracy. However, the Planning Commission preferred that all households have a chance to respond to the questionnaire and that an effort be made to determine how households located in different neighborhoods differ in terms of views about important issues affecting the community.

Household addresses were obtained from a mailing list supplied by the Board of Water and Light. These were sorted into the seven neighborhoods depicted in Figure 1. After removing addresses where the occupant had recently moved, the households surveyed totalled 1,715 and were distributed among the neighborhoods as shown in Table 1.

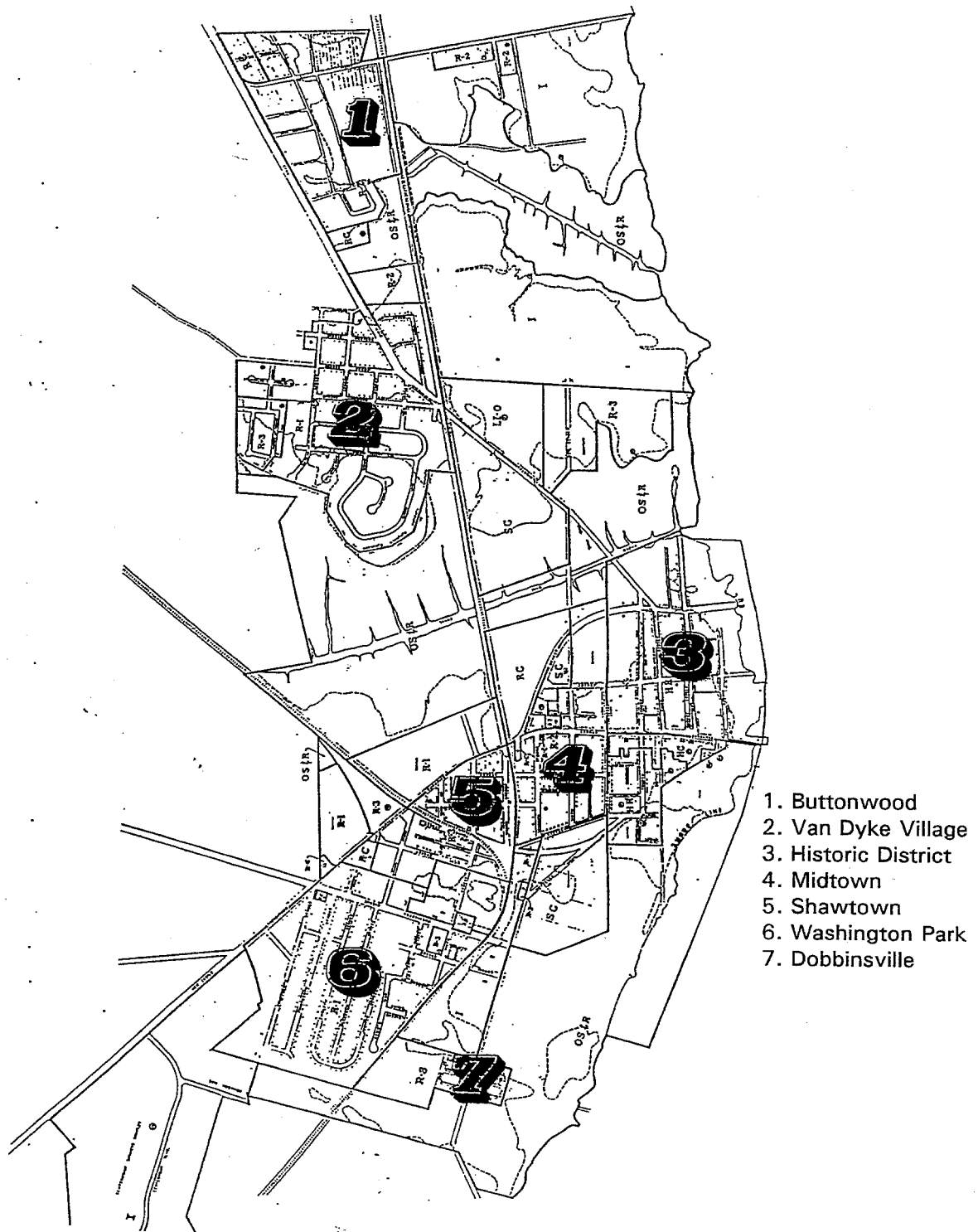
TABLE 1  
NEW CASTLE NEIGHBORHOODS

Neighborhood	Number of Households	Percentage of Total Households
Historic District	477	27.8
Midtown	183	10.7
Van Dyke Village	306	17.8
Washington Park	341	19.9
Shawtown	168	9.8
Buttonwood	166	9.7
Dobbinsville	74	4.3
Total	1715	100.0



**FIGURE 1**

## NEW CASTLE NEIGHBORHOODS



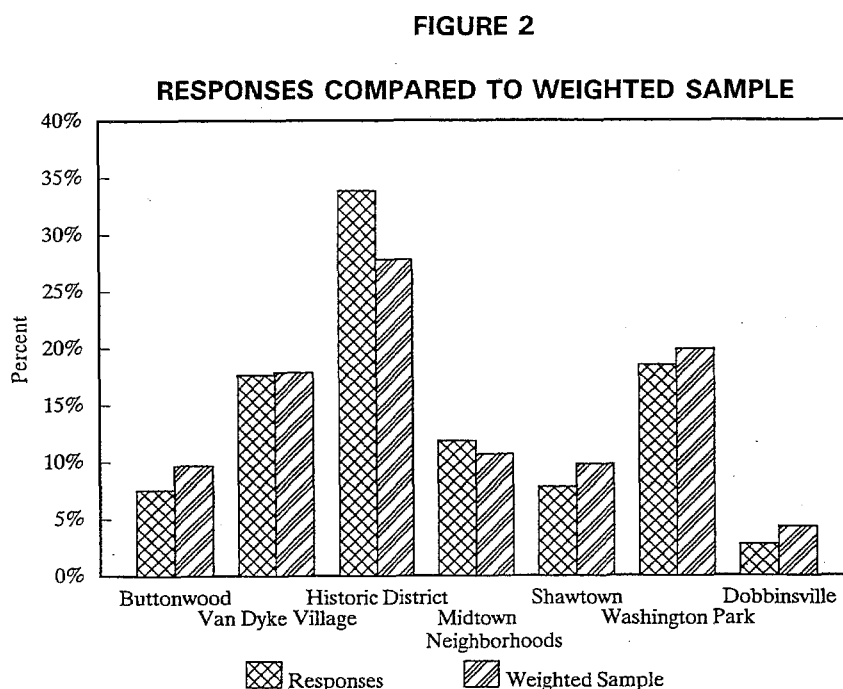
In order to combine mass mailing with an approach that would minimize inaccuracies resulting from non-response bias, approximately half of the households in the city were randomly selected for extensive follow-up to the initial mailing. Non-respondents in the sample received a letter two-weeks after the initial mailing which requested the return of the questionnaire. Two weeks later, households which had still not responded received a second questionnaire. Households which had not responded by the first week of January were also telephoned to encourage return of the questionnaire. When the survey was closed in the second week of January, 813, or 47 percent, of the 1,715 households in the original mailing had responded to the survey.

Additional efforts were made in the data analysis to deal with non-response bias. As shown in Table 2, households from some neighborhoods returned questionnaires in higher proportions than households from other neighborhoods, ranging from 56 percent in the Historic District to just under 30 percent in Dobbinsville. Thus, the Historic District represented nearly 27.8 percent of the households surveyed but returned 33.1 percent of the responses while Dobbinsville represented 4.3 percent of the households surveyed but only returned 2.7 percent of the responses. Therefore, the responses were weighted so that neighborhoods were correctly represented in the data set. The responses from the Historic District were weighted by a factor of 1.77 while the responses from Dobbinsville were weighted by a factor of 3.36. The data set then totals 1,715 households of which 27.8 percent represent households in the Historic District and 4.3 percent represent households in Dobbinsville.

**TABLE 2**  
**DISTRIBUTION OF RESPONSES**

Neighborhood	Proportion of Households	Number of Responses	Proportion of Responses	Proportion of Neighborhood	Weight Factor
Historic District	27.8	269	33.1	56.4	1.77
Midtown	10.7	94	11.6	51.4	1.95
Van Dyke Village	17.8	140	17.2	45.8	2.19
Washington Park	19.9	147	18.1	43.1	2.32
Shawtown	9.8	62	7.6	36.9	2.71
Buttonwood	9.7	60	7.4	36.1	2.77
Dobbinsville	4.3	22	2.7	29.7	3.36
Unknown		19	2.3		
Total	100.0	813	100.0		

Figure 2 graphically depicts the distribution of responses by neighborhood from the mail survey and compares this distribution to the weighted sample.



In addition, to determine which groups were over- or under-represented, the ethnic, gender, income, and age characteristics of the survey respondents were compared to the population of the city as a whole (as depicted in the 1990 census).<sup>1</sup> Cross tabulations were then calculated to determine whether the under-represented groups differed significantly in their responses to each of the questions in the survey. When these differences were found to be statistically significant they were noted in the analysis which follows.

<sup>1</sup>It should be noted that these comparisons are only approximate since the data from the household survey relates to the characteristics of the individual filling out the survey and that individual's household whereas the data from the U.S. Census is based on total population counts and household samples.

## The Weighted Sample

Table 3 and Figure 3 show that the annual household income categories of less than \$12,000 and \$25,000 to \$49,999 were under-represented in the weighted sample while the categories of \$12,000 to \$24,999 and \$50,000 or more were over-represented, particularly the households with annual incomes of \$50,000 or more.

TABLE 3

### HOUSEHOLD INCOME: WEIGHTED SAMPLE AND CITY

Income Category	Weighted Sample	City
Less than \$12,000	7.2%	9.6%
\$12,000 to \$24,999	19.2%	16.4%
\$25,000 to \$49,999	35.0%	47.0%
\$50,000 or more	38.5%	27.0%

FIGURE 3

### HOUSEHOLD INCOME: WEIGHTED SAMPLE AND CITY

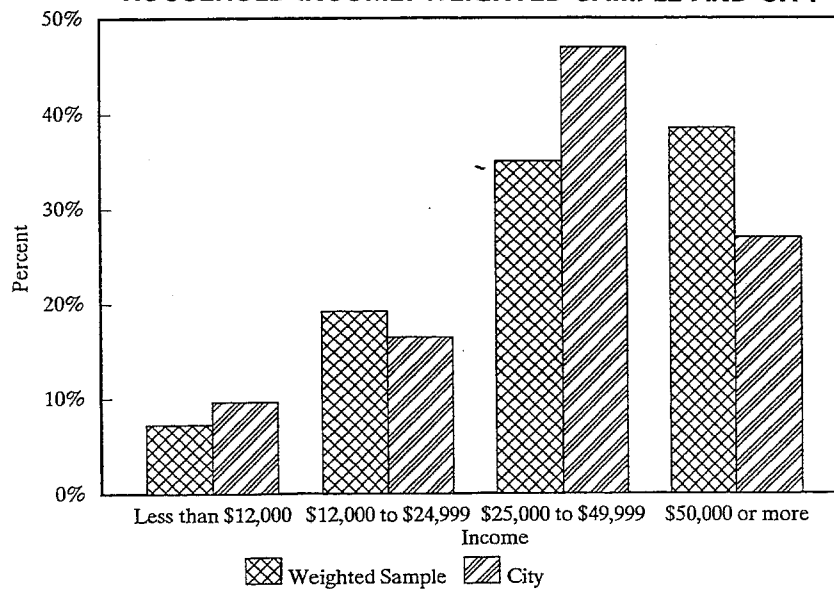


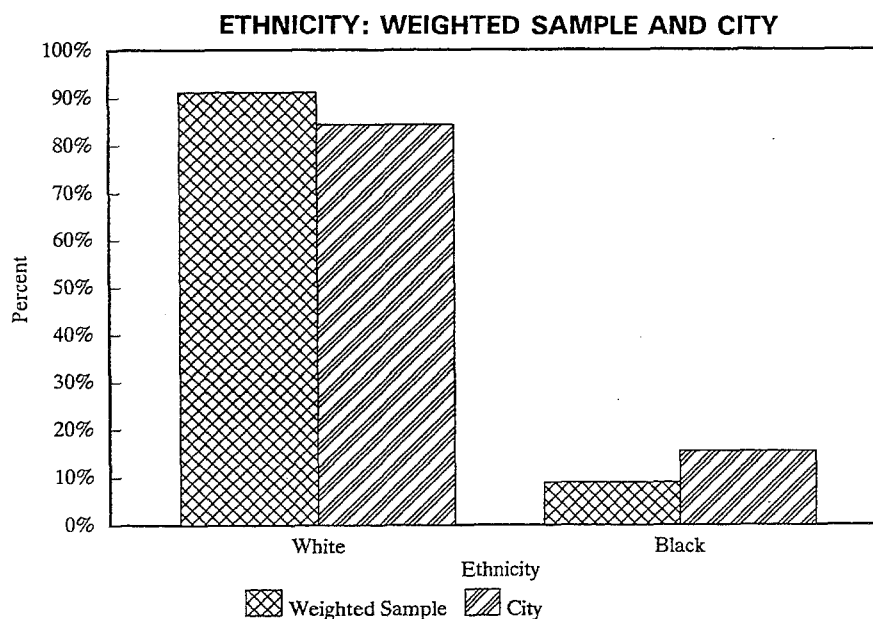
Table 4 and Figure 4 show that blacks were under-represented and whites over-represented in the weighted sample as compared to the distribution of these groups depicted in the 1990 census.<sup>2</sup> It should be noted that the figures only represent individuals age 18 or older.

TABLE 4

## ETHNICITY: WEIGHTED SAMPLE AND CITY

Ethnicity	Weighted Sample	City
White	91.2%	84.5%
Black	8.8%	15.5%

FIGURE 4



<sup>2</sup>Several points should be noted about this comparison of the weighted sample and census data. The weighted sample consists of individuals over the age of 18 who filled out the questionnaire in each of the responding households. The census data is composed of all individuals over the age of 18 in the city of New Castle. Furthermore, the questionnaire included the categories Anglo/Caucasian, Afro-American, Asian, Native American, Hispanic, and Other. Fully 196 respondents checked the category Native American not realizing that this term referred to individuals of American Indian descent. Since the 1990 census indicates that there only 21 persons who are American Indian residing in the city of New Castle, it is assumed that virtually all of those who checked this category are white. It is also assumed that black respondents choose the category Afro-American.

The weighted sample includes 2 Asians, 6 Hispanics, 39 Other, and 149 Refused. These groups were not included in the comparison of sample and census data.

Table 5 and Figure 5 show that younger age groups were under-represented in the weighted sample, particularly individuals between the ages of 18 and 25.<sup>3</sup>

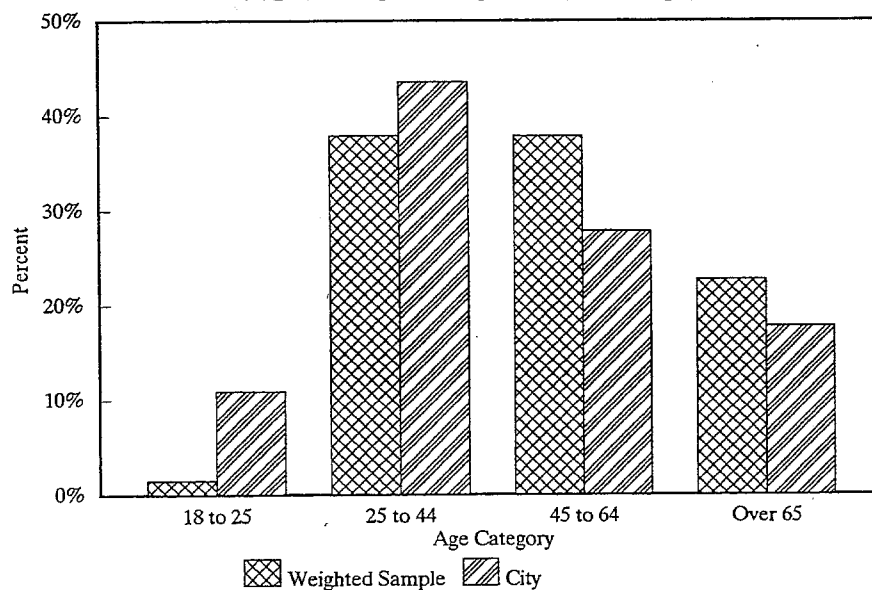
**TABLE 5**

**AGE: WEIGHTED SAMPLE AND CITY**

Age Category	Weighted Sample	City
18 to 25	1.5%	10.9%
25 to 44	37.9%	43.6%
45 to 64	37.9%	27.8%
Over 65	22.7%	17.7%

**FIGURE 5**

**AGE: WEIGHTED SAMPLE AND CITY**



<sup>3</sup>The age categories in the weighted sample differ somewhat from the census categories. The census figures actually represent the age groups 18 to 24 and 25 to 44.

Table 6 and Figure 6 show that women were under-represented in the weighted sample. These figures only represent individuals age 18 or over.

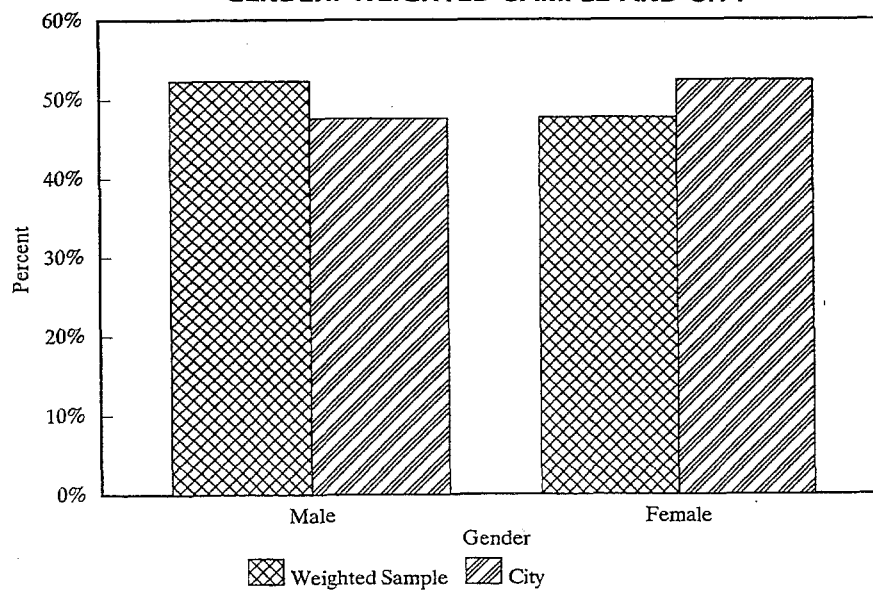
**TABLE 6**

**GENDER: WEIGHTED SAMPLE AND CITY**

Gender	Weighted Sample	City
Male	52.3%	47.6%
Female	47.7%	52.4%

**FIGURE 6**

**GENDER: WEIGHTED SAMPLE AND CITY**



The weighted sample and the city could not be compared in terms of marital status and educational achievement because of the differences in the structure of the data from the survey population and the census. Table 7 shows that just over 60 percent of the respondents were married, 12 percent were widowed, 12 percent were divorced, 13 percent were never married, and less than 2 percent were separated.

**TABLE 7**  
**MARITAL STATUS**

Response	Frequency	Percent	Valid Percent
No Answer	44	2.5	Missing
Married	1028	60.6	61.6
Widowed	193	11.2	11.6
Divorced	200	11.7	12.0
Separated	27	1.6	1.7
Never Married	221	12.9	13.1
Total	1715	100.0	100.0

About 12 percent of the respondents had not completed high school (Table 8). Just over 25 percent had completed high school (or had a General Education Degree), nearly 30 percent had some college or trade school training or had completed trade school, 16 percent had completed college and 16 percent had post college educational experience.

**TABLE 8**  
**EDUCATION**

Response	Frequency	Percent	Valid Percent
No Answer	90	5.2	Missing
Grade School	46	2.7	2.8
Some High School	152	8.8	9.3
Completed High School	380	22.2	23.4
General Education Degree	38	2.2	2.3
Some College/Trade School	357	20.8	21.9
Completed Trade School	125	7.3	7.7
Completed College	266	15.5	16.3
Post College	263	15.3	16.2
Total	1715	100.0	100.0



## **RATINGS OF CITY, NEIGHBORHOOD, AND SERVICES**

Respondents were asked to evaluate their city and their neighborhood and to indicate their satisfaction with eleven services received by residents of the city of New Castle. They were also asked to indicate how satisfied they were with the drinking water and the surface (river) water in New Castle. Following the presentation of survey responses, there is a comparative analysis of the New Castle results with efforts to measure citizen satisfaction with public services in other communities around the country.

A number of proposals were presented to the respondents for change in the service provided by New Castle's police. Respondents were asked to rank each proposal as very important, somewhat important, or not at all important. Also included in this section is a question about the location of the fire department.

### **A Note on the Data Analysis**

Readers should note that in the frequency tables the count of responses sometimes does not add up to exactly 1715. This is the result of the weighing process which rounds off the total count.

In the presentation of graphs showing the distribution of responses by neighborhood, the category "don't know" is not always depicted. When significant numbers of respondents indicated "don't know", this category is depicted graphically. In other cases, when only a small proportion choose this response, and when the number of possible responses was more than three (such as in "strongly agree", "agree", "disagree", and "strongly disagree"), the "don't know" category was dropped because its presence caused the graph to be too cluttered.

## Ratings of City and Neighborhood

### HOW WOULD YOU DESCRIBE THE CITY OF NEW CASTLE--AS EXCELLENT, PRETTY GOOD, ONLY FAIR, OR POOR?

Nearly nine out of ten respondents (87 percent) rated the city of New Castle in positive terms (Table 9), as excellent (30 percent) or pretty good (57 percent).

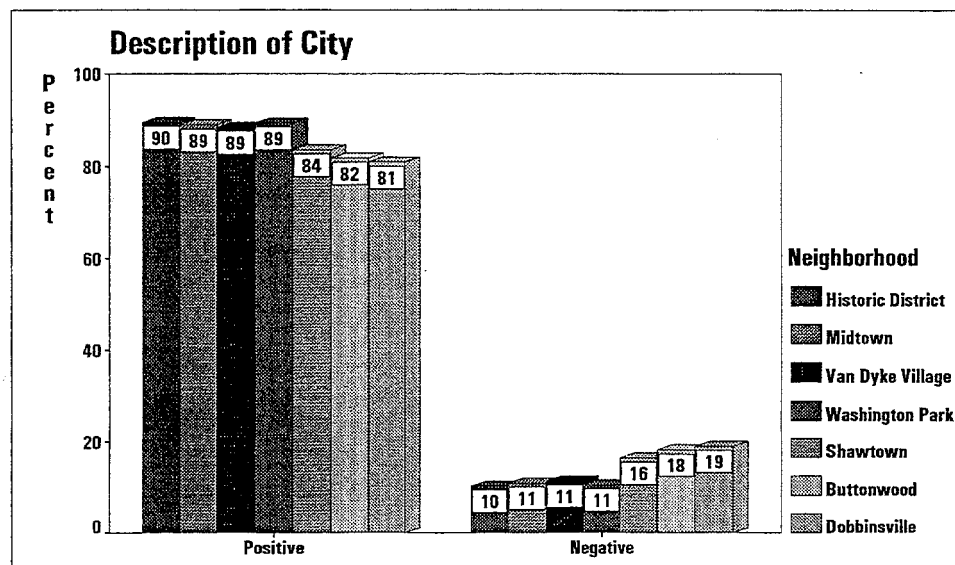
TABLE 9  
RATING OF CITY

Response	Frequency	Percent	Valid Percent
No Answer	69	4.0	Missing
Excellent	492	28.7	29.9
Pretty Good	947	55.2	57.5
Only Fair	172	10.0	10.4
Poor	31	1.8	1.9
Don't Know	4	.2	.3
Total	1715	100.0	100.0

A somewhat higher proportion of respondents from Shawtown (16 percent), Buttonwood (18 percent), and Dobbinsville (19 percent) rated the city negatively (Figure 7) as compared to respondents from other parts of the city.

FIGURE 7

### RATING OF CITY BY NEIGHBORHOOD



# WHAT DO YOU LIKE BEST ABOUT THE CITY OF NEW CASTLE?

This was an open-ended question which allowed the respondent to write a two-line answer. As a result, the responses were grouped into general categories and were not analyzed using a weighted sample. The responses shown in Table 10 are based on an unweighted total of 802 responses. Six general categories are listed along with a series of terms which were judged to belong in the category.

**TABLE 10**

## WHAT DO YOU LIKE BEST ABOUT NEW CASTLE?

N = 802

<u>Physical Features/History</u>	214 (26.7%)
Preservation, old section, colonial look, historic sites, lovely town, beauty, quaint, interesting, architecture, layout.	
<u>Amenities</u>	73 (9.1%)
Shops, merchants, the Green, the wharf, Battery Park, parks, playgrounds, tennis courts, exercise path, library, post office, bank, churches, museums, parking, brick sidewalks.	
<u>Location</u>	44 (5.5%)
Proximity to water, airports, central location for shopping, location.	
<u>Small Town Atmosphere</u>	337 (42.0%)
The people, community identity, small town, friendliness, quietness, slower pace, nice place to live, lack of crime, safety, not too many people, ambiance, charm, cleanliness, softness, freedom, seclusion, good cross section of people.	
<u>Government/Services</u>	27 (3.4%)
Good police and fire, reasonable taxes, services, good government, trash collection.	
<u>Miscellaneous</u>	31 (3.9%)
Born here, Trustees, no stray animals, everything, not living in the Historic District, social activities.	
<u>No Answer</u>	76 (9.5%)

## WHAT DO YOU LIKE LEAST ABOUT THE CITY OF NEW CASTLE?

This question was also asked in an open-ended format. Fully 167 of 802 respondents did not provide an answer but some respondents indicated more than one dislike. Thus, 818 responses were scattered across 152 categories which could not be readily reduced to general groupings. Table 11 identifies areas of major concern. A general category is indicated along with a series of statements which were judged to belong in the category.

TABLE 11

### WHAT DO YOU LIKE LEAST ABOUT NEW CASTLE?

N = 818

No Response 167 (20.4%)

Parking and Traffic 127 (15.5%)

Parking is inadequate and difficult, especially on weekends and during the warmer, tourist seasons; there is a lack of handicapped parking spaces; inadequate enforcement in "no-parking" areas; heavy traffic congestion in areas such as Main Street and Route 9; an increasing number of vehicles in New Castle.

City Management and Local Politics 111 (13.6%)

The city is generally run poorly; city officials have "parochial attitudes", "double standards," maintain a "good 'ole boy system", are "untrustworthy" or "unqualified" for their positions, practice "elitist" or "partisan politics", or engage in "arbitrary decision making"; taxes.

Historic Area Commission 82 (10.0%)

Historic Area Commission has too much control over New Castle government and its residents; "everyone else [outside the Historic District] is treated as second class citizens;" restrictions on building and repair of homes; some trying to make us into a Williamsburg.

Businesses 63 (7.7%)

Dissatisfaction with the availability of businesses such as grocery stores, shoe repair shops, and drug stores; complaints about inconvenient banking hours, poor local business practices, such as merchandise placed outside the store on nearby sidewalks, and the drab appearance of stores.

City Services 62 (7.6%)

Complaints about specific services such as electricity (including the Board of Power & Light); medical facilities (no local clinic or emergency room); postal services; snow removal (blocks cars); street maintenance; inadequate or dilapidated sidewalks; inadequate bus, rail, or taxi services; or general complaints about receiving generally poor "services" at high costs.

Unequal Treatment of Neighborhoods 47 (5.7%)

Historic District is treated as a separate entity; some neighborhoods treated unfairly.

TABLE 11

(continued)

Attitudes of City Residents

42 (5.1%)

Derogatory comments about the people or their attitudes such as "too many ornery kids," "snobbishness," "rude behavior," "shortsightedness of the residents," "lifetime residents have an exclusive ownership attitude toward the city," "the town drunks," and "outsiders are not accepted," "new people are taking over."

Police

31 (3.8%)

Criticisms ranged from a general dissatisfaction with the entire police force and/or all police practices (or lack thereof), to more specific problems with the size of the force in relation to the amount of work performed, the uneven attention given to different neighborhoods, the disproportionate number of whites on the force as compared to blacks, the combination of too many speed traps and too few foot patrols, and the high cost of maintaining the police force in New Castle.

Miscellaneous

31 (3.8%)

The railroad tracts; non-residents using park; mosquitos; animals roaming park; low real estate values; housing prices; too much building; not enough annexation; not enough growth; everything.

Quality of the Surroundings

29 (3.5%)

Concerns for safety due to poorly lighted streets and neighborhoods, about pollution along the river and other areas, noise, odors, and over-crowdedness, as well as other specific complaints about drugs and prostitution on Route 13, the destruction of the city's ecological system, dilapidated houses and unkempt lawns; location.

No Complaints

26 (3.3%)

# HOW WOULD YOU DESCRIBE YOUR NEIGHBORHOOD--AS EXCELLENT, PRETTY GOOD, ONLY FAIR, OR POOR?

Just over eight out of ten respondents (84 percent) rated their neighborhood positively (Table 12), as excellent (32 percent) or pretty good (52 percent).

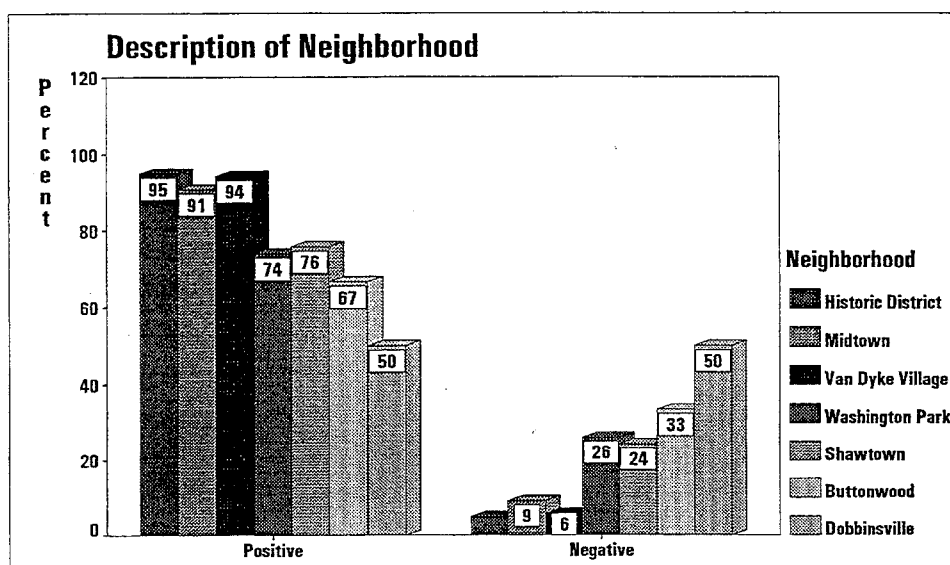
**TABLE 12**  
**RATING OF NEIGHBORHOOD**

Response	Frequency	Percent	Valid Percent
No Answer	40	2.3	Missing
Excellent	529	30.9	31.6
Pretty Good	869	50.7	51.9
Only Fair	216	12.6	12.9
Poor	59	3.4	3.5
Don't Know	2	.1	.1
Total	1715	100.0	100.0

Ratings of neighborhood varied considerably among the respondents from different neighborhoods (Figure 8). Over ninety percent of the respondents from the Historic District, Midtown, and Van Dyke Village rated their neighborhoods positively as compared to about 70 percent of the respondents from Washington Park, Shawtown, and Buttonwood. Only 50 percent of those from Dobbinsville rated their neighborhood positively.

**FIGURE 8**

**RATING OF NEIGHBORHOOD BY NEIGHBORHOOD**



## Satisfaction with Services

This discussion presents the services roughly in the order of satisfaction expressed by the respondents.

### HOW SATISFIED ARE YOU WITH AMBULANCE SERVICE?

Less than two percent of the respondents indicated dissatisfaction with ambulance service; 45 percent were very satisfied (Table 13).

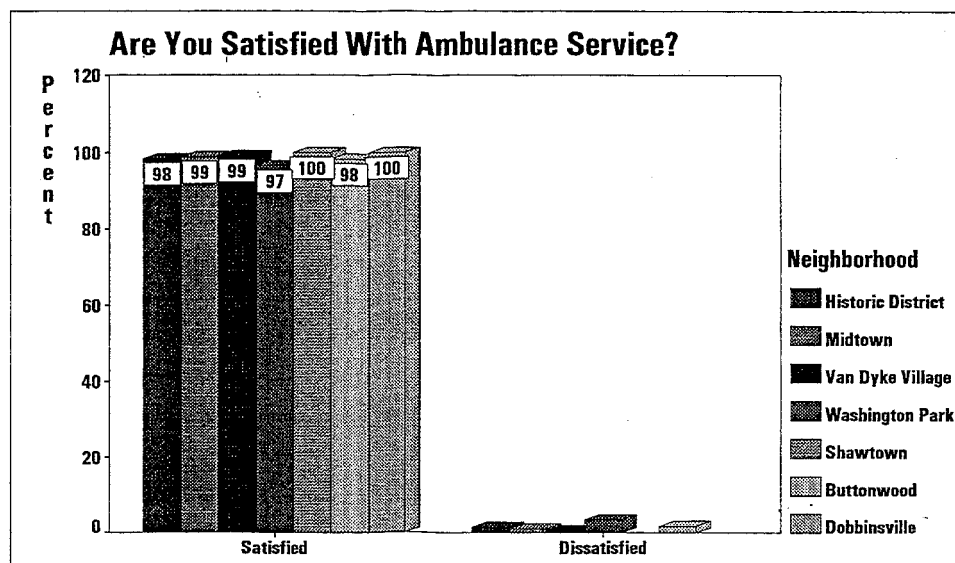
**TABLE 13**  
**SATISFACTION WITH AMBULANCE SERVICE**

Response	Frequency	Percent	Valid Percent
No Answer	58	3.4	Missing
Very Satisfied	749	43.7	45.2
Satisfied	870	50.7	52.5
Dissatisfied	18	1.0	1.1
Very Dissatisfied	8	.4	.4
Don't Know	12	.7	.8
Total	1715	100.0	100.0

This evaluation of ambulance service did not vary significantly by neighborhood (Figure 9).

**FIGURE 9**

### SATISFACTION WITH AMBULANCE SERVICE BY NEIGHBORHOOD



### HOW SATISFIED ARE YOU WITH FIRE PROTECTION?

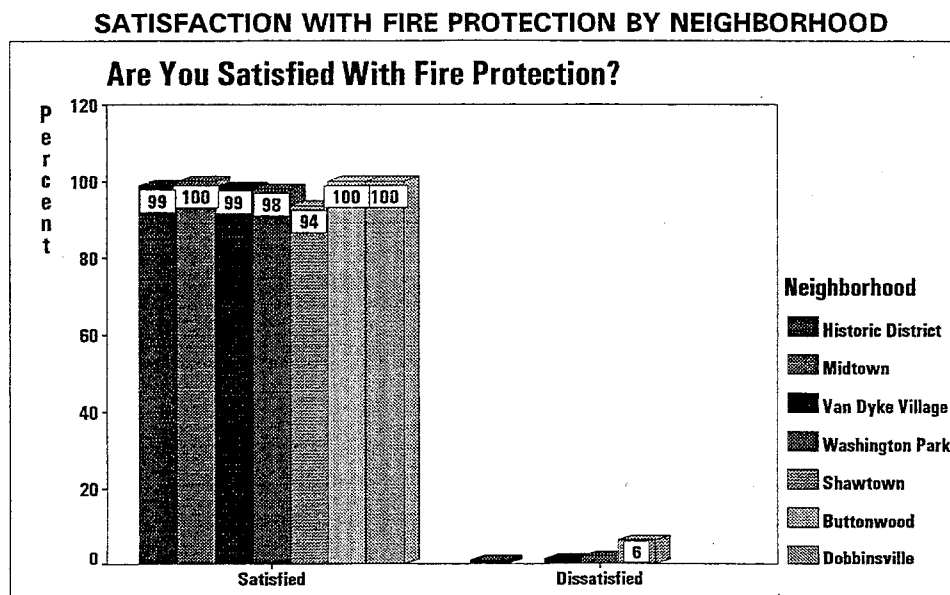
Fire protection was also highly rated with less than two percent of the respondents expressing dissatisfaction and over 52 percent stating that they were very satisfied (Table 14).

**TABLE 14**  
**SATISFACTION WITH FIRE PROTECTION**

Response	Frequency	Percent	Valid Percent
No Answer	30	1.7	Missing
Very Satisfied	879	51.3	52.2
Satisfied	769	44.9	45.7
Dissatisfied	19	1.1	1.1
Very Dissatisfied	8	.5	.5
Don't Know	9	.5	.5
Total	1715	100.0	100.0

Satisfaction with fire protection was somewhat less in Shawtown but still relatively high (Figure 10).

**FIGURE 10**





### HOW SATISFIED ARE YOU WITH TRASH COLLECTION?

Less than three percent of the respondents were dissatisfied with trash collection and fully 61 percent said they were very satisfied (Table 15).

**TABLE 15**  
**SATISFACTION WITH TRASH COLLECTION**

Response	Frequency	Percent	Valid Percent
No Answer	12	.7	Missing
Very Satisfied	1032	60.2	60.6
Satisfied	625	36.4	36.7
Dissatisfied	36	2.1	2.1
Very Dissatisfied	10	.6	.6
Don't Know			
Total	1715	100.0	100.0

A slightly higher proportion of the residents of Dobbinsville (10 percent ) and Buttonwood (7 percent) were dissatisfied with trash collection than residents of other neighborhoods (Figure 11).

**FIGURE 11**

### SATISFACTION WITH TRASH COLLECTION BY NEIGHBORHOOD



### HOW SATISFIED ARE YOU WITH WATER SERVICE?

Six percent of the respondents were dissatisfied with water service but 36 percent were very satisfied (Table 16).

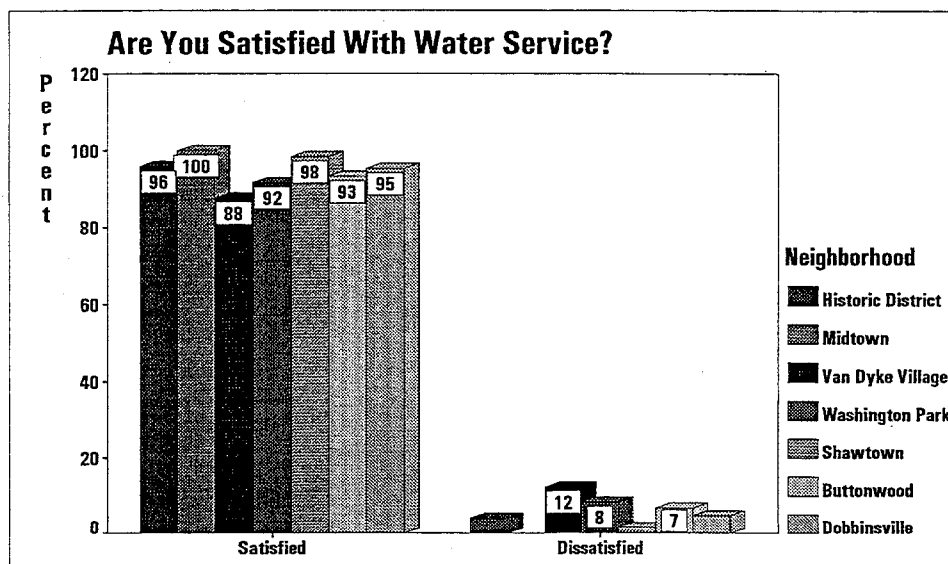
**TABLE 16**  
**SATISFACTION WITH WATER SERVICE**

Response	Frequency	Percent	Valid Percent
No Answer	23	1.3	Missing
Very Satisfied	614	35.8	36.3
Satisfied	976	56.9	57.7
Dissatisfied	72	4.2	4.3
Very Dissatisfied	30	1.7	1.7
Don't Know			
Total	1715	100.0	100.0

Residents of Midtown were most satisfied with water service and residents of Van Dyke Village were the least satisfied but even in this neighborhood, fully 88 percent of the respondents expressed satisfaction (Figure 12).

**FIGURE 12**

### SATISFACTION WITH WATER SERVICE BY NEIGHBORHOOD



### HOW SATISFIED ARE YOU WITH ELECTRIC SERVICE?

Only eight percent of the respondents said they were dissatisfied with electric service. Thirty five percent were very satisfied (Table 17).

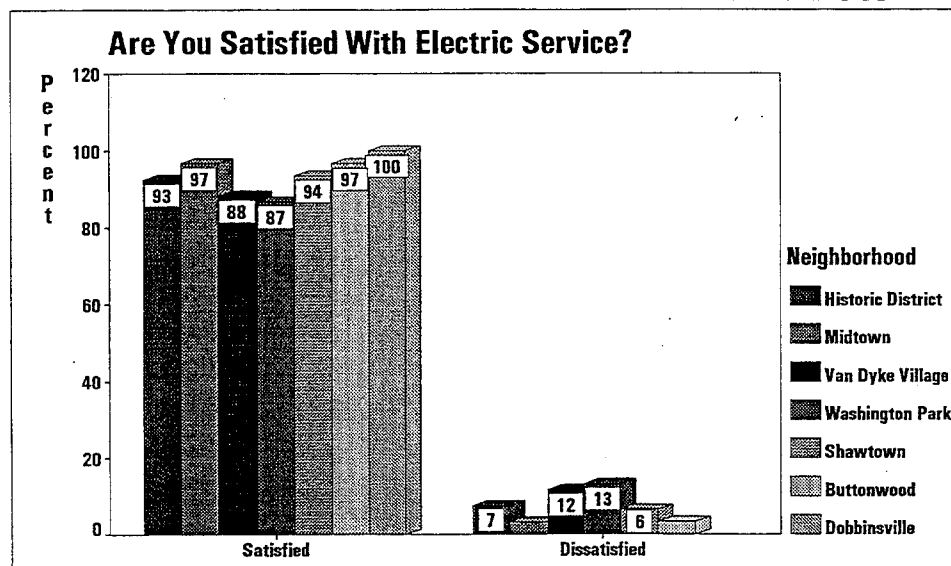
**TABLE 17**  
**SATISFACTION WITH ELECTRIC SERVICE**

Response	Frequency	Percent	Valid Percent
No Answer	22	1.3	Missing
Very Satisfied	606	35.3	35.8
Satisfied	950	55.4	56.1
Dissatisfied	101	5.9	6.0
Very Dissatisfied	35	2.1	2.1
Don't Know			
Total	1715	100.0	100.0

As shown in Figure 13, dissatisfaction with electric service was somewhat higher in Van Dyke Village (12 percent) and Washington Park (13 percent).

**FIGURE 13**

### SATISFACTION WITH ELECTRIC SERVICE BY NEIGHBORHOOD



## HOW SATISFIED ARE YOU WITH SEWER SERVICE?

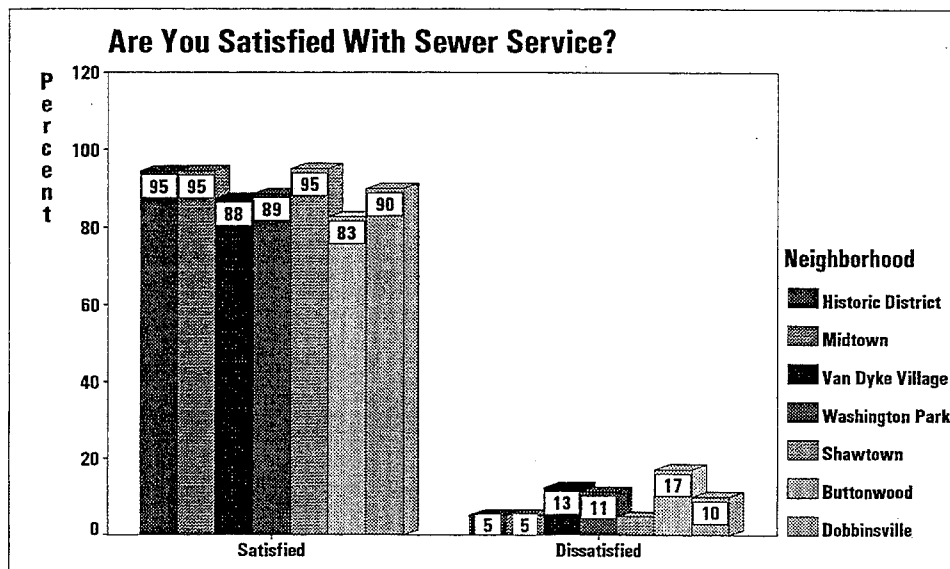
About nine percent were dissatisfied with sewer service (Table 18).

**TABLE 18**  
**SATISFACTION WITH SEWER SERVICE**

Response	Frequency	Percent	Valid Percent
No Answer	45	2.6	Missing
Very Satisfied	500	29.1	29.9
Satisfied	1017	59.3	60.9
Dissatisfied	119	6.9	7.1
Very Dissatisfied	33	1.9	2.0
Don't Know	2	.1	.1
Total	1715	100.0	100.0

Residents of Buttonwood (17 percent) were somewhat more dissatisfied with sewer service than residents of other neighborhoods (Figure 14).

**FIGURE 14**  
**SATISFACTION WITH SEWER SERVICE BY NEIGHBORHOOD**



## HOW SATISFIED ARE YOU WITH PARKS AND RECREATION?

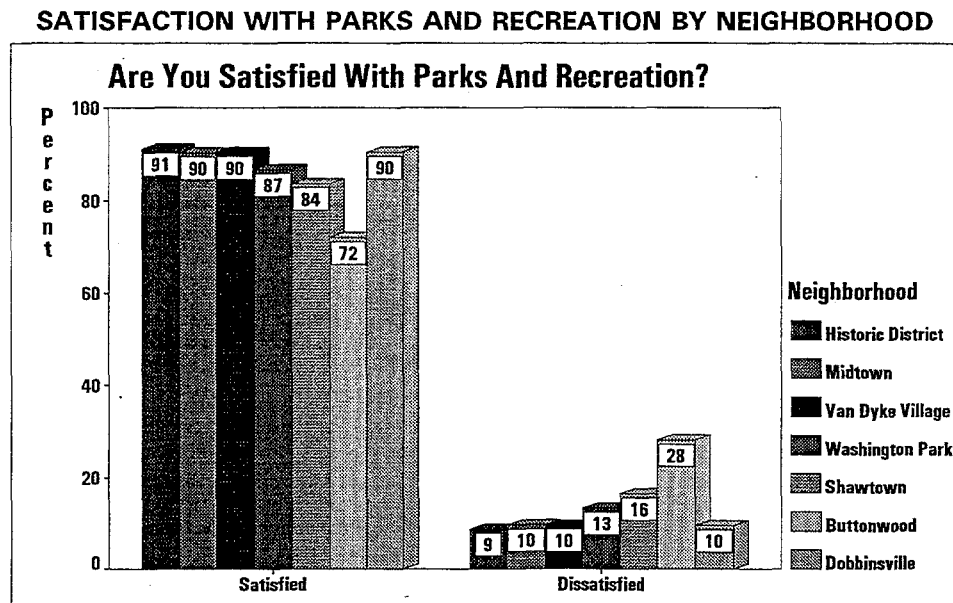
Nearly 13 percent were dissatisfied with parks and recreation (Table 19).

**TABLE 19**  
**SATISFACTION WITH PARKS AND RECREATION**

Response	Frequency	Percent	Valid Percent
No Answer	45	2.6	Missing
Very Satisfied	533	31.1	31.9
Satisfied	925	53.9	55.4
Dissatisfied	138	8.1	8.3
Very Dissatisfied	71	4.1	4.2
Don't Know	4	.2	.2
Total			

A significantly higher proportion of respondents from Buttonwood (28 percent) were dissatisfied with parks and recreation (Figure 15).

**FIGURE 15**



# HOW SATISFIED ARE YOU WITH POLICE PROTECTION?

Twenty percent of the respondents indicated dissatisfaction with police protection (Table 20).

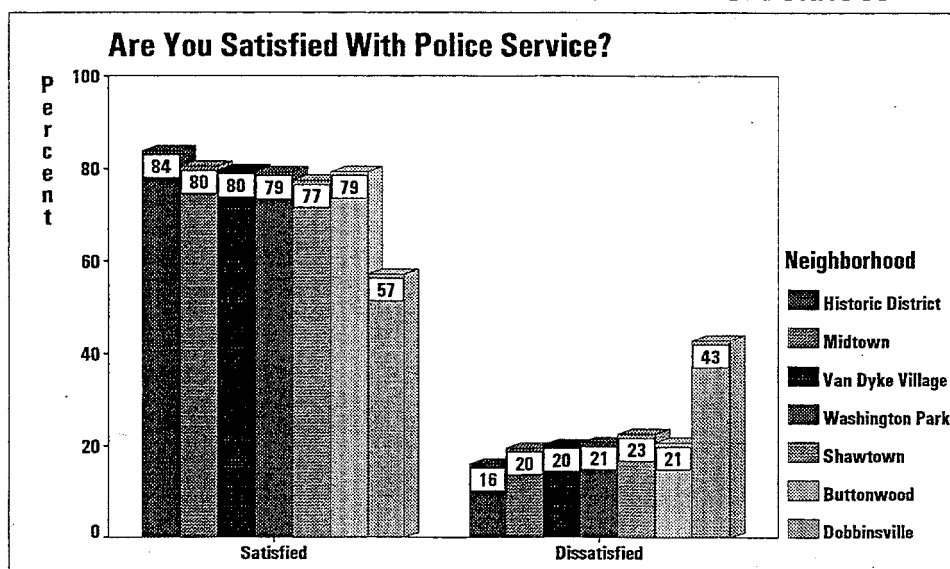
**TABLE 20**  
**SATISFACTION WITH POLICE PROTECTION**

Response	Frequency	Percent	Valid Percent
No Answer	47	2.8	Missing
Very Satisfied	375	21.9	22.5
Satisfied	951	55.5	57.0
Dissatisfied	241	14.0	14.4
Very Dissatisfied	99	5.8	5.9
Don't Know	2	.1	.2
Total	1715	100.0	100.0

Respondents from Dobbinsville were less satisfied with police protection (Figure 16).

**FIGURE 16**

## SATISFACTION WITH POLICE PROTECTION BY NEIGHBORHOOD



# HOW SATISFIED ARE YOU WITH STORM DRAINAGE?

Nearly 30 percent were dissatisfied with storm drainage (Table 21).

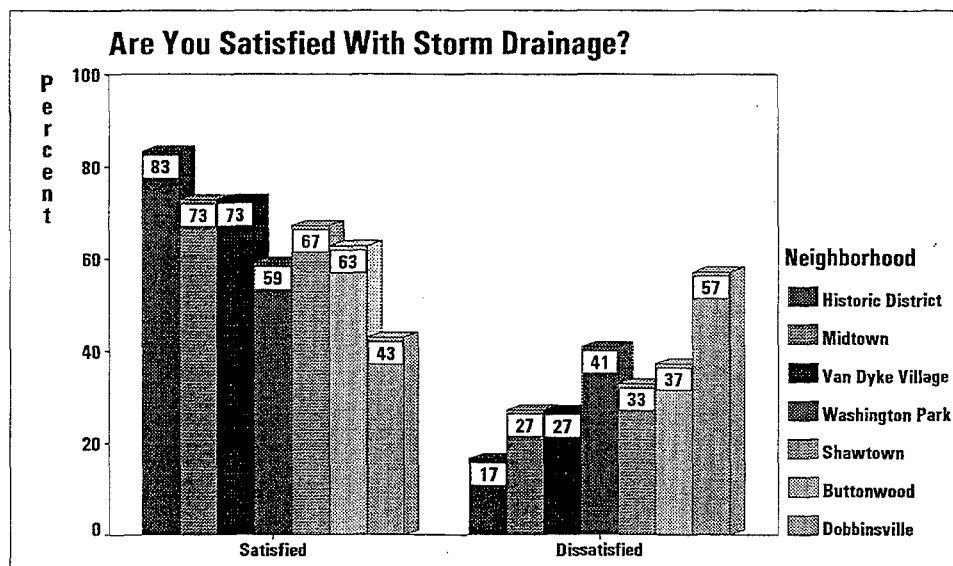
**TABLE 21**  
**SATISFACTION WITH STORM DRAINAGE**

Response	Frequency	Percent	Valid Percent
No Answer	45	2.6	Missing
Very Satisfied	308	18.0	18.4
Satisfied	862	50.3	51.6
Dissatisfied	327	19.1	19.6
Very Dissatisfied	169	9.8	10.1
Don't Know	4	.2	.3
Total	1715	100.0	100.0

Dissatisfaction was greatest in Dobbinsville (57 percent) and Washington Park (41 percent). Residents of the Historic District (83 percent) were the most likely to be satisfied with storm drainage (Figure 17).

**FIGURE 17**

## SATISFACTION WITH STORM DRAINAGE BY NEIGHBORHOOD



## HOW SATISFIED ARE YOU WITH SHOPPING?

More than two-thirds of the respondents (69 percent) said they were satisfied with shopping (Table 22).

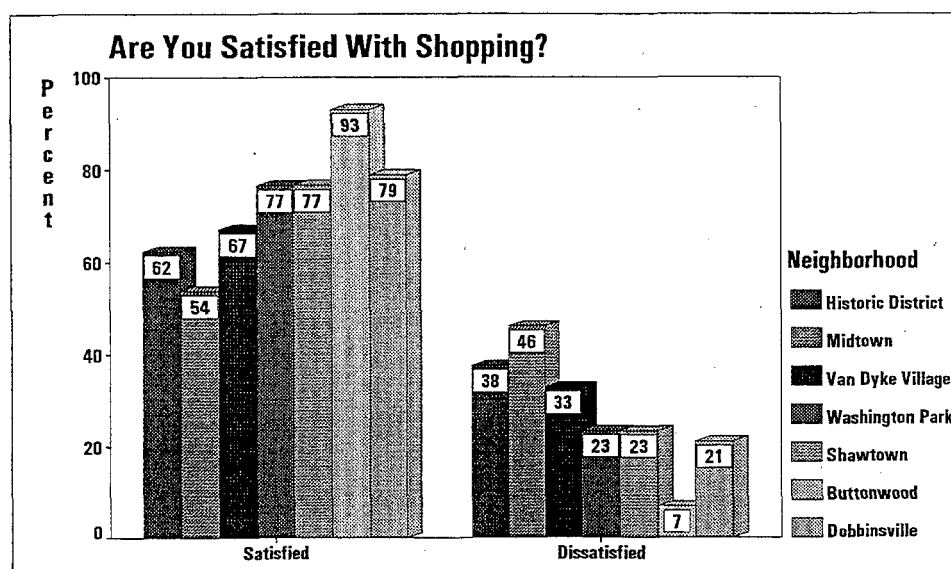
**TABLE 22**  
**SATISFACTION WITH SHOPPING**

Response	Frequency	Percent	Valid Percent
No Answer	50	2.9	Missing
Very Satisfied	271	15.8	16.3
Satisfied	895	52.2	53.7
Dissatisfied	354	20.6	21.3
Very Dissatisfied	143	8.3	8.6
Don't Know	2	.1	.1
Total	1715	100.0	100.0

There was a great deal of variation among the respondents on the question of shopping, ranging from 93 percent of those from Buttonwood saying that they were satisfied with shopping to just 54 percent of those from Midtown (Figure 18).

**FIGURE 18**

### SATISFACTION WITH SHOPPING BY NEIGHBORHOOD





## HOW SATISFIED ARE YOU WITH STREET MAINTENANCE?

Twenty nine percent, or nearly a third of the respondents were dissatisfied with street maintenance (Table 23).

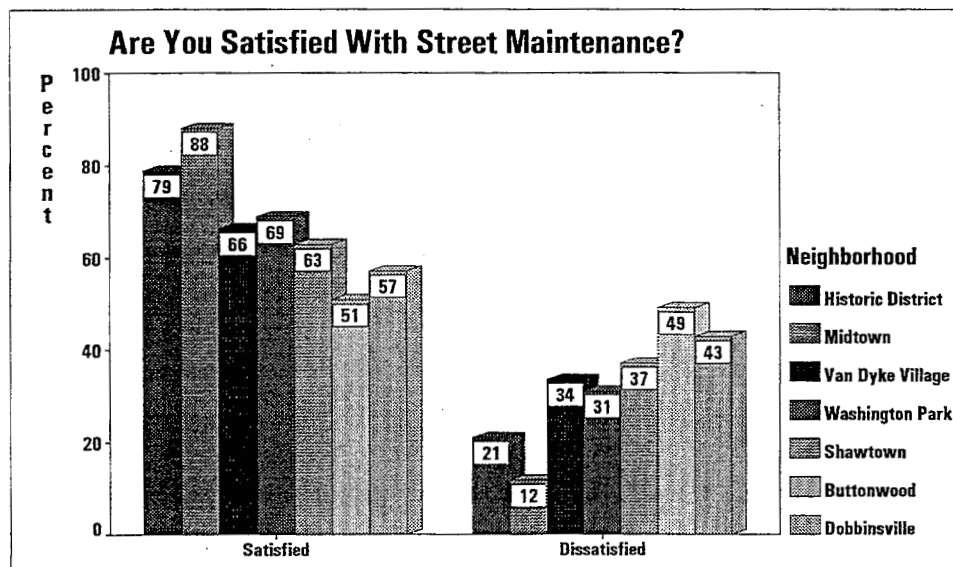
**TABLE 23**  
**SATISFACTION WITH STREET MAINTENANCE**

Response	Frequency	Percent	Valid Percent
No Answer	23	1.3	Missing
Very Satisfied	341	19.9	20.2
Satisfied	851	49.6	50.3
Dissatisfied	351	20.5	20.7
Very Dissatisfied	147	8.6	8.7
Don't Know	2	.1	.1
Total	1715	100.0	100.0

Dissatisfaction with street maintenance varied considerably by neighborhood, from a high of nearly 50 percent in Buttonwood to a low of 12 percent in Midtown (Figure 19).

**FIGURE 19**

## SATISFACTION WITH STREET MAINTENANCE BY NEIGHBORHOOD



## Services to Neighborhoods

Respondents were also asked to indicate whether they thought neighborhoods were treated equally in the provision of city services.

### THE VARIOUS NEIGHBORHOODS IN THE CITY ARE TREATED EQUALLY IN TERMS OF THE PROVISION OF CITY SERVICES.

A substantial proportion of the respondents did not feel that neighborhoods are treated equally (56 percent). Indeed, one-quarter strongly disagreed with the statement (Table 24).

TABLE 24

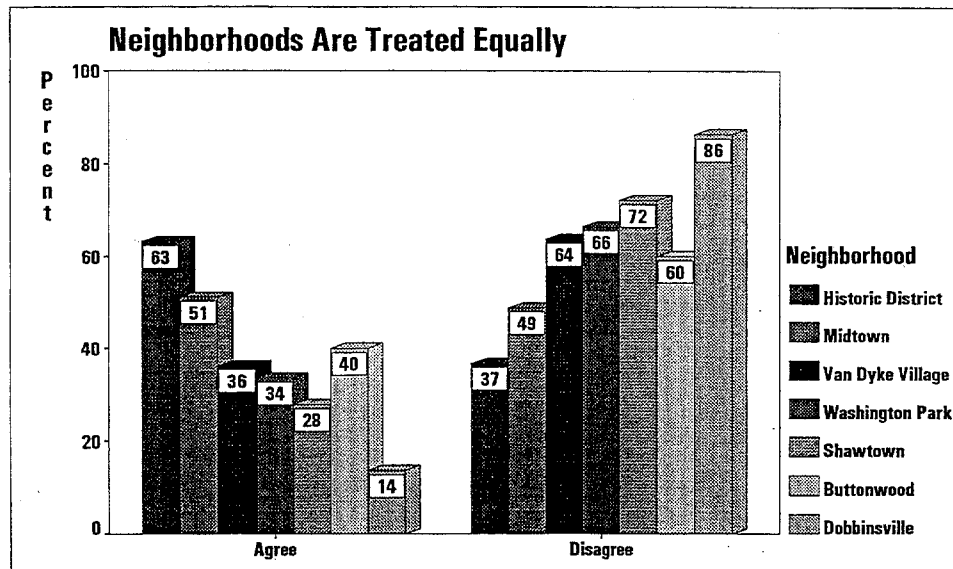
#### SERVICES TO NEIGHBORHOODS

Response	Frequency	Percent	Valid Percent
No Answer	45	2.6	Missing
Strongly Agree	197	11.5	11.8
Agree	511	29.8	30.6
Disagree	519	30.3	31.1
Strongly Disagree	415	24.2	24.8
Don't Know	29	1.7	1.7
Total	1715	100.0	100.0

Respondents from different neighborhoods reacted quite differently to the statement that the neighborhoods are treated equally in the provision of services (Figure 20). Only in the case of respondents from the Historic District was there a substantial majority of respondents (63 percent) who agreed that the neighborhoods are treated equally. Just 14 percent of those from Dobbinsville agreed with the statement and substantial proportions of the respondents from other neighborhoods also felt that the neighborhoods are not treated equally.

FIGURE 20

## SERVICES TO NEIGHBORHOODS BY NEIGHBORHOOD



## Satisfaction With Water Quality

### HOW SATISFIED ARE YOU WITH THE QUALITY OF THE DRINKING WATER IN THE CITY OF NEW CASTLE?

Over 80 percent of the respondents were satisfied with the quality of drinking water in New Castle (Table 25).

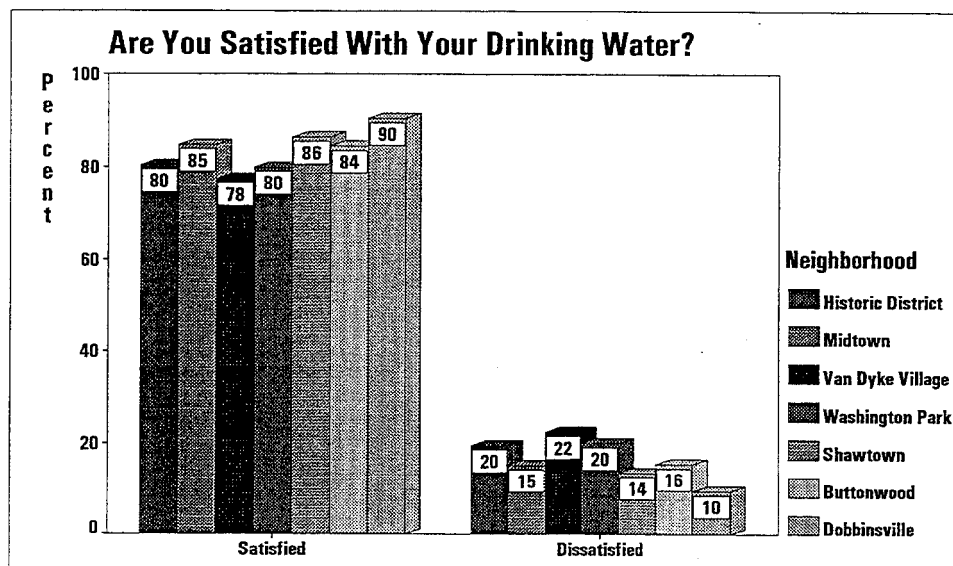
**TABLE 25**  
**SATISFACTION WITH DRINKING WATER**

Response	Frequency	Percent	Valid Percent
No Answer	32	1.8	Missing
Very Satisfied	359	20.9	21.3
Satisfied	1013	59.1	60.2
Dissatisfied	181	10.5	10.7
Very Dissatisfied	127	7.4	7.5
Don't Know	4	.2	.3
Total	1715	100.0	100.0

Satisfaction ranged from 90 percent in Dobbinsville to 78 percent in Van Dyke Village (Figure 21).

**FIGURE 21**

### SATISFACTION WITH DRINKING WATER BY NEIGHBORHOOD



# HOW SATISFIED ARE YOU WITH THE QUALITY OF THE SURFACE (RIVER) WATER IN THE CITY OF NEW CASTLE?

Only 42 percent of the respondents were satisfied with the quality of surface water in New Castle (Table 26).

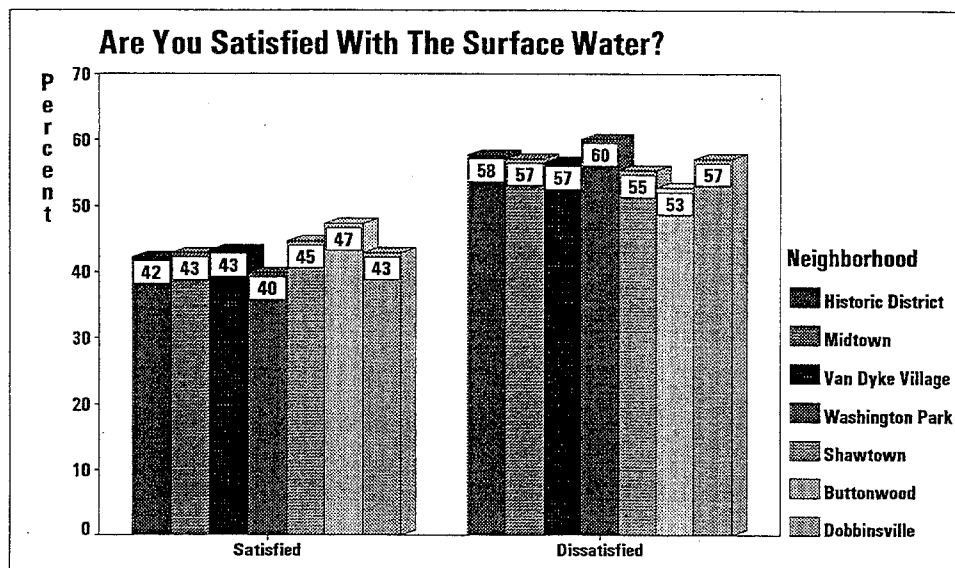
**TABLE 26**  
**SATISFACTION WITH SURFACE WATER**

Response	Frequency	Percent	Valid Percent
No Answer	72	4.2	Missing
Very Satisfied	44	2.6	2.7
Satisfied	651	38.0	39.6
Dissatisfied	630	36.7	38.3
Very Dissatisfied	301	17.6	18.3
Don't Know	17	1.0	1.1
Total	1715	100.0	100.0

There was not a significant amount of variation among respondents from different neighborhoods in terms of their satisfaction with surface water (Figure 22).

**FIGURE 22**

## SATISFACTION WITH SURFACE WATER BY NEIGHBORHOOD



## New Castle's Service Ratings As Compared To Other Jurisdictions

One interpretation of the results of the service ratings is that the fire, trash collection, and water services in New Castle are quite adequate while there may be substantial problems with police, street maintenance, and storm drainage. Yet we must keep in mind that citizens in all communities tend to rate some types of services highly and others not so highly. Fire and trash collection tend to receive the best evaluations while street maintenance receives the worst. So it is important to look at how a community rates a service but also how these ratings compare to the ratings of these services in other communities.

A method has been devised to by the International City/County Management Association (ICMA) to allow a comparison of the results of surveys collected from communities all over the country.<sup>4</sup> The method adjusts the results of surveys using 3, 4, or 5 point scales to a common scale and enables the calculation of average ratings for services.

Each service rating is converted to a 100-point PTM (percent to max) scale and adjustments are made so that questions with different numbers of scale points can be compared. Thus, the PTM rating for New Castle's fire service is calculated as follows:

Question: How satisfied are you with fire protection in New Castle?

Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
52.2%	45.7%	1.1%	.5%

In this case, there are four scale points. The maximum value (4.0) is assigned to the most favorable evaluation ("very satisfied") and the minimum value (1.0) to the least favorable ("very dissatisfied"). Each value is multiplied by the percent of people who chose that response:

$$(4 \times .522) + (3 \times .457) + (2 \times .011) + (1 \times .005) = 3.49$$

Then the average (or scale mean) is converted to PTM. PTM is the scale mean minus 1 divided by the scale maximum minus 1 multiplied by 100. In the case of the fire service, PTM is:

$$(3.49 - 1)/(4 - 1) \times 100 = 83$$

Once the service ratings have been adjusted to PTM scores, it is possible to compare the New Castle results to the scores derived from other evaluative surveys conducted across the country. For each of the services rated in the New Castle survey, Table 27 shows the PTM rating for the city of New Castle and the average PTM rating from other evaluative surveys. The ratings of city, neighborhood, and water quality have been included because evaluations of these areas of community life can be compared to PTM ratings from other surveys.

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<sup>4</sup>Miller, Thomas I. and Michelle A. Miller (1991). Citizen Surveys: How to Do Them, How to Use Them, What They Mean. Washington, D.C.: ICMA.

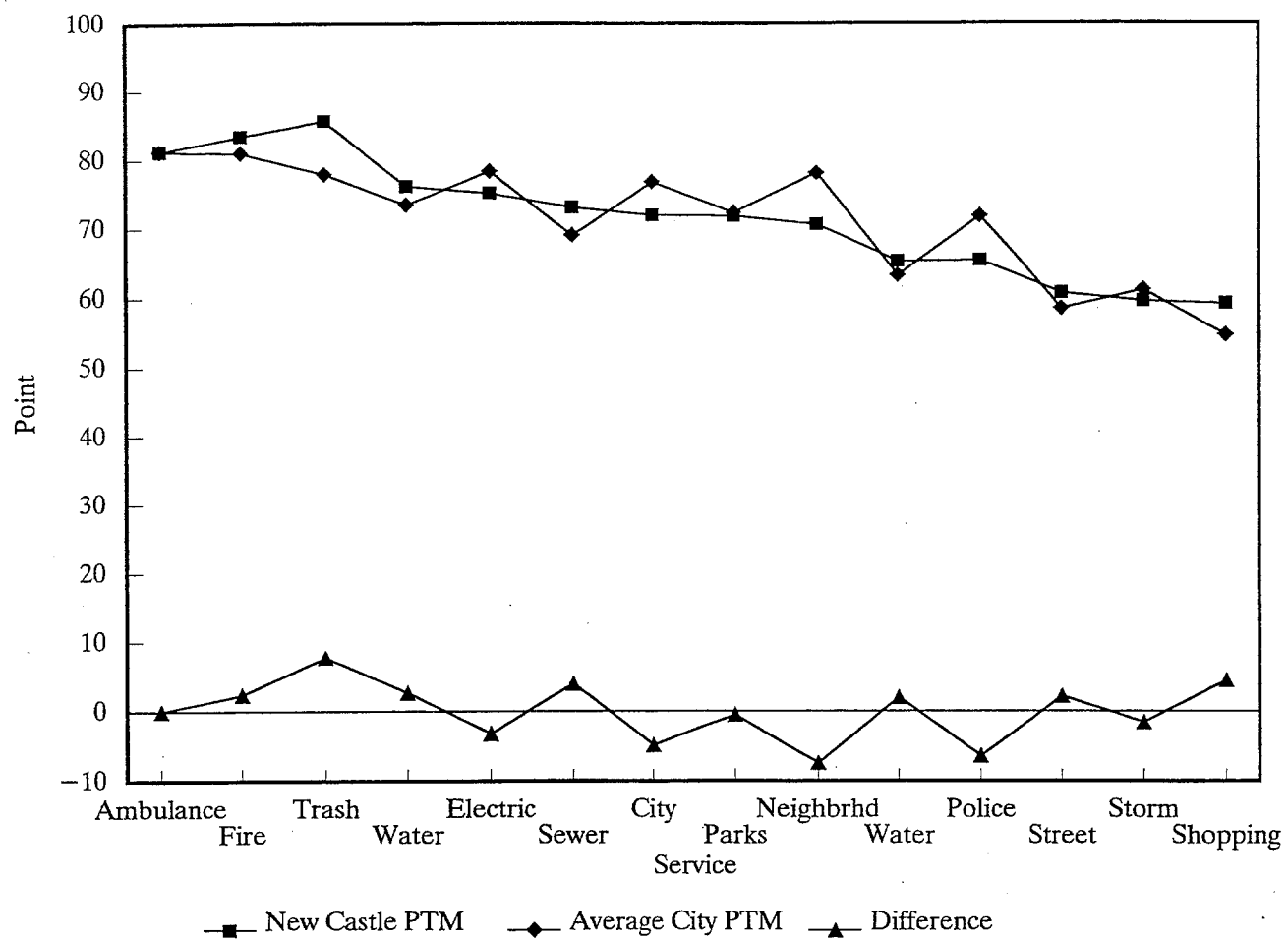
**TABLE 27**  
**COMPARISON OF SERVICE RATINGS**

Category	New Castle PTM Rating	Average City PTM Rating	Difference
Ambulance	81.3	81.3	0.0
Fire	83.5	81.1	+2.4
Trash	85.8	78.0	+7.8
Water	76.2	73.5	+2.7
Electric	75.2	78.4	-3.2
Sewer	73.1	69.1	+4.0
City	72.0	76.8	-4.8
Parks and Recreation	71.8	72.3	-0.5
Neighborhood	70.6	78.0	-7.4
Water Quality	65.2	63.2	+2.0
Police	65.4	71.8	-6.4
Street Maintenance	60.7	58.5	+2.2
Storm Drainage	59.6	61.2	-1.6
Shopping	59.3	54.8	+4.5

Figure 23 provides a graphic representation of these ratings.

FIGURE 23

## COMPARISON OF SERVICE RATINGS





Generally, the rating pattern from the New Castle survey follows the pattern found in other surveys. Ambulance and fire receive high ratings and storm drainage and shopping receive low ratings. If we use a standard of five points, plus or minus, as an indicator of a significant difference between the New Castle ratings and the average ratings for the same services across the country, ratings of these four services approximate the national norms. Three areas, however, fall significantly outside the national norms: ratings of trash collection, neighborhood, and police. New Castle residents rate trash collection significantly higher than the national norm (plus 7.8 points) but neighborhood (minus 7.4 points) and police (minus 6.4 points) are rated significantly lower.

Anticipating that there was some dissatisfaction in the community with respect to the services provided by the New Castle police, a number of questions were included in the survey to elicit views about changes that might be made in these services.

## Proposals For Changes In The Police Service

Respondents were asked to provide their views about the changes they would most like to see in the service provided by New Castle's police. A number of proposals were presented and respondents were asked to rank their importance. These proposals are presented in the order in which respondents ranked them as very important or somewhat important.

### HOW IMPORTANT IS GREATER POLICE PRESENCE IN NEIGHBORHOODS?

Two thirds of the respondents stated that greater police presence in the neighborhoods is very important and another 27 percent said that it is somewhat important (Table 28).

TABLE 28

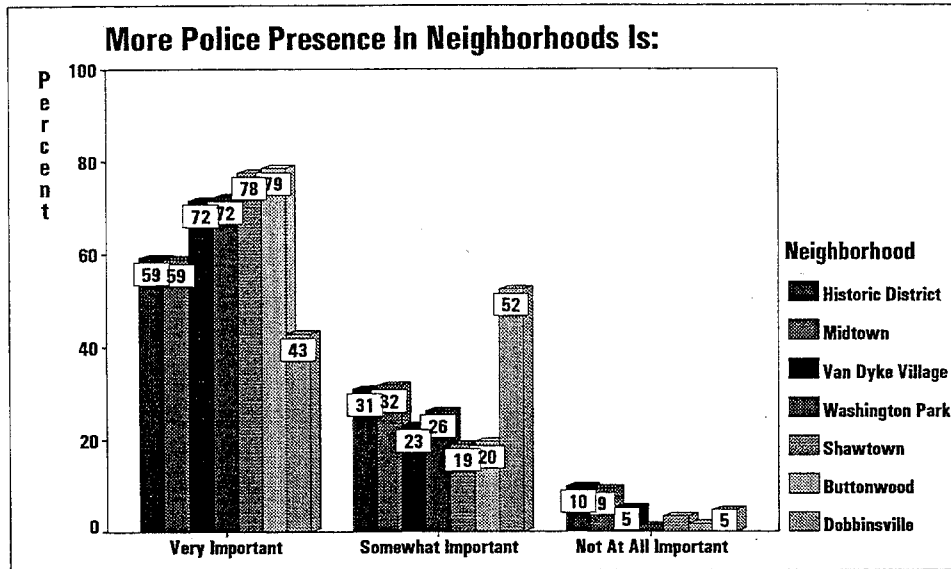
#### GREATER POLICE PRESENCE IN NEIGHBORHOODS

Response	Frequency	Percent	Valid Percent
No Answer	104	6.1	Missing
Very Important	1068	62.3	66.3
Somewhat Important	437	25.5	27.1
Not At All Important	91	5.3	5.7
Don't Know	14	.8	.9
Total	1715	100.0	100.0

Opinions about the importance of increased police presence in neighborhoods varied significantly by neighborhood (Figure 24). Respondents from Buttonwood (79 percent) and Shawtown (78 percent) were most likely to say that increased police presence was very important and respondents from Dobbinsville (43 percent) were least likely to register this opinion.

FIGURE 24

## GREATER POLICE PRESENCE IN NEIGHBORHOODS BY NEIGHBORHOOD



### HOW IMPORTANT IS MORE POLICE ATTENTION TO COMMUNITY RELATIONS?

As shown in Table 29, a substantial proportion of the respondents also believe that more police attention to community relations is either very important (43 percent) or somewhat important (45 percent).

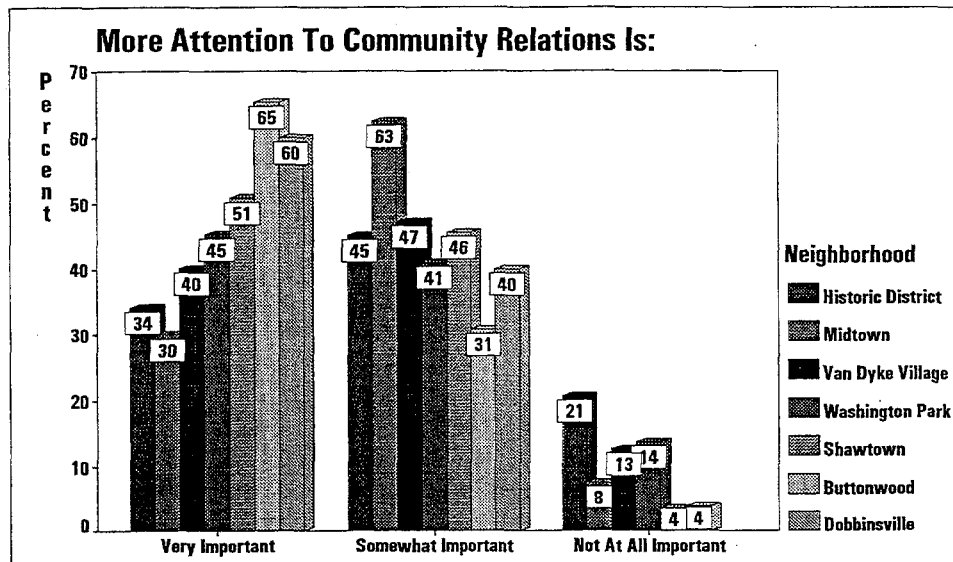
**TABLE 29**  
**POLICE ATTENTION TO COMMUNITY RELATIONS**

Response	Frequency	Percent	Valid Percent
No Answer	164	9.6	Missing
Very Important	661	38.5	42.6
Somewhat Important	692	40.4	44.6
Not At All Important	189	11.0	12.2
Don't Know	9	.5	.6
Total	1715	100.0	100.0

Concern about the police paying more attention to community relations varied considerably by neighborhood (Figure 25). Approximately two-thirds of the respondents from Buttonwood (65 percent) and Dobbinsville (60 percent) felt that such an effort was very important as compared to only about one-third of the respondents from the Historic District (34 percent) and Midtown (30 percent).

**FIGURE 25**

### POLICE ATTENTION TO COMMUNITY RELATIONS BY NEIGHBORHOOD



### HOW IMPORTANT IS POLICE INVOLVEMENT IN YOUTH PROGRAMS?

Police involvement in youth programs was very important to 40 percent of the respondents and somewhat important to 44 percent (Table 30).

TABLE 30

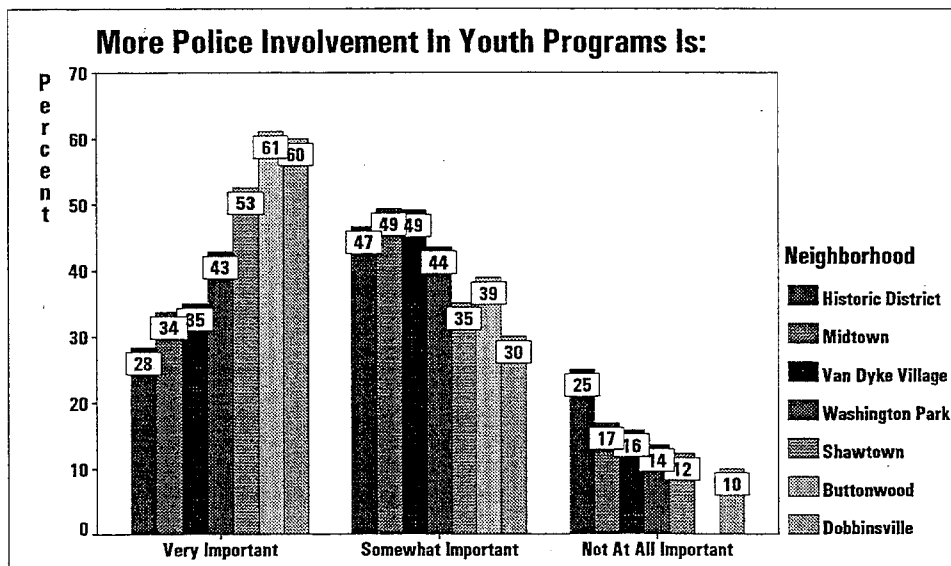
#### POLICE INVOLVEMENT IN YOUTH PROGRAMS

Response	Frequency	Percent	Valid Percent
No Answer	181	10.6	Missing
Very Important	613	35.8	40.0
Somewhat Important	672	39.2	43.8
Not At All Important	241	14.1	15.7
Don't Know	7	.4	.5
Total	1715	100.0	100.0

There was great variation among the neighborhoods on this question (Figure 26). About three fifths of the respondents from Buttonwood (61 percent) and Dobbinsville (60 percent) felt that more police involvement in youth programs is very important while less than a third (28 percent) of the respondents from the Historic District were as concerned about this issue.

FIGURE 26

#### POLICE INVOLVEMENT IN YOUTH PROGRAMS BY NEIGHBORHOOD



### HOW IMPORTANT IS MORE OFF-HOURS AVAILABILITY?

Thirty four percent of the respondents felt that more off-hours availability of the police is very important and 48 percent felt that it is somewhat important (Table 31).

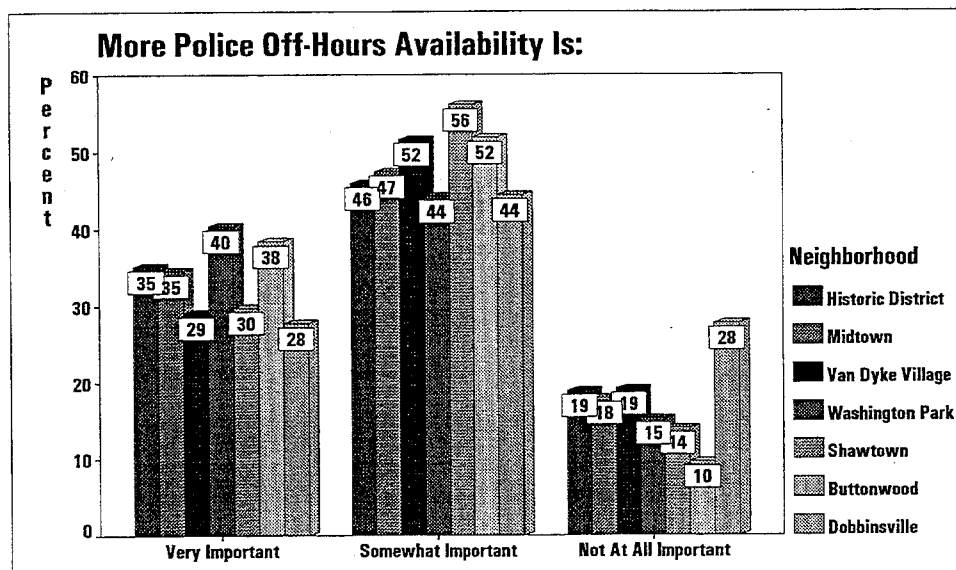
**TABLE 31**  
**MORE OFF-HOURS AVAILABILITY**

Response	Frequency	Percent	Valid Percent
No Answer	216	12.6	Missing
Very Important	516	30.1	34.4
Somewhat Important	720	42.0	48.0
Not At All Important	254	14.8	16.9
Don't Know	9	.5	.7
Total	1715	100.0	100.0

There was some variation among the neighborhoods on the question of off-hours availability (Figure 27). Residents of Washington Park (40 percent) and Buttonwood (38 percent) were more likely to say that more off-hours availability was very important. Dobbinsville residents the least enthusiastic about the idea.

**FIGURE 27**

### MORE OFF-HOURS AVAILABILITY BY NEIGHBORHOOD



### HOW IMPORTANT ARE MORE POLICE FOOT PATROLS?

More police foot patrols were very important to 45 percent of the respondents and somewhat important to 35 percent (Table 32).

TABLE 32

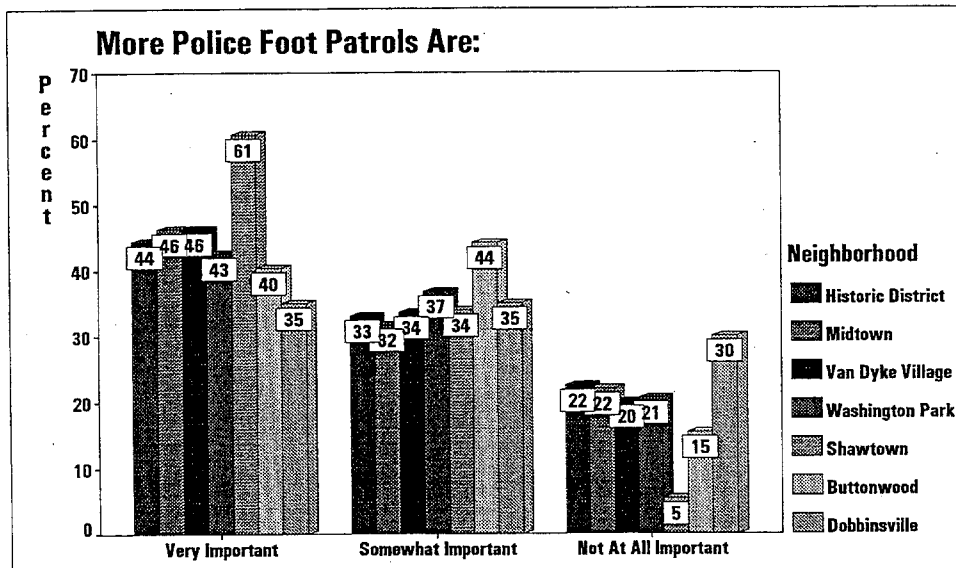
#### MORE POLICE FOOT PATROLS

Response	Frequency	Percent	Valid Percent
No Answer	162	9.4	Missing
Very Important	702	41.0	45.2
Somewhat Important	541	31.5	34.8
Not At All Important	303	17.6	19.5
Don't Know	7	.4	.5
Total	1715	100.0	100.0

Shawtown stands out in terms of the interest of respondents from that area (61 percent) in more police foot patrols (Figure 28). Residents of Dobbinsville (30 percent) were most likely to be unenthusiastic about the idea.

FIGURE 28

#### MORE POLICE FOOT PATROLS BY NEIGHBORHOOD



### HOW IMPORTANT IS THE DEVELOPMENT OF A TOWN WATCH PROGRAM?

The development of a town watch program was very important to 38 percent of the respondents and somewhat important to 40 percent (Table 33).

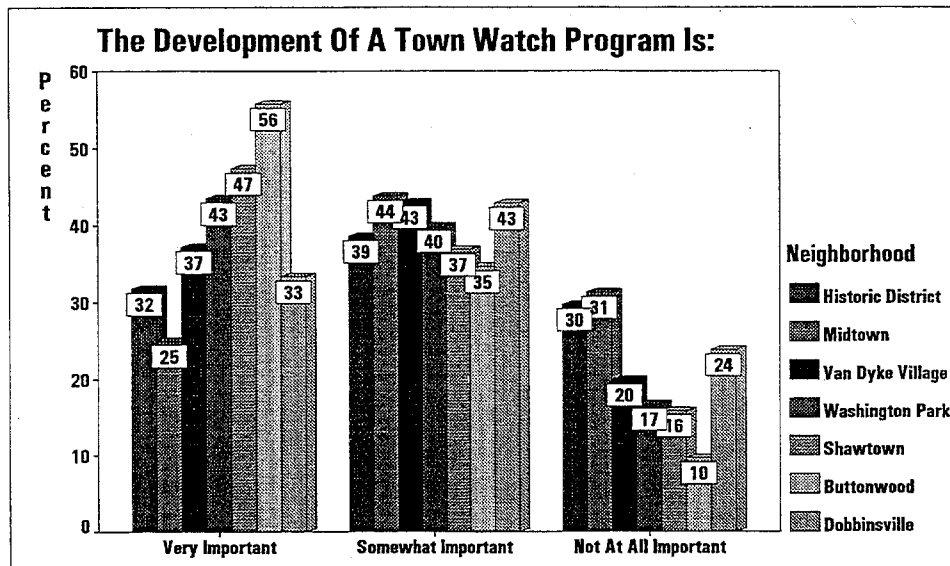
**TABLE 33**  
**TOWN WATCH PROGRAM**

Response	Frequency	Percent	Valid Percent
No Answer	178	10.4	Missing
Very Important	586	34.2	38.1
Somewhat Important	608	35.4	39.6
Not At All Important	334	19.5	21.7
Don't Know	9	.5	.6
Total	1715	100.0	100.0

A majority of the respondents (56 percent) from Buttonwood felt that a town watch program was very important as compared to only 25 percent of those from Midtown, 32 percent of those from the Historic District, and 33 percent of those from Dobbinsville (Figure 29).

**FIGURE 29**

### TOWN WATCH PROGRAM BY NEIGHBORHOOD





# HOW IMPORTANT IS CONTRACTING OUT OF POLICE SERVICE TO THE COUNTY OR THE STATE?

Only 23 percent said that contracting out of police service to the county or the state is very important and another 25 percent believed it is somewhat important (Table 34).

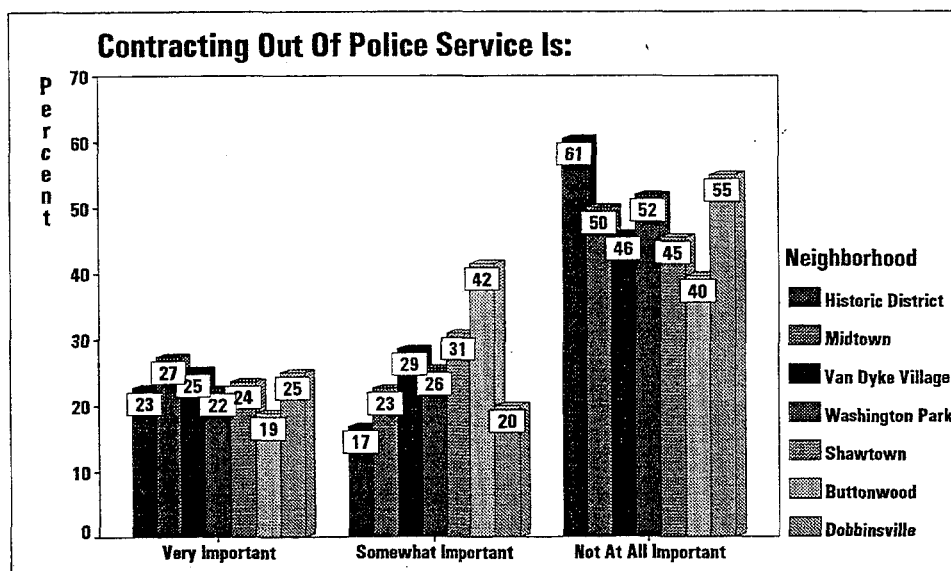
**TABLE 34**  
**CONTRACTING OUT POLICE SERVICE**

Response	Frequency	Percent	Valid Percent
No Answer	171	10.0	Missing
Very Important	357	20.8	23.1
Somewhat Important	384	22.4	24.9
Not At All Important	782	45.6	50.6
Don't Know	21	1.2	1.4
Total	1715	100.0	100.0

Respondents from the various neighborhoods differed on this question only in the sense that a somewhat higher proportion of those from the Historic District (61 percent) and Dobbinsville (55 percent) felt that this proposal was not at all important (Figure 30)

**FIGURE 30**

## CONTRACTING OUT POLICE SERVICE BY NEIGHBORHOOD



## Another Location For The Fire Department

### THE FIRE COMPANY SHOULD HAVE LOCATIONS ON BOTH SIDES OF THE RAILROAD.

Less than a majority of the respondents (40 percent) said that the fire company should have locations on both sides of the railroad (Table 35).

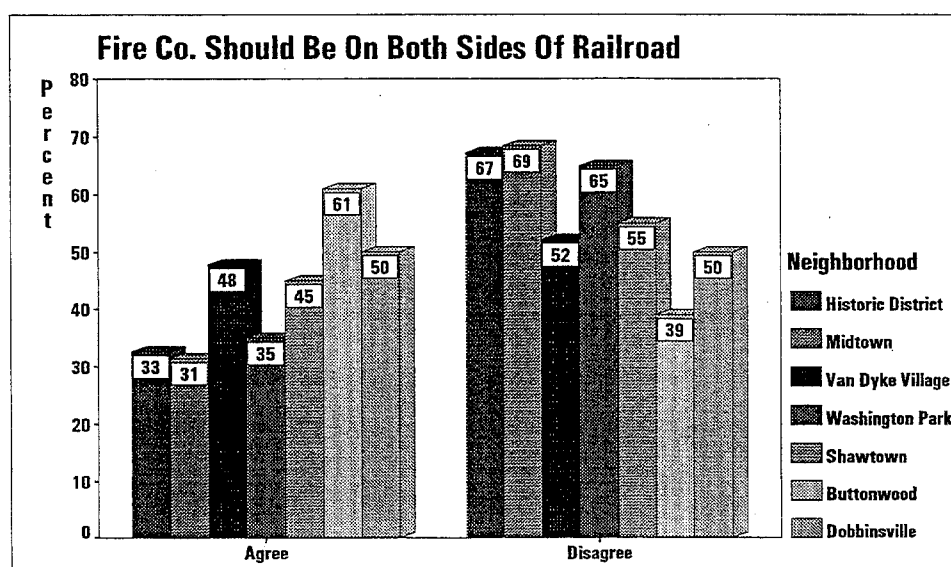
**TABLE 35**  
**LOCATION OF FIRE DEPARTMENT**

Response	Frequency	Percent	Valid Percent
No Answer	43	2.5	Missing
Strongly Agree	251	14.6	15.0
Agree	419	24.4	25.0
Disagree	808	47.1	48.3
Strongly Disagree	174	10.1	10.4
Don't Know	21	1.2	1.3
Total	1715	100.0	100.0

Buttonwood was the only neighborhood in which a majority of the respondents (61 percent) favored locations of the fire company on both sides of the railroad (Figure 31). There was more support for the proposal among respondents from Dobbinsville (50 percent) and Shawtown (45 percent) than among respondents from the rest of the city.

**FIGURE 31**

### LOCATION OF FIRE DEPARTMENT BY NEIGHBORHOOD



# REORGANIZING CITY GOVERNMENT

## Knowledge of City Government

The survey included a series of questions about city government to determine how aware citizens were of certain basic features of the New Castle governing system. The purpose of these questions was to determine whether steps needed to be taken to better inform residents about programs and policies in the city.

### NEW CASTLE'S CITY BUDGET IS NOW PREPARED BY A PROFESSIONAL TRAINED IN FINANCIAL MANAGEMENT.

Only one person in four was aware that New Castle's city budget is now prepared by a professional trained in financial management (Table 36).

TABLE 36

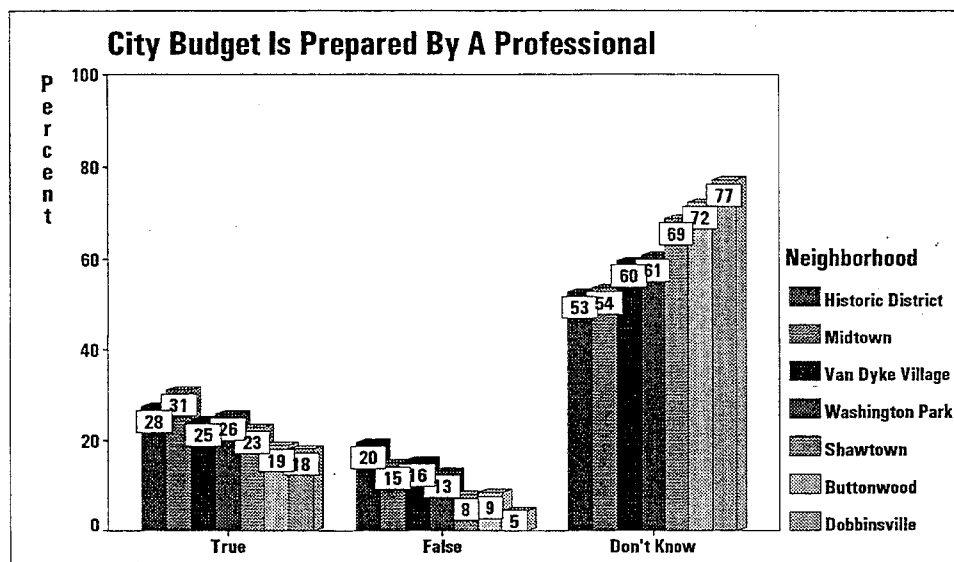
#### CITY BUDGET IS PREPARED BY A PROFESSIONAL

Response	Frequency	Percent	Valid Percent
No Answer	40	2.3	Missing
Yes	426	24.8	25.4
No	240	14.0	14.3
Don't Know	1010	58.9	60.3
Total	1715	100.0	100.0

Figure 32 shows that awareness was slightly greater in Midtown (31 percent) and slightly less in Dobbinsville (18 percent) and Buttonwood (19 percent).

FIGURE 32

#### PREPARATION OF CITY BUDGET BY NEIGHBORHOOD



### THE BOARD OF WATER AND LIGHT IS A DEPARTMENT OF CITY GOVERNMENT.

Just over 43 percent of the respondents knew that the Board of Water and Light is not a department of city government (Table 37).

**TABLE 37**

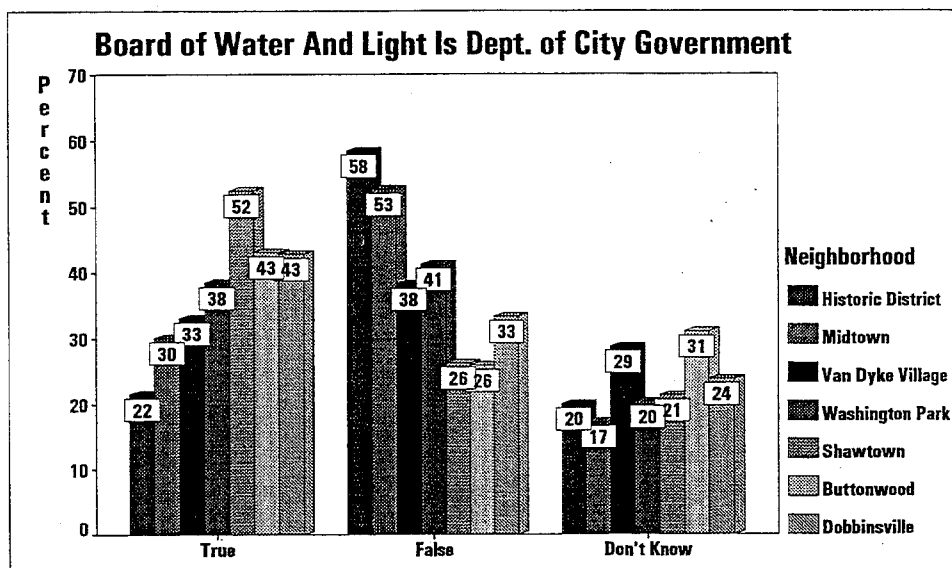
#### BOARD OF WATER AND LIGHT IS A DEPARTMENT OF CITY GOVERNMENT

Response	Frequency	Percent	Valid Percent
No Answer	48	2.8	Missing
Yes	566	33.0	33.9
No	724	42.2	43.4
Don't Know	378	22.0	22.7
Total	1715	100.0	100.0

Awareness of the relationship between the Board of Water and Light and city government was greatest in the Historic District (58 percent) and Midtown (53 percent). Only a quarter of the respondents from Shawtown and Buttonwood answered the question correctly (Figure 33).

**FIGURE 33**

#### BOARD OF WATER AND LIGHT BY NEIGHBORHOOD



# REGISTRATION FOR TRUSTEES OF NEW CASTLE COMMON ELECTIONS IS SEPARATE FROM REGISTRATION FOR CITY ELECTIONS.

Almost 60 percent of the respondents knew that registration for trustees of New Castle Common elections is separate from registration for city elections (Table 38).

TABLE 38

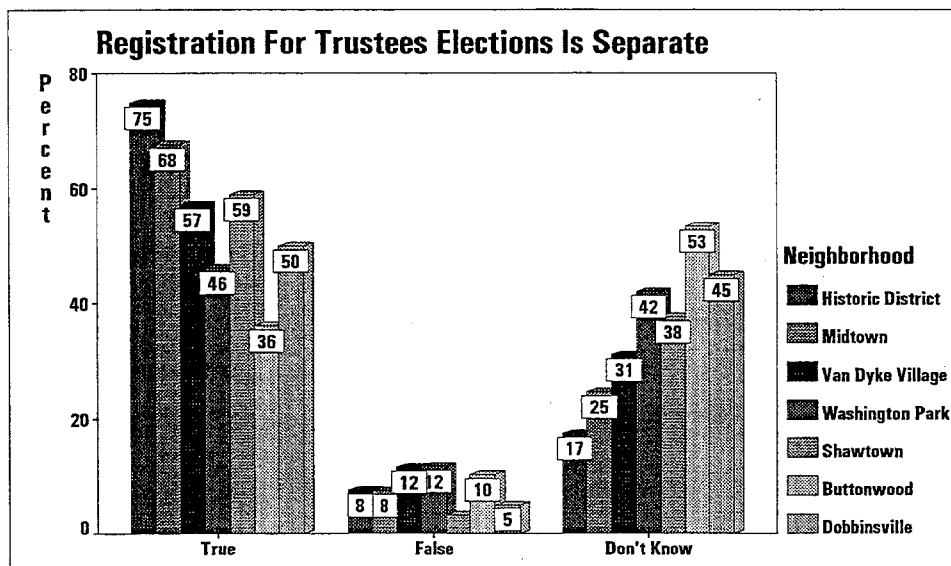
## REGISTRATION FOR TRUSTEES ELECTIONS

Response	Frequency	Percent	Valid Percent
No Answer	37	2.1	Missing
Yes	989	57.7	58.9
No	149	8.7	8.9
Don't Know	540	31.5	32.2
Total	1715	100.0	100.0

Knowledge of the separate registration requirements varied considerably by neighborhood. Fully 75 percent of those from the Historic District answered the question correctly as did 68 percent of those from Midtown as compared to only 36 percent of those from Buttonwood (Figure 34).

FIGURE 34

## TRUSTEES ELECTIONS BY NEIGHBORHOOD



## Proposals for Change in City Government

Respondents were provided with a series of proposals for change in city government and asked to indicate the level of their agreement with these proposals.

### I WOULD FAVOR SPENDING PUBLIC REVENUE ON THE PUBLICATION AND DISTRIBUTION OF A QUARTERLY CITY NEWSLETTER TO INFORM RESIDENTS ABOUT CITY PROGRAMS AND SERVICES.

Over 70 percent of the respondents agreed that public revenue should be spent on a city newsletter (Table 39).

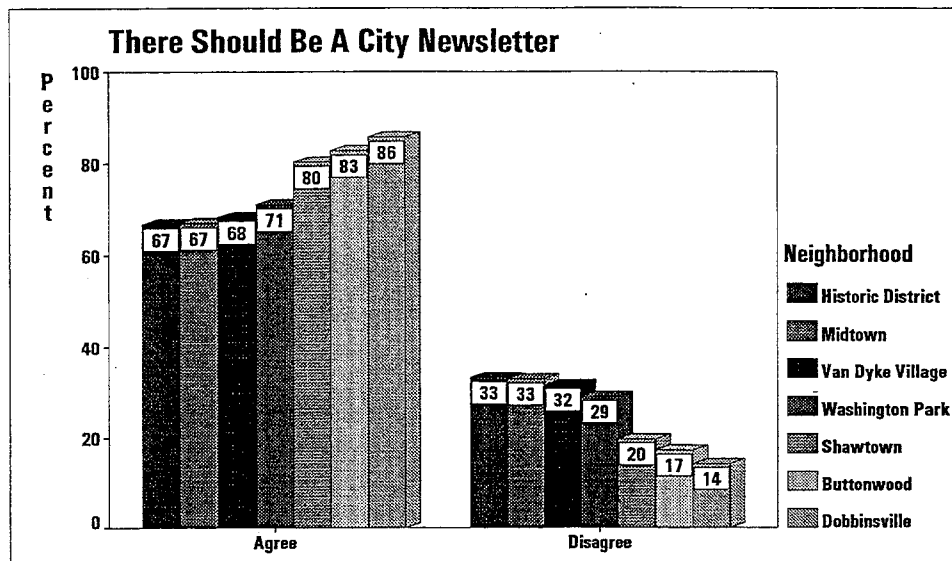
**TABLE 39**  
**CITY NEWSLETTER**

Response	Frequency	Percent	Valid Percent
No Answer	30	1.7	Missing
Strongly Agree	489	28.5	29.0
Agree	717	41.8	42.5
Disagree	340	19.9	20.2
Strongly Disagree	138	8.0	8.2
Don't Know	2	.1	.1
Total	1715	100.0	100.0

Respondents from Dobbinsville (86 percent), Buttonwood (83 percent), and Shawtown (80 percent) were the most supportive of this idea (Figure 35).

**FIGURE 35**

### CITY NEWSLETTER BY NEIGHBORHOOD



**THE OFFICES AND DEPARTMENTS OF THE CITY SHOULD BE DIRECTED AND SUPERVISED BY A PROFESSIONAL MANAGER WHO IS APPOINTED BY THE CITY COUNCIL AND IS RESPONSIBLE TO THE COUNCIL.**

Nearly seven out of ten of the respondents agreed with this proposition (Table 40).

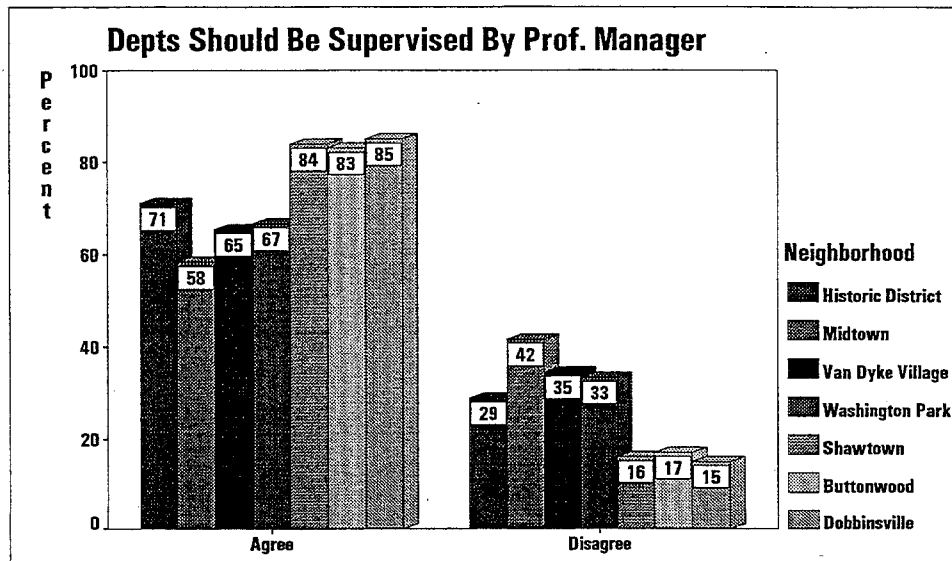
**TABLE 40**  
**APPOINTMENT OF A PROFESSIONAL MANAGER**

Response	Frequency	Percent	Valid Percent
No Answer	106	6.2	Missing
Strongly Agree	354	20.6	22.0
Agree	765	44.6	47.6
Disagree	289	16.9	18.0
Strongly Disagree	174	10.2	10.8
Don't Know	26	1.5	1.6
Total	1715	100.0	100.0

As Figure 36 shows, this proposal received the most support among respondents from Dobbinsville (85 percent), Shawtown (84 percent) and Buttonwood (83 percent) and the least support among residents of Midtown (58 percent).

**FIGURE 36**

**APPOINTMENT OF A PROFESSIONAL MANAGER BY NEIGHBORHOOD**



## DO YOU SUPPORT ELIMINATING THE MAYOR'S COURT?

Opinions were very divided on the question of eliminating the Mayor's Court. One-third supported the proposal, just over a third opposed it, and just under a third said they did not know (Table 41).

TABLE 41

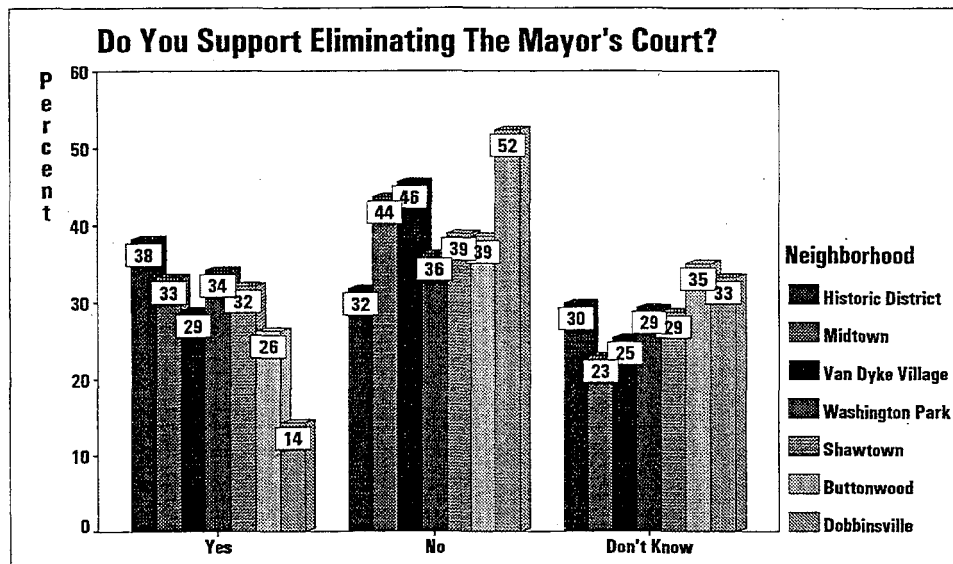
### ELIMINATING THE MAYOR'S COURT

Response	Frequency	Percent	Valid Percent
No Answer	56	3.3	Missing
Yes	540	31.5	32.5
No	641	37.4	38.6
Don't Know	478	27.9	28.9
Total	1715	100.0	100.0

These divisions were also reflected across the neighborhoods (Figure 37) with the most support for elimination of the Court coming from the Historic District (38 percent) and the most opposition coming from Dobbinsville (52 percent).

FIGURE 37

### ELIMINATING THE MAYOR'S COURT BY NEIGHBORHOOD





# DO YOU SUPPORT STAGGERING TERMS SO THAT ONLY A PORTION OF COUNCIL MEMBERS ARE ELECTED AT ONE TIME?

A substantial proportion of the respondents (65 percent) supported the proposal to stagger the terms of council members (Table 42).

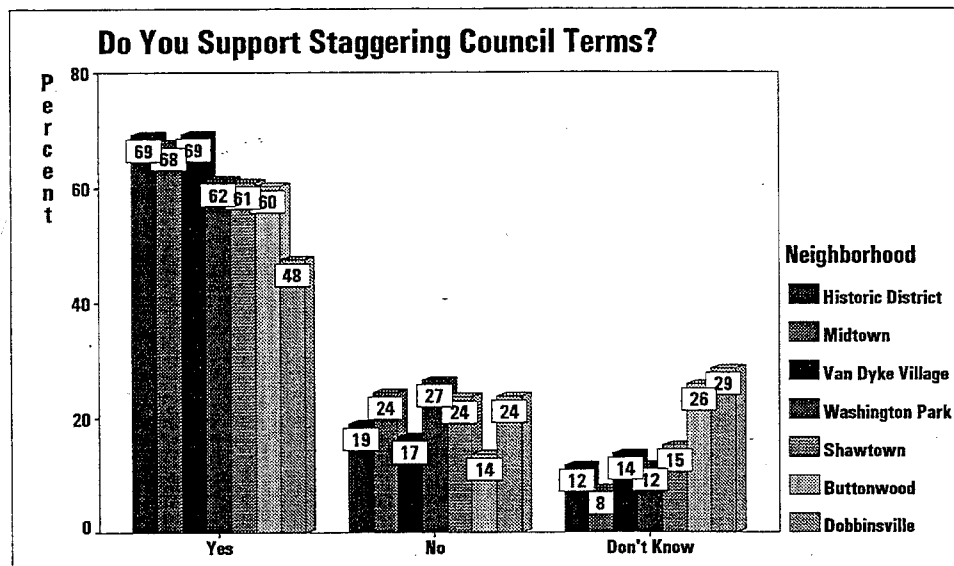
**TABLE 42**  
**STAGGERING COUNCIL TERMS**

Response	Frequency	Percent	Valid Percent
No Answer	51	3.0	Missing
Yes	1081	63.0	65.0
No	347	20.2	20.9
Don't Know	236	13.7	14.1
Total	1715	100.0	100.0

This support did not vary significantly by neighborhood except that residents of Dobbinsville were less supportive of the idea (Figure 38).

**FIGURE 38**

## STAGGERING COUNCIL TERMS BY NEIGHBORHOOD



# DO YOU SUPPORT MAKING THE POSITIONS OF CITY CLERK AND TREASURER APPOINTED RATHER THAN ELECTED?

Only 21 percent of the respondents felt that the positions of city clerk and treasurer should be appointed rather than elected (Table 43).

TABLE 43

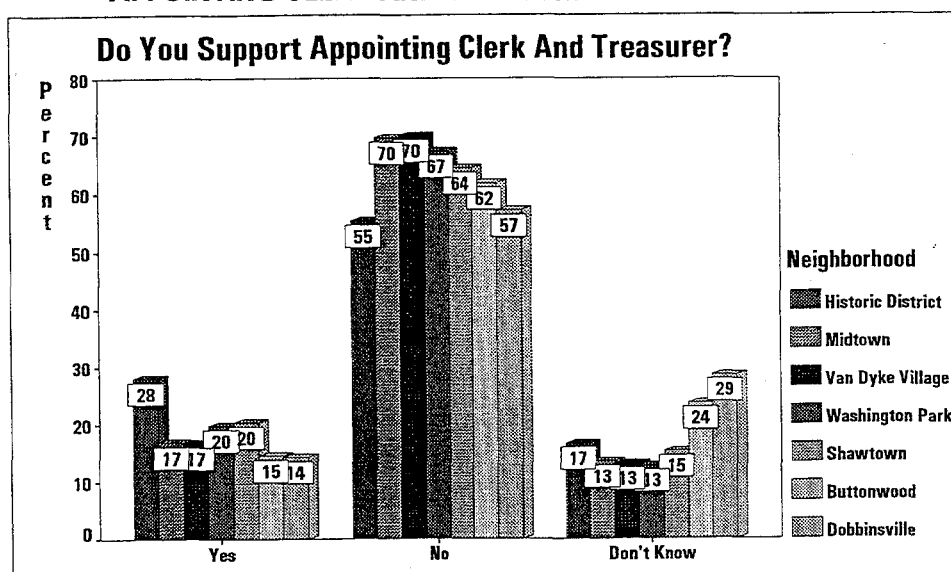
## APPOINTING CLERK AND TREASURER

Response	Frequency	Percent	Valid Percent
No Answer	64	3.8	Missing
Yes	340	19.8	20.6
No	1047	61.1	63.5
Don't Know	263	15.3	15.9
Total	1715	100.0	100.0

Residents of the Historic District (28 percent) were slightly more supportive but still a majority opposed the idea (Figure 39).

FIGURE 39

## APPOINTING CLERK AND TREASURER BY NEIGHBORHOOD



# DO YOU SUPPORT CHANGING FROM AN AT-LARGE SYSTEM OF ELECTIONS TO DISTRICT ELECTIONS FOR CITY COUNCIL?

Respondents were rather divided on the question of changing from an at-large system of elections to district elections for city council. Forty-two percent were in favor but 33 percent were opposed and 25 percent said they did not know (Table 44).

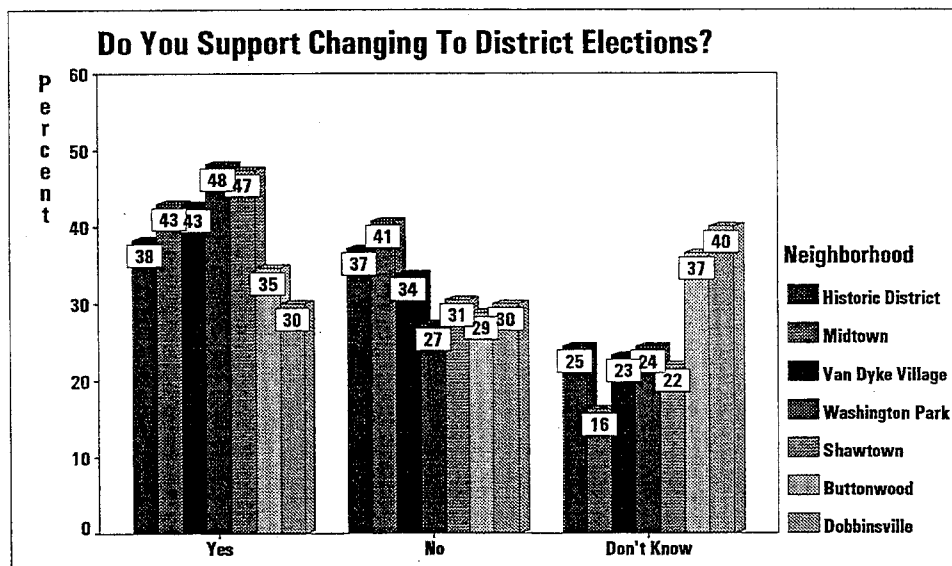
**TABLE 44**  
**DISTRICT ELECTIONS**

Response	Frequency	Percent	Valid Percent
No Answer	101	5.9	Missing
Yes	675	39.4	41.8
No	537	31.3	33.3
Don't Know	402	23.4	24.9
Total	1715	100.0	100.0

Opinions did vary somewhat among residents from different neighborhoods (Figure 40). A larger proportion of those residing in Washington Park (48 percent) and Shawtown (47 percent) supported the change as compared to those residing in Dobbinsville (30 percent).

**FIGURE 40**

## DISTRICT ELECTIONS BY NEIGHBORHOOD



# DO YOU SUPPORT MERGING THE BOARD OF WATER AND LIGHT WITH CITY GOVERNMENT?

Only 26 percent of the respondents said that the Board of Water and Light should be merged with city government (Table 45).

TABLE 45

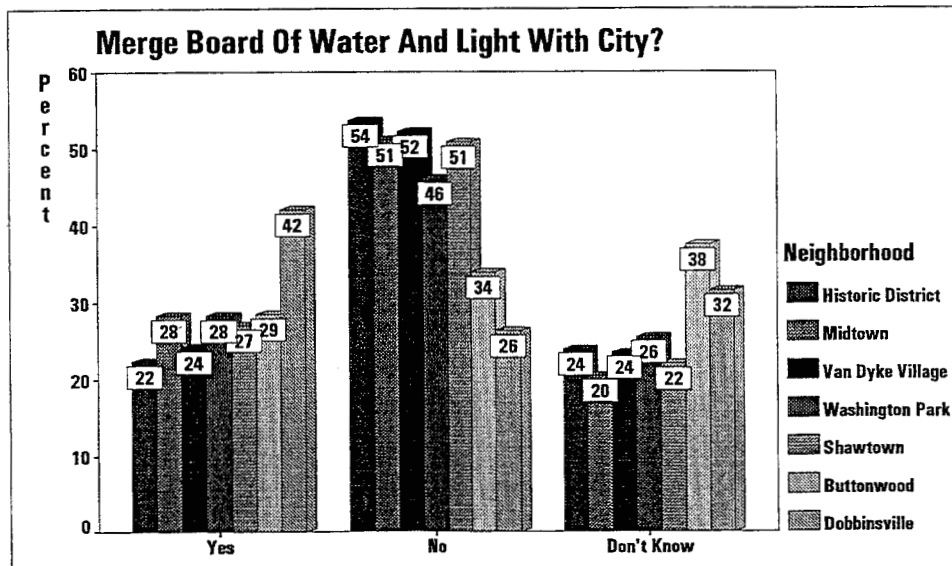
## MERGING CITY AND BOARD OF WATER AND LIGHT

Response	Frequency	Percent	Valid Percent
No Answer	81	4.7	Missing
Yes	431	25.1	26.4
No	791	46.1	48.4
Don't Know	412	24.0	25.2
Total	1715	100.0	100.0

Residents of Dobbinsville (42 percent) were somewhat more supportive than respondents from other neighborhoods (Figure 41).

FIGURE 41

## MERGING CITY AND BOARD OF WATER AND LIGHT BY NEIGHBORHOOD



## PARKING AND TRAFFIC

### DO YOU FEEL THERE IS A PARKING PROBLEM IN THE CITY?

Just over 50 percent of the respondents answered, yes (Table 46).

TABLE 46

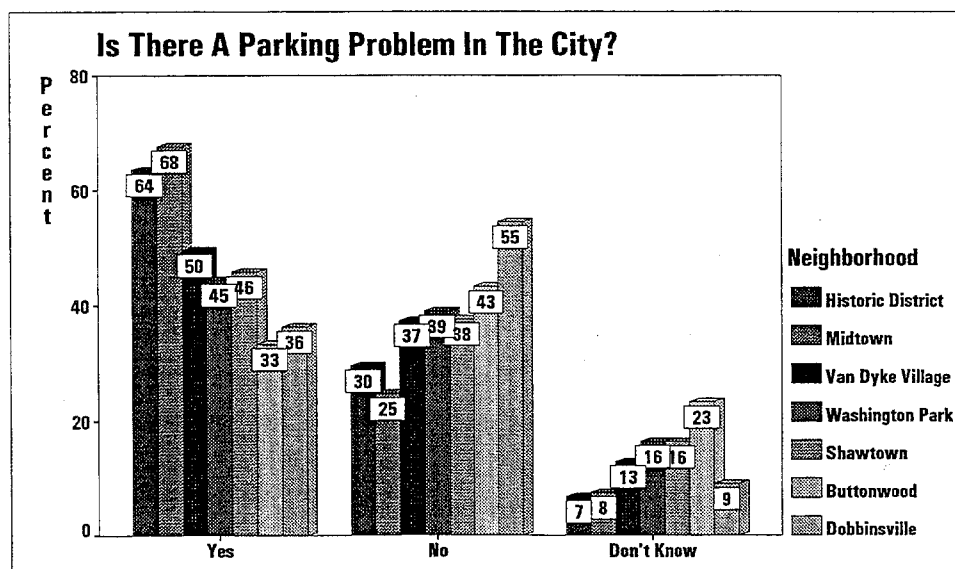
PARKING PROBLEM IN THE CITY

Response	Frequency	Percent	Valid Percent
No Answer	18	1.1	Missing
Yes	880	51.3	51.9
No	604	35.2	35.6
Don't Know	213	12.4	12.5
Total	1715	100.0	100.0

Residents of Midtown (68 percent) and the Historic District (64 percent) were more likely to say that there was a parking problem in the city than residents of other neighborhoods (Figure 42).

FIGURE 42

PARKING PROBLEM IN THE CITY BY NEIGHBORHOOD



### DO YOU FEEL THERE IS A PARKING PROBLEM IN YOUR NEIGHBORHOOD?

Less than one-third of the respondents said there was a parking problem in their neighborhood (Table 47).

TABLE 47

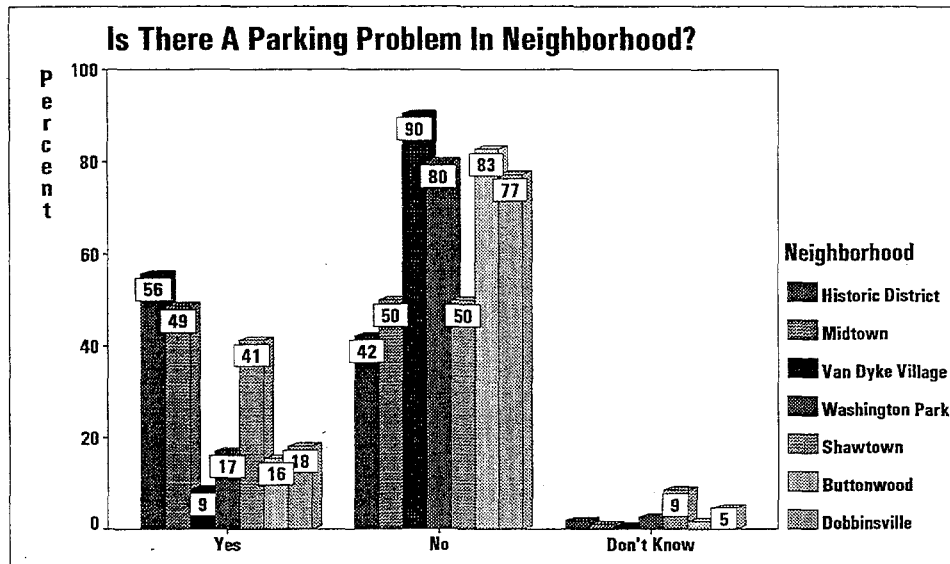
#### PARKING PROBLEM IN THE NEIGHBORHOOD

Response	Frequency	Percent	Valid Percent
No Answer	67	3.9	Missing
Yes	522	30.4	31.7
No	1084	63.2	65.8
Don't Know	42	2.4	2.5
Total	1715	100.0	100.0

Responses to this question varied considerably by neighborhood. Only in the Historic District (56 percent), Midtown (49 percent), and Shawtown (41 percent) were there significant proportions of the respondents who indicated that there was a parking problem in their neighborhood (Figure 43).

FIGURE 43

#### PARKING PROBLEM IN THE NEIGHBORHOOD BY NEIGHBORHOOD



# DO YOU FEEL THERE IS A TRAFFIC PROBLEM IN THE CITY?

Just over a quarter of the respondents felt that there was a traffic problem in the city (Table 48).

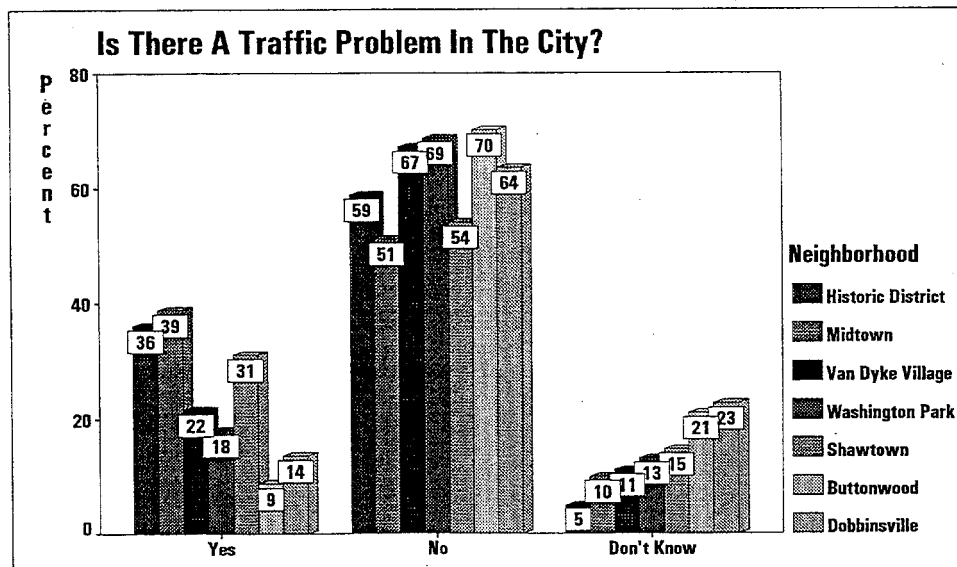
**TABLE 48**  
**TRAFFIC PROBLEM IN THE CITY**

Response	Frequency	Percent	Valid Percent
No Answer	55	3.2	Missing
Yes	434	25.3	26.1
No	1034	60.3	62.3
Don't Know	192	11.2	11.6
Total	1715	100.0	100.0

Residents of Midtown (39 percent), the Historic District (36 percent), and Shawtown (31 percent) were more likely to say that there was a traffic problem in the city than residents of other neighborhoods (Figure 44).

**FIGURE 44**

## TRAFFIC PROBLEM IN THE CITY BY NEIGHBORHOOD



# DO YOU FEEL THERE IS A TRAFFIC PROBLEM IN YOUR NEIGHBORHOOD?

Just under one-quarter of the respondents said there was a traffic problem in their neighborhood (Table 49).

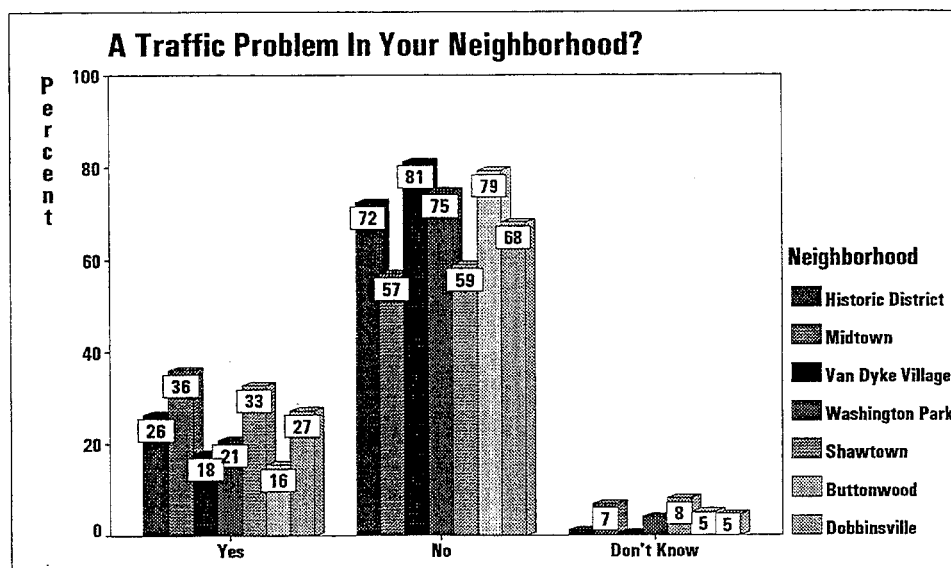
**TABLE 49**  
**TRAFFIC PROBLEM IN THE NEIGHBORHOOD**

Response	Frequency	Percent	Valid Percent
No Answer	97	5.7	Missing
Yes	393	22.9	24.3
No	1166	68.0	72.1
Don't Know	58	3.4	3.6
Total	1715	100.0	100.0

Responses to this question varied somewhat by neighborhood (Figure 45). Respondents from Midtown (36 percent) and Shawtown (33 percent) were more likely to say that there was a traffic problem in their neighborhood.

**FIGURE 45**

## TRAFFIC PROBLEM IN THE NEIGHBORHOOD BY NEIGHBORHOOD





# WHAT DAY OR DAYS OF THE WEEK DO PARKING AND TRAFFIC PROBLEMS USUALLY OCCUR?

There were 682 responses to this question which were separated into seven categories (Table 50).

TABLE 50

## PARKING AND TRAFFIC PROBLEMS: DAYS OF WEEK

	N = 682
<u>Every Day</u>	230 (33.7%)
<u>Monday through Friday and Weekday</u>	187 (27.4%)
<u>Weekends</u>	136 (19.9%)
Includes "Saturday and Sunday," "Saturday," "Sunday," "Friday, Saturday, and Sunday," "Friday and Sunday," and "Friday and Saturday."	
<u>Special Events Days</u>	55 (8.1%)
<u>Various Days</u>	43 (6.3%)
Includes "Various Days," "Fridays," "Wednesdays," "Thursdays," and "Wednesdays, Thursdays, and "Fridays."	
<u>Miscellaneous</u>	29 (4.3%)
Includes "Monday to Saturday," "Monday to Friday and Sunday" and "Most Days."	
<u>Seasons</u>	2 (0.3%)
Includes "Summer" and "Spring/Fall."	

# WHAT TIMES OF THE DAY DO PARKING AND TRAFFIC PROBLEMS USUALLY OCCUR?

There were 861 responses to this question which were separated into nine categories (Table 51).

**TABLE 51**

## PARKING AND TRAFFIC PROBLEMS: TIMES OF DAY

	N = 861
<u>All of the Time</u>	283 (32.9%)
Includes "All of the Time," "Most of the Time," and "All Day."	
<u>P.M.</u>	205 (23.8%)
Includes blocks of time or specific times between 12 p.m. to 12 a.m.	
<u>Business Day</u>	148 (17.2%)
Includes "Business Day" or any block of time between 8 a.m. and 6 p.m. longer than 4 hours and including some morning and some afternoon hours.	
<u>A.M.</u>	71 (8.2%)
Includes blocks of time or specific times between 12 a.m. to 12 p.m.	
<u>Special Events and Weekends</u>	54 (6.3%)
<u>Lunch Time</u>	53 (6.2%)
Includes "Lunch Time" or any block of time between 10 a.m. and 2 p.m.	
<u>Various Times</u>	27 (3.1%)
Includes responses with more than one specific time during a 24 hour period.	
<u>Night</u>	17 (2.0%)
Includes night shift hours (a block of time beginning in the evening and ending in the early to mid-morning).	
<u>Seasons</u>	3 (0.3%)

### WHERE DO PARKING AND TRAFFIC PROBLEMS USUALLY OCCUR?

The places where New Castle residents believed parking and traffic problems most often occur are listed below. Categories were established on the basis of specifically named areas, streets, or places. Had the responses been grouped by neighborhood, the Historic District would have been identified as having the most serious parking and traffic problems because the streets in that neighborhood were cited nearly 230 times.

The "All Areas" category includes responses which stated that the whole city has parking and traffic problems. The "In Front of Banks, Churches, Funeral Home, and Post Office" category was included because each specific place named in the category was mentioned by a number of residents.

There were a total of 809 responses for this category which were separated into 15 categories (Table 52).

**TABLE 52**  
**PARKING AND TRAFFIC PROBLEMS: PLACE**

	N = 809
<u>Delaware Street</u>	229 (28.3%)
<u>Downtown New Castle</u>	101 (12.5%)
<u>In front of Banks, Churches, Funeral Home, and Post Office</u>	73 (9.0%)
<u>Fourth Street</u>	54 (6.7%)
<u>Third Street</u>	49 (6.1%)
<u>Historic Area</u>	47 (5.8%)
<u>Second Street</u>	42 (5.2%)
<u>Battery Park</u>	38 (4.7%)
<u>Route 9, Route 273, Route 13</u>	35 (4.3%)
<u>Fifth Street</u>	33 (4.1%)
<u>All areas</u>	31 (3.8%)
<u>Seventh Street</u>	28 (3.5%)
<u>Sixth Street</u>	23 (2.8%)
<u>Ninth Street</u>	13 (1.6%)
<u>Moore's Avenue</u>	13 (1.6%)

**DO YOU SUPPORT SPECIAL RESIDENT-ONLY PARKING AS A PROPOSAL FOR RESOLVING PARKING PROBLEMS IN THE CITY OF NEW CASTLE?**

Respondents were quite divided about this proposal with 39 percent indicating yes, and 41 percent indicating no (Table 53). Just over one-fifth were undecided.

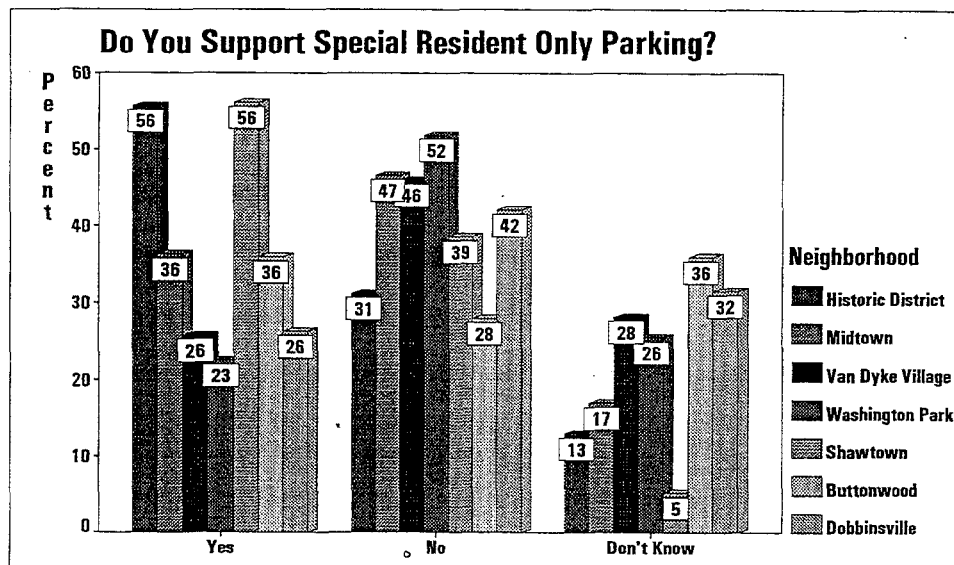
**TABLE 53**  
**SUPPORT FOR RESIDENT ONLY PARKING**

Response	Frequency	Percent	Valid Percent
No Answer	159	9.3	Missing
Yes	605	35.3	38.9
No	630	36.7	40.5
Don't Know	321	18.7	20.6
Total	1715	100.0	100.0

Again support varied considerably by neighborhood. A majority of respondents from the Historic District (56 percent) and Shawtown (56 percent) supported the idea of resident-only parking while majorities or near majorities of those residing in Midtown (47 percent), Van Dyke Village (46 percent), Washington Park (52 percent), and Dobbinsville (42 percent) opposed it (Figure 46).

**FIGURE 46**

**SUPPORT FOR RESIDENT ONLY PARKING BY NEIGHBORHOOD**



# DO YOU SUPPORT BUILDING ADDITIONAL OFF-STREET PARKING FACILITIES AS A WAY OF RESOLVING PARKING PROBLEMS IN THE CITY OF NEW CASTLE?

Support for off-street parking facilities was more substantial with 52 percent indicating, yes (Table 54). Appendix A contains additional suggestions for reducing parking and traffic problems in New Castle.

TABLE 54

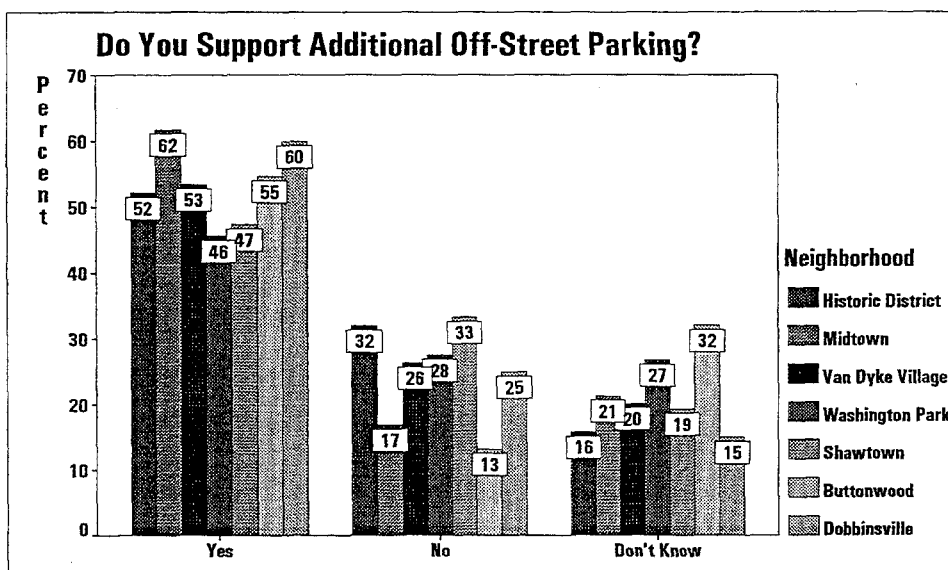
## SUPPORT FOR OFF-STREET PARKING FACILITIES

Response	Frequency	Percent	Valid Percent
No Answer	123	7.2	Missing
Yes	832	48.5	52.2
No	423	24.7	26.6
Don't Know	338	30.7	21.2
Total	1715	100.0	100.0

Support varied by neighborhood with residents of Midtown (62 percent) and Dobbinsville (60 percent) expressing the most support for off-street parking facilities (Figure 47).

FIGURE 47

## SUPPORT FOR OFF-STREET PARKING FACILITIES BY NEIGHBORHOOD



## Location of Work

### HOW MANY PEOPLE IN YOUR HOUSEHOLD WORK IN THE FOLLOWING LOCATIONS?

Table 55 displays the responses to the question about location of work.

**TABLE 55**  
**LOCATION OF WORK**

Number	City of New Castle	City of Wilmington	Other NC County	Other Delaware	Out of State
No Answer	2	2	2	2	2
None	1361	1349	932	1604	1541
One	277	301	527	94	153
Two	69	60	209	13	19
Three or more	7	2	45	2	0
Total	1715	1715	1715	1715	1715

For the 1,715 households in the weighted sample, Table 56 provides estimates of the number of people working in various locations.

**TABLE 56**  
**ESTIMATED NUMBER OF WORKERS BY LOCATION**

Location	Number
City of New Castle	445
City of Wilmington	427
Other New Castle County	1080
Other Delaware	126
Out of State	191
Total	2017

## Vehicles in Household

### HOW MANY VEHICLES ARE OWNED BY PERSONS WHO LIVE IN THIS HOUSEHOLD?

Table 57 displays the responses to the question on the number of vehicles in the household.

**TABLE 57**  
**VEHICLES IN HOUSEHOLD**

Number	Automobiles	Trucks	Recreation Vehicles	Other
No Answer	2	2	2	2
None	161	1310	1599	1667
One	813	369	107	43
Two	604	30	5	2
Three	123	2	2	
Four	5	2		
Five	4			
Six or more	2			
	1715	1715	1715	1715

Table 58 provides estimates of the number of vehicles in the weighted sample.

**TABLE 58**  
**ESTIMATED NUMBER OF VEHICLES IN WEIGHTED SAMPLE**

Vehicle	Number
Automobiles	2442
Trucks	443
Recreation	125
Other	47
Total	3057

**HOW MANY OF THESE VEHICLES LEAVE TOWN EACH DAY (EXCEPT SATURDAY AND SUNDAY) TO CARRY PEOPLE TO WORK?**

Table 59 indicates that among the households in the weighted sample, 1,682 vehicles leave town each day (except Saturday and Sunday) to carry people to work.

**TABLE 59**

**VEHICLES LEAVING TOWN EACH DAY**

Number	Households	Total Vehicles
No Answer	2	
Not Applicable <sup>5</sup>	416	
None	198	
One	630	630
Two	392	784
Three	54	162
Four	18	72
Five	5	25
Total	1715	1683

---

<sup>5</sup>Refers to households which indicated no person residing in the household owned a vehicle.



## DEVELOPMENT OF THE WATERFRONT

Respondents were asked to express their views about the development of New Castles's waterfront. They were asked how they felt about building on the waterfront in general and then presented with a series of proposals for development of the waterfront. They were then asked to indicate whether or not they supported each one.

### ADDITIONAL BUILDING ON THE WATERFRONT WITHIN THE CITY SHOULD BE ENCOURAGED, PERMITTED, DISCOURAGED OR PROHIBITED.

Only nine percent felt that building on the waterfront should be encouraged and just 19 percent felt it should be permitted (Table 60). Indeed, one-third thought it should be discouraged and the largest proportion (39 percent) said building should be prohibited.

TABLE 60

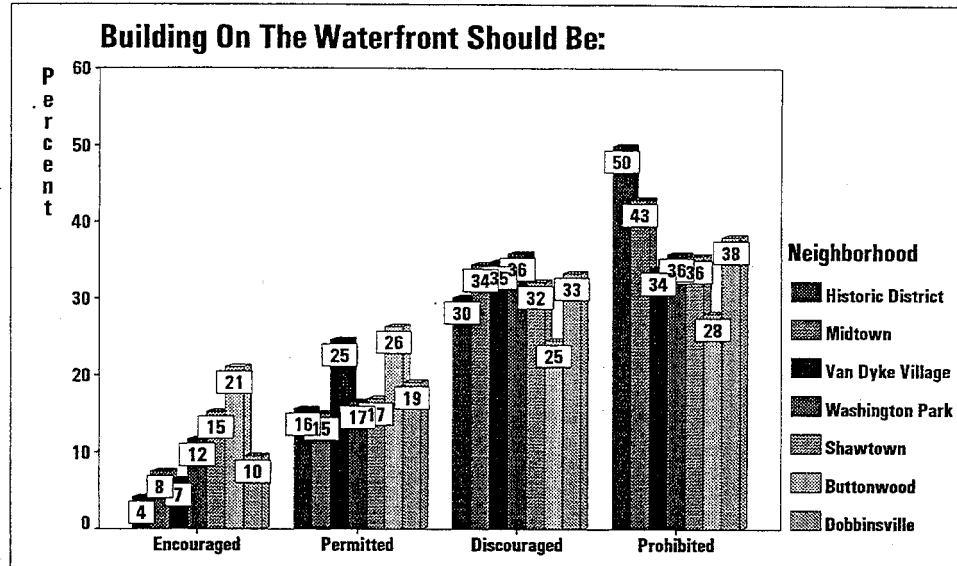
#### BUILDING ON THE WATERFRONT

Response	Frequency	Percent	Valid Percent
No Answer	35	2.0	Missing
Encouraged	157	9.1	9.3
Permitted	312	18.2	18.6
Discouraged	542	31.6	32.2
Prohibited	662	38.6	39.4
Don't Know	8	.5	.5
Total	1715	100.0	100.0

As shown in Figure 48, opposition to building on the waterfront was greatest among residents of the Historic District (50 percent felt it should be prohibited and 30 percent thought it should be discouraged) while residents of Buttonwood were the least likely to be opposed. Nonetheless, even a majority of respondents from Buttonwood said that building should either be prohibited (28 percent) or discouraged (25 percent).

FIGURE 48

## BUILDING ON THE WATERFRONT BY NEIGHBORHOOD



# DO YOU SUPPORT BUILDING PUBLIC DOCKING FACILITIES ON NEW CASTLE'S WATERFRONT?

Only 39 percent of the respondents supported the building of public docking facilities on New Castle's waterfront (Table 61).

TABLE 61

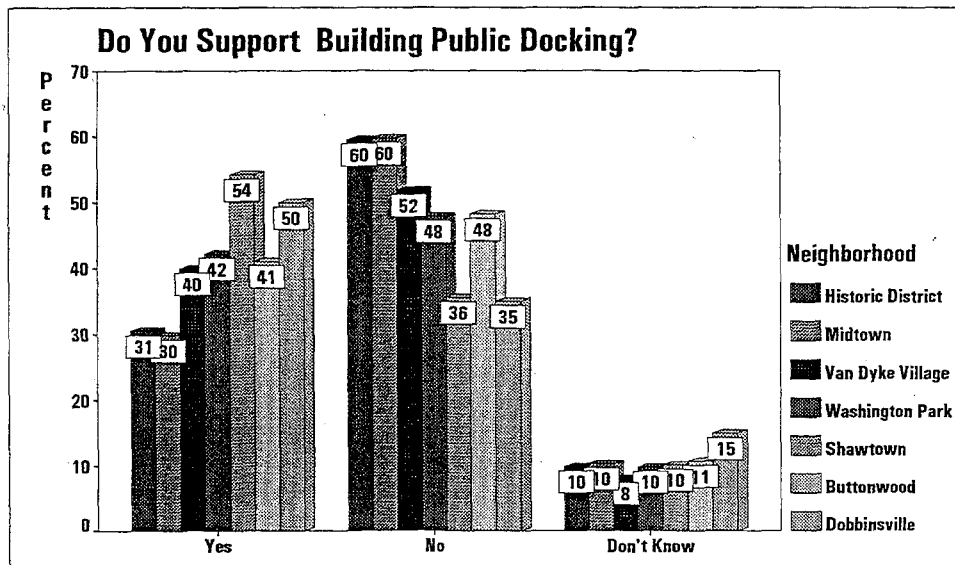
## SUPPORT PUBLIC DOCKING FACILITIES

Response	Frequency	Percent	Valid Percent
No Answer	74	4.3	Missing
Yes	634	36.9	38.6
No	844	49.2	51.4
Don't Know	163	9.5	10.0
Total	1715	100.0	100.0

Only in Shawtown (54 percent) was there a slight majority in support of public docking facilities (Figure 49).

FIGURE 49

## SUPPORT PUBLIC DOCKING FACILITIES BY NEIGHBORHOOD



# DO YOU SUPPORT EXTENDING A RIVER WALK ON NEW CASTLE'S WATERFRONT?

There was strong support (86 percent ) for extending a river walk on New Castle's waterfront (Table 62).

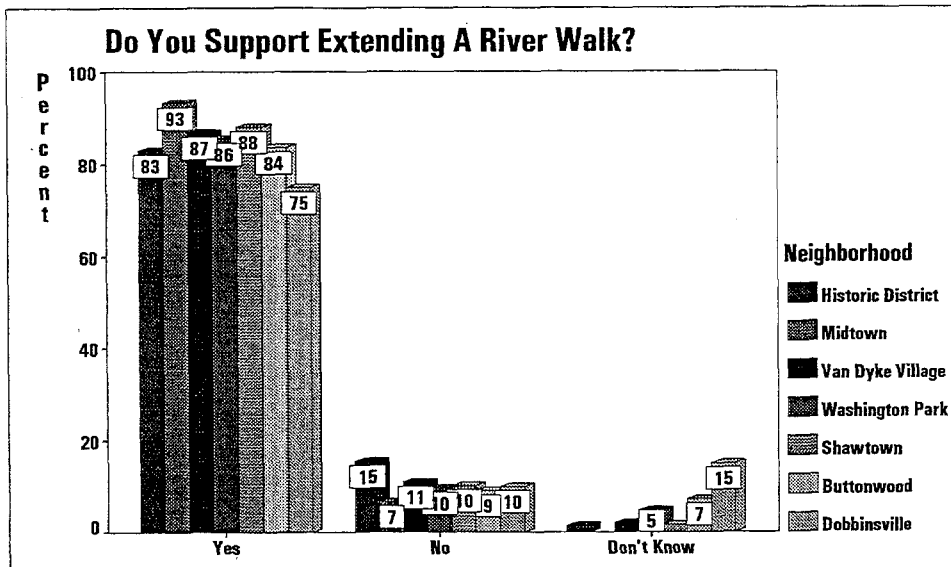
**TABLE 62**  
**SUPPORT EXTENDING A RIVER WALK**

Response	Frequency	Percent	Valid Percent
No Answer	55	3.2	Missing
Yes	1420	82.8	85.5
No	186	10.9	11.2
Don't Know	54	3.1	3.3
Total	1715	100.0	100.0

Support for extending a river walk varied from 93 percent among respondents from Midtown to 75 percent among respondents from Dobbinsville (Figure 50).

**FIGURE 50**

## SUPPORT EXTENDING A RIVER WALK BY NEIGHBORHOOD



# DO YOU SUPPORT DEVELOPING ADDITIONAL PARK LAND ON NEW CASTLE'S WATERFRONT?

Nearly three-quarters of the respondents favored the development of additional park land on New Castle's waterfront (Table 63).

TABLE 63

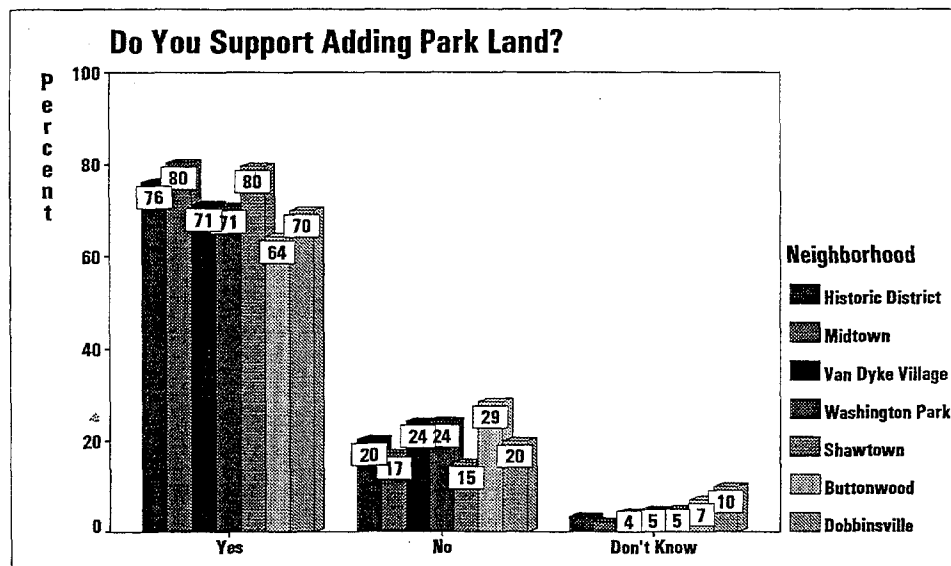
## SUPPORT ADDITIONAL PARK LAND

Response	Frequency	Percent	Valid Percent
No Answer	69	4.0	Missing
Yes	1212	70.7	73.6
No	359	20.9	21.8
Don't Know	75	4.4	4.6
Total	1715	100.0	100.0

Strong majorities among respondents from all neighborhoods favored the development of additional park land on the waterfront, from 64 percent among Buttonwood respondents to 80 percent among Midtown and Shawtown respondents (Figure 51).

FIGURE 51

## SUPPORT ADDITIONAL PARK LAND BY NEIGHBORHOOD



# DO YOU SUPPORT PROVIDING RESTAURANT FACILITIES ON NEW CASTLE'S WATERFRONT?

Just 44 percent thought that providing restaurant facilities on New Castle's waterfront was a good idea (Table 64).

TABLE 64

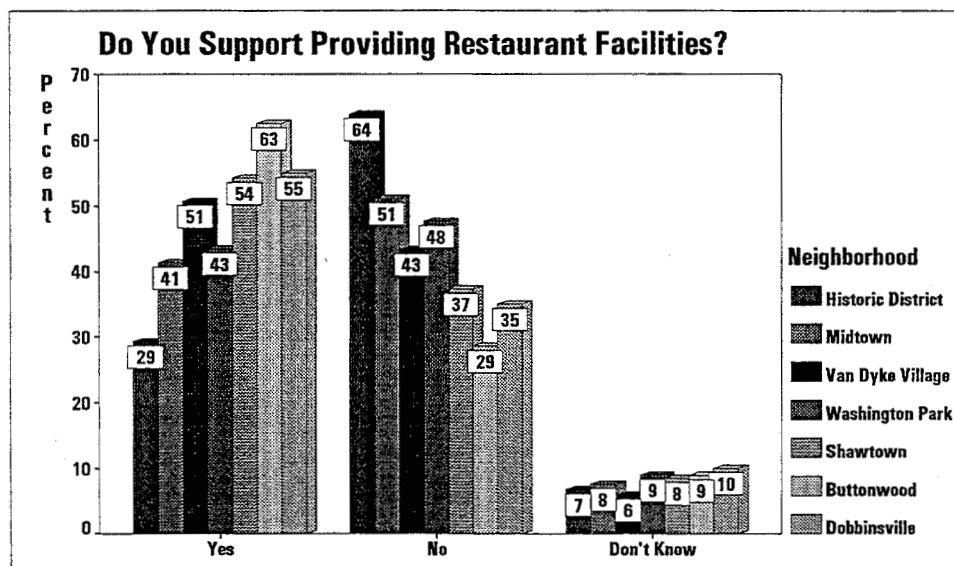
## SUPPORT RESTAURANT FACILITIES

Response	Frequency	Percent	Valid Percent
No Answer	53	3.1	Missing
Yes	728	42.4	43.8
No	807	47.1	48.6
Don't Know	127	7.4	7.6
Total	1715	100.0	100.0

Support for restaurant facilities varied considerably by neighborhood from a low of only 29 percent among respondents from the Historic District to 63 percent among respondents from Buttonwood (Figure 52).

FIGURE 52

## SUPPORT RESTAURANT FACILITIES BY NEIGHBORHOOD



# DO YOU SUPPORT CONSTRUCTING ADDITIONAL RESIDENTIAL UNITS ON NEW CASTLE'S WATERFRONT?

Very few respondents (16 percent) supported the construction of additional residential units on New Castle's waterfront (Table 65).

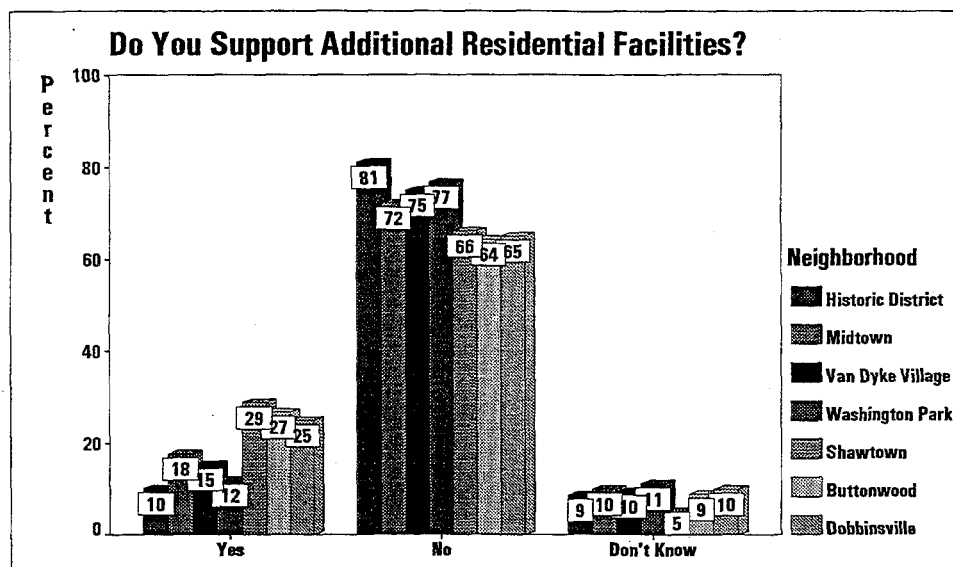
**TABLE 65**  
**SUPPORT RESIDENTIAL UNITS**

Response	Frequency	Percent	Valid Percent
No Answer	61	3.6	Missing
Yes	269	15.7	16.3
No	1233	71.9	74.5
Don't Know	153	8.9	9.2
Total	1715	100.0	100.0

Solid majorities among the respondents from all neighborhoods opposed the construction of additional residential units on the waterfront (Figure 53).

**FIGURE 53**

## SUPPORT RESIDENTIAL FACILITIES BY NEIGHBORHOOD



## TOURISM

### I AM IN FAVOR OF PROMOTING TOURISM IN THE CITY OF NEW CASTLE.

Over three-quarters of the respondents (76 percent) agreed that tourism should be promoted in the city of New Castle (Table 66).

TABLE 66

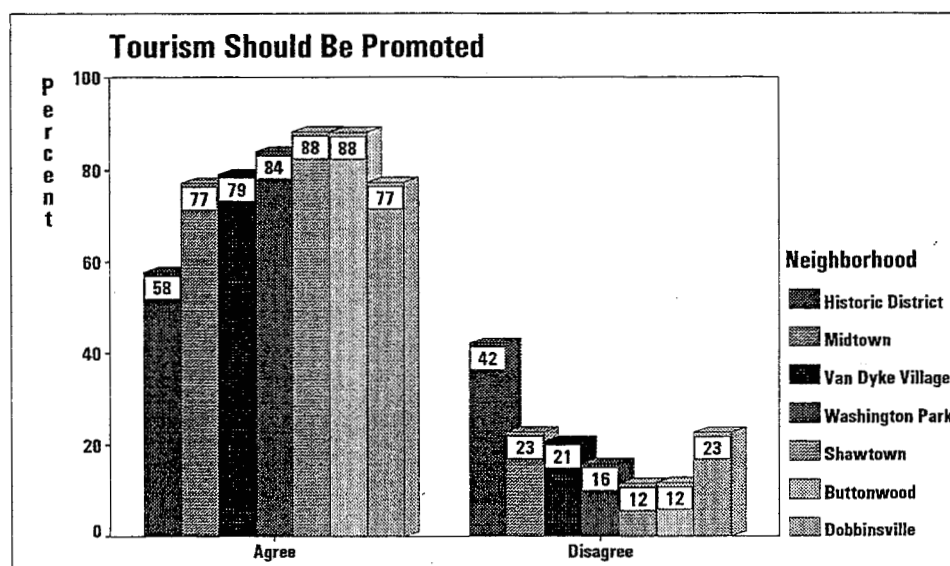
#### FAVOR PROMOTING TOURISM

Response	Frequency	Percent	Valid Percent
No Answer	28	1.7	Missing
Strongly Agree	483	28.2	28.6
Agree	792	46.2	46.9
Disagree	276	16.1	16.4
Strongly Disagree	136	7.9	8.1
Total	1715	100.0	100.0

Residents of the Historic District were significantly less enthusiastic about promoting tourism than residents of other neighborhoods. Nonetheless, a majority (58 percent) indicated support for promoting tourism (Figure 54).

FIGURE 54

#### FAVOR PROMOTING TOURISM BY NEIGHBORHOOD





### DO YOU SUPPORT DEVELOPING SPECIAL PARKING AREAS FOR TOURISTS?

Nearly three-quarters of the respondents favored the development of special parking areas for tourists (Table 67).

TABLE 67

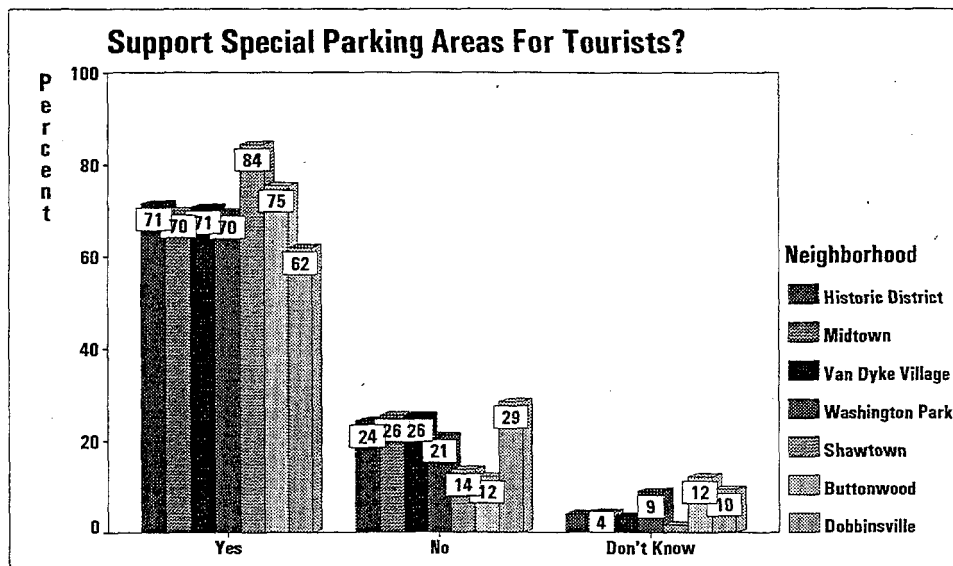
#### SUPPORT FOR SPECIAL PARKING AREAS FOR TOURISTS

Response	Frequency	Percent	Valid Percent
No Answer	59	3.4	Missing
Yes	1193	69.6	72.0
No	366	21.3	22.1
Don't Know	97	5.7	5.9
Total	1715	100.0	100.0

Support for special parking areas did not vary greatly among the neighborhoods with the exception that residents of Shawtown (84 percent) were more favorable toward the proposal than residents of other neighborhoods and residents of Dobbinsville were somewhat less favorable (Figure 55).

FIGURE 55

#### SUPPORT FOR SPECIAL PARKING AREAS FOR TOURISTS BY NEIGHBORHOOD



# DO YOU SUPPORT THE INSTALLATION OF PARKING METERS?

Only 11 percent of the respondents supported the installation of parking meters (Table 68).

TABLE 68

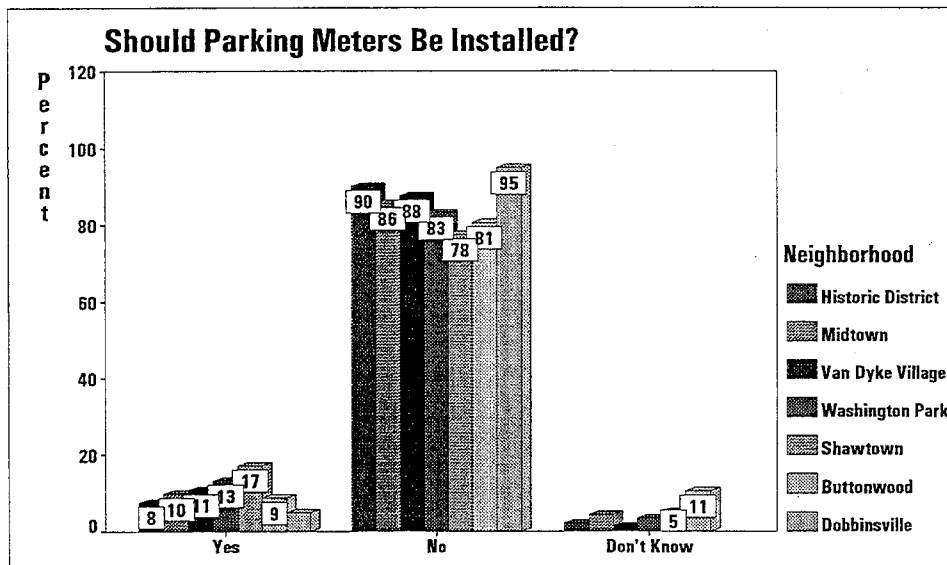
## SUPPORT FOR THE INSTALLATION OF PARKING METERS

Response	Frequency	Percent	Valid Percent
No Answer	51	3.0	Missing
Yes	174	10.2	10.5
No	1431	83.4	86.0
Don't Know	59	3.4	3.5
Total	1715	100.0	100.0

As shown in Figure 56, opposition ranged from intense in Dobbinsville (95 percent) to strong in Shawtown (78 percent).

FIGURE 56

## SUPPORT FOR THE INSTALLATION OF PARKING METERS BY NEIGHBORHOOD



## DO YOU SUPPORT SPONSORING MORE SPECIAL EVENTS?

Just over 50 percent of the respondents favored sponsoring more special events (Table 69).

TABLE 69

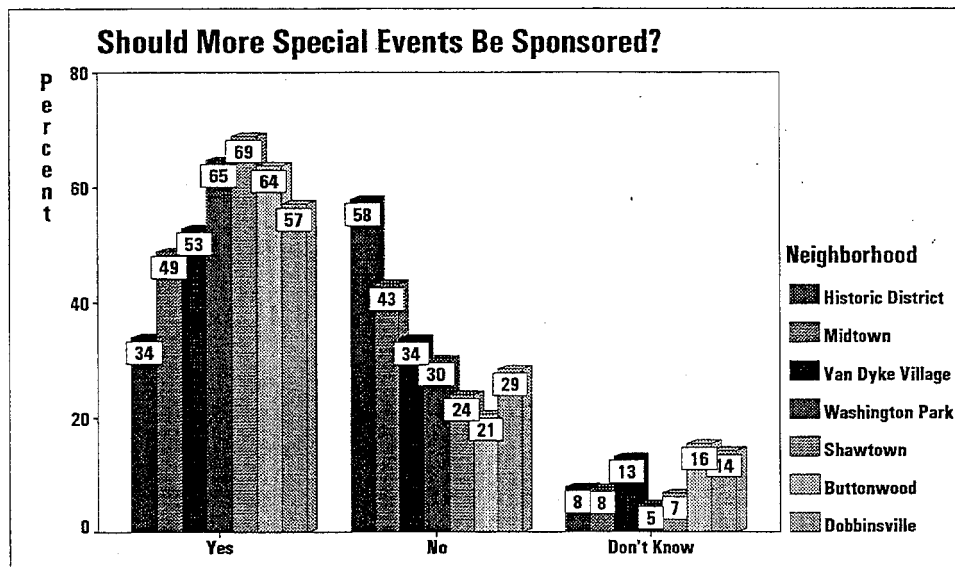
### SUPPORT SPONSORING MORE SPECIAL EVENTS

Response	Frequency	Percent	Valid Percent
No Answer	57	3.3	Missing
Yes	867	50.6	52.3
No	639	37.2	38.5
Don't Know	152	8.9	9.2
Total	1715	100.0	100.0

There was substantial variation in the views of respondents from different neighborhoods (Figure 57). Respondents from the Historic District tended to oppose more special events while majorities, or near majorities, of respondents from the other neighborhoods favored the proposal, reaching 69 percent of those from Shawtown.

FIGURE 57

### SUPPORT SPONSORING MORE SPECIAL EVENTS BY NEIGHBORHOOD



# DO YOU SUPPORT ADOPTING SOME METHOD OF CHARGING USER FEES?

Only a third of the respondents indicated support for user fees (Table 70).

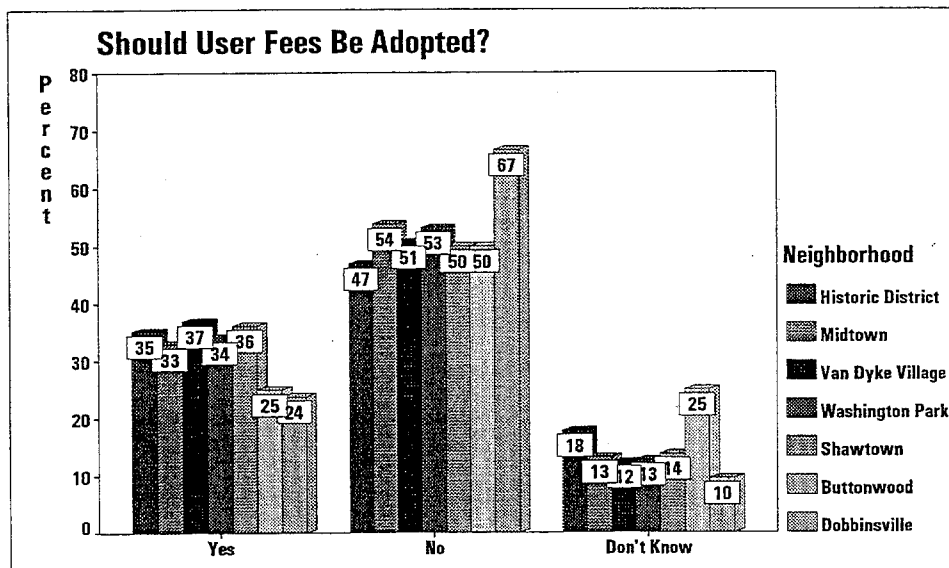
**TABLE 70**  
**SUPPORT FOR USER FEES**

Response	Frequency	Percent	Valid Percent
No Answer	58	3.4	Missing
Yes	559	32.6	33.7
No	845	49.3	51.0
Don't Know	253	14.7	15.3
Total	1715	100.0	100.0

Opposition did not vary significantly by neighborhood except that residents of Dobbinsville (67 percent) tended to be more opposed than residents of other neighborhoods (Figure 58).

**FIGURE 58**

## SUPPORT FOR USER FEES BY NEIGHBORHOOD



## ANNEXATION

### IN THE LONG RUN, NEW CASTLE WOULD BE A BETTER COMMUNITY IF CITY BOUNDARIES WERE EXPANDED TO INCLUDE SELECTED OUTLYING AREAS.

Only one-third agreed that New Castle would be a better community if city boundaries were expanded (Table 71).

TABLE 71

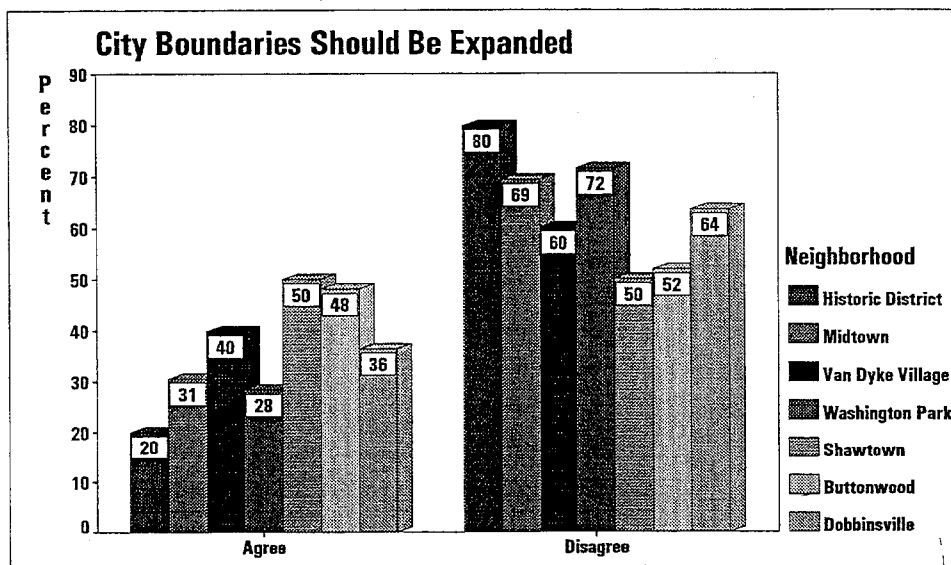
#### EXPANSION OF CITY BOUNDARIES

Response	Frequency	Percent	Valid Percent
No Answer	70	4.1	Missing
Strongly Agree	168	9.8	10.2
Agree	360	21.0	21.9
Disagree	721	42.0	43.9
Strongly Disagree	370	21.6	22.5
Don't Know	25	1.5	1.5
Total	1715	100.0	100.0

There was significant variation with regard to views about the expansion of city boundaries but majorities in all neighborhoods opposed the idea from 50 percent in Shawtown to 80 percent in the Historic District (Figure 59).

FIGURE 59

#### EXPANSION OF CITY BOUNDARIES BY NEIGHBORHOOD



# DO YOU SUPPORT ANNEXING EXISTING RESIDENTIAL PROPERTY?

Just one person in five would support the annexation of existing residential property (Table 72).

TABLE 72

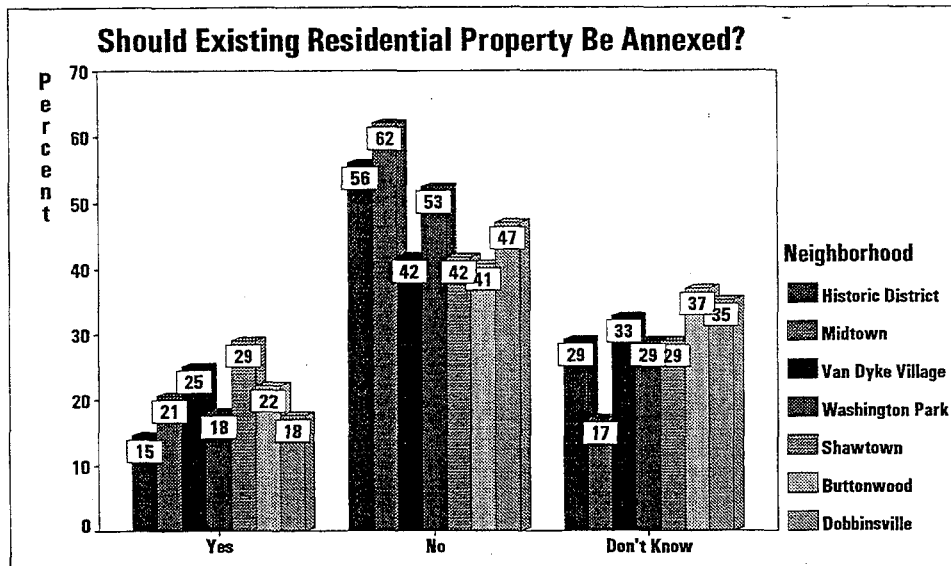
## ANNEXATION OF EXISTING RESIDENTIAL PROPERTY

Response	Frequency	Percent	Valid Percent
No Answer	137	8.0	Missing
Yes	317	18.5	20.1
No	794	46.3	50.3
Don't Know	466	27.2	29.6
Total	1715	100.0	100.0

Support varied from just 15 percent of Historic District respondents to 29 percent of Shawtown respondents (Figure 60).

FIGURE 60

## ANNEXATION OF EXISTING RESIDENTIAL PROPERTY BY NEIGHBORHOOD



# DO YOU SUPPORT ANNEXING PROPOSED RESIDENTIAL PROPERTY?

Slightly over one person in five (23 percent) would annex proposed residential property (Table 73).

TABLE 73

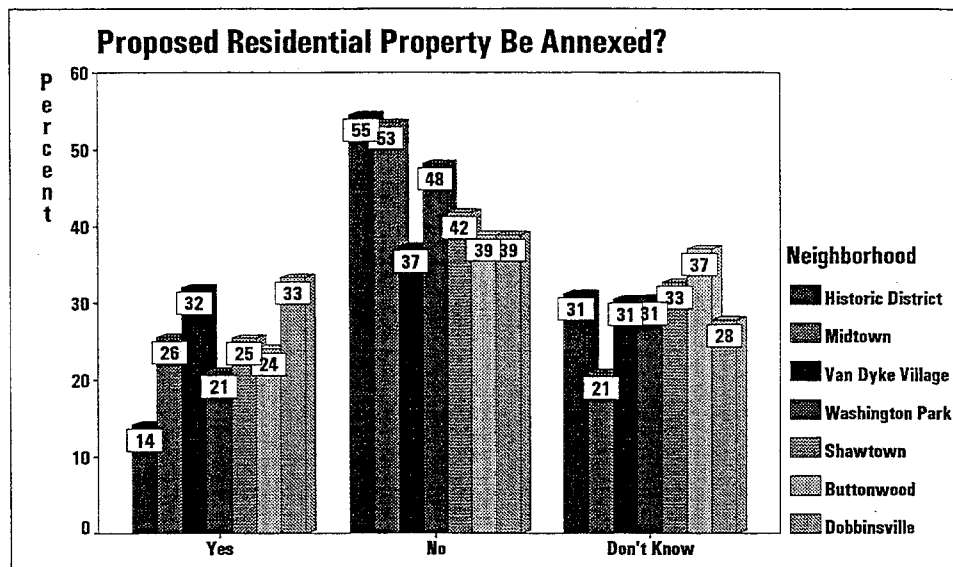
## ANNEXATION OF PROPOSED RESIDENTIAL PROPERTY

Response	Frequency	Percent	Valid Percent
No Answer	136	7.9	Missing
Yes	360	21.0	22.8
No	738	43.1	46.7
Don't Know	481	28.0	30.5
Total	1715	100.0	100.0

Support varied from a low of 14 percent among Historic District respondents to a high of 33 percent among Dobbinsville respondents (Figure 61).

FIGURE 61

## ANNEXATION OF PROPOSED RESIDENTIAL PROPERTY BY NEIGHBORHOOD



# DO YOU SUPPORT ANNEXING UNDEVELOPED PROPERTY?

One-third of the respondents would annex undeveloped property (Table 74).

TABLE 74

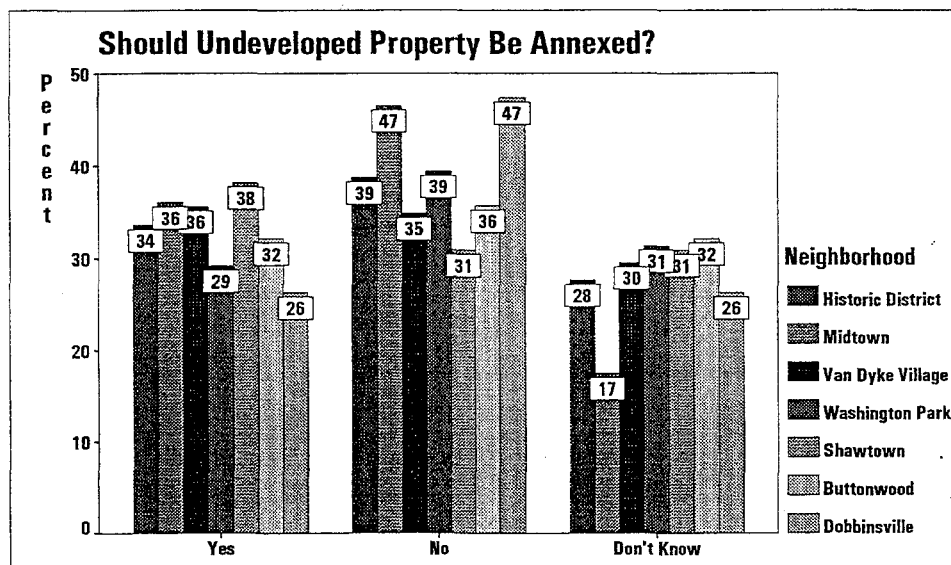
## ANNEXATION OF UNDEVELOPED PROPERTY

Response	Frequency	Percent	Valid Percent
No Answer	125	7.3	Missing
Yes	530	30.9	33.3
No	609	35.5	38.3
Don't Know	451	26.3	28.4
Total	1715	100.0	100.0

Dobbinsville (26 percent) and Washington Park (29 percent) respondents were the least supportive of the proposal to annex undeveloped property (Figure 62).

FIGURE 62

## ANNEXATION OF UNDEVELOPED PROPERTY BY NEIGHBORHOOD





# DO YOU SUPPORT ANNEXING EXISTING COMMERCIAL PROPERTY?

About 25 percent supported the annexation of existing commercial property (Table 75).

TABLE 75

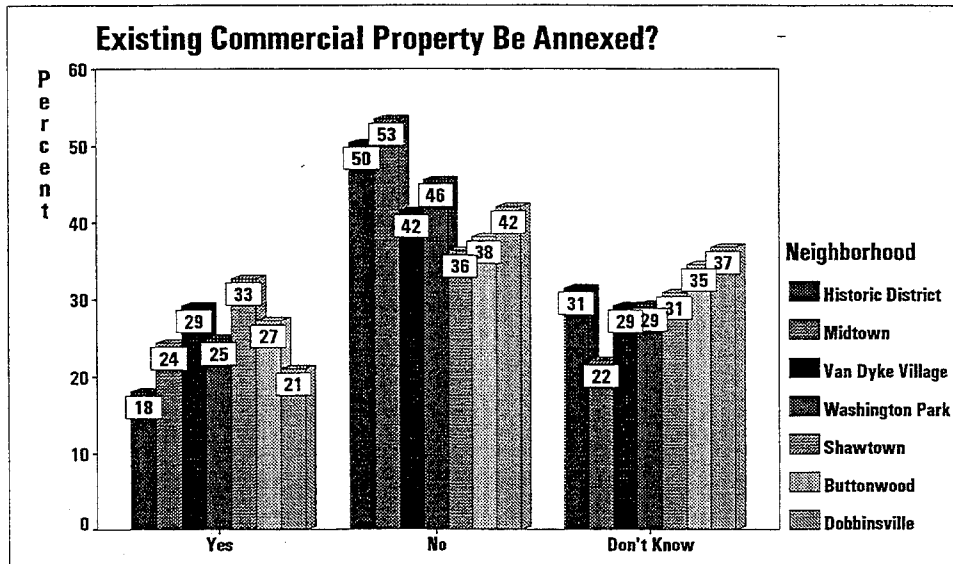
## ANNEXATION OF EXISTING COMMERCIAL PROPERTY

Response	Frequency	Percent	Valid Percent
No Answer	132	7.7	Missing
Yes	388	22.6	24.5
No	718	41.8	45.4
Don't Know	477	27.8	30.1
Total	1715	100.0	100.0

Support varied from 18 percent of the Historic District respondents to 33 percent of the Shawtown respondents (Figure 63).

FIGURE 63

## ANNEXATION OF EXISTING COMMERCIAL PROPERTY BY NEIGHBORHOOD



# DO YOU SUPPORT ANNEXING PROPOSED COMMERCIAL PROPERTY?

Just over one-quarter (26 percent) would annex proposed commercial property (Table 76).

TABLE 76

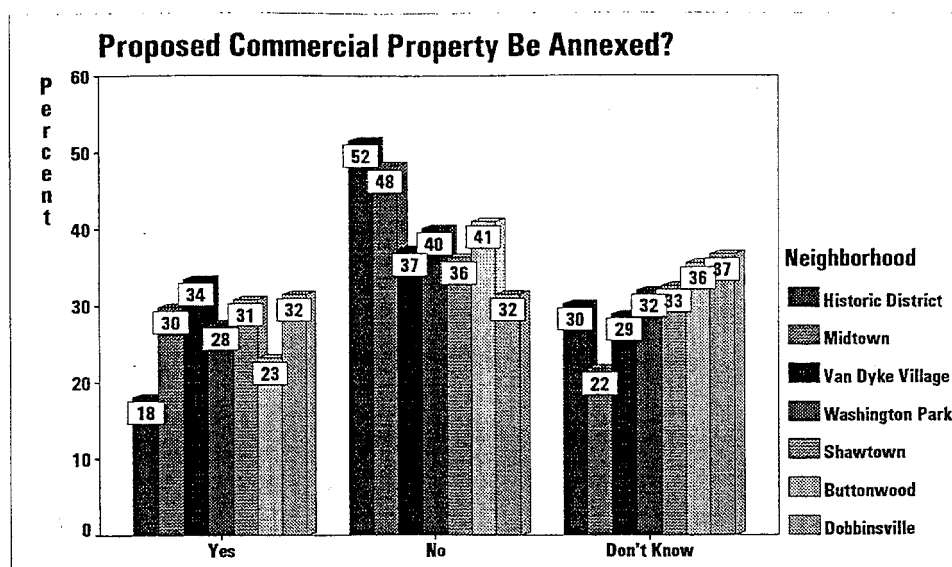
## ANNEXATION OF PROPOSED COMMERCIAL PROPERTY

Response	Frequency	Percent	Valid Percent
No Answer	123	7.2	Missing
Yes	419	24.4	26.3
No	687	40.0	43.2
Don't Know	486	28.4	30.5
Total	1715	100.0	100.0

Again, Historic District respondents were least supportive of an annexation proposal (18 percent), in this case proposed commercial property (Figure 64).

FIGURE 64

## ANNEXATION OF PROPOSED COMMERCIAL PROPERTY



## HISTORIC PRESERVATION

### I FEEL A SENSE OF PRIDE THAT I LIVE IN A CITY WHICH HAS PRESERVED SO MUCH OF ITS HERITAGE.

Over 90 percent of the respondents said that they are proud to live in a city which has preserved so much of its heritage (Table 77).

TABLE 77

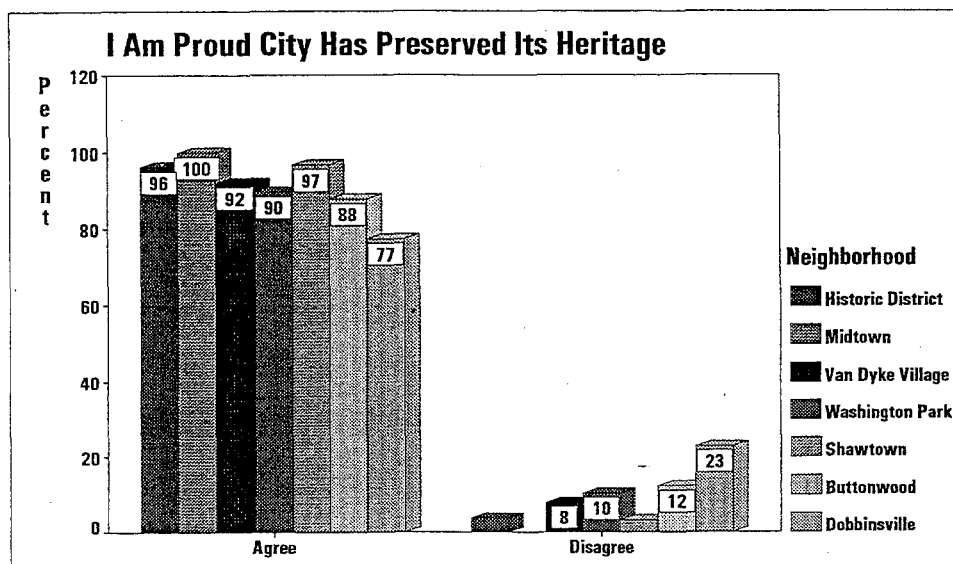
#### PROUD OF HISTORIC PRESERVATION

Response	Frequency	Percent	Valid Percent
No Answer	26	1.5	Missing
Strongly Agree	926	54.0	54.8
Agree	640	37.3	37.9
Disagree	103	6.0	6.1
Strongly Disagree	15	.9	.9
Don't Know	5	.3	.3
Total	1715	100.0	100.0

Only the respondents from Dobbinsville (77 percent) were somewhat less likely to voice this sentiment (Figure 65). Respondents from Midtown (100 percent), Shawtown (97 percent) and the Historic District (96 percent) were most likely to agree with the proposition.

FIGURE 65

#### PROUD OF HISTORIC PRESERVATION BY NEIGHBORHOOD



**THE PROTECTION OF NEW CASTLE'S ARCHITECTURAL CHARACTER IS IMPORTANT TO THE ENTIRE COMMUNITY.**

Fully 82 percent agreed that the protection of the city's architectural heritage is important to the entire community (Table 78).

**TABLE 78**

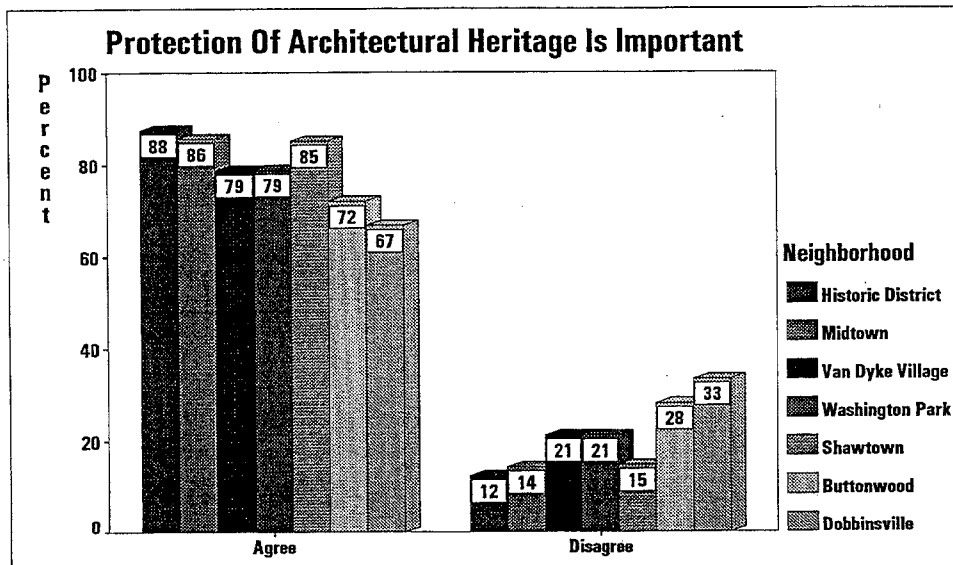
**IMPORTANT TO PROTECT ARCHITECTURAL HERITAGE**

Response	Frequency	Percent	Valid Percent
No Answer	28	1.7	Missing
Strongly Agree	647	37.7	38.4
Agree	726	42.3	43.1
Disagree	245	14.3	14.5
Strongly Disagree	66	3.9	3.9
Don't Know	2	.1	.1
Total	1715	100.0	100.0

As shown in Figure 66, respondents from the Historic District (88 percent), Midtown (86 percent), and Shawtown (85 percent) were most likely to agree as contrasted with those from Buttonwood (72 percent) and Dobbinsville (67 percent).

**FIGURE 66**

**IMPORTANT TO PROTECT ARCHITECTURAL HERITAGE BY NEIGHBORHOOD**



**IN GENERAL, I SUPPORT THE CONCEPT OF HISTORIC PRESERVATION BUT NOT NECESSARILY THE WAY IT IS BEING CARRIED OUT.**

Over 80 percent support the concept of historic preservation but not necessarily the way it is being carried out (Table 79).

**TABLE 79**

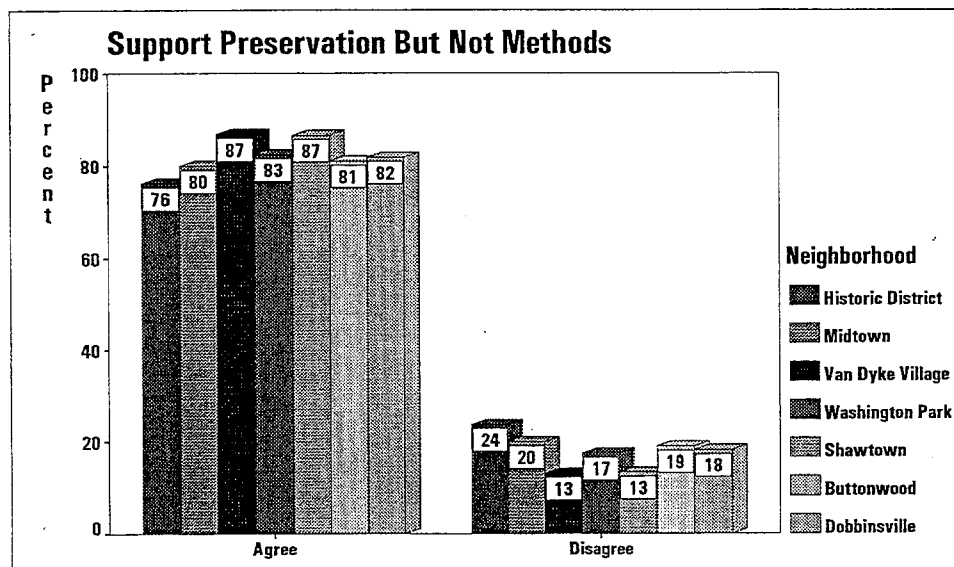
**SUPPORT PRESERVATION BUT NOT NECESSARILY METHODS**

Response	Frequency	Percent	Valid Percent
No Answer	51	3.0	Missing
Strongly Agree	590	34.4	35.5
Agree	761	44.4	45.7
Disagree	231	13.5	13.9
Strongly Disagree	75	4.4	4.5
Don't Know	7	.4	.4
Total	1715	100.0	100.0

Respondents from Van Dyke Village (87 percent) and Shawtown (87 percent) seemed to exhibit the most concern about the methods of historic preservation (Figure 67).

**FIGURE 67**

**SUPPORT PRESERVATION BUT NOT NECESSARILY METHODS BY NEIGHBORHOOD**



**THERE SHOULD BE EFFORTS TO ENCOURAGE HISTORIC PRESERVATION IN NEIGHBORHOODS OUTSIDE OF THE EXISTING HISTORIC DISTRICT.**

Nearly 60 percent felt that there should be efforts to encourage historic preservation in neighborhoods outside of the existing Historic District (Table 80).

**TABLE 80**

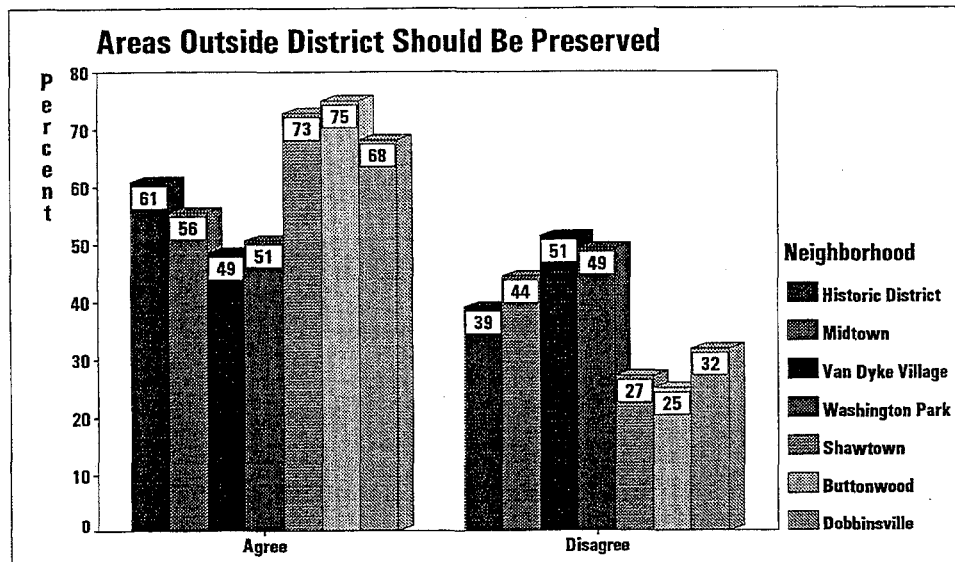
**PRESERVATION OUTSIDE OF THE HISTORIC DISTRICT**

Response	Frequency	Percent	Valid Percent
No Answer	38	2.2	Missing
Strongly Agree	362	21.1	21.6
Agree	622	36.2	37.1
Disagree	472	27.5	28.1
Strongly Disagree	216	12.6	12.8
Don't Know	6	.4	.4
Total	1715	100.0	100.0

Figure 68 shows that substantial proportions of the respondents from Buttonwood (75 percent), Shawtown (73 percent), and Dobbinsville (68 percent) indicated concern that there should be preservation efforts in neighborhoods outside of the existing historic district.

**FIGURE 68**

**PRESERVATION OUTSIDE OF THE HISTORIC DISTRICT BY NEIGHBORHOOD**



# **TAX CREDITS AND INCREASED PROPERTY VALUES ARE AMONG THE BENEFITS OF HISTORIC PRESERVATION.**

Nearly 70 percent of the respondents agreed that tax credits and increased property values are among the benefits of historic preservation (Table 81).

**TABLE 81**

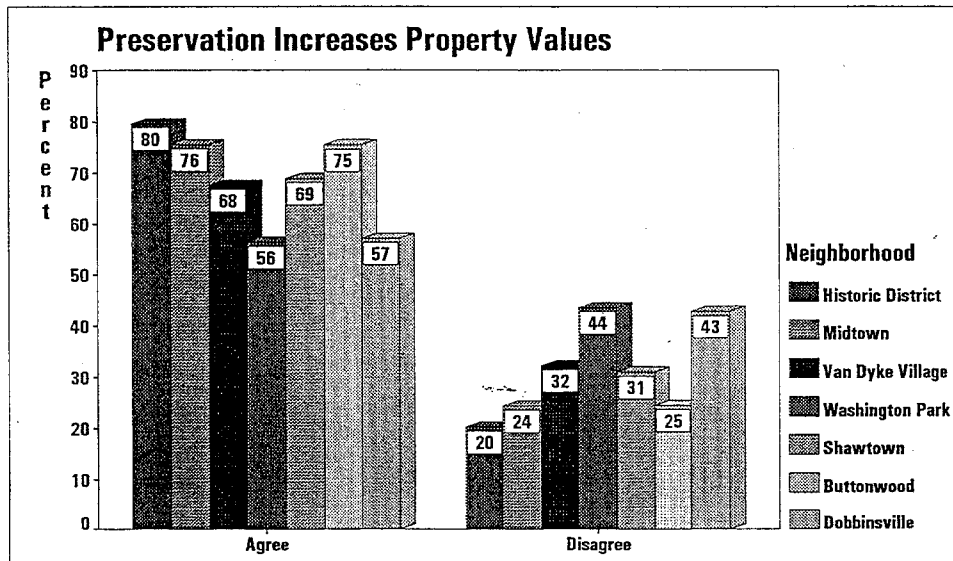
## **PROPERTY VALUES AND HISTORIC PRESERVATION**

Response	Frequency	Percent	Valid Percent
No Answer	85	5.0	Missing
Strongly Agree	260	15.1	15.9
Agree	861	50.2	52.8
Disagree	356	20.7	21.8
Strongly Disagree	126	7.4	7.7
Don't Know	28	1.6	1.8
Total	1715	100.0	100.0

There was a good deal of variation among respondents from different neighborhoods on this question (Figure 69). As much as 80 percent of those from the Historic District said that historic preservation provides tax credits and increases property values but less than 60 percent of those from Washington Park and Dobbinsville shared this view.

**FIGURE 69**

## **PROPERTY VALUES AND HISTORIC PRESERVATION BY NEIGHBORHOOD**



## RESTORATION OF THE BROAD DYKE MARSH

WITH THE HELP OF THE STATE, THE MARSH BEHIND THE BROAD DYKE SHOULD BE RESTORED AS A NORMAL FRESHWATER MARSH.

Fully 90 percent of the respondents said that the Broad Dyke should be restored as a normal freshwater marsh (Table 82).

TABLE 82

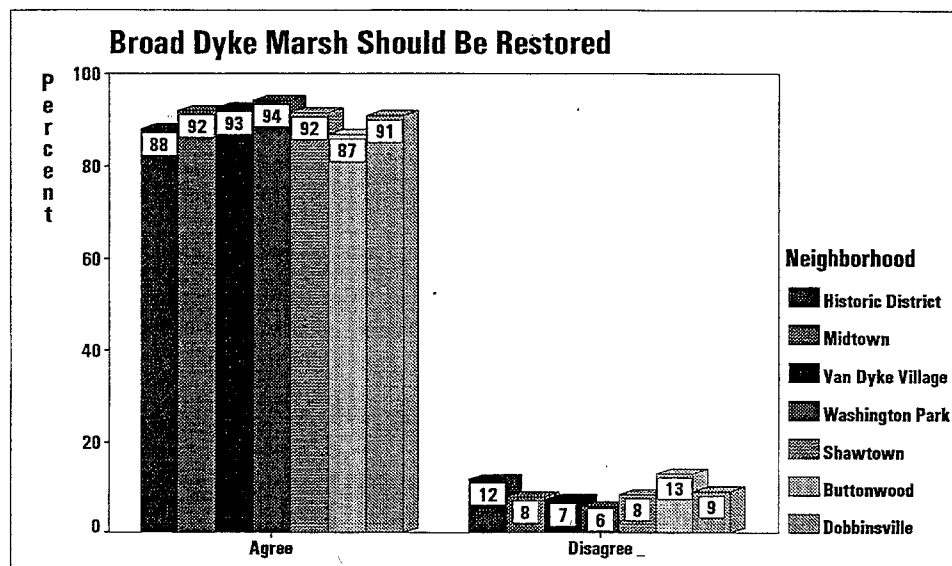
### RESTORE BROAD DYKE MARSH

Response	Frequency	Percent	Valid Percent
No Answer	78	4.6	Missing
Strongly Agree	806	47.0	49.2
Agree	666	38.8	40.7
Disagree	112	6.5	6.8
Strongly Disagree	35	2.0	2.1
Don't Know	18	1.1	1.2
Total	1715	100.0	100.0

This support for restoration of the marsh did not vary significantly by neighborhood (Figure 70).

FIGURE 70

### RESTORE BROAD DYKE MARSH BY NEIGHBORHOOD





## DIFFERENCES AMONG GROUPS IN NEW CASTLE

Cross-tabulations were run for each question on the survey to determine if there were significant differences in the views of various groups in the city of New Castle. As noted earlier, some of these groups were under-represented in the weighted survey--females, African-Americans, younger age groups, and the annual household income categories of less than \$12,000 and \$25,000 to \$49,999. The discussion below identifies items where there were statistically significant differences among groups of respondents. If a question is not indicated, no significant differences were found.

### Gender

City, Neighborhood, and Services. No significant differences.

Reorganizing City Government. Female respondents were more likely to say that they did not know when asked about some basic features of New Castle government. Thirty six percent of the female respondents as compared to 25 percent of the male respondents checked "don't know" when asked whether it was true or false that registration for Trustees elections is separate from registration for city elections. Sixty five percent of the females as compared to 52 percent of the males did not know if the city budget is now prepared by a professional trained in financial management. Twenty seven percent of the females as compared to 17 percent of the males did not know whether the Board of Water and Light is a department of city government.

Females were also more likely to answer "don't know" when presented with various proposals to change city government. The percentages of female versus male respondents answering "don't know" are shown in parentheses for the following proposals: changing from at-large to district elections (34 percent vs. 17 percent), merging the Board of Water and Light with the city (33 percent vs. 17 percent), appointing the City Clerk and Treasurer (21 percent vs. 12 percent), staggering the terms of council members (20 percent vs. 8 percent), and eliminating the Mayor's Court (35 percent vs. 22 percent).

Parking and Traffic. Females were more likely than males to say that there was a parking problem in the city (57 percent vs. 50 percent) and in the neighborhood (38 percent vs. 30 percent).

Development of the Waterfront. No significant differences.

Tourism. Females were less likely to say that some method of charging user fees should be adopted (29 percent vs. 38 percent).

Annexation. Females were more likely to answer "don't know" when asked about various possibilities for annexation: existing residential property (40 percent vs. 20 percent), proposed residential property (41 percent vs. 22 percent), undeveloped property (38 percent vs. 21 percent), existing commercial property (41 percent vs. 21 percent), and proposed commercial property (41 percent vs. 22 percent).

Historic Preservation. No significant differences.

Restoration of the Broad Dyke Marsh. No significant differences.

## Age

City, Neighborhood, and Services. The youngest respondents were the most satisfied with shopping services (36 percent of the 18 to 25 category were very satisfied vs. 11 percent of over 65 category). The youngest respondents were more likely to say that it was very important for the police to develop a town watch program (55 percent of the 18 to 25 category vs. 30 percent of the over 65).

Reorganizing City Government. Younger respondents were less knowledgeable about the structure of city government. When asked about basic features of local government, they were more likely to answer "don't know" or to answer incorrectly. Fully 80 percent of those in the 18 to 25 category did not know that the city budget is prepared by a professional trained in financial management as compared to 56 percent of those over 65; 64 percent did not know that registration for Trustee elections is separate from registration for city elections as compared to 21 percent of those over 65; and 46 percent said that the Board of Water and Light is a department of the city as compared to 34 percent of those over 65.

Younger respondents were more likely to answer "don't know" when asked about proposals for changing local government. The percentages saying "don't know" for those 18 to 25 and over 65 are shown in parentheses for the following proposals: eliminating the Mayor's Court (46 percent vs. 21 percent), staggering terms of council members (36 percent vs. 14 percent), appointing the City Clerk and Treasurer (27 percent vs. 15 percent), changing from at-large to district elections (36 percent vs. 18 percent), and merging the Board of Water and Light with the city (36 percent vs. 20 percent).

Parking and Traffic. Younger respondents were less likely to say that there was a traffic problem in the city (20 percent of the 18 to 25 category vs. 35 percent of the over 65 category).

Development of the Waterfront. The youngest respondents were somewhat more supportive of encouraging building on the waterfront and significantly less likely to say that it should be prohibited (only 9 percent of those 18 to 25 vs. 49 percent of those over 65). They were more likely to support the extension of a river walk (82 percent vs. 73 percent of those over 65), the addition of park land (91 percent vs. 60 percent of those over 65), the provision of restaurant facilities (73 percent vs. 35 percent of those over 65), and the construction of additional residential units (36 percent vs. 18 percent of those over 65). Only on the question of building public docking facilities was there no significant difference in the views of respondents in different age categories.

Tourism. Younger respondents were more supportive of installing parking meters (46 percent of the 18 to 25 category vs. 10 percent of the over 65 category) and sponsoring more special events (91 percent of the 18 to 25 category vs. 38 percent of the over 65 category).

Annexation. Younger respondents were less likely to strongly disagree with the proposal to expand city boundaries (9 percent vs. 30 percent of those over 65) and they were more likely to agree with specific proposals for annexation: annexing existing residential property (27 percent vs. 22 percent of those over 65), annexing proposed residential property (36 percent vs. 20 percent of those over 65), annexing undeveloped property (46 percent vs. 26 percent of those over 65), annexing existing commercial property (46 percent vs. 23 percent of those over 65), and annexing proposed commercial property (46 percent vs. 23 percent of those over 65).

Historic Preservation. No significant differences.

Restoration of the Broad Dyke Marsh. Younger respondents were more likely to strongly support the restoration of the Broad Dyke marsh (60 percent of the 18 to 25 category vs. 41 percent of the over 65 category).

## Ethnicity

City, Neighborhood, and Services. Although there were no significant differences between white respondents and African-American respondents in their rating of the city, African-American respondents were less likely to rate their neighborhood as excellent (16 percent vs. 38 percent).

There were some differences in the rating of services. African-American respondents tended to be less satisfied with trash collection, sewer service, and parks and recreation. In terms of rating these services as very satisfied, respective proportions of African-American and white respondents are shown in parentheses: trash collection (49 percent vs. 64 percent), sewer service (26 percent vs. 32 percent), and parks and recreation (21 percent vs. 35 percent). However, African-Americans were more satisfied with shopping. Fully 90 percent were satisfied or very satisfied with shopping as compared to 68 percent of white respondents.

African-American respondents tended to be more concerned about certain changes in the service provided by the police. Fully 75 percent (as compared to 39 percent of white respondents) felt that it was very important that police to pay more attention to community relations; 61 percent (as compared to 35 percent of white respondents) said that it was very important that a town watch program should be developed; and 60 percent (as compared to 36 percent of white respondents) said that it was very important that there be more involvement in youth programs. African-American respondents were more supportive of the idea that police service be contracted out to the county or the state. Nearly 65 percent said that this proposal was very important or somewhat important as compared to only 46 percent of the white respondents.

African-American respondents were more likely to agree that the fire company should have locations on both sides of the railroad (52 percent vs. 36 percent of white respondents).

Reorganizing City Government. Generally, there were no significant differences between African-American and white respondents on proposals to change New Castle government; however, African-American respondents were more likely to respond "don't know" when asked about basic features of local government. When asked whether the city's budget is now prepared by a professional trained in financial management, 74 percent of the African-American respondents said "don't know" as compared to 57 percent of the white respondents. Over 50 percent said "don't know" (as compared to 28 percent of white respondents) when asked if registration for Trustee elections is separate from registration for city elections. Just over 40 percent (as compared to 20 percent of white respondents) said "don't know" when asked if the Board of Water and Light is a department of city government.

Parking and Traffic. African-American respondents were less likely to say that there was a parking problem in the city than white respondents (34 percent vs. 55 percent). They were more likely to respond "don't know" when asked about their support for special resident parking (34 percent as compared to 18 percent of white respondents).

Development of the Waterfront. African-American respondents were more supportive of building on the waterfront. Fully 46 percent said that building should be encouraged or permitted as compared to only 24 percent of the white respondents. They were also more supportive of the

specific proposals to provide restaurant facilities (55 percent vs. 40 percent of white respondents) and to construct additional residential units (28 percent vs. 13 percent of white respondents).

Tourism. African-American respondents were more likely to answer "don't know" when asked whether parking meters should be installed (12 percent vs. 2 percent of white respondents), whether user fees should be adopted (29 percent vs. 15 percent), or whether special parking areas should be developed (14 percent vs. 5 percent).

Annexation. African-American respondents were more likely to either strongly agree or agree that city boundaries should be expanded (47 percent vs. 28 percent of white respondents) but they were also more likely to say "don't know" when asked about specific proposals for annexation: annexing existing residential property (45 percent vs. 28 percent of white respondents), annexing proposed residential property (47 percent vs. 30 percent of white respondents), and annexing undeveloped property (44 percent vs. 27 percent of white respondents).

Historic Preservation. African-American respondents were less supportive of historic preservation than white respondents. Only one-third strongly agreed with the statement, "I feel a sense of pride that I live in a city which has preserved so much of its heritage," as compared to 59 percent of the white respondents; just 17 percent strongly agreed with the statement, "The protection of New Castle's architectural character is important to the entire community," as compared to 44 percent of the white respondents; and 17 percent strongly agreed with the statement that, "In general, I support the concept of historic preservation but not necessarily the way it is being carried out," as compared to 39 percent of the white respondents.

Restoration of the Broad Dyke Marsh. No significant differences.

## Income

City, Neighborhood, and Services. Lower income respondents tended to be less positive about the city and their neighborhood. Only one-fifth of those with household incomes of less than \$12,000 rated the city as excellent as compared to 46 percent of those with incomes over \$50,000. With respect to the rating of neighborhood as excellent, it was 33 percent of those in the lowest income category as compared to 46 percent of those in the highest income category.

Generally, there were no significant differences in the rating of services across the income categories with the exception that those with household incomes over \$50,000 rated trash collection more positively than respondents in the other income categories (70 percent were very satisfied vs. approximately 58 percent of those in other income categories).

Respondents from lower income households were more likely to strongly agree that the fire company should be located on both sides of the railroad (53 percent of those with household incomes of less than \$12,000 vs. 37 percent of those with household incomes over \$50,000).

Reorganizing City Government. Respondents from lower income households were more likely to say "don't know" when asked about basic features of local government: the city budget is prepared by a professional trained in financial management (73 percent of those from households in the lowest income category vs. 53 percent of those from households in the highest income category); the Board of Water and Light is a department of city government (31 percent and 15 percent respectively); and registration for Trustee elections is separate from registration for city

elections (39 percent and 26 percent respectively).

Lower income respondents were more likely to either strongly agree or agree that city departments should be supervised by a professional manager who is appointed by council (87 percent of those earning less than \$12,000 vs. 68 percent of those earning more than \$50,000), but those in the lower income category were less likely to support eliminating the Mayor's Court (20 percent vs. 40 percent), staggering the terms of council members (48 percent vs. 78 percent), and changing from at-large to district elections (28 percent vs. 44 percent).

Parking and Traffic. More affluent respondents were more likely to say that there was a parking problem in the city (60 percent of those with household incomes over \$50,000 vs. 47 percent of those with incomes of less than \$12,000)

Development of the Waterfront. There were no significant differences among the income groups on the general question of building on the waterfront, but those in the lowest income group were less supportive of the extension of a river walk (78 percent vs. 91 percent of those in the highest income group) and the development of additional park land (65 percent vs. 81 percent).

Tourism. Those earning less than \$12,000 were somewhat more likely to support sponsoring more special events (55 percent vs. 47 percent of those earning \$50,000 or more).

Annexation. Those in the lowest income group were more likely to either strongly agree or agree that city boundaries should be expanded (50 percent vs. 26 percent in the highest income group) but they were more inclined to say "don't know" when asked about various proposals for annexation: annexing undeveloped property (46 percent vs 23 percent of those in the highest income category), annexing existing commercial property (49 percent vs. 25 percent), and annexing proposed commercial property (49 percent vs. 24 percent).

Historic Preservation. Those in the lowest income category were less likely to strongly agree that they were proud to live in a city which has preserved so much of its heritage (46 percent vs. 71 percent of those earning \$50,000 or more). They were also less likely to strongly agree that the protection of the city's architectural heritage is important to the entire community (30 percent vs. 52 percent of those earning \$50,000 or more). Finally, they were less likely to strongly agree that tax credits and increased property values are among the benefits of historic preservation (7 percent vs. 27 percent of those earning \$50,000 or more).

Restoration of the Broad Dyke Marsh. Respondents with household incomes over \$50,000 were more likely to strongly agree that the Broad Dyke marsh should be restored (59 percent vs. about 45 percent of the other income categories).

## APPENDIX A: PARKING AND TRAFFIC SUGGESTIONS

The survey asked respondents to offer suggestions to reduce parking and traffic problems. Responses were divided into 20 categories. Some respondents discussed more than one topic and so their responses were counted as more than one suggestion. Therefore, this analysis indicates how often a particular topic was mentioned as a suggestion to either the parking or traffic problem in the city of New Castle rather than how many people offered suggestions. To clarify this point, there were a total of 561 residents who responded to the requests for suggestions about parking and traffic. However, there were 738 responses counted in the analysis. One category, identified as "No Problem/No Solution/No Involvement," was available for those responses which offered no suggestions to either problem, but merely voiced an opinion relating to either parking or traffic.

The response categories are listed below with the number of responses included in each category:

**TABLE 83**  
**PARKING AND TRAFFIC SUGGESTIONS**

	N = 738
Police	76 (10.2%)
Traffic Flow	66 (8.9%)
Vehicle Restrictions/Occupancy	57 (7.7%)
Traffic Signs/Lights	56 (7.6%)
Local Business	51 (6.9%)
New Parking	50 (6.8%)
Public Transportation	49 (6.6%)
No Problem/No Solution/No Involvement	44 (6.0%)
Special Events	39 (5.3%)
Day/Time Limitations or Allowances	36 (4.9%)
Road or Sidewalk Development	35 (4.7%)
Parking Stickers, Meters, and Fees	33 (4.5%)
Restricted Areas/Districts	33 (4.5%)
Non-residents/Tourism	30 (4.1%)
Off-Street Parking	23 (3.1%)
Restricted/Specialized or "Only" Parking	23 (3.1%)
Land Use/Development	16 (2.2%)
Speed Bumps	13 (1.8%)
Research Existing Problems	6 (0.8%)
Car pools	2 (0.3%)

The most suggestions received were in reference to police activity in New Castle. Most of the 76 responses were requests to see more police action. Specific responses included: "I think it's up to the police," "Have police pay more attention to the sensitive areas," "Police enforcement of illegal parking," "More radar patrol," "More police patrol and action," "More police visibility," and "Traffic police on duty for special functions, direct people to a parking lot/facility." While some residents supported additional radar use in residential areas, one resident suggested that police stop using radar in busier areas, as it slows traffic too much. One displeased resident wanted to "do away with the police department, official cars, undercover cars," as the added space, once these vehicles and people were removed, would prevent some traffic congestion.

"Traffic Flow" suggestions were numerous as well. This category included those residents who had specific suggestions to either change the direction of traffic movement on certain roadways or to close roadways to allow traffic to use more accommodating, alternate routes. Examples include: "Delaware and Harmony Street [should be] one-way," "Make 6th and 7th Streets one-way," "Alternate routes," "Make Harmony Street two-way," "Keep Route 9 closed," "Provide alternate routes," "Cut off traffic cruises like Newark has done," "Make 8th Street one-way out to Delaware Street," and "The crossing guards at school let out all houses and personnel on the highway instead of keeping the traffic flowing at intervals." Many respondents suggested similar traffic flow changes.

"Vehicle Restrictions/Occupancy" received 57 responses. Most of these were suggestions to either prohibit large trucks from entering certain areas or driving on specific streets or to limit resident vehicle ownership. Suggestions included: "Limit parking space to one car per household," "Take trucks off the street at night," "Keep large trucks off Route 9," "Do not allow tractor trailers on Moore Ave.," "Noise restrictions on motorcycles and cars," "Ban truck traffic in city limits," "Not all the cars of the multi-car family need to be parked in front of their home," "Walk or ride a bike," "No trucks except local deliveries," "Enforce weight limit for traffic," "Get rid of trucks over bridge," and "Not allow the parking of vans overnight."

Closely following the vehicle restriction category, "Traffic Signs/Lights" received 56 responses. A multitude of areas of the city were pinpointed by residents as spots where directional signs or lights should be placed to better control traffic and parking.

There were 51 responses related to local businesses. Many were concerned with the amount of parking space employees of local businesses receive. Others mentioned the traffic problems associated with events in the city such as funerals. Specific responses include: "Provide remote parking for Gebhart Funeral Home at 6th and Harmony," "Require owners and employers in business area--Delaware Street--to use off-street parking," "Home based businesses should not be permitted when they require street parking for employees and/or clients," "A more stricter enforcement of business licensing is necessary," "Do not cater to new residents and business," "Find a place for Wik Associates employees to park," "Give businesses/shop owners private parking places," "Move the bank," "Limit the number of gift, art, and antique shops," "Make clubs and organizations have ample on-site parking," and "Build and expand drive-in Wilmington Trust bank branch to become a full service bank with a drive-through."

There were 50 suggestions to build new parking areas or spaces for New Castle parkers. Some responses were general, saying only that new parking areas should be provided. Some said that this new parking should be provided for tourists and visitors. There were 22 suggestions to build a lot outside of or on the outskirts of the city and provide public transportation to shuttle people into the city. The "Public Transportation" category itself received 49 responses, many of which supported the use of shuttle systems and buses to transport people instead of privately owned cars. One resident even suggested the implementation of a trolley line "to reduce traffic and noise, in character with the Historic area."

Others speaking about new parking areas suggested where to provide more parking: "Underground parking," "Downtown," "Along Wilmington Rd. and Route 9," "Enlarge parking area down by the boat club at the end of 3rd Street," "Build lot at North side of the Strand or East 2nd Street," or "at the end of town," "between Delaware Street and Battery Park," "Make available parking in the rear of residences like an alley," and "on each side of town."

## **APPENDIX B: QUESTIONNAIRE**



# SURVEY OF CITY OF NEW CASTLE HOUSEHOLDS

*Directions: This questionnaire should be filled out by an adult (age 18 or over) in the household who bears major responsibility for the household. In cases where two or more persons share in this responsibility equally, the person whose birthday most recently passed should fill out the questionnaire. For each question, please circle the number that best represents your opinion.*

1. How satisfied are you with the following services? (Circle one response in each category)

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
A. Police Protection	1	2	3	4
B. Fire Protection	1	2	3	4
C. Trash Collection	1	2	3	4
D. Street Maintenance	1	2	3	4
E. Electric Service	1	2	3	4
F. Water Service	1	2	3	4
G. Sewer Service	1	2	3	4
H. Storm Drainage	1	2	3	4
I. Parks and Recreation	1	2	3	4
J. Ambulance Service	1	2	3	4
K. Shopping	1	2	3	4

2. Circle the response which best describes your neighborhood and the city of New Castle.

	Excellent	Pretty Good	Only Fair	Poor
A. Your neighborhood	1	2	3	4
B. The city of New Castle	1	2	3	4

3. What do you like best about the city of New Castle? \_\_\_\_\_  
 \_\_\_\_\_

4. What do you like least about the city of New Castle? \_\_\_\_\_  
 \_\_\_\_\_

5. Do you feel there is a parking problem in the city or in your neighborhood? (Circle one in each category)

**City:** 1. Yes 2. No 9. Don't Know      **Neighborhood:** 1. Yes 2. No 9. Don't Know

6. If yes for either city or neighborhood, please tell us the times of day, days of week, and places where these parking problems usually occur.

	Time	Day(s)	Place
1	_____	_____	_____
2	_____	_____	_____
3	_____	_____	_____

7. Do you support the following proposals for resolving parking problems in the city of New Castle? (Circle one in each category)

	<u>Yes</u>	<u>No</u>	<u>Don't Know</u>
A. Special resident only parking	1	2	9
B. Building additional off-street parking facilities	1	2	9

8. What other suggestions would you make to reduce parking problems?

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9. Do you feel there is a traffic problem in the city or in your neighborhood? (Circle one in each category)

**City:** 1. Yes 2. No 9. Don't Know      **Neighborhood:** 1. Yes 2. No 9. Don't Know

10. If yes for either city or neighborhood, please tell us the times of day, days of week, and places where these traffic problems usually occur.

	<u>Time</u>	<u>Day(s)</u>	<u>Place</u>
1	_____	_____	_____
2	_____	_____	_____
3	_____	_____	_____

11. What suggestions would you make to reduce traffic problems?

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12. What changes would you most like to see in the service provided by New Castle's police? Please rank the following proposals from 1 (very important) to 3 (not at all important).

	<u>Very Important</u>	<u>Somewhat Important</u>	<u>Not At All Important</u>
A. Greater presence in neighborhoods	1	2	3
B. More off-hours availability	1	2	3
C. Involvement in youth programs	1	2	3
D. More foot patrols	1	2	3
E. Development of a Town Watch program	1	2	3
F. Contracting out of police service to county or state	1	2	3
G. More attention to community relations	1	2	3

13. New Castle's city budget is now prepared by a professional trained in financial management. (Circle one)

1. True 2. False 9. Don't Know

14. The Board of Water and Light is a department of city government. (Circle one)

1. True 2. False 9. Don't Know

15. Please indicate the extent to which you agree or disagree with the following statements. (Circle the number which best represents your opinion)

	Strongly Agree	Agree	Disagree	Strongly Disagree
A. I feel a sense of pride that I live in a city which has preserved so much of its heritage.	1	2	3	4
B. The various neighborhoods in the city are treated equally in terms of the provision of city services.	1	2	3	4
C. The protection of New Castle's architectural character is important to the entire community.	1	2	3	4
D. In general, I support the concept of historic preservation but not necessarily the way it is being carried out.	1	2	3	4
E. I am in favor of promoting tourism in the city of New Castle.	1	2	3	4
F. With the help of the state, the marsh behind the Broad Dyke should be restored as a normal freshwater marsh.	1	2	3	4
G. There should be efforts to encourage historic preservation in neighborhoods outside of the existing historic district.	1	2	3	4
H. I would favor spending public revenue on the publication and distribution of a quarterly city newsletter to inform residents about city programs and policies.	1	2	3	4
I. The fire company should have locations on both sides of the railroad.	1	2	3	4
J. Tax credits and increased property values are among the benefits of historic preservation.	1	2	3	4
K. The offices and departments of the city should be directed and supervised by a professional manager who is appointed by the City Council and is responsible to the Council.	1	2	3	4
L. In the long run, New Castle would be a better community if city boundaries were expanded to include selected outlying areas.	1	2	3	4

16. Registration for Trustees of New Castle Common elections is separate from registration for city elections. (Circle one)

1. True 2. False 9. Don't Know

17. Additional building on the waterfront within the city should be \_\_\_\_\_. (Circle one)

1. Encouraged 2. Permitted 3. Discouraged 4. Prohibited

18. *A number of proposals are listed below. For each proposal, please circle the number which best represents your opinion.*

*Do you support the following proposals for development of the New Castle's waterfront?*

- A. Building public docking facilities
- B. Extending a river walk
- C. Developing additional park land
- D. Providing restaurant facilities
- E. Constructing additional residential units

Yes   No   Don't Know

1	2	9
1	2	9
1	2	9
1	2	9
1	2	9

*Do you support the following proposals for changing the city's charter?*

- A. Eliminating the Mayor's Court
- B. Staggering terms so that only a portion of Council members are elected at one time
- C. Making the positions of City Clerk and Treasurer appointed rather than elected
- D. Changing from an at-large system of elections to district elections for City Council
- E. Merging the Board of Water and Light with city government

Yes   No   Don't Know

1	2	9
1	2	9
1	2	9
1	2	9
1	2	9

*Do you support the following proposals which affect tourist activity in the city of New Castle?*

- A. Developing special parking areas
- B. Installing parking meters
- C. Sponsoring more special events
- D. Adopting some method of charging user fees

Yes   No   Don't Know

1	2	9
1	2	9
1	2	9
1	2	9

*Do you support the following proposals for possible annexation of property adjacent to city boundaries?*

- A. Annexing existing residential property
- B. Annexing proposed residential property
- C. Annexing undeveloped property
- D. Annexing existing commercial property
- E. Annexing proposed commercial property

Yes   No   Don't Know

1	2	9
1	2	9
1	2	9
1	2	9
1	2	9

19. How satisfied are you with the quality of the drinking water and surface (river) water in the city of New Castle? (Circle one in each category)

	Very			Very
	Satisfied	Satisfied	Dissatisfied	Dissatisfied
A. Drinking water	1	2	3	4
B. Surface (river) water	1	2	3	4

20. What is your gender?. (Circle one)      1. Male    2. Female

21. What is your age? (Please circle the appropriate age group)

1. 18 to 25   2. 26 to 35   3. 36 to 45   4. 46 to 55   5. 56 to 65   6. Over 65

22. Please circle the number that comes closest to describing your ethnicity and the amount of education you have completed.

- |                    |                              |
|--------------------|------------------------------|
| 1. Anglo/Caucasian | 1. Grade School              |
| 2. Afro-American   | 2. Some High School          |
| 3. Asian           | 3. Completed High School     |
| 4. Native American | 4. General Education Diploma |
| 5. Hispanic        | 5. Some College/Trade School |
| 6. Other           | 6. Completed Trade School    |
|                    | 7. Completed College         |
|                    | 8. Post College              |

23. What is your marital status? (Circle one)

1. Married   2. Widowed   3. Divorced   4. Separated   5. Never Married

24. How many people in your household work in the following locations? (Enter number working in each location)

- |                                          |                                 |
|------------------------------------------|---------------------------------|
| 1. ____ City of New Castle               | 4. ____ Other areas of Delaware |
| 2. ____ City of Wilmington               | 5. ____ Outside of Delaware     |
| 3. ____ Other areas of New Castle County |                                 |

25. How many vehicles are owned by persons who live in this household? (Indicate the number of each type of vehicle.)

- |                       |                               |
|-----------------------|-------------------------------|
| 1. ____ Automobile(s) | 3. ____ Recreation Vehicle(s) |
| 2. ____ Truck(s)      | 4. ____ Other                 |

26. How many of these vehicles leave town each day (except Saturday and Sunday) to carry people to work?

Enter number \_\_\_\_

27. About how much do you anticipate your household's TOTAL INCOME BEFORE TAXES will be for all of 1992? Please include in your total income before taxes, money from all sources for all persons living in your household. (For example, include everyone's income from self-employment, gifts, interest on savings, social security, AFDC, the value of food stamps received, pension or disability benefits, child support, as well as wages, tips, and salary). Please circle the appropriate amount below.

- |                        |                        |
|------------------------|------------------------|
| 1. Less than \$3,000   | 5. \$15,000 - \$24,999 |
| 2. \$3,000 - \$7,999   | 6. \$25,000 - \$49,999 |
| 3. \$8,000 - \$11,999  | 7. \$50,000 - \$64,999 |
| 4. \$12,000 - \$14,999 | 8. \$65,000 or more    |

28. Do you have any additional comments or concerns?

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