

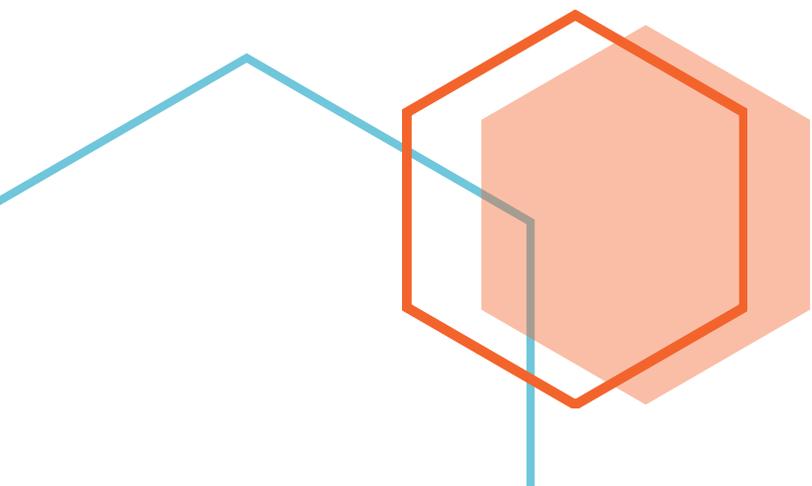


# Gettysburg Borough Community Survey

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September 2021

For its size and population, Gettysburg Borough is a dynamic, complex, full-service municipality. Few municipalities of its size are as busy, with numerous demands for services. Many of these services extend to nearly 4 million visitors annually. Gettysburg Borough is interested to learn the thoughts of its year-round residents and businesses on a multitude of topics. This survey was mailed to each mailing address in Gettysburg Borough in the Spring of 2021. **3109** surveys were mailed. **158** surveys were returned. **5.1% of surveys mailed were returned.**



**NOTE: The results of this survey are anecdotal. The survey results contained here are not scientific as defined by social science researchers – most notably by the inability to strictly control for uniform sampling methods of a universe of potential respondents.**



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September 2021

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## General Impressions



Property owner residents in the Third Ward are the best represented in the survey. Monthly expenses are nearly evenly distributed among all residents of the Borough. Most respondents are both retired and have lived in the Borough for more than 15 years. An overwhelming majority of residents like their neighbors.

Quality of life in Gettysburg is rated to be 'GOOD' or 'EXCELLENT' by over 80% of respondents.

A plurality or outright majority of survey respondents hold a favorable view of the vast number of public services provided by the Municipal Government. A notable minority have a negative view of most public services provided by the Municipal Government.

A notable plurality of survey respondents has no opinion of Code Enforcement services, while 'POOR', 'FAIR', and 'GOOD' responses are evenly distributed.

The general attitude of survey respondents toward multiple utility services in the Borough are positive, with the weakest favorable impression noted for COMCAST Cable and Broadband services (internet access).

A vast number of survey respondents have no opinion of the quality of customer service provided by most Municipal Departments. Of those survey respondents who did provide an opinion in these categories, most respondents rated customer service by Municipal Departments as either 'GOOD' or 'EXCELLENT'.

A plurality of survey respondents feel the Borough Council acts in the best interest of the entire community and reports an overall confidence in the Municipal Government.

Survey respondents, with super majorities, overwhelmingly view Gettysburg Borough as a safe place to be. In near unanimity, survey respondents have neither changed their activities nor considered relocating based on their assessment of crime in Gettysburg Borough.

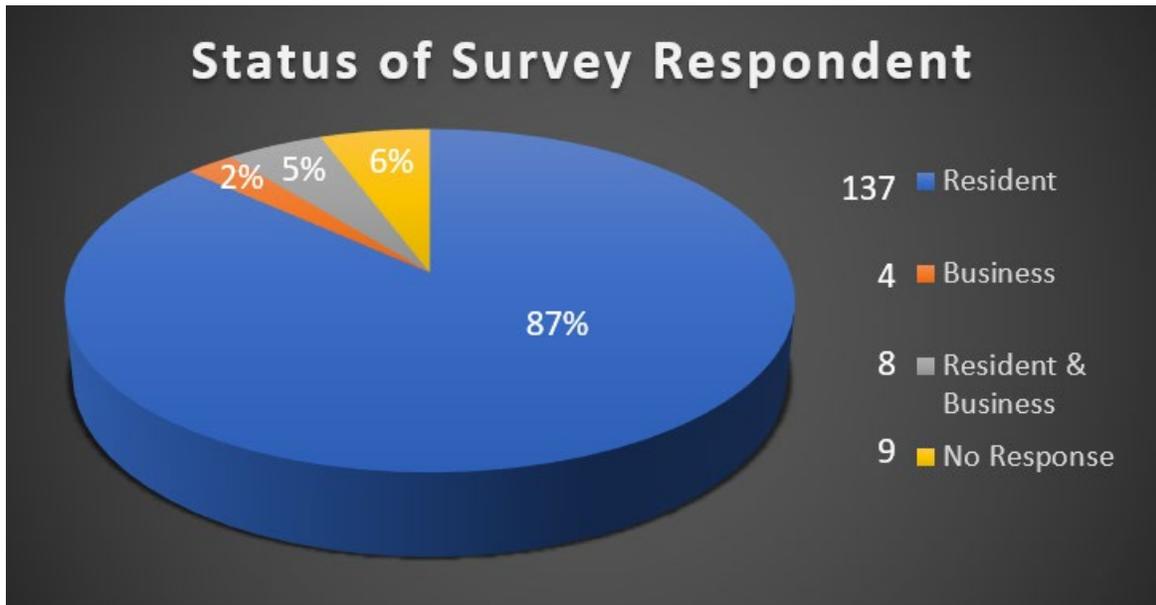
Survey respondents having had interaction with the Gettysburg Police Department report an overall general positive impression with a large majority reporting having been treated with dignity and respect.

Truck traffic, speeding vehicles, motorcycle noise and illegal drug use were identified as the largest problem in Gettysburg Borough.

Most survey respondents want the Police Department to enforce against speeders and overweight truck haulers more aggressively.

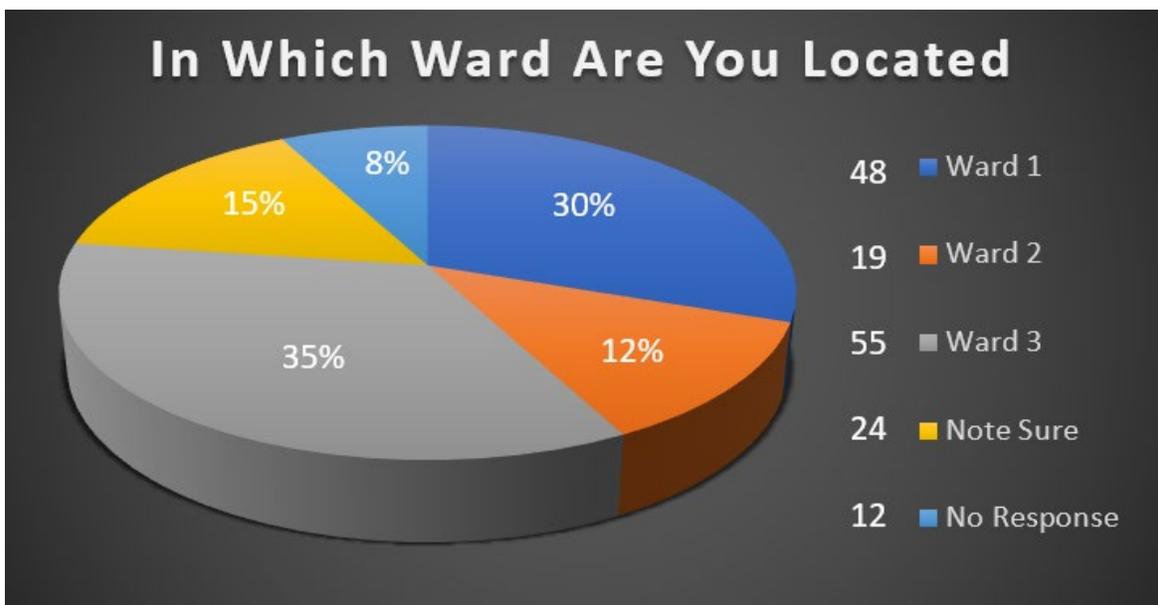


## I. Information About the Survey Respondent



The overwhelming majority of respondents identified themselves as residents, with only a small minority identifying as either a business or resident/business. Adjusting for the 9 non-responses, the breakouts follow with:

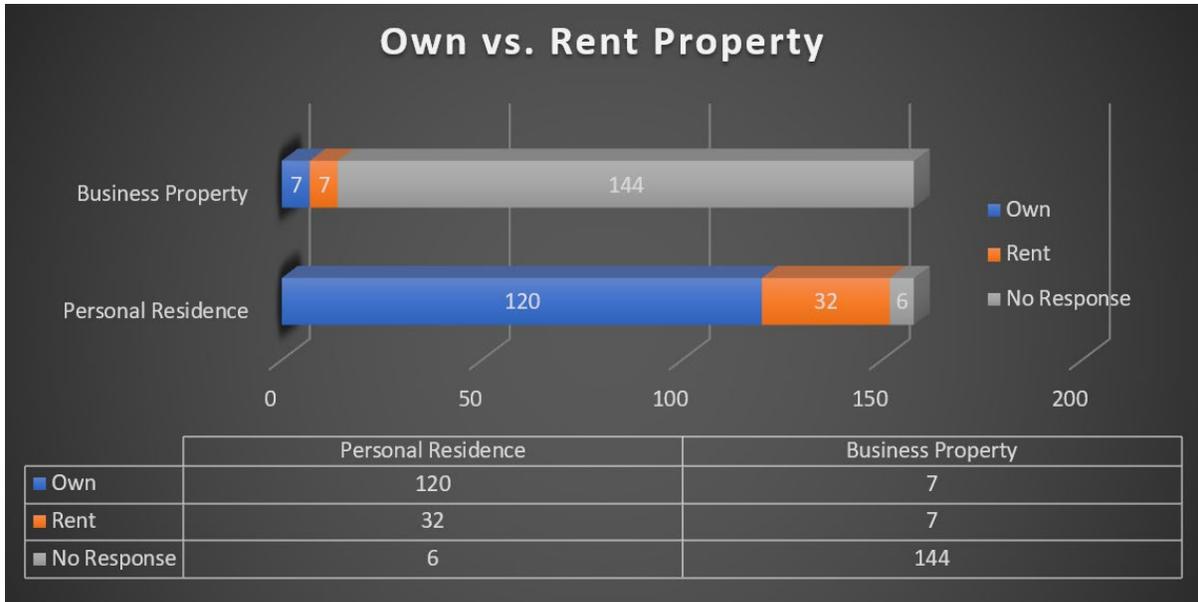
- 92% Resident,
- 3% Business, and
- 5% Resident and Business.



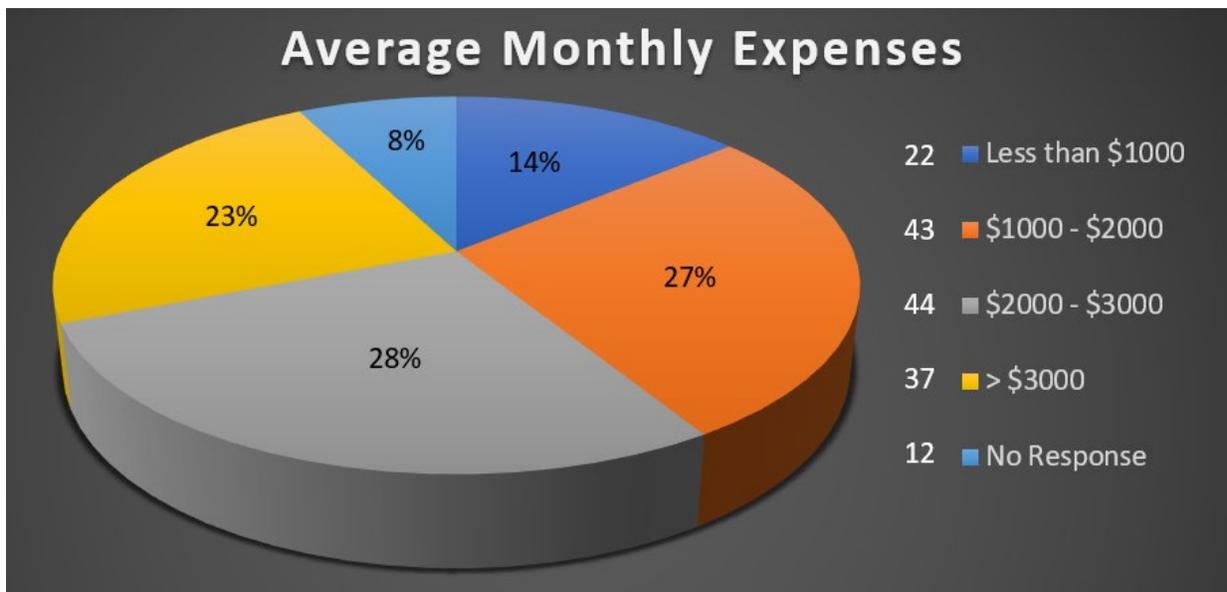
While both Wards 1 and 3 are well sampled in the survey, it is notable that a stunning 15% of respondents were unsure in which Ward they were located. Adjusting for those respondents that were unsure of their location and the non-responses, the breakout follows:

- 39% Ward 1
- 16% Ward 2, and
- 45% Ward 3.

Gettysburg Borough  
Community Survey



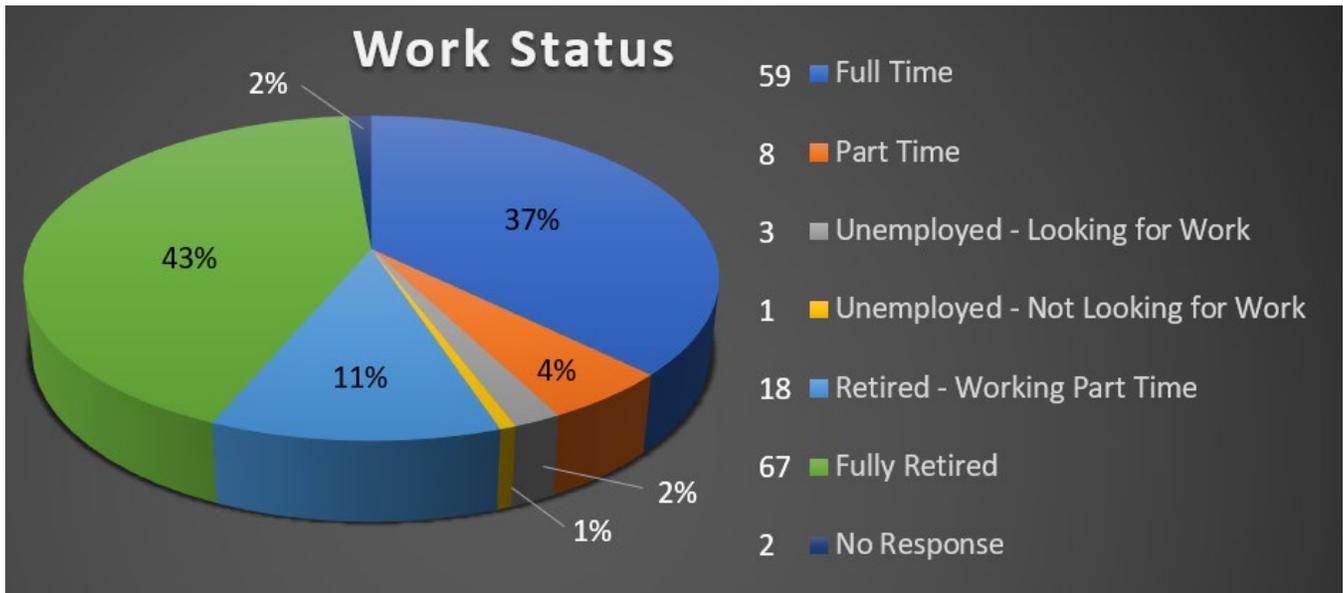
The overwhelming majority of respondents at 79% own their residence, while only 21% of respondents rent their residence. Only fourteen respondents identified themselves as business owners within Gettysburg Borough, with an even split of those identifying as owning the property where their business is located versus those renting the property where their business is located. From these responses it is not known if a respondent is a resident of the Borough who also operates a business in the Borough, or if the opposite is true.



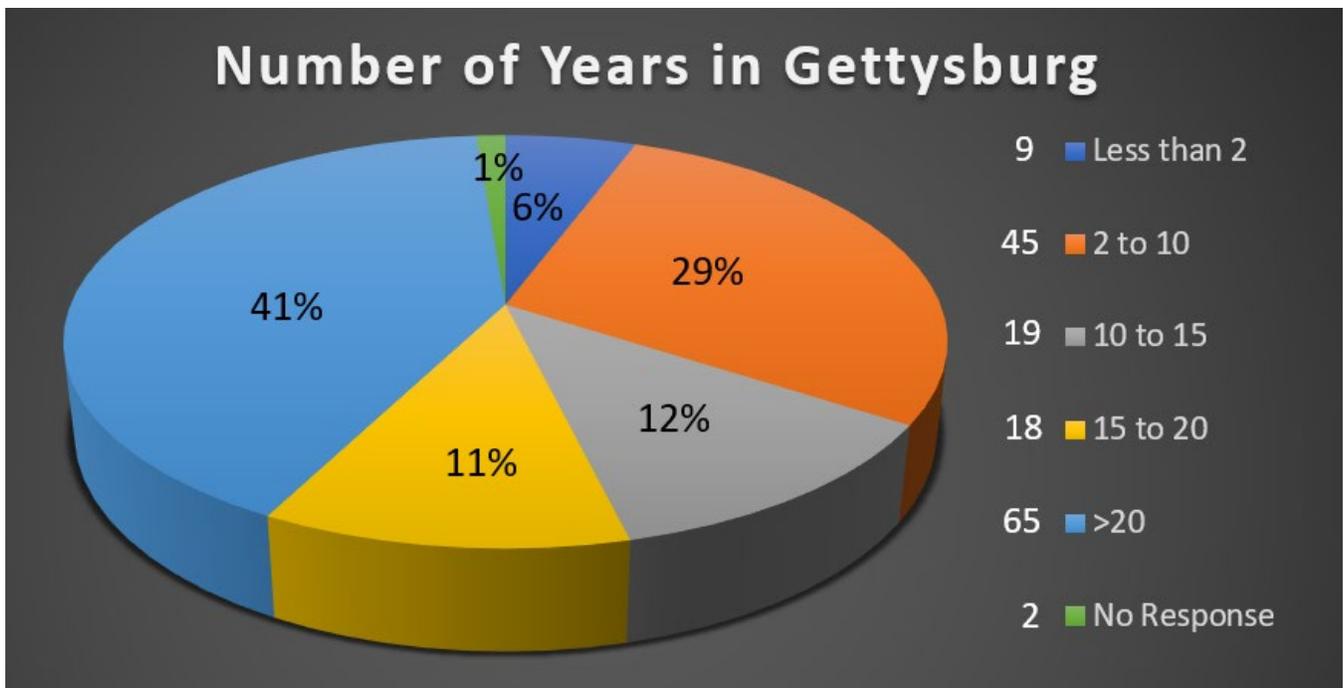
Average monthly expenses include all bills required of a household in a month. Respondents were asked to consider the cost of utility bills, mortgage or rent payments, phone, internet, cable, etc. Interestingly, there is a nearly even split in the cost of monthly bills for respondents spending between \$1000 and more than \$3000 each month to maintain their household and standard of living. A sizeable minority of respondents spend less than \$1000 each month on living expenses. Adjusting for no responses, the breakout follows:

- 15% Less than \$1000
- 29% \$1000 - \$2000
- 30% \$2000 - \$3000, and
- 26% >\$3000.

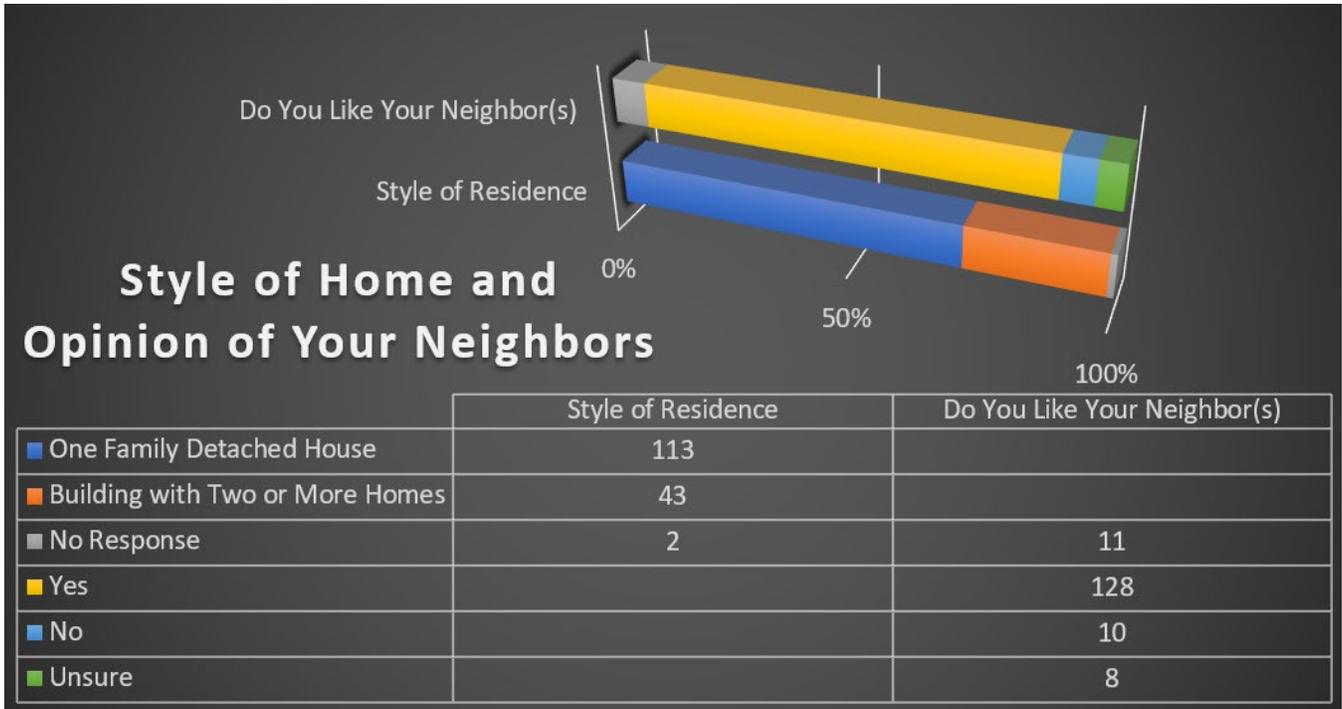
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Most respondents (54%) are retired. Of these retired respondents, most (79%) are fully retired, while the remaining retired respondents (21%) work part-time. Just over one third of respondents (37%) work full time. The remaining respondents report either being employed part-time or unemployed.



41% of respondents have lived in Gettysburg for over 20 years. Interestingly, nearly one third of respondents (29%) are relatively new to the community with having lived in the Borough no more than 10 years. A combined 23% have lived in the Borough for a significant amount of time (between 10 to 20 years).



An overwhelming majority of survey respondents both live in single family detached homes and like their neighbors.



## II. General Opinions About Gettysburg

### General Opinions About Gettysburg Borough



|             | A. | B. | C. | D. | E. | F. | G. | H. | I. | J. | K. | L. | M. | N. | O. | P. | Q. | R. | S. | T. |
|-------------|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|
| Don't Know  | 3  | 4  | 23 | 48 | 97 | 23 | 35 | 0  | 0  | 0  | 44 | 9  | 13 | 10 | 3  | 0  | 33 | 9  | 14 | 0  |
| Very Poor   | 6  | 2  | 1  | 0  | 4  | 1  | 9  | 8  | 1  | 6  | 10 | 2  | 1  | 10 | 2  | 4  | 6  | 1  | 3  | 3  |
| Poor        | 10 | 8  | 10 | 4  | 14 | 4  | 29 | 25 | 6  | 7  | 24 | 10 | 4  | 21 | 5  | 5  | 18 | 1  | 8  | 4  |
| Fair        | 68 | 30 | 44 | 17 | 25 | 9  | 54 | 59 | 38 | 44 | 42 | 39 | 26 | 54 | 57 | 37 | 39 | 16 | 36 | 24 |
| Good        | 54 | 70 | 55 | 58 | 10 | 65 | 22 | 53 | 87 | 78 | 31 | 77 | 68 | 49 | 68 | 73 | 39 | 62 | 56 | 95 |
| Excellent   | 11 | 44 | 23 | 31 | 4  | 53 | 8  | 11 | 22 | 22 | 7  | 19 | 46 | 14 | 22 | 38 | 22 | 67 | 38 | 32 |
| No Response | 6  | 0  | 2  | 0  | 4  | 3  | 1  | 2  | 4  | 1  | 0  | 2  | 0  | 0  | 1  | 1  | 1  | 2  | 3  | 0  |

- A. Cost of Living in Gettysburg
- B. Opportunities to attend cultural/arts/music activities
- C. Adult educational opportunities
- D. K-12 education
- E. Availability of affordable quality childcare/preschool
- F. Opportunities to participate in spiritual/religious events
- G. Employment opportunities
- H. Shopping opportunities
- I. Overall quality of business/service establishments
- J. Vibrant downtown/commercial areas
- K. Overall quality of new development/redevelopment
- L. Opportunities to participate in social events/activities
- M. Opportunities to volunteer
- N. Openness and acceptance of diverse people/communities
- O. Neighborliness of residents
- P. Gettysburg is a great place to live
- Q. Gettysburg is a great place to work
- R. Gettysburg is a great place to visit
- S. Gettysburg is a great place to retire
- T. Overall quality of life in Gettysburg



### III. General Opinions Regarding Gettysburg's Public Services

#### General Opinions Regarding Gettysburg's Public Services



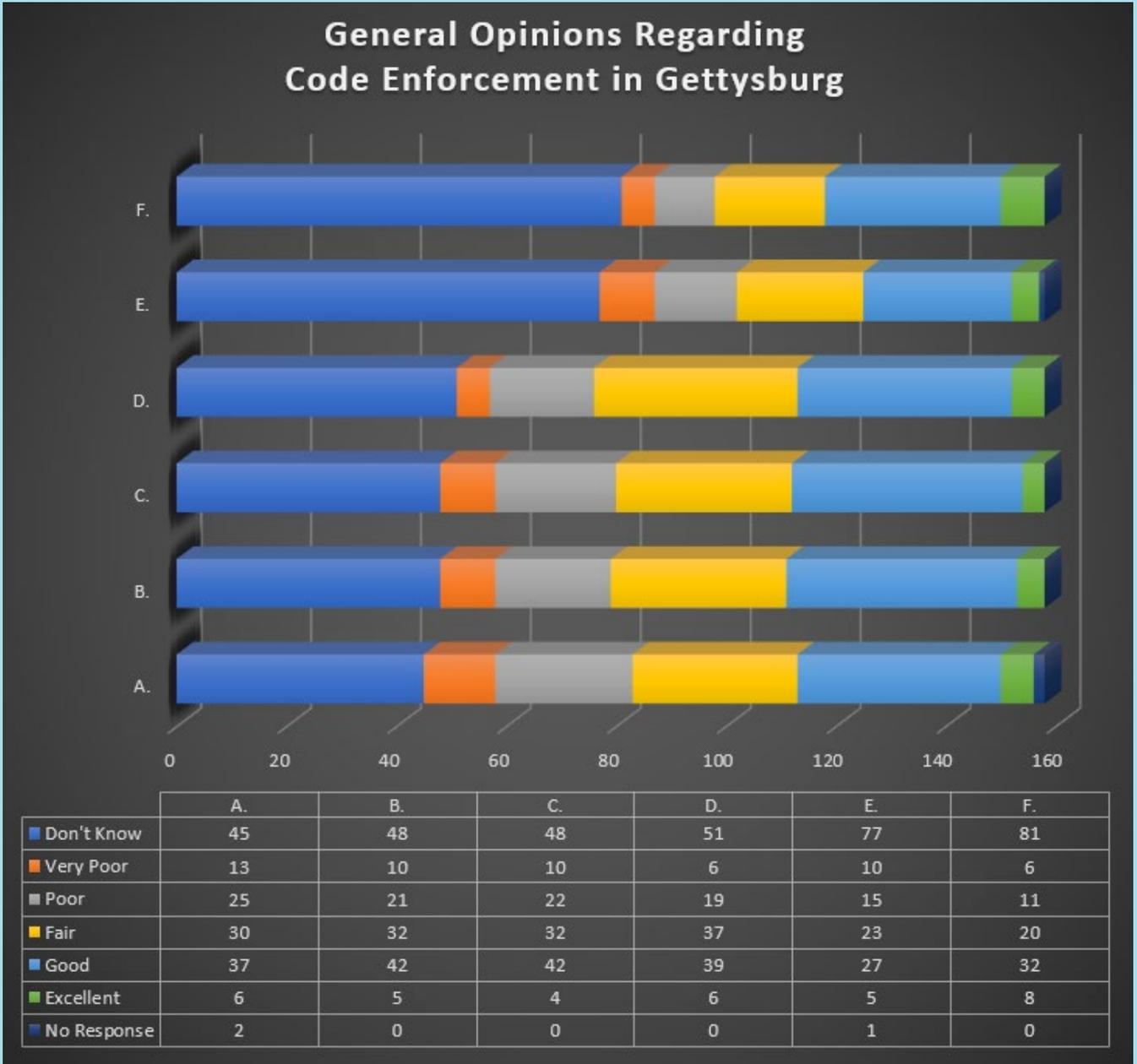
|             | A. | B. | C. | D. | E. | F. | G. | H. | I. | J. | K. | L. | M. | N. | O. | P. | Q. |
|-------------|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|
| Don't Know  | 0  | 1  | 7  | 6  | 0  | 0  | 0  | 53 | 2  | 3  | 6  | 33 | 2  | 2  | 3  | 60 | 8  |
| Very Poor   | 4  | 7  | 2  | 14 | 4  | 6  | 2  | 6  | 16 | 16 | 3  | 13 | 4  | 5  | 23 | 6  | 12 |
| Poor        | 9  | 6  | 14 | 38 | 11 | 33 | 12 | 19 | 34 | 21 | 6  | 16 | 7  | 12 | 28 | 6  | 31 |
| Fair        | 29 | 29 | 24 | 49 | 60 | 55 | 29 | 35 | 64 | 56 | 24 | 26 | 26 | 49 | 41 | 21 | 44 |
| Good        | 72 | 62 | 73 | 42 | 73 | 53 | 81 | 33 | 39 | 56 | 77 | 44 | 95 | 77 | 56 | 44 | 47 |
| Excellent   | 44 | 53 | 38 | 7  | 10 | 9  | 32 | 11 | 3  | 5  | 40 | 25 | 22 | 13 | 7  | 20 | 10 |
| No Response | 0  | 0  | 0  | 2  | 0  | 2  | 2  | 1  | 0  | 1  | 2  | 1  | 2  | 0  | 0  | 1  | 6  |

- A. Quality of snow removal from public streets/alleys
- B. Quality of street sweeping
- C. Availability of paths/walking trails
- D. Ease of public parking
- E. Ease of travel by car in Gettysburg
- F. Traffic flow on major streets
- G. Gettysburg is walkable & welcoming to pedestrians
- H. Ease of travel by bicycle in Gettysburg
- I. Quality of sidewalks/sidewalk maintenance

- J. Quality of street repair/maintenance
- K. Quality of Borough refuse (trash) hauling services
- L. Quality of Borough electronic recycling services
- M. Quality of street lighting downtown/business district(s)
- N. Quality of street lighting in your neighborhood
- O. Traffic lights at intersections are properly timed
- P. Quality of bus/public transit services (Rabbit Transit)
- Q. Availability of public parking



#### IV. General Opinions Regarding Code Enforcement in Gettysburg

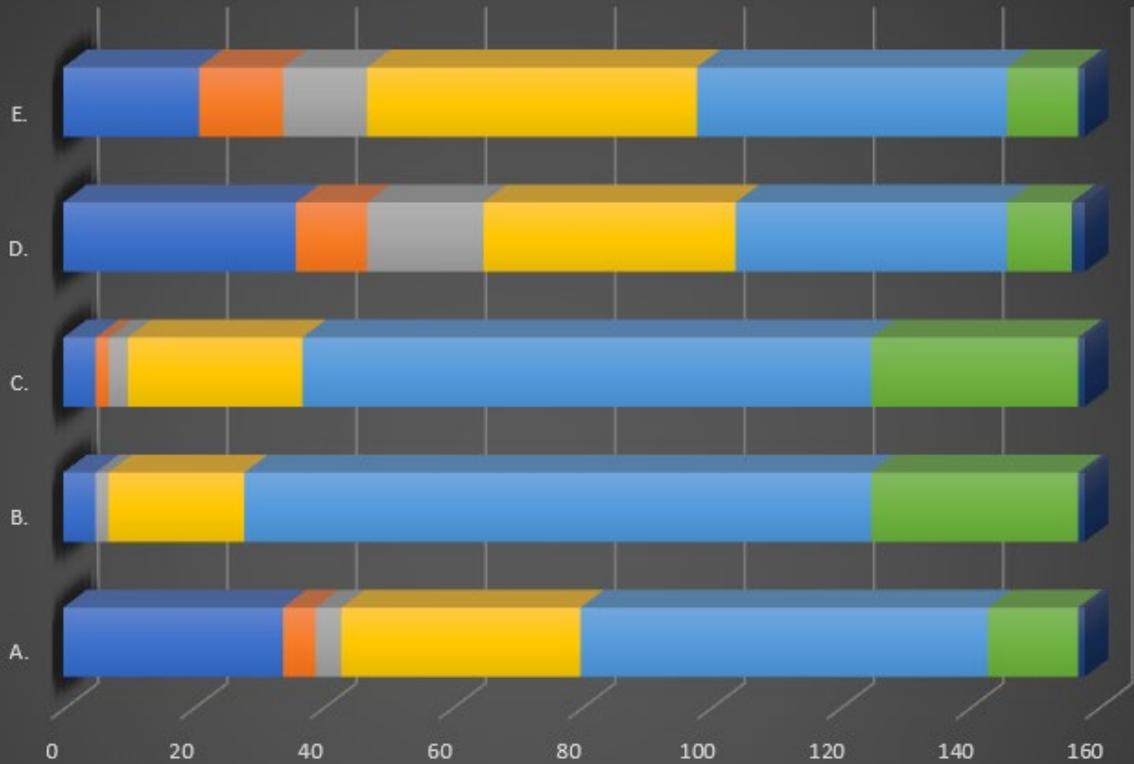


- A. Quality of enforcement against sidewalk snow removal
- B. Quality of enforcement against sidewalk clutter
- C. Quality of enforcement against overgrown grass/shrubs
- D. Quality of enforcement against foliage over sidewalks
- E. Quality of enforcement against abandoned buildings
- F. Quality of enforcement against abandoned cars/vehicles



**V. General Opinions Regarding Utility Services in Gettysburg**

**General Opinions Regarding Utility Services in Gettysburg**



|             | A. | B. | C. | D. | E. |
|-------------|----|----|----|----|----|
| Don't Know  | 34 | 5  | 5  | 36 | 21 |
| Very Poor   | 5  | 0  | 2  | 11 | 13 |
| Poor        | 4  | 2  | 3  | 18 | 13 |
| Fair        | 37 | 21 | 27 | 39 | 51 |
| Good        | 63 | 97 | 88 | 42 | 48 |
| Excellent   | 14 | 32 | 32 | 10 | 11 |
| No Response | 1  | 1  | 1  | 2  | 1  |

- A. Quality of storm water services (GBSWA - Storm Water Authority)
- B. Quality of electric services
- C. Quality of water/sewer services (GMA – Municipal Authority)
- D. Quality of COMCAST cable services
- E. Quality of broadband services (internet access)



**VI. General Opinions Regarding Land Use Planning/Zoning/Customer Service**

**General Opinions Regarding  
Land Use Planning/Zoning/Customer Service**

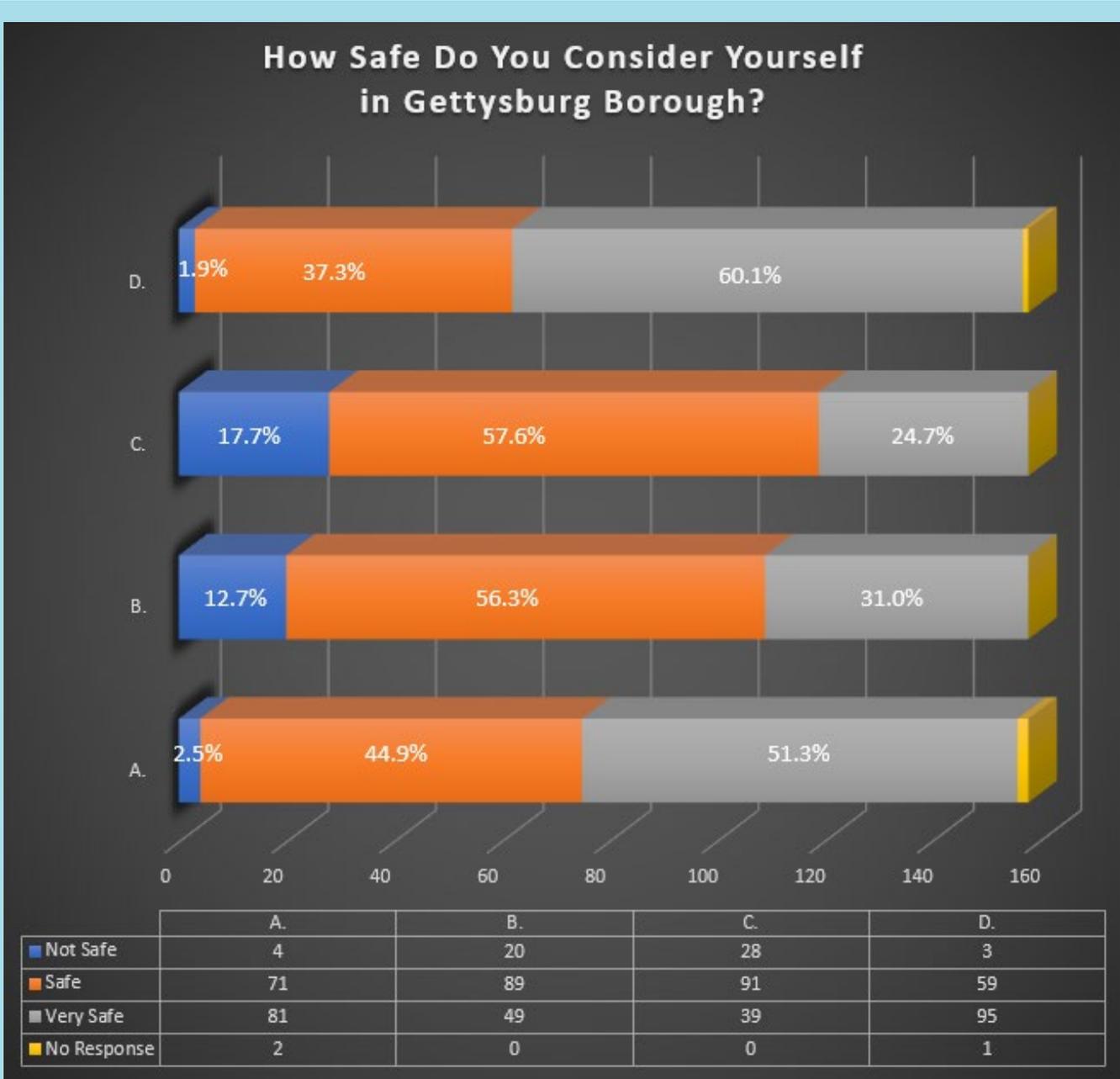


|             | A. | B. | C. | D. | E. | F. | G. | H. | I. | J. | K. | L. | M. | N. | O. |
|-------------|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|
| Don't Know  | 76 | 54 | 80 | 90 | 86 | 61 | 32 | 54 | 79 | 59 | 21 | 27 | 14 | 3  | 16 |
| Very Poor   | 6  | 8  | 7  | 7  | 7  | 12 | 7  | 4  | 4  | 9  | 4  | 14 | 15 | 22 | 22 |
| Poor        | 10 | 21 | 5  | 3  | 4  | 7  | 9  | 2  | 3  | 14 | 10 | 19 | 22 | 23 | 18 |
| Fair        | 26 | 29 | 17 | 17 | 20 | 27 | 18 | 21 | 26 | 40 | 50 | 57 | 46 | 45 | 37 |
| Good        | 32 | 39 | 40 | 30 | 25 | 39 | 67 | 46 | 35 | 30 | 62 | 38 | 51 | 49 | 49 |
| Excellent   | 6  | 6  | 8  | 9  | 13 | 10 | 25 | 30 | 9  | 4  | 8  | 3  | 10 | 16 | 16 |
| No Response | 2  | 1  | 1  | 2  | 2  | 2  | 0  | 1  | 2  | 2  | 3  | 0  | 0  | 0  | 0  |

- A. Work performed by Planning Commission
- B. Work performed by Historic Architecture Review Board (HARB)
- C. Work performed by Shade Tree Commission
- D. Customer service by Borough employees (Finance)
- E. Customer service by Borough employees (Planning)
- F. Customer service by Borough employees (Parking)
- G. Customer service by Borough employees (Police)
- H. Customer service by Borough employees (Public Works)
- I. Customer service by Borough employees (Storm Water)
- J. Quality of land use/planning/zoning
- K. Rate overall built environment (buildings/parks/design, etc.)
- L. Rate overall economic health of Borough
- M. Value of services provided for taxes paid
- N. Overall confidence in Gettysburg local government
- O. Council acts in the best interest of the entire community

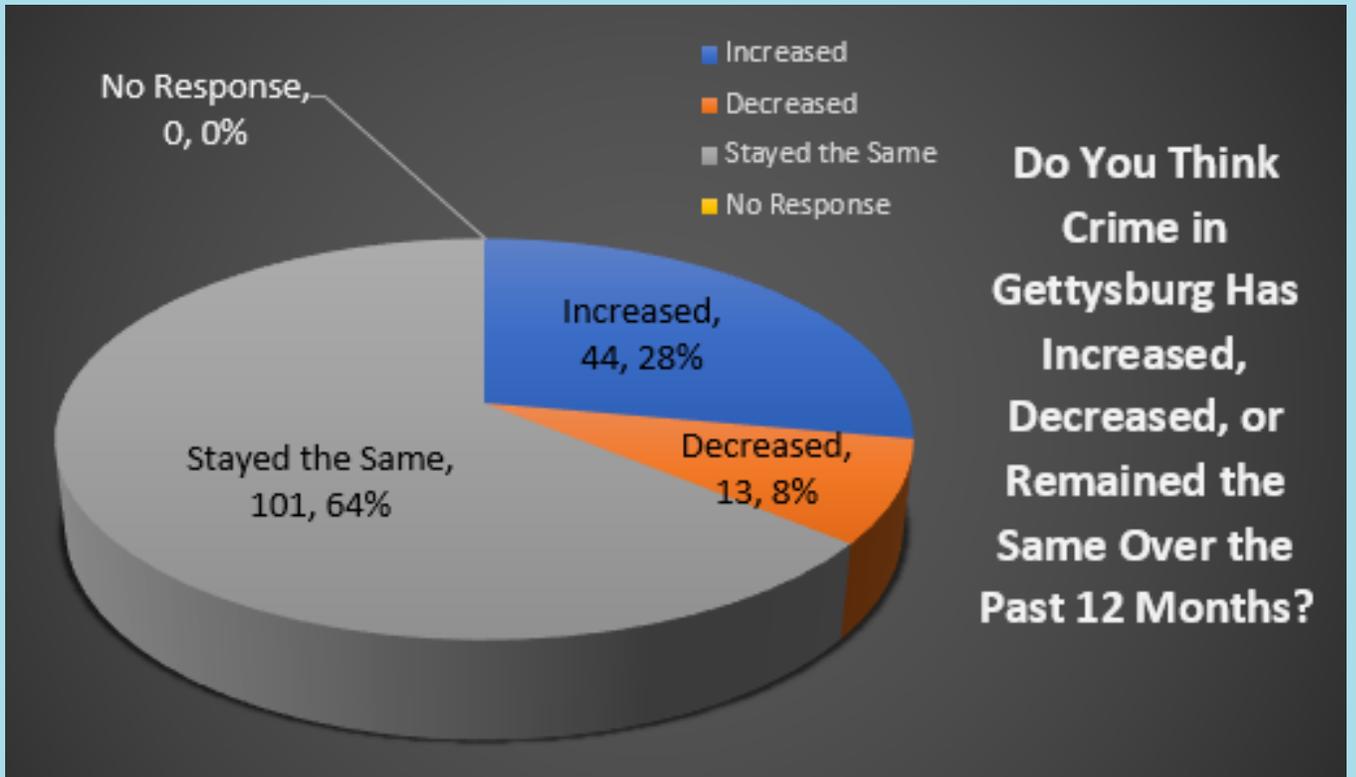


**VII. How Safe Do You Consider Yourself in Gettysburg Borough?**

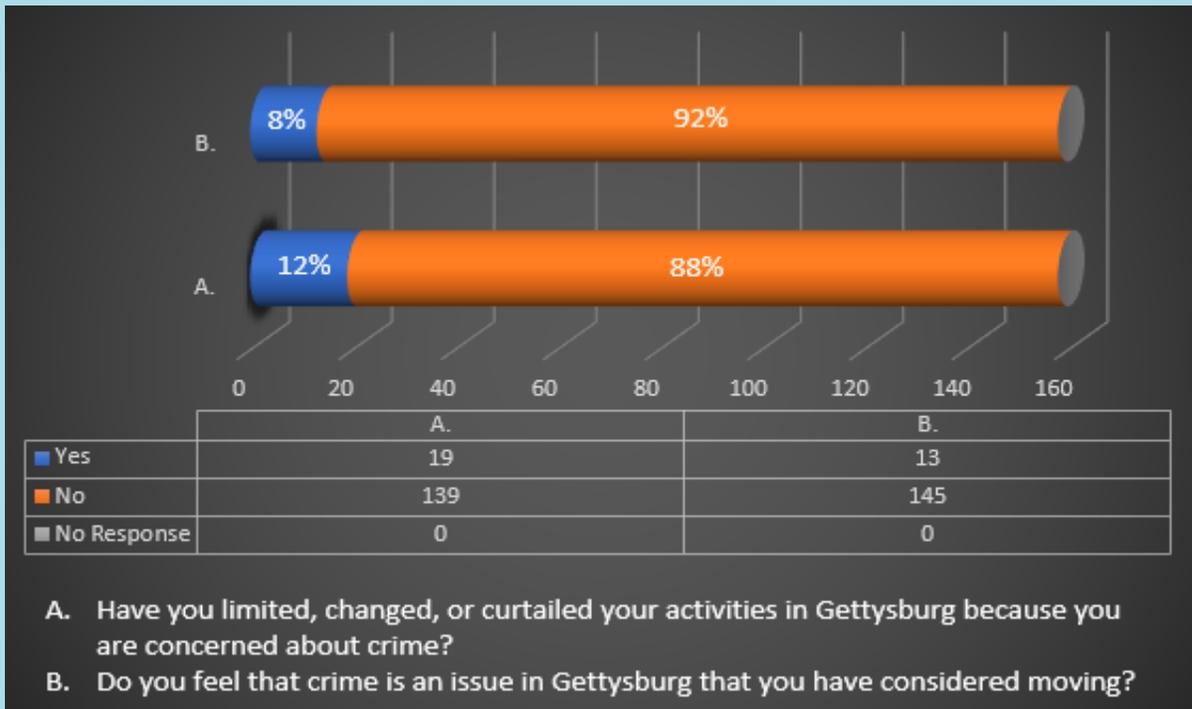


- A. How safe do you feel at night in your home?
- B. How safe do you feel walking at night in Downtown Gettysburg (Business District)?
- C. How safe do you feel out alone at night walking in your neighborhood?
- D. How safe do you feel out alone during the day walking in your neighborhood?

**Survey respondents, with super majorities, overwhelming view Gettysburg Borough as a safe place to be.** 97.4% of respondents feel safe or very safe out alone during the day in their neighborhood. 82.3% of respondents feel safe out alone at night in their neighborhood. 87.3% of respondents feel safe or very safe walking at night in the Business District. 96.2% of respondents feel safe or very safe in their home at night.



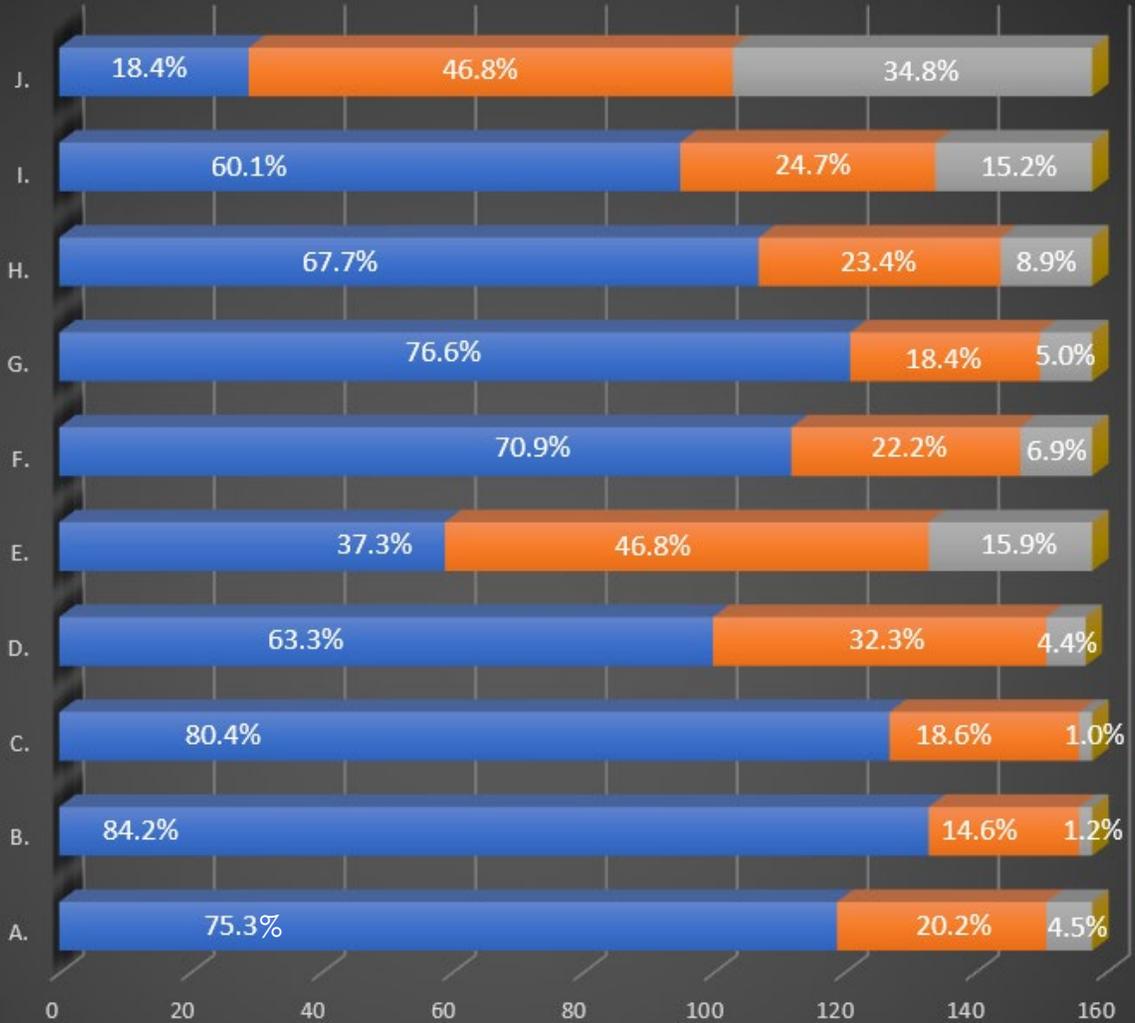
An overwhelming majority of survey respondents (72%) feel that crime has either decreased or remained the same in Gettysburg over the past 12 months.



In near unanimity, survey respondents have neither changed their activities nor considered relocating based on their assessment of crime in Gettysburg Borough.



**VIII. How Concerned Are You About Situations in Gettysburg During Day-Time Hours?**



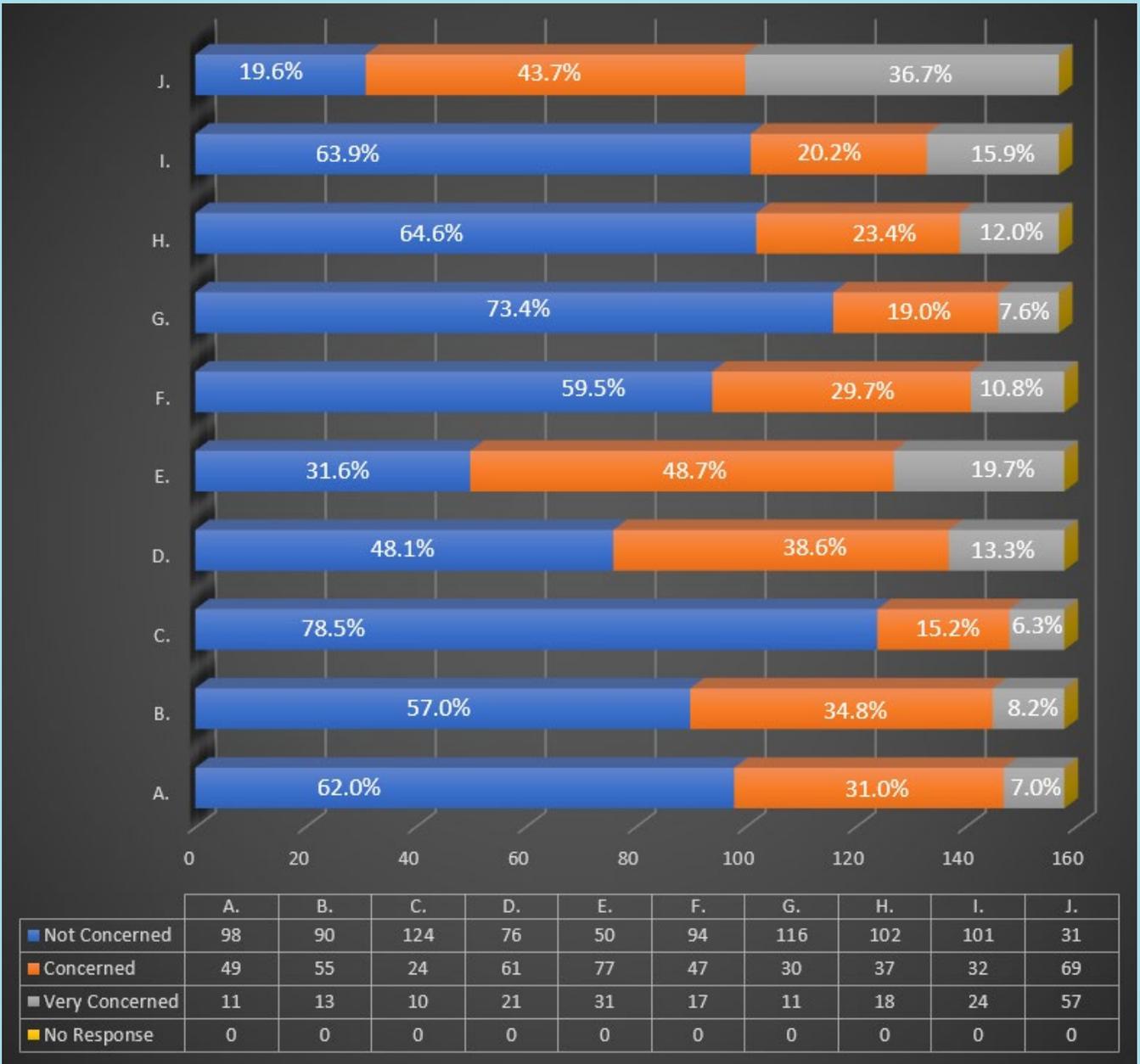
|                | A.  | B.  | C.  | D.  | E. | F.  | G.  | H.  | I. | J. |
|----------------|-----|-----|-----|-----|----|-----|-----|-----|----|----|
| Not Concerned  | 119 | 133 | 127 | 100 | 59 | 112 | 121 | 107 | 95 | 29 |
| Concerned      | 32  | 23  | 29  | 51  | 74 | 35  | 29  | 37  | 39 | 74 |
| Very Concerned | 7   | 2   | 2   | 6   | 25 | 11  | 8   | 14  | 24 | 55 |
| No Response    | 0   | 0   | 0   | 0   | 0  | 0   | 0   | 0   | 0  | 0  |

- A. Having your home Burglarized
- B. Walking within Gettysburg
- C. Driving through Gettysburg
- D. Children in danger
- E. Children being exposed to drugs
- F. Strangers loitering near your home
- G. Illegal parking near schools
- H. Illegal parking near your home
- I. Sidewalk clutter/displays in Downtown (Business District)
- J. Speeding traffic

**A clear majority of survey respondents during the day are either concerned or very concerned with children being exposed to drugs (62.7%) and with speeding traffic (81.6%).**



**IX. How Concerned Are You About Situations in Gettysburg During Night-Time Hours?**



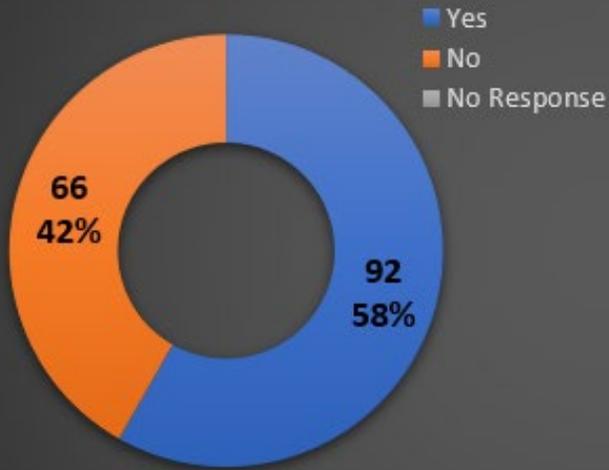
- A. Having your home Burglarized
- B. Walking within Gettysburg
- C. Driving through Gettysburg
- D. Children in danger
- E. Children being exposed to drugs
- F. Strangers loitering near your home
- G. Illegal parking near schools
- H. Illegal parking near your home
- I. Sidewalk clutter/displays in Downtown (Business District)
- J. Speeding traffic

**A clear majority of survey respondents at night are either concerned or very concerned with children being in danger (51.9%), children being exposed to drugs (68.4%), and speeding traffic (80.4%).**



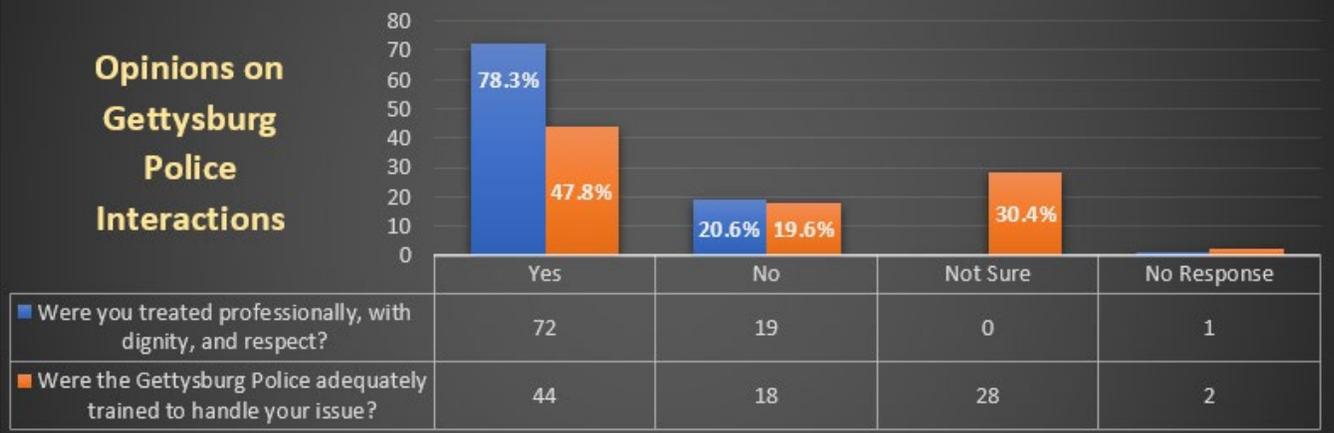
**X. Experience with Gettysburg Police**

## Have you had contact with the Gettysburg Police Department in the Past three years?



Survey respondents were instructed to skip to the next section of the survey if they DID NOT have any interaction with the Gettysburg Police Department over the past three years. Remaining survey answers in this section represent 92 out of the 158 surveys returned.

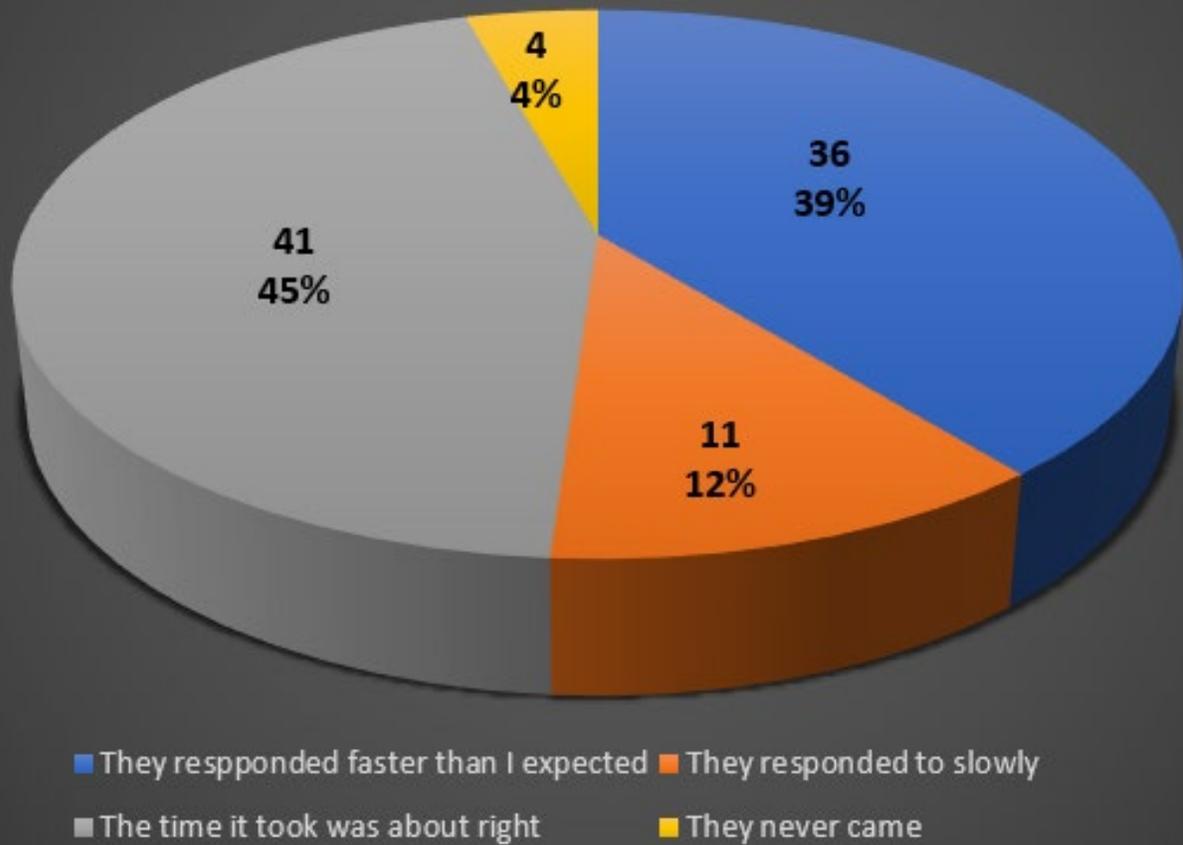
### Opinions on Gettysburg Police Interactions



Of the 92 survey respondents who identified themselves as having interacted with the Gettysburg Police Department in the last three years, overall general impressions were positive. Nearly half of respondents reported having felt the department was adequately trained and 78.3% reporting having been treated with dignity and respect. Of note, however, nearly one third of respondents were not able to assess whether Police Department personnel were adequately trained to handle their specific situation.



## How Quickly did the Gettysburg Police Department Respond to Your Call?

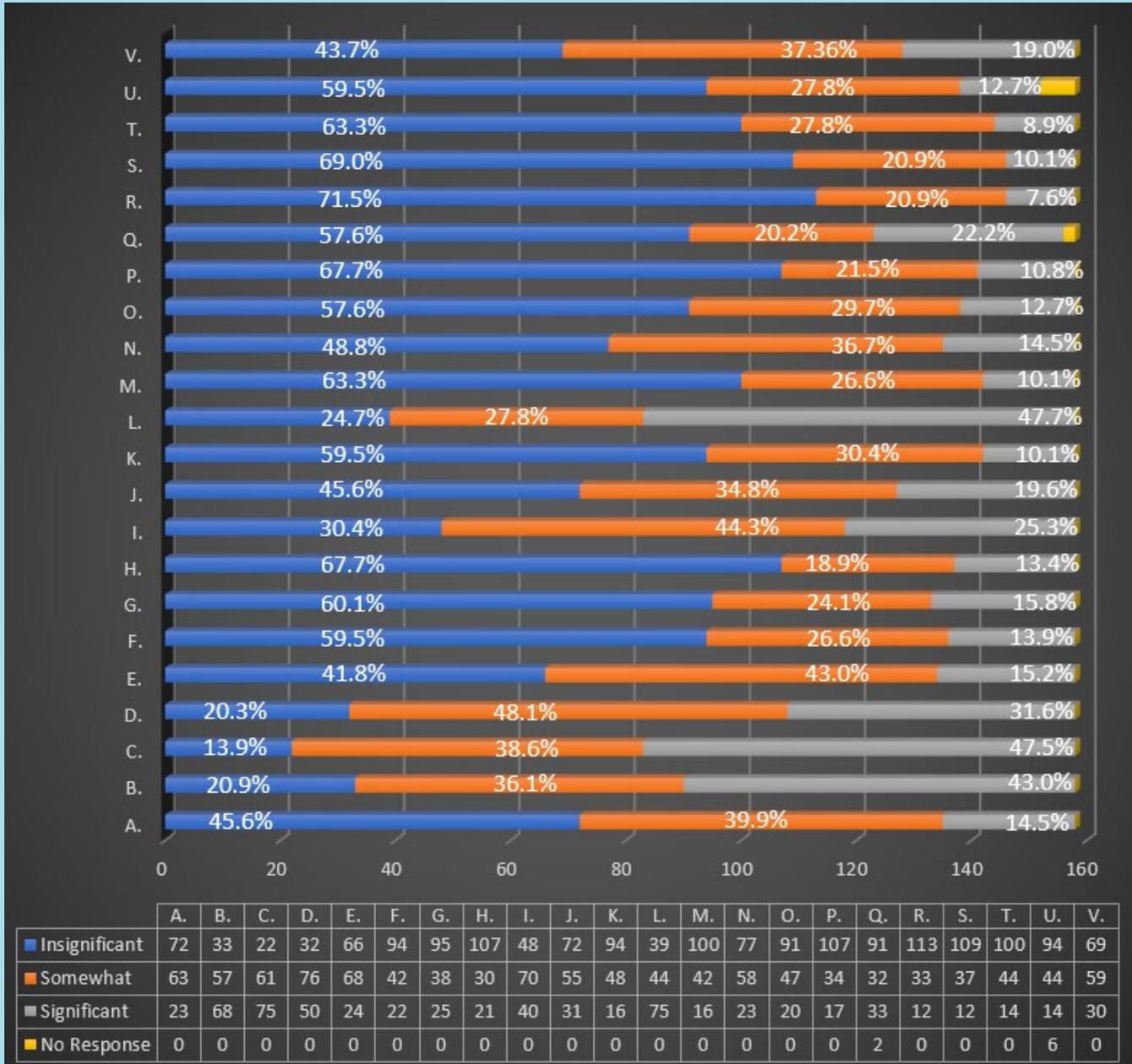


During an emergency, response time is paramount. The Gettysburg Police Department received excellent scores in this area, with 81% of respondents reporting either the Department responded to their call in the amount of time expected or even faster than expected. Only 12% of respondents felt the response time was not adequate.

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Community Survey



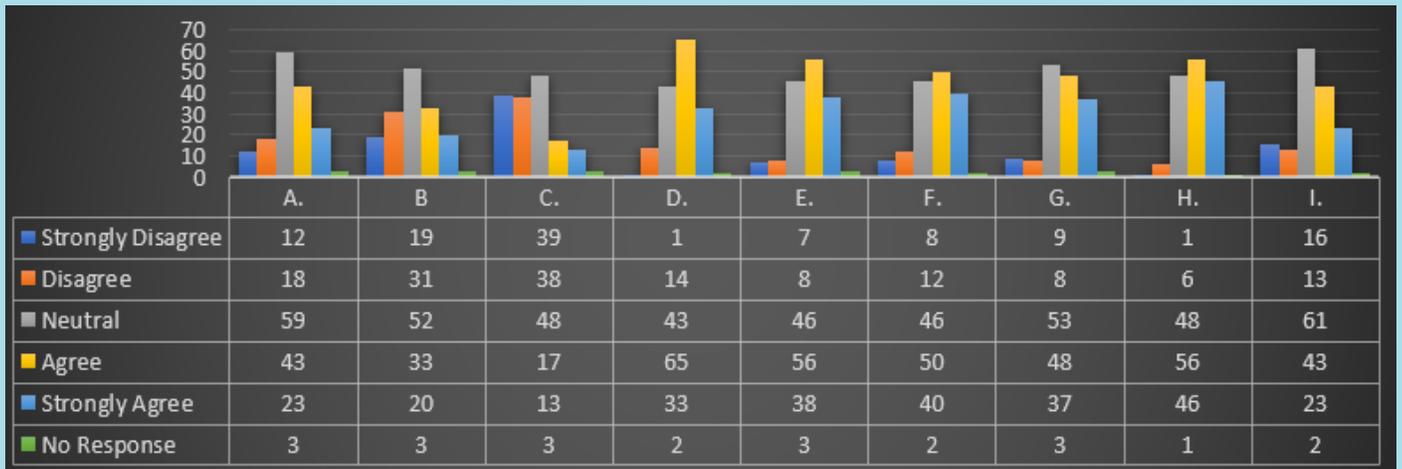
**XI. To What Extent Do You Believe the Listed Issues are a Problem in Gettysburg Borough?**



- A. Car horns/stereos/alarms
- B. Speeding cars/screeching tires
- C. Truck traffic
- D. Illegal drug possession and use
- E. Illegal dumping/littering
- F. Loud music or other noise from homes
- G. Loud music or other noise from Gettysburg College facilities
- H. Noisy neighbors
- I. Parking/traffic problems
- J. Pedestrians crossing the road outside crosswalks
- K. Bicycles riding against traffic
- L. Motorcycles creating excessive noise
- M. Bicycles riding on sidewalks
- N. Inadequate street lighting
- O. Public drinking/intoxication
- P. Stray/barking dogs
- Q. Stray/feral cats
- R. Trespassing upon your property
- S. Unsupervised children
- T. Vandalism/graffiti
- U. Skateboarding on streets, sidewalks, parking lots
- V. Internet/computer/cyber-crimes (scams)



## XII. Topical Issues



- A. Speed tables should be used as a traffic calming method
- **41% of respondents agree**
  - **19% of respondents disagree**
  - **37% of respondents neither agree nor disagree**
- B. Where possible, roundsabouts should be used instead of signaled intersections
- **34% of respondents agree**
  - **32% of respondents disagree**
  - **33% of respondents neither agree nor disagree**
- C. To keep a fully staffed dept. & to keep pace with contractual pay raises, Council should raise property tax 0.0897 mills annually
- **19% of respondents agree**
  - **49% of respondents disagree**
  - **30% of respondents neither agree nor disagree**
- D. Gettysburg Police should more aggressively cite speeders
- **62% of respondents agree**
  - **9% of respondents disagree**
  - **27% of respondents neither agree nor disagree**
- E. Gettysburg Police are honest and ethical when dealing with you
- **59% of respondents agree**
  - **9% of respondents disagree**
  - **29% of respondents neither agree nor disagree**
- F. Gettysburg Police show concern for your rights as a member of the community
- **57% of respondents agree**
  - **13% of respondents disagree**
  - **29% of respondents neither agree nor disagree**
- G. Gettysburg Police show a real interest in being fair when making decisions that affect you
- **54% of respondents agree**
  - **11% of respondents disagree**
  - **34% of respondents neither agree nor disagree**
- H. Gettysburg Police should more aggressively cite overweight truck haulers
- **65% of respondents agree**
  - **4% of respondents disagree**
  - **30% of respondents neither agree nor disagree**
- I. Borough Council should provide Gettysburg Police Officers incentives to purchase a home and live in Gettysburg Borough
- **42% of respondents agree**
  - **18% of respondents disagree**
  - **39% of respondents neither agree nor disagree**