
VI. APPENDICES



CITY OF CORTLAND EAST END STRATEGIC PLAN RESIDENT SURVEY

660 surveys mailed, 230 returned = 35% response rate

I. ABOUT YOU

1. Are you:

Male 37% Female 60%

OPTIONAL:

Name: _____

Address: _____

2. What is your age?

4% 18-25 16% 26-35 17% 36-45 17% 46-55 20% 56-64 25% 65+

3. Number of persons in your household: 2.2 persons (average)

4. Do you own or rent your home? 74% Own 22% Rent

5. How many years have you lived at your current residence?

7% Less than 1 year 25% 1-5 years 16% 6-10 years
20% 11-20 years 13% 21-30 years 18% 30+ years

6. Why did you choose to live in this neighborhood?

17% Good quality housing 15% Affordable rents 11% Quality of life 19% Grew up here
21% Family connections 12% Schools 11% Access to parks 13% Only place I could find

Other: See attached

7. Is any adult in your household (who is not retired) currently unemployed?

Yes 23% If Yes, how many are unemployed? 1.2 persons (average)
No 76%

8. Is anyone in your household a minority?

Yes 7%
No 92%

If yes, what is your ethnicity: 3.4% Black/African American 0.4% Asian or Pacific Islander
2.2% Hispanic/Latino 0.8% American Indian/Alaskan Native

9. Is anyone in your household handicapped or disabled?

Yes 22%
No 77%

10. Is this a single female-headed household?

Yes 37%
No 61%

II. ABOUT YOUR NEIGHBORHOOD

11. What are the three (3) most important problems facing your neighborhood? (Choose only one)

17% Vandalism/Crime 10% Lack of Parking 16% Excessive Noise 27% Housing Conditions
5% Pollution 3% Loitering 20% Sidewalks/Walkability 11% Drugs
32% Truck Traffic 17% Unemployment 11% Commercial Encroachment 22% Stray animals

Other: See attached

12. Which best describes how the East End has changed since you moved here?

- 11%** It has become a more desirable place to live, work, or do business
- 28%** It has become a less desirable place to live, work, or do business
- 29%** It has not changed in its desirability as a place to live, work, or do business
- 18%** No opinion
- Other: [See attached](#)

13. On a scale of 1 to 5, rate your level of agreement as it relates to the East End (1= strongly agree and 5 = strongly disagree)

| | Strongly Agree | | | | Strongly Disagree |
|---|----------------|------------|------------|------------|-------------------|
| | 1 | 2 | 3 | 4 | 5 |
| There are enough stores in the neighborhood | <u>23%</u> | <u>17%</u> | <u>22%</u> | <u>13%</u> | <u>24%</u> |
| I can walk to stores to get what I want | <u>28%</u> | <u>14%</u> | <u>27%</u> | <u>13%</u> | <u>15%</u> |
| Sidewalks and roads are in good condition | <u>11%</u> | <u>30%</u> | <u>30%</u> | <u>18%</u> | <u>21%</u> |
| Sidewalks are handicapped accessible | <u>16%</u> | <u>23%</u> | <u>27%</u> | <u>15%</u> | <u>13%</u> |
| Businesses are handicapped accessible | <u>18%</u> | <u>27%</u> | <u>33%</u> | <u>8%</u> | <u>6%</u> |
| Outdoor lighting is adequate for walking at night | <u>12%</u> | <u>20%</u> | <u>27%</u> | <u>20%</u> | <u>18%</u> |
| Pedestrians feel safe during the day | <u>26%</u> | <u>35%</u> | <u>23%</u> | <u>8%</u> | <u>4%</u> |
| Pedestrians feel safe at night | <u>7%</u> | <u>20%</u> | <u>27%</u> | <u>25%</u> | <u>16%</u> |
| There is enough parking for residents in the neighborhood | <u>16%</u> | <u>28%</u> | <u>25%</u> | <u>15%</u> | <u>13%</u> |
| Houses are in good condition | <u>7%</u> | <u>16%</u> | <u>38%</u> | <u>23%</u> | <u>12%</u> |
| There is enough police protection in the neighborhood | <u>10%</u> | <u>25%</u> | <u>40%</u> | <u>13%</u> | <u>8%</u> |
| Neighborhood parks are in good condition | <u>16%</u> | <u>37%</u> | <u>31%</u> | <u>9%</u> | <u>6%</u> |
| There are adequate housing options | <u>11%</u> | <u>17%</u> | <u>42%</u> | <u>14%</u> | <u>7%</u> |
| I enjoy interacting with my neighbors | <u>20%</u> | <u>30%</u> | <u>27%</u> | <u>12%</u> | <u>8%</u> |
| I enjoy my neighborhood | <u>22%</u> | <u>27%</u> | <u>30%</u> | <u>13%</u> | <u>7%</u> |
| Industries/Businesses take care of their properties | <u>17%</u> | <u>27%</u> | <u>33%</u> | <u>15%</u> | <u>8%</u> |
| Industry is a good neighbor | <u>14%</u> | <u>20%</u> | <u>36%</u> | <u>17%</u> | <u>10%</u> |
| Landlords take care of their properties | <u>9%</u> | <u>16%</u> | <u>31%</u> | <u>20%</u> | <u>22%</u> |
| Public transportation is readily available | <u>17%</u> | <u>20%</u> | <u>37%</u> | <u>16%</u> | <u>6%</u> |
| Local government has responded to neighborhood concerns | <u>8%</u> | <u>16%</u> | <u>44%</u> | <u>17%</u> | <u>10%</u> |
| Industry/businesses work to address neighborhood concerns | <u>7%</u> | <u>12%</u> | <u>42%</u> | <u>21%</u> | <u>13%</u> |

14. What improvements should be made to your neighborhood to make it a nicer place? (check all that apply)

- 43%** Better housing conditions **17%** Better parks/playgrounds **19%** More parking
- 20%** More police protection **13%** Better health services **17%** More housing choices
- 58%** Better roads/ sidewalks/lighting **20%** More public transportation **53%** More jobs
- 9%** More information on social services **20%** More trees **35%** More services within walking distance
- 30%** Better building conditions Other: [See attached](#)

15. How would you like your neighborhood to look in 5 to 10 years down the road? See attached

16. Other Comments: See attached

Please feel free to attach a sheet with additional comments

What would you like your neighborhood to look like 5 to 10 years down the road?

Would like to see something reasonable in place of the condemned property at 4 Salisbury St. and the building in front of the Ramada Inn

Would like more for Dexter Park; get after slum landlords; stop speeders on Pomeroy and River streets

Won't be here that long

Well-kept homes; crack down on drugs

Well kept; more businesses like the bakery and Green Arch; development of industry is key

We don't want businesses to encroach too far into the residential areas

We don't plan to stay that long

Update sidewalks and parks; too many drugs in area

Update homes; cleaner

up keep of homes

To see more stores at the Riverside Plaza and empty commercial buildings

To look across the street and not see houses falling apart and police constantly resolving domestic disputes.

What would you like your neighborhood to look like 5 to 10 years down the road?

The same

The same

stay the same

Stabilized residential neighborhood; removal of obsolete industrial buildings; improved Dexter Park's equipment

Something to be proud about

Some rentals in the neighborhood need work; problem with odors from the crematory.

Small town neighborhood where people care about each other and take care of their properties without being told by the government how to do it.

Sewer drains cleaned out on a regular basis every time it rains; Better maintenance of roads during the winter

Same or better

Same or better

Same

Safe, secure, and a lot of employment options

What would you like your neighborhood to look like 5 to 10 years down the road?

Roads good; homeowners yards and housing kept up; more jobs and businesses

Restored to like it used to be

Residential

Renovate rundown homes and apartments be better maintained; wider roads for trucks or less truck traffic; better parking options for local businesses to get cars off roads and away from parking in front of houses.

Renovate rundown homes

Renovate Riverside Plaza; Don't change the Tioughnioga River area

Renovate Riverside Plaza; a farmers market in the Marvin Windows warehouse building (Marvin is leaving Spring 2009)

Refurbish the Riverside Plaza; bring in new businesses; don't be so generous with tax credits breaks

Quiet and peaceful

Poor tenant population to improve; less drugs

Pomeroy School Apartments cleaned up (dirty walls and floors, lack of heat, poor parking conditions); improve uneven sidewalks

People to take care of their animals; more police patrol

What would you like your neighborhood to look like 5 to 10 years down the road?

People in neighborhood advance lifestyles towards prosperity and freedom, not being so dependent on government and others

owner-occupied single family homes with people that care about their properties; no subsidized housing and the drugs it brings

no vacant buildings

nicer to look at

Nicer looking homes

Nicer homes; less unemployment

Nice, clean, decent neighborhood

nice and safe

nice

Newly painted houses

New roofs and windows on many homes; fix sidewalks

Needs to be a lot of reconstruction; get rid of vacant/abandoned homes/buildings; need factories and businesses especially in Riverside Plaza

What would you like your neighborhood to look like 5 to 10 years down the road?

Need more shopping places

Need lighting in parking lot and parking for handicapped; Fix up Pomeroy School Apartments

Neater; better sidewalks and roads; stores not so run down

My neighborhood has the ability to look outstanding with some help

More trees; big shopping mall; peace and quiet from Cooper Tools

More trees; better curbs; less truck traffic; keeping sidewalks shoveled from snow

more small business; better housing conditions; East End could look like a "Little Italy"

More senior housing (state discounted)

More residential and not too much more commercial development

More people living and thriving in area

More peaceful and caring place

More organized park activities for kids

What would you like your neighborhood to look like 5 to 10 years down the road?

More occupied places of business

More jobs and stores

more jobs

More housing choices for local residents not students; improve housing; better roads, sidewalks

More homeowners and landlords who take care of their properties; Parks that I would feel safe enough to let my children go to; more police presence is needed to detour criminal activity in our area

More family oriented events; park event to raise money for new equipment

More diversity in Cortland

More companies, factories, and stores; People of Cortland working and not living off the system

More businesses in Riverside Plaza; sidewalks in better condition; less vacant homes; longer hours for the bus and Saturday bus runs

More aesthetically appealing; renovate Riverside Plaza

maintained homes; fewer rental properties; closer bus stop; white street lights instead of dim pink ones

Look more like West side of City; better landlords and more support for good landlords; renew old buildings

What would you like your neighborhood to look like 5 to 10 years down the road?

Like it is now but a little more modern; more lighting; public transportation on weekends; no smoking in cabs or buses; more senior places to go for activities, flowers; a community vegetable garden with raised beds for the handicapped

Licensing of all cats and no outside feeding of any stray animals

Less truck traffic from Marietta 24/7

Less rentals, more single family homes; Homes fixed up

Less income properties; more owner-occupied

Less commercial; less abandoned properties or properties that need repair; well groomed landscaping

Less commercial encroachment

Less commercial development; more small service businesses owned by local residents; landlords to take care of homes; increased police patrol

less business encroachment

less bars; increased police patrol; better parks and playgrounds; more parking; better lighting for sidewalks at night; home improvements (facades)

Landlords take care of houses; Vacant/condemned homes torn down; More business in existing vacant buildings

Keep up properties

What would you like your neighborhood to look like 5 to 10 years down the road?

keep properties picked up

Just the way it is. It is very good right now. Get properties back on tax role

It would be great to look like the area around Suggestt Park.

Improvement of owner-occupied and income properties (facade); more consumer business like department and hardware stores; good mix of single and two-family homes

Improved curb appeal

Improve Riverside Plaza buildings and parking lot; removal/renovation of old gas station in front of Ramada Inn; utilize vacant commercial buildings/lots

Improve housing facade

Improve condition/maintenance of park, roads; Enforce speed limits - UPS trucks speed; fence in back yard to deter people from walking through it.

Improve condition of homes; less littering; more businesses

I love my neighborhood

I like my family home and neighborhood

houses to be kept up to date

What would you like your neighborhood to look like 5 to 10 years down the road?

Houses having good curb appeal, more trees, sidewalks in good shape and be able to walk to the river bank; trucks obeying the do not enter sign at the end of street; curbs on street so vehicles are not driving on the front lawn

Homeowners to fix their houses and mow their lawns

Good

Fix up run down homes; condemned homes fixed or torn down; fill vacant storefronts

Fix up houses; enforce tractor-trailer route

Financial support to the property owners that give to downtown business owners

Fill Riverside Plaza; more businesses rather than factories open in East End

Fill empty lots

Feel safe in my neighborhood at night; see abandoned/vacant buildings improved or torn down

Enforce code; no trash on porches or in driveways; better lighting; more businesses in the Riverside Plaza

DPW taking care of side roads better in the winter; better building facades; not so much dust from UPS parking lot; more police for speeders on North Franklin

Dexter Park needs work; bring families here; need a department store

What would you like your neighborhood to look like 5 to 10 years down the road?

Develop Riverside Plaza

Develop and improve appearance of Riverside Mall; Clinton Avenue needs work

Department store in Riverside Plaza; Fine dining

Crematory out of my neighborhood, it is horrid and it smells terrible

Create more jobs by opening new businesses in existing vacant buildings on Elm Street

Controlled truck traffic; more trees to soften industrial look

Control stray cats and dogs; trim or remove old large trees; give City Fire Department more firefighters and better equipment

Cleaner, more friendly interacting neighborhood; safe at night, adequate lighting and social places to walk to; family friendly for kids and animals.

Cleaner, improve run down homes; better traffic devices

Cleaner

Clean; well maintained; better protection; less drugs and dealers

Clean; well lit; good roads

What would you like your neighborhood to look like 5 to 10 years down the road?

Clean; not over developed with business; quiet and pleasant like it is now

Clean, green, family-friendly

Clean, fresh and welcoming

Clean up housing and yards; enforce code; do something with vacant/abandoned homes

Clean and well kept; less to no litter

Clean and continue to see development on business; upkeep/renovation of run down properties

Clean

Clean

Center stores at Riverside Plaza, more restaurants; clean up corner of River St., Clinton Ave., and Pomeroy St.; get rid of vacant gas station; control stray animal and crow population

Cared for

businesses to keep noise down after midnight

Building in front of Ramada Inn either utilized or remodeled or demolished; Want the river trail that goes from Yaman around back of Wendy's across to Riverside Plaza; Renovate Riverside Plaza; like Tim Armstrong's idea of farmer's market in the Dexter Park parking lot; Utilize County Office Building for large group gatherings; a sitting area by the waste water treatment plant with benches overlooking the river; benches in other area; no littering; signs and enforcement in Dexter Park and Riverside Plaza

What would you like your neighborhood to look like 5 to 10 years down the road?

Build a foot bridge from Grange Place to Riverside Plaza; knock down building China Moon is in and create a park our back of the areas; fill empty store fronts with local family owned businesses.

better upkeep of homes and sidewalks

Better plowing in the winter; more government funding for home improvements based on need

Better parking options day and night; clean up some homes

Better parking area and play space for grandchildren; pave road

Better looking houses

Better kept; more handicapped accessible housing; cheaper rents and utilities included in rent; housing not owned by CHAC; allowed to have pets in rentals

Better housing conditions; better roads; more young professionals in the neighborhood; more local businesses.

Better housing

Better conditions of homes

Better “up-keep” of rental properties; less on-street parking; better park and police presence

Be able to go out shopping here not on 281 and the other side of the City. We have nothing here; too much attention is being focused on a Super Wal-Mart and their products mostly come from China

What would you like your neighborhood to look like 5 to 10 years down the road?

All the streets paved; all the sidewalks in good condition; all the housing in good condition

About the same

A quaint community

A pleasing look that would encourage younger families to move into the neighborhood

A noise ordinance on motorcycles; sidewalks redone and speed bumps at the corner of Hubbard and Garfield; new store in Riverside Plaza; Renovate lot in front of the Holiday Inn

A nice, welcoming, family-friendly neighborhood with attractive landscaping and thriving stores and businesses

A nice, quiet place to come home to from a hard day's work.

A neighborhood that will accommodate young children that will be young adults and that they're families will be safe

A lot less rental properties

NYS Office of Community Renewal's Definition of Substandard

Structural Components - Upon structure inspection various components should be categorized as primary, mechanical or secondary as follows:

Primary Components – Foundation, exterior wall structures, roof structures, floor structures, columns, joists, and partitions.

Mechanical Components – Windows and doors, plumbing, heating, electrical, wells and septic systems.

Secondary Components – Siding material, roofing material, porches and exterior stairs and railings, chimneys, flooring material, ceilings, lighting, ventilation, interior stairs and railings.

Degree of Deficiency – After deficient structural components are classified as primary, mechanical or secondary, they shall be assessed for the degree of deficiency as follows:

Critical – Component is badly deteriorated, sinking, leaning, non-operative or non-functional, out of plumb, or unsafe to an extent requiring complete replacement. For example, (1) a complete electrical rewiring, (2) a complete new roof, (3) a plumbing system which requires extensive repair or none exists, (4) major repair of exterior structural elements (e.g. walls, sills, floor joists, rafters, porches, etc.), (5) major repair of unstable or deteriorated foundation walls, or (6) a non-existent or dysfunctional septic system, a spring-fed well with water of poor quality or quantity.

Major – Component is badly deteriorated and in need of major repair or replacement.

Minor – Component is worn, loose, or cracked and in need of repair.

Sound – Component needs no more than normal maintenance.

Structural Conditions – After determining the degree of deficiency, the structural condition must be determined.

Standard – Housing or rental units that are in standard condition, have no major structural defects, have adequate plumbing facilities, and their appearance does not create a blighting influence. This condition requires no more than observable, normal maintenance; dwelling units which have no deficiencies, or only slight observable deficiencies.

Substandard – Housing or rental units that have one or more major structural defects, but can still be repaired for a reasonable amount. The degree of substandard is either moderate or severe according to the number of major defects.

- Moderately Substandard – Housing or rental units that have less than three major defects and can be restored to a standard condition for a reasonable cost.
- Severely Substandard – Housing or rental units that have three or more major defects or at least one critical defect and can be restored to a standard condition for a reasonable cost.
- Dilapidated – Units that are determined to be severely substandard to a degree requiring clearance or buildings which have three or more critical deficiencies that cannot be repaired to a standard condition for a reasonable amount. In these instances a local determination must be made concerning the economic feasibility and the public benefit of such projects.