VoiceGR 2016: Themes

Summary

The following VoiceGR 2016 survey questions prompted respondents to write in a response to the question:

- **Question 23:** Why did you not have health insurance?
- **Question 38:** What do you think is the biggest strength in your neighborhood?
- **Question 39:** What do you think is the biggest problem in your neighborhood?
- **Question 43:** What about your neighborhood makes you feel unsafe?

Responses to these four open-ended questions were categorized by content into groups called ‘themes.’ Individual themes that were alike were then grouped once more, creating an overarching theme comprised of several subthemes. Themes provide a structure for understanding patterns in the responses to these questions. Qualitative analysis was based on Grounded Theoretical framework, which employs an inductive approach through a process called ‘open coding’. This approach allows themes to develop out of the responses themselves, instead of preconceived ideas of what the responses may contain.

Responses with a sample size less than 10 are not shown in the online tools. Note that many people gave more than one answer in their response, so the total of all themes is higher than 100%.

For a sample interpretation in the Tableau Viz Tool, see page 2

For a sample interpretation in the Interactive Map, see page 3

Full descriptions of the themes and subthemes begin on page 4
Results and Interpretation Example: Tableau Public Viz Tool

Overarching theme results are displayed in the Tableau Public Viz Tool by theme topic. Data points on the scale represent the number and percentage of people who had a response included in that theme.

Survey section/topic buttons: Neighborhood Strengths

Theme: Community and Cohesion

Split By: All

Interpretation: Over 30% of all respondents who answered the question “What do you think is the biggest strength in your neighborhood?” provided an answer that fit into the theme “Community and Cohesion”.

[Image of Tableau Public Viz Tool showing a bar chart with the question “What do you think is the biggest strength in your neighborhood?”]
Results and Interpretation Example: Interactive Map

Theme results are displayed in the Interactive Map by question. The colors gradient in the legend shows the percentage of respondents from that neighborhood who had an answer included in the chosen theme. The darker the shade of blue, the higher the percentage of respondents whose response was categorized into that theme. Hovering the cursor over a particular neighborhood will bring up the count of respondents who are residents of that neighborhood (Count of respondents), the count of residents who had an answer included in the chosen theme (Count “yes”), and the percentage of residents who had an answer included in the chosen theme (Percentage).

Survey question: What do you think is the biggest strength of your neighborhood?

Theme: Community and Cohesion

Split By: All

Interpretation: 31.7% of all respondents who live in the Creston area had an answer to the question “What do you think is the biggest strength of your neighborhood?” categorized in the Community and Cohesion theme.
Theme Descriptions

Themes for each of the four open-ended questions are described below.

**Question 23: Why did you not have health insurance?**

- **Application Difficulties:** References to difficulties with application or application process
- **Citizenship Status:** References to lacking insurance due to citizenship status
- **Cost:** References to cost or lack of affordability of insurance plans
- **Didn’t Qualify:** References to lacking health insurance because respondent did not qualify; no further explanation
- **Incarceration:** References to lacking insurance due to incarceration
- **Lost or Cancelled:** References to being dropped from insurance policies or cancelled; may or may not have included an explanation
- **Personal Choice:** References to an individual’s choice not to pay for, sign up for, apply for, or otherwise obtain insurance
- **Related to Job:** References to employment-related reasons, such as being unemployed, employers not offering insurance, being self-employed and facing high premiums, etc.
- **Unsure:** Respondents who were not sure if they were currently on an insurance plan

**Question 38: What do you think is the biggest strength in your neighborhood?**

- **Amenities and Services:** This theme includes the availability, quality, or convenience of various amenities and services, such as education, public transportation, grocery stores, internet/cable service, or general resources and information. This theme includes the following subthemes:
  - **Amenities and Services:** General references to “amenities” and/or “services”
  - **Church(es) and Place(s) of worship:** References to the quality, quantity or availability of churches or places of worship
  - **Library:** References to quality, quantity, or availability of a library or libraries
  - **Restaurant(s):** References to quality, quantity, or availability of a restaurant or restaurants; may include general references to “restaurants”
• **Schools(s):** References to quality, quantity, or availability of a school or schools; may include general references to “schools”

**Community and Cohesion:** This theme includes references to the presences of cohesion and social connection in the community, as well as the factors that affect the level of community cohesion.

• **Activities:** References to activities or things to do
• **Commonality & Similarity:** References to similarities and/or shared demographics, mindsets, economic background, or other cultural or demographic attributes
• **Community (general):** References to “community” or “sense of community”
• **Community (pride):** References to pride in community or proud neighbors; not personal pride
• **Engagement & Connection:** References explicitly to engagement or connectedness, or indirectly to common action and/or communication; includes references to neighborhood associations, social media, etc.
• **Familiarity:** References to familiarity with neighbors and knowing people
• **Family & Children friendly:** References to suitability of the neighborhood for families and/or children; could explicitly refer to “family friendly” or “kid/children friendly”

**General:** References that make a general statement about the neighborhood having issues

**Growth and Development:** This theme included references to growth and development, whether commercial or residential. It also includes references to gentrification in the sense that it is a side effect of growth, in the actions taken to avoid gentrification, or mentioned gentrification explicitly. This theme includes the following subthemes:

• **Growth & Development:** References to progress, growth, or development; commercial, residential, etc.
• **Gentrification:** References to displacement as a result of development; may explicitly reference “gentrification”

**Housing and Cost of Living:** This theme included references to financial interests of residents in a neighborhood, including cost of living, property maintenance and property value, and quality of housing. This theme includes the following subthemes:

• **Cost & Affordability:** References to affordability of housing or home ownership; references to affordable “cost of living”
• **Property Maintenance:** References to personal property maintenance or home maintenance
• **Property Value:** References to high property values
• **Quality of Housing:** References to good/improved quality of available housing
**Not Applicable:** “NA” or “not applicable”

**None:** References indicating that the neighborhood does not have strengths; “none”

**People:** This theme includes the quality or type of people or groups of people in the community; includes general and positive references to “people”, stability of residents, and references to being “diverse” or to “diversity”. This theme includes the following subthemes:

- **Demeanor:** References the positive way community members or neighbors interact with and/or appear to others, including how friendly or helpful people are/appear to be
- **Diverse & Diversity:** References explicitly to diversity, or of inclusion of different types/groups of neighbors; refers specifically to diversity of people
- **People (general):** References explicitly to "people"; may or may not include qualifying adjectives (ex: "Great people" or "The people")
- **Resident Stability:** References explicitly to “stability”, or to factors that contribute to stability, such as home ownership, lack of or few rentals, low transience of neighbors

**Physical Infrastructure and Location:** This theme includes comments that refer to the quality of specific infrastructures, the cleanliness of the physical environment, location (including proximity to or distance from places or things, such as restaurants or green space), or the maintenance of property. This theme includes the following subthemes:

- **Beauty and Aesthetics:** References to aesthetics and visual beauty or visually pleasing features of the neighborhood
- **Cleanliness:** References to “clean” or “no litter”; factors that contribute to cleanliness
- **Downtown:** References specifically of proximity to downtown, or explicitly to “downtown”
- **Location (distance):** References to being far away from something/somewhere/someone(s) undesirable; may be specific or general
- **Location (proximity):** References to being close to something/somewhere/someone(s); does not include downtown (see Downtown theme)
- **Location (general):** References explicitly to “location”; may or may not have qualifying adjectives (ex: "Nice location" or "Location")
- **Nature & Greenspace:** References to proximity or availability of natural or green spaces, and features of those green spaces (such as trees); not related to environmentalism
- **Park(s):** References specifically to parks; quality or quantity
- **Rural:** References to being “rural” or out in the country
**Safety and Security:** This theme includes references to concepts of security or safety, including comments that explicitly mention “security” or “safety”. It also includes references to low or lack of crime, security entities (either publicly funded or the Neighborhood Watch), and the generally feeling of peacefulness or quietness in their neighborhood. This theme includes the following subthemes:

- **Low & Lack of Crime:** References to the lack of crime or low crime rate
- **Quiet & Peaceful:** References explicitly to “quiet” or “peaceful” or derivatives
- **Safe & Safety:** References explicitly to “safety” or to feelings of being safe
- **Security (Neighborhood Watch):** References specifically about feeling safe as a result of the neighborhood watch; “neighborhood watch”
- **Security (public services):** References to specific security entities—civil services designed to maintain safety, such as police, building security, fire fighters

**Unique:** References that had thematic value but did not fit in any other themes

**Unsure:** References indicating that respondents are unsure of what the biggest strength(s) is(are)

**Question 39: What do you think is the biggest problem in your neighborhood?**

**Amenities and Services:** This theme includes the availability, quality, or convenience of various amenities and services, such as education, public transportation, grocery stores, internet/cable service, or general resources and information. This theme includes the following subthemes:

- **Accessibility of Resources, Information and/or Services:** References to the lack of availability, accessibility, or presences of resources, information, or services; includes general references as well as references to specific resources, information, or services not related to technology
- **Internet, WiFi, Phone, or Cable Options:** References to the speed, availability, and reliability of internet, cable, or other technological services.
- **Grocery:** References to a lack of convenient, close, or affordable grocery options.
- **Public Transportation:** References to a lack of public transportation and public transportation being inconvenient or service being infrequent.
- **Schools (bad):** References to a lack of quality schools

**Animals:** References to animals or perceived threats or nuisances resulting from the presence of animals
**Crime and Undesirable Activities:** This theme includes content referencing general or specific criminal activity, as well as activities that may not be illegal but are perceived negatively or as a nuisance by respondents. This theme includes the following subthemes:

- **Crime (general):** References to general crime; includes references to crime rate
- **Drugs & Alcohol:** References to the sale of drugs, use of drugs, drug-related crimes, alcohol, and drunkenness
- **Gangs:** References to gangs or gang-related activity
- **Noise:** References to noise levels such as too much or too little noise, and the various causes of noise disturbances.
- **Traffic:** References to the road traffic, include speed, quantity, or to traffic generally
- **Undesirable Commerce:** References to any negatively perceived commerce or businesses such as liquor stores, bars, etc.

**General:** References that make a general statement about the neighborhood having issues

**Lack of Community and Cohesion:** This theme includes references to a lack of social cohesiveness, connections, or relationships among community members, including general a lack of a sense of community, as well as specific references to community members’ demeanors or respective worldviews. This theme includes the following subthemes:

- **Activities (lack):** References to a lack of activities or things to do
- **Community (lack):** References to references to a general lack of a sense of community
- **Connection (lack):** References to a lack of connection, or communication with neighbors and community members
- **Demeanor:** References to the negative way community members or neighbors interact with and/or appear to others, including how friendly or unfriendly people appear to be
- **Familiarity (lack):** References to respondents not feeling like they know their neighbors or other people in the community
- **Family Friendly (lack):** References to neighborhoods not being suitable for children or families
- **Worldviews (politics, cultural):** References to the cultural, political, lifestyle, or ideological beliefs of individuals in the community

**None:** References indicating that the neighborhood does not have a biggest issue

**Not Applicable:** “NA” or “not applicable”
People: This theme includes the qualities and/or presence (or lack) of particular people or groups of people in the community; includes particular people, particular groups of people, and a lack of diversity. This theme includes the following subthemes:

- Diversity (lack): References to comments specifically mentioning a lack of diversity.
- Particular People: References to specific people, or groups of people in the neighborhood.

Physical Infrastructure and Location: This theme includes comments that refer to the quality of specific infrastructures, the cleanliness of the physical environment, location (including proximity to or distance from places or things), or the maintenance of property. This theme includes the following subthemes:

- Bad Roads: References to poor road or street quality; includes references to pot holes.
- Bike Lanes (lack): References to communities lacking bike lanes, bike paths/trails, or general bike-ability.
- Cleanliness, Littering: References to littering, lack of cleanliness, or factors that negatively affect cleanliness (such as littering).
- Lighting: References to the amount of or lack of light, including comments that specifically mention street lighting.
- Parking: References to a lack of parking or poor parking conditions.
- Property Maintenance: References to a perceived lack of maintenance of personal property and homes (includes rental homes).
- Proximity: References to being too close to places, people, or entities that respondents feel are unsafe or undesirable.
- Rural or Isolated: References to being isolated or in a rural area.
- Walkability (lack): References to poor walkability or poor sidewalk/walking infrastructure.

Systemic and Social Issues: This theme includes comments explicitly about social issues such as poverty, racism, housing issues, and homelessness, as well as local governance and law enforcement. This theme includes the following subthemes:

- City & Government Issues: References to issues with city and state governance and public services.
- Commercial Blight: References to blighted, abandoned or vacant, and poorly maintained commercial property.
- Homelessness: References to the presence of or activities of homeless individuals, as well as the quality or availability of resources addressing homelessness.
• **Housing**: References to the cost, stability, and quality of housing, as well as phenomenon affecting housing, such as gentrification

• **Inequality**: References to inequality and socioeconomic injustice

• **Landlord**: References to landlords in general, as well as landlords being absent, not providing maintenance, or not complying with property maintenance codes

• **Law Enforcement (general)**: References to general law enforcement, as well as comments discussing police behavior, methods, and effectiveness

• **Poverty**: References to poverty or factors related to poverty, such as unemployment, underemployment, income inequality, and access to resources

• **Racism**: References to racism, prejudice, and related issues such as police discrimination and profiling

**Safety and Security**: This theme includes comments that mention concepts of security or safety, including comments that explicitly mention “security” or “safety”. This theme includes the following subthemes:

• **Safety (lack, general)**: References to respondents feeling unsafe; includes specific things that are perceived as creating an unsafe environment or to safety in general

• **Security (lack)**: References to comments that mention security in general refer to security” or “lack of security”

**Unique**: References that had thematic value but did not fit in any other themes

**Unsure**: References indicating that respondents are unsure of what the biggest issue(s) is(are)

**Question 43: What about your neighborhood makes you feel unsafe?**

**Animals**: References to animals or perceived threats resulting from the presence of animals

**Automobile Traffic**: This theme included references to the perceived threats from or unsafety of automobile traffic. This theme includes the following subthemes:

• **Traffic (busy)**: References to the quantity of vehicles or traffic; includes the word busy

• **Traffic (fast)**: References to speed of vehicle traffic

• **Traffic (general)**: References to general traffic, not specifically about speed or quantity
Crime and Violence: This theme includes all general or specific criminal or violent incidents and activities or perceived threats thereof. This theme includes the following subthemes:

- **Arson:** References to comments discussing arson fires
- **Breaking & Entering:** References to break-ins or breaking and entering, including specific incidents/break-ins as well as general references to the frequency of, potential for, or perceived threat of break-ins
- **Crime (general):** References to general crime, including crime rates
- **Drugs:** References to drug usage, general drug activity, or drug sale
- **Guns:** References to guns, including shootings or general the presence of guns
- **Sexual Harassment or Assault:** References to incidents of sexual harassment or sexual assault, or the perceived threat of sexual assault occurring
- **Theft or Robbery:** References to theft, property being stolen, or robberies, including references to specific cases of theft and robbery or general concerns about robberies
- **Vandalism:** References to the defacing or destruction of public or private property, including either general comments discussing vandalism or specific comments discussing specific acts of vandalism, i.e. graffiti
- **Violence (general):** References to any comments generally referring to violence

General: References to comments that make a general statement about safety

Issues with Law Enforcement: This theme includes references to law enforcement behaviors or the amount of law enforcement, police, or security officers present. This theme includes the following subthemes:

- **Law Enforcement (general):** References to law enforcement; that are not about the amount or presences of police/security officers
- **Law Enforcement (too little):** References to respondents feeling there is inadequate law enforcement, police, or security presence
- **Law Enforcement (too much):** References to respondents feeling there is too much law enforcement, police, or security presence

Lack of Cohesion: This theme includes references to the absence cohesion and social connection in the community, as well as the factors that affect the level of community cohesion. This theme includes the following subthemes:
• **Isolation:** References to respondents feeling unsafe because they live in isolated or secluded locations

• **Lack of Cohesion:** References to the level of cohesion or sense of community, community pride, community support, etc.

• **Lack of Familiarity:** References to lack of familiarity or respondents feeling unsafe because they don’t know other residents or people coming into the community

• **Transience (renters):** References to resident turnover, moving in and out, and general transience of renters

• **Prejudice:** References to feeling fearful as a result of perception or experience of discrimination

**Not Applicable:** “NA” or “not applicable”

**Nothing:** References indicating that nothing in the neighborhood feels unsafe

**People:** This theme includes comments discussing individuals or groups of people as the causes of respondents’ feelings of unsafety in their neighborhoods. This theme includes the following subthemes:

• **People:** References to respondents’ fears of people who are perceived as threatening or unsafe

• **Demography or Demographics:** References to types of people or demographic groups in the community

• **Interpersonal Relations:** References to relations between community members and the demeanor of community members

**Property and Infrastructure:** This theme includes references to aspects of infrastructure or property in their neighborhood that contribute to feelings of being unsafe in their neighborhood. This includes unkempt houses and lack of lighting. This theme includes the following subthemes:

• **Property:** References to unoccupied houses or about renters, landlords, or owners who do not care for houses and property

• **Street Lighting:** References to comments discussing the amount of or lack of light at night and associated discomfort or fear

**Proximity to Undesirable Areas:** References to a neighborhood bordering or being close to another area or neighborhood perceived to be unsafe
Undesirable Activities: This theme includes activities that are perceived as undesirable, threatening, or unsafe by respondents; not necessarily illegal activities. This theme includes the following subthemes:

- **Loitering (general):** References to people hanging out, loitering, etc. outside or in public spaces
- **Loitering (youth):** References to comments specifically referring to youth or teens loitering or hanging around
- **Foot Traffic:** References to foot traffic and people walking through community
- **Transience (homeless):** References to comments discussing transient homeless populations and perceptions about their behaviors
- **Solicitation (panhandling):** References to solicitation or panhandling
- **Unsupervised Children:** References to comments that refer to children in the neighborhood seen without an accompanying adult
- **Alcohol or Public Drunkenness:** References to alcohol use or drunkenness
- **Gangs:** References to gangs or gang activity
- **Scoping:** References to "scoping", or people hanging around to assess a property or person as a potential precursor to a crime, such as larceny

**Unique:** References to comments that had thematic value but were unique and did not fit in any other themes

**Unsure:** References indicating that respondents are unsure of what makes them feel unsafe